



**Adult
Learning Centre**
Serving Georgetown, Milton & Acton

LITERACY NORTH HALTON

2017-2018

ANNUAL REPORT



Misson

Literacy North Halton, which operates as the Adult Learning Centre, is a community based organization providing individualized and group tutoring for adults. We encourage community support and promote literacy awareness.

We continue to provide adults with local opportunities to improve their reading, writing, basic math, and computer and digital literacy skills for employment, further education, and increased independence in daily life.

We offer a variety of part-time Literacy and Basic Skills programs for adults aged 19+ who require upgrading in reading, writing, basic math and/or basic workplace computer skills. In partnership with Sheridan College, we also offer an academic upgrading program (ACE – Academic and Career Entrance). Adults wishing to pursue college entrance or an apprenticeship can earn grade 12 equivalency in English, Math, and Science. In addition, GED (secondary school equivalency) test preparation is also available.

Why is adult literacy so important?

We often think of literacy as only the ability to read and write with ease. In reality, the modern definition of literacy is much broader. Reading, writing, and numeracy are part of a larger set of essential skills that we use every day at work, at home, and in the community. Literacy includes computer and digital technology skills, oral communication, and more. It involves understanding and being able to use the information required in today's society in order to achieve your goals, reach your potential and navigate more easily in daily life and at work.

Customer Service Charter

Our Service commitment is to provide:

- Current information on all programs and services for employment and training in your community
- A high quality service to our clients, delivered in a courteous and respectful manner
- Service in a timely manner-responding to phone call queries within 2 business days of receipt
- Service in a manner that is respectful of your need to make informed choices
- An environment free from discrimination for staff, clients and volunteers
- Privacy, by ensuring your personal information is kept confidential, according to our privacy policy.

Canada in the International Context

- Literacy - Canada ranks at the OECD average in literacy. However, Canada shows a larger proportion of its population at both the highest and lowest levels of literacy.
- Numeracy - Canada ranks below the OECD average in numeracy, and the proportion of Canadians at the lower level is greater than the OECD average.
- PS-TRE (Problem Solving in Technology-Rich Environments) - Canada ranks above the OECD average in PS-TRE.
- A higher proportion of Canadians engage with information and computer technologies than the OECD average.

Skills in Canada: First Results from the Programme for the International Assessment of Adult Competencies (PIAAC) – Statistics Canada, 2013.

<http://www.oecd.org/skills/piaac/>

Core Programs

Tutoring Program for Adults

Our Adult Tutoring Program offers 1:1 and small group tutoring for adults looking to improve their reading, writing, or math skills from the basics to the grade 9 level.

- Improve the ability to read and understand workplace and school materials
- Build the skills needed to communicate more effectively in writing
- Online learning opportunities

Sheridan College ACE Program

In partnership with Sheridan College, our Academic and Career Entrance Program helps students with a goal of college admission, apprenticeship, GED test preparation or a better job.

- Earn grade 12 equivalency in Math, English, Biology, & Chemistry for admission to Ontario college programs
- Earn an ACE (grade 12 equivalency) certificate recognized by Ontario colleges
- Prepare for Apprenticeship or Pre-Apprenticeship training
- Prepare for the GED (High School Equivalency Certificate)

Sheridan | Get Creative

Your pathway to college or a better job!

Join Sheridan's Academic Upgrading program.

Computer Basics Program

Basic Computer Skills for the Workplace in a small group setting.

- Introduction to computers, Microsoft Word and Excel
- Introduction to email and Internet
- Workplace email writing
- Web and employment research
- Online learning opportunities

“Soft skills are increasingly becoming the hard skills of today's work force.”

- Dr. Susan Cain

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ESSENTIAL SKILLS

- Reading
- Numeracy
- Oral Communication
- Thinking
- Continuous Learning
- Document Use
- Writing
- Working with Others
- Computer Use

EMPLOYABILITY SKILLS

- Confidence
- Accountability
- Teamwork
- Adaptability
- Motivation
- Presentation
- Time Management
- Stress Management
- Attitude

