

Clear communication makes the difference in my work every day.



Workplace training helped me get my promotion.



New safety measures, new tools – my job needs me to be a lifelong learner.



I use my thinking skills at home, at work and in my community.



The essential skills:

- | | | |
|--------------|-----------------|---------------------|
| Reading text | Writing | Oral communication |
| Document use | Thinking skills | Working with others |
| Numeracy | Computer use | Continuous learning |

"Literacy gives people tools with which to improve their livelihoods, participate in community decision-making, gain access to information ... and much else besides. Above all, it enables individuals to realize their rights as citizens and human beings." - former UN Secretary-General Ban Ki-moon

Literacy... Our future depends on it



Literacy... Our future depends on it

Our ability to engage in our communities, to parent, to be productive, to read for pleasure and knowledge, to be understood, to have a public voice, to be healthy, and to be employed all increase as our literacy skills improve. Literacy Alberta knows that everyone's future depends on raising Alberta's literacy skills. It is why we do what we do.

Building capacity

Our staff provides outstanding professional development for people directly involved in delivering literacy programming as well as workshops for professionals in all fields who work with people with inadequate literacy skills. Literacy Alberta works to build and sustain knowledge and skill in individuals, programs, and organizations.

20 practitioners/coordinators attended NCT

11 practitioners/coordinators attended NCTF

Training and workshops

Literacy Alberta is a leader in providing workshops on literacy and essential skills awareness, plain language, and other customized literacy workshops province-wide. Some highlights of the year include:

- Learning styles workshops, including one with 65 low German-speaking Mennonite adult literacy learners from Taber and Vauxhall
- Plain language workshops in various organizations, including the Alberta Human Ecology and Home Economics Association, Red Cross, Calgary Public Library, and others
- Presenting at the Community Development conference in January in Calgary, which led to more invitations for plain language workshops and literacy audits in community-based organizations throughout the year

New Coordinator Training

New Coordinator Training (NCT) continues to be one of our core professional development offerings for new Volunteer Tutor Adult Literacy Services (VTALS) practitioners. The training modules focus on literacy awareness, understanding adult learners, adult learning assessment, working with ESL learners, and working with tutors to create learning partners. NCT and NCT Follow-up training (NCTF) are delivered twice each year.

Promising Practices

This year for the first time Opening Doors: A Literacy Audit Tool Kit training was delivered as a mentored project. This two-stage, capacity building training included a practicum intended to support the participant's learning and to ensure that the tool kit is maintained in the organization and its community. We were delighted to have 25 literacy and learning practitioners and personnel from community service agencies participate in this training in St. Albert and Calgary.

Professional development

Literacy Alberta and the Community Learning Network successfully co-hosted Alberta's first Literacy and Learning Symposium "Inspiring Leadership" in October 2009. Over 250 delegates attended this three and a half day event, including community literacy and learning practitioners, volunteer tutors and board members, adult literacy learners, and representatives from government and community colleges. Seventy-two professional development sessions were offered at the symposium.

Literacy Alberta provided a total of 62 bursaries to 21 literacy practitioners, 20 volunteer literacy tutors and 21 adult literacy learners to attend the symposium.

With strong support from the literacy and learning community, the partnership between Literacy Alberta and Community Learning Network continues with the Literacy and Learning Symposium 2010 "Connect Learn Succeed". Literacy Alberta continues to be an active partner with the Certificate in Adult and Continuing Education (CACE) program at the University of Alberta. The certificate program is for people who want to enhance their effectiveness as adult educators and trainers. The course offerings include an adult literacy stream of courses developed by Literacy Alberta. Twelve face-to-face and four online literacy courses were completed in 2009/2010.

Message

From the Board President and the Executive Director



Dear members and friends of Literacy Alberta,

"It was the best of times, it was the worst of times." The opening line for Dickens' *A Tale of Two Cities* comes to mind as we recall 2009-2010. It was a year of new ideas and opportunities, a year of increasing our reach to new organizations and firms, a year of loss, and a year of investment in the future. Some of the highlights of our year are mentioned below.

From our partnership with the Community Learning Network to host the Literacy and Learning Symposium last October, to our partnership with the Alberta Teachers' Association to host *Learning Our Way* in June, this was a fulfilling year of working towards our goals with new partners and in new ways.

