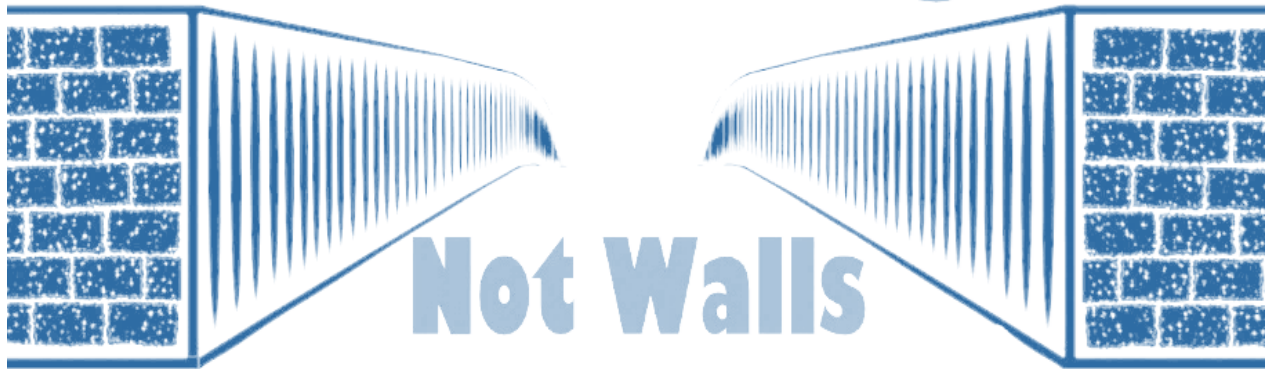




Laubach Literacy Ontario

2018-2019 AGM and Annual Report

Build Bridges



Laubach Literacy Ontario's 37th Annual General Meeting

Thursday, June 13, 2019

Build Bridges Not Walls Conference—Brescia University, London, ON



ANNUAL GENERAL MEETING

Notice of Meeting

Laubach Literacy Ontario's
Annual General Meeting
4:30 PM, Thursday, June 13, 2019
Brescia University, London, Ontario

Agenda and Table of Contents

<u>Item</u>	<u>Page Numbers</u>
1 Welcome, Call to Order and Declaration of Quorum	
2. AGM Agenda	1
3. Greetings from the President—Vandra McQuarrie	2
3. Greetings from the Honourable Merrilee Fullerton, Minister of TCU	4
4. Minutes from June 2018 AGM	5
5. Treasurer's Report—Gary Porter	8
6. Audited Financial Statements	9
7. Nominations Report—Jo Cryderman	13
8. Board Nominee Bios	15
9. LLO Board of Directors	16
10. Executive Director's Message—Lana Faessler	17
11. Office Manager's Message—Mary Anne Baker	17
11. Highlights of 2018-2019—Lana Faessler	18
11. LLO's Social Enterprise—Diana White	20
12. Upcoming Year: 2019-2020 Business Plan—Robyn Cook-Ritchie	21
13. Other Business	
14. Adjournment	



President's Report

Wow, that title is ominous!! The more I think about it, the more I realize that "President" is just a word. The word "President" sounds like I am on top of everything, controlling all around me and know exactly what is going on. Well, wrong! That would better describe Lana, Robyn, Diana and Mary Anne. They are all these qualities and more, but I get to pound the gavel (metaphorically) and write this report ☺

My first year as president was awesome. It is great to be president of this board because of the experience and knowledge the current board members already possess. Cathy Graham, Tracey Mullins, Jo Cryderman, Gary Porter and our student representative Jeremy Katz, all contribute great advice and encouragement. We work well together and I trust that the decisions that the board made, will be met with great acceptance. As a board, our job is made easy because of our great staff. They are second to none!! They show great patience with me and their support of the entire board is truly appreciated. We are fortunate to have these wonderful ladies who give so tirelessly to Laubach Literacy Ontario.

With regrets, the board of directors, accepted the resignation of Lana Faessler. Lana is going to move on to that big comfy rocking chair that comes with retirement and finally rest...sort of. I have only known Lana for the last 6 years but any time some one talks about Lana, all I hear is love and respect. (At times I think she could walk on water but I haven't seen that for myself yet☺) We have benefited from Lana's work ethic, her wisdom and her absolute love for the cause of literacy. Lana has been with Laubach Literacy for over **26** years and it will be a sad day when she turns over the reins. BUT...we are turning over the reins to a very capable Robyn Cook-Ritchie. Robyn is very well known in literacy circles around Ontario and we will be on the receiving end of her expertise. Robyn has worked with Laubach Literacy for 20 years, completing projects, writing curriculum and so much more. Robyn and Lana have worked closely together in the past year especially, to ensure that the transition from one Queen to the next Queen, is seamless☺ I hope that at this conference, everyone will have the opportunity to express their gratitude to Lana personally and welcome Robyn with open arms.

