



ADULT  
LITERACY



ESL



ESSENTIAL  
SKILLS



FAMILY  
LITERACY

## 2013-2014 Action Plan and Progress to Date

### Four Themes for Action

Communication

Collaboration

Public Awareness

Access for All

Tri-Cities  
Literacy  
Committee



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### CURRENT YEAR REFLECTIONS

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#### 2) Community context

- a. [What happened in the community over the past year](#) that impacts people in the community and the ability of organizations to support literacy development? Consider both positive and negative impacts.

#### 3) Community development and literacy collaboration

- a. What are the [important collaborations](#) that have taken place to support literacy and the work of the task group?
- b. What are the essential ongoing collaborations? – See above
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#### 4) Goals and actions for the current year

- a. What priorities, goals or objectives have you addressed this year? – [Key highlights](#) | [Full charts](#)
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#### 5) Indications of success

- a. [How do you know](#) that actions taken are working to support literacy?
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### FOR THE COMING YEAR

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3. What will be required to meet the goals and effectively employ actions for the coming year? – See above

*Literacy partnerships*

### THE TASK GROUP

#### Working Together

The Tri-Cities (Coquitlam, Port Moody, Port Coquitlam) community literacy planning process began in 2005. The resulting Community Literacy Plan was integrated in 2008 with the District Literacy Plan to create the Integrated Community Literacy Plan, to which this document is an update.

**Vision Statement:** The Tri-Cities Literacy Committee envisions a future where all community members are aware of and have equitable access to timely, adequate, effective and affordable literacy programs. Literacy is a right, enabling individuals to participate fully in our community.

**Mission Statement:** The Tri-Cities Literacy Committee engages partners in a collaborative process to explore and enhance literacy services in our community.

### TASK GROUP STRUCTURE

The Tri-Cities Literacy Committee currently includes:

- Literacy Committee (all individuals)
- Steering Committee, including the Chairs of the Working Groups
- *External Partner Committees:* Early Childhood Development (MCFD), Middle Childhood Matters, Family Play & Learn Planning Committee

The Working Groups currently include:

- Adult Literacy
- ESL
- Family Literacy
- *Essential Skills (until October 2012)*

Individual members involved in the Task Group can be found in the Directory at the end of this document.

### PURPOSE, VALUES, AND BELIEFS

#### Purpose

The Tri-Cities Literacy Committee exists to support and improve literacy in our community. We are a resource, raising awareness about literacy and facilitating access to services. We strive to identify and address systemic gaps and provide networking opportunities for community members. Tri-Cities literacy programs are enhanced through collaboration, connections, sharing information and the implementation of our Literacy Plan.

#### Values and Core Beliefs

The Tri-Cities Literacy Committee values respect, inclusion, equity, diversity, open communication and creative thinking. We view literacy as “cradle to grave” and believe everyone has the right to be a literate citizen. Literacy is a survival skill, and literacy challenges are recognized as barriers to individuals becoming fully-engaged community members. There is great value in engaging key partners, working collaboratively, providing networking opportunities and sharing resources to enhance literacy for all.



The work we are doing is important to our community, and as a group we are able to make a significant difference.

#### Definition of Literacy

Literacy is the ability to read, understand and express oneself verbally and in writing in order to achieve one's goals and fully

participate in community and its development. This definition is inclusive of all people with literacy needs.

## ABOUT THE COMMITTEE

### BUILDING ON COLLABORATION

#### Supporting Literacy and the Work of the Task Group

The Tri-Cities Literacy Committee and all of the Working Groups are models of collaboration. Interested community members are drawn together to explore broad or specific areas of literacy, to identify gaps and to develop strategies for creating or enhancing programs, resources and services.

#### Important Collaborations over the Past Year

During this past year, important collaborations have taken place in order to accomplish the Committee's goals. For example, collaboration between more than ten community partners provided a much needed outdoor summer literacy program, Stories Galore and More, for families in three communities. This literacy program would not have succeeded without these collaborations. The Annual ELSA picnic that was attended by over 400 ELSA students is another example of successful collaboration between literacy providers in the Tri-Cities area.

