



ANNUAL REPORT 2023/2024



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EMPLOYMENT
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Community Foundation
for Kingston & Area

Atura Power

Ontario
Trillium
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Fondation
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Greater Napanee
GREATER FOR MANY REASONS

TABLE OF CONTENTS

Overview	3
Mission	3
Vision	3
Message from the Executive Director	4
Message from the President & Board of Directors	6
Operational Highlights	7
Literacy & Basic Skills Overview	10
Overall LBS Challenges	10
Literacy & Basic Skills - Kingston	11
LBS Kingston Successes & Highlights	11
Literacy & Basic Skills - Napanee	12
LBS Napanee Successes & Highlights	12
LINC Overview	13
LINC Challenges	13
LINC Highlights	14
LINC Snapshot	14
LINC Learner Profiles	15
Volunteer & Engagement Overview	16
Volunteer & Engagement Highlights	16
Looking Ahead: Volunteer & Engagement Opportunities	18
Childcare for Newcomers to Canada (CNC) Overview	19
CNC Challenges & Highlights	19
KL&S Learner Testimonials	20
Grants & Projects	21
Financial Summary	23
Board of Directors 2023/24	24
Contact Information	24

OVERVIEW

Kingston Literacy & Skills (KL&S) is a non-profit community agency. Through professional staff and dedicated volunteers, we deliver English-language instruction, upgrading of literacy and essential skills, and programming designed to prepare learners for work, further education, and successful independence in our community. Our services are free-of-charge to eligible learners, and we provide support for transportation, childcare, and learning materials to remove barriers to participation.

KL&S operates in-person at dedicated agency sites in Kingston and Napanee, Ontario, and provides off-site services at Tipi Moza Indigenous Interim Housing, City of Kingston—Ontario Works, Interval House Napanee, and Quinte Detention Centre. KL&S is funded through a mix of core and project grant funding as well as by donation. In 2023-24, our primary funding sources were: the Government of Ontario, the Government of Canada, the City of Kingston, Community Foundation of Kingston and Area, Ontario Trillium Foundation, Atura Power, The Town of Napanee, Community Foundation for Lennox and Addington, and numerous impact grants and private donations.

We maintain strong community partnerships to develop and deliver programs that are relevant and have significant local impact. Today, KL&S delivers thousands of hours annually of personalized instruction through the efforts of 22 full time and part time staff, and with support of volunteers, summer student staff, and supply staff.

KL&S is governed by a volunteer Board of Directors. Serving Kingston and the surrounding communities since 1977, KL&S is a recognized leader and innovator in the literacy sector.

MISSION

To empower lives through language and learning.

VISION

Communities where everyone has the skills to achieve their full potential.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Over 23+ years in education, I have served at a number of agencies, schools, and universities where leadership identified an annual theme—a catch phrase or “big idea” to pull together the goals and targets of the year. While this is not something we’ve adopted at Kingston Literacy & Skills, looking back on 2023/24 a theme was definitely present in nearly everything we accomplished—Planning for the Future.

Last year, I noted in the Annual Report that KL&S would be focused on the following in 2023/24:

- Providing creative, agile responses to the needs in Kingston and the surrounding areas
- Utilizing technology, new strategies in adult learning, and new partnerships to better reach learners and drive outcomes
- Expanding into workplaces and new communities to meet underserved needs; and
- Listening to the needs of our staff to build a post-pandemic workplace that is inclusive, healthy, positive, and productive

From 2020 to 2023, we spent countless hours of on stabilization and responding to “now”, but in mid-2023 the focus shifted to a concentration on long-term strategies and aspirations. The KL&S Board of Directors adopted a new strategic plan to outline our map for 2023 to 2027, and began updating a myriad of governance documents and structures. Leadership gathered input from more than 25 community partners and over 150 clients to reimagine how we market, communicate, and reach learners and referring agencies, and we used this information to launch new digital marketing assets. funding proposals for programs and targeted training that responds to needs of youth, seniors, and underserved populations, and designed new curriculum resources that respond to needs in the Kingston-Napanee employment market. We focused “out” to launch pilot programs in other communities, sites, and workplaces, and looked “in” to update accessibility in our



own spaces. Finally, we engaged in intentional partnership building and professional development to better understand the needs and resources in our community. Looking back on the goals we set in 2023/24, in note that KL&S was successful in:

- Developing and launching new courses in pre-Early Childcare Education, post-incarceration life stabilization, pre-construction math, Digital Literacy for Seniors, and pre-employment training using Virtual Reality
- Expanding our Kingston “hub model” through partnerships with KFLA Public Health, ACFOMI, KEYS, ISKA, KIP, Ontario Works, and Independent Living to make it easier for learners to receive services in Kingston Centre from a variety of social services providers
- Bringing community-based LBS services to Brockville, local Tim Horton’s workplaces, Morningstar Mission, Interval House Napanee, Tipi Moza Iron Homes, and Rideau Heights Community Centre
- Strengthening work-life balance for staff, expanded flex time, updated all HR policies and procedures, and grounded decisions in our EDI framework
- Engaging in training on motivation, Indigenous Ways of Knowing and Doing, Trauma Informed Teaching, and mental health, and learned more about community resources like food security, housing, and healthcare

We have spent the past 12 months designing the framework for successful years ahead but we never lose site of the opportunity for continuous improvement as we continue our mission of Changing Lives through Language and Learning. Thank you to all of our volunteers, partners, staff, and learners for the roles you play in ensuring that KL&S fulfills this mission as we grow and move forward together.