Well, I have a little twist to the above announcement. Mary Anne Baker has also given her resignation to Laubach and will be leaving us after the conference. Mary Anne has given leadership and direction to the finances for 14 years. She also has given great enthusiasm to the agency and her smile and infectious laugh is delightful. Mary Anne, you will be missed!! Here is the BUT...BUT Lana will be working one day per week to assist Robyn and Diana in the transition. Please make sure you take the time to thank Mary Anne for everything that she has done during her time at Laubach Literacy.

To be honest, the year has been consumed with thoughts of the transition that will be coming. But this one thing I know. ***LAUBACH LITERACY ALWAYS HAS BEEN AND WILL CONTINUE TO BE IN GOOD HANDS.*** We are still a leader in the province in our mission of ***“providing training, resources and services to meet the changing needs of our members and adult students to create a stronger, more literate Ontario”.*** We still have the best staff and volunteers. And we still have the best members and supporters in all of you.

Thank you to the Ministry of Training, Colleges and Universities for supporting us financially and helping us reach our targets. My final thanks goes out to all of learners, member organizations and stakeholders for your belief in our goal of assisting the adult learners in our province in reaching their goals.

Oh, and I almost forgot...Hey learners, YOU ROCK!!!!

Vandra McQuarrie
President
Laubach Literacy Ontario



June 13, 2019

Greetings from the Honourable Merrilee Fullerton
Minister of Training, Colleges and Universities



On behalf of the Government of Ontario and the Ministry of Training, Colleges and Universities, I'd like to extend greetings to all the learners and volunteers, educators and staff at the Laubach Literacy Ontario Conference 2019.

Our Government's top priority is making sure that Ontario is open for business. To achieve that, we're making it easier for employers to create jobs, and we're supporting learning and training initiatives that help people get ready for jobs.

Our Literacy and Basic Skills program is an important pillar of this work. And as we all know, the impact of learning reaches far beyond a workplace. Learning new skills also opens the door to new opportunities, more self-confidence and better lives.

I want to thank you for the important work you do for our people and communities. I wish the learners all the best for their studies, and I wish all of you a successful conference with lots of good conversations.

Sincerely,

A handwritten signature in cursive script, reading "Merrilee Fullerton".

Dr. Merrilee Fullerton
Minister of Training, Colleges and Universities

**Minutes of Laubach Literacy Ontario's
Annual General Meeting 2018
Thursday, June 14, 2018 at 4:00 p.m.
YMCA Geneva Park, Ramara, On**

Members Present:

Barrie Literacy Council (proxy)	Barrie Learning Centre (proxy)
Community Literacy of Ontario	Literacy Council of Niagara West (proxy)
Grand Erie Learning Alternatives	Brant Skills Centre (proxy)
Literacy Society South Muskoka (proxy)	Hamilton Literacy Council
Learning Centre for Georgina (proxy)	Literacy Group Waterloo Region - Kitchener
Gateway Centre for Learning	Literacy Council York-Simcoe (proxy)
Literacy Nipissing	Orillia & District Literacy Council
Six Nations Achievement Centre (proxy)	Northern Connections Adult Learning (proxy)
Literacy Alliance West Nipissing (proxy)	Learning Disabilities of Essex Windsor (proxy)

Board Members Present:

Cathy Graham (President), **Jo Cryderman** (Secretary) **Jeremy Katz** (Student Representative), **Tracey Mollins** (Vice President) **Gary Porter** (Treasurer) **Vandra McQuarrie** (Member at Large)

Regrets:

None

Staff in Attendance:

Lana Faessler – Executive Director, **Diana White** – Office Administrator,
Mary Anne Baker – Office Manager

Project Manager:

Robyn Cook-Ritchie, RCR Consultants

1. Welcome, Call to Order and Declaration of Quorum

Quorum is 17 Organizational Members (25% of 69). We have 7 members present, and have received proxies for 11 additional Organizational Members bringing the total to 18.

A. After satisfying that quorum was met, Cathy Graham – President called the meeting to order at 4:11 p.m. and welcomed everyone to LLO's 36th Annual General Meeting.

B. Voting Procedure

Cathy explained the voting procedure. Each organizational member will have one vote, so if you have a voting card, you can make a motion, second a motion and vote on motions.

2. Approval of Agenda:

Chair asked for a motion to approve the agenda.

Moved by Jo Cryderman - Literacy Society South Muskoka

Seconded by Helen McLeod – Hamilton Literacy Council

All in Favour. No Discussion followed. Motion carried.

3. Greetings from the President:

Cathy Graham welcomed everyone and gave her report.

4. Approval of Minutes from June 2017 AGM:

Chair asked for a motion to approve the minutes.

Motion to approve minutes of the June 16, 2017 AGM

Moved by Jennifer Ellis – Gateway Centre for Learning

Seconded by Robyn Cook-Ritchie – Grand Erie Learning Alternatives

All in Favour. Discussion – Jo Cryderman corrected spelling of her name, Jo not Joe: Motion carried.