Collaborations have also developed because of the Working Groups and the projects that have been identified by them. The Family Literacy Working Group collaborated with the Coquitlam Centre mall to provide an exciting program for patrons to celebrate Family Literacy Day in January. All three municipal libraries have collaborated through the Adult Literacy Working Group to provide Adult Learner Book Clubs in each of the libraries. The ESL Working Group has representatives from all four ELSA providers in the Tri-Cities.



### ESSENTIAL COLLABORATIONS

#### Essential Ongoing Collaborations

In order for the work to continue, it is essential to support and build the existing Working Groups. The collaborations that take place during Working Group meetings enable conversation, discussion and action by twenty-five different representatives from eleven community organizations.

Other essential ongoing collaborations involve the Literacy Committee having a face at other community committees including the Tri-Cities Early Childhood Development Committee (MCFD) and the Middle Child Matters Committee, and at many events and initiatives organized by these external partner committees, such as the Tri-Cities Healthy Kids Fair.

The Tri-Cities Literacy Committee is always exploring new areas of potential interest that could include members from the business community and the local government.





### SUCCESSFUL ASPECTS

#### Working Together for Success

The two most important contributing factors in the success of literacy work in the Tri-Cities are continued funding and community collaboration. Adequate funding ensures progress by providing a Literacy Outreach Coordinator to facilitate the work. It also enhances the ability of the Working Groups to engage in significant community projects.

Collaborations work well when there is a shared interest as well as a commitment to making a difference. Relationships have been built between members of the Literacy Committee and these relationships help to foster the shared interest and commitment to literacy.

After years of being involved in this process, Literacy Committee partners continue to devote staff time, provide in-kind support, promote awareness and engage with literacy in the Tri-Cities.

Both School District 43 and the Coquitlam Public Library have provided tremendous in-kind support to the Literacy Committee by providing administrative help, rooms for meetings and personnel to ensure that the collaborations are successful.

Community collaboration brings the many partners interested or engaged in literacy together, a process which allows a great deal to be accomplished with limited resources. Partners share ideas, staff time, space and office supplies and any other in-kind contributions that are required to make things happen.



### ONGOING CHALLENGES

#### Challenges

**Sustainable funding** is the most significant ongoing challenge. Without the position of Literacy Outreach Coordinator, the Tri-Cities community would be unable to sustain the level of progress and success we have achieved. Ensuring continued financial support for the position of Literacy Outreach Coordinator is essential. Additional funds allow a variety of community initiatives and collaborations to get off the ground and are necessary to the continued development of community literacy.

**Time** is always a challenge when collaborating with community partners. While the Committee has been very fortunate that organizations and individuals have recognized and committed to this process, it is a reality that everyone is stretched to the limit.

**Partnering with government and business** is increasingly a focus in order to improve awareness of, and responsiveness to, literacy issues. This can be challenging in the Tri-Cities because of the multiple municipal governments.

**Access to services** is another ongoing challenge. Community partners are proactive in strategizing and exploring ways of ensuring services and resources for all, and there continues to be a sense that we are reaching new communities and individuals through our variety of initiatives and methods of delivering programs.

**Bureaucratic challenges** remain in supporting ESL learners in our community. Many immigrants, particularly those who have lived in the region for a number of years, are not eligible for ELSA programs. Accessibility is a challenge as we try to develop creative ways of supporting those who fall through the cracks.

**Changes** in the community and on the Committee provide challenges as well. As our community continues to change, it is a challenge to be aware of and understand the literacy needs of our most vulnerable citizens. New community representatives involved in the Committee means the inclusion of additional experiences and expertise but also changes in the level of historical knowledge about the development of the Committee's structure.

## KEY ACTIONS FROM THE PAST YEAR

In addition to being a year of collaboration, action and reflection, Year 5 has been one of celebration, marking five years of community literacy work by the Task Group and the five year anniversary of Family Play and Learn Nights involving numerous community partners. Over the past year, the Tri-Cities Literacy Committee has continued to address for "Theme for Action" areas: Communication, Collaboration, Public Awareness and Access for All. **This section highlights some key actions undertaken in the past year. Each "Theme for Action" area is reported on in depth in the full charts following this section.**

## COMMUNICATION

### "Literacy is Everyone's Business" Celebration

On February 13, 2013, forty people attended a celebration of the work of the Tri-Cities Literacy Committee. The event featured speakers including Rhian Piprell, director of the Coquitlam Public Library, and author Daniel Vaillancourt, who spoke about his journey of learning to read and write as an adult with assistance from tutor Cathy Sonneberg.