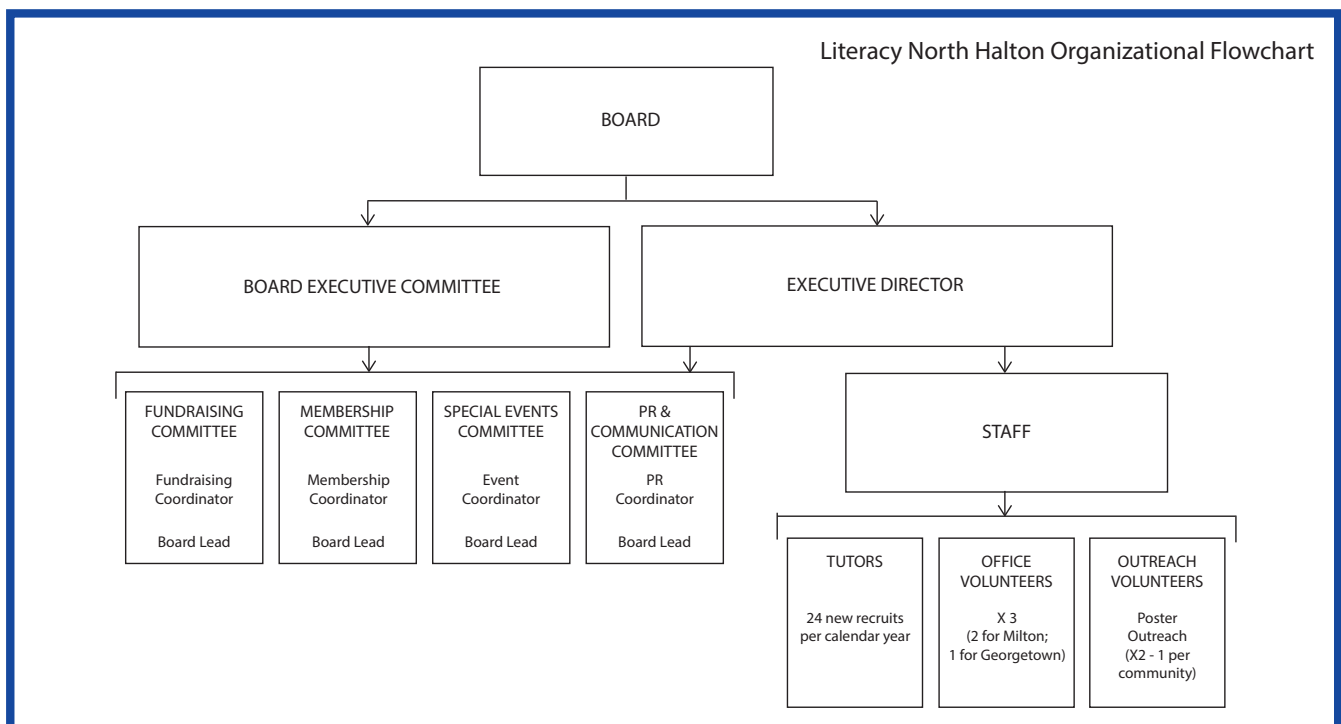
Board of Directors

Literacy North Halton is governed by a Board of Directors, which is expected to ensure the organization fulfills its mission. Acting in this capacity, the Board of Directors is responsible for:

- Upholding Literacy North Halton's Policies, Procedures and By-laws.
- Reviewing and monitoring applicable government grants.
- Supporting the recruitment of staff and volunteers, as required.
- Evaluating the delivery and success of all programs.
- Monitoring the financial and legal affairs.
- Securing sufficient funds for operation, including overseeing the development and implementation of a fundraising program.
- Establishing ad hoc Committees to support and promote Literacy North Halton as required.
- Reviewing the long term strategic plan on a regular basis.

President/Board Chair	Denise Dilbey
Vice Chair	Sherri Norris
Secretary/Treasurer	Selwyn Fernandes
Director	Patricia Waters
Director	Kim Sopinka
Director	Ami Gopal
Director	Sherry Farago
Director	Cheryl Watkin
Director	Douglas Davey
Director	Thom Gallagher

All members who served on the board during the fiscal year are listed.



Board Chair Report

Fiscal 2017/2018 was a busy and productive year for our Literacy North Halton Board of Directors and staff. The organization recently celebrated its 30th year working with adult learners, with the tremendous support of our funders, partners, donors, sponsors, members, and dedicated volunteers. Our programs continue to provide adults with local opportunities to improve their reading, writing, basic math, and computer and digital literacy skills for employment, further education, and increased independence in their lives.

