



Displaced Workers & Literacy and Basic Skills Programs

Strategies and Resources

Displaced Workers and LBS – Strategies and Resources

Acknowledgements



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Displaced Workers and LBS – Strategies and Resources

Introduction



Community Literacy of Ontario (CLO) is honoured to serve on the advisory committee for a National Project on Displaced Workers, hosted by Decoda Literacy Solutions in British Columbia.

The four Literacy and Basic Skills (LBS) sectoral organizations, CLO, Laubach Literacy Ontario (LLO), the College Sector Committee for Adult Upgrading (CSC) and CESBA, were intrigued by this impactful three-year national project.

In December 2019, as one of our 2020-2021 business plan deliverables to the Ministry of Labour, Training and Skills Development, these four organizations decided that it would be valuable to research strategies and resources used in Literacy and Basic Skills programs in Ontario to support displaced workers.

A few months later, COVID-19 occurred, causing massive displacement to the Canadian economy and workforce. Our small initiative suddenly gained a new importance. It became our hope that the resources and strategies we were collecting would also be helpful to the LBS clients who had been newly displaced by the pandemic.

in October 2020, our group sent out a four-question survey on displaced workers and LBS to literacy educators across Ontario. In total, educators from 53 different Literacy and Basic Skills programs across Ontario responded to our survey.

Our research is meant to be a snapshot of displaced workers in LBS, rather than a comprehensive overview. The focus of our report is on successful strategies, promising practices and helpful resources.

We are very pleased to share our report on “**Displaced Workers and LBS Programs – Strategies and Resources**”. The shock and loss faced by displaced workers can be traumatic and overwhelming. It is our sincere hope this report is valuable to you and the adult learners you serve.

Displaced Workers and LBS – Strategies and Resources

Table of Contents

Acknowledgements	1
Introduction.....	2
Table of Contents.....	3
Profile of Survey Respondents	4
Learner Displacement by Type of Industry.....	6
Percentage of Learners Displaced Because of COVID-19.....	7
Strategies for Serving Displaced Workers	9
Resources for Serving Displaced Workers	17
Conclusion	31



Displaced Workers and LBS – Strategies and Resources

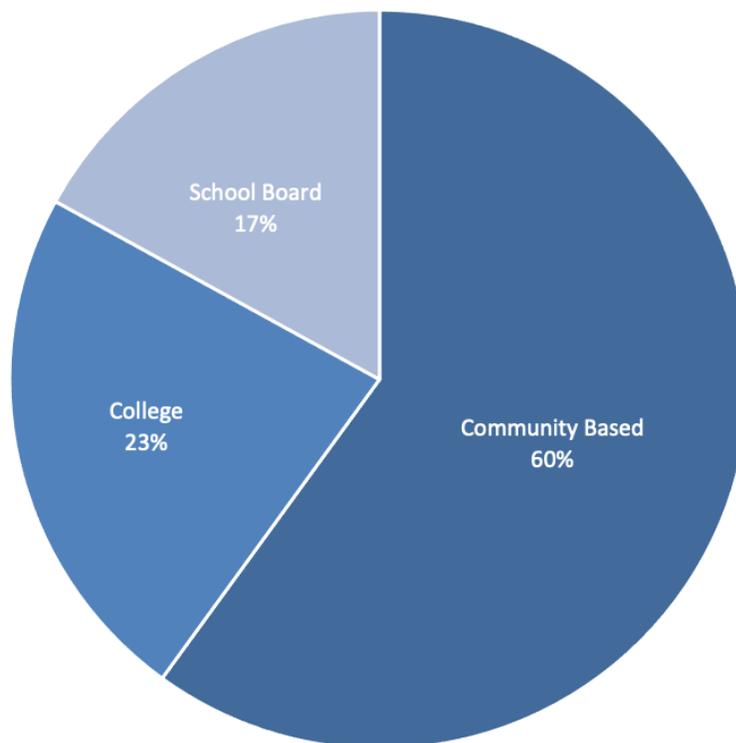
Profile of Survey Respondents

In total, educators from 53 different Literacy and Basic Skills programs across Ontario responded to our survey. There are approximately 200 organizations delivering the LBS program in Ontario. Thus, our “snapshot” report on displaced workers and LBS, received responses from roughly 27% of LBS service delivery organizations.

We realize that this is just a snapshot of the trends and issues facing displaced workers in LBS programs. We hope that in the future, project funding might be forthcoming to more fully investigate the important issue of displaced workers in Ontario’s Literacy and Basic Skills programs.

Responses by LBS Delivery Sector:

- 60% of respondents were from the community based sector (32 of 53 organizations)
- 23% of respondents were from the college sector (12/53)
- 17% of respondents were from the school board sector (9/53)

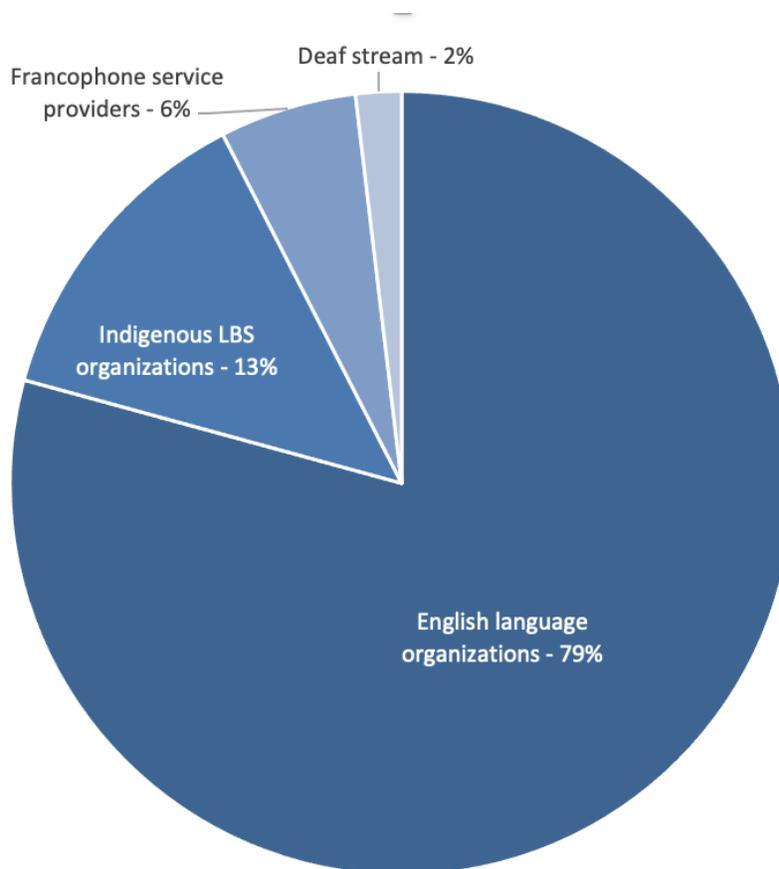


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Responses by LBS Delivery Stream:

Responses were received from all four LBS delivery streams.

