



2014-15

Regional Community Literacy Plan



Cariboo-Chilcotin Partners
for Literacy for
School District No. 27
2014-15

Acknowledgements

CCPL gratefully acknowledges the contributions of the following institutions, organizations and individuals towards making literacy a positive force in the lives of our community and constituents during 2013-2014.

Learners	Our reason for being.		
CCPL Board and Task Group Volunteers	Roxy Barnes Jerome Beauchamp Bruce Mack	Lil Mack Kathy Newell Claire Schreiner	June Striegler Ex Officio: Lea Smirfitt
Volunteers	Hundreds of caring, passionate regular committed volunteers that we deeply appreciate.		
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Community Partners, Collaborators & in Kind Supporters	100 Mile House (OMH)	Williams Lake (WL)	
	100 Mile & District Hospital 100 Mile & District Women's Centre Society 100 Mile Curling Club 100 Mile Development Corp 100 Mile Free Press 100 Mile Funeral Home 100 Mile House Food Bank 100 Mile United Church Axis Family Resources BC Tourism / Information Centre BJ's Donuts Book Donators Brain Injury Society Canadian Mental Health Association Carefree Manor Staff, Residents Committee & Residents Cariboo Family Enrichment Centre Cedar Crest Society for Community Living	Atwood Medical Clinic Axis Family Resources Barton Insurance Boitanio Mall Boys' and Girls' Club Transitions Program Business Improvement Association Canadian Mental Health Association Cariboo Eye Care Clinic Cariboo-Chilcotin Conservation Society Cariboo-Chilcotin Gymnastics Club Cariboo Friendship Society: Eagles Nest, Pregnancy Outreach Program & Little Chiefs Primary School Cariboo Memorial Recreation and Complex Chamber of Commerce Child Development Centre City of Williams Lake	

	<p>Creekside Seniors' Centre Curves Data Control Management Systems of Lethbridge De Kleine Zeitung mit Herz Front Counter BC Horton Ventures – Community Employment Services Hun City Hunnies Individuals: April Roberts; Duncan Watson; Dinah Cunningham; Riediger Schmidt; Norman Foote; Konrad Schmid-Meil; Beekeepers: Roger & Denise Meeks; Marianne Van Osch; Kathleen Gibson; Shawn Nelson; Linda Hood; Mayor Mitch Campsell; Julie Gilmore Infant Development Program Loaves and Fishes Ministry of Children and Family Development Ministry of Social Development & Social Innovation Nuthatch Bookstore Parkside Centre for the Arts & Culture REMAX Safeway Save-on-Foods Service Canada South Cariboo Business Centre South Cariboo Arts and Culture Society - Parkside Centre for the Arts and Culture South Cariboo Chamber of Commerce South Cariboo Community Planning Council South Cariboo Recreation Centre – Canlan Arena Sustainability Society</p>	<p>Cool Clear Water Communities that Care Community Services Coop Denisiqi Services Society Early Childhood Development Network Government Building Hearth Restaurant Heartland Toyota Immigration and Multicultural Services Individual volunteers Lake City Secondary School Ministry of Children & Family Development Museum of the Cariboo-Chilcotin Nenqayni Wellness Centre Northern Shuswap Tribal Council Open Book Pregnancy Outreach Program Progressive Printers Punky Lake Wilderness Camp Society RCMP- Restorative Justice Salt Jar Salvation Army Scout Island Seniors' Activity Centre Seniors' Village Social Planning Council Source Staples Subway Taseko Mines Three Corners Health TRU – \$19,600 in kind space Tsilhqot'in National Government United Way Welcome Wagon Welcoming Communities Williams Lake Association for Community Living Williams Lake Indian Band Headstart</p>
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	Tim Horton's Vista Radio Visitor's Information Centre	Program Williams Lake Senior's Village Women's Contact Society Yorston Clinic Yule Tide Dinner – Salvation Army	
	Regional – WL + OMH + Rural	Rural	
	70 Mile Access Centre Cariboo-Chilcotin Principals and Vice-Principals Association Cariboo Regional District Libraries Children First Donna Barnett, MLA Cariboo-Chilcotin Horton Ventures – WL & OMH Community Employment Services Frontier College Interior Health – Public Health Nurses; Street Nurse; Physicians School District No. 27 (SD 27 - Graduation Routes Other Ways Centre; Schools; StrongStart Centres, Board, Librarians, Teachers & Principals) Success by Six Thompson Rivers University Wolf Radio	Alexis Creek Health Station Esketemc First Nation – (Alkali Lake Indian Band) Esket Health First Nations Education Coordinators Nenqayni Wellness Centre T'exelc First Nation (Williams Lake Indian Band) Tsi Del Del First Nation (Alexis Creek) Eliza Archie Memorial School, Canim Lake Tsq'escen' First Nation (Canim Lake)	
Donors, Sponsors and Funders	100 Mile Free Press Cariboo-Chilcotin Teachers' Association (CCTA) Cariboo Radio Cariboo Regional District Library -100 Mile and Williams Lake Branches) Citizenship and Immigration Canada City of Williams Lake WL Daybreak Rotary	Decoda Literacy Solutions/Province of BC – Raise a Reader Funds & Literacy Outreach Coordination Funds District Principal/Vice Principal Association Farrier Pub First Book Canada Heartland Toyota Kiwanis – WL Ministry of Education Ministry of Advanced Education, Innovation and Technology	Ministry of Jobs, Tourism & Skills Training Retired Teachers' Association Scholastic Canada SD 27 Service Canada Shaw Cable Telus Thyme for Tea Toronto Free Press Williams Lake and District Credit Union Williams Lake Tribune Wolf Radio
<p>Please note: in all activity tables below, if there is a primary funding source, it will be indicated in bold.</p>			

Contents

Overview.....	6
Literacy is.....	6
Scope and Purpose.....	6
CCPL Background.....	6
Regional Literacy Landscape: Cariboo-Chilcotin Context.....	9
Early Years – 0-5 & Family Literacy Objectives.....	11
Youth 12-18 Objectives.....	17
Adults – 19+ Objectives.....	17
Seniors (55+) Objectives.....	42
Diversify Funding Objectives.....	44
Seek a Space/Place Objectives.....	46
Accountability Objectives.....	46
Managing and Sharing Data Objectives.....	51
Human Resources Management Objectives.....	52
Marketing, Branding & Social Awareness Objectives.....	53
Local Fundraising and Awareness Objectives.....	60
Community Literacy Coordination Objectives.....	62
Community Event Participation/Involvement Objectives.....	69
Partnerships & Collaborations Objectives.....	76
Strategic Management Plan.....	78
Long Term Strategy/Goal #1: Lifelong Continuum Programming & Services.....	78
Long Term Strategy/Goal #2: Literacy Infrastructure.....	79
Long Term Strategy/Goal #3: Community Development.....	80
Acronyms.....	82
Signatures.....	84

Overview

Literacy is... the "ability to identify, understand, interpret, create, communicate and compute using printed and written materials associated with varying contexts. Literacy involves a continuum of learning in enabling individuals to achieve their goals, to develop their knowledge and potential, and to participate fully in their community and wider society."

UNESCO

<http://www.unesco.org/new/en/education/themes/education-building-blocks/literacy/mission/>

Scope and Purpose

This report reflects community-based literacy activities and impacts related to Literacy Outreach Coordination (LOC) funding and functions documented by Cariboo-Chilcotin Partners for Literacy Society (CCPL), collaborators, and participants. It is a supplement to the funding accountability reports required of CCPL's funders throughout the year. CCPL represents the task group in the communities of Williams Lake and 100 Mile House and also provides outreach support to surrounding rural areas throughout the Cariboo-Chilcotin.

CCPL Background

Foundations

CCPL was formed in 1997, incorporated in 2000 as a non-profit organization, and has been the leading literacy activism in the South Cariboo-Chilcotin region ever since. It is the only organization in the region that offers a community vision based on a literacy and essential skills perspective.

- CCPL adopted a broad-based definition of literacy as the complex set of skills necessary for daily life, employment, citizenship, and personal enjoyment of our modern and diverse society influenced by lifelong learning, changing needs, skills use or retention, and health (mental and physical).
- CCPL is passionate about teaching, learning, and literacy from cradle to grave.
- CCPL support all things literacy including, but not limited to: adults, ESL, Aboriginal, family, children, computers, advocacy, essential skills, seniors, financial, life skills, parenting, and inter-generational.
- Who? We serve: universally adults, Aboriginal, family, children, parents, seniors, businesses, learners, volunteers, service providers with a focus on marginalized individuals, and groups.
- How? We meet, recruit, engage, build trust, promote empathy, build confidence, fundraise, build relationships, raise awareness, support, motivate, listen, educate, understand, share resources, coordinate, leadership, mentoring, plain language

training, maintain resources at libraries, volunteering, reduce isolation, workforce training, youth, and distribute thousands of books each year.

Vision (revised February 2013)

All those 'with potential' or 'able' will become literate and those with lifelong literacy challenges will be supported.

Mission Statement (revised February 2013)

CCPL are community members committed to promoting literacy through awareness, advocacy and by initiating and supporting learning opportunities.

We work:

- Collaboratively and in partnership with others;
- In response to individual and community needs focused on marginalized learners; and
- To inspire lifelong learning.

Values (revised February 2013)

- promotion of lifelong learning
- accountability
- transparency to community
- trust
- advocacy
- integrity
- learner-centred
- respect
- confidentiality
- training for professional growth
- empathy
- reaching most vulnerable

Board, Volunteers, and Employees

CCPL is led by a highly qualified Board and employs a team of well-trained community literacy experts and skilled facilitators. The working Board of Directors ensures mission-driven focus to deliver, embed and advocate for literacy programs and service delivery in the region. CCPL operates as a direct services delivery and umbrella organization hiring contractors, employees, and casual support staff and stewarding funds. An Executive Director is currently employed 8 hours per week and an Operations Manager is employed for 3 to 4 hours per week to implement the Society's mission and manage organizational performance with a priority on reaching learners through community-based programs and services throughout the region. As well, Board members utilize personal connections to promote literacy with local business, service providers, non-profit groups, municipal, and provincial government.

Finances

CCPL employs a qualified accountant (CGA) that maintains the books and prepares financial statements for review by the treasurer, board and employees on a monthly and quarterly time periods. Books are reviewed externally on an annual basis when possible. CCPL has managed projects with funding from: Health Canada; the BC Ministry of Advanced Education, Innovation and Technology; BC Ministry of Jobs, Tourism and Skills Training; the National Literacy Secretariat; BC Ministry of Education; SD 27; Decoda Literacy Solutions; Social and Enterprise Development Innovations (SEDI); TRU; Literacy BC and Literacy Now; Service Canada and Citizenship and Immigration Canada. The Society also does its own fundraising activities and receives local funding from Rotary, Kiwanis, Williams Lake and District Credit Union (WLDCU), City of Williams Lake, and many sponsoring businesses and community members. CCPL has demonstrated fiscal responsibility in all programs and projects it has delivered.

Programs and Services

CCPL has delivered many programs and services this year which are outlined and referenced throughout this report including: free adult, family and group tutoring, English as a Second Language Settlement Assistance Program (ESLSAP), ESL cafés, settlement assistance, Welcoming Communities, financial literacy, tutor training and in-services, Books for Babies, Bright Red Bookshelves, literacy advocacy training, First Nations community supports, literacy audits, public awareness events, media promotions, presentations, plain and clear language workshops, community planning, and advocacy support. Most of our learners are economically disadvantaged and low income earners, while our programs and services are universally accessible. Visit our website at www.caribooliteracy.com and Facebook page to learn more about CCPL.

Partnerships and Collaboration

Community literacy planning is a collaborative effort and the demographics and geography of the Cariboo-Chilcotin region profoundly affect the planning, design, and implementation of literacy programs and services. CCPL's work is based on research and a foundation of community direction in development since 1999, enhanced by Literacy Outreach Coordination (Ministry of Education) funding, support and partnership with School District No. 27 (SD 27). CCPL works diligently to build and support community network systems and partnerships while embedding literacy awareness, values, and development principles. We have established sustainable partnerships with TRU, SD 27, CRD Library, Social Planning Councils in both Williams Lake and 100 Mile, South Cariboo Labour Council union representatives, Early Child Development networks and teams, Decoda Literacy Solutions, and local service providers, businesses and industry.

Regional Literacy Landscape: Cariboo-Chilcotin Context

The Cariboo-Chilcotin is located in the central interior of British Columbia. It covers an area nearly equal to the size of New Brunswick. Williams Lake and 100 Mile House are the two primary urban centres while a number of smaller communities are scattered throughout the region. This vast region is filled with a celebrated and honoured cultural richness and diversity. The regional population is 42,288 with 26% residing in Williams Lake (11,006), 5% residing in 100 Mile House (1,974) and 69% living rurally (29,308) (BCStats Website, 2010). The immigrant population is 4,265 (10%) and Aboriginal population is 6,893 (2006) - an Aboriginal population of 16.3% compared to the provincial average of 4.8% (BCStats Website).

Communities are highly involved in literacy initiatives. Small rural communities and First Nations communities have also been implementing and planning literacy initiatives for a number of age groups, both in conjunction with CCPL, SD 27, and on their own. Together, CCPL, community service providers, service groups, SD 27, funders, and lots of volunteers are supporting a wide variety of literacy initiatives to meet the needs of Cariboo-Chilcotin constituents.

Strategic Planning

A strategy is an overall approach, based on an understanding of the broader context in which an organization functions, its strengths and weaknesses, and the problem or issue being addressed. A strategy provides a framework within which to work. It clarifies what is to be achieved and the approach to be used. It helps us to prioritize work by providing a touchstone against which to answer questions such as:

- Is this the sort of work that ought to be happening?
- Will this activity contribute to the achievement of the vision and goals?
- Given that there are few resources, is this the most strategic action to take? Will it have the maximum impact for the investment of resources made?
- Is this the most appropriate way to go about achieving the goals?

The Regional Community Literacy Plan (RCLP) for the region is developed over the course of the year through strategic planning sessions, action planning, conversations with partners and collaborators and research. A SWOT analysis of the current literacy landscape was completed in February 2014 via Thoughtstream and CCPL identified many strengths, weaknesses, opportunities, and threats. In addition to plans, the strategy is influenced by a changing community, provincial, national and global factors and landscapes – social, political, economic and structural.

Significant Education and Socio-economic Indicators in the Cariboo-Chilcotin

Statistics BC's (2010) SD 27 overview for the region demonstrates a great need for learner-centred adult literacy programming and safe adult learning environments.