Literacy North Halton continues to review our strategic plan, contractual obligations and management of fiscal policies regarding succession planning, oversight and risk management. Literacy North Halton Directors and our Executive Director, Michele Proud, have been instrumental in our fiscal 2017/2018 successes, dedicating their time and efforts to our organization.

In addition to our strategic planning initiatives, Literacy North Halton continues to grow to meet the demands and needs of our adult learners by expanding innovative literacy and essential skills training to reach more learners at our community-based Adult Learning Centre and partner locations.

Literacy North Halton had the pleasure of welcoming a new staff member and several new board members to our family this year. The Board of Directors would like to honour one of our Executive Directors, Selwyn Fernandes, for all of his efforts and contributions to our organization since 2014.

During this fiscal, the Board of Directors embarked on increased media, advertising, and promotional campaigns. Our Adult Learning Centre website, Scrabble® for Literacy and Grate Groan-Up Spelling Bee fundraisers, and #GivingTuesday campaign have contributed to increasing community awareness, membership, and fundraising for Adult Learning Centre-Literacy North Halton programs and services.

It is my honour to represent your Board of Directors, a collective group of highly-skilled, dedicated and experienced individuals whose goal it is to remain vigilant and ensure our organization thrives and is relevant within our communities. Fundraising is an integral part of the Board of Directors' directive, and I extend a heartfelt appreciation to all of the volunteers and staff who work tirelessly to ensure our efforts are a success.

On behalf of the Board of Directors, I would like to express my sincere thanks for your support as a member of Literacy North Halton and of our adult literacy initiatives in the local North Halton communities. Our organization is volunteer driven and our diverse group brings their experience and skills to enrich Adult Learning Centre programs and events. We are grateful for the dedicated individuals who commit to their communities and make a difference in people's lives. Thank you to our talented employees whose energy, enthusiasm and efforts are instrumental to our organization and operation of the Adult Learning Centre. Special thanks to our funders, partners, donors, and sponsors for investing in our mission of delivering essential skills and resources to adult learners every day.

Denise Dilbey
Board Chair



Secretary Treasurer Report

Fiscal 2018 has been a positive financial year at Literacy North Halton (LNH). With the generous support of our major funders, partners, donors, sponsors, members, and volunteers, we have been able to expand our programming to support an increased number of adult learners in our communities. The Board of Directors has consistently monitored the financial health of the organization throughout the fiscal year, with a continued focus on accountability and sustainability.

In June 2017, the Ministry of Advanced Education and Skills Development announced the Ontario government's four-year plan to double its investment in essential skills training - reading, writing, math, and digital skills. This is part of a plan to "ensure that Ontario's adult learners and workers have the support they need to adapt and thrive at every stage of their career". For LNH, this meant an increase in funds to expand our programs and services to support more learners in reaching their training, education and employment goals. In addition, we received one-time funding to update our IT infrastructure to support digital literacy and occupational skills building.

Fiscal 2018 saw the amalgamation of our local UW branches into the United Way Halton and Hamilton. We thank the United Way and its donors for their support of accessible, local learning opportunities and look forward to continuing to work with them in support of "improving lives locally".

Our two main local fundraisers, Scrabble® for Literacy and The Grate Groan-Up Spelling Bee, were well attended again this year and offered an opportunity for the community at large to have some fun and raise funds in support of adult literacy. LNH is very appreciative of the many local organizations and their staff who continue to support our fundraising activities. Special thanks this year to the Maple Lodge Farms Foundation, Kiwanis Club of Georgetown and Royal Bank-Georgetown Main St. Branch. Our net revenue from our Scrabble® event will be held in our program reserve fund to support programming needs in this coming fiscal year.

This fiscal the LNH Board of Directors also budgeted monies that will be allocated to a relocation fund in anticipation of a possible future move from the existing Georgetown office and classroom space, dependent upon the upcoming development and changes in the downtown area.

I would like to thank our volunteers who provide LNH and our learners with their generous gifts of time and commitment, an invaluable contribution to our organization. To our dedicated staff and community partner organizations, thank you for your commitment to our mission.

Selwyn Fernandes
Secretary/Treasurer

The 2017 Ontario Budget announced the new **Ontario Lifelong Learning and Skills Plan**, which confirms the government's commitment to major initiatives in education, training, and skills development. The government will work with its partners to strengthen the adult education system by:

- (1) improving access to programs that match adult learners' individual needs,
- (2) making transitions between programs smoother and simpler, and
- (3) implementing ways to recognize adult learners' prior learning and skills.