The majority of responses were received from LBS agencies providing English language instruction (79%). Responses were also received from Indigenous LBS programs (13%), Francophone service providers (6%) and the Deaf stream (2%).



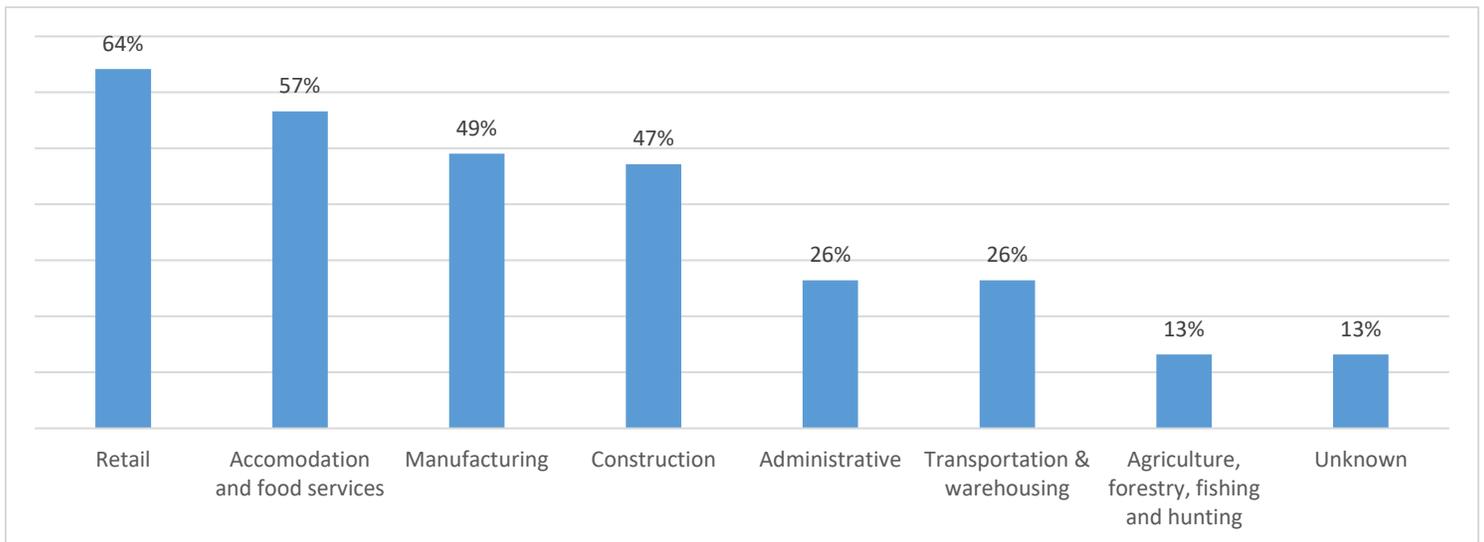
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Learner Displacement by Type of Industry

Survey Question #1: In the past two years, what type of industries have learners in your LBS program been displaced from? (Choose as many as apply.)

Fifty-three LBS programs responded to this question. Respondents clearly indicated that LBS learners had been displaced from four main types of industries: retail, accommodation and food services, manufacturing and construction.

- Retail – **64%** (34/53)
- Accommodation and food services – **57%** (30/53)
- Manufacturing – **49%** (26/53)
- Construction – **47%** (25/53)
- Administrative – **26%** (14/53)
- Transportation and warehousing – **26%** (14/53)
- Agriculture, forestry, fishing and hunting – **13%** (7/53)
- Unknown – **13%** (7/53)



Respondents also indicated that a small number of learners had been displaced in these types of industries as well: hair care and esthetics; childcare; seasonal employment; sports and recreation facilities; and mining. Several indicated that many of their learners are on social assistance, and therefore do not fit the “displaced worker” category.

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Percentage of Learners Displaced Because of COVID-19