### Monthly Newsletter and Website

The Literacy Outreach Coordinator writes a monthly newsletter that includes information about community literacy news, events and resources. The newsletter has a growing list of recipients and is currently sent out to over 100 community contacts each month. Literacy information is also made available through the Tri-Cities Literacy Committee website, which hosts minutes from the Working Group meetings.

## COLLABORATION

### Community Resource Map

Feedback for the 2012 Community Resource Map has been very positive. The Tri-Cities Literacy Committee and the Early Childhood Development Committee (MCFD) collaborated to develop an [online interactive version](#) of the Map. The online interactive version was completed in June 2013.

### Stories Galore and More

The Family Literacy Working Group used the Raise-A-Reader Funds for a Summer Family Literacy Program. For six weeks throughout the summer ten community partners worked together to offer Stories Galore and More in six parks and one family drop-in centre per week. Two facilitators were hired and the program reached 170 children and adults each week for six weeks. The program successfully connected parents with resources. The program also enabled other goals to be met. For example, information about Adult Literacy Classes was given to interested adults who were at the program.



### Annual ELSA Canada Day Picnic

Our fourth annual ELSA Canada Day picnic is planned for June 27, 2013. Last year's event was attended by the local mayors and approximately 400 participants, representing all three of our local ELSA providers. This full day of activities continues to provide an opportunity for learners to

connect with students from other sites and to explore and celebrate Canadian culture.

## KEY ACTIONS FROM THE PAST YEAR

### PUBLIC AWARENESS

#### Essential Skills Fair

The Essential Skills Fair (September 20, 2012) was organized by the Essential Skills Working Group. It was very successful with almost 200 people participating and receiving information about essential skills from a variety of schools and community organizations.



#### Family Literacy Day Celebration

The Committee continues to be involved in monthly Family Play & Learn Nights at Coquitlam Centre. Ten times per year, 60 to 80 children aged 3 through 10 participated in craft and activity tables as well as a storytime led by one of our public library partners. While there were always some new faces at this drop-in program, many families returned every month to participate. The five-year anniversary of Family Play & Learn Nights was celebrated through a full-day event at Coquitlam Centre on January 30. The theme was "Family Literacy" to coincide with Family Literacy Day.

#### Books for BC Babies

Distribution of approximately 1000 Books for BC Babies bags has continued this past year. There has been an advertising "push" about the availability of this program, which is organized by the Literacy Outreach Coordinator. This project is made possible by support from our local public libraries, public health, School District 43 and the Tri-Cities Early Childhood Development Committee (MCFD).

### ACCESS FOR ALL

#### Tutoring for Refugee Women

A pilot project began in April 2013 to support refugee women in the Burquitlam corridor in learning how to read. The project is a partnership bringing together child-minding and tutoring services in an accessible location for the women.

#### Volunteer Language Bank

The Volunteer Language Bank continues to run, with trained volunteer translators available to support individuals and organizations with the translation of over fifteen languages in our community. Approximately one request is received per week and the translators were used for Stories Galore and More. This project has provided an opportunity for bilingual and multilingual newcomers and longer-term residents to engage in meaningful volunteer experiences and also allows individuals with English challenges to more fully engage in the community.



#### Adult Learner Book Clubs

Monthly and bi-monthly book clubs started in 2012 in each municipality. Each club is attended by an average of five to twelve people. In 2013, additional book sets were purchased and delivered to all three public libraries.

