TLE Detailed Action Plan 2025/2026

STRATEGIC DIRECTION	GOALS
1: Sustainability > Strengthening TLE	• Develop and maintain solid infrastructure | Sustainable Development • Expand partnerships and strengthen connections • Raise awareness and understanding of literacy services available through TLE • Increase overall membership and community outreach

Develop and maintain solid infrastructure

The Learning Exchange (TLE) Infrastructure

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.1 PACTE Funding Optimization • Submit comprehensive funding requests with detailed justification • Annually apply for funding aligned with Strategic Plan and identified needs of membership	Request submitted and additional PACTE funding approved Accepted project proposals	Executive Director Finance Committee	May 2026	• Additional core funding established
1.2 Human Resources • Retain and develop staff • Implement annual cost-of-living salary adjustments • Expand staff capacity to full-time (40 hours/week) positions • Train and support staff as needed • Provide professional development (PD) opportunities • Evaluate and provide feedback to staff • Add Community Outreach staff position	Achieve 100% staff retention Implemented cost-of-living salary adjustments across all positions Manage human resources to run/manage TLE Strengthened communications opportunities Qualified new employees are well-trained and supported by TLE	Executive Director Personnel Committee Financial Officer	Starting August 2025 and ongoing as needed	• Salary increases/cost of living optimized • # of hours dedicated to training and professional development • Job performance
1.3 Board Governance • Recruit skilled/experienced Board members • Maintain diverse Board composition reflecting community demographics • Optimize TLE with 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 2025 Ongoing 2025 - 2026	• Reports and feedback • # of BOD members
1.4 Technology Infrastructure Modernization • Secure funding for Microsoft Office 365 subscriptions (OneDrive, SharePoint, Teams) • Conduct pilot program using Monday.com (M.com) and Microsoft (MS) systems • Move critical documents to SharePoint • Train and support staff on new platforms • Establish necessary technical support systems	Effective communication and management system in place Improved outreach and management of TLE staff and volunteers Successfully migrate100% of critical organizational docs to M.com, integrated with Sharepoint, Google and OneDrive	Executive Director TLE Community Manager Office Assistant Financial Officer	Starting Sept. 2025 to June 2026	• Files shared • OneDrive and Sharepoint in place by 2026 • M.com well established • Staff feedback
1.5 Data Management System • Transition all office, member and activity data from Trello to M.com platform • Continue implementation: Establish data entry protocols and training • Create regular database maintenance and backup procedures	Up-to-date and comprehensive database of TLE members Full migration of Trello to M.com	Executive Director TLE Community Manager Office Assistant	Ongoing 2025-2026	• M.com database maintained • Trello Board contents moved to M.com

TLE Detailed Action Plan 2025/2026

Develop and maintain solid infrastructure

The Learning Exchange Infrastructure cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.6 Document Management • Annually, update and review all documents • Consolidate and update all mailing lists • Establish centralized location and version control for all documents through M.com, Sharepoint, OneDrive • Manage all documents for proposals, projects, meetings, and reports on M.com	Up-to-date and easily accessible documents and email lists Consolidated and updated 100% of organizational documents with version control system	Executive Director TLE Community Manager Office Assistant	Starting August 2025 and ongoing as needed	• Updated master docs and email lists • M.com database • OneDrive • Google Drive
1.7 SAGE Payroll System • Invest in SAGE Payroll System premium features • Pilot and implement new system, evaluate	Streamlined system Facilitate payroll and reduce/eliminate manual processes Updated feature of Sage program	Financial Officer	Starting July 2025	• Payroll completed on Sage
1.8 Strategic Planning Development • Conduct comprehensive community needs assessment • Facilitate stakeholder consultation sessions with members and partners • Engage external consultants for strategic planning facilitation • Develop comprehensive 5-year Strategic Plan (2026-2031)	Completed 5-year Strategic Plan 2026-2031 Delivery of comprehensive Strategic Plan to membership	Board of Directors Executive Director TLE Community Manager Office Assistant Consultants	Fall 2026	• Reports and feedback from: BOD staff • consultants
1.9 Policy and Procedures (PP) Documentation: • Create comprehensive Policy and Procedures manual • Conduct thorough review of existing policies • Design user-friendly manual format with clear navigation • Establish web-based access portal for all members • Implement policy communication and training program	Delivery of Policy and Procedures document incorporating changes and initiatives Members informed of TLE's policies and procedures	Board of Directors Executive Director TLE Community Manager Office Assistant	By June 2026	• Updated and revised Policy and Procedure Manual
1.10 Crisis Management (CM): • Conduct annual crisis management review for staff • Update and develop comprehensive CM plan, protocols and critical tasks document • Integrate crisis procedures into Policy and Procedures manual • Upload crisis management resources to M.com database	Comprehensive Crisis Management plan in place CM Plan 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 2026	• Crisis Management plan in place
1.11 Artificial Intelligence (AI) Incorporation • Identify AI opportunities across program development, delivery, and operations • Implement AI tools for enhanced community outreach and engagement • Develop staff AI literacy through training and workshops • Establish AI usage guidelines and best practices	AI initiatives strategically incorporated throughout key areas • Program development • Program delivery & service enhancement • Operational efficiency • Outreach & community engagement • Capacity building • Strategic planning & evaluation	Executive Director TLE Community Manager Office Assistant	Ongoing 2025-2026	• AI tools available to staff • AI tool usage rates Time on tasks