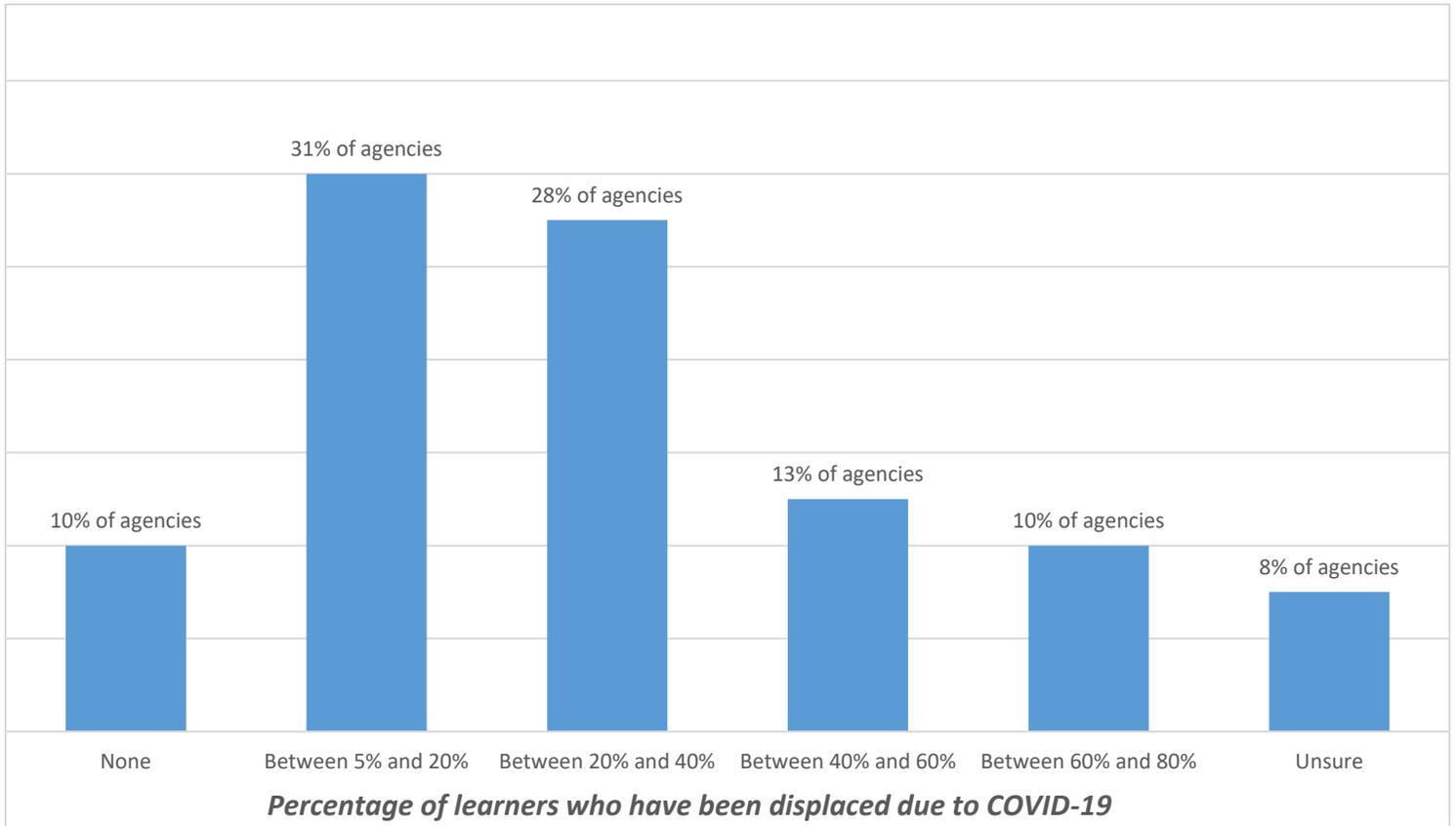
Survey Question #2: Approximately what percentage of the learners that you currently serve have been displaced from their jobs because of COVID-19?

Thirty-nine LBS programs responded to this question.

- **31%** of LBS programs indicated that between **5% to 20%** of their current learners had lost their jobs due to COVID-19 (12/39).
- **28%** of LBS programs indicated that between **20% to 40%** of their current learners had lost their jobs due to COVID-19 (11/39)
- **13%** of LBS programs indicated that between **40% to 60%** of their current learners had lost their jobs due to COVID-19 (5/39)
- **10%** of LBS programs indicated that between **60% to 80%** of their current learners had lost their jobs due to COVID-19 (4/39)
- **10%** of LBS programs indicated that **none** of their current learners had lost their jobs due to COVID-19 (4/39)
- **8%** of LBS programs were unsure of how many of their current learners had experienced job loss due to COVID-19 (3/39)

Numerous respondents noted that in many cases learners were not displaced from jobs during COVID-19, because often learners were not working prior to COVID, but rather, were on social assistance (Ontario Works or the Ontario Disability Support Program) or they were already unemployed prior to the pandemic.

Displaced Workers and LBS – Strategies and Resources



Displaced Workers and LBS – Strategies and Resources

Strategies for Serving Displaced Workers

Survey Question #3: Please share one or two strategies or promising practices you use to serve displaced workers

Displaced workers are often in shock. They have been suddenly and unexpectedly displaced from a job. Their world has been turned upside down, and they are navigating a new and unexpected world. Many are asking themselves, “***What do I do with tomorrow?***”

Ontario’s literacy educators are here to help!

In our survey, thirty-five LBS educators responded to this question and shared the following strategies and promising practices for serving displaced workers:

- Offer LBS programming of high relevance to displaced workers
- Provide digital literacy learning opportunities
- Make effective and meaningful referrals
- Support displaced workers facing poverty issues
- Offer certificates and short courses
- Support displaced workers with labour market information and career planning resources
- Refer to volunteer placements and experiential learning opportunities
- Offer workforce-related curriculum
- Promote the skilled trades / apprenticeship as a career choice
- Embed resources on the soft skills and confidence building

Each of these strategies are expanded upon in the following pages.

Displaced Workers and LBS – Strategies and Resources

Offer LBS Programming of High Relevance to Displaced Workers

Literacy educators shared the following strategies for serving displaced workers in LBS Programs:

- Provide employment-related upgrading opportunities and workplace-based learning materials and resources, related to the learner's interests
- Offer resources and training that will build their employability and job-readiness skills
- Provide online learning and digital literacy learning opportunities
- Offer flexibility in the course schedule
- Offer wrap-around support and use a holistic approach
- Tailor the training directly to the learner's needs and provide individual support
- Self-esteem and confidence can be low because of job loss; it's helpful to embed tools for confidence building into their learning activities
- Allow the learner to work at their own pace
- Consider the mental health and wellness needs of learners
- Offer accelerated learning opportunities for those wishing to quickly upgrade and move on to their next steps
- Take considerable time during the assessment process; displaced workers may be in shock, and many have been doing the same job for a long time and may not be clear on their desired needs and hopes for the future
- Build connections to their next steps by offering appropriate learning opportunities, effective referrals, and community supports
- While there are some commonalities, there will still be a wide range of needs facing each displaced worker, so don't assume anything, but rather meet each client where they are at and tailor programming to their needs
- Know your community so that you can help displaced workers navigate the complex web of training, employment and community supports
- Assist the learner in identifying and building their Essential Skills and transferable skills
- Share local labour market information with learners to help them identify prospective opportunities
- Help clients to attain their GED or to gain their final credits for their diploma
- Support learners with the PLAR process, as needed

Displaced Workers and LBS – Strategies and Resources

Provide Digital Literacy Learning Opportunities

Many displaced workers are keenly interested in upgrading their digital literacy skills. Some have worked for many years in jobs that didn't require computer skills, and now that they are looking for work, they realize that computer knowledge is a must for job searching and job readiness.

