

Durham Language Community Partnership Committee Meeting Minutes of Meeting

DATE & TIME:	April 24, 2014 @ 1:00 P.M.
LOCATION:	Pickering Welcome Centre – 1400 Bayly Street, Unit 5 Pickering ON L1W 3R2
ATTENDEES:	<p>Dika Gajic (Chair), Cathy Condarcu-Sain, Karen McNeil, Diane Hipkin, Geraldine Ortiz(Recorder), Hermia Corbette, Kathy Pittman-Feltham, Maureen O'Reilly, Sharon Munro, Linda Smith, Scott Davis, Carolyn Langdon</p> <p>Maria Tonon, Semhar Zerat and Mitch Litvack (via tele-conference)</p>
REGRETS:	Donna Thomas, Paul Jackson, John Battista, Ron Lavoie, Valerie Molina, Audrey Andrews, Matt Small, Janet MacDonald, Maralyn Tassone, Nicholas Binet-Chartrand, Vicky Pidgeon

WELCOME & INTRODUCTION

Meeting called to order and roundtable introductions completed by attendees.

- Previous meeting minutes approved by all

CIC UPDATES

MARIA TONON (VIA TELE-CONFERENCE)

Summary Of Discussion	<ul style="list-style-type: none"> • Contribution agreements in place for all projects. • CLARS remains in pilot mode. • PBLA training will be upcoming this fiscal year. Language coordinators will be notified by CIC. Lead teacher names will need to be submitted within the next couple of months for training that will take place (likely) in the fall. Training will be provided for one lead teacher to 10 teaching staff. Funding by slippage or current funds in the agreement. A request was made by one member to have the training during the November TESL Conference.
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Summary Of Discussion

- With the start- up of the new contract, CMAS will be starting assessments soon. If you have not already received a call, your consultant will be contacting you about the new assessment process and to schedule your assessment.
- This year CNC programs in British Columbia, Manitoba, Ontario, Nova Scotia, New Brunswick and Newfoundland & Labrador will commence.
- If you are offering Combined Care for the first time and would like your team to have training or information to help you successfully offer this new type of care please contact your consultant.
- There is a CNC Requirement that programs new to offering child care who will provide mobile care should have training prior to operation. If you are in this position or know any organization that is please contact CMAS for further information.
- Combined care training is available if you are offering the care and would like information to get your program up and running.
- If you have children with special needs or your program wants to work on building a more inclusive CNC program, the Special Needs Consultant is available to provide you with information, resources and assistance to help support you. Please contact her directly at shandaburnett@cmascanada.ca

Professional Development

- The Anaphylaxis Course is still available in both French and English for this year. If you have new staff, this is a great course to encourage them to do so that we can manage allergies in our programs. To access this course, users must continue to request a password.
- Certificates are now available for CMAS Online Courses. To help you meet requirements for CNC Staff professional development, staff will appreciate the fact that now certificates are available for six (6) online courses. The courses can be found in the CMAS Online Learning Centre where CNC Staff will now be prompted to register and generate a personal username and password. This allows a personalized certificate of completion to be produced at the end of the course.
- Funding has been received from CIC to assist ISO with CPR and First Aid certification for their CNC staff. More information about the availability of funding will be sent out in the near future.
- Remember to check the website often and watch your email for updates and new resources. Consultants are also available to support you throughout the year - they are just a phone call or email away.

Summary Of Discussion

The Durham Language Assessment Services Report with stats for January to March, 2014 was emailed to attendees prior to the meeting.

- Assessments by class referred to/CLB - there has been a substantial increase in the number of clients with benchmarks in the 6-8 range.
- HARTs waitlist has dropped to 97 from 146 in January.
- CLARS assessment survey
 - During the first week of February, 22 Durham assessment clients completed surveys given out to obtain feedback on best practices, areas of improvement and client satisfaction details.
 - Surveys were available in English, French, Spanish, Simplified Chinese, Arabic, Farsi, Russian and Urdu.
 - In all cases, clients responded positively to questions regarding the service they received
 - 6 of the 22 clients checked off that they wanted their English assessed so they could attend classes for citizenship purposes.
 - There were many favourable comments in the comments section and no recommendations or suggestions to improve service delivery.
 - Surveys will be distributed four times a year, again during the first 2 weeks in May.

