



STRATEGIC DIRECTION 1: Sustainability > Strengthening TLE	GOALS <ul style="list-style-type: none"> Develop and maintain solid infrastructure Expand partnerships and strengthen connections Raise awareness and understanding of literacy services available through TLE Increase overall membership and community outreach
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Develop and maintain solid infrastructure

The Learning Exchange (TLE) Infrastructure

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.1 Develop Board's strength: <ul style="list-style-type: none"> Elect new Directors Promote Board of Directors (BOD) duties to new volunteers Maintain a balanced Board 	Well-governed, cohesive, and informed BOD A functional Board with the right background, experience, and contacts to meet the Strategic Plan requirements	Board of Directors Executive Director Nominating Committee	Sept-Oct 2023 Ongoing 2023 - 2024	<ul style="list-style-type: none"> Reports and feedback from: BOD staff consultants # of BOD members
1.2 TLE Master documents + email lists <ul style="list-style-type: none"> Annually, update and review all documents Update Yahoo and MailChimp mailing list Create Infrastructure for centralized, online location for all documents Maintain all documents for proposals, projects, meetings and reports on Trello Boards 	Up-to-date and easily accessible documents and email lists	Executive Director TLE Community Manager Office Assistant	Starting August 2023 and ongoing as needed	<ul style="list-style-type: none"> Updated master docs and email lists Excel database Trello Boards
1.3 Status and Statistics: <ul style="list-style-type: none"> Regularly maintain and update Excel Member & activity database 	Up-to-date database of TLE members Trello Boards current and up to date	Executive Director TLE Community Manager Office Assistant	Ongoing 2023-2024	<ul style="list-style-type: none"> Excel database maintained Trello Board
1.4 PACTE funding <ul style="list-style-type: none"> Request/justify any additional funding needed from PACTE Apply for funding in conjunction with Strategic Plan 	Request submitted and additional PACTE funding approved Accepted project proposals	Executive Director Finance Committee	May 2024	<ul style="list-style-type: none"> Additional core funding established
1.5 Consultants and salaried employees: <ul style="list-style-type: none"> Maintain staff Increase salaries to match inflation rate Train and support staff as needed Provide professional development (PD) opportunities Evaluate and provide feedback to staff 	Maintain human resources to run/manage TLE Salaried employees current with cost-of-living increases Strengthened communications opportunities Qualified new employees are well-trained and supported by TLE	Executive Director Personnel Committee Office Manager	Starting August 2023 and ongoing as needed	<ul style="list-style-type: none"> Salary increases/cost of living maintained # of hours dedicated to training and professional development # of hours for employees Job performance

Develop and maintain solid infrastructure

The Learning Exchange Infrastructure cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.6 Policy and Procedures: <ul style="list-style-type: none"> Review policies and procedures Update and revise/ reformat document Adapt new policies and procedures Review document Post on websites and announce via social media Communicate to members: Provide document link to all members 	Policy and Procedures document current that reflects changes and initiatives Members informed of TLE's policies and procedures	Board of Directors Executive Director TLE Community Manager Office Assistant	By June 2024	<ul style="list-style-type: none"> Updated and revised Policy and Procedure Manual
1.7 Crisis Management (CM): <ul style="list-style-type: none"> Complete critical task document Incorporate into policies and procedures as needed Review documents and databases Communicate to BOD 	Crisis Management plan in place CMP incorporated into Policy and Procedures Staff and BOD aware of critical tasks and information	CM Committee Executive Director TLE Community Manager Office Assistant	By spring 2024	<ul style="list-style-type: none"> Crisis Management plan in place
1.8 Initiate Development of Strategic Plan for 2025-2030 <ul style="list-style-type: none"> Research needs Hold consultations within the community Hold planning sessions Develop any necessary documents 	Strategic Plan and direction under development based on needs and new direction	Board of Directors Executive Director TLE Community Manager Office Assistant Consultants	Spring 2024	<ul style="list-style-type: none"> Reports and feedback from: BOD staff consultants

Expand partnerships and strengthen connections

Partnerships and Networking

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.9 Souvenir Elementary <ul style="list-style-type: none"> Build partnership and increase networking opportunities with staff, school committees and parents Attend school events, meetings and functions as needed Annually, appoint BOD to offer to represent TLE as "Community Representative" on Sir Wilfrid Laurier (SWL) Souvenir Elementary Governing Board (GB) 	Formalized partnership/relationship Representative on SWL/Souvenir Elementary Governing Board	Executive Director Board of Directors TLE Community Manager Office Assistant TLE Governing Board Rep Partners	Ongoing 2023 - 2024	<ul style="list-style-type: none"> Active representation on GB # of meetings attended # of TLE reps attending
1.10 Boards, committees, and organizations: <ul style="list-style-type: none"> Represent the issues and concerns of TLE's members through representation and involvement on boards, committees and via other key organizations 	Broad representation for TLE members and students at key organizations	Executive Director Board of Directors TLE Community Manager Office Assistant	Ongoing 2023-2024	<ul style="list-style-type: none"> Attendance and involvement with other organizations Partnerships