It will be important for LBS providers to be able to address the ongoing and increasing need for displaced workers to increase their digital literacy skills. This can range from a more formal course, run over a set period of weeks or months, or it can include more informal short courses, or learning via educational websites, such as GCF Learn Free and digital literacy curricula. The “Resources” section of this report shares some of these helpful online learning opportunities.

As well, [e-Channel](#) courses are a popular way to learn! E-Channel providers have been offering free, online LBS services and e-learning for many years to adult learners across Ontario. Be sure to view this helpful [e-channel FAQ](#) for students and LBS practitioners on the many e-learning opportunities available and how to access them.

Due to the pandemic, LBS programs have been further enhancing the digital literacy learning opportunities offered to adult learners. Survey respondents noted that many programs are offering a variety of instructional opportunities via online collaboration and training tools such as ZOOM, Google Classroom, Moodle, Facebook, video sharing apps, D2L (Desire2Learn), Plato, Go2Webinar, WebEx, Microsoft Teams, Aztec and more.



Displaced Workers and LBS – Strategies and Resources

Make Effective and Meaningful Referrals

Literacy and Basic Skills programs are actively engaged in referrals and partnership development to support displaced workers to build their skills and re-engage in employment and access the social and community services they need. Navigating community supports can be a daunting task without support and encouragement!

A clear strategy noted by LBS programs is to actively know your community and the programs and services available so that informed referrals can be made to support clients.

This was (and is) especially challenging during the pandemic, with organizations moving their services online and with some non-governmental organizations closing temporarily (or sometimes permanently). Often, adult learners find accessing government services online to be difficult. Having help to navigate community supports and services is critical to the success of displaced workers.

Survey respondents noted that they made referrals to the following programs and services to support displaced workers:

Referrals to Employment and Education Programs and Services

- Employment Services
- Other LBS Providers (Including e-Channel)
- Regional Literacy Networks
- Government Programming (for example, Second Career)
- Labour Market Partnerships
- Labour Adjustment Committees
- Native Friendship Centres
- Centres and Services for New Canadians
- Small Business Centres

Referrals to Income Support

- Ontario Works
- Ontario Disability Support Program
- Service Canada
- COVID-19 Benefits and Services – Canada and Ontario
- Canada Pension Plan and Old Age Security

Referrals to Community Social Service Organizations

- For social services and income supports, [Ontario 211](#) was repeatedly mentioned in our survey as an excellent support for information and referrals to local programs services
- Food Banks
- Mental Health Organizations
- Clothing Banks
- Housing Supports
- Legal Aid
- Counselling Services

Support Displaced Workers Facing Poverty Issues

Displacement from employment is often sudden and unexpected. This can leave displaced workers facing challenging financial situations as they look for new employment and seek to upgrade their skills. A lack of affordable housing, the growth of precarious work, unaffordable daycare, unavailability of many community supports during the pandemic and other economic pressures can result in very challenging circumstances. Further, poverty has been aggravated by the pandemic which resulted in multiple lay-offs and business closures across sectors.

Strategies LBS programs have used to support displaced workers facing poverty issues include:

- Strong awareness of and referral to **income supports** from the Federal and Provincial Governments and local poverty reduction initiatives
- Strong awareness of and referral to **local social services** such as food banks, housing supports, community service clubs and more
- Serving as an advocate for needed supports and services
- Helping clients to access and navigate the complex world of online programs and services
- Strong awareness of advocacy organizations that can help, such as CLEO ([Community Legal Education Ontario](#)) and [Legal Aid Ontario](#)
- Explaining, in plain language, the criteria of various programs and services
- Offering flexibility in how their LBS program is offered because for many displaced workers, the job search, or working temporary placements or gig jobs comes first
- Offering evening classes or digital learning opportunities to make learning accessible for those who could not afford daycare
- Educators noted the importance of using a holistic approach in LBS programs, and the importance of considering and supporting the whole person and their needs

Displaced Workers and LBS – Strategies and Resources

Provide Support, Resources and Referrals for Mental Health & Wellness

Study after study finds that many Canadians struggle with mental health and wellness issues, and this has been compounded during the pandemic. Displaced workers can face additional challenges – the shock of sudden and often unexpected unemployment and having to navigate a new path in life can be traumatic and overwhelming.

Strategies to support mental health and wellness noted by LBS educators included:

- Engaging in frequent “wellness” check-ins with learners (via a variety of online technologies during the pandemic)
- Offering mental health supports – such as engaging in active listening by taking the time to hear their stories and allowing clients to “feel heard” and to decompress
- Providing clients with resources to support emotional and mental health (see our Mental Health and Wellness section under “Resources”)
- Referring to local mental health service or counselling
- Staying aware of local programs and services that could offer support
- Taking training in mental health awareness and support

Offer Certificates and Short Courses

Since most displaced workers want to return to the workforce as soon as possible, LBS educators noted that offering short upgrading courses and workforce related training and certificates was an effective strategy.

This could mean offering programming that includes upgrading in targeted numeracy/math and communications (English), and access to workshops that contain industry certifications such as WHIMIS, Safe Food Handling, Smart Serve, Customer Service, Health and Safety, G1 Preparation, etc.

Support Displaced Workers with Labour Market Information and Career Planning Resources

As part of their upgrading program, LBS educators recommend embedding helpful resources around labour market information and career planning. Displaced workers can build their skills while learning about careers that interest them. This allows people to make informed choices about their future careers. Use the many helpful online resources that support career planning and share labour market information. Our “Resources” section of this report continues with recommended online resources on this topic.

Some programs invited guest speakers into their programs (pre-pandemic) to talk about a specific industry (for example, carpentry) that was of interest to the learners. Others invited learners to networking opportunities where employers would be present (for example, at a college).

As well, referrals to Employment Services continues to be very valuable for displaced workers.

Refer to Volunteer Placements and Experiential Learning Opportunities

Displaced workers have often been working for many years. However, since they have been displaced, some want to consider new areas of work. Literacy educators noted that experiential learning is a helpful way to learn about new types of work. This could include volunteer placements to get a feel for a new environment and ways to learn new skills.

Volunteering can also be a great way to enhance a resume, make new work-related connections, improve self-esteem and gather new work-related references.