The government's investments in adult education will also help more adult Ontarians enter programs to improve their literacy, numeracy, language, and digital skills. Opening doors for adult learners will support the growth of our economy as it helps people in their everyday lives.

<https://news.ontario.ca/maesd/en/2017/06/ontario-equipping-more-adults-with-essential-job-skills-for-free-1.html>

Executive Director Report

In my inaugural year as Executive Director and Program Manager with Literacy North Halton, change and opportunity were the themes! It was an eventful year, bringing many positive changes to support adult learners and volunteer tutors at our Adult Learning Centre.

New operating funding allowed for the expansion of programming and the opportunity to reach more adult learners in their local community. A special thank you to Sheridan College Faculty of Continuing and Professional Studies for their continued partnership, enabling our local offering of the Academic and Career Entrance (ACE) Program. A small project grant provided an opportunity to fill a previously identified needs gap for newcomers and refugee digital literacy programming. One-time funding for a technology infrastructure refresh has allowed us to update training and staff computer hardware and software, and to add new android tablets to our learning resource library. As part of our digital literacy initiatives, our program team is updating our Computer Skills for Work programming for fall 2018 and we will begin to build out occupational skills programming over the coming fiscal year.

At local, provincial, national and international levels, governments, employers, and organizations are realizing that we are headed towards a critical essential and employability skills gap as technology continues to disrupt the workplace. Along with fundamental literacy skills, individuals will need to have digital literacy and data analysis skills, and foundational soft skills such as critical-thinking and problem solving. Lifelong learning and skills building will be mandatory for further education and employment.

Change also seems to be the theme at our local community partners and agencies as organizations adapt to respond to the diverse needs of people within their communities. Collaboration, cooperation, information sharing, and referral between organizations, is more critical than ever to ensure that individuals and families get the support they need to thrive at home, work, and in their local community.

Adult Learning Centre-Literacy North Halton looks forward to working with our funders, community partners and local agencies to support adults in our community to reach their personal literacy goals for independence, training, further education and employment.

In closing, I would like to thank our Board of Directors for their guidance and encouragement over this exciting year and our wonderful, dedicated staff who support our learners, volunteers, and instructors. To my MAESD contacts, LBS Organization peers, and Support Organization Chair - Matthew Schulman, thank you. I would also like to extend my sincere appreciation to my mentor Dympna Dewar, our former LNH Executive Director, who prepared me well for this rewarding work.

*Respectfully,
Michele Proud*



Programming

September 2017	Expanded our Sheridan ACE Program in the Milton Community to include the ACE Communications (grade 12 college level equivalent English) course. With the addition of this course, we are now able to provide a full offering of ACE classes at our learning sites in both Georgetown and Milton.
November 2017	Welcomed a new Programming Coordinator, Heather Montgomery, who took over responsibility for our Computer Basics Program coordination. Heather has proven to be an asset to our programming team and is already contributing to several special projects including our IT Refresh project.
Winter	Embarked on a special pilot project in partnership with the Ministry of Citizenship and Immigration and The Centre for Skills Development & Training – Newcomer Services. The project was funded through a Multicultural Capacity Grant with a goal of offering basic technology training to new Canadians in our community.
Spring 2018	A new group of volunteer tutors was trained. Several of these new tutors have already begun working 1:1 with learners or leading small group computer courses, and we look forward to continuing to provide new student match opportunities moving forward.

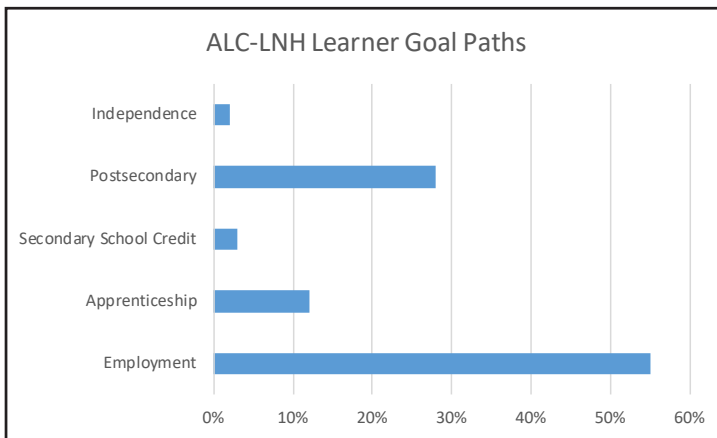
Congratulations to the adult learners in our 1:1 Tutoring and Computer Basics programs who celebrated many successes this year. Every one of these successes was supported by our many volunteers who dedicated countless hours of their time to tutoring learners, providing office support, conducting outreach activities and assisting with special events. As always, we could not have done it without their support.