- With respect to age structure: 54% of the population are dependents of which 31% children and 24% elderly. In 2019 the elderly percentage is predicted to be 40%. (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- In 2006, the percentage of 24-54 year olds without high school completion was ~22% compared to the ~11% provincial average. SD 27 was ranked with the 7th lowest out of 57 school districts. (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- In 2006, the percentage of 18 year olds who did not graduate was ~49% compared to the ~30% provincial average. SD27 was ranked with the 4th lowest out of 57 school districts. (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- The School District is marked by one of the lowest regional post-secondary participation rates in BC – SD 27 was ranked 49th out of 57 school districts in the province. (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- The high school non-completion rate for 18 year-olds from 2007-2010 was 47% compared to a 29% provincial average (52nd out of 57 School Districts). (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- 33% of students enrolled in English 12 did not write and 25% did not pass the provincial exam (2007-2010). (Retrieved from http://www.bcstats.gov.bc.ca/data/sep/sd/sd_27.pdf)
- Statistics show that while 88% of students in the region eventually graduate from high school, only 62% of Aboriginal students graduate. As a result, there is a great need in the region for adult literacy programming, especially targeting increased Aboriginal learners' literacy levels.
- Additionally, EDI results indicate that 31% of children in kindergarten in our region are vulnerable in one or more of the five domains which include: physical health and well-being, social competence, emotional maturity, language and cognitive development, and communication skills and general knowledge. (Retrieved from <http://www.earlylearning.ubc.ca/wp-uploads/web.help.ubc.ca/2010/09/SD-27-CommunitySummary-2010.pdf>)

Report on Accomplishments 2013/14

Lifelong Continuum – Programming & Services Goals

Early Years – 0-5 & Family Literacy Objectives		
Description of Activities	Outcomes, Successes & Challenges	Funders, In-Kind Support, Collaborations & Partners
1. Maintain Books for Babies (B4B) – Regional		
<p>The Books for Babies project in the Cariboo is led by CCPL and has been giving book bags to new parents since 2001.</p> <p>Many of us take reading for granted but we must make learning to read and loving to read a part of everyday life if we want the children and the community to be a healthy, vibrant place to live. Providing early learning through books, the Books for Babies programs is one way that can make a difference!</p> <p>Scholastic Canada Books and Toronto Free Press give great, affordable prices on books and CCPL continuously look for bargain-priced, high quality, board books.</p> <p><u>In 100 Mile House</u></p> <p>Book bags in 100 Mile House are distributed by Public Health Nurses at the first baby visit or 2 month</p>	<p>Welcome Wagon and Interior Health Nurses say that sharing the book bags with parents is a highlight for them and builds a meaningful bond.</p> <p>During 2013-2014, ~350 newborn bags were given out in the Williams Lake area and ~100 newborn bags in 100 Mile House.</p> <p>During 2013-14 the distribution of book bags in Williams Lake changed. Due to new hospital access restrictions, the Welcome Wagon's access to new families in the hospital was limited. As a result, the Health Nurses in Williams Lake graciously took on the responsibility of distributing the Books for Babies bags to new families.</p> <p>Parents are recognized, celebrated, and supported with resources and information for their children.</p> <p>Parents are encouraged to share books with their</p>	<p>Kiwanis</p> <p>Reach-a-Reader Donations</p> <p>CCPL</p> <p>CRD Library</p> <p>Interior Health Public Health Nurses</p> <p>Welcome Wagon</p> <p>Volunteer Coordinators</p> <p>Three Corners Health</p> <p>Esket Health</p> <p>Alexis Creek Health Station</p>

<p>immunization. Each book bag contains at least 4 books and community information.</p> <p><u>In Williams Lake</u></p> <p>The Kiwanis Club understands the importance of early literacy and all families with newborns have benefited. Each year the club donates funding to support the production of a baby book bag that is given out at the hospital. The bag contains four books, a survey, and pamphlets about reading. The baby receives a fifth book when the survey is returned to the public library. The new bags are bright blue so look for them around town....and take time to thank Kiwanis members for their service to the community!</p> <p>The Welcome Wagon distributes the book bags to the babies in the Williams Lake Hospital. Three Corners Health, Esket Health, the Alexis Creek Health Station, and other Public Health Nurses deliver bags to families that are missed in the hospital.</p>	<p>children.</p> <p>New parent feedback surveys for the Books for Babies program were developed this year in collaboration with stakeholders and partners.</p>	<p>Scholastic Canada Toronto Free Press</p>
<p>18 Month Book Bags – Regional</p>		
<p>18 Month Books in Williams Lake – visit your local library at 18 months, fill out a 'Books for Babies' feedback survey and receive a free book.</p> <p>In 100 Mile House, an additional book bag with a</p>	<p>Promote literacy by putting high quality reading resources into family homes and into the hands of children.</p> <p>Promote a Library visit to connect families to a</p>	<p>CRD Library CCPL Interior Health Nurses</p>

<p>board book and library visit invitation is given to parents at the 18 month immunization. This bag is prepared and donated by the 100 Mile House Branch of the Cariboo Regional District Library.</p>	<p>long-term source for free reading resources and children's programs.</p> <p>Promote Health Nurses' relationship through the act of delivering the free book bag to families.</p> <p>Gather Books for Babies program evaluation data from recipient target group.</p> <p>~100 18-month bags are distributed to families in 100 Mile House annually.</p>	
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2. Maintain Bright Red Bookshelf Program (BRB) – Regional

100 Mile House & Area

<p>Bright Red Bookshelf Program (BRB) in 100 Mile House is a very successful program. The BRB program collects and re-circulates gently used children's books. Children can enjoy these books at bookshelf sites and take free books home. The shelves are located at Canlan Arena, Cariboo Family Enrichment Centre, Eliza Archie Memorial School (Canim Lake Band), Ministry of Children and Family Development, and in surrounding communities at local elementary schools in Forest Grove, Horse Lake, 108 Mile Ranch, Lac La Hache, and Canim Lake. The goal is that every child has access to free books to take home and read. CCPL wants to help build family rich homes.</p>	<p>The BRB Program in 100 Mile House gives out over 300 books every month. Great working partnerships have developed with volunteers at Cedar Crest, all the locations of the BRB, and with community members.</p> <p>As a result of the Bright Red Bookshelves children and their families have access to new and gently used books that they can pick up from any one of our locations. The books are for children to keep if they like or they may donate the books back to CCPL.</p> <p>The most successful thing about the bookshelves is that everyone in the community has access to a book at any location. Parents and Grandparents</p>	<p>CCPL</p> <p>Decoda Literacy Solutions/Province of BC – Raise-a-Reader Funds</p> <p>Reach-a-Reader Donations</p> <p>Farrier Pub Donations</p> <p>Cedar Crest Society for Community Living</p> <p>CRD Library</p> <p>100 Mile Free Press</p>
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<p>The bookshelves were built by volunteers and at the local Peter Skene Ogden Secondary School (PSO).</p> <p>Each month we supply 250 books for the elementary schools to put on the BRB for the 10 months the schools are open. For the community BRB's we supply approx. 150 books per month. This is a combination of new and used books - mainly new books. CCPL buys over 2500 books a year for 100 Mile House.</p> <p>Throughout the year, Cedar Crest Society for Community Living tends the shelves in 100 Mile House to make sure they are stocked and in good repair. The volunteers store, clean, and prepare books for distribution throughout 100 Mile House. These shelves are checked weekly and books are added as needed.</p> <p>A CCPL staff member clean, label, and deliver books to the StrongStart the first Friday of every month. The StrongStart facilitators stock and tend the BRB shelves in the schools.</p> <p>CCPL advertises for donations of gently used books in newspaper banner ads and by word of mouth. The BRB Coordinator regularly calls and drops by Cedar Crest to see if they need more books, stickers, and check on how they are doing.</p> <p>In the summer 2014 there will be a new way of raising funds for books at the Canada Day</p>	<p>may read to their children at the ice rink, at the Family Enrichment Centre, and MCFD or take a book home. Parents have shared that having the free books in convenient places has been great - caregivers love be able to pick up books in the community.</p> <p>The biggest challenge of the program is getting enough funding to buy new books. CCPL has held an annual book drive in April/May collecting new and gently used books. Some of the challenges with the book drive are that this is such a large area to cover. Large cardboard boxes are put in schools for the collection of the books. The children and teachers are encouraged to decorate the boxes and have fun while collecting new and gently used books. Unfortunately, the books received are often torn, ripped, coloured in, and very worn. Hundreds of books have been taken to recycling following each book drive which is very labour intensive for a program that operates on a shoestring budget. As well, children and families prefer new books to call their own. Fundraising takes place in order to buy new books from Scholastic.</p> <p>Another challenge is meeting requests for more bookshelves. Bookshelves at the medical clinics and the hospital would be good but limited space and volunteers prevent us from moving forward at</p>	<p>Community volunteers</p> <p>StrongStart Facilitators</p> <p>SD 27 Early Years Coordinator</p> <p>100 Mile House BRB hosts & volunteer site tenders:</p> <ul style="list-style-type: none"> • South Cariboo Recreation Centre – Canlan Arena • CFEC • Eliza Archie Memorial School (Canim Lake Band) • Ministry of Children and Family Development & Ministry of Social Development & Social Innovation • Elementary Schools: Lac la Hache, Forest Grove, Mile 108, & Horse Lake <p>Many groups have donated used books</p>
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<p>celebrations.</p> <p>To celebrate our success everyday by seeing families use the BRB and thank you cards are sent to all volunteers. For the volunteers at Cedar Crest that sort, clean, put stickers on the books and stock the bookshelves located in 100 Mile House, there is a celebration with a pizza lunch and ice cream. The Executive Director of Cedar Crest attended along with 6 support staff, 10 clients, 1 CCPL volunteer, and 1 CCPL staff. Everyone really enjoyed the pizza and ice cream. It was a great way to share how everyone participates while having fun.</p>	<p>this time.</p> <p>During the summer when the schools are closed it is harder for some families that live outside of 100 Mile House to come town to visit the library. Finding suitable community locations for summer placement of the bookshelf is also a challenge.</p> <p>Having free books available on the BRB for children to keep has encouraged not only the children but the whole family to read together. They have turned off the TV for a few hours and gone on new adventures with their books.</p>	<p>including 70 Mile Access Centre. The Farrier Pub patrons have donated funds through the Pub's meat draws and have been strong supporters of the BRB.</p>
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Williams Lake

<p>The BRB program in Williams Lake provides good used and some new books for children and their families in thirteen public locations in the city. The bookshelves are located at the Arena and Pool, Barton Insurance, Boitanio Mall, Cariboo Eye Care Clinic, CC Gymnastics Club, Child Development Centre, Community Services Co-op, Government Building, Heartland Toyota, Immigration & Multicultural Services, Ministry of Children and Family Development, Yorston Clinic. Another bookshelf will be added to Yorston Clinic soon. Each bookshelf has a bulletin board or poster that</p>	<p>The bookshelves provide good publicity for CCPL and contact with many of the service providers in town.</p> <p>BRB promotes literacy and gives all families access to children's books.</p> <p>Last year the coordinator met a teaching sister from the Philippines who was associated with a local sisterhood. CCPL were able to provide her with about 100 books to ship to the school in the Philippines. This will be pursued with more specially selected books again this year.</p>	<p>CCPL</p> <p>Decoda Literacy Solutions/Province of BC – Raise-a-Reader Funds</p> <p>Heartland Toyota</p> <p>First Book Canada</p> <p>WL Association for Community Living</p> <p>CRDL – Williams Lake</p>
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<p>explains the program and identifies CCPL.</p> <p>The books are cleaned, labelled and distributed weekly by client volunteers from the Williams Lake Association for Community Living. They distribute at least 100 books a week and re-circulate any donated books from all locations. The Coordinator provides cleaning and mending supplies, labels, and books from storage at Lake City Secondary School-Columneetza Campus.</p> <p>In April there was a Book Drive sponsored by Heartland Toyota. Signage is placed all over a red truck and it is used to pick up donated books from the schools. This year there were about 1500 books collected which is significantly less than last year. The Public Library and The Salt Jar are also donation locations. Books are also received from the two schools that closed here last year.</p> <p>CCPL were granted a shipment of 392 new children's books from the First Book Canada program for the shipping fee of 75 cents per book. This program can be accessed once a year.</p> <p>A bookshelf and information are displayed at local events together with bookmarks for handouts.</p>	<p>More than 4500 books were circulated in 2013.</p> <p>The April Book Drive is a wonderful contact with the schools. School participation is acknowledged with gift certificates and book bags.</p> <p>The book drive was an excellent opportunity to get local businesses involved and raise awareness without asking for donations. They were highlighted in the community and enthusiastic about their participation. It was a great relationship-building project. A lot of personal connections were made to the issue and reflections on the value of literacy to individuals.</p>	<p>Branch</p> <p>Williams Lake Tribune</p> <p>Shaw Cable 10 for TV coverage of the Book Drive</p> <p>The Salt Jar</p> <p>SD 27 Schools</p> <p>First Book Canada</p> <p>BRB Hosts & Tenders: Atwood Medical Clinic; Cariboo Eye Care Clinic; Cariboo Memorial Arena & Pool; CDC ; CC Gymnastics Club; Community Services Coop; Barton Insurance; Boitanio Mall; Government Building; MCFD; Heartland Toyota; Immigration and Multicultural Services; Yorston Clinic (coming soon!)</p>
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3. Maintain & Explore the Expansion of Aboriginal Literacy and Parenting Skills (ALAPS) – Canim Lake		
See item #10 – Reaching Learners Program.		
4. Promote Parent-Child Mother Goose and/or Similar Program		
Not pursued due to funding cuts	n/a	n/a
Youth 12-18 Objectives		
5. Work on the Development of Youth Initiatives – Regional		
Embedded throughout, especially community development sections # 36-39.		
6. Donate Books for Youth – Regional		
Report Pending		
Adults – 19+ Objectives		
7. Maintain Partner Assisted Learning, Williams Lake (WLPAL)		
Volunteer One-to-One Tutoring		
PAL is a free, learner-centred, one-to-one adult literacy tutoring program which involves volunteer tutors, coordinators, and learners. The program	PAL-WL anticipated providing long and short term learner support to 88+ learners annually from	CALP Program - AVED-IT - \$32,000

<p>begins with the learner, advances to an assessment, followed by completing a tutor-learner match. The Coordinator benchmarks the learner, provides support, and tracking. Tutoring is tailored to the learner's needs in literacy (reading, writing, numeracy, IT, and life skills development).</p> <p>Learners range in age from 18 to seniors, come from varied ethnic backgrounds, and have diverse abilities.</p> <p>The PAL program activities involve learners participating in both one-to-one and group sessions. Program coordination and management include:</p> <ul style="list-style-type: none"> • Intake and registering learners; • Assessing learners; • Tutor training; • Creating and maintaining effective tutor/learner matches; • Ensuring PAL tutors are capable, comfortable and confident; • Tracking and follow-up with the tutor and learner; • Facilitating mentoring with experienced tutors; • Providing weekly computer literacy group sessions at the library; • Providing resource materials for tutor development; • Planning and delivering tutor recognition – usually June events plus ongoing year-round 	<p>September 1, 2013 to August 31, 2014.</p> <p>To date, PAL has provided one-to-one support to 32+ learners plus 33+ learners continue to participate in a small group setting and 7+ seniors participate in the weekly reading group sessions and computer literacy.</p> <p>The PAL learners range in age from 18 to 92.</p> <p>PAL continues to provide regular community-based one-to-one drop-in and group learning opportunities with our seniors' group and computer literacy at the library.</p> <p>Currently training 3 new volunteers, 18 existing volunteers attend training (continuous learning).</p> <p>Tutor Training – April, 2014 Orientation (4 hours) and tutor training manual and 4 in-service sessions (4 hours each).</p> <p>The 18 existing tutors that are volunteers for the program are fantastic and commit wholeheartedly.</p> <p>May, 2014 – Tutor and learner recognition event planned to celebrate our successes.</p> <p>Challenges - The challenges within the PAL program include:</p> <ul style="list-style-type: none"> • The PAL office located in Thompson Rivers University is a barrier in many ways and a miracle in other ways. It is a gratefully utilized 	<p>City of Williams Lake - \$1,800 funding for computer equipment</p> <p>TRU – \$19,600 in-kind space</p> <p>CRDL - \$5,200 in-kind space for computer training</p> <p>Seniors' Village</p>
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<p>giving thanks;</p> <ul style="list-style-type: none"> • Maintaining resource library • Prepare and distribute newsletters – 3 times per year; • Promoting PAL program and literacy awareness in the community; and • Participating in professional development and training in order to acquire and share new skills with tutors and learners 	<p>and donated space. However, this year TRU implemented a parking fee for all visitors and staff. It has made it difficult for learners/tutors to meet as many cannot afford the parking cost.</p> <ul style="list-style-type: none"> • In addition, with the university location on the outer limits of the city it continues to create a barrier to connecting with marginalized learners. The PAL program does not have the funding to pay for rented space and are continuing to look at acquiring a new donated/shared space for a storefront location in downtown Williams Lake. • Funding was cut an additional 20% this year which continues to limit the amount of time to effectively seek out and serve the most vulnerable learners. CCPL works closely with SD 27 to support learners in the Literacy Foundations curriculum. There have been meetings with the School District team to try to develop a plan to support learners. A space in the city core is currently being researched. • Reporting and planning for events takes much time and it continues to be difficult to do the best job possible with the hours. • It has become harder to attract tutors due to slow economic conditions, learner challenges, and many find it difficult to travel. The fee for parking has definitely impacted the tutors meeting at TRU. Attempts to meet learners in 	
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	<p>the downtown core continues.</p> <ul style="list-style-type: none"> Finding time to follow-up with all learner/tutor connections. Giving the tutor the opportunity to communicate the needs of the learner and the how are you doing is difficult with the cuts this year. 	
<p>What has been learned?</p> <p>Learners who access the PAL program often call or arrive after many years of deliberation and the realization that there is help available. Many of the learners come with challenges such as a lack of self-confidence, social skills, poverty, addiction issues, and family support. These challenges may have prevented them from moving forward or their readiness to employment for many years. The typical learner is usually between level 1 & 3 in the benchmarks. Often, more time is needed, especially at the onset as they frequently have fears. Some may also have grown up in poor disadvantaged home settings. Most are unemployed and have increased financial barriers and often there is a lack of transportation. Once the learner takes the first step to call or drop in, it is as if a large burden has been lifted from them.</p> <p>Learners have been observed this past year that have never had the opportunity to work on a computer and become literate with IT. Classes are often full and there are now seven teaching computer sessions.</p> <p>Tutoring is tailored to the learner's needs, building confidence, and in reading, writing, math, oral, and computer literacy. The learners range in age from age 18 to seniors. Hard work will continue in order to develop community relationships with the downtown core; many of the learners feel comfortable attending sessions in the city core. It is important to work closely with the service providers/agencies as they are pleased to provide referrals to PAL. Participation in community activities continue to embed the program in the community and strive for future growth.</p>		
<p>Computer Literacy Learning at the Library</p>		
<p>In September, 2013, PAL expanded the computer Help Program at the Williams Lake Public Library to weekly sessions of two hours every Thursday</p>	<p>Three or four tutors are now needed to meet the demand. There are five laptops, e-readers, cell phones, and an Ipad2 purchased for the NHSP</p>	<p>AVED-IT CALP Funding</p>

