

Let's talk plain language.

IMPORTANT SAFETY INSTRUCTIONS
When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
1. Do not use this product near water, for example, near a bath tub, wash basin, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone other than a cordless type during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS!
INDUSTRY CANADA CS03 STATEMENT
This product meets the applicable Industry Canada technical specifications. This is confirmed by the registration number. The registration number is located on the registration label on the product. The registration number is also on the Industry Canada website at www.ic.gc.ca.

...with...
...residents are re...
...the applicant's...
...applicable):
• identity,
• legal ent...
• Alberta r...
To register, pl...
for Alberta He...
Coverage (Al...
on the Alberte...

Income amount
Amount from line 115 of your return
Foreign pension income included on line 115 and de...
Income from a U.S. individual retirement account (IRA...
transferred to an RRSP, another RRIF, or an annuity...
Add lines 2, 3, and 4
Line 1 minus line 5
Annuity payments from line 129 of your return (box 16 of y...
older on December 31, 2010, or you received the payments...
Add lines 6 and 7
Enter on line 314 of Schedule 1, \$2,000 or the amount on line 115 of y...
partner are electing to split your eligible pension income, enter y...
Personal Income. Follow the instructions at Step 4 on Form T1022...
your spouse's or common-law partner's Schedule 1

B - Personal Deposits
1. **Our Personal Deposits**
personal deposit as...
members of the TD...
issue or hold your...
document. You may...
If you use your account...
enterprise, we reserve...
charges and or other...
no activity for a period...
notice to you.
2. **Deposits to your accounts**
with us personally by...
manner acceptable...
accounts...

Each expense claimed and...
as these receipts will not...
these expenses under...
Explanation of Benefits (see...
and copies of receipts must...
All original receipts must indicate...
first and last name of individual...
or dates on which the service was...
purchased, the provider's...
amount charged

Reassessment
your return and send you a notice of...
time within three years of the date of...
assessment. We can do this if:
attention new information or an error...
assessment, or
during a review or audit of your return or...
yours.
request a refund for any tax year that...
10 calendar years. For example, in...
a refund for the 2001 tax year or any...

Do not drive, use machinery, or do any activity that requires...
sitting or lying position.
activities safely. Avoid alcoholic beverages.
risk of dizziness and lightheadedness, get up slowly when rising from a sitting or lying position.
surgery, tell your doctor or dentist that you are using this medication.
may cause liver damage. Daily use of alcohol may increase your risk for liver damage, especially when combined with...
en. Avoid alcohol. Ask your doctor or pharmacist for more information.
divided when using this drug in the elderly because they may be more sensitive to its effects, especially slow/shallow breathing.
minating, and drowsiness.
pregnancy, this medication should be used only when clearly needed. Using it for long periods or in high doses near the expected...
ate is not recommended because of possible harm to the unborn baby. Discuss the risks and benefits with your doctor. Infants born to...
who have used this type of medication for an extended time may have withdrawal symptoms such as irritability, abnormal/persistent...
vomiting, or diarrhea. Tell your doctor immediately if you...
and benefits with your doctor before breast-feeding.

Annual Report 2010-11

Line 315 - Caregiver amount
Complete this calculation for each dependent.
Basic amount
Dependent's net income (line 236 of his or her return)
Line 2 minus line 2, if the result is more than \$4,223, enter \$4,223
If the dependent is dependent on line 305 of Schedule 1, enter the amo...
of the dependent: line 3 minus line 4 (if negative)
Enter on line 315 of Schedule 1 the total amount...
amount to provide

COMPLAINT FEES
Schedule B
residential assessment complaint that...
ARB \$ 50.00
non-residential assessment complaint...
ARB \$ 30.00
improvement tax)
complaint that will be...
\$ 650.00





*Plain language
guidelines help
keep everyone
safe and
productive.*

Today's workplaces are busy and technical environments. Instructions are a critical part of our daily routines – from how to stay safe, to how to perform a task. Plain language documents make it easier – and safer – for us to do our jobs.