# Full Chart for Theme for Action: COMMUNICATION

Goals	Action Strategies	Status	Leadership
To continue to strengthen communication among all agencies providing literacy programs and services within the Tri-Cities area	<ul style="list-style-type: none"> <li>Continue to meet regularly as a Tri-Cities Literacy Committee</li> <li>Maintain a Tri-Cities Literacy Outreach Coordinator (LOC) to organize and facilitate regular meetings and reach out to other community partners</li> <li>Reach out to organizations not already represented on the Committee</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings held with Steering Committee and Working Groups (once every two months)</li> <li>LOC continues to be engaged in literacy work throughout the community</li> <li>New partners have been engaged in the work</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> <li>Community Partners</li> </ul>
To strengthen communication among agencies involved in providing early literacy programs and services	<ul style="list-style-type: none"> <li>Participate in all ECD Committee meetings</li> <li>Continue to include ECD Coordinator as a participant in all Tri-Cities Literacy Committee and Steering Committee meetings</li> </ul>	<ul style="list-style-type: none"> <li>LOC participates in ECD Committee as well as the Professional Development and Neighbourhood Planning Sub-Committees</li> <li>ECD Coordinator continues to be involved with the Steering Committee and is also Co-Chair of the Family Literacy Working Group</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Family Literacy Working Group</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Tri-Cities Early Childhood Development Committee (MCFD)</li> <li>Tri-Cities ECD Coordinator</li> </ul>
To strengthen communication and liaison between School District 43 and members of the early learning community	<ul style="list-style-type: none"> <li>Support implementation of early learning programs in schools</li> <li>Enhance liaison between early learning service providers and Kindergarten teachers</li> </ul>	<ul style="list-style-type: none"> <li>Programs continue to grow as funding is available; opportunities for collaboration continue to be explored</li> </ul>	<ul style="list-style-type: none"> <li>SD43 Early Learning Coordinator</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Tri-Cities Early Childhood Development Committee (MCFD)</li> </ul>
To continue to strengthen communication and liaison among adult literacy service providers	<ul style="list-style-type: none"> <li>Continue to meet as a Working Group to discuss common concerns</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy Working Group continues to meet regularly (once every two months)</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy Working Group</li> <li>Tri-Cities Literacy Outreach Coordinator</li> </ul>
To continue to strengthen communication and liaison among providers of ESL services	<ul style="list-style-type: none"> <li>Continue to meet as a Working Group to discuss common concerns</li> </ul>	<ul style="list-style-type: none"> <li>ESL Working Group continues to meet regularly (every two months or as needed)</li> </ul>	<ul style="list-style-type: none"> <li>ESL Working Group</li> <li>Tri-Cities Literacy Outreach Coordinator</li> </ul>
To continue to strengthen communication across all communities and among all residents in the Tri-Cities area	<ul style="list-style-type: none"> <li>Actively solicit the participation of Anmore and Belcarra community representatives</li> <li>Develop tools (e.g. website, display board, etc.) to promote our message</li> <li>Build public awareness through community engagement events</li> </ul>	<ul style="list-style-type: none"> <li>Website; monthly newsletter</li> <li>Display board is used at a variety of events</li> <li>LOC participates in community events such as Play &amp; Learn Nights, Healthy Kids Fair, etc.</li> <li>Play &amp; Learn celebration held in spring 2013</li> <li>Annual ESLA Canada Day picnics</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> <li>Community Partners</li> </ul>
To promote a broader regional and provincial perspective on literacy planning and coordination	<ul style="list-style-type: none"> <li>Participate in regional and provincial events that focus on literacy planning</li> <li>Encourage coordination of strategies across communities involved in implementing Literacy Plans</li> </ul>	<ul style="list-style-type: none"> <li>LOC and Co-Chairs have participated in Regional Meetings and continue to meet with counterparts in other communities</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> </ul>