Christianne Wojcik, M.A., M.Ed., OCT
Executive Director

MESSAGE FROM THE PRESIDENT & BOARD OF DIRECTORS

It is my privilege, for the first time, to provide this statement on behalf of the Kingston Literacy and Skills (KL&S) Board of Directors. The 2023-2024 year has been productive and transformative for the agency as it continues to rebuild from and expand beyond the years of the COVID-19 pandemic. Over the last year KL&S has celebrated achievements in programming, staffing, and accessibility under the fantastic leadership of Executive Director Christianne Wojcik.

This year has been industrious for the Board and one of its most productive years in recent history. Since the 2023 Annual General Meeting, the Board has developed the 2023-2027 Strategic Plan - the first strategic plan since 2017, drafted substantial bylaw reforms, established permanent Equity, Diversity, and Inclusivity (EDI) and finance committees, and established a comprehensive Board recruitment process.

These accomplishments are a direct reflection of the dedication and hard work of the current composition of the Board. Sanjeev, Katie, Carynne, Janice, Yu Jier, Dajana, and Nayeeda, I am very grateful for all that you have contributed this year and look forward to continuing to build on this work over the course of the next year.

To the membership, volunteers, and staff of KL&S, the Board and the wider community are grateful for your tireless work and commitment to helping others making the Kingston and Napanee areas a more prosperous and better place for everyone. The Board is very proud of this agency and recognizes it is your professionalism and dedication to the learners that allows KL&S to have such a positive impact and realize its mission.

The Board is looking forward to the upcoming year and finding new ways to support the important work KL&S does.

Thank you again,

Callum Anderson
Board President and Chair

OPERATIONAL HIGHLIGHTS

September 2023

- \$1000 from Community Foundation of Kingston and Area for the Regina Rosen Food First grant program.
- Launch of Pre-Early Childhood Education (pre-ECE) curriculum development project funded by City of Kingston
- Launch of workplace literacy pilot program with J.E. Agnew Foods, proprietor of 14 Tim Horton's in Kingston
- Site improvements to enclose the back-door easement to improve health and safety of our Kingston staff
- Care for Newcomer Children (CNC) staff visit to T.R. Leger—Upper Canada District School Board in Cornwall
- Engagement with more than 400 booth visitors at City of Kingston Intercultural Arts Festival
- Immigration, Refugees and Citizenship Canada (IRCC) Welcoming Week 2023 with a talent show, lunch, picnic, arts activities, a newcomer guest speaker and more.
- Launch of “hub model” partnership with Independent Living Centre Kingston

October 2023

- Ontario Trillium Foundation (OTF) Capital Grant awarded for \$62,500
- OTF Resilient Communities marketing project expanded with hire of Marketing Coordinator
- Getting Ahead Napanee cohort 2 graduated 5 completers
- Literacy and Basic Skills (LBS) Managers attend the Con/EX Conference for LBS in Gananoque
- KL&S attended annual Ontario Council for Agencies Serving Immigrants (OCASI) Conference in Toronto
- KL&S Executive Director elected to a second term on the Community Literacy of Ontario (CLO) Board of Directors and Kingston Immigration Partnership (KIP) Steering Committee.
- Additional Language Instruction for Newcomers to Kingston (LINC) classes added in Foundation and CLB 1 due to demand
- Annual Workplace Culture/Equity, Diversity, and Inclusion (EDI) Survey
- KL&S's second annual Sock-tober drive to support SOCKS Kingston collected 600+ pairs of new socks for vulnerable communities

November 2023

- LINC staff attended 2023 TESL Ontario Conference
- KL&S attended national Pathways to Prosperity Conference in Montreal
- LBS continuing engagement with Tipi Moza Iron Homes and the City of Kingston—Rideau Heights Community Centre
- LBS marks 30% enrollment growth year-over-year
- Engagement begins on IRCC 5-year funding proposal in response to the national Call for Proposals 2025-2030