Christina Tortorelli



Janet Lane

A few words from Chris and Janet

This has been a year marked by growth, innovation, and diversification for Literacy Alberta. We remained true to our roots, branched out into new areas, and grew stronger through collaborations. We're grateful for the hard work of our staff, board, members, and friends of literacy around the province. We greatly appreciate our financial supporters and donors, who made this growth in so many directions possible. Literacy has come of age. And so has Literacy Alberta!

Our plain language services – writing and editing, training, and advising – have played a big role in our growth. We chose plain language as this annual report's theme to acknowledge its importance in the field of literacy. Communicating clearly has never been more important, and the demands for literacy skills are growing continuously. Creating materials that are understood by the intended audience is an art and a craft. Our in-house plain language team is helping agencies and firms communicate effectively with their diverse audiences.

Over the past twelve months, our focus has continued to be on the promotion and capacity building of skills for living, learning, and working – the essential skills. As you will see from this annual report, we have had the opportunity to work on new projects, take on new challenges, and work with new organizations. We also welcomed four new members to the Literacy Alberta team, including an executive assistant, communications manager, project manager, and office assistant. Literacy Alberta is growing – just as the spotlight on literacy continues to grow! With a bigger organization came the need for a new strategic plan. We are inspired and challenged by our new mission statement, "Building literacy and essential skills in Alberta through inspiration, innovation, and collaboration."

Collaboration is a fundamental part of our work; we can achieve so much more together with good partners, than apart. Our collaboration with Community Learning Network and Centre for Family Literacy is better than ever. Our regional systems are working closely together and some regions are piloting the hosting of joint meetings. For the first time ever, all three organizations are planning a joint Literacy and Learning Symposium for October 2011. And, we are currently looking deeply into ways in which we can collaborate even more strategically.

We are full of energy and enthusiasm for the year ahead, and all the growth, successes, and learning experiences it presents. Literacy and essential skills are firmly on the political, social, and economic agenda, and we will use all our skills, knowledge, and commitment to keep them there.

Sincerely,

Christina Tortorelli
President, Board of Directors

Janet Lane
Executive Director



*Plain language
helps young
people achieve
their goals and
get ahead in life.*

Everyone has to fill in forms. For a young person, it might be for a school trip, admission to a university, joining a club, or opening a bank account. What may seem like a simple task can become confusing. Everyone benefits when communication is stress-free.

Plain language and literacy are perfect partners.

We are spreading the word.

Literacy Alberta recognizes the critical link between literacy and plain language. We know that communicating is only successful when the audience understands. It is the combination of the audience's skills and the author's ability to communicate clearly that creates real understanding. We are committed to building both literacy and plain language skills for everyone.



To succeed in today's world we need strong essential skills. We create and consume a large volume of information. A breakdown in communications is often a mismatch between a person's skills and the language used. Literacy skill-building partnered with plain language communications is the best solution.

Technology has increased the volume and variety of communications between people. The demands on our literacy skills keep growing. We read more, talk more, do more. We receive multi-media messages on our phones, use technology to manage our personal finances, and complete forms and spend money online. Improved literacy skills and clear communications mean we can all achieve more.

Literacy Alberta has identified key areas where we can have a positive impact. We offer plain language audits, writing and editing services, training, mentoring, and presentations. We have the resources, and have made the commitment, to help others use plain language in their communications. All Albertans can benefit from joining us in working to create a society supported by more effective communications – in all forms, at all levels.

We will be starting an important new project soon. This fall we will develop a plain language version of the Alberta Basic Licence Driver's Handbook. Many people are unemployed because they don't have a driver's licence. The plain language Driver's Handbook will make understanding the rules of the road easier – and help people to be more mobile, find work, and participate more fully in their communities.



Building literacy and essential skills in Alberta through inspiration, innovation, and collaboration

Literacy Alberta and its predecessor organizations have been actively involved in promoting literacy within Alberta for more than two decades. We were created in 2003 and have grown into the hub for literacy knowledge, resources, and best practices in the province. As we look to the future, we will use inspiration, innovation, and collaboration to build literacy skills across Alberta.

