



# Annual Report 2019/2020



To empower lives  
through literacy and  
language

# Kingston Literacy & Skills

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Kingston Literacy & Skills (KL&S) is a non-profit community organization. With professional, knowledgeable staff and dedicated volunteers, we deliver literacy upgrading and workforce preparation programming to adults and families in Kingston and surrounding communities.

KL&S strives to continually provide innovative programming that meets the needs of our students in order to help them realize their goals. Some of our programs have been developed through consultation and partnership

with Ontario Works, Kingston Community Health Centres, Kingston Employment Youth Services, and Re-Start.

KL&S is a recognized pioneer and leader in the literacy sector. Our history of community support, successful volunteer recruitment and management, and effective working partnerships with a variety of organizations in Kingston and the surrounding area has contributed to our longevity and positive impact on the communities we serve.

## **Mission**

To empower lives through literacy and language.

## **Vision**

Communities where everyone has the skills to achieve their full potential.

# A Message from Kingston Literacy & Skills

"Without continuous growth and progress, such words as improvement, achievement, and success have no meaning."

*Benjamin Franklin*

## Program Highlights

Kingston Literacy & Skills continued to strive throughout the year with more changes as we perpetually evolve, with the goal to be the best that we can be. This is reflected in the work of our learners, volunteers, Board of Directors, and the staff. All have contributed to maintaining the success of KL&S.

Our Literacy & Basic Skills (LBS) Program introduced two new training opportunities for learners: the Employment Goal Path and Soft Skills Solutions, created by the Muskoka-Simcoe Workforce Development. In February 2020, we offered a Financial Literacy component to our math curriculum, helping students learn to file their income taxes independently using the free CRA software.

In September, the

Napanee LBS site ran a pilot LINC program with the assistance of local volunteers. One of the five Syrian students attending this pilot program passed the Canadian Citizenship Test, and he and his children were sworn in as Canadian citizens.

For the second year, Corrections Literacy Initiative (CLI), has been extremely successful with nearly 70 learners registered for the program in 2019. As a result, we received funding for one more instructor to be added to the team. CLI was introduced in 2017 in partnership with Quinte Detention Centre as a "pilot" project. The program continues to gain interest from the positive reputation of the program inside the facility.

Two Volunteer Tutor Training sessions were offered which resulted in an increase of volunteers who joined KL&S. We now have a total of 35 volunteers who support our various programs in numerous and diverse ways. Volunteers are the backbone of our organization and their valuable time, energy and commitment is greatly appreciated! A quarterly

Volunteer Newsletter has been developed and sent out to volunteers to keep them in the loop regarding opportunities and ongoing activities with KL&S.

Our Language Instruction for Newcomers to Canada (LINC) and Care for Newcomer Children (CNC) programs remain on target with the classrooms and childcare room full to capacity. Eight children graduated this year, moving on to Kindergarten, opening spaces for new children to begin their learning adventure with the CNC staff. Shy in the beginning with the new environment and the initiation to a new and strange language, these children are quick to adapt to the changes that surround them.

From beginning literacy in their own language, little or no English language comprehension, and/or some English language, LINC learners are inquisitive and eager participants of the program. Change has been a large component in their daily lives as they work hard to adapt to their new Canadian surroundings.

# A Message from Kingston Literacy & Skills

As we all know, COVID-19 impacted everyone mid March. Abiding by the local Health Unit and provincial directives, it was essential to meet the health requirements for the protection of our students, volunteers, and staff. Nevertheless, with the resourcefulness and the prompt action of the dedicated and innovative staff at KL&S, classes were up and running virtually by the end of March.

Kudos to all those who adapted quickly to remote learning. This involved spending extra hours assisting learners as they switched from in-person instruction to online learning with instructors. Everyone involved demonstrated resilience, and gained a new level of knowledge, strength and patience.

Thank you to our volunteers, board members, funders and community partners for their ongoing support and commitment in helping us to empower lives through literacy and language.

