

Community Resources

Topic Development Ideas

Classes might want to learn more about...

- 211 Community Services Information for telephone access to community resources
- community organizations (e.g., church, ethnic, settlement, volunteer)
- emergency shelters
- fees for services (e.g., swimming pools, video/CD rentals from library)
- food banks
- neighbourhood programs (e.g., block parent, neighbourhood watch)
- post offices, libraries, parks, recreation centres, and services available

Strategies for Learners

Learners find it useful to...

- ask classmates and neighbours about local resources
- ask for printed information in own language
- ask settlement agencies for assistance
- attend orientation sessions
- borrow literacy and ESL library materials
- observe others using facilities (e.g., where to sign materials out in the library)

Resources for Developing and Teaching Topic

- 📖 *A Canadian Conversation Book, Book One*: Unit 6, “Your Community”
- 📖 *A Conversation Book 1, Revised Third Edition*: Unit 7, “Community”
- 📖 *The Oxford Picture Dictionary, Canadian Edition*: Unit 7, “Community”
- 📄 brochures from post offices, libraries, community organizations
- 📄 community maps and directories
- 🏠 libraries for orientation sessions
- 🏠 some postal sorting facilities offer booked tours
- 🌐 Canada Post: <http://www.canadapost.ca> (Your Personal Post)
- 🌐 Ontario Library Service: <http://www.library.on.ca>
- 🌐 Settlement.org: <http://www.settlement.org> (Community & Recreation, Organizations)
- 🔑 **community resources** (specific name of community, e.g., **London**)

Community Resources

Topic Outcomes (CLB 2)

Possible outcomes for this topic:

- make and respond to simple requests
- give expanded basic personal information
- give a basic description
- identify a range of expressions used to express and respond to requests
- identify details in a listening text: numbers, letters, places, keywords, short expressions
- find information in a basic schedule, simplified map, or diagram
- get information from a very basic text of up to seven sentences
- copy information from a community directory for personal use or to complete a task
- give a basic description of a community and its resources by filling in a short five- to six-sentence guided text or by answering five to six simple questions

Language Focus

Items to help learners achieve the outcomes:

- vocabulary for government services, offices, and local community organizations
- expressions for making and responding to requests (*Can you help me? I'm looking for...*)
- prepositions: time, location
- *there is/there are*
- questions: wh-, yes/no
- verb tenses: simple present, future with *going to*
- pronunciation: intonation for making and responding to requests

Sample Tasks

1. With a partner, take turns asking about the availability of resources in the neighbourhood (e.g., library, post office, recreation centre). Partner answers by referring to a simplified map of the community.
2. Listen to a dialogue between a post office employee and a customer. Answer multiple-choice questions on a worksheet.
3. Read a list of names and addresses of community resources and match with numbered locations on a map.
4. Write about your community by answering questions.

Additional Tasks

- **Novice:** Open an instructor-made file describing a community. Locate spelling errors and correct.
Skills: Open, Keyboarding, Backspace, Insert Text
- **All Levels:** Go to an on-line government services directory (e.g., <http://www.library.on.ca>, Directory of Ontario Public Libraries, Ontario Public Libraries). Search by scrolling and following links to a service in your community. Copy the contact information.
Skills: Internet Basics, URL, Forms, Controls, Search

Counselling & Advocacy

Topic Development Ideas

Classes might want to learn more about...

- cultural differences in dealing with personal or family problems
- dealing with stress and depression
- government and community agencies that offer counselling services for families, youth, newcomers, the disabled, women, and seniors
- mediation services in the community
- possible effects of emigration on family and the cycle of emotions that immigrants experience
- private counselling services (marriage, grief, family)
- roles of advocacy groups and volunteer possibilities
- telephone helplines

Strategies for Learners


Learners find it useful to...


- become aware of own rights in Canada
- contact community immigrant agencies for assistance in first language
- establish a network of friends who can offer support during settlement process, periods of unemployment, sickness
- record names and phone numbers of agencies and government representatives for future reference
- request brochures or services in own language
- use a dictionary to find new words


Resources for Developing and Teaching Topic


 *Newcomer's Resource Directory*


 brochures from local advocacy groups


 community information in business section of the phone book


 community information centres


 local agencies for literacy, counselling, and advocacy

 Central Agencies Sexual Abuse Treatment Program: <http://www.casat.on.ca>

 CLEO (Community Legal Education Ontario): <http://www.cleo.on.ca>

 Legal Aid Ontario Office: <http://www.legalaid.on.ca>

 Ontario Council of Agencies Serving Immigrants: <http://www.ocasi.org>

 Settlement.org: <http://www.settlement.org> (Social Services), (Organizations)