This year the Literacy Audit Tool Kit and the accompanying Health Literacy Audit and Essential Skills Training Audit supplements were sent across Canada and the United States, and were used in Ireland and other parts of Europe. We discovered that facilitating a literacy audit could change the way the staff of women's shelters work with their clients; we used the audit kit to change communication practices in workplaces; and we began to offer workplace essential skills training directly in workplace settings.

We are now using our expertise and experience in professional development and partnering with Alberta Workplace Essential Skills practitioners to train and mentor new workplace essential skills practitioners from across

Alberta. They will soon be ready to begin their practicums in workplaces in their home regions.

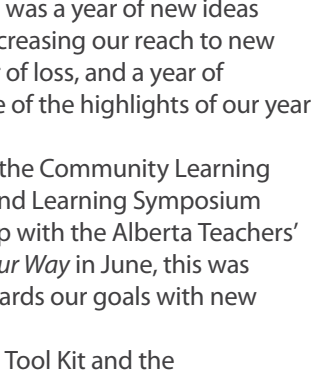
As always we continued to provide exceptional professional development opportunities for practitioners of learning and literacy across the province. We are increasingly using our videoconferencing equipment and the iCCAN network.

And beyond those accomplishments, LearningLinks, our increasingly well-used resource centre, in partnership with Calgary Learning Centre, has become the largest library dedicated to literacy and learning difficulties, including attention disorders, in the country.

This year we were presented with challenges as well – we had some hard times. We lost our dear friend and colleague Sandra Newell to a disease that is all too common in our field. We miss her spirit of curiosity, caring, and delight. We experienced some other staff changes, which while normal always adds stress to a team as close as ours at Literacy Alberta. Our biggest stress came from the delays in expected funding. While funding eventually was secured, we maintained staffing levels through the delays and consequently had to utilize some of our reserves to see us through. We are very glad we did though; we kept our superb project staff and have now attracted more funding than ever before.

Literacy Alberta is in a strong position going into the next four years with increased funding from the federal government confirmed and in an acknowledged leadership role with the provincial departments responsible for literacy. The signing of the *Living Literacy Framework* in the fall of 2009 was the culmination of five years of work by Literacy Alberta and our partners and colleagues in the field and government. We are honoured to have been a part of the creation of this important policy and look forward to the next few years as we assist in its implementation. For more detail on the work of Literacy Alberta during the last year, please read on.

Sincerely,
Christina Tortorelli, President of the Board
Janet Lane, Executive Director



How Literacy Alberta worked for you this year...

A few fast facts:

Literacy Alberta staff presented at 20 provincial and national conferences.

Literacy Alberta staff delivered 15 days of training for Volunteer Tutor Adult Literacy Services practitioners.

Membership in Literacy Alberta increased by 20%.

Literacy Alberta staff facilitated 50 workshops – including 20 plain language workshops and 5 literacy audits for organizations and businesses.

LearningLinks Resource Centre circulation increased by 43%, to 5,346 volumes.

Literacy Alberta website received an average of 15,360 hits per month.

There were 121,096 downloads from the website.

Thank you

Literacy Alberta would like to thank all the individuals, groups, and agencies who helped us over the past 12 months in our work to raise literacy levels in Alberta. We couldn't do it without you. Thank you for your support!

STAFF

Laura Godfrey
Librarian, LearningLinks Resource Centre
Berniece Gowan
Project Manager
Candice Jackson
Director, Professional Development
Janet Lane
Executive Director
Sandi Loschmig
Communications Manager
Juliet Machver
Controller
Sandra Newell
Office Coordinator
Terri Peters
Project Manager
Dianna Peterson
Office Coordinator
Yvonne Stewart
Share User Support/Development/ iCCAN project

LITERACY ALBERTA RESOURCE PEOPLE

Lorna Armstrong, Vulcan
Jodi Mantey, Edson
Carol McCullough, Calgary
Lois Poleg, Flagstaff
Wendy Rhodes, Edmonton
Judy Smith, Valleyview
Pat Warkentin, Rocky Mountain House

PROJECT FUNDERS

Alberta Advanced Education and Technology
Alberta Culture and Community Spirit
Alberta Gaming Commission
An Anonymous Donor
Community Initiatives Program
Office of Literacy and Essential Skills, Human Resources and Social Development Canada
Soroptimist International of Calgary

DONORS AND DONATIONS IN KIND

Alberta Literacy Foundation Fund
Community Learning Network
Drayton Valley Adult Literacy Society
Edmonton Community Foundation
EnCana Cares Foundation
Entrepreneurial CAs of Edmonton
First Energy Community Foundation
Fluor Canada, Ltd.
Further Education Society of Alberta
H.W. Siebens Charitable Foundation
Happy Harbor Ltd
HayGroup Limited
Literacy Services of Canada Ltd.
The Calgary Foundation
The Internet Centre Inc.