## Looking Ahead 2020

"The only thing we know about the future is that it will be different."

*Peter Drucker*

We can only plan for what we know today. This will mean focusing on internal engagement with staff to determine what the "new normal" will be for KL&S as we continue to provide exemplary customer service to all who enter our doors. This is an opportune time for change, engaging in creative practices, offering new ways of teaching and learning, and providing the best path to a successful future.

## Financial Highlights

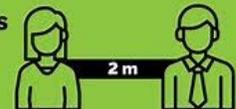
Over \$12,000 was raised for programming through the great "fun-raiser", the Grate Groan-Up Spelling Bee. With the generous help from many volunteers, we were able to schedule two to three Bingos per month, and raised over \$15,000 for our programs!

Through a partnership with Kevin and Eve from LCVI, KL&S was the recipient of a donation of \$5,000.00 from the Youth & Philanthropy Initiative Canada. We are grateful to Kevin and Eve for their exploration and evaluation of KL&S' contributions to the community.



Practice physical distancing.

Stay 2 metres from other people.



wear a mask

ارتداء قناع

戴口罩

usar una mascara

마스크 착용

ماسك بپوشيد



# 2019 Annual General Meeting

Our AGM was held on September 19th, 2019 at Memorial Hall, City of Kingston. Councillor Rob Kiley dropped by to convey the City's appreciation to KL&S for the valuable services we provide and people we serve.

Lynne Gutoskie, President of the Board of Directors, welcomed the 190 people who attended, and reminded them that although there was official business to attend to, this was an opportunity to recognize the efforts of staff, volunteers and learners at KL&S. A wonderful buffet was catered by Alibaba Kabab.



# Language Instruction for Newcomers to Canada (LINC)

Language Instruction for Newcomers to Canada (LINC) is a federally funded program for permanent residents and refugees. KL&S offers Foundation 1 to Level 4 classes. KL&S is the only program in Kingston that offers a Foundation class. Students in the LINC program are assessed through Portfolio- Based Language Assessment (PBLA), which is a principled approach to classroom-based language assessment linked to the Canadian Language Benchmarks (CLB).

LINC classes are offered in the morning and afternoon. KL&S is also fortunate to receive additional funding for the CNC program which allows our learners the opportunity to be in class while their children attend the CNC program. For the 2019-2020 fiscal year we expanded our LINC program, thanks to the generous support of Immigration, Refugee and Citizenship Canada (IRCC) to offer a pilot program in Napanee.

Our instructors are very dedicated to helping our learners achieve success.

**“Students embrace the opportunity to learn English in our program. Despite work commitments and family obligations, most of my students attend the class regularly and actively participate in the learning process. They are motivated to learn English to be able to communicate with people and use various community services, but most importantly, to be able to work and get their Canadian citizenship. Students are engaged in the teaching-learning cycle. They are active participants in planning, assessment, and evaluation of their learning.”**

**Nataliya, KL&S Instructor**

KL&S enjoys a strong partnership with Immigration Services Kingston & Area (ISKA). ISKA settlement workers often provide support to our students in the adjustment and adaptation phase while settling in to their new community. They also provide interpretation services and help our clients solve various settlement related issues.

The last month of our fiscal year ended like no other year. Staff and clients switched to virtual learning with no preparation or experience. We can not thank our instructors for their perseverance and dedication to continue working with the learners so they could continue to work toward their goals. Adjusting to the “new” normal was a challenge and the month was full of ups and downs for instructors and learners.