 counselling, legal services Canada or Ontario

Counselling & Advocacy

Topic Outcomes (CLB 2)	Language Focus
<p>Possible outcomes for this topic:</p> <ul style="list-style-type: none"> 🗣️ make and respond to a simple request 🗣️ give expanded personal information 🗣️ give a basic description of a problem 👂 identify a range of expressions used to make and respond to requests 📖 find information in a short basic form, signs, a schedule, a simplified map, or diagram 📖 get information from a very basic text of up to seven sentences (e.g., a short notice about a local agency) ✂️ copy names, addresses, and phone numbers of local advocacy agencies from a simple community directory ✂️ give a basic description of personal situation by filling in blanks in a short five- to six-sentence guided text or by answering five to six simple questions 	<p>Items to help learners achieve the outcomes:</p> <ul style="list-style-type: none"> ● vocabulary (<i>alcohol, argue, beat, counsellor, problem, racism, shelter, translator</i>) ● vocabulary for expressing personal information (<i>full name, surname, initials</i>) ● expressions to make and respond to requests (<i>I have a problem, I need, I want, Can I, Could I, Thank you</i>) ● adjectives (<i>depressed, frustrated, homesick, angry</i>) ● prepositions: time, location ● wh- questions ● verbs: be, have, need, want ● verb tenses: simple present, simple past ● pronunciation: /l/ (<i>counsellor, alcohol</i>) and /r/ (<i>problem, shelter</i>)

Sample Tasks

1. Work with a partner. Take turns asking for assistance with situations illustrated in pictures (e.g., a sick family member, an abusive situation, a housing problem).
2. Listen to short dialogues of clients asking a counsellor for help with various problems. Complete expressions for requesting assistance by filling in the blanks.
3. Read a text about a local settlement agency and answer questions.
4. Give a description of own family situation in Canada by filling in the blanks in a short guided text.
 - 📖 **Novice:** Word-process Language Task 4.
 - 📖 **Experienced:** Add appropriate Clip Art and a border to the document.

Skills: Keyboarding, Insert Picture (Clip Art), Borders and Shading

Additional Tasks

- 📖 **Novice:** Open an instructor-made file containing a building directory, incomplete sentences about the location of agencies, and a list of phrases describing the locations. Drag and drop (or cut and paste) the correct phrases into the sentences. Preview and print for instructor evaluation.

Skills: Open, Drag and Drop, Cut, Paste, Print Preview, Print

Social Assistance

Topic Development Ideas

Classes might want to learn more about...

- appeals procedures for welfare assistance
- current news stories about social assistance
- dealing with emergency health and dental problems
- emergency shelters
- food banks
- government funding for social assistance programs (federal, provincial, municipal)
- Ontario Works (OW) programs and Ontario Disability Support Program
- required documents when applying for benefits
- specific government-assistance programs (e.g., legal aid, child-care subsidy, training allowances)

Strategies for Learners

Learners find it useful to...

- ask family member or friend to translate at interviews and appointments
- ask for advice and information from others in own ethnic community or from settlement agencies
- ask for written versions of spoken instructions
- ask if literature is available in own language
- become aware of body language, facial expressions that show miscommunication
- use repetition, rephrasing to confirm understanding of spoken instructions and indicate non-comprehension

Resources for Developing and Teaching Topic

📄 forms and brochures about social services

📍 *CLB Listening/Speaking Resource*. Stage I, Settlement dialogues 68, 69

🏠 CLEO (Community Legal Education Ontario): <http://www.cleo.on.ca>

🏠 Ministry of Community, Family and Children's Services: <http://www.gov.on.ca/CSS>

🏠 Ontario Council of Agencies Serving Immigrants: <http://www.ocasi.org>

🏠 Settlement.org: <http://www.settlement.org> (Social Services)

🔑 **workfare, refugee, social services Ontario or Canada**

Social Assistance

Topic Outcomes (CLB 2)

Possible outcomes for this topic:

- make and respond to simple requests
- give expanded basic personal information
- give a basic description of personal situation or problem
- identify details in a listening text: numbers, letters, time references, places, keywords, short expressions
- get information from a very basic text of up to seven sentences
- copy information about social assistance for personal use or to complete tasks
- give a basic description by filling in blanks in a short five- to six-sentence guided text or by answering five to six simple questions

Language Focus

Items to help learners achieve the outcomes:

- vocabulary (*social assistance, child benefit, welfare, income, appointment, subsidy, allowance, rent, groceries*)
- numbers: dates and times, money
- verbs: *be, have*
- verb tenses: simple present, present continuous
- pronunciation: vowel contrast /iy/ (*me, need, three, we, eat*) and /ɪ/ (*income, fifty, live, single, bill, sick*)

Sample Tasks

1. Interview a partner and record required information on a simplified social assistance form.
2. Listen to the beginnings of short conversations between social workers and clients. Choose the best next line from a worksheet showing optional responses to questions from the social workers.
 - **Novice:** Word-process the conversation from Language Task 2. Change the font colour of the social worker's speech to blue and the client's to red. Double space the lines in your document. Spell-check and print your dialogue.
Skills: Keyboarding, Font, Font Color, Format Paragraph (Line Spacing), Print
3. Read a very basic text about social assistance and answer multiple choice questions.
 - **Novice:** Open an instructor-made document. Use social services brochures to complete statements about available services.
Skills: Open, Insert Text, Overtyp
4. Describe own personal situation by answering questions.