TLE Detailed Action Plan 2025/2026

Expand partnerships and strengthen connections

Partnerships and Networking

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.12 Strategic Representation and Advocacy • Maintain active membership on key community boards and committees • Exercise voting rights strategically to advocate for member interests • Attend Annual General Meetings of partner organizations • Sustain representation on RLPRE committees (JPS, Je Me Prepare Pour la Maternelle, CBAJ)	Maintain active participation Broad representation for TLE members and students at key organizations Achieve 90% attendance rate at partner organization meetings and AGMs	Executive Director Board of Directors TLE Community Manager Office Assistant	Ongoing 2025-2026	• Attendance and involvement with other organizations • Partnerships
1.13 Souvenir Elementary Partnership Development • Build strategic partnership with school staff, committees, and parent community • Participate actively in school events • Secure annual TLE representation on Sir Wilfrid Laurier Souvenir Elementary Governing Board • Provide regular TLE updates and program highlights through Board representative	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 2025 - 2026	• Active representation on GB • # of meetings attended • # of TLE reps attending
1.14 Community Partnership Expansion • Conduct annual partnership assessment and renewal process • Identify and cultivate two new strategic partnerships • Integrate partners into recruitment and outreach activities • Develop collaborative service delivery with community organizations (fairs, open houses, special events)	Strengthened partnerships and community Two new partnerships established New community contacts / Increased community network Providing literacy services in conjunction with other social benefits Improved collaborative outcomes	Executive Director Board of Directors TLE Governing Board Rep TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• # of new community contacts • # of active partnerships • Active representation on boards, committees and organizations including # of meetings attended and # of TLE reps attending • Expanded membership and contact base
1.15 SWLSB Network Development • Manage M.com list of contacts for the SWLSB 11 Elementary schools in Laval • Update contact information for principals, vice-principals, secretaries, resource teachers and pedagogical consultants • Establish regular and ongoing communication schedule • Expand MailChimp distribution to include all SWLSB contacts	Up-to-date contact information Improved communication and information sharing Increased reach to families within Laval via SWLSB network Expanded outreach Achieve 10% increase in response rate to communication	Executive Director TLE Community Manager Office Assistant	Sept. 2025 January 2026 April/May 2026	