5. Treasurer's Report:

Chair introduces Gary Porter- Treasurer.

Gary read a summary of the Treasurer's Report.

Helen McLeod asked whether Lana Faessler was happy with only 3 days a week. She said she was, as Robyn Cook-Ritchie is doing many of the Business Plan Deliverables, which have become more project-related than administrative.

5.1 Approval of Audited Financial Statements

Chair asks for a motion to approve the Audited Financial Statements for 2017 - 2018.

Moved by Lisa McArthur – Literacy Group of Waterloo Region - Kitchener

Seconded by Helen McLeod - Hamilton

All in Favour. No Discussion. Motion carried.

5.2 Motion for Appointment of Auditor for 2017-2018

Chair asks for a motion to appoint Curtis Villar as LLO's auditors for 2018-2019.

Moved by Jo Cryderman – Literacy Society of South Muskoka

Seconded by Patricia McFerron – Literacy Council of Niagara West

All in Favour, No Discussion. Motion carried.

.

6.0 Nominations Report

Jo Cryderman - Nominations Chair advised all board members are standing, and are in mid-term. No election required.

Jo Cryderman announced the new Student Representative is Jeremy Katz, Hamilton Literacy Council, voted in at the Student Annual Meeting.

Motion to accept the slate of directors as presented

Moved by Robyn Cook-Ritchie – Grand Erie Learning Alternatives.

Seconded by Lisa McArthur – Literacy Group of Waterloo Region - Kitchener

All in favour. No Discussion. Motion carried.

7. Introduction of Board of Directors for 2018-2019

Lana introduced the new Board of Directors and asked them to stand as their name was called. Lana announced that the new Board of Directors will appoint the officers of the Board, following the AGM.

8. Annual Report Highlights

Lana provided some highlights of 2017-2018.

9. LLO Social Enterprise:

Diana White reported on the book store – decreased sales and profit is down. Exchange rate is still a major factor on the profit. More orders but they are smaller. Mentioned that New Readers Press came for a visit. PayPal is working out well.

10: Upcoming Year

Robyn reported on next year's business plan which includes new supports for members plus our Curriculum Project. Jo Cryderman complimented Robyn on getting feedback from students re curriculum choices.

11. Other Business

None

12: Adjournment

Chair asks for a motion to adjourn at 4:40.

Moved by Gary Porter – Barrie Literacy

Seconded by Patrician McFerran – Literacy Council of Niagara West

All in favour. No Discussion. Motion Carried.

Treasurer's Report



The Statement of Financial position (Page 3 of Audited Financial Statements) reveals that LLO ended the 2019 fiscal year with a fund balance of **\$66,365.00**, of which \$52,753 is invested, leaving **\$13,612.00** in our General Fund (unrestricted).

Thanks to the Ministry's 2018 10% increase in base funding, (to \$110,000) and a Curriculum Project (\$22,000), as well as profits from the Laubach Bookstore (\$11,508), we ended the year with a small deficit in the General Fund of \$1,273. (Last year our deficit was \$6,953.00).

General Fund:

- The General Fund accounts for LLO's program delivery and administrative activities.
- This fund reports unrestricted resources and restricted operating grants.
- It is accumulated over the years and includes donations, membership fees, investment interest, and other sources of revenue apart from the Ministry of Training, Colleges and Universities core funding—particularly our Social Enterprise, the Laubach Literacy Bookstore.

Laubach Literacy Bookstore:

- Profits from the Laubach Literacy Bookstore are used to reduce conference registration fees for students, and to cover some of Diana White's hours.
- See our Social Enterprise report for further details.

Donations:

- A donation of \$200.00 was once again gratefully received from CUPE Local 1582.

Conference 2018:

- Our goal each year is to break even—with registration fees and Ministry funds covering conference costs and staff time. This year, we would have had a loss of over \$7,000 without Ministry funds, due to a last minute change of venue, with increased costs and less registrants.

Staffing:

- The Executive Director, Lana Faessler, reduced her hours to three days a week, to lower the impact on increased expenditures, and to enable us to continue to hire Robyn Cook Ritchie, our Project Manager. Robyn is responsible for several of the deliverables in our annual Business Plan. Mary Anne Baker also reduced her hours substantially.

Substantial increase of expenses over last year:

- The cost of purchasing books for the Laubach Bookstore increased substantially due to the exchange rate on the dollar.
- Face-to-Face Board Meetings cost approximately \$2,500, and we had one extra face-to-face this past year.
- Audit fees increased by almost \$1,200, with a slight increase in rent and insurance.

Gary Porter
Treasurer

LAUBACH LITERACY ONTARIO

AUDITED FINANCIAL STATEMENTS*

FOR THE YEAR ENDED MARCH 31, 2019

* The full Auditor's report can be obtained by contacting Laubach Literacy Ontario.