**“Now, as countries around the world take steps to contain the virus, many schools globally are moving classes online. Teaching and learning from home is a big change for most students and educators. Instructors have been learning and implementing new practices to make remote learning effective and keep students engaged.”**

**Nataliya**

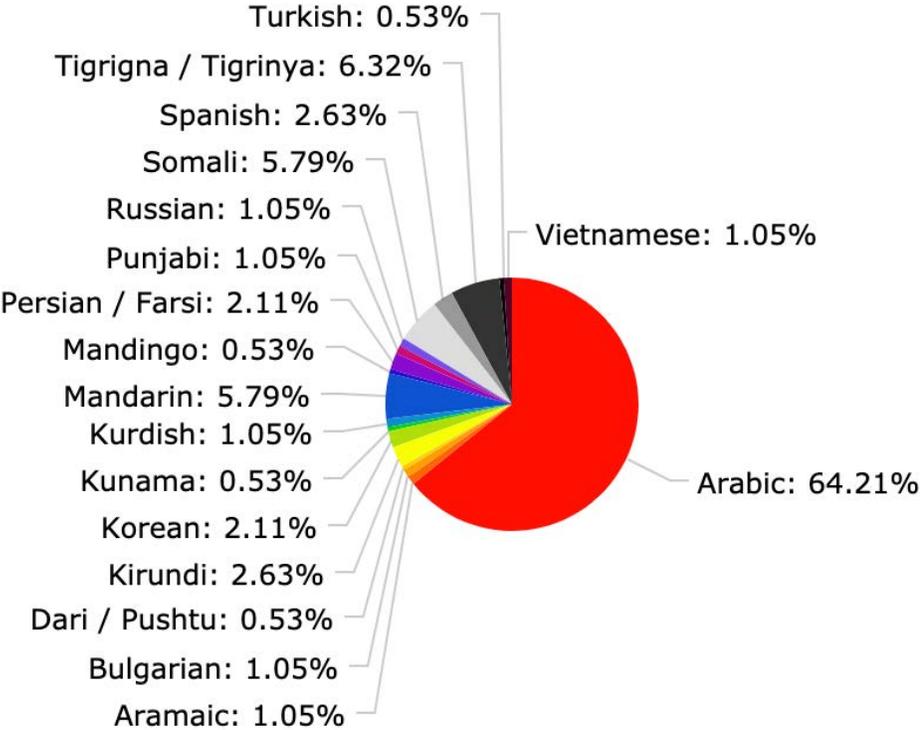
# LINC Outings & Activities



# Language Instruction for Newcomers to Canada

## Fast Facts

### First Language Breakdown



**77**

New Students

**49**

Average Daily Attendance

**77**

Benchmarks Achieved

**190**

Students Served

# Care for Newcomer Children (CNC)

Our on-site childminding program is a free, high quality, play-based learning space for children aged 19 months to five years of age, whose parents attend the LINC classes. Two program times, morning and afternoon, allow the adult LINC students to focus on their learning while comfortable with the fact that their children are cared for in a safe and positive environment lead by Registered Early Childhood Educators (RECE).

The children are encouraged to build their social skills, and establish new relationships, while participating in an emergent learning curriculum. Some children are in the program for two or more years, and as they grow, KL&S becomes a place for fun, learning and celebration for them. A year-end graduation event takes place for the school-aged children to celebrate their achievements and prepare to attend school. Staff share the privilege to be part of the children's exploration of Canadian life, and to witness their steady improvement as they adapt to their new environment.

We are approved for 26 spaces - 13 for morning class and 13 for afternoon class, in the CNC program. With a ratio of 1:8 for the preschool age group and 1:5 for toddlers.



# Literacy & Basic Skills (LBS) Kingston

This year, Kingston Literacy & Skills introduced two new training opportunities for clients on the Employment Goal Path. In November 2019, we facilitated our first session of Soft Skills Solutions, created by the Muskoka-Simcoe Workforce Development Board. Participants worked together as a group to develop key employment skills such as:

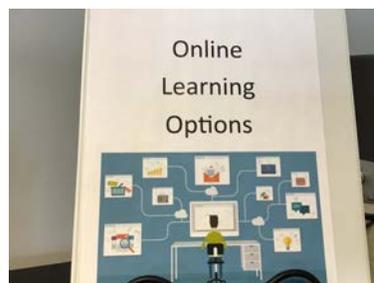
- First impressions, body language, and non-verbal communication
- Communicating clearly with customers, coworkers, and supervisors
- Teamwork and being the person everyone wants to work with
- Keeping a professional image – how your dress and behaviour reflect upon you and your employer
- How to deal with stress and personal issues and manage emotions while at work

- Conflict resolution
- Continuous professional and personal growth

Learners had this to say about the programs:

- “This was really good,”
- “I learned a lot,”
- “I would tell others to take this.”