Today, Literacy Alberta is a leader in creating and delivering literacy and essential skills services. We create tools and resources, deliver training and professional development, support networks and practitioners, and connect with literacy leaders across Canada. Literacy Alberta dedicates its energy to ensure all Albertans have the essential skills to fully participate in learning, life, and work.

Our team of 11 staff, with support from consultants, work together to build a healthy, economically sustainable, and strong workforce by improving literacy levels. Our key message – that literacy affects us all socially, economically, and personally – is being heard and solutions are being put in place throughout the province. The benefits of Literacy Alberta’s leadership are being felt.

Our beliefs

We believe Albertans have the right to be the best they can be in all areas of society. We are driven to develop innovative tools and opportunities so Albertans can:

- strengthen their literacy and basic skills;
- become active participants in social, economic, political, and cultural life;
- enjoy an equal chance to gain, develop, and keep literacy and basic skills; and,
- commit to learning throughout their lives.

We are inspired to greater action when we see innovative literacy activities leading to a society that values educated, healthy, and productive individuals, families, workplaces, and communities.





Some of our most important life choices start with completing a form – applying for a job, citizenship, or a bank loan. For many, completing a form can be difficult. They may not have the English language skills to match the form’s complexity. When document creators commit to using plain language, it can make a big difference in a person’s life.

Clear document design and plain language help applicants successfully complete forms.



*Plain language
helps people
manage their
health.*

Medical information is essential to all of us. It is part of our lives. We might research a condition online, complete a health care form, or need to read a prescription or medical advice. Using plain language to ensure the information is readable, in words the user understands, saves lives.

Inspiration

Literacy Alberta knows the power a successful literacy program can have on an individual and the impact that can have in our communities. We are spreading the word that all individuals and organizations are affected by literacy. We are inspiring Albertans to take an active role in literacy solutions by participating in our professional development offerings.

Professional development

Literacy Alberta connects with people working directly with learners, providing the skills and resources they need to excel. Our programs and workshops for literacy practitioners and coordinators build on their existing skills so they can meet future needs. There is strength in numbers, so we facilitate a variety of online and in-person forums for sharing information, best practices, research, news, and events.

Plain language

Our plain language workshops help organizations communicate effectively with employees and clients. We give participants hands-on experience in how to produce documents, forms, and materials that are easy for users to read, understand, and use. Plain language is one of the critical factors in reaching literacy goals.

Literacy Alberta was pleased to be approved for an Alberta Traffic Safety Fund grant to write the Basic Licence Driver's Handbook in plain language.

The demand for a plain language manual is coming from many groups. We believe this new tool will be valuable to many Albertans.

New Coordinator Training (NCT)

Literacy Alberta regularly offers New Coordinator Training and follow-up sessions for literacy practitioners, known as Volunteer Tutor Adult Literacy Services (VTALS) practitioners, entering our field.

The training introduces:

- literacy awareness,
- understanding adults as learners,
- adult learner assessment tools,
- working with English Language Learners,
- introduction to essential skills,
- working with volunteers.

iCCAN (Innovative Communities Connecting and Networking) videoconferencing project

The iCCAN Videoconferencing project, through funding from Alberta Agriculture and Rural Development, continues to grow in importance. This project is about more than just installing technology: it is about building an open, valuable videoconferencing network that reaches all corners of our province.

The iCCAN network, originally funded by Alberta Advanced Education and Technology, facilitates participation in education programs and training, as well as meetings and discussions, without travel to the major centres. Through iCCAN's 110 sites, learners can participate in both credit and non-credit courses.

Literacy Alberta is committed to promoting and expanding this service as a convenient, efficient, and effective way to connect members of our community.



50
coordinators
attended NCT
and follow-up
training



28
skill-building
workshops
delivered to
226 people

Programs and tools

Essential skills are simply essential. Our programs and tools for literacy practitioners and others who work with the public have expanded to increase awareness and understanding of these skills. We weave reading and writing, document and computer use, numeracy, thinking, oral communication, working with others, and continuous learning into the fabric of all our resources.