We would also like to extend congratulations to the nearly 20 students who completed Sheridan ACE grade 12 equivalency courses. Many of these learners have already moved on to attend college programs while several other graduates will be starting post-secondary studies this coming September.

Thank you to everyone who contributed to our success in 2017/18. We look forward to another great year ahead.

*Sincerely,
Alyson Findlay
Senior Program Coordinator*

Learners



“ *I catch myself reading and realize I couldn't do that before. I can say, "I'm literate!"*

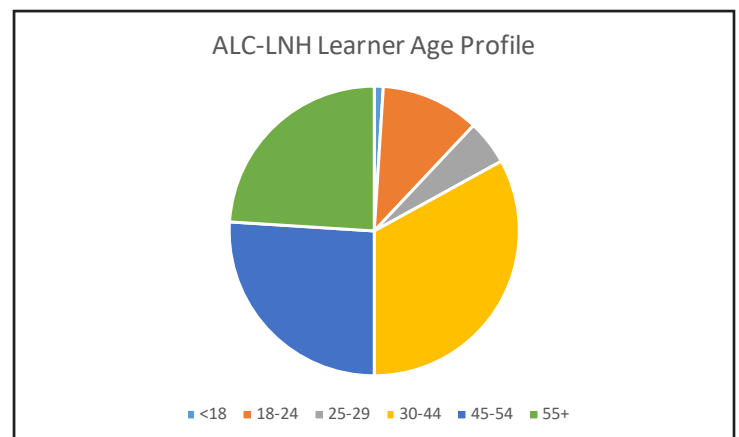
1:1 Tutoring Student

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“ *I needed to pass grade 12 in order to complete my ECE education. Everything was great, my teacher was very helpful. I am going to attend the ECE part-time program in May. My employment situation has improved, thanks to my grade 12 education.*

ACE Student

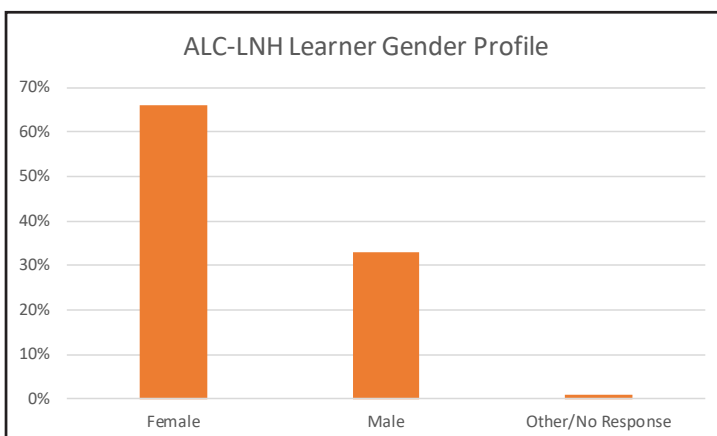
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“ *I have been offered a position in the upcoming provincial election during which technology will be used and knowledge of Excel is required. Thoroughly enjoyed the course. The instructors were awesome. Learned a great deal.*

Computer Basics Student

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Financials



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Independent auditor's report

To the Members of
Literacy North Halton (Operating as Adult Learning Centre)

We have audited the accompanying financial statements of **Literacy North Halton (Operating as Adult Learning Centre)**, which comprise the statement of financial position as at March 31, 2018 and the statements of operations, changes in fund balances and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Basis for Qualified Opinion

In common with many not-for-profit organizations, **Literacy North Halton (Operating as Adult Learning Centre)** derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of **Literacy North Halton (Operating as Adult Learning Centre)**. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the years ended March 31, 2018 and 2017, current assets as at March 31, 2018 and 2017, and net assets as at April 1, 2017 and 2016.