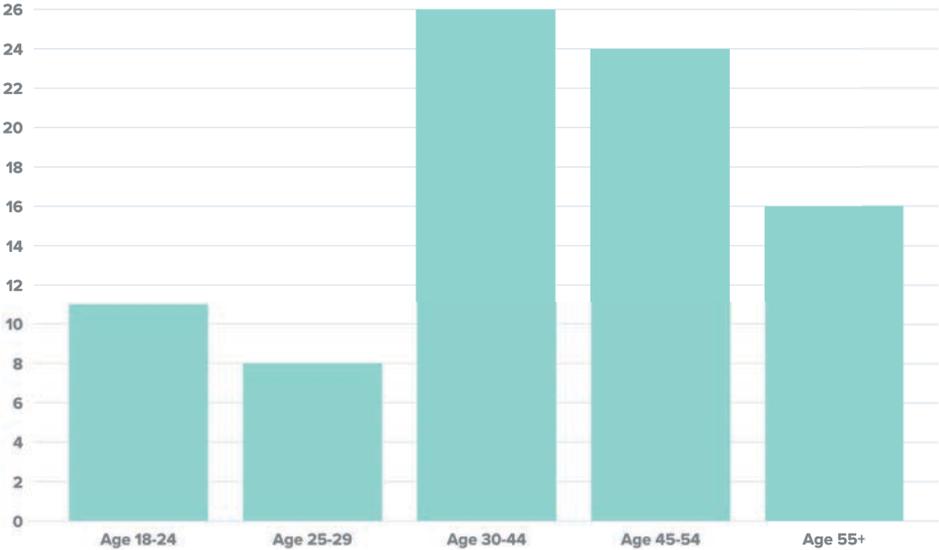
In February 2020, we also facilitated our first Point of Sale training course. This 4-week, 8-hour course was designed for learners interested in retail, fast food, and other cash-handling positions. It also gave clients an opportunity to learn how to operate a cash register in a relaxed and supportive setting. Learners exited the course knowing how to balance a cash register, create orders using a touch-screen menu, edit orders for special requests, scan retail items, and enter produce codes.



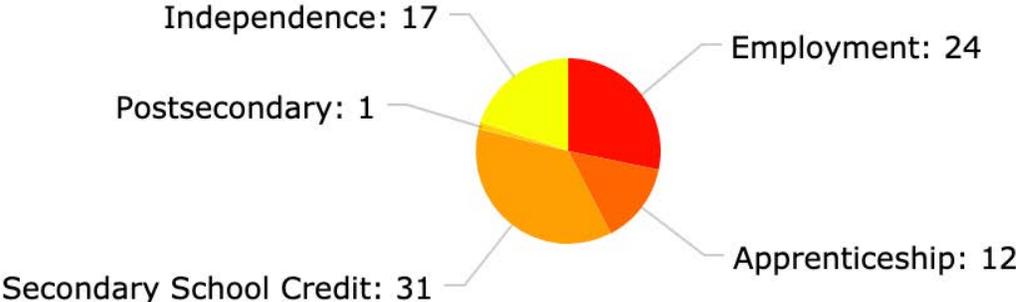
# Kingston Literacy & Basic Skills Fast Facts

**85** Learners Served

**Age Range**



## Goal Path



# Literacy & Basic Skills (LBS) Napanee

Napanee went through a restructuring in May 2019. In collaboration with the Kingston office, a consistent schedule was set to mirror that of the Kingston office. We received a lot of positive feedback from referring agencies and students as we adopted these changes.