Expand partnerships and strengthen connections

Partnerships and Networking cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.11 Community: <ul style="list-style-type: none"> Annually, maintain existing partnerships, contact potential partners to increase partnership and networking opportunities Attend community events Actively partner with community organizations Involve partners in recruitment and outreach 	Strengthened partnerships 2 New partnerships established New community contacts / Increased community network Providing literacy services in conjunction with other social benefits Strengthened community	Executive Director Board of Directors TLE Governing Board Rep TLE Community Manager Office Assistant	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # of new community contacts # of active partnerships Active representation on boards, committees and organizations including # of meetings attended and # of TLE reps attending

Raise awareness and understanding of literacy services available through TLE

Websites

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.12 TLE sites: TLEliteracy.com & Skills for Success Quebec (SFSQ) SkillsforSuccessQuebec.com <ul style="list-style-type: none"> Seek funding to further build upon website resources Maintain a webmaster Carryout website maintenance and updates as needed Bi-annual audit of website to identify/fix broken links Update/upload master documents Add articles, posts, events, links, and resources Link both websites to other literacy and community organizations' sites Monitor analytics and use to advantage Review referrals (from analytics) and update 	2 websites with current up-to-date style and format Links to other websites Increased communication to website users Increased use of websites by all target groups Higher profile for TLE Current statistics regarding website hits	TLE Webmaster Executive Director Office Assistant	As needed 2023 – 2024	<ul style="list-style-type: none"> Web statistics # of links # of views Updated docs Updated websites Web statistics
1.13 Effectively market the services of The Learning Exchange and its vision/mission, within the community and amongst partners <ul style="list-style-type: none"> Maintain online event and activity calendar Create promotions and campaigns Use social media to market TLE Use effective marketing to increase followers and # we are following 	TLE recognized within community and amongst partners Effective use of social media Increased social media targeting	Executive Director TLE Community Manager Office Assistant	Ongoing 2023 – 2024	<ul style="list-style-type: none"> Marketing campaign: meetings held; plan developed # of recruited volunteers, students, new and established partnerships Social media stats

Raise awareness and understanding of literacy services available through TLE

Promotion/Communication				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.14 Office Management and Database System: <ul style="list-style-type: none"> Secure additional funds to purchase subscription Pilot new system Train and support staff Implement new system, evaluate, and adjust 	Effective communication and management system in place Improved outreach and management of TLE staff and volunteers	Executive Director TLE Community Manager Office Assistant	August 2023 – June 2024	<ul style="list-style-type: none"> management system statistics
1.15 Ensure regular communication of The Learning Exchange news, services and information to members, other literacy providers, partners, schools, daycares, and community organizations	Informed members, partners, organizations, schools, daycares, and community Promotional materials available to promote services and provide information			<ul style="list-style-type: none"> # of promo materials created/distributed # of service and program inquiries
1.16 Literacy in the community: <ul style="list-style-type: none"> Annually create an ongoing list of literacy and community events to attend and/or promote 	Annual list of literacy and literacy-related community events on TLE’s Event page			<ul style="list-style-type: none"> TLE’s calendar and Events page
1.17 Maintain social network presence for communication and promotion: <ul style="list-style-type: none"> Use Canva to create graphics Create/upload regular posts/tweets to Facebook and Twitter accounts Continue to increase use of Instagram account Create photo albums: Upload photos, tag, etc. Increase TLE’s # of Twitter followers and retweets Increase # of Facebook fans, likes, comments and shares 	Effective use of social networking to communicate TLE’s mission, vision, and mandate	Executive Director	Daily/Weekly 2023-2024	<ul style="list-style-type: none"> # of tweets, likes, posts, shares, comments, etc. # of photo albums total outreach TLE accounts
1.18 Create promotional materials and posts: <ul style="list-style-type: none"> Develop TLE service information promos for following audience: <ul style="list-style-type: none"> Parents and families Souvenir Elementary population Adult Education staff & students SWLSB population Potential volunteers TLE members: students and volunteers Community Develop promotional videos and podcasts Update/create/print promos as needed 	Promotional materials available for TLE specific to targeted audiences Enhanced presence in community			Ongoing 2023 - 2024
1.19 Community Communication <ul style="list-style-type: none"> Distribute communication packages and promotional materials at events within the community 	Increased awareness and understanding of literacy and TLE services	Executive Director Community Manager Office Assistant BOD	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # of promotional materials distributed