<p>morning. Anyone can book an hour to work with a PAL tutor on a computer in the Library. There is no charge and people can book as many sessions as they may need. E-readers, cell phones and an Ipad are available to use in tutoring.</p> <p>The Government of Canada lists development of Computer Literacy for all Canadians as one of the necessary work skills. People need computer skills to apply for a job. Using email for keeping in touch with friends and family is much cheaper than the telephone.</p>	<p>project and the use of the Library Program room for the sessions. During this time 300 people have been helped. Referrals for people hoping to upgrade their work skills have also been received. Some were referred to GROW or TRU when they were ready to take on a structured course.</p> <p>Two new tutors are ESL adults who find this time valuable for practicing English.</p> <p>Some of our senior learners participated in the NHSP project.</p> <p>There are plans to continue these sessions in September. The one-to-one time with the clients is most appreciated. This is a relaxed, non-threatening environment. People may proceed at their own pace.</p> <p>Each week new computer skills are learned as there is a sharing of information and techniques.</p>	<p>New Horizons for Seniors Project</p> <p>CRD Library - Williams Lake Branch</p> <p>Salvation Army</p> <p>Williams Lake Employment Centre</p>
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8. Improve Aboriginal Outreach Project - Williams Lake

CCPL has worked with urban and rural Aboriginal communities for many years to plan and fulfill literacy initiatives. The goal of the UAEP is to collaborate with organizations serving Aboriginal clients to provide direct literacy support within the established programming offered by the partners. The Urban Aboriginal Engagement Program provides personalized consultation, expertise, and program development support. The Urban Aboriginal Engagement Program continues to provide personal support and expertise to the program and its learners. This year the focus was on three flexible work sites: Cariboo Friendship Society, Nenqayni Wellness Centre, and the Salvation Army.

In 2012-13, CCPL partnered with local urban Aboriginal organizations, professionals, and learners in order to address unmet literacy

needs. Over the past year, gathering information, compiling feedback, and strengthening partnerships to address the literacy needs of Aboriginal adult learners in the community has continued. The 2013-14 funding cycle is moving forward as planned and the ground work has been laid. It has taken some time to grow and develop the UAEP program. Maintaining and growing partnerships with existing Aboriginal organizations to deliver services on-site where the clients already attend has been deliberate and has been successful.

A proposal for the 2014-2015 fiscal has been submitted. The hope is to continue embedding literacy services and supports throughout the community through focused outreach at the following partner sites: Cariboo Friendship Society (CFS), Nenqayni Wellness Centre (NWC), and Salvation Army (SA). These sites have active programs directly linked to the urban Aboriginal population. Together with providing literacy outreach, CCPL's Urban Aboriginal Engagement Program (UAEP) will link, enhance, and expand the activities offered in each host site.

Nenqayni

Advertised and marketed program using Facebook, the website, newspaper, and television.

Provided long and short term learner support.

Assessed learners, created, and maintain effective tutor/learner matches.

Developed small groups.

Maintained regular and ongoing learner monitoring and evaluation.

Referred potential learners to other service providers where appropriate.

Encouraged and developed learner leadership.

Evaluated progress, services and relationships.

There was increased learner self-esteem and confidence through interaction.

Learners worked towards self-sufficiency and social awareness.

Team support to 19+ staff members September, 2013. Staff participated in a group session.

Monthly reporting to Board members and an interim report to AVED.

Good relationships with partners are crucial to the program's success. Regular on-site presence, visits, and activities to all of the partner sites.

Supported program development by sharing information and gear towards supporting the site needs.

CALP Program - AVED-IT

Nenqayni Wellness Centre

TRU

City of Williams Lake

Regular on-site presence at CFS, SA, NW

What was challenging?

Funding cuts this year of 20% have made it difficult to complete all jobs required

Time to follow-up with the tutors and learners

Commitment for some learners

Learners dealing with child care

Lack of confidence, poverty, transportation, and addictions often impede their attendance

Funding for food, supplies, and travel dollar's

Matching volunteer tutors with learner

Learners are often late or do not show up

Lack of tutors due to slow economic conditions

Recruitment of new tutors

What was learned? The general profile of the learners who participate in the UEAP program is one who lacks self-confidence, social skills, education, and may face poverty and discrimination. These barriers may have blocked them from initiating their learning opportunities. The typical learner is usually assessed at a level 1 or 2 using the CALP benchmarks. Most have low literacy skills, are multi-barriered, have addiction issues, and/are unemployed. They often lack transportation that prevents them from fully participating. Attendance is encouraged to aid in their successes. A collaborative effort to work closely with the coordinators/partners/tutors to define their needs takes place. It has been demonstrated through this program that we have developed meaningful partnerships and have established good working relationships within the community and surrounding communities.

Cariboo Friendship Society & Salvation Army

<p>Literacy Outreach at the Salvation Army and Cariboo Friendship Society.</p> <p>Deliver literacy services on-site as determined in partnership with host including facilitating workshops; one-to-one tutoring, financial literacy, group tutoring, Aboriginal literacy, and other services as needs are identified.</p> <p>Provide long and short-term learner support to clients and staff.</p> <p>Increase community network base.</p> <p>Empower, motivate and support learners through the readiness and engagement phases.</p> <p>Increase awareness about literacy issues and advocate for the importance of literacy skills.</p> <p>Referral of clients to CCPL PAL program when ready.</p> <p>Continue to build strong relationship with team at Salvation Army and Cariboo Friendship Society</p>	<p>Reported 30 learners in the interim CALP report. This is the second year of service at these community locations and many learners have moved from readiness and engagement to participation in activities.</p> <p>Referral of 1 learner wishing to upgrade from Grade 8 to Grade 12 to the PAL program. Confirmation that 2 learners were able to file their taxes for the first time by themselves following advice and information.</p> <p>Referral of learners and volunteers to the busy CCPL computer literacy program at the library.</p> <p>Utilize the Positive Action word of the week to engage individuals in a weekly literacy-based activity.</p> <p>Based on learner needs, provided information, assistance, and workshops on tenancy rights and responsibilities, wills and power of attorney, genealogy, senior's/elder's rights and safety, tax filing, computer literacy, and budgeting.</p> <p>Long term presence is required to build relationships based on trust and respect. Before it is possible to get a learner fully engaged, significant time is required to explore their personal situation, identify barriers to learning, and advise/encourage on steps they can take to change their situation.</p>	<p>AVED-IT CALP Funding</p> <p>Cariboo Friendship Society</p> <p>Salvation Army</p> <p>CCPL staff</p> <p>Coordinator</p> <p>Site Staff</p> <p>Publicity</p> <p>Resources</p> <p>Community Service Providers</p>
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	<p>This process can take weeks, months, or even years. The work we do is part of a much larger community support network being utilized by the individuals.</p> <p>On average each location receives 3 hours of outreach per week. This is flexible depending on the number of clients and their interest in the topic of the day.</p> <p>On average there will be 10 participants at each location on a weekly basis and one or two new participants each week.</p> <p>The biggest challenge is a lack of CCPL downtown office space which would offer many significant benefits to reach out to more potential learners in the community and make coordination of activities much easier.</p>	
<p>9. Partner Assisted Learning, 100 Mile House (OMHPAL)</p>		
<p>One-to-One Volunteer Tutoring Program</p>		
<p>Free one-to-one volunteer adult tutoring program coordination, tutor team development, learner monitoring and assessment, and tutor-learner matching, supporting and tracking.</p> <p>Resource library maintained and open regular hours for volunteer tutors to resource and access.</p>	<p>Learners and tutors were engaged, trained and matched. If required, learners were also referred to secondary services.</p> <p>Statistics: New tutors trained: 5 Returning learners: 16</p>	<p>AVED – CALP Parkside Centre for the Arts and Culture Cedar Crest Society for Community Living</p>

<p>New storefront location secured – May 2014.</p> <p>Main activities included: Engaged new learners and tutors: Fall Fair, Family Fest, Resource and Referral Fair, Canim Lake events, Canada Celebration, word of mouth, newspaper, radio ads, and approached new community members such as 100 Mile Food Bank to access learners.</p> <p>Provided two, two-day tutor training sessions resulting in 5 new tutors.</p> <p>Assessed learners: Benchmarks.</p> <p>Matched learners and tutors.</p> <p>Held tutor appreciation event – June 2013.</p> <p>Planned tutor appreciation event – June 2014.</p>	<p>New learners: 17 Ads in newspaper: 40 Fall Fair: 300 attendees Resource and Referral Fair: 100 attendees</p> <p>Challenges included: New Coordinator Sept 2014. Time was needed to become familiar with program and to build relationships with active tutors and learners as well as recruit new learners.</p> <p>Many new short-term learners were identified but it was difficult for learners to commit to long term learning.</p> <p>Ongoing need for new tutors and learners.</p> <p>What was learned: Success approaching new service groups such as Local Food Bank.</p> <p>Large “Sandwich Board” at locations where/when services are being held resulted in new learners and in new tutors.</p> <p>More frequent contact with service providers (at least monthly) embeds our services more deeply and results in increased referrals.</p> <p>Community engagement resulted in a new request for us to provide training to local youth program (Youth Zone - learning styles; on-line tax</p>	<p>100 Mile Food Bank 100 Mile United Church Free Press Wolf Radio TRU SD 27 GROW</p>
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	<p>preparation - February 2014) as well as a “plain language” workshop (100 Mile Women's Centre staff - May 2014).</p> <p>Newspaper ads and articles and radio ads get attention and inform the community.</p> <p>Planned to make radio ads more meaningful by having them voiced by a learner.</p>	
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Learner Story: “While working on my pre-requisite courses for the nursing program I plan to enter in September, I found that the local school was closed on Fridays and Saturdays. Losing 2 days a week of my study time would not have allowed me enough time to complete my courses before the cut-off date for entry to the program. I was so excited to find that Cariboo Literacy Outreach was able to provide me with a quiet location to work on my studies and tutorial support when it was needed. I've now finished my pre-requisites and have been accepted into the program. Once I start the LPN program, I plan to continue working with Cariboo Literacy on Saturdays for the extra help I might need. When I'm finished the course, I know that I will have the financial security to provide for my family.” – Katie Danilkiewicz

Roaming Advocate One-to-One Support

<p>Weekly, free one-to-one tutoring by a paid tutor at sites where clients are already connected to support the short term literacy needs of learners such as advocacy, filling out forms, applications, and urgent reading materials.</p> <p>Collaborate with on-site service providers and local programs to ensure long-term support and success for participants.</p>	<p>Fifty-two learners served have completed concrete literacy tasks that challenged them.</p> <p>Learners were supported in addressing critical steps/barriers that challenge them and are able/ready to move on to further learning, work, or other long-term goals with more stability.</p> <p>Learners referred from/to other community programs to address various needs such as mental</p>	<p>AVED – CALP</p> <p>Individual Learner – fridge</p> <p>Cariboo Family Enrichment Centre</p> <p>Ministry of Social Development</p>
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<p>Support the literacy needs of learners in creative, flexible, and responsive ways including: arranging and facilitating group tutoring sessions, workshops, staff development, and individualized supports for learners at service sites where they already access.</p> <p>Create safe learning environments.</p> <p>Support the long term literacy needs of learners by defining goals and developing individualized action plans.</p> <p>Explore current events and life skills issues with learners.</p> <p>Secure resources, enrol, and/or refer learners to the appropriate programs to meet their needs and goals.</p> <p>Reduce barriers to participation when possible including: transportation, childcare, and food security issues.</p>	<p>health, physical health, abusive relationships, substance abuse, legal aid, counselling, etc.</p> <p>There has been high demand this year to assist learners to complete on-line tax filing and credit applications as well as access and completion of government documents found on-line.</p> <p>Supported and expanded on the Women's Centre service by offering a choice to learners. The Women's Centre was then able to refer learners to either the existing volunteer program for tax preparation or to outreach services if learners were interested in learning how to complete their taxes on-line. During April 2013 fourteen new learners completed instruction and filed their taxes on-line.</p> <p>Many learners have attended individual sessions when facing a personal crisis and found that they were unable to navigate the internet resources and complete documents that were required without additional help. These learners frequently return after their primary task has been completed to seek further assistance to address other learning goals.</p> <p>Learner tasks have included: income tax returns, GST/HST credits, disability forms, EI, Residential Tenancy, appeals, court filings for</p>	<p>Ministry of Children and Family Development</p> <p>Horton Ventures – Community</p> <p>Employment Services Women's Centre Society</p> <p>SD 27 – GROW Centre</p> <p>Physicians/Nurses</p> <p>Canadian Mental Health Association</p> <p>100 Mile and District General Hospital</p> <p>Brain Injury Society</p> <p>Axis Family Resources</p> <p>CRD Library</p> <p>Front Counter BC</p>
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	<p>custody/support/divorce, passport, student aid applications, debt reconciliation, Revenue Canada debt, computer skills, e-readers and tablets, GIS supplement, math, formal writing, CPP, CPP-D, OAP, and academic upgrading.</p>	
<p>Learner background: <i>The learner suffered a stroke 2 years ago and last year came for help with completing his disability documents (which were approved) – for physical and cognitive disability. The learner returned this year for help with family maintenance documents and appeals in Alberta court. He was referred to the Family Justice Counsellor in Kamloops. While he is primarily working with them, he keeps me updated on the progress he is making and we help him to read his documents for understanding.</i></p> <p>Learner Story: <i>Learner stated when asked, “How did the program help you?” “When I first came to see you I felt ‘lost’ and needed someone that would follow through on their promises. I used to believe that most people say they care, but then don’t follow through – showing me that they really don’t care. Now, I have renewed faith that there are people out there who ‘do care’. You went “above and beyond” to help me and always did what you said you would. Participating in this program has changed my belief in people and has allowed me to believe I will have a brighter future.”</i></p>		
<h2 style="background-color: #ADD8E6; padding: 5px;">Senior’s Reading Program</h2>		
<p>Residents of Carefree Manor Assisted Living Facility meet weekly for a reading and discussion session. A number of the residents can no longer see well enough to read but enjoy listening to the story while others enjoy reading along.</p> <p>The group is encouraged to choose the books to be read. The Facilitator purchases the books and any additional materials such as movies that will enhance the story. Having an author come to speak to the group has been very popular.</p>	<p>The Carefree Manor Seniors' Book Club provides a venue to share a common interest for many of the residents. It is especially beneficial at helping new residents integrate into their new surroundings. The Book Club helps to establish relationships and friendships. The Facilitator welcomes new residents and encourages them to join the Book Club to help make the move to Carefree Manor a positive change in their life. The Book Club reduces isolation and encourages the sharing of life stories and experiences in a</p>	<p>CCPL facilitates 36 sessions annually for the Seniors' Reading Program with a budget of \$485.00 for books for those members that want a copy of the book being read. Having their own copy of the book is very</p>