Students who wanted to register were able to join classes right away as part of our new continuous intake, rather than wait for a start date to be determined.

KCHC and KL&S ran a partnership program, "Getting Ahead in a Just Getting' By World" in February 2020. This program empowered individuals who were experiencing poverty to build their resources and help them overcome their current situation. Unfortunately, due to COVID-19, the program was suspended until operations are safe to resume. We also offered a Financial Literacy component to our math curriculum, helping students learn to file their income taxes independently using the free CRA software.

KL&S Napanee was involved in community initiatives.

During the Christmas season, we decorated a tree for the Lennox & Addington County Museums and Archives "Christmas Tree Event" in support of local businesses.

From September 2019 – March 31, 2020, KL&S Napanee also ran a pilot rural LINC program. We had 5 students partake. Classes ran Monday – Friday from 8:30 – 12:30, and served Pre-CLB/Literacy and CLB 1-4 in one class. During the course of our pilot program, one student successfully passed the Canadian Citizenship Test. He and his children were sworn in as Canadian citizens on January 17, 2020. Through our LINC pilot program, we attracted interest from the public (through the Syrian sponsoring committee at Grace United Church) in volunteering to work on language development.

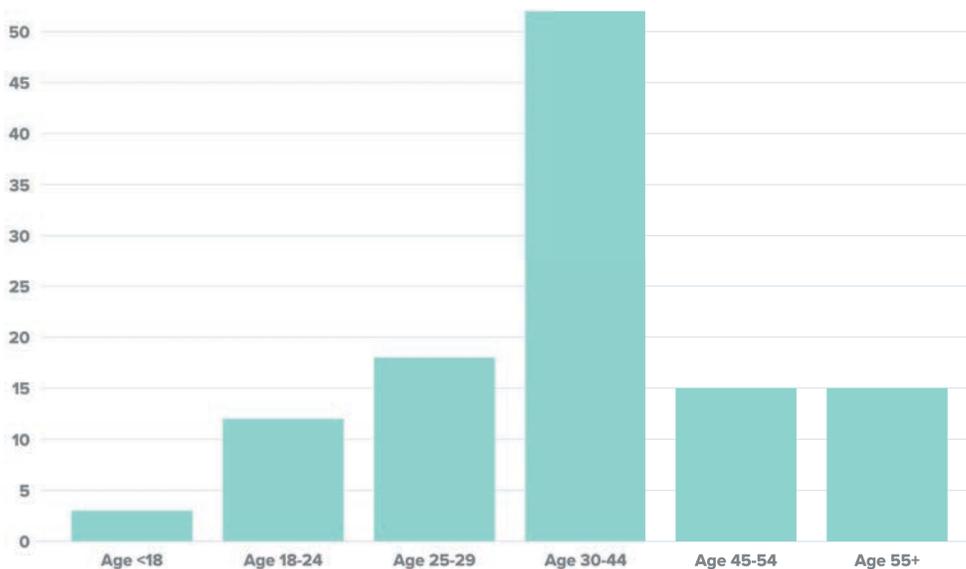
Our computer class has also proven to be our most popular class. Staff are working on offering computer basics to elderly people and clients with intellectual disabilities. This course is intended to help clients learn how to survive in a digital world (internet safety, basic communications such as FaceTime/Skype/Zoom for communicating, etc.).



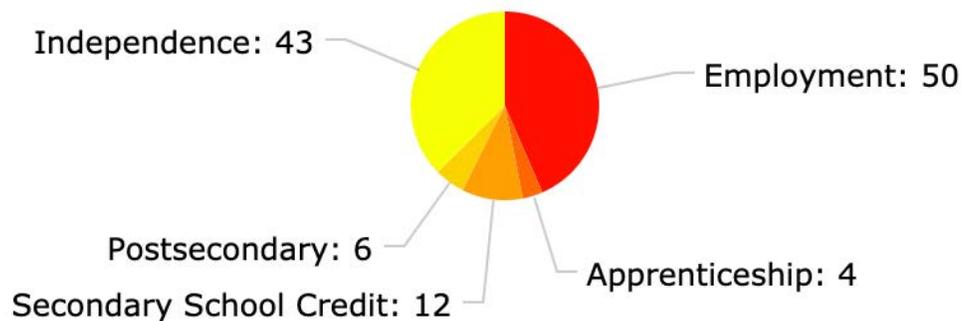
# Napanee Literacy & Basic Skills Fast Facts

