



**CCS**

**Catholic Crosscultural Services**

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

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& Tanya Lauder

# 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

<b>MISSISSAUGA</b>	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	
<b>BRAMPTON</b>	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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