<p>By the end of June 2014 we will have completed 36 sessions and read 4 books.</p> <p><i>Along the Clearwater Trail</i> by Marianne Van Osch. Marianne is a local author who came for two readings with the group.</p> <p><i>Why Shoot the Teacher</i> by Max Braithwaite. This is the story of a young man going into his first teaching job during the depression in rural Saskatchewan. This classic tale reminded many of the residents of their early lives in a small prairie town. We were also able to watch the movie made from the book.</p> <p><i>Ever-Changing Sky</i> by Doris C. Lee. This is the story of a young woman from California that marries a charming rancher and comes with him to the wilderness of the Cariboo. It takes her several years to learn the tasks of a rancher's wife and not be thought of as the 'dude' by her neighbours. Doris was up for any challenge. She was a remarkably strong-willed woman that had many accomplishments behind her when she retired from ranching.</p> <p>There was one outing in December when 5 Book Club members attended the Seniors' Christmas Community Dinner in 100 Mile House.</p> <p>In September 2014 the group is looking forward to local author Katherine Gibson coming to discuss her</p>	<p>comfortable safe environment. An example of this was a new resident that was having a very difficult time adjusting to living at Carefree. She would spend most of her time in her room and seldom speak to anyone. When a local author came to read to the group she recognized the resident as a longtime pioneer of Canim Lake. She encouraged the resident to share some of her experiences with the group. The lady now comes to Book Club every week and participates in the conversation. She has joined in some of the other activities as well.</p> <p>The sharing of experiences and stories is one of the most important activities. The group also enjoys the stories about strong pioneer women that have lead very rewarding lives and accomplished many new skills in spite of the adverse, isolated conditions they live in.</p> <p>Our biggest challenge is one that cannot be changed but rather dealt with together. The residents of Carefree Manor are an extended family. It is always an emotional time when someone is ill, goes to another facility, or dies. There is comfort in remembering their part in our group and how they enhanced our discussions.</p> <p>Attending a funeral service is seldom possible for the residents but condolences are always sent to the family. Greetings are relayed and the group</p>	<p>meaningful to the group. They read along or read the chapters on their own when they have returned to their rooms. They also enjoy sharing the books with family and friends.</p> <p>Carefree Manor gives us access to their lounge for our weekly meets. In-kind donation: 36 sessions x \$25.00 = \$900.00.</p> <p>Carefree Manor Residents' Committee continues to support the group with the purchase of one copy of each book that the Book Club reads. This copy is for the reader and will go into the</p>
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<p>book <i>It Was A Hard Pull</i>.</p>	<p>always know that their friends have settled into a new home, or are recovering in the hospital and will return soon.</p> <p>Ten to twelve residents meet weekly for a one-hour reading and discussion session.</p> <p>The book budget has been expended for these sessions. \$463.00 was spent on books for the Book Club members.</p> <p><i>The Help</i> will be read over the coming weeks.</p> <p>There are several local authors that came to do readings with the group. This enhances the story greatly. It also offers them an opportunity to interact with the outside world. Health issues keep many of the residents in the home for much of their time.</p> <p>Outings are infrequent but always looked forward to. The Community Christmas Dinner has become an annual tradition for some members of the Book Club.</p> <p>The Book Club sessions are a very important part of the residents' weekly life. When the 36 sessions are completed the program continues the rest of the year on a volunteer basis with the facilitator supplying the book that is read.</p>	<p>Carefree Library. In-kind donation: 3 books @ \$25.00 = \$75.00.</p> <p>Nuthatch Books continues to be a valued supporter. They offer positive suggestions and the timely purchase of books ordered. They offer a 20% discount.</p> <p>Authors.</p>
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10. Reaching Learners - 100 Mile House

Computer Literacy Classes		
<p>Planned as three sessions of 6-weekly classes, 2 groups of learners participated in group instruction this year. The planned (group) model of the program was changed after 2 sessions to provide individualized instruction as most new learners were reaching out for instruction on the new Windows 8 platform or were specifically interested in learning to use their new tablets or smart phones.</p> <p>Introduction to computers, terminology, internet & email, Word, photo gallery, shopping on-line, and internet safety were covered.</p> <p>Coffee, tea, and snacks were provided during the breaks.</p>	<p>Twelve learners participated in 16 hours of group computer instruction and eight learners participated in 6 hours of individual computer instruction. Learners ranged in age from 45-78 years old; 90% of learners were well over 65 yrs.</p> <p>Learners are now more comfortable using technology, navigating the internet, and using email to communicate with family, friends, and co-workers.</p> <p>Learners entered at level 1 and completed at level 2. All have an increased vocabulary and understanding of computer terms. They can create and edit a document, complete internet searches, download apps, use email, and cloud storage.</p> <p>Challenge: Group enrollment declined as the year progressed as new learners began asking for instruction using their own equipment.</p> <p>Solution: As group instruction on multiple formats is not practical, these registrants were provided with one-to-one instruction on their own computers, smart phones, or tablets.</p> <p>Challenge: While registration and interest remained strong, many learners had poor attendance due to vacations or travel that they had not indicated</p>	<p>AVED - CALP</p> <p>SD 27 – GROW Centre's computer lab and kitchen</p>

	<p>upon signing up for classes.</p> <p>Solution: Steps are being taken to ensure that participants enrol in classes that fit their personal schedules.</p>	
<p>Six of the eight learners registered in Computer Basics #1 this year came to us from the ESL SAP program. These learners enjoyed taking the classes together while expanding their knowledge and practice of the English language, and learning new computer terminology.</p>		
<p>Group Tutoring</p>		
<p>Group Tutoring meets for 3 hours each week from September through to the middle of June (32 sessions per year) in a four component family literacy program.</p> <p>Childcare, lunch, crafts, celebrations, and story time are provided. Group topics and individual one-to-one tutorial assistance are a regular part of the program. All participants are working on short-term and long-term career goals.</p> <p>A cohesive social-emotional parent support network has developed around friendships, exchanges support (childcare reciprocity, clothing exchanges and gifted), and a safe environment for discussing parenting issues.</p> <p>Children are engaged in quality activities with well trained, long term, and creative childcare providers.</p>	<p>Six learners (and up to 6 children) had ongoing weekly attendance at group tutoring and are working on upgrading in home care support certificate, food & nutrition, midwifery, and reading comprehension towards driver's license testing.</p> <p>Learners have improved in self-confidence and personal skills and built relationships in the community.</p> <p>One learner has achieved a Class 2 driver's license which has increased employability and one learner has completed 5 units of a three year midwifery program and is now providing consulting services through her program to other students.</p> <p>Every child in this program receives a new book each month to take home and keep. Children are choosing the books that follow the learning themes</p>	<p>AVED – CALP</p> <p>100 Mile United Church provided space and use of kitchen for the program.</p> <p>South Cariboo Business Centre (SCBC) – Konrad Schmid-Meil – 4 months of reduced rent (approx. value \$2000).</p>

<p>The children have established trusting and caring relationships with secondary caregivers.</p> <p>Barriers were reduced by providing childcare, nutritious lunches, and transportation assistance. Mealtime is a time for the children to share their learning/crafts/activities with their parent (encouraging a habit of talking to one's children at mealtimes).</p> <p>Promotion has been ongoing through word of mouth, referrals from service providers and staff, attendance at StrongStart, Kindergym, and other community events.</p>	<p>presented in the program.</p> <p>Learners have been active in supporting literacy programs through letter writing to the local MLA and actively referring others to program.</p> <p>Challenges: The learners in this group were well established but have had some challenges adjusting to the changes this year (2 new locations). In addition, the current group is nearing completion of their goals and their children are approaching school-age.</p> <p>It has also been a challenge to recruit new learners this year. The first location had all the services but did not have a community presence. When able, the program was relocated to a more central location to increase attendance. Regular reviews of the program are ongoing and may necessitate some restructuring to attract new users. This will be decided prior to the new contract term (September).</p>	
<p>Five learners wrote letters to their MLA in support of community literacy funding.</p> <p>Six learners nominated us for the 100 Mile Community Business Excellence Awards.</p>		
<p>Aboriginal Literacy and Family Events (ALFE) Canim Lake Band – To provide Band members with literacy services where the learners are already located</p>		
<p>Facilitated 5-day workshop for 12 identified Canim</p>	<p>12 self-identified learners at Canim Lake</p>	<p>AVED – CALP</p>

<p>Lake Band members preparing for the BC Driver's Knowledge Test (L). (Aug 2013)</p>	<p>participated in a 5-day workshop to prepare for the Driver's Knowledge Test. The workshop was designed around group learning of material, document use, and reading/summarizing practice to enhance literacy skills. Computer training was also provided during skills practice sessions. Finally, the workshop included study skills and stress management training, practical applications of transferrable skills and on-line testing practice.</p>	<p>Eliza Archie Memorial School – Tsq'escen' First Nation (Canim Lake) – provided a classroom, use of kitchen, and internet service.</p>
<p>Provided weekly tutoring assistance for Canim Lake ABE students at place of instruction (TRU - Sept/13 to June/14)</p>	<p>14 Learners were provided with weekly (2 hrs. every Thursday) math tutoring. Learners are progressing quickly and completed Math 030 by end of winter 2014. One student also completed Math 040.</p>	<p>TRU welcomed our participation in the ABE classroom & collaborated with us to strengthen and support our work with Canim Lake Band members.</p> <p>Canim Lake Band provided tables and location at community events for set-up of learning materials and CCPL program information.</p>
<p>Attended Canim Lake community events with information and free hand-outs of learning materials. Provided math and reading workbooks to interested</p>	<p>Attended Halloween Fair preparation meeting and assisted Band & school staff plan the event.</p>	

<p>members (sourced from NWT Literacy Council), games, books, and activities for youth and children (activities towards enhancing and supporting formal education at home).</p> <p>Community events (Summer 2013).</p> <p>Pow Wow; Aboriginal day, Residential School days, Wellness Fair.</p> <p>Community events (Fall 2013 – Winter 2014).</p> <p>Halloween Event, Christmas Fair, ABE course completion ceremony, Family Fest.</p>	<p>Attended Eliza Archie Elementary School to coordinate elementary math 'theme bag' contents. Eight bags are available for students to take home for practice with family.</p> <p>Attended full day Christmas event (157 adults & 23 children) and provided information on literacy programs. Gave out 20 children's books; 5 budget workbooks, 2 home math workbooks, and 2 kitchen math workbooks to interested adults; and gave out 5 children's cookbooks.</p> <p>Attended Family Fest (200+ attended) and provided literacy materials and community services information, workbooks, and learning materials.</p> <p>Provided materials and instruction to 25 children (and their parents) to create Family Tree Lapbooks as a family learning activity.</p>	
<p>Canim Lake community contacts continue to build for us. CCPL were approached by the Coordinator at the Wellness Centre to assist with planning a Health Services Employment Fair to the young adults of Canim Lake. CCPL were approached as a way of connecting skills and literacy enhancement services as a step towards future employment goals for community members. Planning this event is in progress at this time.</p>		
<p>Community Learning Café</p>		
<p>This was the third year for the café which runs every Saturday from 10:00 am -1:00 pm. The café provides support to all adults who have any type of learning goal (academic, general interest, or technology</p>	<p>Twenty-seven unique learners (125 total) completed 254.5 hours of learning at Community café from September to May 2014.</p>	<p>AVED – CALP SD27 – GROW Centre's computer</p>

<p>based).</p> <p>The goal of the learning café is to provide personalized support to learners outside of work hours in a drop-in, group setting while building social-emotional support networks and supporting lifelong learning.</p> <p>Part of the focus is on building relationships and learning through conversations. Group generated discussion topics are explored each week in addition to studies.</p>	<p>The primary reason for learner attendance was to increase computer skills or to receive assistance operating personal electronic equipment.</p> <p>Many learners are now bringing in e-readers and ipads for instruction and technical assistance</p> <p>One learner is working on a distance education program, 2 are working on increasing typing skills, and the balance are learning or practicing basic computer skills, photo gallery, web surfing, Facebook, etc.</p>	<p>lab and kitchen</p>
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Learner Story: *One learner (78 yrs old) was introduced by her friend (a regular café attendee) to get help in using a computer. The learner had a very small social circle and rarely left her home. Six months later, she is a regular attendee and now goes out for 'coffee with the girls' every weekend with the new friends that she met at the café. This group enjoys watching scripture videos, sharing gardening knowledge, and exchanging seeds.*

11. Maintain English as a Second Language Settlement Assistance Program - 100 Mile House: Regular Cafés, Advanced Cafés, After Work Cafés & Book Club