Our essential skills resources and programs for organizations help build literacy awareness and provide training solutions. We offer tools to help communicate more effectively with employees, clients, and the public.

Literacy Alberta has created the Essential Skills Resource Guide to help literacy and essential skills practitioners find the resources they need.

Literacy audits

Literacy audits help organizations understand and meet the literacy and essential skills needs of their clients. We facilitate workshops for the three audits – literacy, essential skills, and health – all of which receive excellent evaluations from participants.

- **Literacy audit tool kit:** This audit kit helps organizations improve their advertising, service delivery, and written and verbal communication with all clients, including those who may have low literacy. The audit kits are very popular and have been distributed worldwide – from Cork, Ireland, to Gainesville, Florida. This year our project manager held full-day literacy audit workshops with six organizations in the province.
- **Essential skills training audit:** With this tool, employers can assess which essential skills their various employees need. The tool helps employers prepare targeted training that will increase their employees' skills in their current work life, and better prepare them for future workforce changes.
- **Health literacy audit:** This audit kit helps healthcare professionals identify possible barriers to health information for their patients. It provides numerous suggestions to improve communication with patients – from admission and discharge procedures, to improving patients' ability to navigate in health facilities. Our project manager presented this audit to 31 third- and fourth-year nursing students from the University of Calgary.

64 service providers attended presentations on violence and learning

2 literacy-friendly resource libraries installed at homeless shelters in Calgary

The Killarney Project

This project saw Literacy Alberta work with the staff at The Salvation Army Centre of Hope and The Inn from the Cold to introduce literacy awareness and plain language materials. We also were able to leave a legacy library of literacy-friendly and culturally appropriate resources in each centre. The results are literacy programming and resources that help families who have experienced trauma make informed choices, become self-advocates, and drive positive changes in their lives. Thank you to the Herbert and Maren Mueller Foundation for the funding for this small, but impactful, project.

Violence and learning

Literacy Alberta worked closely with Child, Youth and Family Services to hold workshops on violence and learning. Thirty-four police officers, community social workers, and child welfare workers attended one workshop. A second workshop was offered to 30 employees from The Salvation Army Centre of Hope. This important and ground-breaking information is changing the way our institutions work with their clientele.