Offer Workforce-Related Curriculum

Because displaced workers typically want to quickly re-enter the workforce, a recommended strategy is to offer clients the opportunity to upgrade their skills using workforce-related curriculum on topics linked to their future career interests or to access future training.

There are many topics and types of workforce-related curriculum; many are listed in the “Resources” section of this report.

Displaced Workers and LBS – Strategies and Resources

Promote the Skilled Trades / Apprenticeship as a Career Choice

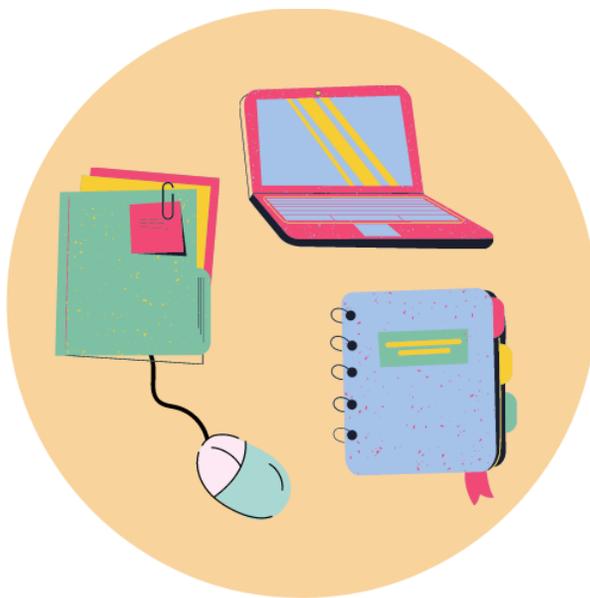
LBS educators recommend promoting the skilled trades and apprenticeship opportunities to interested learners. These are typically well-paying and high-demand careers; though they often do require academic upgrading in order to access apprenticeship or postsecondary education related to the skilled trades.

Many displaced workers are looking for a career that is more stable and, in many areas, there is a critical shortage of people available to work in the skilled trades. Literacy educators can link learners to occupational curriculum, share labour market information and information on the skilled trades, and refer to further training in this growing area.

Embed Resources on the Soft Skills and Confidence Building

Offering upgrading opportunities that embed soft skills and confidence building are recommended strategies for serving displaced workers. When an unplanned job loss happens, it can be a devastating blow to one's confidence.

Literacy educators find that working with displaced workers on their soft skills can help build confidence. The soft skills are also in high demand by employers. There are some excellent recommended resources on this topic in the “Resources” section of this report.



Displaced Workers and LBS – Strategies and Resources

Resources for Serving Displaced Workers

Survey Question #4: Please share helpful instructional resources used in your LBS program to support the learning needs of displaced workers

Forty LBS programs responded to this question about helpful instructional resources. While a substantial number of resources are shared, this is not meant to be a comprehensive list but rather a snapshot of the types of learning resources that LBS programs find valuable to support displaced workers.

Since rapid re-employment and digital literacy are two key goals of many displaced workers, the bulk of the resources fall into those two areas. Other important categories emerged as well: income and community supports, soft skills, confidence building, and mental health and wellness.

In many cases LBS agencies created their own “in house” resources and relied on local service providers to help them support displaced workers in their programs. Because this is a provincial report, we have chosen to share resources that are available online, across the province. Most of the resources are free, but some must be purchased from the vendor.

The following resource categories are covered in our report:

- Learning Resources Related to Employment
- Digital Learning Resources
- e-Channel
- GED and PLAR
- Workforce Curriculum
- Workplace Math
- Labour Market Information and Career Planning
- Income and Community Supports
- Skilled Trades / Apprenticeship
- Experiential Learning
- Soft Skills
- Mental Health and Wellness
- Self-Employment Resources



Displaced Workers and LBS – Strategies and Resources

Learning Resources Related to Employment	
Title	Author / URL
CAMERA (Communications and Math Employment Readiness Assessment System)	<i>PTP</i> http://ptpcompass.ca/the-camera-system/
Career Work-Life Series	<i>NWT Literacy Council</i> www.nwtliteracy.ca/index.php/resources/youth-and-adult-literacy#35
Challenger Series	<i>Laubach Literacy Ontario Bookstore / New Reader's Press</i> www.laubach-on.ca/bookstore/challenger-2nd-edition
Connecting Literacy and Employment through Essential Skills	<i>Literacy Link South Central</i> www.llsc.on.ca/resources1#EssentialSkills
Employability Success: Essential Skills at Work	<i>QUILL Learning Network</i> www.quillnetwork.com/wp-content/uploads/2014/02/emsu_wrkbbk.pdf
Employment Basics Online Course Bundle: Customer Service, Ready for Work and Essential Career Skills	<i>Good Learning Anywhere</i> https://goodlearninganywhere.com/courses/
Employment Path Learner Workbook: A3 Extract Information from Films, Broadcasts & Presentations	<i>Project Read Literacy Network</i> www.projectread.ca/pdf/A3EmploymentPathLearnerWorkbook.pdf
Employment Vocabulary Building	<i>Employment and Social Development Canada</i> www.canada.ca/en/employment-social-development/programs/essential-skills/tools/vocabulary.html
GCF Learn Free: Core Skills, Reading and Math and Resources for Work	<i>Goodwill Community Foundation</i> https://edu.acfglobal.org/en/
Health and Safety Awareness Training for Workers	<i>Ministry of Labour, Training and Skills Development</i> www.labour.gov.on.ca/english/hs/training/

Displaced Workers and LBS – Strategies and Resources

Improving Your Job Skills	<i>The Learning Hub Online Course</i> http://learninghub.ca/course-list-content/62
LBS Work Skills Manual	<i>CESBA</i> https://cesba.com/resources/lbs-work-skills-manual/
Literacy Resources Forum	<i>Laubach Literacy Ontario and CLO</i> https://lbsresourcesandforum.contactnorth.ca/
Paving the Way to Lasting Employment	<i>Kingston Literacy & Skills</i> http://en.copian.ca/library/learning/paving_the_way/paving_the_way.pdf
Ready for Work: An Employment Curriculum for Women	<i>Grassroots Press</i> https://grassrootsbooks.net/products/ready-for-work
Skills Zone / Ontario Skills Passport	<i>Government of Ontario</i> www.skillszone.ca/
Steck Vaughn Series on Career Exploration and Preparation, and GED Test Preparation	<i>Steck Vaughn</i> <i>Available from various sources such as Amazon and Indigo</i>
Task-based Activities for LBS	<i>QUILL Learning Network</i> https://taskbasedactivitiesforlbs.ca/
The Essential Skills: Tools, Assessments and Training Support	<i>Government of Canada</i> www.canada.ca/en/employment-social-development/programs/essential-skills/tools.html
UpSkills for Work	<i>ABC Life Literacy Canada</i> https://upskillsforwork.ca/
Work Place Skills Bookstore	<i>Laubach Literacy Ontario / New Reader's Press</i> www.laubach-on.ca/bookstore/workplace-skills
Workwrite Series	<i>PTP</i> http://ptpcompass.ca/the-camera-system/the-workwrite-series/

