



CCS

Catholic Crosscultural Services

Language and Skills Building - adjusting service delivery during the COVID-19 pandemic

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Agenda

- Who we are
- Language Programming in Peel Region
- Language Programming in Toronto Region
- Employment Related Language Programming in Toronto Region

WHO WE ARE

- Founded in 1954, Catholic Crosscultural Services provides services that assist in the settlement and integration of immigrants and refugees.
- We provide assistance at no cost to all newcomers regardless of race, religion, country of origin or immigration status



WHERE WE ARE

TORONTO

55 Town Centre Court, Suite 401
Scarborough, Ontario M1P 4X4
Tel: 416.757.7010 (call for
appointment)
Fax: 416.757.7399

1200 Markham Road, Suite 503
Scarborough, Ontario M1H 3C3
Tel: 416.289.6766
Fax: 416.289.6198

2206 Eglinton Avenue East, Suite 124
Scarborough, Ontario M1L 4S7
Tel: 416.759.8800
Fax: 416.759.8900

3227 Eglinton Avenue East, Unit 135
Scarborough, Ontario M1J 3M5
Tel: 416.266.7200
Fax: 416.266.3500

WHERE WE ARE

MISSISSAUGA	3660 Hurontario Street, 7th Floor Mississauga, Ontario L5B 3C4 Tel: 905.273.4140 Fax: 905.273.4176	4557 Hurontario Street, Unit B11 Mississauga, Ontario L4Z 3M2 Tel: 905.272.1703 Fax: 905.272.8690
	1477 Mississauga Valley Boulevard Mississauga, Ontario L5A 3Y4 Tel: 905.232.7010	
BRAMPTON	164 Queen St East, Suite 306 Brampton, ON L6V 1B4 Tel: 905.457.7740 Fax: 905.457.7769	

WHAT WE OFFER

- Settlement services
- English language classes: LINC (with CNC and Family Literacy supports)
- Employment services – Sector-specific language training with work placements
- Women's Support Services
- Training and support to groups sponsoring refugees
- Newcomer mental health
- Connections to community resources
- In over 34 Languages



LINC, CNC and Family Literacy Programs (Peel Region - 2 cities) (IRCC –funded)

- 15 classes from Literacy to CLB 8 at 3 locations (220+ students, plus 15 teaching staff)
- 1 Care for Newcomer Children Program at main location; 55 children, 10 staff)
- Daytime and Evening classes
- A Family Literacy Program at 3 locations (1 staff)
- LINC Admin assistant team (3 staff)



Shifting to Virtual Delivery

Language Instruction for Newcomers to Canada (LINC)

- Language training curriculum optimized for online delivery - via communication and teaching platforms, methods, resources, modules, such as: Zoom, Avenue, ESL Library, Google Classroom
- Avenue, Zoom times range from 1.5 to 2.5 hours based on class schedule
- Self guided work: Avenue, ESL Library and other learning resources
- PBLA Assessment, planning and teaching - reflective of Needs Assessment, student interests and goals, aligned to the CLBs
- Assist with special funded and donated laptops, computers - as learning tools to students in need - ongoing

Shifting to Virtual Delivery

Care for Newcomer Children (CNC)

- Daily / By-weekly Planning and sessions delivery Whatsapp, Emails, Zoom
- Working with parents in supporting development of the whole child; assisting one-on-one families on regular basis and as needed
- Providing families and their children with Learning Activities kits, on quarterly basis
- Knowledge, Skills and Professional Development -ongoing



Shifting to Virtual Delivery

Family Literacy

- Support teachers, students and children during the online learning experience – daytime and evening
- Book Club Reading Time sessions: 15 classes
- One on One support: literacy, digital literacy and technical
- Information and Orientation to new students - ongoing
- Educational Digital Database and Repository – ongoing
- Delivery of presentations, workshops, information sessions from in-house teams and external community partners – relevant to these times

LINC, CNC and Family Literacy Programs (Toronto)

- 10 classes from Literacy to CLB 6+ at 2 locations (180+ students, plus 11 staff)
- CLB 4-6 classes Hybrid?
- 4 Care for Newcomer Children Programs at 2 locations (36+ children, 13 staff)
- Full-time and Part-time classes
- 2 Family Literacy Programs at 2 locations (1 staff)



Shifting to Virtual Delivery

LINC

- Language training curriculum optimized for online delivery - via Zoom
- Zoom time ranges from 1.5 to 2.5 hours based on class schedule (3.5 to 5 hr classes)
- Self guided work: ESL Library and Avenue
- PBLA Assessment requirements

Shifting to Virtual Delivery

CNC



- CNC sessions – delivered via Zoom
- Short daily sessions
- Provided families with take home activity kits
- Worked with individual families: sessions and activities based on individual family needs

Shifting to Virtual Delivery

Family Literacy



- Circle Times: across CNC Programs
- Class reading sessions: LINC classes
- Reading Club
- Wellness Chats
- One on One support: literacy and digital literacy to new and current students

What we have learned from moving LINC/CNC/ Family Literacy program from completely online service delivery

Learnings

- Technology/Digital Literacy training: must be incorporated into programming
- Access to technology: helped students to borrow, purchase and receive free laptops/hotspots through partnerships
- PBLA Assessments/evaluations: some are more difficult to carry out on line than others
- Different Learning Platforms: not one fits all learning
- Flexibility of class time
- Balance of virtual and self led programming
- **Opportunities and Benefits**
- Live-streaming option: reach out to more participants
- Hybrid Classes: combination of in person and on line class
- “Self Reflection” & “Nothing is impossible!” We’ve learnt a lot about our staff, participants

Employment – Related Programs (IRCC –funded)

Enhanced Language Training (ELT) for internationally –trained healthcare professionals

- Sector specific language training CLB 6+
- Canadian workplace culture
- Alternative careers exploration
- Networking opportunities
- Work experience placements in healthcare facilities
- First Aid/CPR certification



Employment – Related Programs (IRCC –funded)

Language Training for Newcomers (Childminding, Food Handling)

- Sector specific language training CLB 2-4
- Canadian workplace culture
- Networking opportunities
- Work experience placements in EarlyON centres, community kitchen
- First Aid/CPR certification

Shifting to Virtual Delivery

ELT Healthcare

- Language training/ workplace communications curriculum optimized for online delivery - via Zoom
- CNC sessions time-shifted – delivered via Zoom, Whatsapp; parents provided with activity bags at start of cohort
- CPR/First Aid – hybrid model
- Placements – limited based on government restrictions and partner needs; not much opportunity for virtual activities



Shifting to Virtual Delivery

Language Training (Childminding, Food Handling)

- Language training/ workplace communications curriculum optimized for online delivery - via MS Teams; clients provided with binder at start of cohort
- Piloted livestreaming as lockdown was lifted
- CNC sessions time-shifted – delivered via Zoom, Whatsapp; parents provided with activity bags at start of cohort
- CPR/First Aid – in person only
- Placements – childminding opportunity for virtual activities, no food handling placements



What we learned

- Strong link between digital literacy and language capability - important to meet clients where they are...
- Flexibility is crucial for engagement
- Clients had varying views regarding placements
- Increased need for holistic/wrap-around supports – important to work with partners such as Employment Ontario
- Employment still a priority for many clients

Questions? Comments?

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