December 2023

- Pre-ECE curriculum project moves to editing
- KL&S Napanee launches OnTrack curriculum development project for use in the Corrections Literacy Initiative
- 2nd annual KL&S Theatre Night at Domino Theatre raises \$3000+ for programming
- KL&S tutors surpass 500 volunteer hours since April 2023
- Annual staff holiday philanthropy project supports Almost Home Kingston with a clothing drive
- CNC visit from Santa with gifts for each child provided by Lionhearts, LLC
- January 2024
- 2025-2030 funding request submitted to IRCC for \$6.8million and expanded LINC and pre-employment language training programming
- Student programming including a field trip to Kingston Arts Council/Tett Centre for newcomer art exhibition
- On-site tax clinic facilitated by Immigrant Services for Kingston and Area (ISKA) for all KL&S learners
- Poetry workshop with Kingston's poet laureate, Sadiqa de Mejer
- LBS annual business planning completed with inputs from Ministry of Labour, Immigration, Training, and Skills Development (MLITSD) and regional networks
- KL&S Board of Directors adopts and launches 2023/2027 Strategic Plan

February 2024

- KL&S Napanee approved for addition of 60 learners in Corrections Literacy Initiative, bringing total learner target to 120 annually with additional annual funding of \$114,000
- Annual program monitoring of LBS programs in Kingston and Napanee by MLITSD
- LINC afternoon volunteer-led Conversation Circles launches
- IRCC site visit by national Director of Settlement Services
- Valentines and Family Day activities with both LBS and LINC learners, hosted a citizenship celebration, Lunar New Year activity, Black History Month activities, and a variety of educational guests including an Oral/Dental Health workshop.
- Addition of 9 new volunteers in 30 days to support LINC programming

March 2024

- Approval of 2024/25 budget and programming targets
- KFLA Public Health launches pre-natal programming in Arabic at KL&S on Fridays
- Completion and evaluation of Workplace Literacy pilot with J.E. Agnew Foods
- Launch of LBS Virtual Reality programming in Kingston and Napanee
- Launch of LBS targeted training for food service in Napanee
- Launch of partnership with Fine Balance Brewing for KL&S's own beer, with proceeds to benefit KL&S programming
- Cold and flu prevention workshop for learners, facilitated by KCHC
- KL&S 3rd annual Pi(e) Day Celebration for staff

April 2024

- Solar Eclipse Day at KL&S
- Funding awarded by Canada Summer Jobs for 4 positions in 2024
- LBS Kingston partners with KEYS to provide pre-construction math training workshops for 2 cohorts in 2024
- Annual reporting submitted to all funders
- Launch of new Online CLB 2 class in LINC
- Volunteer Appreciation Week celebrations and Administrative Professionals Day

May 2024

- Annual financial audit completed with KPMG
- KL&S updated our payroll provider and approved going to RFP for IT Managed Services
- KL&S Teacher Appreciation week celebrations
- Launch of Newcomer Women's Group bi-weekly on Fridays at KL&S, with support of our People and Culture Manager
- CNC featured in national video project as a model childcare "small centre" site
- KL&S joins Planning Committee for first City of Kingston Welcome to Kingston Day, scheduled for October 2024

June 2024

- Chair lift installed at 16 Bath Road, making the second floor accessible for the first time, through funding from OTF
- IRCC 5-year Financial Monitor onsite in Kingston
- IRCC Project Monitoring onsite with LINC program officer
- Annual Summer Staff Retreat with day of service at Lionhearts, LLC
- KL&S welcomes Canada Summer Jobs students
- New LBS partnerships with A Great Start For Families and Extend-a-Family Napanee
- "Ease Into ECE" marketing launch, with first cohort starting in September 2024

July 2024

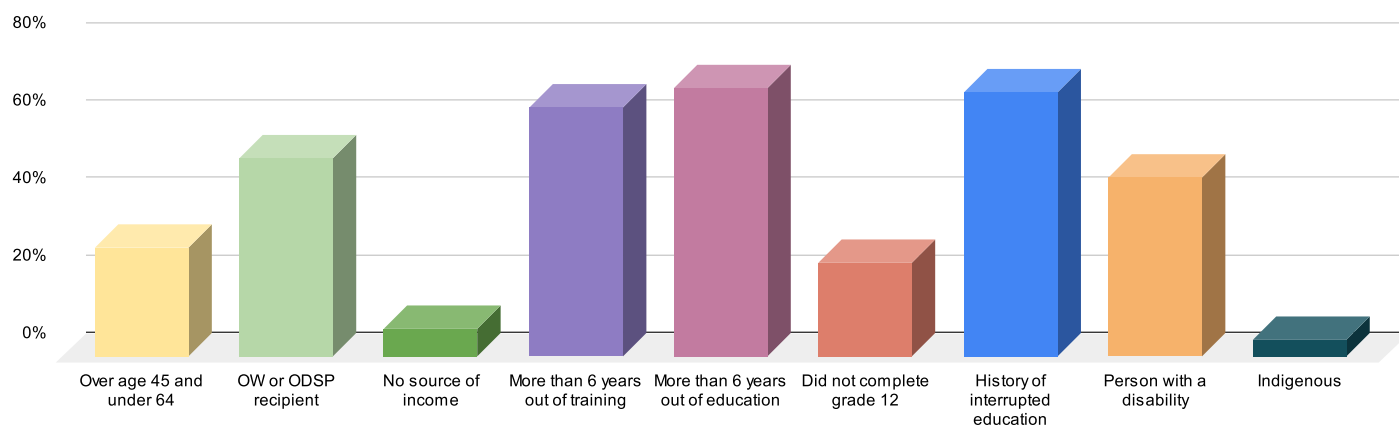
- Grant reception for OTF capital improvements funding, featuring guest speakers and an art exhibition on our second floor
- Annual visit to Kingston Frontenac Public Library for learner library tour and registration
- Launch of "OnTrack" life-stabilization curriculum developed by KL&S staff at Quinte Detention Centre (QDC)
- New expanded Conversation Circles launched for July-August to cover gap in services/summer closure of other local ESL providers
- Tenants Rights workshop and Orientation to Ontario with ISKA