Increase Overall Membership and Community Outreach

Recruitment and Outreach

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
<p>1.20 Recruit/advertise for</p> <ul style="list-style-type: none"> - Math and literacy volunteers - Digital /IT volunteers - Volunteers for special needs students - Family Literacy (FL) volunteers • Initiate community outreach • Create FB advertisements • Maintain memberships with community organizations • Post on volunteer recruitment sites (e.g., VolunteerMatch, Charity Village, VBM,) and their social media platforms • Process students and volunteers 	<p>New volunteer members recruited Improved promotion to reach wider audience of potential volunteers Well-promoted volunteer opportunities on numerous sites Virtual volunteers recruited TLE members well-supported Strong community sharing</p>	<p>Executive Director TLE Community Manager</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # of TLE members • Amount of funding for recruitment • # of virtual volunteers • # of coaches and tutors • # of special needs volunteers • # of students • # of trained volunteers
<p>1.21 Recruit new students to match with trained volunteers</p> <ul style="list-style-type: none"> • Initiate community outreach • Use social media sites to recruit students • Keep CDC Vimont and CDC Pont Viau informed of available tutors 	<p>Students recruited Increased membership and community outreach Answered needs of the community via TLE services and programs Wider community advertising via social media Increased partnership with CDC Vimont and CDC Pont Viau</p>	<p>Executive Director TLE Community Manager</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # of new students • # of MailChimp campaigns
<p>1.22 Communication with Adult Ed</p> <ul style="list-style-type: none"> • Regularly inform CDC Centres' staff of TLE programs, events, and services • Visit Adult Ed Centres to directly inform students and staff • Inform teachers and staff of tutor opportunities • Keep staff apprised of intake procedures for students requesting tutoring services • Work with Adult Ed professionals to inform students of TLE services • Maintain and update a "About The Learning Exchange" web page for Adult Ed. • Send information to school staff bulletins and notices (e.g. Stay Connected) as needed 	<p>Adult Ed staff well-informed of available TLE services, events, and programs</p>	<p>Executive Director TLE Community Manager Office Assistant</p>	<p>September 2023 Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # of referrals from Adult Ed teachers and staff • # of referrals for TLE online forms • # of student registered for services • TLE info in bulletins and newsletters

STRATEGIC DIRECTION 2. EXCELLENCE > SERVICES AND PROGRAMS	GOALS <ul style="list-style-type: none"> Develop and improve services & innovative programs Provide quality training and professional development Be responsive to the membership and community
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Develop and improve services & programs

TLE Services

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.1 Adapt services to new situation/location of office <ul style="list-style-type: none"> Continue to offer online tutoring Reopen onsite tutoring Adapt events, meetings and tutoring to online when necessary Hold group and member events in person when possible Work with other councils and schools Participate in PD/meetings in person and online 	Services adapted as needed Unified efforts: Networking with other councils and community partners Online tutoring program continues	Executive Director TLE Community Manager Office Assistant	Ongoing 2023 - 2024	<ul style="list-style-type: none"> Online services available In person services and activities Website statistics # of MailChimp campaigns # of inquiries # of promotions TLE info page on SWLSB web
2.2 Continue communication and access to TLE services in community <ul style="list-style-type: none"> Online SWLSB info page: update regularly Regularly support and contact TLE members Promote services internally/externally Get feedback from participants 	Increased awareness of TLE services Increased community access to TLE services Improved online information	Executive Director TLE Community Manager Office Assistant		
2.3 Continue to adapt and develop services and online tutoring: <ul style="list-style-type: none"> Review any budget needed Maintain tutoring platform: Zoom accounts Maintain appropriate tools and apps Provide IT support and training as needed for staff, tutors, students Evaluate services and programs Evaluate online program and adapt as needed 	Community access to TLE services Online tutoring program maintained TLE members access to support and training to access services Program and services evaluated Satisfied TLE members Programs and services adapted to needs TLE members' needs met	Executive Director		

Projects

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.4 Initiate new project/proposal for 2023/2024 and write proposals for 2024/25 based on needs <ul style="list-style-type: none"> Follow guidelines and directives of projects Write reports and evaluate projects 	2+ project proposals written and submitted Funding acquired for project objectives and initiatives Increased opportunities for students and community	Executive Director	October 2023 to June 2024	<ul style="list-style-type: none"> # of accepted projects project objectives reached