The Integrating Foundational Learning Project

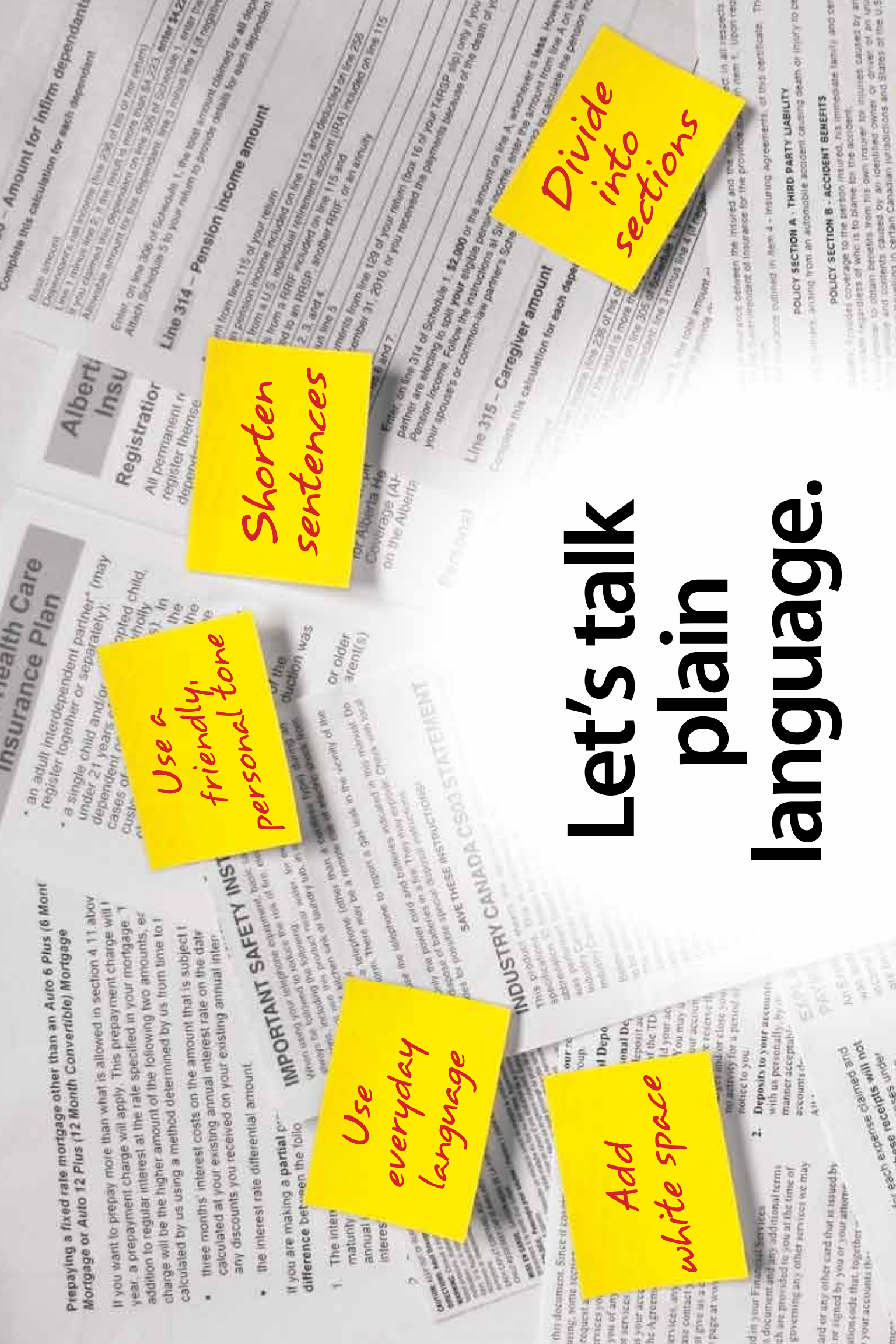
We are proud of another project that was funded by Calgary Learns. We helped seven city community adult learning programs embed literacy and essential skills into their training. Program managers and facilitators received training and mentoring.

Our final report will outline best practices in embedding literacy and essential skills in adult learning programs, and include an assessment tool to identify which literacy and essential skills are most appropriate to embed in specific programs.



Today's workers communicate in many ways – they may read an email, receive a text, listen to a message, or watch a video. Clear, concise, user-friendly messages ensure understanding and enable people to fully participate. Plain language is a powerful tool.

Plain language works for all types of communication, on different devices, in diverse environments.



Let's talk plain language.

Use a friendly, personal tone

Shorten sentences

Use everyday language

Add white space

Divide into sections

Prepaying a fixed rate mortgage other than an Auto 6 Plus (6 Month Mortgage or Auto 12 Plus (12 Month Convertible) Mortgage

If you want to prepay more than what is allowed in section 4.11 above, a prepayment charge will apply. This prepayment charge will be calculated at the rate specified in your mortgage. In addition to regular interest at the rate specified in your mortgage, the charge will be the higher amount of the following two amounts, as calculated by us using a method determined by us from time to time:

- three months' interest costs on the amount that is subject to prepayment, calculated at your existing annual interest rate on the date of prepayment, plus any discounts you received on your existing annual interest rate;
- the interest rate differential amount.

If you are making a partial prepayment, the difference between the following two amounts will be the amount of your prepayment:

1. The interest you would have paid on the full amount of the mortgage over its term, less the interest you would have paid on the amount of the mortgage that you have prepaid.

IMPORTANT SAFETY INSTRUCTIONS

Use the telephone to report a gas leak in the vicinity of the meter. There may be a remote risk of electric shock from the meter. There may be a remote risk of electric shock from the meter. There may be a remote risk of electric shock from the meter.