August 2024

- Launch of new marketing assets, via OTF Resilient Communities funding
- Annual HR and professional development staff training for all KL&S staff and administration
- Annual CMAS site visit of Care for Newcomer Children (CNC) program
- Launch of development of revised "Rent Smart" curriculum for supporting housing security and life stabilization
- Board of Directors completing of Ontario Not-for-Profit Corporations Act updates to Articles and Bylaws

LITERACY & BASIC SKILLS OVERVIEW

Funded by the Government of Ontario through the Ministry of Labour, Training and Skills Development, and part of the Employment Ontario network of services, KL&S Literacy and Basic Skills, or LBS, programs in Kingston and Napanee provide basic skills instruction to adult learners. Using the Ontario Adult Learning Curriculum Framework (OALCF), LBS programming is based on creating personalized learning plans and achieving skills milestones for adults on one of five goal paths: employment, secondary school completion, post-secondary education, apprenticeship, or independence. Learners work in small groups or through one-on-one instruction with trained staff and volunteers.



OVERALL LBS CHALLENGES

- Rising cost of living, lack of housing, and food insecurity affects learner persistence. Our LBS teams work closely with other social services agencies and lead Community Coordination Committees to facilitate referrals, share information, and create responsive programming and operational decisions that will help address the basic needs of learners and allow them to prioritize essential skills training.
- Economic challenges require many learners to work while engaging in skills upgrading, taking any shifts that are offered to them. KL&S offers a flexible scheduling model in both Kingston and Napanee to create as many options for attendance as possible.
- Cost and access to childcare and transportation creates barriers to engagement, particularly for women. KL&S provides flow-through training support funding that can directly cover limited costs of childcare, transportation, and/or materials that an individual learner may need to access training.
- Transformation of the Employment Ontario model across the province has meant new paperwork, procedures, and points of contact for engaging with Ontario Works and other Employment Services providers—like KEYS, ACFOMI, CareerEdge, and ReStart.
- Learners across Eastern Ontario continue to struggle with literacy, digital skills, and math skills that are insufficient for the jobs available in the local employment market.

LITERACY & BASIC SKILLS - KINGSTON

LBS Kingston offers training to adults in Kingston and the surrounding community. The majority of learners work toward returning to school to finish their Ontario Secondary School Diplomas, enter SLC College Prep, find employment, start an apprenticeship training program, or gain more independence. On-site at 16 Bath Road, we offer small group instruction, one-to-one learning, workshops, and targeted training programs, and we intake on a continuous basis. In the broader community, we deliver LBS and essential skills training programming Tipi Moza, Iron Homes, Ontario Works, and other locations across the city.

LBS KINGSTON SUCCESSES & HIGHLIGHTS

- LBS Kingston finished 2023-24 with a 64% increase in total Learners Served. As of July 2024, we have seen a year-over-year increase of 20% from July 2023.
- LBS Kingston partnered with KEYS Job Centre to offer Math and Digital Skills training to two Pre-Apprenticeship cohorts. The first group of 10 completed their in-class training in May 2024, with all participants expressing satisfaction with the program. We look forward to the second cohort in September.
- Ease Into ECE was developed in partnership with the City of Kingston to support learners entering post-secondary programs in Early Childhood Education. Through special funding, the first 25 program completers receive \$500 in benefits and opportunity for a 6-month paid job placement.
- LBS Kingston completed two projects under Skills for Success funding in the 2023-24 fiscal year in partnerships with J.E. Agnew Food Services in Kingston and Employment + Education Centre (EEC) in Brockville, reaching 140 new learners through these projects.