<p><u>ESL Cafes</u></p> <p>The café programs began again in September after a break for the summer.</p> <p>There were a few glitches in programming as it transitioned through the program coordinator's retirement in the Fall, then the conclusion of the ESLSAP program in March and the beginning of the CIC (Citizenship Immigration Canada) program in</p>	<p>The concluding ESLSAP report for September 2013 to March 2014 included the following information:</p> <ul style="list-style-type: none"> • The program had 75 learner participants with the majority of them from Germany followed closely by those from Switzerland. The third largest group are those from the Czech Republic. • One-half of the participants have lived in Canada for more than 10 years. Eleven have 	<p>Partnerships were formed with the following for use of meeting space:</p> <ul style="list-style-type: none"> • 100 Mile Development Corp • 100 Mile Curling Club • Creekside Seniors'
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<p>April.</p> <p>Staff joined the Canada Celebrations and gave away maple leaf pins, paper flags, and balloons as well as introduced many attendees to the programs. Regular program participants were encouraged to attend and volunteer their time to help and to join in the festivities.</p> <p>A table was rented at the Fall Fair shared with Welcoming Communities and PAL.</p> <p>From September to March under the ESLSAP program, 46 Cafés were held with 14 being foundation cafés, 13 advanced cafés, 12 after work cafés and 5 book club meetings. Two pizza and movie nights were also held.</p> <p>Since implementing the new program in April, two Foundation, two Advanced, and one After Work Café as well as one Book Club meeting have been held. A popcorn and movie night was also enjoyed.</p> <p>To include a less formal style meeting, monthly movie nights were added during the winter months. To reinforce the discussion and help with understanding, the movie version of the book read by the Book Club was shown.</p> <p>As the new CIC program began in April, programs relocated to the newly rented CCPL meeting room.</p> <p>Under the new CIC program, cafés are held every</p>	<p>lived here for between 5 and 10 years. Only 5 participants have resided in Canada for less than 1 year.</p> <ul style="list-style-type: none"> • Learners are taking more ownership of the program and facilitating some of the cafés such as teaching Thai cooking, teaching drumming, and facilitating a class on photography. • Learners continue to benefit from the West Coast Reader and tutors appreciate having it as a teaching tool. <p>The number of participants has decreased during the past year.</p> <ul style="list-style-type: none"> • Some participants have moved to new communities in Canada, others have returned to their home countries. One couple was forced to return to their home country by Immigration. Others are encountering difficulties in dealing with CIC. Concerns range from relocation of foreign offices without notification, closure of offices, long wait times, changes in requirements, and restructuring of language proficiency requirements. • Some participants no longer need our services as they have become fully integrated into the community. Their language skills are sufficient to enable them to interact in other community groups such as the Weavers & Spinners and the 	<p>Centre</p> <ul style="list-style-type: none"> • Community Employment Services • Visitor Information Centre • Forest Grove Elementary School • Parkside Art Gallery <p>The following provided a meeting place and shared information at a café:</p> <ul style="list-style-type: none"> • Roger & Denise Meeks (beekeepers) • Mel Torgeson, Carefree Manor Seniors' Home • 100 Mile House Public Library • Shane Gunn, 100 Mile Funeral Home <p>The following individuals gave presentations at a café</p> <ul style="list-style-type: none"> • Marianne Van
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<p>Tuesday, alternating between the three types of cafés. Book clubs are held once a month on a Wednesday. Movie nights continue to be held once a month during the winter months.</p> <p>Within the new programming, there are no longer any Benchmark requirements to participate in the Advanced café - any who feel comfortable working at that level are welcome to join.</p> <p>A tutor training was held in the Fall and four new tutors were trained. An informal tutor intake was held in the Spring to welcome two more new tutors into the program.</p> <p>Two learners were matched with a tutor in April and two more learners are in the process of being matched in May.</p> <p>Newsletters were published in September and December 2013.</p>	<p>Community Choir. This is a significant marker of the success of the program.</p> <p><u>NEW MEETING ROOM</u></p> <ul style="list-style-type: none"> • Having a regular meeting place at the CCPL Meeting Room has been a huge benefit to the program. It is often a challenge for a newcomer to continually find a new location, to trust they have read the directions on how to get there correctly, and then to walk into an unknown location can be very intimidating. The new location has eliminated considerable anxiety for the learners. • The new location has also benefitted program staffs that no longer have to transport items and books. Also, it is great to be able to reference the library books or access other resources during a café as the need arises. • Regular office hours have been established so learners can easily access staff to assist with completing forms, answering questions, or just having a chat in English. <p><u>CHALLENGES:</u></p> <ul style="list-style-type: none"> • With such a large number of German-speaking participants, it is sometimes difficult for those from other countries to feel included. • Newcomers working minimal wage paying jobs do not have the time or energy to participate in programs and become isolated within their new 	<p>Osch, author</p> <ul style="list-style-type: none"> • Kathleen Gibson, author • Kirsten Stark, CCPL Financial Literacy <p>Welcoming Communities partnered with ESLAP and provided the maple tree and sign for it.</p> <p>The following people have also been helpful & supportive of our programs</p> <ul style="list-style-type: none"> • Shawn Nelson, Principal, Forest Grove Elementary School • Linda Hood, Librarian, Forest Grove Elementary School • Mitch Campsell, 100 Mile House Mayor • Julie Gilmore, Visitor Centre Coordinator
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	<p>communities.</p> <ul style="list-style-type: none"> • Our clientele base is diminishing because in many countries, English is taught in school so many immigrants do not need ESL programs. <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The Welcoming Tree was planted near the Visitor Information Centre. • One of our very shy learners facilitated a café and taught everyone how to make two of her favourite dishes. • Learners are participating more in community programs such as the armchair traveler meeting and electronic book lending seminar at the Public Library. • Participation in the Advanced cafés is increasing. As participants gain confidence in speaking the language their interest in improving their grammar and sentence structure increases. • Two learners decided to become beekeepers after attending an ESL Café at the home of a local beekeeper. The beekeeper has become a mentor to them. • The Book Club enjoyed reading two books by local authors. Subsequently, the authors attended Book Club meetings to read from their books, discuss the writing process, and answer questions. 	<p>100 Mile House Public Library and Bridge Lake Public Library supply a meeting place for our learners and tutors.</p> <p>Data Control Management Solutions of Lethbridge, Alberta donate time to regularly optimize the PC computer and provide technical support and information.</p>
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	<ul style="list-style-type: none"> A learner who had been a goat herder & cheese maker in Germany was teamed with a tutor who has connections to a dairy farm and cheese making and did a presentation on cheese making. Subsequently, many of the Europeans now have connections to a dairy farm which makes the specialty cheeses they were seeking. 	
<h2>12. Complete Welcoming Communities Project</h2>		
Report Pending		
<h2>13. Continue & Embed Financial Literacy Support</h2>		
<p>Increase awareness of financial literacy issues in the community by demonstrations, presentations and displays.</p> <p>Delivery of a roaming practitioner service at key locations to promote the community workshops, increase awareness, and provide information.</p> <p>Delivery of financial literacy workshops upon request to any group expressing an interest.</p> <p>Provision of one-to-one tutoring to any individual seeking assistance.</p> <p>Delivery of future service is being explored.</p>	<p>Highlighting the issues and promoting the benefits at community events throughout the region.</p> <p>Distribution of resources for children, youth, and adults. Promotion of the one-to-one support available.</p> <p>Key locations for this service have been The Eagles Nest and Pregnancy Outreach Program of the Cariboo Friendship Society and the Salvation Army. Information and workshops have been provided to over 50 individuals on a range of topics from basic budgeting, tenancy rights and responsibilities, wills and power of attorney,</p>	<p>Displays used at all community events by CCPL</p> <p>The Eagles Nest and Pregnancy Outreach Program, Cariboo Friendship Society</p> <p>Drop in centre and Food Bank – Salvation Army</p> <p>ESL Café - 100 Mile</p>

	<p>income tax filing, and financial planning.</p> <p>During 2013-2014 most workshops have been delivered through the UACALP program at the Cariboo Friendship Society and Salvation Army.</p> <p>One workshop was delivered to the ESL Café in 100 Mile House with 11 participants.</p> <p>Enquiries regarding workshops have been received from The Great Room and the community of Horsefly (parents of school children).</p> <p>Four new one-to-one clients seeking assistance on a range of financial literacy issues from basic budgeting to income tax filing. Two of these clients requested a second meeting.</p> <p>Two long term clients who have been making slow but steady progress on assessing their life goals and making the appropriate changes to be more financially stable.</p> <p>No additional funding is currently available to support this program.</p>	<p>House – CCPL</p> <p>Client referrals from: Women's Contact Society</p> <p>Transitions Program – Boys' and Girl's Club</p> <p>Pregnancy Outreach Program, Cariboo Friendship Society</p> <p>Drop in centre and Food Bank – Salvation Army</p> <p>Partner Assisted Learning – CCPL</p> <p>Axis Family Resources</p>
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14. Pursue Workplace/Workforce Initiatives

Currently being pursued and delivered by TRU.

Seniors (55+) Objectives

15. Maintain Seniors' Reading Program through OMHPAL, Seniors' Village Activities through WLPAL and Computer Literacy Support

See notes in sections 7, 9 & 10. The computer literacy support offered regionally supports a high number of seniors.

16. Explore Seniors Programming Opportunities But Weigh Carefully

See community development objectives 36-39.

17. Implement New Horizons for Seniors

The New Horizons for Seniors Program is a grant from the federal government that partners students with senior citizens. Students will teach the senior basic computer and cell phone use, and then record the senior's life stories and anecdotes. The Museum of the Cariboo-Chilcotin will house these published stories.

Six senior students from Lake City Secondary School-Williams Lake Campus were recruited and trained. These students met with seniors at Williams Lake Seniors' Village and then in September at the Public Library for weekly sessions.

Five laptops were purchased along with accessories and five note recorders.

The program began in April 2013 and officially ended in March 2014. Stories were still being

This project was successful as seniors were engaged in the community through the mentoring of others and of having students working with seniors with a sharing of stories and experiences. Student volunteers participated in a workshop for communication skills and computer/technology familiarization. Students were partnered with seniors for one-to-one computer/technology help for 3 to 5 sessions. Seniors had access to laptop computers, cell phones, e-readers, and an Ipad tablet. Students interviewed seniors using tape recorders to gather the senior's early years' stories. These stories were transcribed and published in a book with pictures. The book will be housed in the local museum, the Public Library, and CCPL resource collection. All story tellers will receive a copy as well. There were about 20 seniors participating in all

**Service Canada -
New Horizons for
Seniors funding**

School District No. 27

Lake City Secondary
School - Williams
Lake Campus

Lake City Secondary
School -
Columneetza
Campus

Museum of the
Cariboo-Chilcotin

Williams Lake Seniors'

<p>collected and edited in April and the final book of stories published in May.</p>	<p>parts of the project.</p> <p>The project expanded with seniors interviewing seniors and giving technology instruction. Some of the CCPL adult tutors were teaching computer skills.</p> <p>Some seniors bought new computers and/or cell phones, while others took an Elders' College memoir writing course this past winter. Other seniors are now writing their memoirs to share with family and friends.</p> <p>A connection with the local historical society to collect more stories is currently being worked on. There are more contacts at the seniors' housing complexes, and some of the original participants are coming to CCPL's regular computer/technology help sessions at the Public Library.</p>	<p>Village Seniors' Activity Centre PAL Williams Lake Williams Lake Public Library Progressive Printers Staples The Source Williams Lake Tribune June Streigler</p>
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Literacy Infrastructure Goal

Diversify Funding Objectives

18. Pursue Mission Driven Financial Diversification – Grant Applications, Foundations, Research, & Social Enterprise Exploration

Regional Community Literacy Plan | 2014/15

<p>Funding requests submitted in 2013-14:</p> <ul style="list-style-type: none"> • Kiwanis – Williams Lake • Province Of BC – Community Adult Literacy Grant Program for 2014-15: PAL-100 Mile, PAL-Williams Lake, Reaching Learners-100 Mile & area, Aboriginal Initiative-Williams Lake. • Regional Community Literacy Plan – Decoda Literacy Solutions/MoE • Success by 6 - Family Fest • Children First for Family Fest • Daybreak Rotary for Family Fest • Gaming Grants – not funded • Citizenship and Immigration Canada (CIC) • Ministry of Jobs, Tourism & Skills Training (JTST) – CIC top-up <p>Pending 2014-15:</p> <ul style="list-style-type: none"> • Ministry of Advanced Education (AVED) • Province of BC – Community Adult Literacy Grant Program (CALP) • PAL-Williams Lake • PAL-100 Mile • Aboriginal Outreach-Williams Lake • Reaching Learners-100 Mile & area <p>\$160,000 requested</p>	<p>Successes</p> <ul style="list-style-type: none"> • \$4,000 from Kiwanis for Books for Babies in Williams Lake • ~\$148,000 CALP Funding for September 2013-August 2014 • \$35,000 from MoE through Decoda Literacy Solutions 2013-2014 • \$18,000 from MoE through Decoda Literacy Solutions for 2014-15 • \$1,000 from Success by 6 (WL) for Family Fest • \$500 from Children First (WL) for Family Fest • \$1,000 from Daybreak Rotary for Family Fest • ~\$44,000 for ESLSAP to September 2013-March 2014 • \$67,500 from JTST for Welcoming Communities April 2013-March 2014 • ~\$105,000 for Settlement & ESL services from CIC for April 2014-March 2016 • \$10,000 for Settlement & ESL services from JTST~\$20,000 from Service Canada for New Horizons for Seniors ended March 2014 <p>To apply for 2014-15:</p> <ul style="list-style-type: none"> • Gaming Grants • WLDCU • Kiwanis <p>New sources...</p>	<p>WLDCU</p> <p>AVED-CALP</p> <p>Kiwanis</p> <p>SD 27</p> <p>TRU</p> <p>Success by 6</p> <p>Children First</p> <p>Daybreak Rotary</p> <p>TD/SEDI</p> <p>MoE</p> <p>Decoda Literacy Solutions</p> <p>Service Canada</p> <p>CIC</p> <p>JTST</p>
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Seek a Space/Place Objectives

19. Research and Remain Open to Free, Long-term, Strategically Located, Storefront Place/space Opportunities

<p>Find and secure a location to offer CCPL services that fulfills the following criteria:</p> <ul style="list-style-type: none"> • Easily accessible to community members • Easy to find and central to services • Close to service delivery partners and referral agencies • Close to transit • Able to hold up to 60 participants • Able to be divided into private learning areas • Internet accessible • Negotiate a price that is sustainable for programs • Coordinate a schedule for programming use 	<p>Challenges:</p> <ul style="list-style-type: none"> • Most available rentals that fit our criteria were expensive or had insufficient space <p>Outcome:</p> <ul style="list-style-type: none"> • A storefront location was secured May 2014 at #001-475 Birch Avenue, 100 Mile House, BC <p>The location:</p> <ul style="list-style-type: none"> • is in close proximity (walking distance) to almost all partner and referral agencies • is located in the centre of the community • has adequate space to run CCPL programs • has access to high speed internet • has transit access <p>Creating and implementing a schedule allows for coordination of services for private one-to-one use and/or group events</p>	<p>AVED-CALP South Cariboo Business Centre – Konrad Schmid-Meil (owner): rental assistance \$469/month reduced from \$850</p>
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Accountability Objectives

<p>Manage Financial Accountability</p>	<p>Ongoing - weekly sessions with bookkeeper over 46</p>	
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<ul style="list-style-type: none"> • Hire qualified and certified accountant • monitor finances and liaise with bookkeeper • manage funding proposals: track reporting requirements, facilitate accountability, and record keeping 	<p>weeks per year</p> <p>Perusal of financial reports monthly</p>	
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20. Develop Annual Work Plans and Budgets Aligned with the Annual Action Plan

<p>Work plans and associated budgets for all CCPL directed activities were prepared for the 2013-14 year. Budgets were reviewed, revised and presented to the Board for approval prior to September 1, 2013.</p> <p>The Work Plan template is first below and the Budget template is second below.</p>	<p>Being well prepared and allocating budgets prior to year start-up was a critical step in solidifying CCPL's management of operations. The Board is well prepared for any new business and ideas that come up during the year.</p> <p>Employees, volunteers, and contractors are clearer about their roles, responsibilities, and the parameters of their work. Employees are involved in the development of their action plans: activities, rationale, and feasibility.</p>	<p>CCPL Board</p> <p>CCPL employees</p>
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<p>Strategic Plan Action Item Template – Title</p>			
<p>Who will be the key beneficiaries?</p>			
<p>What will be the key benefits?</p>			
<p>Overview of Actions/Tasks Required</p> <p><i>What actions must be undertaken to complete the activities and achieve the objectives? Start each item</i></p>	<p>Responsibility</p> <p><i>Who will be responsible for the actions – job title, name of partner, others?</i></p>	<p>Timeline</p> <p><i>How long will the actions take and at what point in the year must it be started?</i></p> <p><i>Months & Weeks</i></p>	<p>Resources & Partners</p> <p><i>What human, material, and financial resources are needed to carry out actions?</i></p>

with an action word (ex. make, deliver, purchase, write, submit...)			
i.			
ii.			

BUDGET TEMPLATE			
Describe Expenses and Income <small>(Please, include updated account codes and group similar items)</small>	Item Cost	Sources of Revenue and In-kind Contributions	Amount Requested from CCPL
An example... 5310 – Wages and Salaries <ul style="list-style-type: none"> Coordination (\$___/hr. * ___ hrs. = \$___) 	\$___	0	\$___
TOTAL			

21. Complete Policies and Procedures Manual

The Policies and Procedures Manual is well started and is being added to as elements are completed. The first steps were to

research typical non-profit policy and procedures areas, determine which ones were relevant and important for CCPL to develop and/or adopt, collect templates and sample policies and procedure templates, and then prioritize which to complete first. Following these steps the manual and policy template was developed. To date 6 new policy documents and 10+ procedural support documents have been drafted. Good progress in this area was made during 2012-13, little progress in 2013-14 due to funding cuts but this objective will continue to be pursued next year.