SAVE THESE INSTRUCTIONS

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Health Care Insurance Plan

- an adult interdependent partner* (may register together or separately);
- a single child and/or dependent child under 21 years of age (may register together or separately);
- a dependent child who is a student or a dependent child who is a full-time student at a post-secondary institution;
- a dependent child who is a full-time student at a post-secondary institution and is a member of a recognized religious order or a member of a recognized religious community;
- a dependent child who is a full-time student at a post-secondary institution and is a member of a recognized religious order or a member of a recognized religious community and is a member of a recognized religious order or a member of a recognized religious community.

Alberta Insurance

Register All permanent or temporary dependents.

Line 314 - Pension income amount

Enter on line 314 of Schedule 1, the total amount claimed for all dependent pension income included on line 115 and deducted on line 115 and 238. Enter on line 314 of Schedule 1, the total amount claimed for all dependent pension income included on line 115 and deducted on line 115 and 238.

Line 315 - Caregiver amount

Complete this calculation for each dependent. Enter on line 315 of Schedule 1, \$2,000 or the amount on line A, whichever is less. How to calculate the amount on line A: Enter on line A the amount on line 115 and 238 of your (or your spouse's or common-law partner's) Schedule 1, the total amount claimed for all dependent pension income included on line 115 and deducted on line 115 and 238.

Divide into sections

Shorten sentences

Use a friendly, personal tone

Use everyday language

Add white space

Let's talk plain language.

It's not as simple as you think.

Avoid italics

Add more space lines between lines

Spell out acronyms

Use simple line drawings

Break up text with subheadings



Literacy Alberta

Literacy... Our future depends on it.



*Plain language
empowers people
to effectively
manage their
finances.*

From shopping to banking, technology is taking over from traditional methods. Plain language instructions, guidelines, and terms and conditions make the digital world easier to navigate. When information is presented clearly, people can make decisions with confidence.

Innovation

Literacy Alberta is always looking for new ways to expand our reach to all Albertans – providing them with tools and knowledge they need to improve literacy levels. Innovative ideas are needed to continuously improve literacy and essential skills, leading to a healthier, more involved, and economically stable society, with a strong and growing workforce. This year we reached out into new areas, utilizing fresh ideas, to meet evolving needs.

New opportunities

Taking Shelter with Literacy – Safe Communities Innovation Fund

The Alberta Government has developed a strategy called Safe Communities to better balance prevention with enforcement efforts and provide a broad vision for reducing crime in the province.

Literacy Alberta and its partner the Further Education Society of Alberta (FESA) are proud to receive one of this year's five new grants from the Safe Communities Innovation Fund. We will use this funding to carry out work related to the strategy, through the Taking Shelter with Literacy project.

This project builds capacity for the staff and clients of women's shelters across Alberta. Literacy programming and resources will create the possibility for families who have experienced trauma to make informed choices, become self-advocates, and make positive changes in their lives. The project will also assist in reducing the number of children who are victims, breaking intergenerational family patterns, and helping to prevent future generations from becoming abusers or abused.

Literacy Alberta and FESA welcome this opportunity to contribute to healthier families and safer communities in the future.

Workup!

Workup! is one of our innovative projects, funded by the Office of Literacy and Essential Skills. Through this project we train experienced facilitators from around the province to become Workplace Essential Skills (WES) practitioners.

Facilitators in the program are now in the practicum phase, getting hands-on experience with workplace essential skills training. By the end of this project, in early 2012, Literacy Alberta will have created a workplace essential skills marketing tool to be used with employers and developed a model for training WES practitioners.

Establishing Alberta Adult Reading Benchmarks

Literacy Alberta is part of an advisory committee working on the multi-year project Establishing Alberta Adult Reading Benchmarks. We are partnering with Bow Valley College, Northern Lakes College, government bodies, CFL and CLN. This project will create meaningful province-wide literacy reading benchmarks, tied to the international levels set by the International Adult Literacy Survey (IALS).

The project is funded by Alberta Advanced Education and Technology and is one of the leading activities in the implementation of *Living Literacy: A Literacy Framework for Alberta's Next Generation Economy*.