INDEPENDENT AUDITOR'S REPORT

To the Members of Laubach Literacy Ontario

Opinion

We have audited the financial statements of Laubach Literacy Ontario (the Company), which comprise the statements of financial position as at March 31, 2019 and 2018, and the statements of revenue and expenditures, changes in net assets and cash flow for the years then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as at March 31, 2019 and 2018, and the results of its operations and its cash flow for the years then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audits in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audits of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

(continues)

Guelph Office: 30 Norwich Street East, Guelph, Ontario N1H 2G6 Telephone (519) 763-2268
Fergus Office: 208 St Andrew St W, Fergus, Ontario N1M 1N7 Telephone (519) 843-1050
Website www.curtisvillar.ca

1

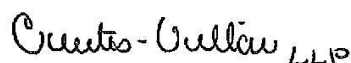
Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Guelph, Ontario
May 30, 2019


CURTIS-VILLAR LLP
Chartered Professional Accountants
Licensed Public Accountants

LAUBACH LITERACY ONTARIO
Statement of Financial Position
As at March 31, 2019

	2019	2018
ASSETS		
CURRENT		
Cash	\$ 7,456	\$ 23,517
Term deposits (Note 2)	52,753	52,100
Accounts receivable	22,056	16,990
Inventory	1,795	1,130
Prepaid expenses	6,588	1,622
	<u>90,648</u>	<u>95,359</u>
PROPERTY, PLANT AND EQUIPMENT (Note 3)	<u>2,268</u>	<u>5,865</u>
	<u>\$ 92,916</u>	<u>\$ 101,224</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities (Note 5)	\$ 17,139	\$ 22,935
Deferred revenue (Note 4)	7,144	9,643
	<u>24,283</u>	<u>32,578</u>
NET ASSETS		
General Fund (Note 1)	66,365	62,781
Capital Asset Fund (Note 1)	2,268	5,865
	<u>68,633</u>	<u>68,646</u>
	<u>\$ 92,916</u>	<u>\$ 101,224</u>
ON BEHALF OF THE BOARD		
<u>VR McQuinn</u>	Director	
<u>Sany Pato</u>	Director	

See notes to financial statements

NOMINATIONS REPORT

For Laubach Literacy Ontario Board of Directors

Nominations Committee

The Nominations Committee this year was comprised of two LLO Board members: Jo Cryderman, Chair of the Nominations Committee, Gary Porter, Treasurer and Lana Faessler, Executive Director of Laubach Literacy Ontario.

Nominations Policies and Procedures

LLO reviews the skills of the board of directors annually. Based on identified gaps in skills, the Nominations Committee recruits individuals for election to the LLO Board of Directors. We also send nomination forms for the board of directors and the student representative to each member organization via email. Nominations were closed on May 13, 2019 (30 days prior to the AGM as per our bylaw).

Nominations Procedures

In accordance with policy guidelines, all literacy students attending the Student Annual Meeting at each year's conference have the right to elect a student representative. Two nominations were received, so there will be an election at the LLO Student AGM on Thursday afternoon, June 13th, prior to LLO's AGM. The student representative will be announced at LLO's AGM. Once elected, the provincial Student Representative will be bound by all the governing regulations that apply to the LLO Board of Directors as set out in the LLO bylaw.

The LLO Board is comprised of 6 Directors, one of whom is the Student Representative. As there are two vacancies on the LLO board and two people who submitted an application, there will not be an election at LLO's AGM. There are three board members who are in the midst of a three year term, so are not up for re-election.

Cathy Graham would like to serve her third three year term, and **Mary-Ann Fuduric**, a past board member, would like to serve on the board again. Their bios begin on page 16.

Voting Procedures

According to Article 8.1, the Directors shall be elected by a simple majority of votes cast by Voting Members present at the Annual General Meeting or represented by proxy duly appointed.

A representative from each organizational member will receive a voting card when registering for the AGM. There is one vote per organizational member. Voting members present may hold several voting cards, if they are appointed as a proxy for absent members.

Once voting is completed and votes counted and announced, a motion is made and seconded to accept the slate of directors as presented, and the Chair calls for a vote on the motion. The directors shall be elected by a simple majority of votes cast by LLO members present at the AGM or represented by proxy duly appointed.

Officers of the Board

In accordance with LLO Bylaws, the new Board of Directors will appoint the officers of the Board: President, Vice-President, Treasurer, and Secretary, following the AGM.

The officers will be announced at LLO's conference.

