

# Ottawa Community Coalition for Literacy



# ANNUAL REPORT 2011/2012

Ottawa Community Coalition for Literacy

107-211 Bronson Avenue • Ottawa • Ontario • K1R 6H5

Phone: 613-233-3232 • Fax: 613-233-0299

[abcline@occl.ca](mailto:abcline@occl.ca) • [www.occl.ca](http://www.occl.ca)

# Annual Report 2011/2012

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## Mandate

The Ottawa Community Coalition for Literacy (OCCL) has served and supported the adult literacy community since 1984. We are a non-profit, charitable organization. Our main activities are to:

- help literacy agencies build capacity to address emerging needs
- promote best practices in service delivery
- coordinate service planning and project management
- offer information and referral, outreach and networking
- provide professional development for literacy practitioners

## Mission Statement

OCCL supports, promotes and strengthens adult literacy services in Ottawa through communication, research and public education.

## Values

### Client Orientation

- We place the needs of adult literacy learners foremost in all we do.
- We consider the accessibility and equity needs of literacy learners and members.
- We aim for high quality, effective services.

### Teamwork

- We realize we are stronger when we share responsibilities and resources.
- We understand the benefits of partnering with other networks and community agencies to support the needs of adult literacy learners.

### Community Building

- We foster effective communication and working relationships with funding sources.
- We facilitate and influence the development of learner-focused and results-oriented community service plans.
- We support lifelong learning for literacy learners, members, staff and volunteers.
- We recognize that strength and creativity come from diversity.

### Work Ethic

- We treat all people with dignity and respect.
- We act with integrity, honesty and compassion.
- We are accountable for our actions, transparent in our use of resources and clear in our reporting.

## Ottawa Community Coalition for Literacy (OCCL) Highlights of 2011/2012

### Supporting Literacy Service Providers

Throughout the year, Literacy Service Providers were busy preparing to implement three new initiatives introduced by the Ministry of Training, Colleges and Universities (MTCU), on April 1, 2012: the Ontario Adult Literacy Curriculum Framework (OALCF), the Employment Ontario Information System – Case Management System (EOIS-CaMS) and Performance Management. MTCU provided OCCL with additional funding to support programs as they built capacity to manage the new initiatives.

OCCL provided:

- Two collaborative mentoring sessions on the OALCF for staff of Service Providers
- Information sessions on Privacy Compliance and the services offered by 211
- A new section of the website dedicated to the OALCF
- Frequent updates to Service Providers regarding new postings on the Employment Ontario Partners Gateway website. MTCU distributes information to all Employment Ontario stakeholders through the website.

### Customer Service

OCCL developed Customer Service Standards that are posted on our website, [www.occl.ca](http://www.occl.ca).

Staff participated in training on the Customer Service Standard required under the Access for Ontarians with Disabilities Act. Members of the Board and the Local Planning and Coordination Committee also completed training. The Board of Directors developed the Policy for Accessible Customer Service which is also posted on the website.

### Family Literacy Day 2012 - Celebrations in Ottawa

The Ottawa Public Library kicked off Family Literacy Day celebrations on Sunday, January 22 with a performance by children's entertainer, Doug Barr, at the Main Branch. Before the music started, Suzanne Pinel, with help from Cathy Jowsey of TD Bank presented the *Suzanne Pinel Book Awards/ Prix du Livre Suzanne Pinel* to **Interval House, Andrew Fleck Child Care Services** and **Le Rond Point Intergénérationnel Omer Deslauriers**.

Local child care programs registered 100 activities for the *Family Literacy Day Challenge/ Journée de l'alphabétisation familiale: Un défi* and 25 participants received prizes of \$50 book certificates. We are grateful to Kaleidoscope Kids Books and Le coin du livre for offering a discount on purchases made with the awards and certificates.

### Getting to Know Moodle in ASL

OCCL was delighted to partner with the AlphaPlus Centre to complete a project started in the previous fiscal year called *Getting to Know Moodle in ASL*. Moodle (Modular Object-Oriented Dynamic Learning Environment) is a free source e-learning software platform. It can be used to develop and present curriculum for hearing and Deaf learners. The project produced an interactive course that introduces Deaf instructors to Moodle and demonstrates the platform using three subject areas, Budgeting, Responsibilities at Work and Caring for the Environment. OCCL supported the work of the local production team lead by Chris Harwood. We booked ASL interpreters for numerous film shoots, meetings and planning sessions and managed meetings of the Reference Group. The project was completed in March 2012.

### Friends of Literacy Luncheon, October 21, 2011

OCCL welcomed 96 guests to our annual Friends of Literacy Luncheon (in memory of Colleen Cooney). Former Lieutenant-Governor of Ontario and author, James Bartleman, was very well-received as the keynote speaker. He spoke passionately about the needs of Aboriginal children and read selections from his first novel, *As Long as the Rivers Flow*.

### Changes to Hours of Operation in 2012/2013

Like many other non-profit organizations, OCCL has been affected by funding challenges in recent years. In 2009, after 21 years, we hosted our final PGI Golf Tournament for Literacy due to decreasing sponsorships and declining registrations. The additional field support funding we received from the Ministry of Training, Colleges and Universities, in 2011/12, was a one-time occurrence and will not be repeated in 2012/2013. There has been more competition for limited project funding so we cannot count on the income projects might generate to help support the core. The Board of Directors realized that something had to be done to alleviate this untenable situation.