Recognizing excellence

Each year, Literacy Alberta, and the literacy community, recognize Albertans who demonstrate innovation, excellence, and commitment in the field. The Literacy Alberta Awards of Excellence are presented to an outstanding practitioner, tutor, and adult learner every year. We also honour one organization for its strong commitment to literacy and its efforts to assist adult learners.

Congratulations to the 2010 award winners:

- **Learner:** Zomkey Zomkey
- **Practitioner:** Robin Houston-Knopff
- **Volunteer:** Dixie Bird
- **Organization:** Calgary Learns



Employees need plain language to maintain a safe workplace.

We are a mobile society. Our changing workplaces include employees and visitors who may not be familiar with the environment. Instructions, warnings, and emergency procedures presented in plain language assist in creating a secure environment.

Collaboration

Improving literacy levels in Alberta involves collaboration between individuals, organizations, and sectors. Literacy Alberta played a key role in initiating important conversations about cooperation at a number of levels. In 2011, we successfully engaged the community on many occasions, raising awareness around literacy issues and expanding our networks.

Literacy Alberta staff embraced social media, becoming avid Twitter and Facebook users to open up new options for conversations with our learners, clients, partners, and the public.



Nearly 300 people attended the Literacy and Learning Symposium 2010

We collaborated with:

- the Ministry of Advanced Education and Technology to train, mentor, and support literacy practitioners;
- Human Resources Services Development Canada (HRSDC) and Office of Literacy and Essential Skills (OLES) on three essential skills projects;
- Community Learning Network (CLN) as a partner for the 2010 Literacy and Learning Symposium;
- CLN and the Centre for Family Literacy (CFL) on the 2011 Literacy and Learning Symposium;
- CLN and the CFL on streamlining our services, starting by aligning our regional systems.

common community goals. About 60 other presenters engaged participants and motivated them to take ideas back to their communities. Plans for the 2011 symposium began immediately.

SHARE – Electronic Conferencing

SHARE is a members-only electronic conferencing website designed to encourage easy, accessible, and user-friendly sharing and collaboration between our members. Open to all Literacy Alberta members, SHARE offers a forum for posting resources, coordinating activities, and sharing information and best practices.

Creating and sharing knowledge

Literacy Alberta's commitment is to engage people in literacy issues, provide tools and resources, and build capacity for literacy practitioners. We excel at sharing knowledge and information, with all our stakeholders – literacy practitioners, learners, employers, government groups, community service providers, and the general public. We use traditional and new methods of sharing.

Literacy and Learning Symposium 2010

Literacy Alberta and Community Learning Network (CLN) teamed up to host the annual Literacy and Learning Symposium. Almost 300 participants left the 2010 symposium feeling energized, enthusiastic, and empowered. In fact, some learners felt so invigorated they planned their own conference for spring 2011.

Our keynote speaker Paul Born ignited conversation on community consultation and establishing



14,404 posts on SHARE



1,108,000 document views and downloads

LearningLinks Resource Centre

Literacy Alberta operates LearningLinks Resource Centre in partnership with the Calgary Learning Centre. LearningLinks is the largest resource centre of its kind in Canada. The collection of over 16,000 items includes in-depth information on family literacy, English as a Second Language (ESL), workplace, health, senior and adult literacy topics, learning disabilities, and attention issues. This resource centre just keeps growing in popularity.

LearningLinks also provides Travelling Trunks and Totes by request – a service available to all areas of Alberta. Travelling Trunks and Totes are collections of materials such as books, journals, reports, kits, CDs, videos, and DVDs, used to support teaching, learning, marketing, and professional development activities.

They include resources on:

- plain language,
- violence and learning,
- learning disabilities,
- literacy awareness,
- family literacy,
- English as a Second Language (ESL),
- workplace and essential skills,
- Aboriginal literacy,
- tutor training, and
- professional development.

LearningLinks is a flagship of our successful collaboration with others, to the benefit of all.