# Full Chart for Theme for Action: COLLABORATION

Goals	Action Strategies	Status	Leadership
To support, enhance and expand existing literacy links and collaborations	<ul style="list-style-type: none"> <li>Continue meetings of the Tri-Cities Literacy Committee</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings held with Steering Committee and Working Groups</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> <li>Community Partners</li> </ul>
To continue to examine literacy needs and gaps	<ul style="list-style-type: none"> <li>Continue to meet in Working Groups</li> <li>Explore possible partnerships to address needs and gaps</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy, ESL and Family Literacy Working Groups continue to meet regularly</li> <li>Gaps and opportunities continue to be explored through our Steering Committee, Working Groups, and with community partners including business and government</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy Working Group</li> <li>ESL Working Group</li> <li>Family Literacy Working Group</li> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Community Partners</li> </ul>
To support, enhance and expand existing literacy links and collaborations in early learning and family literacy	<ul style="list-style-type: none"> <li>Continue and expand partnerships and collaborative programs and services, such as Books for BC Babies; Ready, Set, Learn; Parent-Child Mother Goose; and StrongStart Centres</li> </ul>	<ul style="list-style-type: none"> <li>Community Resource Map printed and distributed in spring 2013; <a href="#">online interactive version</a> completed in June 2013</li> </ul>	<ul style="list-style-type: none"> <li>SD43 Early Learning Coordinator</li> <li>Family Literacy Working Group</li> <li>Tri-Cities Early Childhood Development Committee (MCFD)</li> <li>Tri-Cities Literacy Outreach Coordinator</li> </ul>
To support, enhance and expand existing literacy links and collaborations in adult literacy	<ul style="list-style-type: none"> <li>Continue to meet as a Working Group to share programs and build linkages</li> <li>Develop and bring proposals for particular situations and target groups to the Tri-Cities Literacy Committee</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy Working Group continues to meet once every two months</li> <li>Adult Learner Book Clubs sustained in all public libraries; more books purchased</li> <li>Literacy tutoring program available through Douglas College and Coquitlam Public Library (CPL)</li> </ul>	<ul style="list-style-type: none"> <li>Adult Literacy Working Group</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Community Partners</li> </ul>
To support, enhance and expand existing literacy links and collaborations in ESL literacy for adults and families	<ul style="list-style-type: none"> <li>Continue partnering to offer English Practice Groups</li> <li>Collaboratively explore volunteer opportunities for one-to-one literacy tutoring</li> <li>Strengthen linkages between formal and informal ESL learning opportunities</li> </ul>	<ul style="list-style-type: none"> <li>English Practice Groups continue to be successful</li> <li>Pilot Tutoring program for refugee women began in April 2013</li> <li>ESL Working Group continues to meet regularly to explore and pursue possibilities</li> <li>Health Literacy Kits continue to be used in four locations</li> </ul>	<ul style="list-style-type: none"> <li>ESL Working Group</li> <li>Adult Literacy Working Group</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Community Partners</li> </ul>
To develop links and transition strategies among the three priority groups: early learners and their families; adult literacy learners; and ESL adult literacy learners and families	<ul style="list-style-type: none"> <li>Review priorities regularly</li> <li>Continue to focus on links</li> </ul>	<ul style="list-style-type: none"> <li>Working Groups and the Steering Committee review their own priorities regularly</li> <li>Review of broader Committee priorities was conducted in 2010 and again in 2012; continual review by Steering Committee</li> <li>Working Group Chairs are connected through the Steering Committee</li> <li>LOC is involved with the Steering Committee and all Working Groups</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Working Groups</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Community Partners</li> </ul>