	2022-23	2023-24	YTD 2024-2025
Customer Satisfaction	110%	111%	107%
Service Coordination	164%	145%	136%
Suitability	108%	120%	107%
Learner Progress	158%	151%	58%
Learners Served	77	126	68

LITERACY & BASIC SKILLS - NAPANEE

KL&S Napanee provides a variety of programming, services and supports focused on meeting the needs of rural community learners. We provide traditional adult learning opportunities for literacy and basic skills, such as Communications, Math and Digital Literacy. Our services come with a customized learning plan and instruction is offered in both small groups and one-to-one. Our referral partners in the Napanee community include Career Edge, Ontario Works, Interval House, Ongwanada, Morningstar Mission, John Howard Society, Addictions & Mental Health, and the Town of Greater Napanee. We have also been a long-term provider for the Correctional Literacy Initiative (CLI), offered at Quinte Detention Centre. Our CLI programming focuses on basic skills that will help incarcerated clients re-enter the community and workforce and work towards a healthier independence.

LBS NAPANEE SUCCESSES & HIGHLIGHTS

- Napanee grew outreach through partnerships: at Interval House, running the Getting Ahead program and a weekly women’s art and literacy “hive”; at Morningstar Mission, introducing targeted training in customer service; and in the community at large through our continued leadership of the Coordinated Community Services committee, founded by KL&S Napanee in 2022.
- The success of our CLI program resulted in increased target numbers effective April 1, 2024 and additional funding of \$114,000 from MLITSD
- 1,115 certificates of completion were issued to CLI participants between July 1, 2023 and June 30, 2024, and 2 CLI participants went on to get their OSSD while incarcerated at QDC
- Napanee staff developed and launched “OnTrack” a new life stabilization resource/curriculum designed to build independence skills for successful reintegration for those being released from incarceration. This program will empower participants to take control of their life and access services/supports to help them work towards their personal goals.
- Through partnership with Quinte Detention Centre staff, PDF copies of learner certificates are now provided to lawyers and have been accepted as evidence to demonstrate the intended rehabilitation process of incarceration.

	2022-23	2023-24	YTD 2024-2025
Customer Satisfaction	102%	111%	111%
Service Coordination	178%	160%	185%
Suitability	136%	137%	128%
Learner Progress	125%	107%	114%
Learners Served	135	130	60

LINC OVERVIEW

Funded by Immigration, Refugees and Citizenship Canada (IRCC), our Language Instruction for Newcomers to Canada (LINC) program is free to government and privately-sponsored refugees from around the world. We provide instruction in English language from Foundation to Pre-Intermediate (CLB 4) levels, focusing on listening, speaking, reading, and writing skills needed to help build a successful foundation for life in Canada. Learners are assessed through a portfolio-based learning framework. KL&S provides support for transportation, technology, and childcare needs. Class sizes range from 8-12 learners, are available on-site or online, and are taught by TESL Ontario-certified instructors.

Presently, the LINC program includes 6 instructors and support of casual supply staff. LINC programming is supported by our Care for Newcomer Children (CNC) program for children ages 19 months to 5 years. The CNC offers indoor and outdoor education, early language and numeracy support, social and emotional development programming, and nutritional support. The CNC staff includes a Coordinator and two instructors; 2 of the CNC staff are Registered Early Childhood Educators.

LINC classes are held Monday through Thursday for 20 hours per week, year-round. Intake is continuous, and students are assessed for promotion quarterly. We coordinate services with other local language and settlement services providers including KEYS, ACFOMI, Limestone, Loyola, ISKA, KIP and KCHC.

LINC CHALLENGES

- Learner's struggle to access reliable school-aged childcare during summer months and school breaks, leading to "step outs" or disrupted education
- Economic pressures require many learners to leave training to go to work before they have achieved their English language goals
- There is limited class space in Kingston for foundation-level learners and those with low literacy skills. KL&S is the only local site offering Foundation and Literacy classes, and we are often waitlisted for these seats
- Post-COVID economics and shifting work-life balance continues to impact staffing, and talented instructors are seeking opportunity outside of Kingston
- In 2023/24, significant operational time and resources (350+ hours of work) was directed toward the national IRCC Call for Proposals funding application for 2025-2030. The timeline on funding decisions means that limited new programming or operations will be introduced past summer 2024 until a new contract is negotiated with IRCC.