Displaced Workers and LBS – Strategies and Resources

Digital Learning Resources	
Title	Author / URL
DigitalLearn.Org	<i>Public Library Association of America</i> www.digitallearn.org/
Digital Literacy Curriculum	<i>CESBA</i> https://cesba.com/cesba-launches-lbs-digital-curriculum/
Digital Literacy Modules	<i>Literacy Link South Central</i> www.llsc.on.ca/digital-literacy-modules
GCF Learn Free: Technology	<i>Goodwill Community Foundation</i> https://edu.qcfglobal.org/en/subjects/tech/
iPad and Basic Digital Skill Booklets	<i>CPAL</i> www.cbal.org/computer-training.html
Internet Matters	<i>ABC Life Literacy Canada</i> https://abclifeliteracy.ca/all-programs/internet-matters/
Literacy Resources Forum	<i>Laubach Literacy Ontario and CLO</i> https://lbsresourcesandforum.contactnorth.ca/
Northstar Digital Literacy Assessment	<i>Literacy Minnesota</i> www.digitalliteracyassessment.org/
Resources for Online and Offline Learning	<i>AlphaPlus</i> https://alphaplus.ca/download/resources-for-online-and-offline-learning/
Skillswise	<i>BBC (British Broadcasting Corporation)</i> www.bbc.co.uk/teach/skillswise
TLG Learner Resources	<i>The Literacy Group</i> https://sites.google.com/view/tlglearnerresources/home
Youth Teaching Adults (Zoom, Skype, Facetime, etc.)	<i>ABC Life Literacy Canada</i> https://youthteachingadults.ca/resources/

Displaced Workers and LBS – Strategies and Resources

e-Channel	
Title	Author / URL
e-Channel	Website: https://e-channel.ca/ FAQs: https://e-channel.ca/practitioners/e-channel-faq Practitioner Overview: https://e-channel.ca/practitioners
<i>ACE Distance</i>	www.acedistancedelivery.ca/
<i>Good Learning Anywhere</i>	https://goodlearninganywhere.com
<i>The Learning HUB</i>	www.learninghub.ca/
<i>Deaf Learn Now</i>	www.deaflearnnow.ca/
<i>Formation à Distance (F@D)</i>	www.sefad.ca/

GED and PLAR	
Title	Author / URL
GED and PLAR preparation online courses	<i>The Learning Hub</i> www.learninghub.ca/course-list-content/59
GED Prep - Math, Reading & Language Arts, Science Online	<i>Good Learning Anywhere</i> https://goodlearninganywhere.com/courses/
GED Resources	<i>Laubach Literacy Ontario Bookstore</i> www.laubach-on.ca/bookstore/ged
Information on OSSD, GED and Pathways to Post-Secondary Goal Path	<i>Literacy Network of Durham Region</i> https://lindr.on.ca/wp-content/uploads/2017/12/PathwaysCompanionGuide.pdf
PLAR Resources	<i>CESBA</i> https://cesba.com/resources/?program=23

Displaced Workers and LBS – Strategies and Resources

Workforce Curriculum	
Title	Author / URL
Bridging the Employment Gap	<i>Simcoe Muskoka Literacy Network</i> https://literacynetwork.ca/resources/bridging-the-employment-gap/
Food Safety: A Guide for Ontario’s Food Handlers	<i>Government of Ontario</i> www.health.gov.on.ca/en/pro/programs/publichealth/enviro/docs/training_manual.pdf
Fall Prevention Toolkit	Infrastructure Health and Safety Association www.ihsa.ca/products/W016
GET SET for Customer Service	<i>Laubach Literacy Ontario</i> www.laubach-on.ca/bookstore/book/get-set-for-customer-service
GET SET for Early Childhood Education	<i>Laubach Literacy Ontario</i> www.laubach-on.ca/bookstore/book/get-set-for-early-childhood-education-ece
GET SET for Health Service Support Jobs	<i>Laubach Literacy Ontario</i> www.laubach-on.ca/bookstore/book/get-set-for-health-service-support-jobs
GCF Learn Free: Office 2000	<i>Goodwill Community Foundation</i> https://edu.qcfglobal.org/en/topics/office2000/
Health and Safety Certification	<i>Government of Ontario</i> www.labour.gov.on.ca/english/hs/elearn/worker/foursteps.php
Ministry of Transportation Handbooks	<i>Government of Ontario</i> www.mto.gov.on.ca/english/publications/handbooks.shtml
Occupational Curricula	<i>Community Literacy of Ontario</i> www.communityliteracyofontario.ca/resources/publications/#Curriculum
Occupational Curricula	<i>Literacy Link Eastern Ontario</i> www.lleo.ca/resources.html

Displaced Workers and LBS – Strategies and Resources

Workplace Math	
Title	Author / URL
Basic Occupational Math	<i>Frontier College</i> www.frontiercollegebooks.ca/products/math-numeracy-science/workplace-math/9780825143540-basic-occupational-math-043543
Breakthrough to Math	<i>Laubach Literacy Ontario</i> http://laubach-on.ca/bookstore/breakthrough-to-math
Khan Academy	<i>Khan Academy</i> www.khanacademy.org/
Math for Adults	<i>BBC Skillswise</i> www.bbc.co.uk/teach/skillswise/maths/zfdymfr
Math for the Trades	<i>Chad Flinn and Mark Overgaard, in OPEN ED, BC</i> http://solr.bccampus.ca:8001/bcc/file/77ab0254-504a-4e41-a7c2-883fad7ebdb5/1/Math-for-Trades-1594744247.pdf
Numeracy at Work Series	<i>Ontario Native Literacy Coalition</i> https://onlc.ca/resource-post/numeracy-at-work-math-series-preparing-indigenous-learners-for-apprenticeship-and-employment-facilitator-guide-1-cashier-working-with-money/
Numeracy in Action: Curriculum and Resources to Understand and Use Numbers	<i>Community Literacy of Ontario</i> www.communityliteracyofontario.ca/numeracy-in-action/
Trades Math Workbook	<i>Government of Canada</i> www.canada.ca/en/employment-social-development/programs/essential-skills/tools/trades-math.html