## Full Chart for Theme for Action: PUBLIC AWARENESS

Goals	Action Strategies	Status	Leadership
To raise awareness among service providers working with the public of the array of literacy-related programs and services available in the Tri-Cities area	<ul style="list-style-type: none"> <li>Develop and publicize a comprehensive directory of literacy programs and services in the Tri-Cities area by:                             <ul style="list-style-type: none"> <li>Utilizing the existing Decoda Literacy Solutions online directory</li> <li>Completing and maintaining information for the Tri-Cities</li> <li>Linking the directory to community websites in the Tri-Cities area</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Community partners are reminded to update their information on the Decoda Literacy Solutions site annually</li> <li>Website continues to be updated</li> <li>ECD/Literacy Resource Map was developed and published in winter 2012; online interactive version completed in June 2013</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Community Partners</li> <li>Tri-Cities Early Childhood Development Committee</li> </ul>
To increase public awareness of literacy opportunities in the Tri-Cities area	<ul style="list-style-type: none"> <li>Continue to support monthly Family Play and Learn events at the Coquitlam Centre Mall</li> <li>Bring a literacy lens to existing community events for specific audiences</li> <li>Coordinate publicity with Decoda Literacy Solutions celebrations</li> <li>Explore partnerships with local businesses and business organizations, e.g., IKEA, Chamber of Commerce, etc., to co-sponsor literacy events</li> <li>Continue to publish and distribute the ECD Calendar and Directory</li> </ul>	<ul style="list-style-type: none"> <li>LOC participates in a variety of community events, including Middle Childhood Matters Committee, Play &amp; Learn Planning Committee, Healthy Kids Fair, Rotary Clubs, Tri-Cities Champions for Young Children Awards of Excellence, etc.</li> <li>LOC promotes Decoda Literacy Solutions celebrations and shares information</li> <li>Opportunities for engaging government and local businesses are explored on an ongoing basis. For example, the LOC has recently met with Target about their interest in participating in community literacy projects.</li> <li>ECD Calendars and the Community Resource Map are distributed in Books for BC Babies bags</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Play &amp; Learn Planning Committee</li> <li>Tri-Cities Early Childhood Development Committee (MCFD)</li> <li>School District 43</li> <li>Literacy Outreach Coordinator</li> <li>Literacy Committee Members</li> <li>Community Partners</li> </ul>
To engage municipal governments in promoting literacy in the Tri-Cities area	<ul style="list-style-type: none"> <li>Present the Integrated Community Literacy Plan to City Councils</li> <li>Explore possibilities for a Community Literacy Day and other joint initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Council members from Port Coquitlam and Coquitlam are engaged</li> <li>Family Play &amp; Learn five-year anniversary celebration was held in January 2013</li> <li>Family Literacy Day is celebrated annually</li> <li>Annual ELSA Canada Day picnic</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Tri-Cities Literacy Steering Committee</li> <li>Family Literacy Working Group</li> <li>ESL Working Group</li> <li>Community Partners</li> </ul>

## Full Chart for Theme for Action: ACCESS FOR ALL

Goals	Action Strategies	Status	Leadership
To identify strategies that support the development of appropriate literacy outreach services for all	<ul style="list-style-type: none"> <li>Continue to identify individuals and groups who are not currently accessing available services</li> <li>Explore possible funding alternatives and community partnerships to support outreach services</li> <li>Identify appropriate forms of communication that would connect with specific groups</li> <li>Explore strategies to reduce barriers that prevent individual access to available literacy programs and services</li> <li>Continue to explore a coordinated approach to improving access to literacy services and resources</li> <li>Explore different forms of media communication to reach specific groups, with an emphasis on plain language and translation</li> <li>Promote literacy opportunities in our communities</li> </ul>	<ul style="list-style-type: none"> <li>Gaps continue to be explored through the Steering Committee and Working Groups</li> <li>Funding alternatives are explored through the Steering Committee and Working Groups</li> <li>Working Groups and community partners continue to explore ways of reaching new populations</li> <li>Working Groups and community partners continue to explore gaps and barriers to participation</li> <li>Working Groups and community partners continue to explore ways for increasing program accessibility</li> <li>Website continues to be updated</li> <li>Community partners have an increased awareness of plain language</li> <li>Translation services are offered through our Volunteer Language Bank</li> <li>During the second summer literacy event, partners will communicate with community members about their programs</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> <li>Community Partners</li> </ul>
To build and enhance comprehensive system-wide community literacy services in partnership with School District 43	<ul style="list-style-type: none"> <li>Share success stories and resource knowledge across the community</li> <li>Support the development of Neighbourhood Learning Centres</li> </ul>	<ul style="list-style-type: none"> <li>Monthly News &amp; Events Updates are sent to members</li> <li>Updates are provided at community tables, including ECD and Middle Child Matters</li> <li>Website continues to be updated</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> <li>Community Partners, including School District 43</li> </ul>
To advocate for improved and sustainable literacy programs and services	<ul style="list-style-type: none"> <li>Advocate for changes that would increase accessibility and support for participation in literacy-related opportunities</li> <li>Advocate for sustainable funding for all literacy programs</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities for advocacy are explored through the Steering Committee in Working Groups</li> <li>Information is shared regarding the need for continued support for literacy programming</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Cities Literacy Steering Committee</li> <li>Tri-Cities Literacy Outreach Coordinator</li> <li>Working Groups</li> </ul>

### COMMUNITY UPDATE

#### Diversifying and Densifying Population

The population of immigrants and English language learners in the Tri-Cities continues to increase. Community organizations are actively engaged in developing and delivering services to this growing community.