**115** Learners Served

## Age Range



## Goal Path



# LBS Student Success Stories

"I made the decision to go to KL&S to upgrade my skills so that I can get my Grade 12. I learned about KL&S when I was going to school in Napanee. Then I moved to Kingston a few years later to finish what I started. At KL&S I have learned how to read better and how to argue and persuade by talking and writing. I have learned how to show proof in my arguments when I write a paragraph. Then when Covid-19 came along, I learned how to use my phone for school work because I could not go into class due to the Coronavirus restrictions. I have really enjoyed using my phone and doing my school work at home using Zoom. I am looking forward to reading and learning more about history at KL&S. I recommend if you are thinking about going back to school, go to KL&S because everyone is friendly. Don't be afraid to go back to school. You are never too young or old".

*Paul*



Paul holding the phone he uses for remote learning.

"At KL&S I am learning how to do long division. I am also learning how to write a paragraph. First you have to write a topic sentence. Then you write a beginning, middle and ending to describe your topic. Finally, you need to write a concluding sentence to tell the reader you are finished describing your topic. I am looking forward to learning more about Canada".

*Ryan*



Ryan using a computer to learn remotely.

"Since I started at Kingston Literacy and Skills, I have learned to read better by saying the sounds that I hear in words. I understand what I read better now because I am practicing my reading twice a week. My writing is getting better too. When I make mistakes, I go back and fix them. I like reading about tractors, dragons and important people like Clara Hughes and Alex Bilodeau. I look forward to reading more about product labels and famous singers".

*Shannon*



Shannon attends her class at KL&S.

# Volunteer Update

Kingston Literacy and Skills' volunteers continue to empower lives through literacy and language. Our trained volunteers contribute to supporting communities where everyone has the skills to achieve their full potential. The tremendous work that our volunteers do with KL&S clients helps to develop the essential skills of reading, document use, numeracy, writing, oral communication, working with others, thinking, computer use, and continuous learning needed for success in everyday life, work and relationships

During the 2019-2020 reporting period, KL&S offered two Volunteer Tutor Training sessions which saw an additional four tutors trained to work one-on-one with LBS clients. As well, our new

volunteers joined KL&S to support Literacy Instruction for Newcomer clients. In total, KL&S has 35 volunteers who provide essential support to various KL&S programs and services including Literacy and Basic Skills, Language Instruction for Newcomers to Canada, Care for Newcomer Children, Bingo and the Grate Groan-Up Spelling Bee. Volunteers are the backbone of our organization and their valuable time, energy and commitment is greatly appreciated!

## **Volunteer/Client Matches**

LBS: 15 matches  
LINC: 12 matches

## **Volunteer Newsletters**

Our volunteers are kept informed about the important work they do. KL&S Volunteer Newsletters introduce new learning resources, review

effective learning strategies, provide reminders about operations and workplace safety, and promote other volunteer opportunities at KL&S.

Looking ahead to 2020-2021, we are exploring ways to virtually connect our clients with volunteers. This will include the use of platforms such as the Zoom app for weekly volunteer-tutor sessions. Assessing print and online resources will continue to be a focus for effective in-person and remote instruction with clients. Further, KL&S is planning to celebrate and thank our volunteers with a Volunteer Appreciation event in the fall. KL&S volunteers are making a difference in the lives of clients as they learn, work and live in our community!