<p>Ensure governance accountability from employees and volunteers:</p> <p>Enacting policies and procedures – monitor & enforce</p> <p>Ensuring Board, employees, and volunteers understand and follow existing policies and procedures</p> <p>Preparing, updating, and maintaining an Operation Manual and ensuring Board, employees, and volunteers have information relevant to their roles</p> <p>Sharing updates and/or changes as necessary</p> <p>Gather feedback and report to ED and Board regarding the performance/effectiveness and usefulness of policies and procedures.</p>	<p>Ongoing – attending Board meetings discussion around completing the policy and procedures manual.</p> <p>June 2014 – Scheduled to meet with ED to review the policy and procedures.</p> <p>What was most challenging?</p> <p>With the Operations Manager hours being modified this year, it has been difficult to adequately manage many of the work plan activities.</p> <p>What has been learned?</p> <p>Operations Manager is a significant role with CCPL and it takes time and patience for the long-term planning, and gearing toward operational excellence.</p>	<p>CCPL</p>
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22. Prepare Annual Regional Community Literacy Plan

Done! CCPL has reviewed the RCLP and feedback on the format was positive. CCPL has decided to maintain the current format of the report with the addition of a literacy-independent photo album. In order to gather a more comprehensive report, more structure was provided to employees and Board members regarding their report submissions.

CRITICAL ISSUE ALERT: Funding from MoE through Decoda for Community Literacy Coordination is year-to-year. During the past year funds were cut completely, but upon significant community mobilization and activism, some funds were reinstated. However, funding for the SD 27 region community work has been reduced from \$35,000 to \$18,000 for 2014-15. During the next year we will be operating at 51% capacity in this area which will impact services and reporting.

23. Review and Assess Current Methods, Plan and Deliver Thank You Recognition in Multiple Ways to our Diverse Contributors. Prepare Thank You Best Practices One Pager

Thank you notes and recognition for our many supporters, volunteers, collaborations, and donors is an important part of any organization that relies on volunteers and community support. 'They say' to give thanks in at least 7 different ways each year.

Some of the strategies CCPL uses regularly include:

- Special newspaper thank you notes
- Regular acknowledgement in banner ads
- Periodic newspaper articles
- Thank you cards or letters
- Certificates of appreciation
- Personal thank you visits from different staff members
- Tokens of appreciation (CCPL pocket calendar, sample Books for Babies bags)
- Special events acknowledging honoured guests
- Ceremonies
- Inclusion on displays

Challenges:

- Getting thank you's out in a timely manner. Sometimes lack of time, incomplete contact information and internal lack of communication prevent thank you's being completed promptly.
- Finding creative ways to say thank you to long-time supporters.
- Limited time and reduced budget.

Learned:

- Great returns on investment of giving thanks.
- Giving thanks can open new doors and create new opportunities.

24. Implement Organizational Monitoring and Evaluation Tools

In progress – goal is to be completed by August 31, 2014.

25. Develop Strategies to Gather Unfiltered Community Feedback from Service Providers, Partners & Collaborators, Learners and Constituents

In progress – goal is to be completed by August 31, 2014.

Managing and Sharing Data Objectives

26. Maintain a System for Filing, Storing, and Maintaining Documents

CCPL has been piloting Drop Box for over one year now as an organizational file management system and working document repository. We have faced many challenges from clarity and following directions to computer literacy challenges within a volunteer and paid staff organization. Overall, the use of a centralized, accessible file storage system has been of great value for accessing and sharing information, working on projects and communicating broadly and quickly. However, the system is still limited by the skill of its users and we are making ongoing progress to improve our skill levels through mentoring and hands-on training sessions.

27. Implement a Long-Term Learner Tracking System – Decoda.

After piloting the Decoda Literacy Solutions Adult Learner Database to see if it would meet our needs to better monitor learner progress, stay connected to them, and identify the long-term impact and results of our literacy services, we have decided not to pursue its use for our organizational accountability needs although it may be useful for AVED reporting. This is an area we will need to explore further in the future.

Human Resources Management Objectives

<p>Manage Human Resources and provide operational management/oversight of employees</p> <ul style="list-style-type: none"> • Provide personnel orientation ensures all employees are clear on roles, responsibilities, procedures, & processes. • Prepare annual employment contracts and temporary employment contracts as needed. • Assist ED with performance evaluations and provide follow-up on performance evaluations with employees. • Implement evaluation processes and ensure they are completed confidentially. • Deliver/present unedited/unfiltered feedback to the ED and Board. 	<p>Provided orientation to two new employees. Review of employee wage grid for 2013-2014.</p>	<p>CCPL team Operations Manager Executive Director CCPL Board</p>
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28. Ongoing Succession planning

<p>Succession issues are critical in the civil/voluntary sector and have proven to be a significant issue for CCPL. This is an area that will need to be addressed and have time dedicated to it as soon as possible.</p>	<p>Maintained 7 Board members plus 1 ex-officio Board member. Maintained 10 employees. Gained 1 new employee for a position that opened up. Lost 1 employee to retirement.</p>	<p>CCPL</p>
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29. Promote Self-Care

Ongoing – this year promotion included: use of technology to reduce driving, staff benefits package, flexible hours and holidays,

flexible work-site allowing work from home or other locations, Christmas party and other social gatherings, and celebrating achievements and people.

30. Build Strategic Professional Development, In-Service Expertise Sharing and Volunteerism

Ongoing

31. Establish Documented Staff Coverage of Buddy System

Buddy system is working and all employees are trying to keep each other up-to-date on their work activities. As of May 15, 2014 the documentation of this process has yet to be completed.

Community Development Goal

Marketing, Branding & Social Awareness Objectives

32. Review, Update, Prioritize & Implement Communications Implement Communications Plan

Coordination & Delivery

The Marketing Coordinator's role is to promote CCPL's mission, vision, values, the Board members,

Weekly banner ads are created in both the Free Press and the Williams Lake Tribune newspapers.

CCPL

<p>staff, contractors, programs, volunteer opportunities, special events, and fundraisers. The focus on the marketing is to improve awareness around low literacy issues and understanding how difficult life can be for a person with low literacy. Challenges faced by many with low literacy are understanding medications and budgets, gaining successful employment, and continuing with their education.</p> <p>Promotion of CCPL is done in a variety of ways including weekly banner ads in both local newspapers the Free Press and the Williams Lake Tribune. The banner ads highlight programs, services, special events, staff and Board members. Articles are submitted on a regular basis to both newspapers. The CCPL website is updated regularly. Social media (Facebook), brochures, posters, contests, radio ads, newsletters, email broadcasts, and word of mouth are also used.</p> <p>Work with SD 27 is ongoing to promote special events through their newsletters like the annual book drive and Reach-A-Reader.</p> <p>Services and programs are promoted through South Cariboo Community Council's Well On the Way newsletter.</p> <p>Special events are hosted throughout the year like Reach-A-Reader, Annual Book Drive, and the</p>	<p>The banner ads promote CCPL mission statement, welcome new staff members, and promote new programs, workshops, special events, volunteer opportunities. The banner ads also are used to thank our many volunteers and the community for their continued support of the programs, to send out special messages from CCPL (advertise the AGM, Christmas message, New Year's message and other special events). Banner ads also help learners by giving them the opportunity to learn about CCPL programs and our staff before they make that call.</p> <p>The articles are submitted to both papers using a process for submission and the guidelines the newspapers requested.</p> <p>This past year 30 articles were published in the 100 Mile House Free Press promoting and supporting CCPL staff, programs, fundraisers, and special events.</p> <p>This past year there were 32 articles published in the Williams Lake Tribune promoting and supporting CCPL staff, programs, fundraisers, and special events.</p> <p>This has continued to build and expand on a great working relationship with both newspapers while promoting CCPL programs and services.</p> <p>Both newspapers have supported CCPL over the</p>	<p>The 100 Mile Free Press - In-kind cost of an ad is \$178.36 plus tax per issue. The Free Press gave CCPL a rate of \$14.42 until February, 2014 then increased it to \$20.00 per ad.</p> <p>The Williams Lake Tribune - In-kind cost of an ad is \$178.36 plus tax per issue. The Williams Lake Tribune gave CCPL a rate of \$14.42 per ad.</p> <p>SD 27 local elementary schools and the South Cariboo Community Planning Council.</p>
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<p>Photo Literacy Contest.</p> <p>Promoting the CCPL services in the community while building strong partnerships with our local City Council, MLA, and local businesses and service clubs continues. By promoting CCPL allows an opportunity to promote volunteerism to become a tutor or help out in special events.</p>	<p>years and continue to encourage CCPL to submit articles that promote literacy in our community.</p> <p>The ads have been a great success, this year more than 25 calls have been received from learners asking about CCPL programs. Many more people in the community know about the work being done by reading the ads. Service providers, businesses, learners, and community members know about CCPL through the weekly ads.</p> <p>The challenges are finding the time for all CCPL Board and staff to write articles and promote the great work being done, getting more learners to share their stories on how CCPL programs and learning opportunities have helped them, creating interesting ads, lack of funding, and not enough time.</p> <p>Something new can always been learned about CCPL programs including how committed the Board and staff are to helping others with low literacy improve their lives.</p>	
<p>Calendar Project</p>		
<p>Created the 2014 Cariboo-Chilcotin Partners for Literacy calendar.</p> <p>With the Board's permission, a grant from the</p>	<p>CCPL has a purse-size 2014 Calendar highlighting services, events, fundraisers, learners, and supporters.</p>	<p>CCPL WLDCU</p>

<p>WLDCU for funds to create a calendar to give to learners, supporters and staff of CCPL was applied for. The calendar had to highlight learners, supporters, and programs and services provided by CCPL.</p> <p>Once the grant was received it was researched the best place to print the calendar. custombuiltcalendars.com had great tools, good prices, and was highly recommended in the reviewers section.</p> <p>The past couple of years CCPL have run a Photo Literacy Contest collecting photos from the community. The criteria of the contest showed photos of a person or persons reading, writing, playing, and supporting a CCPL program. Twelve photos were chosen for the calendar that were fun and highlighted CCPL programs, learners and supporters.</p> <p>For each month of the year, we used a photo that highlighted a CCPL fundraiser, event, learner, mission statement and supporters. Each photo had a description explaining the event and giving credit to the person who submitted the photos.</p> <p>The calendar was put together using the tools provided by custom-built calendars. The holidays were added and checked to make sure that Canadian holidays were used. It was then proof</p>	<p>Compliments on photos in the calendar were plentiful plus having a useable calendar.</p> <p>The input and assistance received from Anita and Kathy was great.</p> <p>The challenges of the calendar project were funding, deciding on photos, having permission to use the photos, deciding what programs/services were highlighted, and making it interesting and usable.</p> <p>100 calendars were printed and given out. Calendars were sent to Mayor Mitch Campsall, MLA Donna Barnett, and WLDCU as a thank you for all of their support.</p> <p>A calendar with a letter was sent to Cathy McLeod, MP informing her about CCPL.</p> <p>Community members who submitted photos for the Photo Literacy Contest:</p> <p>January: Reach-A-Reader. Photo by CPPL staff member of April, Mary, and Donna selling newspapers.</p> <p>February: Family Day. Photo by Brei Andrews of Shelly reading to daughter Eden.</p> <p>March: Photo Literacy Contest 2011. Photo by Vicki Clarke of Jenny, a cook in local restaurant, using her literacy skills to read an order to prepare the meal.</p>	<p>Learners</p>
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<p>read by a Board member and a staff member. 100 calendars were ordered.</p> <p>Once the calendar was received it was checked for any errors, etc. The calendar was exactly what was ordered.</p> <p>Each staff member received 5 calendars that were given to supporters and learners as a thank you.</p> <p>Calendars were sent to Mayor Mitch Campsall, MLA Donna Barnett, and WLDCU as a thank you for all of their support.</p> <p>The calendar project was very interesting to work on but will probably be a one-time event because of funding costs.</p>	<p>April: CCPL Annual Book Drive month. Photo of Bright Red Bookshelf by Claire Schreiner.</p> <p>May: Meet Jim a learner photo by CCPL staff member.</p> <p>June: Sir-Read-a-Lot the Moose photo by CCPL staff member.</p> <p>July: Photo Literacy Contest 2012. Photo by Karen Beresford of Cole and Zack having fun reading during summer break.</p> <p>August: Photo Literacy Contest 2012. Photo by Denise Waldner of four year old Robert enjoying being surrounded by his books as he reads his favourite story.</p> <p>September: Winner of the Photo Literacy Contest 2012. Photo of members of the South Cariboo Rhythmic Gymnastics Club enjoying reading the 100 Mile Free Press newspaper while stretching by Snag-Hee Robinson,</p> <p>October: Photo Literacy Contest 2011. Photo of Jason enjoying the sunshine and a favourite book after winning second place in Inter-school Cross-Country run. Photo by Lianne Watkins,</p> <p>November: Chris and Brycen winners of the CCPL Financial Literacy Contest in 2012. Photo by CCPL staff member.</p> <p>December: Photo Literacy Contest 2012 of Grant</p>	
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	<p>Beresford enjoying the family tradition of reading a story to her grandchildren at Christmas time. Photo by Karen Beresford.</p>	
<p>Website & Social Media</p>		
<p>Created a CCPL website http://www.caribooliteracy.com/index.html using Weebly, a website development tool.</p> <p>Started by researching which online website tools and host site that would best suit CCPL needs.</p> <p>The criteria for building the website was:</p> <ul style="list-style-type: none"> • The tools had to be easy to learn & use. • It had to have the capability of the CCPL logo on every page, a donation button, volunteer button, and other easy to use functions. • Have custom footers that could be used for maps, forms, text, etc. • Have a contact form built into the footer. • Have usable templates and a variety of choices. • Be supported by Google and other search engines. • Had to have an internal search feature. • Had to have a Google calendar for events with maps and agendas (for staff meetings, etc.) • Had to be easy to create a header slideshow. • Had to be easy to upload photo galleries. 	<p>The website has been created and is updated on a regular schedule. The website link is: http://www.caribooliteracy.com/</p> <p>The challenges with the CCPL website are:</p> <ul style="list-style-type: none"> • Keeping it interesting, up-to-date, drawing more learners and learners and service providers to the site. The Board and staff give generously of their time so it is hard to come up with extra time to work on the website. • Funding to work on the site. • Getting learners to post their stories. <p>The most successful part of this project is the:</p> <ul style="list-style-type: none"> • Feedback received from staff, users and other service providers. They have all commented on how easy the site is to navigate through and it has great information on the CCPL Board, volunteer opportunities, programs and services. • The pictures taken at events, fundraisers and contests have been enjoyed by many. • That the site is easy to understand and read. 	<p>CCPL is the owner of the website.</p> <p>Auroratec Business Solutions in Williams Lake supports the email service. The supporters are other service providers in 100 Mile House including 100 Mile House Women's Centre Society, Cariboo Family Enrichment Centre, South Cariboo Community Planning Council, CCPL Board members, staff, and learners.</p> <p>It is hard to determine how many of the learners use the site.</p>

<ul style="list-style-type: none"> • Had to have sound with the capability of inserting radio ads, music, etc. • Had to be able to use social icons like Facebook, Twitter, LinkedIn. • Had to show contact & email in the header • Had to provide reports from Weebly on how many viewers, etc. (statistics) • Had to be able to embed documents so that a user would be able to open and download a document. • Had to have free on-line support. <p>The website has information on the vision, mission, Board, staff, policies, reports, volunteer opportunities, donations, programs and services, photo galleries, and much more. The website is also linked to many websites that offer help with low literacy, financial literacy, reading, computer tutorials & children's stories.</p> <p>Auroratec Business Solutions provides our email service, allowing us to use our first names and @caribooliteracy.com.</p> <p>Ongoing coordination ensures the website is kept up-to-date, the links work, news articles and events are promoted on the site with current information.</p>		<p>Comments from other service providers have been very positive.</p>
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Local Fundraising and Awareness Objectives

33. Coordinate Reach-A-Reader

100 Mile House

Report is pending.