Literacy Alberta Helpline 1-800-767-3231

Our Literacy Helpline, which is toll-free, helps learners and literacy practitioners find resources and programs in their communities. It is an important tool to help us match need to service provider. It plays a key role in connecting us to our clients.

New and social media

Literacy Alberta's communications manager has moved us into the world of social networking and effective online communication. A new website, e-newsletters, and use of social media are helping us use new technology to interact with our audiences. Through Facebook, Twitter, and LinkedIn we are spreading our reach and expanding promotions on the importance of literacy, plain language, and our services.

Working in partnership

Literacy Alberta values its partnerships with other literacy and learning organizations, employers, government departments, and non-profit organizations, all sharing common goals.

Our partnerships come in many forms, including:

- literacy organizations and government bodies on the Edmonton Regional Literacy Works committee and Calgary Action for Literacy and Learning (CALL);
- CLN regional support and mentoring for community based literacy and learning programs;
- LearningLinks Resource Centre, a partnership with Calgary Learning Centre (CLC), and their partnership this year with Rocky View Schools, which adding more than 650 new books to the library;
- Volunteer Alberta and CLN's iCCAN provincial videoconferencing project;
- ABC Life Literacy for Learn at Work Week and Essential Skills Day, 2010;
- the Champions of Literacy event in Calgary, which we coordinate with 10 partnering organizations;
- English as a Second Language (ESL) for Smaller Providers advisory committee;
- Further Education Society of Alberta (FESA) on the Taking Shelter with Literacy Project; and
- Safeway, Sobeys, and Loblaws representatives developing a workplace essential skills project for the grocery sector.

We will continue to build relationships and partner on projects where we see benefits for learners, practitioners, organizations, and the public.

*360,000
website
page views*

*3,418 books
circulated
through
LearningLinks
Resource Centre*

*450
subscribers
to our
newsletters*



Plain language is about more than words. It is about using clear design to support the words. A combination of clear layout and understandable content makes information easy to use.

Plain language directions help ensure we take the right route, get the transportation we need, and arrive at our destination on time.



Seniors don't miss out on needed programs and services when information and forms are in plain language.

We are part of an aging population. Aging can present many challenges – including visual, hearing, and literacy. With age also comes the need to complete forms – for retirement, benefits, and services. Plain language bridges the gap between people and services.

Financial statements

Literacy Alberta Society

STATEMENT OF FINANCIAL POSITION (Audited)

June 30, 2011 and June 30, 2010

	June 30, 2011	June 30, 2010
ASSETS		
Current		
Cash and investments	1,347,804	413,347
Accounts receivable	74,375	112,847
Prepaid expenses	39,598	30,977
Total current assets	1,461,777	557,171
Non current		
Investments restricted	-	141,268
Total assets	1,461,777	698,439
LIABILITIES		
Current		
Accounts payable and accrued liabilities	93,29	47,339
Deferred contributions restricted	1,203,663	346,526
Total current liabilities	1,296,958	393,865
Non current		
Deferred contributions restricted	-	141,268
Total liabilities	1,296,958	535,133
FUND BALANCES		
Unrestricted	164,819	163,306
Total liabilities and fund balances	1,461,777	698,439

STATEMENT OF OPERATIONS (Audited)

For the years ended June 30, 2011 and June 30, 2010

	12 month June 30, 2011	12 month June 30, 2010
REVENUE		
Contract funding and grants	944,653	761,387
Other revenue (membership fees, fee for service, casino and donations)	132,064	80,500
Total revenue	1,076,717	841,887
EXPENSES		
Salaries and benefits	598,839	454,955
Consultants and professional fees	123,092	321,804
Travel	138,656	131,021
Facilities	90,485	83,734
Publicity	15,952	44,908
Materials	31,719	37,863
Other	76,461	39,546
Total expenses	1,075,204	1,113,831
Excess (deficiency) of revenues over expenditures	1,513	(271,944)

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We are able to carry out our important work only with the assistance and support of our donors, volunteers, friends and colleagues. We extend heartfelt thanks for your commitment to literacy over the past year.

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