Individual

Allan Broemeling
Andrea Schumacher
Anonymous
Arlene Beck - Harris
B.A. Fraser
Barb Burfoot, Verge Design
Barbara J. Prodror
Barbara Veitch
Bill Bullock
Bob Heller
Brandon Tetreau
Brent Thompson
Candice Jackson
Cathy LaPlante
Chelsea Boos
Cheryl Jackson
Cheryl Steiger
Chevron Retirees In Action
Colleen Welsh
David and Heather Chorley
David Ducznski
Dean Welsh
Deb Kolesew

Deby Dzeryk
Eileen Stack
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Elaine Prodror
Erin Heibert
Gerry Prodror
Gordon Christiansen
Heather Foran
Henry Kerckhet
Janet and Larry Lane
Jean Sunderland
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Jim Thibououtat
Joanne Allan
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Julie Ducznski
Kellen P. De Vuyst
Ken Chapman
Kimbong Tong
Liesel Prodror-McGinnis
Liz Whitehouse
Lorna Beck
Lynn England
M.J. Kozicki
Mandy Dzeryk
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Marsha Mah Poy
Michael Ivey
Mursch a Bunch of Miles, Camrose
Naomi Broemeling
Patrick Chorley
Paul Verreau
Paula Lesser
Peggy Prodror
Peter Breen
Phiam Nguyen
Remi Broemeling
Richard Lazowski
Robert Lussier
Roger Broemeling
Roxie Thompson Isherwood
Ruth Parent
Sarah Broemeling
Sarah Eaton, Eaton International Consulting
Sean Demko
Shawna Blabak
Sheldon Guther

Sherry LeBouthiller
Stephanie Chan
Susan Duczost
Susan Fache
Susan Woo
Terry Baksa
Todd Hirsch, ATB Financial
Tony Pearson
United Way of Calgary, Donor Choice
Val Nagy
Yvonne Stewart

OUR MANY PARTNERS, FRIENDS AND COLLEAGUES

Abbottsfield Youth Project
ABC Life Literacy Canada
Alberta Employment and Immigration
Alberta Health Services
Alberta Teachers' Association
AWES (Alberta Workforce Essential Skills)
Belle Auld
Ben Calf Robe Society
Bethany Care Society
Blaine Hogue, Loughheed House Conservation Society
Bow Valley College
Bredin Institute
Brenda Stafford Society
Brigantia Place
Brigitte Baradoy
Calgary Immigrant Women's Association
Calgary John Howard Society
Calgary Learning Centre
Calgary Learns
Calgary Public Library
Camrose Learning
Carol Oliver
Carolyn Reicher
Catherine Brandford
Centre for Family Literacy
Charles Pankratz
City of Edmonton Community Services
Clareview Headstart
Community Learning Network

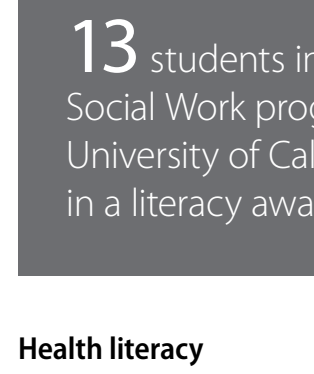
Dickensfield Amity House
Dickensfield Community Partnership
Discovery House Family Violence Prevention Society
Distinctive Employment Counselling Services of Alberta (DECSA)
Donna Chovanec
Douglas Parsons
Dr. Jenny Horsman,
Dr. Tara Hyland-Russell
Edmonton Community Adult Learning Association (ECALA)
Edmonton John Howard Society
Edmonton Learning Centre Literacy Association
Edmonton Mennonite Centre for Newcomers
Edmonton Public Library
Edmonton Public Library, Penny McKee Branch
Education Matters
Elaine Cairns
Evelyn Tait
Faculty of Extension, University of Alberta
Fiona Hayes
Flo Brookop
Fort Saskatchewan and Strathcona County CALC
Further Education Society of Alberta
Grossroots Press
Heidi Grogan
Jackie Berger
Jann Beeston, Hanna Learning Centre
Jennie Finch
Joani Tammenbaum
Jocelyn Daw
Judy Murphy
Julie Sambier
Kara Family Resource Centre
Karen Lynch, Volunteer Alberta
Krista Poole, Calgary Learns
Linda Shohet

