



Equity for All: Client Service Communication Strategies to Reduce Barriers

'In an information based economy, people who struggle with literacy have a hard time getting a job or making more than a minimum wage.' (Discussion Paper- National Forum on Literacy and Poverty, May 2017)

Calgary Learns is a capacity builder in the adult literacy and foundational learning sector. Our goal is to enable local programs to respond to and support the complex learning needs of adults who are returning to learning at the foundational level.

"Adult Literacy and Foundational Learning" is recognized by Calgary's Poverty Reduction Strategy, Enough for All 2.0, as one the 10 key levers for changing poverty." Calgary Learns is pleased to serve as a champion of this key change lever.

Through our funding from the Downtown Rotary Club, Calgary Learns is able to meaningfully work alongside poverty-serving organizations with the 'Equity for All/Literacy Audit' project. Three poverty serving organizations have signed on to participate in the project. The workshops, resources and coaching provided through this project will help them bring a literacy lens to their work to better serve their clients. Having this lens would assist organizations to:

- ✓ ensure that the services that they offer to their clients do not have any unintended literacy barriers
- ✓ build an awareness of literacy challenges that may exist
- ✓ become knowledgeable about where they can refer clients with literacy gaps.

Our delivery has begun and early feedback suggests that we are on the right path:

"Many thanks again for facilitating an incredible session. I just spoke about the experience with another (agency) and they are very interested in connecting and possibly facilitating this in their organization." - Participant