Raise awareness and understanding of literacy services available through TLE

TLE Detailed Action Plan 2025/2026

Promotion/Communication

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.16 Strategic Marketing and Outreach • Develop comprehensive marketing strategy with clear target audiences • Maintain online event calendar with regular updates • Create seasonal promotional campaigns aligned with literacy themes • Implement data-driven social media strategy to increase engagement and followers	TLE recognized within community and amongst partners Effective use of social media Increased social media targeting Informed members, partners, organizations, schools, daycares, and community	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 – 2026	• Marketing campaign: meetings held; plan developed • Social media stats • TLE's calendar and Events page
1.17 Social Media Excellence • Utilize Canva and CapCut for professional graphic and video content creation • Establish consistent posting schedule across Facebook, Twitter, and Instagram • Create engaging photo albums with branding, strategic tagging and SEO optimization • Implement growth strategies to increase followers, engagement, and reach	Effective and excellent use of social networking to communicate TLE's mission, vision, and mandate Continue growth rate	Executive Director	Daily/Weekly 2025-2026	• # of tweets, likes, posts, shares, comments, etc. • # of photo albums • total outreach • TLE accounts
1.18 Promotional Materials Development • Design targeted promotional materials for specific audience segments • Produce professional promotional videos and podcast content • Create print materials for community distribution and events • Establish branded merchandise and promotional toolkit	Promotional materials available for TLE specific to targeted audiences Promotional materials available to promote services and provide information Enhanced presence in community		Ongoing 2025 - 2026	• # of promo materials created/distributed • # and type of promotional materials created and posted
1.19 Professional Video Production • Create video with professional videographer artist through LQ Marketing funds • Research/develop compelling scripts highlighting TLE's impact and services • Produce and optimize videos for TLE YouTube channel growth • Integrate video content across all marketing channels and websites	Effective promotion information videos for TLE Improved information sharing Enhanced presence on social media and within community Tools for networking Effective branding: TLE recognized in community and beyond	Executive Director Videographer	By June 2026	• Professional video produced • # of videos on TLE channel

TLE Detailed Action Plan 2025/2026

Raise awareness and understanding of literacy services available through TLE

Websites

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.20 Website Management and Enhancement • Secure funding for advanced website development and maintenance • Engage a webmaster • Implement SEO strategies and analytics monitoring for improved visibility • Conduct bi-annual website audits to ensure optimal functionality • Update master documents and create engaging content regularly	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 Current statistics regarding website hits Generated increased program inquiry	TLE Webmaster Executive Director Office Assistant	As needed 2025 – 2026	• Web statistics • # of links • # of views • Updated docs • Updated websites • Web statistics
1.21 NEW Website Development Project • Secure funding for comprehensive website redesign and development • Review current site, research other sites and determine needs • Hire professional web designer/developer for modern, responsive design • Create engaging content strategy with regular updates and maintenance • Update/upload and create master documents, links, graphics, events, posts, etc.	Launched modern responsive website Optimized new modern site with current features Enhanced user experience	TLE Webmaster Content and Web Designer Executive Director	by 2028	• New website launched

Increase Overall Membership and Community Outreach

Recruitment and Outreach

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
1.22 Comprehensive Community Outreach Initiatives • Develop and update the "All About The Learning Exchange" informational web page • Create professional branded materials (brochures, flyers, infographics) re: literacy statistics and services • Establish regular communication with CDC Centre staff about TLE programs • Launch targeted social media campaigns to reach underserved populations • Participate actively in community events, open houses, and fairs • Implement volunteer recruitment strategy across multiple platforms	Expanded community awareness of literacy services Higher program enrollment numbers Reached underserved populations Enhanced organizational visibility and credibility New members recruited Improved promotion to reach wider audience Increased membership and community outreach Strong community sharing Adult Ed staff well-informed of available TLE services, events, and programs	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• Number of branded materials distributed • Social media engagement • Website traffic • Number of community events attended • # of new inquiries • # of TLE members • # of referrals from Adult Ed teachers and staff

TLE Detailed Action Plan 2025/2026

STRATEGIC DIRECTION 2. EXCELLENCE > SERVICES AND PROGRAMS	GOALS • Develop and improve services & innovative programs • Provide quality training and professional development • Be responsive to the membership and community