Refugees settling into the community continue to have diverse needs, with many entering programs at a pre-literacy level. The Literacy Committee has discovered the need to work with refugees who are not able to access community literacy classes. The Committee is working to reduce the barriers that limit refugees in accessing assistance.

New structures are being built in the Tri-Cities including in the Austin Heights and Coquitlam Centre areas, densifying the population. New service points, including the now-opened Coquitlam Public Library City Centre branch, are being developed partially in response.

#### The Tri-Cities and the 2011 Census

As compared to the 2006 Census, population density increased in all communities except Belcarra. The greatest growth was in the village of Anmore at a rate nearly 12% higher than the national average.

In Coquitlam, Port Moody, and Anmore more individuals have a non-official language as a mother tongue and speak a non-official language most often at home as compared to 2006. In Anmore, the increase is a significant 6.2% and 4.1% respectively. 35% of individuals living in the Tri-Cities have a non-official language as a mother tongue. Korean, Cantonese, Farsi, Mandarin, Tagalog, Spanish, Russian, Polish and Punjabi are the most common non-official language mother tongues.

83% of individuals living in the Tri-Cities are over the age of 15, with the highest percentage living in Belcarra (88%).

#### Economic Situation and Funding

The funding cuts of the past few years have had a lasting impact, reducing the capacity of many organizations to deliver services.

The Books for BC Babies program has yet to find permanent funding since the cuts which took place in 2009. In the Tri-Cities, the program has continued to be supported through the Literacy Committee.

In other arenas, there is new funding. The United Way is funding a new five-year project in a Port Moody/Coquitlam neighbourhood. The project, called My Neighbourhood, My Future, may offer literacy partnership opportunities.

Target has recently opened a store in our community. They are very interested in some literacy partnerships.



#### Expansions

Coquitlam Public Library's new City Centre Branch has opened and is serving a large population. The new branch is experiencing very high interest in programs including baby times. In all of the Tri-Cities libraries, Adult Learner Book clubs have become sustainable.

School District 43 continues to expand options for learning, such as through the addition of the Suwa'lk Learning Centre and the Inquiry Hub. Other programs of support, such as Community Hubs, are being reorganized to meet the needs of learners. A new Aboriginal Education Enhancement Agreement is in development. The new James Park Elementary School building opened in fall 2012 and there are other new school buildings in various phases of construction.

Organizations recognize the diverse needs of newcomers and refugees. Efforts are being made to respond to the demand for pre-literacy programs.

New options for transportation in the Tri-Cities area will include the Evergreen Line; construction is now underway.



### LOOKING FORWARD

#### Adjustments to the Plan

Due to the flexible nature of the plan, new opportunities can generally be accommodated into the existing framework. For example, after the Essential Skills Fair in September, the Working Group decided not to meet anymore. Instead, some members of the Working Group joined the Adult Literacy Working Group or the ESL Working Group.

#### Addressing the Changes

A number of potential opportunities are being explored by the Working Groups to continue to address the Action Plan and also to respond to changes in the community. For the 2013-2014 year, these include:

##### Projects and Events:

- Stories Galore and More (year 2)
- Clear Language Workshops
- Free Little Libraries (*see photo on next page*)
- Writing Workshops for Seniors
- 2014 Community Resource Map

##### Initiatives and Expansions

- Social media site, e.g. Facebook
- Expanding ESL resources
- Reaching out to the business community and local government
- Expanding tutoring opportunities for refugee women who have limited access to community literacy classes

#### Effectively Employing Actions

The Literacy Outreach Coordinator is essential to ongoing progress. With a funded Coordinator, literacy has a better chance of being “front and centre” in all aspects of community life.

The work of the Literacy Committee, Steering Committee, Working Groups and Literacy Outreach Coordinator in collaboration with community partners including School District 43 will continue to allow progress in the coming year.



## MONITORING AND EVALUATION

### Criteria for Evaluating the Planning Process

Effectiveness of this process will be monitored and evaluated against the following criteria:

- To what extent does the process support communication and collaboration among schools and community agencies to sustain and expand the multiplicity of literacy programs and services offered to diverse segments of the Tri-Cities population?
- To what extent does the process improve linkages between the school system and community literacy partners?
- To what extent does the process facilitate communication among all partners with the goal of making efficient and effective use of resources?
- To what extent does the process bring greater coherence to literacy outreach, including gathering additional information about sub-groups of the population whose literacy needs may not yet have been identified?
- To what extent does the process enhance capacity-building and sustainability of literacy initiatives across the Tri-Cities area?