LINC HIGHLIGHTS

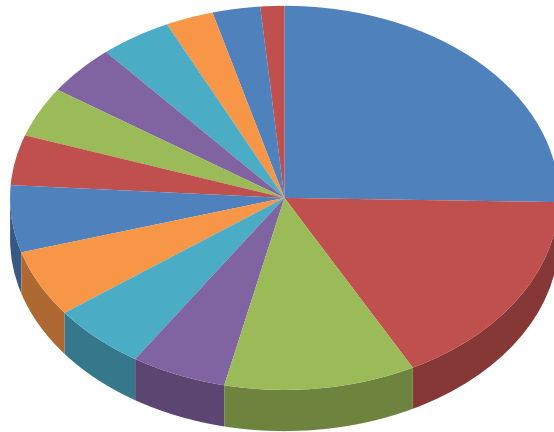
- KL&S expanded the role of People and Culture Manager to better engage new LINC learners from the point of intake, support volunteers, and facilitate LINC program activities
- Volunteers provided 650+ hours of one-to-one tutoring support for LINC learners and launch of Conversation Circles, Newcomer Women’s Group, and summer programming for Kingston-based newcomers without access to regular summer instruction
- The new 100% online CLB 2 class launched in April 2024 provides accessible low-level English language classes for students on medical and maternity leave, those with care giving obligations, and those otherwise unable to attend in-person learning
- Addition of a second section of Foundation level allows KL&S to accommodate 12 additional seats for low-literacy learners
- Stronger regional, provincial, and national networking achieved through membership in OCASI and election of our Executive Director to the Canadian Centre for Language Benchmarks
- Expansion of the KL&S “hub” model now includes daily or weekly onsite services from ACFOMI, KEYS, KFLA Public Health, ISKA, KIP, Ontario Works, and other community agencies, making it easier for learners to access settlement support at one location
- Year Three of summer digital literacy workshops for CLB 3 and CLB 4 classes—a partnership with KL&S LBS instructors—helps better prepare LINC learners with the digital skills needed for successful employment and integration
- LINC programming boasts consistent enrollment levels at or near 100% class capacity for 12 months

LINC SNAPSHOT

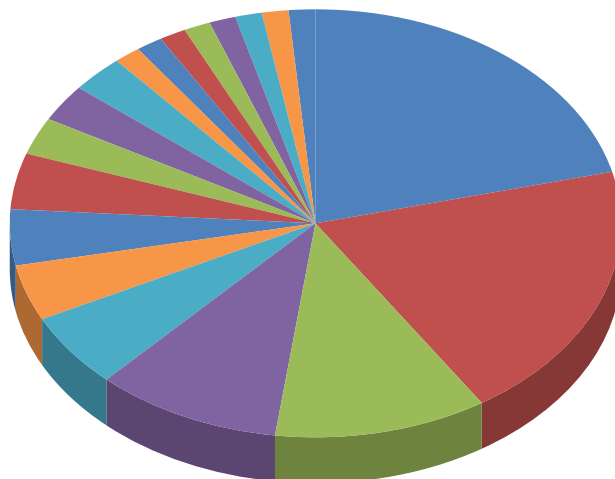
	2023-24	2024-25
IRCC Funding	\$948,934	\$986,539
Instructional Days	187 days (46.75 weeks/year)	189 days (52 weeks/year)
Contracted Seats	59 FTE	70 FTE
Total Instructional Hours	5524	6142.5
Volunteer Hours	500+	650+

LINC LEARNER PROFILES

FIRST LANGUAGE



HOME COUNTRY



VOLUNTEER & ENGAGEMENT OVERVIEW

We take great pride in the remarkable growth of our volunteer program over the past year, significantly advancing our mission of Changing Lives through Language and Learning. Our dedicated volunteers have provided crucial support in one-on-one tutoring for both the LINC and LBS programs, as well as leading conversation circles. Collectively, they have contributed an impressive 786 hours in 2023/24. The impact of volunteer efforts is evident in the numerous success stories we celebrate. Many students have advanced to higher levels of English proficiency, secured new employment opportunities, and achieved greater success within our community. Additionally, several of our volunteers have progressed in their careers, moving into supply teaching at KL&S and other educational roles at settlement services in the community.

The influence of KL&S volunteers on our students is profound. Their commitment and support has enabled students to gain confidence in their English communication skills, leading to job placements, educational advancements, and a stronger sense of belonging in Canada. The volunteer efforts at KL&S not only contribute to the educational advancement of our students but also enrich the community by fostering connections and promoting integration.

Our volunteers come from diverse backgrounds, including students from Queen's University, retirees, and newcomers with a high level of English proficiency seeking Canadian work experience. Their dedication and passion are the driving forces behind the success of our programs.

VOLUNTEER & ENGAGEMENT HIGHLIGHTS

Conversation Circles Expansion

New Initiatives: This year, we introduced two new weekly conversation circles specifically for our LINC students. Additionally, we launched four new conversation circles over the summer, providing opportunities for newcomers who had limited access to English classes during this period.

Volunteer Training and Growth

Volunteer Onboarding: Since the Summer of 2023, we have successfully trained 15 new volunteers, enhancing our capacity to support students in various programs. Currently, we have a total of 25 volunteers active.

Women's Circle

Empowerment and Community Building: We established a Newcomer Women's Circle for KL&S

students, fostering a supportive environment for growth through coaching and art, facilitated by our People and Culture Manager. This initiative aims to raise awareness and strengthen community bonds.

Feedback and Improvement

Volunteer Service Survey: A survey was conducted to gather feedback from students who received tutoring services and attended conversation circles. The survey evaluated the effectiveness of the sessions, identified areas for improvement, and measured overall student satisfaction. We are proud to report that 100% of our students expressed comfort and happiness with their tutors.