Develop and improve services & programs

Family Literacy Program

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
<p>2.5 Build upon partnerships with daycares and schools in community</p> <ul style="list-style-type: none"> Partner with Souvenir Elementary, AGAPE, HEY program, daycares and SWLSB on FL projects Reach out to list of daycares and schools within community Establish ongoing communication Annually update contact list and FL database Work with daycares and schools to address family literacy needs in community Offer support services (e.g., information, promotion, resources, etc.) Involve parents/youth as volunteers Provide quality English children’s books to families 	<p>Solid relationships with daycares and schools Regular communication Improved information for community about family literacy initiatives, activities, events, ideas, and resources Early intervention and prevention Increased support for daycares and schools to give to their clientele Improved information for community about initiatives, activities, events, ideas, and resources related to family literacy</p>		<p>Starting Sept. 2023</p>	<ul style="list-style-type: none"> # of family literacy partnerships in community Contact list Proposals accepted: additional funding received # of events # of schools/families reached
<p>2.6 Continue to develop and build upon family literacy program initiatives within the community</p> <ul style="list-style-type: none"> Write proposals to acquire FL funding Create FL resources Add resources to website Provide families, schools and daycares with community organization information, resources and support for family literacy and Family Literacy Day initiatives Reach out to book organizations for discounts, and donations Use ideas/resources from: Move into Literacy, Storytime, 1000 Books, Wonderful World of Stories and Ready to Read, Write, Think Increase events within the community Promote FL program within community 	<p>Family literacy project funding secured Increased # of Family Literacy events/activities in community Increased support for parents/families Distributed FLD promotional materials to schools and communities Increased # of Family Literacy events/activities in community Quality English children’s books in homes Early prevention strategies in place, maintained and updated Sustainable program for children and their families</p>	<p>Executive Director TLE Community Manager Office Assistant</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> # of daycares reached # of children reached # of FL links book donations to TLE and/or discounts for purchase of books # of books given Feedback and reports
<p>2.7 Souvenir Elementary</p> <ul style="list-style-type: none"> Hold FL events during special calendar dates over school year Initiate/pilot lunch and afterschool activities 	<p>Increased support for children and their families Increased opportunity for FL activities</p>		<p>Starting October 2023</p>	

Develop and improve services & programs

TLE Office				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.8 TLE office: <ul style="list-style-type: none"> Manage new TLE location Arrange furniture and organize materials 	TLE office established at Souvenir Elementary TLE office set up and organized for staff	Executive Director TLE TLE Community Manager Office Assistant	Starting August 2023	<ul style="list-style-type: none"> Office setup Updated/new equipment and furniture Up-to-date technology Open House attendance
2.9 TLE Community Resources: <ul style="list-style-type: none"> Arrange community visits to CDC Vimont to offer services to community and to adult ed. population Promote online and within CDC Vimont and Pont Viau Provide access to resources (e.g. printing of infographic material resources) Attend Open House events in Adult Ed 	Services well promoted within SWLSB Adult Ed Improved services to accommodate needs of adult ed. community Students able to use resources online		Starting Sept. 2023	
2.10 Regularly, maintain, update, upgrade and purchase necessary equipment for Resource Center and staff based on needs: <ul style="list-style-type: none"> iPads/tablets Laptops/PCs & printers Headsets, speakers, etc. Organize distribution of equipment 	Well-maintained office Updated office and improved professional look Resources current and updated storage/organization Improved function of office Working equipment		August 2023 As needed	
2.11 Replace old/worn and broken equipment, storage cases and furniture <ul style="list-style-type: none"> Office furniture (e.g., desk chair) Organize storage and labeling of resources 				
Book Give-Aways				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.12 Book collection: <ul style="list-style-type: none"> Sort, store and track books Label all books with TLE logo & website address 	Improved access to quality books for all ages Improved access to English books Improved literacy in the Laval community TLE promoted events and services	Office Assistant	Starting Fall 2023 Ongoing as needed	<ul style="list-style-type: none"> # of books collected and given away # of people receiving books # of promos and ads Website and social media statistics
2.13 Graphics & Promos <ul style="list-style-type: none"> Advertise for book donations Create posters/signage as needed Create ads and posts to promote events 		Executive Director		
2.14 Book Give-Away Events <ul style="list-style-type: none"> Display give-aways and signage Hold events during book/reading-themed calendar dates (e.g., Children's Book Week, FLD, etc.) at different community locations (e.g. CDC Vimont, Souvenir Elementary) 		TLE Community Manager Office Assistant		