### Criteria for Evaluating the Implementation of the Integrated Community Literacy Plan

Criteria for evaluating the Integrated Community Literacy Plan are identified as success statements for each of the four themes.

**Success statement for Communication:** All community partners have ongoing opportunities to access information, to participate in and to lend their voices to the community development process in support of literacy in the Tri-Cities. The number of partners is increased, and participation levels of partners is sustained and increased.

**Success statement for Collaboration:** The number of linkages, partnerships and collaborative initiatives has increased. A vision for an integrated system of care is emerging.

**Success statement for Public Awareness:** Community partners and individual residents are more aware of what programs and services are available and how to access them.

**Success statement for Access for All:** A coordinated advocacy plan has been developed and advocacy is ongoing. Previously invisible individuals and groups with literacy needs have been identified and are starting to access available programs and services. More services are available in easily accessible locations throughout the community.

Each month, the Literacy Outreach Coordinator provides reports to the Steering Committee to ensure the work remains on track. In addition to a narrative report, Steering Committee members periodically revisit the Plan to ensure that the work is moving forward. Community partners and the Working Groups are consulted to ensure an accurate understanding of progress toward the goals.

Actions, targets and baseline data for literacy development of school-age children are identified and reported on in the School District 43 Achievement Contract, Aboriginal Education Enhancement Agreement and the Superintendent's Report.

# Tri-Cities Literacy Committee Directory

## Steering Committee

Reno Ciolfi, Steering Committee Co-Chair	School District 43
Rhian Piprell / Silvana Harwood, Steering Committee Co-Chair	Coquitlam Public Library
Janice Williams, Adult Literacy Working Group Chair	Coquitlam Public Library
Alison Whitmore, ESL Working Group Chair	School District 43
Susan Foster, Family Literacy Working Group Chair	Tri-Cities Early Childhood Development Committee (MCFD)
Nevin Massing	Douglas College
Barb Mancell	Literacy Outreach Coordinator

## Adult Literacy Working Group

Janice Williams, Chair	Coquitlam Public Library
Alison Whitmore	School District 43
Anthea Goffe	Terry Fox Library, FVRL
Barb Buxton	Port Moody Public Library
Heather Daly	School District 43
Jacquie Ticknor	Douglas College
Chris Perrin	Douglas College
Barb Mancell	Literacy Outreach Coordinator

## Essential Skills Working Group

Claire Pinkett	Immigrant Services Society of BC
Janice Williams	Coquitlam Public Library
Kim Abram	Immigrant Services Society of BC
Ryan Drew	S.U.C.C.E.S.S.
Lois Taylor	Douglas College
Alison Whitmore	School District 43
Pam Tetarenko	Douglas College
Chris Perrin	Douglas College
Barb Mancell	Literacy Outreach Coordinator

## Family Literacy Working Group

Susan Foster, Co-Chair	Tri-Cities Early Childhood Development Committee (MCFD)
Alison Whitmore	School District 43
Dana Ionson	Terry Fox Library, FVRL
Arshia Bakhshandeh	SHARE Family & Community Services
Deborah Duncan	Coquitlam Public Library
Firouzeh Payvandi	Immigrant Services Society of BC
Heather Daly	School District 43
Al Boire	Place Maillardville Community Centre
Maryn Ashdown / Karen Sharkey	Port Moody Public Library
Nancy Carl	School District 43
Silvana Harwood	Coquitlam Public Library
Barb Mancell, Co-Chair	Literacy Outreach Coordinator

## ESL Working Group

Ian Wemyss	S.U.C.C.E.S.S.
Alison Whitmore, Chair	School District 43
Claire Pinkett	Immigrant Services Society of BC
Ewa Karczewska	Immigrant Services Society of BC
Janice Williams	Coquitlam Public Library
Mary Daniel	Douglas College
Shae Viswanathan	SHARE Family & Community Services
Barb Mancell	Literacy Outreach Coordinator