Volunteer Appreciation

Celebration and Recognition: On April 25th, we held a Volunteer Appreciation Week reception where we presented the results of our satisfaction survey, celebrating the dedication and impact of our volunteers.

Community Engagement Activities

Enriching Experiences: Our volunteers and students participated in a variety of enriching activities, including:

1. Guided tour of Kingston City Hall National Historic Site
2. Flu and Cold Information Session by KFL&A Public Health
3. Kingston Gets Active Program in collaboration with Queen's University
4. Visit to the Kingston Frontenac Public Library
5. Attendance at the In Bet-win Art Exhibition at the Tett Center for Creativity and Learning
6. Entrepreneurship talk by Alberto Garcia, a former KL&S student and luthier at Virtuos Violins
7. Community Dental Hygiene Clinic by KFL&A
8. Orientation to Ontario session by ISKA
9. Workshop on Consent and Responding to a Disclosure by Sexual Assault Centre Kingston.
10. Poetry Workshop led by Sadiqa de Meijer
11. Work Ready Program by KEYS Employment and Newcomer Services
12. Engagement with the YMCA of Eastern Ontario, Kingston YMCA

These initiatives and activities highlight our commitment to providing comprehensive support and opportunities for our volunteers and students, fostering a thriving and inclusive community at KL&S.

LOOKING AHEAD: VOLUNTEER & ENGAGEMENT OPPORTUNITIES

Expansion of Conversation Circles

Increased Access: We plan to expand our conversation circles further, ensuring that more newcomers have opportunities to practice English and integrate into the community. This includes additional circles tailored to various proficiency levels and specific needs.

New Specialized Circles

Focus Groups: Plans are underway to launch specialized circles such as job readiness, academic support, and health and wellness discussions. These circles will cater to specific interests and needs, providing targeted assistance and resources.

Community Partnerships

Collaborative Initiatives: We aim to strengthen our partnerships with local organizations to offer a wider range of activities and resources for our volunteers and students. Collaborations with institutions like Queen's University, KFL&A Public Health, and the Kingston Frontenac Public Library will be pivotal in this effort.

Volunteer Recognition Programs

Celebrating Contributions: We will enhance our volunteer recognition programs, introducing monthly spotlight features, awards for outstanding contributions, and more frequent appreciation events to celebrate the hard work and dedication of our volunteers.

Expanded Community Activities

Diverse Engagement: We plan to offer a broader range of community engagement activities, including cultural festivals, local business tours, and art and music workshops. These activities will help students and volunteers build stronger connections within the community.

Mentorship Programs

Guided Support: Establishing mentorship programs where experienced volunteers can guide new recruits, providing them with the support and knowledge needed to excel in their roles.

By focusing on these areas, KL&S aims to enhance the volunteer and engagement experience, fostering a supportive, inclusive, and dynamic community where both students and volunteers can thrive.

CHILDCARE FOR NEWCOMERS TO CANADA (CNC) OVERVIEW

CNC provides childcare for children from 19 months to 5 years old. Only families that are learning English in the LINC program may enroll their children in the program. The CNC program is funded by the Government of Canada through Immigration, Refugees and Citizenship Canada (IRCC), and additional food support grant funding from Community Foundation of Kingston and Area through the Regina Rosen First Food program.

All CNC staff hold multiple health and safety training, and our site is certified by CMAS and inspected regularly by KFLA Public Health. KL&S CNC provides space for 13 children: 8 preschoolers and 5 toddlers.

The CNC program offers:

- Creative Play through art and music
- Circle time (stories, language)
- Sensory play (water, sand, playdough)
- Gross Motor and Fine Motor play
- Dramatic Play (dress up, babies etc.)
- Pre-literacy and numeracy programming
- Social and Emotional development activities
- Introduction to Canadian culture
- Equity, Diversity, and Inclusion programming
- Health habits programs and food security

CNC CHALLENGES & HIGHLIGHTS

- Children in CNC meet new friends and become more confident in themselves and their abilities.
- Preschool children receive preparation for entering JK-4, including socialization, routine building, pre-literacy and pre-numeracy, and introduction to school skills
- CNC builds relationships with newcomer parents and can provide information on resources for family services, healthy habits, food security, and bridging children to public school programs
- Children and staff are from many different cultures, creating a very rich and inclusive environment in which the children can share and learn.