In addition, the Organization has adopted the policy of expensing capital assets in the year of acquisition. Canadian standards for not-for-profit organizations require that capital assets be capitalized and amortized over their estimated useful lives. In the current year, the Organization included in expenses \$42,150 which should have been recorded as capital assets. As at the date of these statements the Organization has cumulatively recorded approximately \$42,150 directly into expenditures rather than as amortizable assets.

Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements of **Literacy North Halton (Operating as Adult Learning Centre)** as at March 31, 2018 and the results of its operations and its cash flows for the year then ended are in accordance with Canadian accounting standards for not-for-profit organizations.

Halton Hills, Canada
June 5, 2018

Grant Thornton LLP

Chartered Professional Accountants
Licensed Public Accountants

Audit • Tax • Advisory
Grant Thornton LLP, A Canadian Member of Grant Thornton International Ltd

Financials

Literacy North Halton (Operating as Adult Learning Centre) Statement of Operations

Year ended March 31	2018	2017
Revenue		
Ministry of Advanced Education and Skills Development (MAESD)		
Operating grant	\$ 117,807	\$ 99,500
ACE program (Schedule 1)	112,595	99,899
IT refresh project (Schedule 2)	30,283	-
Donations and fundrasing	44,598	47,617
Other revenue	3,130	2,520
Ministry of Citizenship and Immigration (MCI) multicultural community capacity grant (Schedule 3)	2,280	-
Memberships	1,166	2,050
Interest revenue	45	79
	<u>311,904</u>	<u>251,665</u>
Expenditures		
ACE program (Schedule 1)	112,595	99,899
Wages and benefits	94,223	98,999
MAESD IT refresh project (Schedule 2)	29,882	-
Computer hardware and software	18,382	931
Rent	15,999	15,300
Professional fees	6,595	5,880
Fundrasing	6,351	6,149
Office supplies	4,129	1,405
Outreach	4,067	586
Resource materials	3,522	515
Insurance	1,984	2,691
Travel	1,782	2,041
MCI project (Schedule 3)	1,802	-
Telephone and internet	1,163	2,448
Bank charges	555	430
	<u>303,031</u>	<u>237,274</u>
Excess of revenue over expenditures before item below	<u>8,873</u>	<u>14,391</u>
Surplus repayable to MAESD	<u>(31)</u>	<u>-</u>
Excess of revenue over expenditures	<u>\$ 8,842</u>	<u>\$ 14,391</u>

See accompanying notes to the financial statements.


Financials

Literacy North Halton (Operating as Adult Learning Centre) Statement of Financial Position

Year ended March 31	2018	2017
Assets		
Current		
Cash and cash equivalents	\$ 68,100	\$ 78,032
Investments (Note 3)	7,700	1,016
Accounts receivable	7,647	2,211
Prepaid expenses	<u>1,822</u>	<u>1,655</u>
	<u>\$ 85,269</u>	<u>\$ 82,914</u>
Liabilities		
Current		
Accounts payable and accrued liabilities (Note 5)	\$ 4,500	\$ 10,918
Due to Ministry of Advanced Education and Skills Development (Note 6)	31	-
Deferred revenue	<u>7,759</u>	<u>7,859</u>
	<u>12,290</u>	<u>18,777</u>
Fund balances		
Unrestricted		
Operating fund	18,978	11,196
Internally restricted		
Programming reserve fund	24,268	24,268
Contractual obligations reserve fund	22,033	20,973
Sucession planning reserve fund	<u>7,700</u>	<u>7,700</u>
	<u>72,979</u>	<u>64,137</u>
	<u>\$ 85,269</u>	<u>\$ 82,914</u>

Lease commitments (Note 4)

On Behalf of the Board

 Director

Director

See accompanying notes to the financial statements.

Volunteers

Thank you to our many volunteers who have given their valuable time, expertise, and effort to support our programming and our adult learners over the past year. They continue to serve our organization in diverse ways.

- Board Members
- Tutors
- Office Assistants
- Fundraising Volunteers
- Outreach Coordinators

Special Thanks To:

- Fundraising Committee and Volunteers – Grate Groan-Up Spelling Bee, May 2017
- Fundraising Committee and Volunteers – Scrabble® for Literacy Event, January 2018



55 + Volunteers

2100 + Hours

“If you want to touch
the future, touch a
life.