They searched for ways to reduce costs without having a negative impact on OCCL's core mandate and after much consideration decided that the best option would be to reduce staff hours. So in April 2012 we began to operate on a reduced schedule - the office is now open four days per week. The Board has plans in place to monitor the impact of this change and will evaluate the situation throughout the year.

## Financial Support

OCCL continues to operate as a successful organization thanks to the efforts of the members of the Board of Directors and of the Local Planning and Coordination Committee.

OCCL is grateful to the following organizations and individuals who provided financial support:

- Ministry of Training, Colleges and Universities (our core funder)
- Literacy Link Eastern Ontario
- Deaf Literacy Initiative
- AlphaPlus Centre
- TD Bank
- United Way of Ottawa
- Bell Canada, Employee Giving Program
- Child Care Council of Ottawa
- Association of Early Childhood Educators, Ottawa Valley Branch
- Early Childhood Educators, Ottawa Valley Branch
- Ottawa Child Care Association
- Le Regroupement des services éducatifs à l'enfance d'Ottawa
- Mr. Kevin Scully
- National Capital Region, Editors' Association of Canada
- Friends of Literacy

## In-Kind Support

OCCL would also like to thank our supporters who provided in-kind support:

- The Ottawa Citizen
- NALD (National Adult Literacy Database)
- Preston Food Market
- ABC CANADA Literacy Foundation
- Heartwood House
- People, Words & Change

## Board of Directors

Wendy Siebrasse (Chair)  
Gordon Metcalfe (Treasurer)  
Jane Venus  
Jan Goatcher (Vice Chair)  
Brenda Gaitens  
Kim Oastler

Community Representative  
Appointed by the Board  
Ottawa Public Library  
LPCC Rep  
LPCC Rep  
LPCC Rep

## Local Planning and Coordination Committee (LPCC)

Jan Goatcher (Co-Chair)/Emily Knights	John Howard Society of Ottawa
Claire Snasdell-Taylor (Co-Chair)/ Brenda Gaitens	Algonquin College
Lynn Desjardins/Helena Plamondon	CNIB Literacy Program for Deafblind Adults
Kim Oastler/Mike Shrives	ALSO
Simone Edwards-Forde	ALSO Deaf Adult Program
Maria Makrakis/Dorothee Komangapik	Ottawa Catholic School Board
Louise Lalonde	Moi, j'apprends
Chris Girard/Dee Sullivan/Jennifer Noxon	People, Words & Change
Carol McMurchy/Shirley Graham/ Josée Normand	Ottawa-Carleton District School Board
Nicole Dupuis/Lina Léveillé	La Cité collégiale

## Staff

Mary Wiggin	Executive Director
Maureen McGovern	Community Coordinator

## Contractors

OCCL operates with a small staff. We rely on several contractors for their expertise:

Bonini & Associates	Bookkeeping and Accounting
Grade A Techs	Information Technology Support
McCay, Duff & Company	Auditor 2011/2012
Sign Language Interpreting Associates Ottawa Inc.	ASL Interpreting

**Ottawa Community Coalition for Literacy**  
**Regroupement d'Ottawa pour l'alphabétisation**  
**Financial Highlights**  
**For the Year Ended March 31, 2012**  
**(with comparative figures for 2011)**

**Revenues and Expenses**

	<b>2011/12</b>	<b>2010/11</b>
<b>Revenues</b>		
Grants	82,000	82,000
Donations	2,339	4,632
Special Projects	-	13,308
Nevada Lottery Ticket Sales	25,522	16,319
Other Revenues	53,091	41,671
Membership Fees	1,200	1,030
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	164,152	158,960
	<hr/>	<hr/>
<b>Expenses</b>		
Salaries and Benefits	101,123	97,274
Contract Services	12,590	11,759
Rent and Utilities	8,551	8,299
Telecommunications	3,332	3,061
Insurance	2,200	2,165
Postage and Office Supplies	1,323	2,362
Photocopying and Materials	3,700	3,829
Travel and Transportation	2,825	2,678
Professional Fees	4,857	4,898
Miscellaneous	7,852	9,392
Special Projects	-	13,308
Nevada Lottery Ticket Expenses	13,801	10,630
Amortization	1,227	1,229
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	163,381	170,884
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<b>Surplus (Deficit) for the Year</b>	771	(11,924)
<b>Invested in Capital Assets - Net</b>	<hr/>	<hr/>
	-	1,227
	<hr/>	<hr/>
<b>Accumulated Surplus</b>	199,051	197,053
	<hr/>	<hr/>

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**Balance Sheet**

	<b>Mar 31/12</b>	<b>Mar 31/11</b>
<b>Assets</b>		
Cash and Short-Term Deposits	198,820	200,749
Accounts Receivable & Prepaid Expenses	11,287	4,289
Office Furniture & Equipment - Net	-	1,227
	<u>210,107</u>	<u>206,625</u>
<b>Liabilities</b>		
Accounts Payable & Accrued Liabilities	11,056	7,955
Deferred Revenue	-	30
	<u>11,056</u>	<u>7,985</u>
<b>Accumulated Surplus</b>	199,051	197,053
<b>Equity in Capital Assets</b>	-	1,227
	<u>199,051</u>	<u>198,280</u>
	<u>210,107</u>	<u>206,265</u>

Auditor - McCay Duff & Company LLP, Chartered Accountants

Copies of the complete statements are available from OCCL on request