Displaced Workers and LBS – Strategies and Resources

Labour Market Information & Career Planning	
Title	Author / URL
Assessing You: The First Step in Career Planning	<i>ALIS Alberta</i> https://alis.alberta.ca/media/697159/assessingyou.pdf
Canada Job Bank	<i>Government of Canada</i> www.jobbank.gc.ca/home
Career Cruising for Adult Transitions	<i>Career Cruising</i> https://public.careercruising.com/en/our-solutions/adult-transitions/
Career Planner – Choosing an Occupation	<i>ALIS Alberta</i> https://alis.alberta.ca/media/2993/careerplanner.pdf
Choose a Career	<i>Government of Ontario</i> www.ontario.ca/page/choose-career
Employability Skills: Career Exploration (Free Online Course)	<i>Lambton College</i> www.lambtoncollege.ca/custom/LambtonApps/PartTime/Courses/Course.aspx?id=FREE-0360
Essential Skills Profiles	<i>Government of Canada</i> www.jobbank.gc.ca/essentialskills
Free Career Exploration Resources	<i>Career Professionals of Canada</i> https://careerprocanada.ca/career-exploration-assessments/
GCF Learn Free: Job Search	<i>Goodwill Community Foundation</i> https://edu.qcfglobal.org/en/topics/jobsearch/
Hiring Advice	<i>Indeed.com</i> https://ca.indeed.com/career-advice
Labour Market Information Website	<i>Government of Ontario</i> www.ontario.ca/page/labour-market

Displaced Workers and LBS – Strategies and Resources

National Occupational Classification (NOC)	Government of Canada https://noc.esdc.gc.ca/Home
Ontario Job Search Profiles	Government of Ontario www.services.labour.gov.on.ca/labourmarket/search.xhtml
Trend Analysis. Canada Job Bank	Government of Canada https://www.jobbank.gc.ca/trend-analysis

Income and Community Supports	
Title	Author / URL
COVID-19 Benefits and Services - Canada	Government of Canada www.canada.ca/en/services/benefits/covid19-emergency-benefits.html
COVID-19: Support for people – Ontario	Government of Ontario www.ontario.ca/page/covid-19-support-people
Income Assistance Programs - Canada	Government of Canada www.canada.ca/en/employment-social-development/services/benefits/income-assistance.html
Income Support Programs – Ontario	Ministry of Children, Community and Social Services www.mcscs.gov.on.ca/en/mcscs/programs/social/odsp/income_support/what.aspx
Money Matters	ABC Life Literacy Canada https://abcmoneymatters.ca/resources/
Ontario 211	Government of Ontario https://211ontario.ca/
Steps to Justice	CLEO (Community Legal Education Ontario) www.cleo.on.ca/en/resources-and-publications/resources-topic

Displaced Workers and LBS – Strategies and Resources

Skilled Trades / Apprenticeship	
Title	Author / URL
Apprenticeship Answers	<i>Literacy Link Niagara</i> www.literacylinkniagara.ca/wp-content/uploads/Apprenticeship-Answers-Curriculum.pdf
Apprenticeship Building for the Future, Exploration of the Skilled Trades	<i>PTP</i> https://shop.ptpcompass.ca/collections/frontpage/products/bff-apprenticeship-building-for-the-future-career-exploration-for-the-skilled-trades
Apprenticeship in Ontario	<i>Government of Ontario</i> www.ontario.ca/page/apprenticeship-ontario
Apprenticeship Resources for Literacy Programs	<i>Literacy Link South Central</i> www.llsc.on.ca/resources1
ApprenticeSearch.Com	<i>HIEC</i> www.apprenticesearch.com/
Apprenticeship Resources	<i>HIEC</i> www.apprenticesearch.com/apprentices/app-basic-information
Apprenticeship Tools and Resources Live Binder	<i>Literacy Link South Central</i> www.livebinders.com/play/play?id=1955776
Essential Skills for Ontario's Tradespeople	<i>College Sector Committee for Adult Upgrading</i> https://en.esot.essentialskillsgroup.com/
Essential Skills: Workbook for the Trades	<i>Employment and Social Development Canada</i> www.canada.ca/en/employment-social-development/programs/essential-skills/tools/wp-167-workbook.html
FAST-Foundational Assessment for Skilled Trades (formerly EARAT)	<i>Simcoe Muskoka Workforce Development Board</i> https://readyfortrades.ca/

Displaced Workers and LBS – Strategies and Resources

<p>Getting the Job Done: Preparing to Write the Certificate of Qualification Examination in Ontario</p> <ul style="list-style-type: none"> • Automotive Service Technician • Construction and Maintenance Electricians • General Carpenters • Industrial Mechanic Millwrights • Plumbers 	<p><i>Mid North Network for the Coordination and Development of Adult Learning</i> https://northernliteracynetworks.ca/resources/</p>
List of Skilled Trades in Ontario	<p><i>Government of Ontario</i> www.ontario.ca/page/list-skilled-trades-ontario</p>
Literacy Resources Forum	<p><i>Laubach Literacy Ontario and CLO</i> https://lbsresourcesandforum.contactnorth.ca/</p>
Skilled Trades in Ontario	<p><i>Government of Ontario</i> www.ontario.ca/page/skilled-trades</p>
The Skills Ontario Trades & Tech Talk Podcasts	<p><i>Skills Ontario</i> www.skillsontario.com/the-skills-ontario-podcast</p>