- Author Unknown

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Funders

Adult Tutoring (1:1 & Digital Literacy) Program partially funded by:

- Ministry of Advanced Education and Skills Development *
- United Way Milton **
- United Way Halton Hills **

Sheridan Academic Upgrading Program (ACE) Partnership funded by:

- Ministry of Advanced Education and Skills Development *

MAIN SPONSORS

- Maple Lodge Farms Foundation
- Apple King Norval Inc.
- Kiwanis Club of Georgetown
- Mattamy Homes Limited
- Royal Bank of Canada, Main Street, Georgetown

“Alone we can do so little, together we can do so much.

- Helen Keller

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SUPPORTERS

- Dave and Dale Cox
- Denise Dilbey
- St. Alban the Martyr Anglican Church
- HeyRay - Your Home Today Realty Inc., Brokerage
- Patricia Waters
- Mohawk Inn & Suites Management Inc.
- iPro Realty Ltd.
- Ami Gopal
- Ericsson Community
- Cheryl Watkin, Life Coach
- Town of Milton Fire Department
- Georgetown Wordsmiths
- Paul C. Armstrong Insurance Brokers Inc.
- Halton Regional Police, Milton
- Royal LePage Meadowtowne Realty
- Milton Public Library
- Teresa Wittke
- Milton Public Library C.U.P.E Local 4366
- I.O.D.E. John Milton
- Margaret Rutherford
- Susan Palijan
- Julie Rossall
- Austen & Noble Insurance Brokers, Ltd.

We are grateful to the many businesses, service clubs and individuals who provided support through financial pledges, donations and material support. Your contributions are critical to our operation and greatly appreciated.



*These Employment Ontario programs are funded in part by the Government of Canada and the Government of Ontario, and through the Canada-Ontario Job Fund Agreement.

** Amalgamated as of July 2017, now known as United Way Halton & Hamilton

Service Delivery Partners

We collaborate with the following partners to deliver programs and services in the communities of Georgetown, Milton and Acton. Their continued support and referrals are greatly appreciated.

- Gary Allan High School
- Halton Hills Public Libraries
- Halton Region Social Assistance (Ontario Works)
- Knox Presbyterian Church, Milton
- Milton Public Libraries
- Peel-Halton-Dufferin Adult Learning Network
- Sheridan College Institute of Technology and Advanced Learning
- The Centre for Skills Development & Training - Employment Services
- The Centre for Skills Development & Training - Immigrant Services
- ODSP (Ontario Disability Support Program)
- Thomas Merton Centre for Continuing Education
- VPI Working Solutions, Georgetown
- WSIB (Workplace Safety and Insurance Board)



EXPLORE THE TRADES with VPI, Inc. & Gary Allan High School

Community Connections

Our community connections provide in-kind or other support for our work.

- Canada Post
- Carafe Wine Georgetown
- DG Greenhouses
- Georgetown Independent
- Georgetown Marketplace Mall
- Georgetown Printing
- Halton Hills Chamber of Commerce
- Halton Multicultural Council - Milton
- Milton Canadian Champion
- Sherwood Print and Copy
- The New Acton Tanner
- Town of Halton Hills
- Transform Signs
- Tyler Transport
- Volunteer Halton



PROUD TO BE A CANADIAN COMMUNITY OPEN HOUSE
Town of Halton Hills

“ We discovered a quiet crisis – young Canadians everywhere who feel they aren’t ready for the future of work. Too many have been trained for jobs that may go away rather than equipped with skills that will be ever more valuable. We all bear responsibility to change that.

- Dave McKay, President and CEO, RBC – *The Coming Skills Revolution, Humans Wanted 2018*

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“ What is necessary is to assist individuals in making the transition from declining occupations and industries to new opportunities in growing sectors and in acquiring and deploying new skills.

- LEPC Peel Halton Employer Survey 2017

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“ Employers were clear that they required workers who knew their way around technology. But it also included enhanced soft skills, those functions that automation still cannot undertake.

- LEPC Peel Halton Employer Survey 2017

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“ Almost a third (31%) of employers say that job candidates lack both hard and soft skills, but when it comes to singling out a type of skill, employers are far more likely to name the lack of soft skills (25%) rather than hard skills (8%).

- LEPC Peel Halton Employer Survey 2016

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