Slate of Directors and Terms

Beginning first 3-year term

June 2019-June 2022

Mary-Ann Fuduric

Beginning last 3-year term

June 2019-June 2022

Cathy Graham

Mid-Term of First Year term

June 2017 – June 2020

Vandra McQuarrie

Gary Porter

Mid-Term of Second Year term

June 2017—June 2020

Jo Cryderman

*Jo Cryderman
Chair of Nominations Committee
LLO Board of Directors*

Board Nominee Bios

Mary-Ann Fuduric



- Executive Director of the Learning Disabilities Association of Windsor-Essex (LDAWE)
- Served as LLO Board member from 2014-2017, and served as Treasurer in final year.
- Laubach tutor at Windsor Public Library (2010-2011) and LDAWE since 2011.
- Experienced Executive Director (\$1.2 million operating budget) with strong leadership skills and policy development (governance and operational). Skilled in strategic and organizational planning. Strong financial management skills including budget preparation and variance analysis. Solid Human Resource Management skills including recruitment, onboarding, performance management and change management. Experienced grant writer with effective grant management skills.
- My skills would be most helpful in the areas of board recruitment and training, ED Evaluation/succession planning and financial management.
- I hope to gain a better understanding of LBS in Ontario from provincial perspective and have the ability to use my skillset to help LLO achieve its mission.

Cathy Graham



- Program Manager of Orillia & District Literacy Council
- Served as LLO Board member from 2013-present - Director, Treasurer, Chair — advised on issues of policy. During the course of my working life, I have had many occasions to use marketing, human resources, and public relations skills, especially while operating my own business. In my current position, I am responsible for all fundraising and have added 2 hugely successful events. I also employ all of the desired skills that you are seeking in my day to day activities.
- I bring with me excellent communication skills, both oral and written, as well as a demonstrated ability to multi-task. Being with a literacy organization for many years, I have a deep understanding of the learners and the issues facing them and the agencies they attend. Having served on the LLO board for the past several years, I have an excellent knowledge of the workings of the organization and the support they provide for the members.
- I hope to gain a better understanding of the challenges facing literacy programs in different areas of the province and how we might assist them in finding solutions.

LLO BOARD OF DIRECTORS

LLO staff would like to take this opportunity to thank our hard-working board members. With a reduced board of six people, some have taken on extra duties.



Jo Cryderman

- LLO's Secretary
- Chair of the Nominations Committee
- Member of Training, Development and Certification Committee (TDAC).



Cathy Graham

- LLO's Vice-President
- Member of Human Resources Committee and Policy Committee



Jeremy Katz

- Has been a great student representative, and chairs LLO's Student Committee.
- He will also be presenting a workshop at LLO's June 2019 Conference.



Vandra McQuarrie

- President and Chair
- Member of Human Resources Committee



Tracey Mollins

- LLO's Vice-President and Chair of the Human Resources Committee
- Chair of the Policy Committee



Gary Porter

- LLO's Treasurer
- Member of Nominations Committee

EXECUTIVE DIRECTOR'S MESSAGE

With mixed emotions, I present my final executive director's report. I am retiring from that position, and am pleased to announce formally that **Robyn Cook-Ritchie** will be LLO's Executive Director as of July 1, 2019. **Mary Anne Baker** is also retiring after fifteen years of exemplary service as Office Manager, and **Diana White** will be stepping into her position, as well as managing The Laubach Bookstore. I will be working under Robyn for one day a week, assisting her and Diana where I'm needed—mostly in the areas of financial administration.

I won't miss all of the Ministry requirements, deadlines and expectations, but I will miss working with a volunteer board of directors. Over the years—and this year is no exception—I have been so fortunate to have dedicated board members who really care about literacy in general, and Laubach Literacy in particular.

One such board member—**Tracey Mollins**—is leaving after nine years of service to LLO. She was so helpful in moving LLO from a working board to more of a governance board, and by developing policies and leading strategic planning sessions.

A past board member—**Mary-Ann Fuduric**, is coming back on the board, and Gary Porter, after a one-year break from a nine-year stint, came back two years ago for another nine years, so we must be doing something right!

I have so many great memories of past board members—some who are still around and still involved in literacy: Connie Morgan, Helen McLeod, Carol Risidore, Monika Jankowska-Pacyna, Stephanie Hobbs, Jennifer Ellis, Jack Osborne, Patricia McFerran, are all in attendance at this year's Conference!

I wish Robyn all the best in her new role as ED. She blew me away the first time I met her over 20 years ago, and she continues to impress me with her talent, knowledge and work ethic. I was rooting for her, and am so glad the Board agreed that she would do amazing things for LLO in particular, and the literacy field in general. Robyn and Diana will make a great team, guided by a committed and knowledgeable board of directors.

I wish LLO and its members all the best!

Lana Faessler



WE ARE FAMILY



Saying goodbye after 15 years is bitter sweet. When you work with people for that long they become family and I know I will miss being part of this organization (family).

I am however looking forward to more time doing my favourite things, reading, gardening, scrapbooking, travel and of course cottage time. The big question is, will I have enough money to buy wine, just kidding. I certainly will NOT be a stranger to Lana and Diana and I have a feeling I might hear from them a few times as they, especially Diana, take over many of my duties. I do see lunch dates in our future so I can be brought up to date on LLO business and their personal lives. We have been together a long time and I will miss them.

What I won't miss is all the **acronyms**. My head was spinning when I first started here and wondered why no one called things by their proper names. I still don't know what they all mean but luckily when doing accounting you don't really have to.