Develop and improve services & programs

Student & Volunteer Intake and Matching

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.15 Member files: <ul style="list-style-type: none"> Regularly maintain and update Excel database and online files of all TLE members as well as new and potential students and volunteers 	Up-to-date database of TLE members and staff Accessible data for all staff Improved volunteer management	TLE Community Manager Office Assistant	Ongoing 2023-2024	<ul style="list-style-type: none"> Excel database Google forms and docs maintained # of members
2.16 Volunteer and student intake forms and procedures: <ul style="list-style-type: none"> Continue to review/evaluate online and in-person intake and matching procedures and policies Correspond new procedures in policy and procedures manual and on website Use Google Forms for intake and registration Use Google Forms for scheduling Review and evaluate forms Update forms as needed 	Improved intake and matching procedures Improved ease of application Clear policy and procedure for intake and matching New and easy to use/access forms	Executive Director TLE Community Manager Office Assistant	Starting Sept. 2023	<ul style="list-style-type: none"> Intake procedure reviewed and in place Website reflects any changes & updates Google Forms available online # of forms created # of members using online forms
2.17 Volunteer intake: <ul style="list-style-type: none"> Follow intake and matching procedures Complete interview/referral Organize for training via Ruzuku Schedule orientation session with ED Provide Zoom user account and resources Establish necessary resources and support needed 	Successful intake procedures in place New members vetted New volunteers ready to work with students	TLE Community Manager Executive Director	Starting mid-Sept. 2023	<ul style="list-style-type: none"> Database info. Scheduled training # Completed interviews and referrals
2.18 Police background check <ul style="list-style-type: none"> Do police background check for all volunteers and staff (as needed and when required for match or volunteer work) Maintain list of all volunteers and staff who have completed check as well as date 	Completed background checks Safe work environment for volunteers, staff, and students	TLE Community Manager Office Assistant	Ongoing 2023-2024	<ul style="list-style-type: none"> # of police checks completed TLE member files updated
2.19 Student intake: <ul style="list-style-type: none"> Follow intake and matching procedures & follow-up on teacher/school referrals Complete initial meeting Establish needs/goals Organize for resources Establish necessary resources and support needed 	Successful intake procedures in place New student members registered New students ready to be matched with volunteer	TLE Community Manager	Starting mid-Sept. 2023	<ul style="list-style-type: none"> Database info. # student registrations # students ready to be matched
2.20 Matches: <ul style="list-style-type: none"> Match students and volunteers Hold first meeting match up with tutor, student, and Community Manager & Office Assistant 	Successful matches made Engaged participants Improved services	TLE Community Manager Office Assistant	Starting Sept. 2023	<ul style="list-style-type: none"> # of matches # of first meeting match-ups held feedback

Be responsive to the membership and community

Program Development				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.21 Maintain skills for success resources: <ul style="list-style-type: none"> Add resources, materials, links, etc. Hold community workshops Update and maintain Skills for Success Quebec website 	Development of essential skills training workshops Establish resources, links and programs for students and educators Improved essential skills for students Increased job opportunities for students	Executive Director TLE Community Manager	August 2023 to June 2024	<ul style="list-style-type: none"> # of Essential Skills resources and links SFSQ statistics
2.22 Increase opportunities for “everyday life” learning <ul style="list-style-type: none"> Hold online and in-person events Advertise/promote services Promote online Ruzuku courses and YouTube videos 	Outreach Answering the demands/needs of the clientele	Executive Director	Starting October 2023	<ul style="list-style-type: none"> Reports and feedback # of workshops held # of people reached web stats evaluations # of resources distributed # of events held # of participants feedback
2.23 Develop events and programs around calendar events: <ul style="list-style-type: none"> Hooked on School Days Bell Let’s Talk Day Girls’ Action Month Book Week Adult Learner’s Week, etc. 	Improved services to answer needs of adult ed. community	Executive Director	Sept. 2023 – June 2024	<ul style="list-style-type: none"> Reports and feedback # of workshops held # of people reached web stats evaluations # of resources distributed # of events held # of participants feedback