Williams Lake

Formed a RAR Committee for Williams Lake
 Re-visited the RAR format in Williams Lake. The local newspaper had revamped itself and was no longer charging consumers for the paper. It's hard to sell a free paper by donation so it was decided to focus on raising awareness about literacy and declare January as Reach-A-Reader month. It was also decided not to pursue local businesses for donations for RAR, but rather approach them for our other fundraising initiatives.

This year the new format included:

- Running a series of newspaper articles beginning the second week of January and extending into Family Literacy Week
- Visiting elementary schools and HeadStart programs with the CCPL mascot, Sir Read-a-Lot, reading an interactive story, and talking about

The president, Bruce Mack, spoke to the City Council about proclaiming the last week in January as 'Family Literacy Week'. The knowledge and awareness among Council members about literacy and the work of CCPL is high. They are familiar with, very supportive, and very appreciative of our efforts.

There has been excellent media coverage. The community knows and anticipates the event.

Two rural schools, one Band school, and one HeadStart program were visited for reading and interaction with Sir Read-a-Lot. This was very successful and very well received. Rural schools are often left out of the guest visitor 'circuit' and they were excited to have the visit. It provided great interaction and participation.

The first visit to Anaham Band with Sir Read-a-Lot to

CCPL
 City of Williams Lake
 WL Tribune
 Big Lake Elementary School
 Horsefly Elem/Jr Secondary School
 Little Chiefs Primary School
 Williams Lake Indian Band HeadStart Program
 SD 27
 CRDL Williams Lake

<p>reading and writing (in a fun way)</p> <ul style="list-style-type: none"> • Participating in the Anaham Band community event • Family Fest • Worked closely with the RAR Coordinator in 100 Mile House to maximize energy and resources, and to create efficiencies in gathering and submitting articles • Had the City of Williams Lake proclaim the last full week in January as 'Family Literacy Week' • Worked with the City of WL to ensure the Reach-A-Reader & Family Fest banner was prominently displayed before and during Family Literacy week • Invited community members to submit articles on literacy to the newspaper • Collaborated with the Cariboo Regional District Library to support their efforts and activities in celebrating Family Literacy every day during that week 	<p>participate in a community event really helped to extend the CCPL reach beyond Williams Lake. There was an activity table and many books were given away. It was an excellent opportunity to promote literacy and the services in a rural community that is often underserved.</p> <p>Having one person organize the overall media coverage ensured consistency and that there was a common consistent approach and also made it more efficient.</p> <p>The media articles started the second week of January with an article describing the new format. There was excellent coverage on CCPL programs and literacy in general throughout the month with a wide range of contributors. The newspaper took the initiative and sought out some unique stories.</p> <p>The excellent partnership with the library really helps to promote this event and family literacy week as well.</p> <p>The new format was embraced quite effortlessly but it does require more lead time in order to increase the media coverage and have a variety of people submitting articles. It would be beneficial to begin the planning process earlier and invite more people – and perhaps other local newspapers – to participate in celebrating literacy and lifelong learning during Reach-A-Reader</p>	<p>Branch</p> <p>Denisiqi Services Society</p> <p>Community members</p>
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	<p>month.</p> <p>People are aware of CCPL and literacy. There is a real community willingness to help support and engage in our efforts.</p>	
34. Support the Pumpkin Patch Project		
Report is pending.		
35. Determine and Pursue Local Fundraising Activities		
Report is pending.		
Community Literacy Coordination Objectives		
36. Maintain Community Literacy Coordination Role		
37. Embed Literacy Perspective in Public, Private & Non-profit Sector Services		
38. Make Presentations & Maintain a Voice at Community Meetings		
39. Provide Service Provider Expertise Development		
100 Mile House		
CCPL visit/present and have conversations with community connections to promote CCPL services and programs, raise awareness of literacy issues and improve knowledge, skills and attitudes. CCPL	It is harder to measure successes in this area. More people are interested in helping at special events and some service providers have started to connect low literacy skills with other problems like	CCPL Decoda Literacy Solutions & MoE

<p>often share the brochure, business card and copies of articles published in the Free Press newspapers.</p> <p>CCPL talk with small business employers, service clubs, individuals, and service providers about the many programs, services and workshops offered. Discussions about what low literacy means and ways to improve literacy skills. It is explained how to watch for a person who struggles with low literacy with statements like 'I forgot my glasses' or 'I'll take this form home and fill it in'. Also discussed are ways to help a person with low literacy without making that person feel uncomfortable or embarrassed.</p>	<p>addiction, abuse, etc. with their clients and they are reaching out. Donations are always easier to gather when people understand literacy issues and the work CCPL does.</p> <p>CCPL reaching many more people and building a better community.</p> <p>Most people make assumptions about each other and going out and talking opened doors and increased understanding on both sides.</p> <p>Most people really do care and would like to make a difference.</p>	<p>WL Tribune</p> <p>OMH Free Press</p> <p>WLDCU</p> <p>Farrier Pub</p> <p>100 Mile House City Council</p> <p>Tim Horton's</p> <p>Safeway</p> <p>Save-On Foods</p> <p>Nuthatch Bookstore</p> <p>CFEC</p> <p>CIBC</p> <p>Early Bird 108 Lumber</p> <p>108 Mile Supermarket</p> <p>Whimsy Gift Store</p> <p>Cedar Crest Society for Community Living</p> <p>BC Tourism & Info Centre</p> <p>Donna Barnett - MLA</p>
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Williams Lake		
<p>Organized and facilitated a Community Adult Literacy Conversation</p>	<p>The purpose of the meeting was to begin a discussion on adult literacy in the community. Service providers were asked to talk about how they are currently supporting clients with low literacy skills as well as identify any gaps or barriers.</p> <p>Fifteen people representing a range of service providers attended the meeting. It was an excellent opportunity to learn about the range of service people are providing, the challenges with which they are wrestling, and to build new and strengthen existing relationships.</p> <p>There continues to be a real lack of resources and services for adults on the low end of the literacy continuum. Many programs are funded to provide 'quick fixes'. Adult learners with low literacy skills and/or just embarking on the readiness phase of their literacy journey do not fit into this fast track slot.</p>	<p>CCPL Horton Ventures Multicultural and Immigrant Services Society City of Williams Lake Punky Lake Wilderness Camp Society SD 27 CRDL Williams Lake Branch CDC United Way</p>
<p>Network Tables:</p> <ul style="list-style-type: none"> • Communities that Care • Children First Initiative • Early Childhood Development Network • Social Planning Council • Welcoming Communities 	<p>Communities That Care is a collaborative, community-based, prevention focused approach to promoting positive healthy behaviour among youth. As a member at this table, the CLC:</p> <ul style="list-style-type: none"> • promotes the evidence-based emotional literacy program, Positive Action, in schools and the 	<p>CCPL City of Williams Lake SD27 TRU Interior Health</p>

	<p>community;</p> <ul style="list-style-type: none"> • researches and shares youth literacy resources; • promotes the youth financial literacy package CCPL has created; and • ensures literacy is part of project and program planning discussions <p>The Children First Children initiative supports and promotes the healthy growth and development of young children, birth to six years. It uses a community development approach in which local groups work together to assess, identify, and plan for the unique needs of young children in their community.</p> <p>The Williams Lake Early Childhood Development Network provides a forum that enables inter-agency sharing to promote excellence and continuous improvement in professional practice. The network operates from a positive strength-based perspective. All members' voices and strengths are acknowledged and respected in the spirit of cooperation and collaboration. Specific projects this network launched this year:</p> <ul style="list-style-type: none"> • 'Three Year Screening Rack Card' intended to encourage parents to do an informal screening of their three year old and information for additional follow-up; • Free Swim and Storytime for National Child Day; • ECDN Colouring Page; and 	<p>Authority</p> <p>Success by 6</p> <p>Childcare Resource and Referral</p> <p>Women's Contact Society</p> <p>Salvation Army</p> <p>Cariboo Friendship Society</p> <p>Taseko Mines</p> <p>MCFD</p> <p>RCMP</p> <p>Punky Lake Wilderness Camp Society</p> <p>CMHA</p> <p>Denisiqi Services Society</p> <p>Tsilhqot'in National Government</p> <p>Multicultural and Immigrant Services Society</p> <p>United Way</p>
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	<ul style="list-style-type: none"> • Trolley Challenge for Child Care & Speech and Language Month <p>The Social Planning Council of Williams Lake and Area (SPC) is an open forum to facilitate and share information, programs, projects, issues, and connections. The mandate is to inform, recognize, and celebrate social developments to City Council, organizations, and public citizens. The SPC articulated three strategic directions, one of which is poverty reduction. Literacy is one of the pillars under poverty reduction.</p> <p>Welcoming Communities was a one-year community initiative funded by Welcome BC Settlement and Integration Services. Existing services and previous actions were reviewed to make Williams Lake a more welcoming and inclusive community, and identified priorities. This included Safe Harbour Training and a Welcoming Fair at which organizations promoted their services and made connections with the community</p>	<p>Boys' and Girls' Club Restorative Justice Business Improvement Association Concerned citizens Horton Ventures Chamber of Commerce</p>
<p>Williams Lake Accessibility Advisory Committee</p>	<p>The Williams Lake Accessibility Advisory Committee's mission is to remove physical and social barriers which impede the full participation of persons with disabilities in all aspects of community life. CCPL recently started attending these meetings and brought forward the request to expand the mission of the committee to include</p>	

	<p>literacy. CCPL does not have any representatives appointed to the committee; however the committee is very receptive to considering literacy as an accessibility issue.</p>	
<p>One Time Events:</p> <ul style="list-style-type: none"> • OASIS (Outside Agency Service Information Session) organized and hosted by Tsi Del Del Band • Williams Lake Indian Band – Midwinter Festival • National Child Day – Free Swim and Storytime • Junior Council – Volunteer Fair • Aboriginal Day • Children's Festival • Welcoming Fair • Harvest Fair • Anaham Strengthening Families 	<p>Opportunities to promote the mission, work, and services of CCPL to a diverse community. Including sharing information, giving away books, storytelling, puppet plays, arts and crafts tables, recruiting volunteers, recruiting learners, and expanding our networks.</p>	<p>Event locations:</p> <p>Williams Lake Anaham Band Williams Lake Indian Band Tsi Del Del Band</p>
<p>Virtual Learning Portal – Exploring the possibility of one-to-one tutoring in rural and remote communities using a virtual learning portal offered through Frontier College</p>	<p>The Virtual Learning Portal (VLP) was designed by Frontier College in Partnership with Microsoft. Frontier College, Canada's original literacy organization, has been recruiting dedicated volunteers to provide literacy tutoring for many years. The VLP was created so that Frontier College could extend its reach into rural and remote communities. The learner receives tutoring similar to the way they would receive tutoring in a face-to-face setting. This tool is being explored for the SD 27 area because the vast region presents</p>	<p>CCPL Frontier College Aboriginal Mentoring and Training Association TRU Northern Shuswap Tribal Council SD 27</p>

	geographical challenges in the provision of literacy services. The CLC researched the VLP, had discussions with Frontier College on how to explore this tool, and organized a demonstration and follow-up discussion on how the tool might be used here.	First Nations Education Managers
Early Years Centre Test Site	Our community engaged in a collaborative process to prepare and submit a proposal for an Early Years Centre Test Site. The concept is a Virtual Hub that houses all the early years' services, programs, contacts, and other information. It can be accessed by parents, families, and service providers at any time and the StrongStart programs will serve as physical satellite hubs. A hard copy of the resource will also be developed and distributed through CCPL's Books for Babies. It will also be available in physical locations such as pre-schools, medical clinics, public health, service providers, etc.	CCPL SD 27 Success by 6 Women's Contact Society Children First Early Childhood Development Network Communities That Care

Clear & Plain Language Objectives

40. Promote & Share Clear & Plain Language Expertise

Embedded in other activities and services.

Community Event Participation/Involvement Objectives

41. Participate in Children's Festival, Family Fest & Aboriginal Day in Williams Lake

Children's Festival

Puppet shows, storytelling, and craft activities took place in May 2014. Also included were handouts of poems for parents to read with children at home.

The CCPL tent, a puppet theatre and a BRB were on display with an information board, bookmarks, and free new children's books to give away.

Sir Read-a-lot, the moose mascot, was present to hand out bookmarks and pencils.

Children's Festival is a very well attended event in Williams Lake. This is good publicity for CCPL and the BRB program.

This is also a good time for networking with other organizations in the city.

This event costs CCPL nothing but the books for giveaways.

Women's Contact Society

CCPL

PAL volunteers

Family Fest

The 9th Annual Family Literacy Festival in Williams Lake was held on Sunday, February 2, 2014.

The event aims to provide children and their families with a free, educational, and fun event in a warm and safe environment - celebrating families and supporting lifelong literacy.

Activities included:

- Welcome, statistics collection and door prizes
- Giveaway family Fest bags and new book

There were 347 visitors between 10 am and 2 pm. Many stayed for several hours and some for the whole event. Parents were highly engaged in the activities with their children, enjoying a shared learning experience.

Partners and Sponsors (cash funding):

Success by Six, Children First, School District 27 and Daybreak Rotary

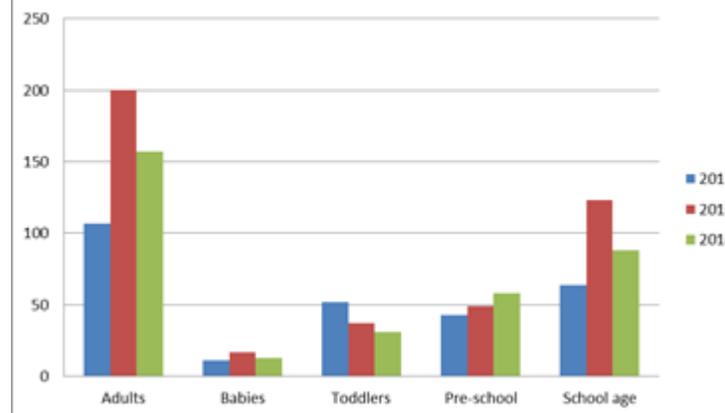
Sponsors and Supporter (In-kind funding):

CCPL, SD 27 &

tokens

- The 'Where I'm From' interactive map
 - Face painting
 - Make your own book mark craft
 - Library information and display
 - Scout Island display and information, including wetlands in winter display with live animals
 - Conservation Society display and information including what is an aquifer interactive display
 - Free skates give away.
 - CCPL Story Tent / Puppet Shows / Music
 - Recyclable art – mess and fun painting recyclables
 - Success by Six display and information
 - Music in the story tent
 - IMSS make a Chinese lantern and celebrate Chinese New Year
 - Snack area - serving food and hot/cold drinks
 - Interior Health - make your own story book
 - Iceberg discovery
 - Children First - melt the ice and find hidden objects
 - SD 27 StrongStart digging for treasure in the sandbox
 - CCPL new book giveaway, book swap, book walk, information and literacy activities
 - Bright Red Bookshelf reading space
- CDC Remote Control Cars – Drag racing down the

Attendance by age



Other event stats:

- Over 250 new books given away
- Over 20 door prizes won
- Over 50 story books made
- 75% reduction in post event landfill waste
- Over 50 professionals and event day volunteers made this event possible.

The addition of two new community partners - Scout Island and Cariboo-Chilcotin Conservation Society with their interactive displays and commitment to support the event in future years.