I have met a lot of great inspiring people and wish you all the best. I admire the dedication and determination of the tutors and especially the learners. It can't be easy coming forward and asking for help. Keep up the good work everyone!

Mary Anne Baker

Highlights of 2018-2019

Successful completion of 10 core Business Plan deliverables, funded by the Ministry of Training, Colleges and Universities (formerly Ministry of Adult Education and Skills Development), which included:

CONFERENCE 2018

Another successful annual conference, with over 20 workshops and events was held at the beautiful YMCA Geneva Park Conference Centre on Lake Couchiching in Orillia. While attendance was lower than past years—due to the last minute change in venue, costs and dates—we provided in-demand and relevant practitioner professional development with a 95% response that the event had increased knowledge and awareness. Partial funding for the conference from the Ministry allows us to provide a low-cost conference.

- Over 140 attendees including LBS staff, volunteers, EO staff, support organization staff, presenters and learners.

Thank you to all who took part -

- Our co-hosts - Orillia & District Literacy Council and Simcoe/Muskoka Literacy Network
- Presenters
- Volunteers
- Learners
- YMCA Geneva Park Conference Centre
- Registrants

We couldn't have done it without all of you!



Student Annual Meeting

View highlights, photos and workshop evaluations, here: <http://www.laubach-on.ca/conference2018>

LITERACY DISCUSSION BOARD

- LLO partners with Community Literacy of Ontario (CLO) to support the online discussion board for all literacy practitioners in the province. This year it was repurposed with the addition of annotated resource links for practitioners with a focus on OALCF goal paths/resources to support blended learning.

ADULT LITERACY EDUCATION COURSE

- LLO partnered with Project READ to use our TrainingPost platform for updated adult literacy education courses, beginning with the Adult Learner. Feedback has been extremely positive.

TRAINING POST

- The Training Post Moodle platform--our interactive online training, is maintained by Robyn Cook Ritchie. Sixty-six (66) new users accessed TP this year.

COMMUNICATIONS AND SOCIAL MEDIA

- Supporting and informing members through increased communications, needs surveys, bi-monthly LLO Express, and bi-annual Expressions e-magazine.
- LLO Express continues to increase readership, with 30 more subscribers this year.
- Maintaining and Updating our website at www.laubach-on.ca
- Facebook had an increase of 100 followers, due to a new social media plan.

PSOL

- LLO actively participated in the Provincial Support Organizations for Literacy (PSOL) committee in 2018-2019. The committee is comprised of representatives from all the LBS sector and support organization in Ontario. PSOL meets two-three times per year to ensure that support organizations are coordinating efforts and advancing the cause of literacy in Ontario. The committee distributed two newsletters with LLO contributing an article on “Supporting Employment through LBS Programming”.

MENTORSHIP- THE LAUBACH LINK

- One of the key activities LLO engages in is mentorship of member agencies. This was identified as a separate deliverable in the 2018-2019 business plan. Over the course of year LLO engaged in a more formal mentorship process with 7 agencies with face-to-face interaction at three of those agencies. 100% of the agencies who answered our survey were satisfied with the service they received.

LAUBACH ENHANCED TRAINING SYSTEM

- Maintenance/updating of LETS (Laubach Enhanced Training System)
- Planning of a face-to-face workshop for the blended trainer workshop
- Converted popular LWR cassette recordings to MP3 to reach learners with multiple barriers, and posted on website for free download.

Welcome to six new Apprentice Trainers:

Gay Welsman, Anne Harrison, Shannon Kuyt from Barrie Literacy Council; Julie Sigrist from The Literacy Group of Waterloo Region, Carlyn VanSickle, Hamilton Literacy Council, and Gail Whiteside, Niagara Regional Literacy Council and Bernie Pitts from Next Step, Alliston.

CURRICULUM PROJECT – Robyn Cook-Ritchie

On top of most of the above deliverables, Robyn also added a Curriculum Project to her workload this year. Check out these links for free resources:

[Get Set for Early Childhood Education \(ECE\)](#)



[GET SET for Customer Service](#)



LLO's SOCIAL ENTERPRISE



Laubach Literacy Ontario continues to be a distributor of New Readers Press materials (resources for learners, tutors, trainers and instructors) as well as Orca books (Rapid Reads, a series of adult low level readers). We also offer free LLO published documents online.

The Laubach Literacy Bookstore made a profit of \$7,500 this year compared to \$6,900 the previous year. Our total sales and total expenses both increased by \$15,000. Part of Diana's wages, \$2,000, are included in this year's expenses.

The exchange rate continues to be a big factor in our profit margin. UPS also increased brokerage on smaller shipments this year, again affecting our profit. We try to accumulate orders so we are not affected by this but we can only make customers wait so long for books.

March sales included two large orders from Windsor Public Library and Georgian Literacy.

We have two new associate members this year, Douglas College Library in New Westminster, B.C. and Ministry of Children and Youth Services in Simcoe. Both of these organizations placed smaller orders but their discount is only 20% compared to members 30%.