Five long time KL&S volunteers were nominated for the Ontario Volunteer Service Awards- Melanie Dugan, Anne Brunner, Bill Jennings, Rodney Busch and Rosemary Kozak - picture is from the award ceremony held at St Lawrence College - October 2, 2019 - Ashley, Volunteer Coordinator, pictured with Rodney and Rosemary.





“In the past year, I have been a tutor for one of the students in the LINC program. The experience has been very positive because the student is very eager to learn. Her pronunciation of new words and the comprehension of the subject matter of her reading materials have greatly improved. The progress from her daily classroom lessons has been very evident each week and it gives me great pleasure to be part of that progress. Hopefully the extra help and encouragement I can give will motivate the student to keep working toward achieving her goal. It is a privilege to work with the wonderful, friendly staff at KL&S”.

*Sister Rita Gleason*

**Before Reading**

**Ask Questions**



What can I ask myself BEFORE reading to help me understand this text?

- ↳ What do I already know?
- ↳ I wonder if...
- ↳ What do I need to know?

Communication

**TAKE GOOD NOTES**

**During Reading**



To take good notes I...?

- ↳ look for the main idea(s).
- ↳ use words I understand.
- ↳ limit the number of words – restate, delete, combine.
- ↳ organize with headings.
- ↳ use symbols, colours, and webs to organize.
- ↳ review, add, and revise.

Communication

**During Reading**

**Ask Questions**



What can I ask myself as I read this text to help me understand?

- ↳ Does this make sense?
- ↳ How does this information connect to what I already know?
- ↳ What does the writer say about...?
- ↳ What does the writer mean by...?
- ↳ I still need answers to the question...

Communication

**After Reading**

**Find the Main Idea(s)**



What is/are the main idea(s)?

What is important?

- ↳ The most important thing I remember about this text is...
- ↳ The main message is...
- ↳ The text was mainly about...
- ↳ Clues, words and features that helped me understand the text were...

Communication

# Corrections Literacy Initiative (CLI) Napanee

Correctional Literacy Initiative allows two instructors to enter Quinte Detention Centre to provide literacy training and job-skill training to inmates in small groups. During 2019/2020 we had nearly 70 inmates registered. There are challenges with consistency, as many inmates are transferred unexpectedly, but overall,

the results are good.

One female learner was the first inmate to complete an occupational curriculum course (Small Business Savvy - handmade jewelry) and another successfully completed the Financial Literacy curriculum (Money Matters) by the end of the year.

## **Moving Forward with CLI**

The COVID-19 pandemic has prevented entrance to QDC, but we continue to work with the Volunteer Coordinator to ensure we are still able to serve clients. Once restrictions are lifted, we are planning to offer more CLI classes to all areas of the detention centre, by hiring another instructor to offer evening classes.

“Quinte Detention Centre has benefited immeasurably from the literacy program provided by Kingston Literacy and Skills (Napanee). Since starting this partnership program, and also working very closely with the indigenous population, it has provided an avenue for the clients to learn, build their self-esteem, discover a positive part of themselves that they did not know existed, opportunities to realize their potential, hence building self-worth. The opportunity to then be referred when released has also been utilized. Our vision together is to build on this referral program, hence closing a gap that is a definite factor to recidivism.”

**Tammy Webster**, Volunteer Coordinator - Quinte Detention Centre

“I’ve taken courses through Kingston Literacy and Skills at Quinte Detention Centre. I found it beneficial as I’ve been out of school for a long period of time and I have forgotten a few things. I found that many, if not most inmates here, have had a poor education and being able to read and write properly are essential skills one needs in everyday life activities (examples being “Job Postings”, resume writing, etc.) I have been working on job skill training courses which will help me build my resume and help me find suitable work when I’m able.”

**Anthony**, student

# The Grate Groan-UP Spelling Bee



**Best Team Spirit**



**Committee**



**Best Spellers**

The Grate Groan-Up Spelling Bee has been our major fundraiser for 24 years, ranging from five teams to twenty-five teams registered. We enjoy competitive fun while raising funds for programming such as the children's playground, reading resources and equipment. We are grateful for the local business sponsorships and donated items for the Silent Auction table.