Develop and improve services & programs

TLE Services

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.1 Service Excellence and Innovation • Continuously evaluate and enhance existing services based on member feedback • Develop innovative programs responding to identified member and community needs • Establish collaborative partnerships with councils, organizations, and schools • Implement comprehensive internal and external service promotion strategy • Maintain regular member contact and support systems • Conduct feedback collection from participants and stakeholders • Pursue professional development opportunities to advance organizational excellence	Unified efforts: Networking with other councils, organizations and community partners Increased awareness of TLE services Increased community access to TLE services	Executive Director TLE Community Manager Office Assistant	September 2025 to June 2026	• Online services available • In person services and activities • Website statistics • # of MailChimp campaigns • # of inquiries • Member feedback • # of participants
2.2 Online Tutoring Optimization • Manage tutoring platform: Zoom accounts • Cultivate appropriate tools and apps • Streamline/update online forms and digital processes for improved user experience • Update/produce online forms • Provide comprehensive IT support and training as needed for staff, tutors, students • Conduct regular evaluation of tutoring services and related programs	Community access to TLE services both online and in-person Enhanced personalized learning approaches TLE members have access to support and resources Program and services evaluated and adapted to needs Satisfied TLE members TLE members' needs met			
2.3 In-person Tutoring Support Enhancement • Ensure consistent contact and support systems as needed • Provide necessary tools, resources, and materials for effective tutoring • Establish budget allocation for in-person tutoring needs • Implement evaluation systems for continuous improvement of tutoring services				

TLE Detailed Action Plan 2025/2026

Develop and improve services & programs

TLE Office

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.4 Office Equipment and Technology Management • Conduct annual assessment of technology needs • Implement systematic equipment replacement and upgrade schedule • Organize efficient equipment distribution and inventory management systems • Maintain professional office environment supporting staff productivity **2.5 Equipment Lifecycle Management** • Replace outdated and non-functional equipment following sustainable practices • Organize storage and labeling of resources • Implement equipment recycling program for environmental responsibility • Update office furniture and equipment to support modern work requirements	Optimized and efficient office environment Updated office and improved professional look Resources current and updated storage/organization Improved function of office Working equipment Recycling regularly taking place	Executive Director TLE TLE Community Manager Office Assistant	Starting Sept. 2025	• Office setup • Updated/new equipment and furniture • Up-to-date technology • Open House attendance • Old/broken equipment recycled

Book Give-Aways

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.6 Book Collection and Inventory Management • Establish systematic book sorting, storage, and tracking procedures • Implement TLE branding (labels and QR codes) on all distributed books for community recognition • Maintain accurate statistics on book collection and distribution activities	Improved access to quality books for all ages Improved access to English books Branded materials increase TLE visibility Improved literacy in the Laval community TLE promoted events and services	Office Assistant	Starting Fall 2025 Ongoing as needed	• # of books collected and given away • # of people receiving books • # of promos and ads • Website and social media statistics
2.7 Book Marketing and Promotion • Integrate TLE branding across all books and distribution materials • Create professional signage and promotional materials for events • Generate social media content promoting book distribution events		Executive Director		
2.8 Community Book Distribution Events • Plan and execute book distribution events aligned with literacy-themed calendar dates (World Book Day) • Establish presence at multiple community locations (CDC Vimont, Souvenir Elementary, daycares, community meetings) • Gather statistics for M.com		TLE Community Manager Office Assistant		

TLE Detailed Action Plan 2025/2026

Develop and improve services & programs

Family Literacy Program

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.9 Community Partnership Development for FL • Strengthen partnerships with Souvenir Elementary, AGAPE, HEY program, and local daycares • Conduct annual outreach to all daycares and schools within service area • Establish ongoing communication • Update and maintain comprehensive contact database in M.com • Provide consultation and support services for family literacy initiatives (information, promotion, resources) • Distribute quality English children's books to families in need	Strategic partnership with daycares and schools Collaborative programming Improved information for community about family literacy initiatives, activities, events, ideas, and resources 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	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• # of family literacy partnerships in community • Contact list • Proposals accepted: additional funding received • # of events • # of "piggyback" events resulting from offer of services • # of schools/families reached • # 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
2.10 Family Literacy Core Program Expansion • Secure dedicated core funding for sustainable family literacy programming • Write compelling grant proposals to acquire additional family literacy funding, if needed • Create collaborative programming opportunities with existing community events (movie night, open house, fair, orientation) • Integrate sustainability and environmental themes into family literacy content • Establish resource sharing networks for books and materials (Book fair, used book exchange) • Implement evidence-based programs into core programming (Bookstart Journey, Move into Literacy) • Reach out for FL supporters (book organizations for discounts, and donations)	Family literacy project funding secured Dedicated family literacy programming serves 1000+ Increased # of Family Literacy events/activities in community Increased support for parents/families Distributed FLD promotional materials to schools and communities Quality English children's books in homes Early prevention and intervention strategies implemented			
2.11 Online Family Literacy Program Sustainability • Develop sustainable online family literacy programming model • Expand and update web resources and YouTube channel content • Create ongoing promotion strategy for family literacy initiatives • Ensure annual updates to reflect current programming and resources	Sustainable program for children and their families Up-to-date resources Self-sustaining online resources support 500+ families			