Experiential Learning

Title	Author / URL
Community Works Handbook	<p><i>Ottawa Community Coalition for Literacy</i> https://rovl.ca/wp-content/uploads/2017/06/cw-handbook.pdf</p>
Experiential Learning in LBS: Success Stories	<p><i>Community Literacy of Ontario</i> www.communityliteracyofontario.ca/wp/wp-content/uploads/Success-Stories-Newsletter-Feb-2018.pdf</p>
Recognizing Life's Work: Helping Learner's Connect their Essential Skills from Home to Work	<p><i>QUILL Learning Network</i> www.quillnetwork.com/wp-content/uploads/2014/02/helping_learners.pdf</p>

Displaced Workers and LBS – Strategies and Resources

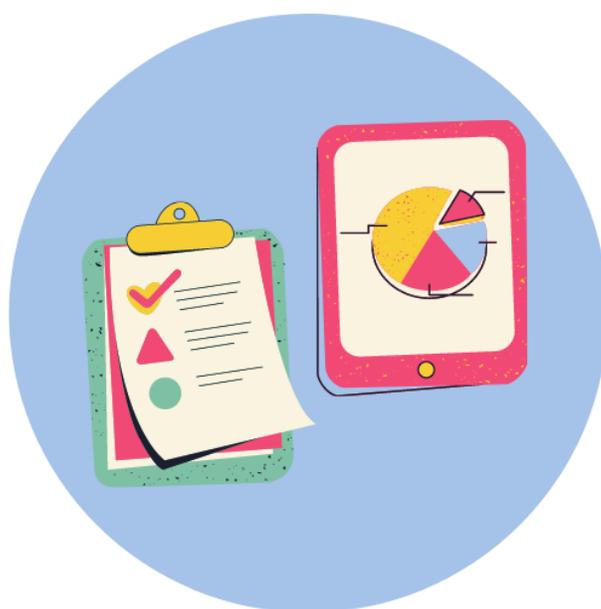
Soft Skills	
Title	Author / URL
Self-Management and Soft Skills (Module 6 of CESBA's Work Skills Manual)	CESBA https://cesba.com/wp-content/uploads/2021/01/6.SelfManagement.Module6.pdf
Soft Skills	ABC Life Literacy Canada https://upskillsforwork.ca/resources/
Soft Skills and Literacy and Basic Skills	Learning Networks of Ontario https://learningnetworks.ca/wp-content/themes/Ino/files/resources/SoftSkillsandLBS-Feb2018-Final.pdf
Soft Skills Courses (online, free and include self-esteem, attitudes, transitions and decision making)	Good Learning Anywhere www.goodlearninganywhere.com/courses
Soft Skills – Managing Myself	Laubach Literacy Ontario www.laubach-on.ca/bookstore/book/managing-myself-module-a-and-b
Soft Skills Module	Laubach Literacy Ontario www.laubach-on.ca/bookstore/book/managing-myself-module-a-and-b
Soft Skills Resources	Learning Networks of Ontario https://sites.google.com/view/Inosoftskillsresources/resources
Soft Skills Solutions	Soft Skills Solutions Inc. www.smwdb.com/soft-skills-solutions
Taking Charge of Your Soft Skills	ABC Life Literacy Canada https://upskillsforwork.ca/wp-content/uploads/2019/09/ABC-UpSkills-Workbook-Introduction-Rev0819-Web.pdf

Displaced Workers and LBS – Strategies and Resources

Mental Health and Wellness	
Title	Author / URL
Bounce Back Ontario	<i>Canadian Mental Health Association</i> www.Bouncebackontario.ca
Canadian Mental Health Association: Ontario – Website	<i>Canadian Mental Health Association</i> https://ontario.cmha.ca/document-category/services-and-supports/
Centre for Addiction and Mental Health – Website	<i>Centre for Addiction and Mental Health</i> www.camh.ca/
Find Mental Health Support in Ontario – Website	<i>Government of Ontario</i> www.ontario.ca/page/find-mental-health-support
Maintaining Healthy Self-Esteem on and Off the Job	<i>The Learning Hub</i> http://learninghub.ca/course-list-content/62
Positive Coping with Health Conditions, A Self-Care Workbook	<i>Simon Fraser University</i> https://d3mh72llnfrpe6.cloudfront.net/wp-content/uploads/2018/03/09211650/pchc-workbook.pdf
Reach Out for Mental Health Resources	<i>Community Literacy of Ontario</i> www.communityliteracyofontario.ca/wp/wp-content/uploads/Mental-Health-Campaign-Resources-Oct-2020.pdf
Yes I Can! Mental Health Guide for Adult Literacy Facilitators	<i>Project Read Literacy Network</i> www.projectread.ca/pdf/MentalHealthGuide2017.pdf

Displaced Workers and LBS – Strategies and Resources

Self-Employment Resources	
Title	Author / URL
Small Business: Advice, Support Services, Regulations	<i>Government of Ontario</i> www.ontario.ca/page/small-business-advice-support-services-regulations
Small Business Enterprise Centre	www.ontario.ca/page/small-business-enterprise-centre-locations
Small Business Savvy	<i>Literacy Link Niagara</i> www.literacylinkniagara.ca/about-us/projects/small-business-savvy/
Start Your Business	<i>Para Centre for Women’s Enterprise</i> https://paro.ca/start-up/
Starting Your Business Courses	<i>Lambton College</i> www.lambtoncollege.ca/custom/LambtonApps/PartTime/Courses/Course.aspx?id=FREE-0160&catId=62
Working for Myself Series	<i>Grassroots Press</i> https://grassrootsbooks.net/collections/working-for-myself-series



Displaced Workers and LBS – Strategies and Resources

Conclusion

Community Literacy of Ontario, Laubach Literacy Ontario, the College Sector Committee for Adult Upgrading and CESBA are grateful to the educators who took the time to fill out our survey and share their strategies, promising practices and resources with us.

We realize that our Displaced Workers and LBS report is just a starting point for research into these critical issues. Further research, with accompanying project funding, is warranted to learn more about this vitally important topic.

We sincerely hope that the resources and strategies shared in our **Displaced Workers and LBS Programs – Strategies and Resources** report are helpful to LBS programs as they serve displaced workers and others with employment goals.

Please feel free to share this resource with your colleagues; it is freely available online at: www.communityliteracyofontario.ca/wp/wp-content/uploads/Displaced-Workers-Report-Final.pdf and on the websites of our various partners.

Thank you for the important work you do in Literacy and Basic Skills programs across Ontario!