Welcome back to the Cariboo-Chilcotin Child Development Centre Association to the event after a few years of absence. The remote control cars were a huge hit.

StrongStart, Pregnancy Outreach Program, CDC, Subway, Cool Clear Water, Interior Health, and The Hearth Restaurant. Plus two new community partners - Scout Island and Cariboo-Chilcotin Conservation Society.

What makes this event possible is the hard work of many dedicated professionals and community volunteers who come together and make the day so much fun. This year we had approximately 50 individuals from a wide range of community groups, including a high proportion of youth volunteers and one

<p>school corridor, banner and donation box.</p>	<p>Another highlight was the success of the book swap this year. Last year it was a total flop, but this year many children brought books to exchange.</p> <p>With the help of the Cariboo-Chilcotin Conservation Society, recycling was successfully increased and reduced waste by over 75% compared to last year.</p> <p>The first and most challenging factor is trying to coordinate a large event without knowing how much funding will be available. This prevents the Coordinator from effectively planning ahead.</p> <p>The second challenge is running all the CCPL activities with a finite number of volunteers. Additional volunteers are needed in future in order to maintain the same level of CCPL activities.</p> <p>The final challenge is space and the related safety issues. An alternative downtown location may need to be identified.</p>	<p>very special 9 year old.</p> <p>Total cash expenses for the event were \$2,581 (30% of total event cost).</p> <p>Total in-kind contributions for the event were \$5,935 (70% of total event cost).</p>
<p>Aboriginal Day</p>		
<p>Participated in Aboriginal Day in Williams Lake June 21, 2013 at TRU.</p> <p>Canada's National Aboriginal Day is held annually on June 21 to celebrate their unique heritage, diverse cultures, and outstanding achievements of the nation's Aboriginal peoples. There are three</p>	<p>Many people attended the event throughout the day including children and families from the surrounding communities. School District No. 27 children attended the event as well. Many travelled by school bus.</p> <p>Service providers and team members from other</p>	<p>CCPL team Volunteers TRU</p>

<p>Aboriginal groups in Canada – the First Nations, Inuit, and Métis.</p> <p>National Aboriginal Day events are held in every region across Canada.</p> <p>National Aboriginal Day in Canada gives people of all walks of life the opportunity to celebrate and share knowledge about the Aboriginal peoples' values, customs, languages, and culture.</p> <p>The event provides children and their families with a free, educational, and fun event in a safe environment.</p>	<p>organizations participated in this annual event.</p> <p>There were many things to do including the following activities:</p> <ul style="list-style-type: none"> • storytelling • puppet shows • face painting • assorted crafts • bag painting • book give away <p>Again, we supplied children with free books. Over 200 books were taken home by children of all ages. The level of in-kind support and volunteers is fantastic. With this being a one-day event it is not hard to put together.</p> <p>The biggest challenge to this event is waiting to hear from TRU. Set-up or what time is not determined until the day of!</p> <p>What was learned?</p> <p>It is wonderful to be part of this very special day! To see the delight in a child's eyes as they are able to help themselves to books and activities, to enjoy the many native food choices, and the music. This is all simply amazing. One must be patient as things do not always happen quickly; however, in the end it is so special!</p>	
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42. Participate in Canada Fall Fair & Family Fest in 100 Mile House

Canada Day		
See #11.		
Fall Fair		
<p>The Fall Fair was attended with staff and tutors participating. The new Stakeholder Survey was employed to find out what the public knows about CCPL. They responded by indicating that they were aware of our programs especially the ESL Cafés, the computing classes, and the Bright Red Bookshelf.</p> <p>See #9, 10, &11.</p>	<p>Recruited new learners and tutors.</p> <p>Met and reconnected with community service providers.</p> <p>Survey results are below.</p>	<p>CCPL</p> <p>Rotary</p> <p>South Cariboo Recreation Centre</p>
Family Fest		
See #12.		
43. Promote Sir Read-A-Lot, Moose Mascot		
<p>CCPL Moose Mascot - Our large full body moose mascot was made by a volunteer in April 2010. Sir Read-a-Lot is available to make appearances at schools and literacy events.</p> <p>This year Sir Read-a-Lot made appearances at Reach-A-Reader Day, Family Fest 2013, and numerous school. The mascot also was central in</p>	<p>Sir Read-a-Lot is greeted with smiles and waves wherever he goes and is often caught giving books to children!</p> <p>Good exposure for CCPL.</p>	<p>Many host organizations</p> <p>Volunteers to be the Moose</p> <p>CCPL</p>

our April 2013 Bright Red Bookshelf Book Drive.		
44. Donate Books: Christmas Hamper/Events Projects		
100 Mile House		
<p>At Christmas, CCPL delivered 200 new books for children of all ages. Books were given to different service providers including the Women's Centre, Cariboo Family Enrichment Centre, and the ReMax Christmas Train. Books were also given to the Food Bank and Loaves and Fishes for their food hamper projects. The 100 Mile House and District Women's Centre Society put together Christmas hampers for children and CCPL donated books for those hampers.</p>	<p>Books were given to children of all ages for Christmas.</p> <p>Giving books so that most children in the community receive a new book is very rewarding. Knowing that working with the different service providers to help fill those Christmas hampers is the best!</p> <p>A grandfather met at the ReMax train said one of the things he enjoys most in his life is reading to his granddaughters. He said that his granddaughters love sitting with him and listening to one of the books. Being on a limited income having the books given through the hampers helps his whole family.</p> <p>Funding and trying to help everyone who needs books is always a challenge while so many in the community struggle with housing and food. Giving out the books teaches others to appreciate all the things taken for granted, like buying a new books. For so many getting new books is a real treat.</p> <p>Giving new books encourages parents and</p>	<p>100 Mile House Food Bank</p> <p>CCPL</p> <p>WLDCU</p> <p>CFEC</p> <p>Volunteers</p> <p>ReMax</p> <p>Loaves and Fishes</p> <p>Women's Centre Society</p>

	grandparents to read with their children improving the whole family's literacy. What better gift!	
Williams Lake		
CCPL has donated books to Christmas hamper and community dinner projects around the South Cariboo for over 7 years and allocates funds for these activities on an annual basis.	Over 400 children's books are given to local charity dinners and food hampers at Christmas time. Many supporters choose books giving as a priority for the money they donate to use.	CCPL Yule Tide Dinner – Salvation Army Boys' and Girls' Club
45. Explore Other Possible Tag-on Events for Maximizing Impact & Book Donations		
Embedded in all other activities.		
Community of Learners – Our Target Group – Objectives		
46. Keep the Vulnerable Learner Targets in Sight at the Forefront of Decision Making...Embed		
Embedded in all other activities.		
47. Address Barriers & Promote Access to Learners We Are Not Reaching		
Embedded in programs providing direct service to learners. See other section reports focusing on outreach, know your audience, communication, and relationship building.		
48. Develop Learner Leadership – A Learner on the CCPL Board		

The Board revisited this objective and decided that having a learner on the Board should not be a goal in itself but would be great if it happens. Being able to gather unfiltered learner feedback on programs and services and engage learners in other aspects of volunteerism and leadership throughout the organization may be more meaningful and may better represent a broader range of learners and their experience. Every learner's experience and context is different and gaining access to a range of feedback and input would serve CCPL and learners more than having a lone voice at the Board table.

49. Support Learners to Create their Own Space within CCPL

Embedded throughout this document.

Partnerships & Collaborations Objectives

50. Implement Regional Community Literacy Plan (RCLP)

Review last year's strategic plan. This report constitutes the follow-up reporting on progress - the objective numbers are aligned!

51. Develop a Broad Memorandum of Understanding (MoU) with Key Stakeholders

CCPL has engaged in MoU's with many service partners in the community in both formal (written up and signed) and informal (conversations, email paper trails) ways. Some partners engaged with MoU's include Cariboo Friendship Society, CRD Library, Salvation Army, and TRU. Conversations continue pursuing a formal written document with SD 27.

52. Maintain & Nurture Key Partnerships and Collaborations

53. Establish & Cultivate New Partnerships and Collaborations

Embedded throughout this document.

54. Increase CCPL's Voice to Government Stakeholders

CCPL has been engaged in a number of activities with government funders this year. CCPL participates in the CALP review process by giving feedback in written and interview formats to AVED-IT. CCPL has worked with Decoda Literacy Solutions to add to the community voice to government and have worked with other community members to lobby government to reinstate community literacy coordination funding from the Province of British Columbia. CCPL have worked with JTST to streamline the transition with the provincial ESLSAP funding model to the federal Citizen and Immigration Canada stream. CCPL have also consulted extensively Citizenship and Immigration Canada on the new program, funding, and negotiated a contribution agreement.

Strategic Management Plan

Goals & Broad Objectives for 2014-15

Note: Objectives are numbered under focus areas and are what CCPL sets out to do in addition to normal program deliverables. Based on the renewal of current funding, the plan-to-do list items are marked by regular font, while our wish list is in *italics*.

Long Term Strategy/Goal #1: Lifelong Continuum Programming & Services

CCPL will serve the literacy development needs and the literacy challenges faced by community members with a purposeful focus on marginalized learners.

While the programs are built on the principle of universal access, work to connect individuals with existing community supports that best fit their needs and focus the time where gaps exist and those who are underserved. When early years, youth, and family literacy initiatives are undertaken, CCPL will undertake activities that promote literacy, learner-centred direct adult learning, parent-child together time, and/or inter-generational literacy activities. CCPL will offer quality readiness, learning, and engagement opportunities for individuals to reach their potential and fully participate in society.

2013-14 Programming & Services Activities/Actions

Early Years – 0-5 & Family Literacy

1. Maintain Books for Babies (B4B).
2. Maintain Bright Red Bookshelf Program (BRB).
3. Promote Family Literacy.

Youth - 12-18

4. Donate books for youth if requested.

Adults – 19+

5. Maintain Partner Assisted Learning (WLPAL) in Williams Lake.
6. Maintain Aboriginal Program in (WLAP) Williams Lake.
7. Maintain Partner Assisted Learning (OMHPAL) in 100 Mile House.
8. Maintain Roaming Literacy Advocate services in 100 Mile House.
9. Maintain Reaching Learners: Group tutoring, computer literacy, ALAPS & Community Learning Cafés in 100 Mile House.
10. Maintain Citizenship & Immigration Canada Program (CIC) in 100 Mile House.
11. Continue to offer and embed Financial Literacy services and support.

Seniors – 55+

12. Maintain Seniors' Reading program through OMHPAL, Seniors' Village activities through WLPAL, and Computer Literacy initiatives through WLPAL & OMHRL.

Long Term Strategy/Goal #2: Literacy Infrastructure

CCPL will be a cohesive, networked, mission-driven, non-profit organization practicing clear direction and consistent operating principles.

CCPL will work towards increasing internal (Board members and Directors, employees/contractors, volunteers) accountability to mission, governance and performance. Tools and processes will be developed and implemented to promote individual and organizational learning, document history, and improve organizational communication.

2013-14 Literacy Infrastructure Activities/Actions

Diversify Funding

1. Pursue mission-driven financial diversification – grant applications, foundations research, and social enterprise exploration.

Seek a Space/Place

2. Maintain 100 Mile House space and research and remain open to free, long-term, strategically located, storefront place/space opportunities in Williams Lake.

Accountability

3. Develop annual work plans and budgets aligned with the annual action plan.
4. Complete policies and procedures manual.
5. Prepare annual Regional Community Literacy Plan.
6. Review and assess current methods, plan, and deliver thank you recognition in multiple ways to our diverse contributors. Prepare a best practices one-pager.
7. Implement organizational monitoring and evaluation tools
8. Develop strategies to gather unfiltered community feedback from service providers, partners & collaborators; learners and constituents.

Manage and Share Data

9. Maintain a system for filing, storing, and maintaining documents – currently DropBox.
10. Explore long-term learner tracking possibilities.
11. Improve human resource management tools, documents, and processes including a documented staff coverage or buddy system.
12. Plan for and initiate strategic, purposeful succession planning for Board and employees- medical rep, legal rep, business ties, financial community.
13. Promote self-care.
14. Build capacity through strategic professional development, in service expertise sharing and volunteerism.

Long Term Strategy/Goal #3: Community Development

CCPL will take a community leadership role to:

- **raise literacy awareness,**
- **promote an understanding of literacy issues and increase sensitivity to individuals with literacy challenges;**
- **increase value for learning, literacy and essential skills (LES) as core individual and community building foundations;**
- **view social issues through a LES lens; and**
- **promote lifelong learning through formal, informal and non-formal means (See 1 pager on Learning Approaches).**

CCPL will support and link other service providers in the community by providing unique services; avoiding competition for common funds; and working collaboratively with other groups to embed LES services, understanding and expertise.

2013-14 Community Development Activities/Actions

Marketing, Branding, and Social Awareness

1. Review, update and implement Communication Plan – identify priorities.

Local Fundraising

2. Coordinate Reach a Reader.
3. Support the Pumpkin Patch project – Thyme for Tea.
4. Explore, choose, and pursue local fundraising activities (ex. Chili Cook Off, Raffle Ticket...).

Community Literacy Coordination

5. Maintain Regional Community Literacy Plan (RCLP).
6. Maintain Community Literacy Coordination role.
 - Embed literacy perspective in public, private, and nonprofit sector services
 - Make presentations and maintain a voice at community meetings
 - Provide service provider expertise development
 - Work on the development of early child, youth, family & workforce/place initiatives in collaboration with other stakeholders to embed and share expertise

Clear and Plain Language

7. Promote and share Clear and Plain Language expertise

Community Event Participation/Involvement

8. Participate in Williams Lake community events (ex. Children's Festival, Family Fest and Aboriginal Day)
9. Participate in 100 Mile House community events (ex. Canada Day, Fall Fair)
10. Promote Sir Reads-a-Lot Moose mascot
11. Donate Books: Christmas hamper/event projects

Community of Learners

12. Keep the vulnerable learner target in sight at the forefront of decision making...embed
 - Address barriers and promote access to learners we are not reaching
 - Develop learner leadership (a learner on our board)
 - Support learners to create their own space within CCPL

Partnerships and Collaborations

13. Develop a broad memorandum of understanding with key stakeholders
14. Maintain and nurture key partnerships/collaborations while establishing and cultivating new partnerships/collaborations
15. Increase CCPL's voice to government and other stakeholders

Acronyms

ALAPS/LAPS – Aboriginal Literacy and Parenting Skills
AVED-IT – Ministry of Advanced Education, Innovation and Technology
B4B – Books for Babies
BRB – Bright Red Bookshelf
CALP – Community Adult Literacy Program
CC – Cariboo-Chilcotin
CCPL – Cariboo-Chilcotin Partners for Literacy Society
CDC – Child Development Centre
CFEC – Cariboo Family Enrichment Centre
CIC – Citizenship & Immigration Canada
CRDL – Cariboo Regional District Library
ED – Executive Director
ESLSAP – English as a Second Language Settlement Assistance Program
JTST – Ministry of Jobs, Tourism and Skills Training
LOC – Literacy Outreach Coordination
MCFD – Ministry of Children and Family Development

MoE – Ministry of Education

OMH – 100 Mile House

PAL – Partner Assisted Learning

RCLP – Regional Community Literacy Plan

SD27 – School District No. 27

TD/SEDI – Toronto Dominion/Social and Enterprise Innovations Development

TRU – Thompson Rivers University

WC – Welcoming Communities

WL – Williams Lake

WLDCU – Williams Lake & District Credit Union

Signatures

Mr. Mark Thiessen

Date: _____

Superintendent of Schools
School District No. 27, Cariboo Chilcotin

Mr. Bruce Mack

Date: _____

President
Cariboo-Chilcotin Partners for Literacy Society

Ms. Tanya Guenther

Date: _____

Chairperson, Board of Education
School District No. 27 (Cariboo-Chilcotin)