OUR MEMBERS

Literacy Alberta relies on its members to keep us informed about emerging issues and challenges in the literacy field throughout the province. By joining Literacy Alberta and showing your support for literacy, you add your voice to the collective to ensure that literacy, in all its complexity, is understood by our leaders in government, business, industry, and community. We thank you for your ongoing support.

Raising awareness

Issues of low literacy are at the root of many other social and economic challenges. By raising awareness of the causes and consequences of Alberta's literacy skill shortage, Literacy Alberta is supporting the work of policy makers and decision makers who in turn build and support opportunities for change for people with low literacy skills.



Health literacy

The Health Literacy Audit is one of Literacy Alberta's most sought-after resources; we are currently into our third reprint. Over the past year, this resource has been used in a variety of ways to influence healthcare training. A literacy specialist in North Bay, Ontario, performed a health literacy audit at the North Bay General Hospital. A literacy specialist uses it to train pharmacy students at the University of Waterloo.

We have also presented the audit at various health literacy conferences around the country:

- In Vancouver, at Providence Health BC and Covenant Health AB's Diversity Matters: Health Literacy Conference
- In Montreal, at Literacy Volunteers of Quebec's health literacy conference, where we also trained 11 literacy coordinators and health practitioners on how to deliver health literacy audits
- In Calgary, at the 2nd National Transcultural Health Conference

Taking Shelter with Literacy

In this rewarding project we have donated a library of over 200 literacy-friendly resources and provided training in literacy awareness to the staff of three second-stage

women's emergency shelters across the province. This project will be delivered to three additional shelter sites in the coming year. Evaluations have shown that the staff training and access to the resources and materials have enhanced programming and helped reduce barriers for shelter clients. This project builds capacity through the use of Opening Doors: A Literacy Audit Tool Kit and the very important work of Dr. Jenny Horsman on the *The Impact of Violence on Learning*.

We gratefully acknowledge the support of Soroptimist International of Calgary and for private donations to continue to build this project.

We are continuing to apply for increased funding and working with a partner to expand this project's reach and depth of service.

Collective Wisdom

The overarching highlight of our professional development opportunities within the literacy and adult learning field this year was when 22 Volunteer Tutor Adult Literacy Services (VTALS) practitioners and Community Adult Learning Program coordinators, all of whom had been in their roles for more than ten years, came together for two days of conversation and visioning. Within that small group there was an awe inspiring 365 collective years of experience in the literacy and adult learning field. There were discussions about community resilience, demographics, economics, programming, and succession planning. As we captured the wisdom of the group we appreciated once again the great work that has been accomplished over the years through Community Programs Branch. Change is happening within Alberta Advanced Education and Technology, and Community Programs Branch has morphed into Campus Alberta Connections. The Collective Wisdom project confirmed the best of the past and helped to form the discussion needed as we move into the future.

Creating and sharing knowledge

Literacy Alberta is involved in research, and resource development, and ensures that people in Alberta and beyond have access to the knowledge they need to improve literacy levels.

3 plain language workshops delivered by iCCAN videoconferencing reached 73 individuals in 21 locations across Alberta

LearningLinks Resource Centre

LearningLinks continues to be the go to place in Canada for information on literacy, learning difficulties, attention issues, and inclusive education. New partnerships with colleges and other learning institutions have created new opportunities for working with professionals and families. LearningLinks launched a new website in June, 2010.

iCCAN Videoconferencing Project

The two-year Phase I of iCCAN came to a close at the end of June, with Phase II already in the pipeline. Our funding from the AET&T Access to the Future Fund funding is over – however we have further funding from Alberta Agriculture and Rural Development to install another 15 classroom suites across rural Alberta. Phase I deliverables were met (in fact over-delivered) on time and on budget, although there were still some areas in which we would have liked to have done more. We knew when this project began that it was not just about installing technology, it was about building a culture of use. We are well on our way to having an open videoconferencing network linking learners, tutors, practitioners, researchers, and others involved in literacy

and adult learning as well as people in many other walks of life. Learning, communicating, collaborating, meeting, and relationship building are so much easier now for all of us; things will never be the same – a good thing!