Profit from the bookstore will be used to subsidize student registrations and other conference expense. The profits also cover some of Diana's wages as she totally operates the book store – ordering, receiving, invoicing and shipping.

New Readers Press have contributed materials for the conference swag bags and we thank them for that.

PayPal continues to be a big asset and enables us to sell to non-members without the risk of bad debt.

Our most popular New Readers Press materials continue to be Laubach Way to Reading, Challenger and Breakthrough to Math.

<http://www.laubach-on.ca/bookstore>

What's New?

After receiving permission from NRP before last year's conference, we finally converted the Laubach Way to Reading (LWR) stories from cassette tape to digital format so learners are able to listen while they read...on their phones, MP3 players or computers. These are located on our website at <http://www.laubach-on.ca/bookstore/laubach-way-to-reading>

Diana White

UPCOMING YEAR: APRIL 2019-MARCH 2020

LLO's 2019-2020 Business Plan Deliverables

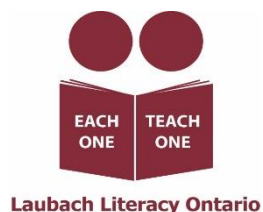
<p>CONFERENCE</p> <p>Provide low-cost, province-wide, high quality PD and networking opportunities during June conference in London. Attempt to find presenters with knowledge in emerging needs areas identified by the Ministry as a result of survey to members to determine their PD priorities. Provide a Blended Trainer Workshop at the conference.</p>
<p>ADULT LITERACY EDUCATOR PROGRAM Assist in revising, rewriting, and add to/host on LLOs Training Post and field test the second and third courses from the Adult Literacy Educator Program (dropped from college programming). Partners: Project Read Literacy Network (ALE), Contact North (hosts Training Post on their server and provides ongoing updates and support for the platform). Contact North has also provided us with early user access to Adobe Connect which will allow us to integrate an asynchronous component to the training as needed.</p>
<p>CURRICULUM DEVELOPMENT</p> <p>Health Occupations - specifically looking at occupations in NOC 3413 (nurse aide/porter/orderly) and some in NOC 3414 (activity/rec aides, supply aides or clerks). The occupations we'll focus on will align with those that typically only require a high school diploma or less with some certificate or specialized training.</p>
<p>TRAININGPOST</p> <p>Maintain/update Trainingpost courses supporting the Laubach Enhanced Training System and Practitioner Training in general. Support current member agencies in the delivery of blended tutor workshop delivery to improve efficiency. Also includes the online portion of the Blended Trainer Workshop.</p>
<p>LAUBACH'S ENHANCED TRAINING SYSTEM (LET'S) for tutor-trainers, including volunteers. Training, Development Advisory & Certification Committee (TDAC) meeting to review applications, maintain standards. Review and update tutor-training manual and online tutor workshop (links to new online resources) to ensure it is current. Provide Blended Trainer Workshop for apprentice trainers at the annual conference.</p>
<p>LITERACY RESOURCES AND DISCUSSION FORUM</p> <p>LLO will continue to partner with CLO to monitor and update the facilitated discussion board created for Ontario's LBS practitioners. The discussion board will continue to include an open discussion space. In addition, topically organized resources compiled on the site provide a single point of access for practitioners. The databases of resources related to the five OALCF goal paths and resources to support blended learning created in 2018-2019 will be reviewed and updated. The focus in 2019-2020 will be the addition of databases with resources to support Program Administration, Marketing, Research and Assessment. https://lbsresourcesandforum.contactnorth.ca/</p>
<p>LLO EXPRESS (Mail Chimp) six times per year to 173 subscribers (an increase of 28 from last year). Promote new and most-used resources that support OALCF, social marketing tips, timely updates from TCU/literacy field, including sharing information to the field about the LBS Improvement and Expansion initiative if those groups restart in the 2018-2019 fiscal year. Maintain and update social media platforms to ensure the field has up to date information and resources. Create and run a Q3 literacy awareness campaign on social media platforms.</p>
<p>PROVINCIAL SUPPORT ORGANIZATIONS FOR LITERACY</p> <p>Two online discussions board created for Executive Directors of support organizations to communicate with both Provincial Support Organization for Literacy (PSOL) and and Learning Networks of Ontario (LNO). LLO manages PSOL discussion board. Participate in two-three PSOL meetings to enhance coordination and share information between support organizations which is then disseminated to the field. PSOL creates/distributes at least 2 communications per year. Partners: CSCAU, CESBA, COFA, DLN, CN, ONLC, CentreFORA</p>
<p>CURRICULUM PROJECT</p> <p>We will be specifically looking at occupations in NOC 3413 (nurses aide/porter/orderly) and some in NOC 3414 (activity/rec aides, supply aides or clerks). The occupations we'll focus on will align with those that typically only require a high school diploma or less with some certificate or specialized training.</p>