Provide quality training and professional development

Train Volunteers				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.24 Continue to monitor and update training for: <ul style="list-style-type: none"> Volunteers and tutors Special Needs volunteers Virtual Volunteers and Tutors Adult Ed Volunteers Review and update Ruzuku Training Upload current documents Review and evaluate 	Answering needs of membership Training programs in place Team of specially trained volunteers Up-to-date workshops developed Increased training opportunities	Executive Director Trainer	Ongoing 2023-2024	<ul style="list-style-type: none"> Volunteers and students registered # of Virtual volunteers trained reports and evaluations # of workshops held # of events held # of participants participant’s feedback
2.25 Tutor training: <ul style="list-style-type: none"> Increase variety of training opportunities Promote training opportunities Provide online training as needed Get feedback from participants Monitor the trends in literacy within the educational renewal/MEEER and adapt accordingly Evaluate and update program and training based on needs 	Increased retention of potential volunteers TLE members well-supported Relevant training Well-trained and informed tutors Knowledge of renewal/MEEER initiatives Well-promoted training and tutoring opportunities			

Provide quality training and professional development

Information and Communication Technology (ICT) Training				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
<p>2.26 Digital Training / Information and Communication Technologies (ICTs):</p> <ul style="list-style-type: none"> • Maintain Zoom accounts for digital training • Provide User Account information to volunteer tutors • Review Digital Code of Conduct and share with all members • Provide computer and device training for tutors and students to use for tutoring • Offer practice Zoom sessions for new volunteers • Pair new volunteers with experienced volunteers • Provide ICT workshops for members • Add ICT information and training on Ruzuku • Promote Literacy Quebec (LQ) Helpline resource for training and support • Develop ICT training request form 	<p>Supported members Well-informed members Excellent ICT resources, support, and information available Easy access to online training and resources</p>	<p>Executive Director TLE Community Manager Office Assistant</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • Reports and feedback • # training sessions • LQ Helpline stats
<p>2.27 Digital Professional development for staff:</p> <ul style="list-style-type: none"> • Provide ICT PD necessary for staff to be able to support and train members • Support staff to attend webinars and training related to ICTs 	<p>Supported members Well-informed members Excellent ICT resources, support, and information available</p>	<p>Executive Director TLE Community Manager Office Assistant</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # training sessions • LQ Helpline stats

Provide quality training and professional development

Workshops/ Professional Development				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
<p>2.28 Broaden and strengthen professional development programs for BOD, staff, and consultants:</p> <ul style="list-style-type: none"> • Hold Working Retreat for BOD and staff to work together and plan 	<p>Increased opportunities for staff and consultants</p>	<p>Executive Director TLE Community Manager Trainer/Consultant</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # of meetings and information sessions • Work completed at retreat
<p>2.29 Offer a variety of workshops based on identified needs and requests from membership:</p> <ul style="list-style-type: none"> • Promote members' active participation in continued training and tutoring opportunities • Maintain and promote TLE's Volunteer FB Group: post information about training and workshops 	<p>Outreach, improved services Meaningful workshops provided Increase participation of TLE members and community Engaged participants Well-promoted training and tutoring opportunities</p>	<p>Executive Director Trainer</p>	<p>Ongoing 2023 - 2024</p>	<ul style="list-style-type: none"> • # of workshops and participants • Participant's feedback

STRATEGIC DIRECTION 3. EFFECTIVENESS > MEMBER OUTREACH, SUPPORT AND RECOGNITION	GOALS <ul style="list-style-type: none"> Provide members with networking opportunities Provide students with the necessary tools and skills to function successfully in everyday life Ensure members are engaged and have a positive experience
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Provide members with networking opportunities

Networking

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.1 Networking opportunities <ul style="list-style-type: none"> Regularly provide networking opportunities amongst members, BOD, and staff Offer opportunities for members to come together within community and remotely Partner with CDC Vimont and Pont Viau to offer networking opportunities to members Partner with community to offer networking opportunities to TLE membership (e.g. Agape: Social Games) 	Increased networking opportunities Partnerships within community solidified Community engagement	Executive Director TLE Community Manager	Sept. 2023 – June 2024	<ul style="list-style-type: none"> # of networking opportunities # of members attending events # of GenZoomer meetings
3.2 Provide opportunities for students to interact with other learners and learners from other councils and within the community <ul style="list-style-type: none"> Invite students to participate in events: on Zoom and in person when safe Get students involved in student programs Host and participate in student events, outings, and get-togethers Support and promote Mona’s GenZoomers group, Senior Wellness activities with Agape and TLE’s Social Games activities 	Increased number of students attending events outside of tutoring by 10% Annual student event held Engaged and supported students Increased number of events held within community	Executive Director TLE Community Manager Mona Arsenault: GenZoomers group leader	Aug. 2023 – June 2024	<ul style="list-style-type: none"> # of Social Games events held # of Senior Wellness Social Games held # of members involved in planning and organization Social media stats TLE FB Groups stats
3.3 Participation <ul style="list-style-type: none"> Encourage students’ involvement at TLE Encourage member participation outside of tutoring Promote student participation in projects, and events Promote volunteer and tutor opportunities Annually, promote and advertise different committees and duties as the need arises 	Increased students’ involvement through TLE Increased member participation outside of tutoring TLE member participation on committees increased	Executive Director TLE Community Manager	Ongoing 2023 - 2024	<ul style="list-style-type: none"> Reports and feedback