Other:

- It has been confirmed that a learner who completes any ESL class will get a certificate if the student requests it. Certificates are not provided for ELT classes. A person attending LINC during the day and ESL at night may get two certificates.
- It was asked if a GED Certificate is acceptable proof of a High School Diploma Certificate. It was advised to refer to the examples listed on the CIC web site and/or to the language evidence document sent to LINC coordinators.
- Higher level LINC classes are in demand. Requests have been received from those whose first language is English, have no formal education and are in need of a Language Proficiency Certificate.
- There was a suggestion for more condensed courses for citizenship purposes for some learners.
- An example was shared of a client in Ajax whose Citizenship application was rejected and asked to pay a second fee. He contacted the local MP who assisted in this matter. It is not easy for some clients to avoid paying twice. It was suggested the LTPs send an email to both governments to make them aware of situation. A note to a settlement officer first was recommended.

Action item:

CET confirmed with the CIC Help Desk that a General Educational Development (GED) Certificate is not considered an acceptable document to prove language proficiency for Citizenship application purposes.

Summary Of Discussion

Fall Class Registration

- Procedures for registration for fall classes should fit with the CLARS protocols and take into consideration the challenges faced with lengthy waitlists.
- It was suggested that a continuing learner be put in a fall class that has not started yet and be removed if he/she does not show up on the 1st day of class (as opposed to 3 absences). This will allow LTPs to fill all seats quickly.
- Clients with CNC needs will continue to have priority to register first in order to complete paperwork and verify the availability of CNC.
- Further discussion about registration is required; LTPs and TCET will meet to determine a consistent message to give to clients.
- There are clients attending class in one location but waiting for a class (within the same organization) in another location that is closer to home and these clients must be tracked on a paper waitlist. These waiting clients are not counted in stats sent to funders, as the HARTs system is unable to show them (a client cannot attend a class and waitlist for LINC within the same organization – ESL is OK). Scott indicated that this should be referenced as something other than a wait list to avoid confusion. It is more about *internal transfers* and can be handled within the same LTP.

DCDSB

- Classes running well with Ajax having the most traffic.
- All daytime and evening classes with CNC are full.
- Evening classes wrapping up at the beginning of June and day classes ending on June 20th.
- Summer ESL classes in Oshawa & Whitby will run 4 weeks in July and in Ajax only for 2 weeks in August: Monday to Thursdays from 9am to 1pm.

DDSB

- Classes running well and gratitude was expressed to those that provide support to clients that have multiple, broader needs - efforts do not go unnoticed.
- No summer childcare will be offered at Pickering WC as numbers were not proven high enough.
- Last day for new students to be referred to class in Oshawa is May 26.
- Staff have attended a 12 hour mental health first aid training program and visited a mental association on Bond Street where clients are allowed to self-refer.
- Attendance has dropped in a language/health-care related class. Students want a business related course with work place skills. It was suggested that an afternoon class "WELL" Workplace English Language Learners be put in place in the fall.
- It was suggested that a 4-week part-time ESL Citizenship Preparation course would not have enough time to deliver the curriculum. Approval has been received for a citizenship course to run 6 weeks at Pickering Welcome Centre. As many as 8-10 weeks were recommended.

LINC Home Study - Carolyn Langdon

- 11 students from Durham are enrolled in LINC Home Study.
- 350 clients are on the waitlist for LINC Home Study (from across Ontario).
- There is a 3-4 month waiting period to get into the program as the 200 "seats" that were added at the end of last fiscal year have been removed (gradual reduction) and the program is back to 1000 seats.

WELCOME CENTRE UPDATES

Summary Of Discussion

Ajax Welcome Centre - Hermia Corbette

- Annual Income tax clinic ended on April 17. A total of 98 returns were completed with the assistance of 7 volunteers.
- 4 organizations were approved as Welcome Centre Associate Partners: Durham Region Health Dept., Herizon House, John Howard Society and DRIVEN.
- Settlement Services introduced a series of info sessions for clients about real estate/financing, healthy lifestyle, chronic disease and giving birth in Canada.
- Family and Community Action Program is hosting monthly lunch & learn sessions on healthy parenting.
- Community garden program will be re-opening.

Pickering Welcome Centre - Kathy Pittman-Feltham

- Contacts have increased 14 percent from last year at this time.
- English Conversation Circle runs on Mondays with 20 attendees.
- Income Tax clinic has ended.
- JSW Program will continue with 18-20 participants per session.
- Staff has attended Mental Health First Aid Program and completed Privacy Training.

NEXT MEETINGS – Dates and Locations

- Next meeting: Thursday, June 5, 2014 at 1:00
- Location: Ajax Welcome Centre
- Chair: Cathy Condarcuri-Sain.

- Next meeting: Thursday, September 25, 2014 at 1:00
- Location: Ajax Welcome Centre
- Chair: TBD