

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 material in own language
- ask for written versions of verbal information
- ask settlement agencies for assistance
- attend orientation sessions
- observe others using facilities (e.g., where to sign materials out in the library)
- request repetition and rephrasing to clarify information provided by community agency and government staff
- use file and computerized systems to locate materials in the library
- use literacy, ESL materials

Resources for Developing and Teaching Topic

- 📖 *A Toolbox for ESL Tutors: Theme 2, “The Community Library and Reading with Children”*
- 📖 *Canadian Concepts 3, Second Edition: Unit 4, “In Your Neighbourhood”*
- 📖 *Newcomers Resource Directory*
- 📖 *Ontario Reader 1997: “Libraries: Gateway to the information highway”*
- 📖 *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 3, 4)	Language Focus
<p>Possible outcomes for this topic:</p> <ul style="list-style-type: none">🗣️ ask for, offer, accept, or decline assistance🗣️ request, accept, or decline a service🗣️ express immediate and future needs, wants, and plans📍 follow two- to five-step directions or instructions presented in order📍 identify expressions used to ask for, offer, accept, or decline assistance📖 find information in a schedule or directory📖 get information from a short brochure, notice, form letter, or flyer📖 use a standard map✍️ describe a community resource in five to eight sentences	<p>Items to help learners achieve the outcomes:</p> <ul style="list-style-type: none">● vocabulary for government services, offices, and local community organizations● expressions asking for, offering, accepting, or declining assistance (<i>Can you help me? I need information about... Thanks, I can find it myself</i>)● prepositions: location, time, movement● sequence markers● questions: wh-, yes/no● verbs: <i>need, want</i>● verb tenses: present, present continuous, future● pronunciation: flapped /t/ (<i>computer, catalogue, title</i>)

Sample Tasks

1. In pairs, practice asking questions about services available in your community. Ask about availability, location, and time. Partner refers to community maps and directories to answer questions.
2. Follow directions to find locations of community resources on a map.
3. Match a list of community agencies with the services they provide.
 - 📖 **Novice:** Create a flyer for a community agency in Language Task 3, listing services available. Use text-formatting options, insert bullets, and align text.
 - 📖 **Experienced:** Add Clip Art and borders to the flyer in the Novice Task.
Skills: Font, Font Size, Bold, Underline, Italic, Format Paragraph (Alignment), Borders and Shading, Insert Text Box, Insert Picture (Clip Art)
4. Describe a community resource you are familiar with.

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

 speaker from community legal service or counselling agency

 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 3, 4)

Possible outcomes for this topic:

- 🗣️ request, offer, accept, or decline services in a counselling situation
- 🗣️ tell a story about own situation
- 🗣️ express immediate and future needs, wants, plans
- 🗣️ talk about health and feelings
- 👂 identify expressions used to ask for, offer, and accept assistance
- 👂 understand factual details and some implied meanings in a listening text
- 📖 find contact information for counselling and advocacy agencies in a directory
- ✍️ write five to eight sentences about personal situation
- ✍️ describe places or situations in five to eight sentences

Language Focus

Items to help learners achieve the outcomes:

- vocabulary for problems and feelings (*abuse, depressed, discrimination, frustrated, irritable, racism, stressed*)
- expressions for making requests (*Can I have, Could I get, Could I have, I'd like, I want*)
- adjectives
- adverb clauses
- conjunctions: coordinating, subordinate
- modals: requests, offers
- wh- questions
- verb tenses: simple present, simple past, present perfect, future with *going to*
- pronunciation: intonation in questions and answers

Sample Tasks

1. Work with a partner and practice making requests for services at an immigrant aid organization, (e.g., help with income tax, legal-aid for an immigration hearing, counselling for a family member). Ask about the time, cost, location, and any other relevant questions.
📖 **Novice:** Open an instructor-made document containing a gapped version of a dialogue between a counsellor and a client at an immigrant aid organization. Work in pairs to complete the sentences. Preview and print for comparison with classmates.
Skills: Open, Keyboarding, Save As, Print Preview, Print
2. Listen to a dialogue between two newcomers talking about the difficulties they face. Answer true/false questions.
3. Locate community agencies in a directory. Match a list of situations with appropriate agencies.
4. Write about own situation and feelings upon arriving in Canada.
📖 **Novice:** Word-process Language Task 4. Choose a font; add a title centred at the top and your name and the date right aligned at the bottom.
Skills: Keyboarding, Font, Paragraph (Alignment), Insert Date and Time

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

📄 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 3, 4)

Possible outcomes for this topic:

- 📞 leave a short telephone message for a social worker
- 🗣️ ask for, offer, accept, or decline assistance
- 🗣️ give a brief description of personal situation
- 🗣️ express immediate and future needs, wants, plans to a social worker
- 👂 identify expressions used to ask for, offer, and accept assistance
- 👂 understand factual details and some implied meanings in a listening text about social assistance
- 📖 get information from a social services brochures, notice, form letter
- ✍️ write a personal message in a one- or two-paragraph personal note or letter

Language Focus

Items to help learners achieve the outcomes:

- vocabulary (*amount, social assistance, income, appointment, subsidy, allowance, net and gross income*)
- modals: ability, obligation, necessity, requests (*can, can't, have to, must, may, would*)
- phrasal verbs: separable, non-separable (*add up, break up, cut down, fill out, show up, write down*)
- verb tenses: simple present, present continuous
- letter-writing conventions
- pronunciation: word stress in one-, two-, and three-syllable words (*gross, income, appointment*)

Sample Tasks

1. Practice leaving a telephone message for a social worker with whom you'd like to make an appointment. Give a few details about what you need.
2. Listen to descriptions of personal situations requiring assistance. Match with statements on a worksheet (e.g., *I need help paying for food because I don't have a job*).
3. Read a form letter from a social worker outlining the purpose of a requested meeting and the documents that will be required. Answer comprehension questions.
4. Write a short letter to a social worker explaining that you would like to start volunteering to gain workplace experience and asking for information on local volunteer programs.
 - 📖 **Novice:** Word-process the letter from Language Task 4. Insert the date, and include own return address and given mailing address. Preview and print for peer evaluation.

Skills: Keyboarding, Insert Date, Print

Additional Tasks

- 📖 **Experienced:** Open two instructor-made documents (a list of questions and information about social assistance in Ontario). Answer the questions by copying appropriate information and switching between documents and pasting it under or beside the questions.

Skills: Open, Save As, Copy, Paste, Arrange and Switch between Multiple Windows