Provide students with the necessary tools and skills to function successfully in everyday life

Student Development

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.4 Digital literacy and ICTs: <ul style="list-style-type: none"> Continue to develop, update, and promote TLE’s ICT information and resources Use ICTs to increase the success rate of adult literacy students and improve digital literacy Use ICTs for tutoring matches Maintain digital literacy information on TLE and SFSQ website as well as TLE’s social media 	“Computer Use” section on SFSQ web current Digital literacy skills developed Students’ competency level increased (real life application of ICTs) Improved access to tutoring opportunities Purchase and organization of tools, apps, and subscriptions to suit needs of TLE membership	Executive Director Trainer TLE Community Manager	Fall 2023 to June 2024	<ul style="list-style-type: none"> # of members using computer and other ICTs Website stats # of resources and links member feedback
3.5 Provide diverse range of learning opportunities for students and offer TLE literacy services based on expressed needs of students	Maintain high level of student satisfaction Organization that adapts to the needs of the students and members Diverse range of learning opportunities offered to students	Executive Director TLE Community Manager Office Assistant Trainer & Facilitators	Fall 2023 to May 2024	<ul style="list-style-type: none"> Reports and Feedback # of sessions and workshops # of students registered for Ruzuku # of participants # of events held
3.6 Increase learning opportunities and resources for adult learners <ul style="list-style-type: none"> Hold student workshops on a diverse range of topics and interests (digital events and in person when possible) Provide information, support, and resources Offer online courses and resources via Ruzuku (e.g. How to Podcast and Infographic info.) 				
3.7 Offer Ronen’s Soft Skills sessions for classes and students as workshops and/or Lunch & Learns				
3.8 Offer Lunch & Learn Activities and workshops in partnership with Souvenir and CDC Vimont for students				

Resources

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.9 Provide resources for tutoring: <ul style="list-style-type: none"> Purchase appropriate subscriptions, applications, texts, materials, consumables, and resources for students/ tutors to use for tutorials such as: <ul style="list-style-type: none"> MathHelps Solutions Ellii.com QuickWrite books 	Student autonomy Tutors equipped to assist students and address individual needs Knowledge of essential skills resources/programs for students Inventory of quality and relevant resources for tutoring Easy access to online resources	Executive Director TLE Community Manager	Ongoing 2023 - 2024	<ul style="list-style-type: none"> Resources used # of resources available Website statistics Feedback from volunteers and students
3.10 Resources and information on TLE websites and Ruzuku: <ul style="list-style-type: none"> Continue to add and update links and resources to TLE website www.TLEliteracy.com, TLE Ruzuku and www.SkillsforSuccessQuebec.com (SFSQ) 		Executive Director		

Provide students with the necessary tools and skills to function successfully in everyday life

Resources cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.11 TLE's ICT Resources <ul style="list-style-type: none"> Provide technology resources and information for students and tutors Remain current on resources available Review and maintain links on sites Add resources as needed Maintain and/or purchase Apps, software and equipment needed 	Building TLE ICT community Increased use of website by students and volunteers Inventory of quality and relevant ICTs for students	Executive Director TLE Community Manager Office Assistant	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # + type of resources available Appropriate resources available
3.12 ICT equipment: <ul style="list-style-type: none"> Annually in Sept., Jan. & June review and evaluate needs of students and tutors with equipment on loan Update inventory list of laptops on loan Annually check TLE's ICTs for necessary updates, replacement, or repair Maintain and update equipment and resources: Service equipment and update software as needed Replace earbuds for new users 	Increased access and use of ICTs Volunteers able to work with students online Students provided with equipment to be able to access online services Updated list of equipment on loan Serviced/maintained equipment	Executive Director TLE Webmaster TLE Community Manager Office Assistant	Sept. Jan. & June + As needed	<ul style="list-style-type: none"> # of students and tutors using TLE equipment Condition of equipment Up to date, working equipment
3.13 ICT resources promotion <ul style="list-style-type: none"> Inform members re: loan of TLE computers, iPads, tablets and related equipment available Post ICT information to TLE websites and share on social media 	Supported members Well-informed members Computers and ICT equipment at Resource Center used by students	Executive Director TLE Community Manager	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # of promos + ads Statistics gathered # social media shares # of devices available for use # of ES resources SFSQ website stats Library inventory