ORGANIZATIONAL MEMBERS OF LAUBACH LITERACY ONTARIO

PROGRAM NAME	CITY	PROGRAM NAME	CITY
Next Step	Alliston	South Essex Community Council	Leamington
T.R. Leger Leeds-Grenville Literacy Council	Almonte	Outreach Literacy (John Howard Society)	Lindsay
Skills Development & Employment Prep	Alexandria	Literacy Link South Central	London
Atikokan Literacy Incorporated	Atikokan	Nokee Kwe Native Literacy Centre	London
Barrie Literacy Council	Barrie	Gateway Centre for Learning	Midland
Barrie Learning Centre (SCDSB)	Barrie	Literacy Council York-Simcoe	Newmarket
Community Literacy of Ontario	Barrie	Ken-Dass-Win Communications	Neyaashiinigmiing
Literacy Council of Niagara West	Beamsville	Literacy Nipissing	North Bay
Community Learning Alternatives (CLA)	Belleville	Six Nations Polytechnic	Ohsweken
Brant Skills Centre	Brantford	Orillia & District Literacy Council	Orillia
Bridges to Success/Grand Erie Learning Alternative	Brantford	Literacy Council of Durham Region	Oshawa
Literacy South Halton	Burlington	PORT CARES Education Resource Centre	Port Colborne
Warkworth Literacy Council	Campbellford	Red Lake District Adult Learning Centre	Red Lake
Literacy/Numeracy Project Avon Maitland DSB	Clinton	Superior North Adult Learning Association	Schreiber
Georgian Literacy	Collingwood	Northern Connections Adult Learning Centres	Sharbot Lake
Tri-County Literacy	Cornwall	Haldimand-Norfolk Literacy	Simcoe
Dryden Literacy Association	Dryden	Almaguin Adult Learning Centre	South River
Training and Learning Centre of Renfrew County	Eganville	Niagara Regional Literacy Council	St. Catharines
The Adult Literacy Council of Greater Fort Erie	Fort Erie	Niagara Regional Native Centre Literacy	St. Catharines
Valley Adult Learning Association	Fort Frances	Adult Learning Programs of Perth	St. Marys
Literacy Society of South Muskoka	Gravenhurst	Literacy Alliance of West Nipissing	Sturgeon Falls
Wellington Centre for Continuing Education	Guelph	Literacy Council of York South	Thornhill
Hamilton Literacy Council	Hamilton	Tilsonburg & District Multi-Service Centre	Tilsonburg
Hamilton Regional Indian Centre - Literacy Program	Hamilton	Timmins Learning Centre	Timmins
HWDSB – Community & Continuing Education LBS	Hamilton	Toronto Laubach Literacy Council	Toronto
YMCA Literacy Services	Huntsville	Essential Skills Upgrading (WRDSB)	Waterloo
Iroquois Falls Adult Learning Centre Inc.	Iroquois Falls	Woolwich Community Health Centre	Waterloo
Adult Learning Line	Kenora	Eastdale Secondary School	Welland
Learning Centre for Georgina	Keswick	Windsor Public Library	Windsor
Core Essentials: St. Louis Adult Learning	Kitchener	Learning Disabilities Association	Windsor
The Literacy Group of Waterloo Region	Kitchener	Can Am Indian Friendship Centre of Windsor	Windsor

ASSOCIATE MEMBERS OF LAUBACH LITERACY ONTARIO

PROGRAM NAME	CITY	PROGRAM NAME	CITY
New Brunswick Public Library Service	Fredericton, NB	Laubach Literacy New Brunswick	Moncton, NB
South Shore Reading Council	Greenfield, QU	Tracey Mollins	Toronto, ON
Ministry of Children and Youths Services	Simcoe ON	Gregorio (Gord) Ingoglia	Keswick, ON
Douglas College Library (B.C)	New Westminster	Laurentian Literacy Council	La Chute QU



**Laubach Literacy Ontario provides training, resources and services
to meet the changing needs of our members and adult students
to create a stronger, more literate Ontario.**

T Laubach Literacy Ontario is...

- ✚ A volunteer association dedicated to increasing literacy in Ontario
- ✚ A provincial network of over 70 Laubach-affiliated organizations
- ✚ A supporter of the “Each One Teach One” philosophy
- ✚ A provider of professional development and training for both tutors and trainers
- ✚ Affiliated with Pro-Literacy Worldwide
- ✚ A distributor of New Readers Press material

An Employment Ontario service funded by the Government of Ontario, through the Ministry of Training, Colleges and Universities.



Funding provided by the Government of Canada through the Canada Job Grant Programs delivered by the Government of Ontario

ADDRESS	CONTACT	CONNECT
8A-65 Noecker Street Waterloo, ON N2J 2R6 www.laubach-on.ca	literacy@laubach-on.ca T. 519-743-3309 1-866-608-2574 F. 519-743-7520	Facebook: LaubachLiteracyOntario Twitter: LLOntario LinkedIn: Laubach Literacy Ontario