TLE Detailed Action Plan 2025/2026

Develop and improve services & programs

Student & Volunteer Intake and Matching

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.12 Member Database Management • Maintain comprehensive and current M.com database for all TLE members • Implement new systematic file management for students and volunteers • Ensure accessible data management for all staff members • Implement data quality assurance and regular update procedures	Up-to-date comprehensive database of TLE members and staff Accessible data for all staff with improved response time Overall volunteer and program management	TLE Community Manager Office Assistant	Ongoing 2025-2026	• M.com database • Google forms and docs updateded • # of members
2.13 Intake and Registration Process • Continuously evaluate and improve online and any in-person intake procedures • Update Policy and Procedures manual to reflect current practices • Implement user-friendly Google Forms for intake and scheduling • If applicable: Incorporate new OneDrive and SharePoint • Conduct regular evaluation and optimization of all forms and processes	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. 2025	• Intake procedure reviewed and in place • Website reflects any changes & updates • Google Forms available online • # of forms created • # of members using online forms
2.14 Volunteer Onboarding • Implement comprehensive interview and referral process • Organize systematic training through Ruzuku platform • Schedule orientation sessions with Executive Director • Provide Zoom user account and resources • Establish ongoing support systems for new volunteers	Successful intake procedures in place New members vetted New volunteers ready to work with students Improved retention rate through first year of service by 20%	TLE Community Manager Executive Director	Starting mid-Sept. 2025	• M.com info. • Scheduled training • # Completed interviews and referrals
2.15 Safety and Security Protocols • Conduct police background checks for all volunteers and staff as required • Manage comprehensive database of completed background checks with dates • Ensure safe work environment for all participants	Completed background checks Safe work environment for volunteers, staff, and students	TLE Community Manager Office Assistant	Ongoing 2025-2026	• # of police checks completed • TLE member files updated
2.16 Student Registration and Support: • Implement comprehensive student intake and needs assessment process • Establish clear goals and learning objectives with each student • Organize appropriate resources and support materials • Establish necessary resources and support needed	Successful intake procedures in place New student members registered New students ready to be matched with volunteer Students received targeted support	TLE Community Manager	Starting mid-Sept. 2025	• M.com info. • # student registrations • # students ready to be matched

TLE Detailed Action Plan 2025/2026

Develop and improve services & programs

Student & Volunteer Intake and Matching cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.17 Tutoring Match Facilitation • Facilitate effective student-volunteer matching based on needs and compatibility • Conduct initial three-way meetings with tutor, student, and Community Manager & Office Assistant when possible • Provide ongoing support and monitoring for successful tutoring relationships • Incorporate use of Facebook Volunteer Group	Successful matches made Engaged participants Improved services New matches have meet office staff Ongoing support and monitoring	TLE Community Manager Office Assistant	Starting Sept. 2025	• # of matches • # of first meeting match-ups held • feedback

Projects

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.18 Grant Writing and Project Management • Develop and submit compelling project proposals for 2025/2026 funding cycles • Write strategic proposals for 2026/2027 based on identified community needs • Follow guidelines and directives of projects • Maintain detailed action plans with regular review and update cycles • Establish budget monitoring and financial accountability systems • Manage comprehensive statistics tracking system in M.com for accurate reporting • Write reports and evaluate projects	2+ project proposals written and submitted Funding acquired for project objectives and initiatives Increased opportunities for students and community Successful grants securing $50,000+ in project funding	Executive Director Finance Officer TLE Community Manager Office Assistant	September 2025 to June 2026	• # of accepted projects • project objectives reached