Workup!

A model for workplace essential skills training

Workup! is our exciting new project, funded by The Office of Literacy and Essential Skills, through which we will train already experienced facilitators from all across the province to become workplace essential skills (WES) practitioners. The six facilitators in this pilot round of training will learn through a series of workshops and two practicums. At the end of this two-year project we will create a WES marketing tool kit to be used with employers, and publish the case studies of the workplace training. We have a waiting list for the next round of this training already!

The Essential Skills Training Audit module will be used in the Workup! project to identify training opportunities in the workplace. This increasingly relevant tool will be used in other Literacy Alberta projects in the coming year and included in a comprehensive list of essential skills resources.

SHARE

SHARE. Literacy Alberta's member-only electronic conferencing site, continues to be a welcome resource for literacy practitioners, tutors and other members. This communication tool provides a forum for posting resources, coordinating activities, celebrating success, and encouraging promising practices. SHARE logged over 40,000 interactions this past year.

THE LITERACY ALBERTA AWARDS OF EXCELLENCE

are presented annually at our conference banquet. Last year, to our great pleasure, Mr. Manmeet Bhullar, then Parliamentary Assistant to Minister of Advanced Education and Technology Doug Horner, made the presentations. Congratulations to all our nominees!

Honourees for 2009

Organization: **Calgary Public Library**
Practitioner: **Beil Auld, Calgary**
Volunteer: **Ron Short, PALS, Edmonton**
Student: **Kevin Brandon, Calgary**

Financial statements

Literacy Alberta Society

STATEMENT OF FINANCIAL POSITION (Audited)

June 30, 2010 and June 30, 2009

	June 30, 2010	June 30, 2009
ASSETS		
CURRENT		
Cash and investments	554,615	612,280
Accounts receivable	112,847	44,845
Prepaid expenses and deposits	30,977	2,000
TOTAL ASSETS	698,439	659,125

	June 30, 2010	June 30, 2009
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	47,339	110,234
Deferred contributions restricted	346,526	-
Total current liabilities	393,865	110,234
Deferred contributions restricted	98,480	-
TOTAL LIABILITIES	492,345	110,234

	June 30, 2010	June 30, 2009
FUND BALANCES		
Unrestricted	163,306	309,104
Restricted	42,788	239,787
TOTAL FUND BALANCES	206,094	548,891

TOTAL LIABILITIES AND FUND BALANCES 698,439 659,125

Literacy Alberta Board of Directors

July 1, 2009 – June 30, 2010

Literacy Alberta's dedicated board of directors includes literacy learners, tutors, practitioners, and others who are friends of literacy.

Christina Tortorelli
President
Calgary, AB
Michael Raven
 Vice President
Edmonton, AB
Elaine Cairns
Calgary, AB
Derek Chewka
Edmonton, AB
Daniel Haines
Edmonton, AB
Ann Harding
Calgary, AB
Fay Holt-Begg
Drumheller, AB
Ian Kennedy
Calgary, AB
Patti Lefebvre
St. Albert, AB
Kate Nesbitt
Rocky Mountain House, AB
Suzanne Pederson
Taber, AB
Belinda Wilkinson
Fort McMurray, AB

STATEMENT OF OPERATIONS (Audited)

For the year ended June 30, 2010 and for the three month period ended June 30, 2009

	12 month June 30, 2010	3 month June 30, 2009
REVENUE		
Total grants, membership fees, fee for service, casino and donations	841,887	99,374

	454,955	105,207
Salaries and benefits	454,955	105,207
Consultants and professional fees	321,804	103,055
Travel	131,021	40,183
Facilities	83,734	15,844
Publicity	44,908	3,164
Materials	37,863	7,069
Other expenses	39,546	4,064
Total expenses	1,113,831	278,586

EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES (271,944) (179,212)

LITERACY ALBERTA SOCIETY

A registered charity

Our mission
We raise literacy levels in Alberta.

Our vision
All Albertans are able to develop and maintain the literacy and essential skills they need in order to participate fully in their communities.

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