The Grate Groan-Up Spelling Bee is a non-traditional spelling bee where adult teams compete for the Best Spellers in Kingston. It is a time when different businesses get together for a friendly competition combined with a lot of fun and antics. The teams become more and more competitive year after year, to try and keep their titles and, teams look forward to the fun filled evening and a great fund raiser!



# Bob Johnson Awards



In 2012, a generous endowment was established by Bob and Beverly Johnson in memory of their son, Bob Johnson, who passed away in November 2012.

Bob volunteered with various literacy organizations, was passionate about the learning journey of his students, and selflessly gave so much of himself throughout the community. The Achievement Award established in his memory is intended to recognize accomplishment, achievement and success of one or more of KL&S students.



**Iryna** arrived in Canada in August 2017. She survived poor economic conditions, family tragedy, serious illness, and showed great strength and resilience. Iryna studied pedagogy and psychology, and graduated with a Masters Degree. She was denied a Visa to Canada to join her husband, but in 2017, was reunited with her family in Canada. Iryna's goal is to become a Canadian citizen. She would also like to become a social worker or teacher.

**Omar** was displaced by the civil war in Syria. In January 2013, Omar was shot in the neck, leaving him paralyzed in his legs, back, and left arm. He was hospitalized for three months followed by one year of rehabilitation. Omar arrived in Canada in November 2017. He is an expert tailor, appreciates the freedom in Canada for persons with disabilities, and has a strong interest in computers. Omar's goal is to be gainfully employed in a position that accommodates his disability to support his family.



**Afraa** fled the civil war in Syria, seeking asylum after taking refuge in Lebanon. She was not able to finish her education beyond Grade 7 due to the war. Afraa arrived in Canada in 2016 with a strong determination and a hunger to learn. Afraa has become independent, working full time at a job she loves. Her future goal is to save money and continue with further education to become an Early Childhood Educator, followed by becoming a Canadian Citizen.

**Ali** arrived in Canada in 2016 from Syria. He was a production manager in a plastics factory and only knew two words upon arriving, "Hello" and "Good-bye." Ali's English skills progressed at an advanced level. He enrolled in a job preparation program and was successful in securing employment in the hospitality industry. Ali's future goal is to secure employment in the manufacturing sector to utilize the skills he has been trained with prior to coming to Canada.



# KLS

## Financial Summary

Kingston Literacy & Skills

	2019	2018
<b>Revenue:</b>		
Government grants	\$ 1,478,251	\$ 1,458,709
Foundations	2,048	4,587
United Way	40,000	40,000
Fundraising and unrestricted donations	41,128	3,975
Professional services	12,555	2,493
Interest income	6,452	1,054
Resource sales	250	675
Bob Johnson awards (note 7(a))	6,249	6,249
Designated donations (note 7(b))	9,759	-
Amortization of deferred contributions (note 8)	40,041	73,299
	<b>1,636,733</b>	<b>1,591,041</b>
<b>Expenses:</b>		
Wages and benefits	1,103,151	1,147,615
Facilities	221,583	194,669
Professional services	102,913	31,488
Materials and resources	52,484	21,514
Amortization	40,041	73,299
Communication	35,130	19,700
Office and general	33,755	36,629
Childcare, transportation and travel	17,708	10,289
Professional development	9,214	14,636
Insurance	6,838	6,631
Fundraising	3,493	1,378
IT refresh	94	3,718
Field supports	-	9,465
	<b>1,626,404</b>	<b>1,571,031</b>
Excess of revenue over expenses from operations	10,329	20,010
Costs related to program closure (note 9)	-	(94,927)
Excess of revenue over expenses (expenses over revenue)	<b>\$ 10,329</b>	<b>\$ (74,917)</b>



### Kingston

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Toll free 1.866.577.READ

### Napanee

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