Ensure members are engaged and have a positive experience

Events and Awareness

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.14 Event Partnerships <ul style="list-style-type: none"> Maintain partnerships with SWLSB, CDC-Adult Ed centres, Agape, Laval Networking Partnership (NPI), Community Learning Centres (CLC), RLPRE, etc. for community events. (i.e., Adult Learner's Week, etc.) 	Increase of event attendance and partnership amongst community organizations	Executive Director Partners	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # of partners # of events and participants Reports/feedback

Events and Awareness cont'd				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.15 Establish a Social Committee to organize annual events	Well-organized and planned events	TLE Community Manager Office Assistant Social Committee	September 2023	<ul style="list-style-type: none"> # of participants # of events held Reports and feedback from participants Website and social media site statistics
3.16 Hold Annual events: <ul style="list-style-type: none"> Dec. Holiday Party April Volunteer Appreciation June TLE's Celebration Event 	Engaged members Memorable experience at TLE	Executive Director TLE Community Manager Social Committee	Sept. – June 2024	
3.17 Hold calendar events, such as: <ul style="list-style-type: none"> Nov. Remembrance Day Dec. Giving Tuesday/International Volunteer Day Jan. Bell Let's Talk Jan. Family Literacy Day Feb. Love of Reading Mar. Hooked on School Days Apr. National Volunteer Week 	Increased awareness and involvement of members and community	Executive Director TLE Community Manager Social Committee	Sept. – June 2024	
Support and Recognition				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.18 Support and recognition: <ul style="list-style-type: none"> Maintain in Excel database of birthday months and start dates of all volunteers Hold TLE Volunteer Get-Togethers with Enza Acknowledge and congratulation members for milestones (e.g., years with TLE) and send birthday wishes to members Schedule summer acknowledgements and birthday messages before end of school year to be sent over summer 	Members recognized and supported Feeling of family and community Volunteers and members acknowledged and thanked throughout the calendar year	Executive Director TLE Community Manager Office Assistant	Monthly	<ul style="list-style-type: none"> # of participants # of events held Tutor's independence Current Excel database 12 monthly posts on social media
3.19 Recognize/support staff and consultants for successes and effort	Staff/Consultants recognized	Executive Director TLE Community Manager Office Assistant	Ongoing 2023 - 2024	<ul style="list-style-type: none"> Recognition given Online posts
3.20 Recognize BOD for successes and effort <ul style="list-style-type: none"> Secure funding to hold an annual working retreat for BOD, staff, and consultants Hold annual BOD dinner/luncheon 	BOD recognized and appreciated Feeling of family and community Shared expertise Strong future direction for TLE	Executive Director TLE Community Manager Office Assistant	Nov. 2023 June 2024	<ul style="list-style-type: none"> Retreat held Dinner held Recognition and thanks given BOD retention BOD and staff smiles 😊

Support and Recognition				
Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
<p>3.21 Reward and recognize members' efforts for TLE:</p> <ul style="list-style-type: none"> Continue initiatives to support and recognize members Write articles celebrating members' achievements Continue recognition of TLE and SWLSB students Hold award events Participate in CDC Vimont & Pont Viau graduation ceremonies to present TLE Award of Excellence to a graduating student 	<p>Engaged membership New ideas to support members TLE members recognized Students supported and recognized for their achievements and efforts Tutors thanked and recognized for their efforts TLE Award of Excellence given to deserving students</p>	<p>Executive Director TLE Community Manager Office Assistant</p>	Ongoing 2023 - 2024	<ul style="list-style-type: none"> # of recognition certificates and awards given Attendance at events
<p>3.22 Volunteer Appreciation event 2024</p> <ul style="list-style-type: none"> Develop theme for 2024 event Purchase/create little thank you gifts for volunteers Hold event online or in person, if possible Select volunteers to receive awards and or certificates Post event Write article for social media Pass information on to students and assist them to show their appreciation to the volunteers Present volunteers with little gifts of thanks Include distance volunteers 			April 2024	<ul style="list-style-type: none"> # of articles Gifts given Member participation Web and social media stats Participant's reactions and feedback
<p>3.23 TLE Celebration event 2024</p> <ul style="list-style-type: none"> Develop theme for 2024 event Hold event online or in person, if possible Select any members to receive awards and or special acknowledgement Celebrate members' achievements Post event Write article for social media Include distance members 			June 2024	<ul style="list-style-type: none"> Member satisfaction and retention Member and staff smiles 😊