KL&S LEARNER TESTIMONIALS

“

As a single mother, returning to school, I found Kingston Literacy & Skills to be very helpful and useful. During my time at KL&S, I was able to complete the occupational courses that will help me continue my education in college, to become a Personal Support Worker. I was able to improve my employability skills so that I can obtain employment after my education and with the self-placed learning I was able to complete goals I set in my own time and with pride. – **LBS Learner.**

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“

KL&S has really helped me upgrade my schooling before college. The staff there are amazing and all of their hard work and commitment for their clients like me is fantastic. I would recommend KL&S for those looking for training. – **LBS Learner.**

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“

I like everything about KL&S. The teachers have helped me get out into society and practice real-life English skills, which makes me feel happy and motivated to continue learning and establish a life in Canada. – **Bazia, LINC Learner**

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The KL&S education system is the best and I feel more comfortable having open conversations in English, this helps me meet people and live a better-established life in Canada. – **Zihang, LINC Learner**

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Teachers play a crucial role in enhancing your everyday communication in the English language. When I first arrived in Canada, I required additional knowledge to begin my education. After participating in classes, I now feel more comfortable and happier. – **Hamadi, LINC Learner**

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GRANTS & PROJECTS

Capital Improvements Grant

\$62,500 from Ontario Trillium Foundation

October 2023 to July 2024

This grant provided financial resources to design, purchase, and install a custom chair lift for our Kingston location, creating accessibility to the instructional and community programming spaces on our second floor.

Regina Rosen First Foods Grant

\$1,000 from Community Foundation of Kingston and Area

April 2023 to March 2024

The Care for Newcomer Children (CNC) program was able to use this grant to purchase Halal food options and fresh fruit and veggies. KL&S is the only CNC program in southern Ontario that provides breakfast and lunch to CNC participants, 4 days per week. Providing daily meals in the CNC removes some burden of food costs from newcomer families, allows our CNC staff to minimize food allergens, and establishes healthy eating habits for our youngest learners.

Getting Ahead

\$29,831 from Atura Power and Town of Greater Napanee

January 2023 to December 2024

This community grant program provides support for KL&S Napanee to offer the Getting Ahead in a Just Getting By World to 6 cohorts (40 learners) in 2023 and 2024. This funding covers the program costs, as well as a bursary of \$260 for each learner who successfully completes training.

Skills for Success Resources Pilot

\$20,000 from Community Literacy of Ontario

April 2023 to March 2024

In partnership with Literacy Link of Eastern Ontario (LLEO) and Community Literacy of Ontario (CLO), KL&S LBS Staff piloted resources developed under the provincial Skills for Success program. KL&S staff also engaged with local workforce to develop Workplace Needs Assessment processes to be used in future Skills for Success engagements.

Skills for Success

\$206,000 from Ministry of Labour, Immigration, Training and Skills Development

April 2023 to March 2024

Through our LBS Kingston contribution agreement with MLITSD, KL&S was awarded Skills for Success funding to carry out three pilot projects in 2023/24. Two of these projects focused on Workplace Literacy with Kingston-based employers; a third project is piloting LBS instruction offered for pre-apprenticeship youth in Brockville, in partnership with the Employment + Education Centre.

Resilient Communities Fund

\$38,000 from Ontario Trillium Foundation

April 2023 to October 2024

This funding allows development of a strategic marketing and communication plan for LBS programming, purchase of technology and software, and salary for a part-time Marketing and Communication Coordinator for 12 months to execute the strategic plan. The intended outcome of this project is that LBS engagement and community recognition will surpass pre-pandemic levels, and that support recruitment of new learners and volunteers.

Community Service Workers

\$15,486.50 from Canada Summer Jobs

May 2024 to August 2024

Canada Summer Jobs funding allowed us to hire three Community Service Workers to support LBS programming. Students were hired for 9 weeks, for 30 hours per week, and earned a local living wage.

FINANCIAL SUMMARY

Revenue	2023/24	2022/23
Government grants	\$ 1,655,137	\$ 1,391,639
Fundraising and donations	\$ 60,721	\$ 75,630
Amortization of deferred contributions	\$ 63,186	\$ 65,227
Professional services	\$ 47,680	\$ 15,269
Interest income	\$ 27,394	\$ 8,389
Insurance recovery	\$ 1,129	\$ 3,013
Other income	\$ 9,531	\$ 1,200
Designated donations	\$ 200	\$ 50
Total Revenue	\$ 1,864,978	\$ 1,560,417
Expenses	2023/24	2022/23
Wages and benefits	\$ 1,159,796	\$ 995,703
Facilities	\$ 288,561	\$ 270,948
Amortization of capital assets	\$ 63,186	\$ 65,227
Professional services	\$ 120,639	\$ 58,860
Materials and resources	\$ 73,981	\$ 57,075
Office and general	\$ 42,930	\$ 33,494
Communication	\$ 20,233	\$ 23,220
Professional development	\$ 14,422	\$ 9,617
Insurance	\$ 8,957	\$ 9,367
Fire replacement costs	\$ 1,925	\$ 3,013
Childcare, transportation and travel	\$ 4,962	\$ 2,629
Fundraising	\$ 1,364	\$ 388
Total Expenses	\$ 1,800,956	\$ 1,529,541
Excess of revenue over expenses	\$ 64,022	\$ 30,876

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CONTACT INFORMATION



www.klsread.ca



info@klsread.ca



1 (613) 547-2012