Be responsive to the membership and community

Program Development

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.19 Skills for Success Resource Development • Continuously add and update skills for success resources and materials • Organize community workshops addressing essential skills development • Manage and enhance Skills for Success Quebec website • Develop resources supporting student job readiness and employment success	Development of skills for success training workshops addressing the 9 skills Establish resources, links and programs for students and educators Improved skills for success for students Increased job opportunities for students	Executive Director TLE Community Manager	August 2025 to June 2026	• # of Essential Skills resources and links • SFSQ statistics

Be responsive to the membership and community

Program Development cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.20 Everyday Life Learning Opportunities • Organize diverse online and in-person learning events • Implement comprehensive advertising and promotion strategies • Promote online Ruzuku courses and YouTube educational videos • Respond to identified community learning needs and interests	Improved confidence in targeted areas Answering the demands/needs of the clientele	Executive Director	Starting October 2025	• Reports and feedback • # of workshops held • # of people reached • web stats • evaluations • # of resources distributed • # of events held • # of participants • feedback
2.21 Community Resource Access and Support • Arrange informational visits to adult education classes and community events • Promote online resources to general population and adult education community • Provide access to printing and infographic material resources • Offer complementary services at existing community and school events (resource table, free books, parent resources)	Services well promoted within community Improved services to accommodate needs of clientele Increased opportunity to partner Increased membership	Executive Director TLE Community Manager Office Assistant	Starting October 2025	
2.22 Calendar-Based Programming: • Develop targeted events and programs around key calendar dates • Create programming for Hooked on School Days, Bell Let's Talk Day, and other awareness initiatives • Align programming with adult education community priorities and interests	Themed programming aligned with awareness initiatives Improved services to answer needs of adult ed. community	Executive Director	Sept. 2025 – June 2026	

Provide quality training and professional development

Information and Communication Technology (ICT) Training

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.23 Digital Training / Information and Communication Technologies (ICTs): • Manage Zoom accounts for digital training • Provide user account information and support for volunteer tutors • Offer practice Zoom sessions for new volunteers • Develop ICT workshops responsive to member needs and interests • Create ICT training content for Ruzuku platform • Promote Literacy Quebec (LQ) Helpline resource for training and support	Reduced barriers to technology use Supported members Well-informed members Excellent ICT resources, support, and information available Easy access to online training and resources	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• Reports and feedback • # training sessions • LQ Helpline stats

Provide quality training and professional development

Information and Communication Technology (ICT) Training cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.24 Staff Digital Professional Development • Provide necessary ICT professional development for all staff • Support staff attendance at relevant webinars and training opportunities • Ensure staff capacity to effectively support and train members in digital literacy	Supported staff Staff well-trained and knowledgeable Enhanced capabilities enable innovative programming Excellent ICT resources, support, and information available	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• # training sessions • LQ Helpline stats

Train Volunteers

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.25 Comprehensive Volunteer Training Program • Monitor and enhance training for volunteers, tutors, and specialized roles • Ensure training programs meet diverse volunteer and student needs	Answering needs of membership Engaging training program in place Team of specially trained volunteers Up-to-date workshops developed Increased training opportunities Enhanced experience for new volunteers Addressed specific learning needs	Executive Director Trainer	Ongoing 2025-2026	• Volunteers and students registered • # of Virtual volunteers trained • reports and evaluations • # of workshops held • # of events held • # of participants • participant's feedback
2.26 Orientation Program Excellence • Conduct regular Orientation training sessions for new volunteers • Recruit experienced volunteers and students to share testimonials • Maintain current Ruzuku training content with regular updates • Review and evaluate for continuous improvement				
2.27 Ellii Platform Training and Support • Expand annual Ellii memberships for comprehensive resource access • Stay current on Ellii resources and platform updates • Provide regular training sessions for effective platform utilization • Integrate Ellii overview into standard volunteer orientation	Trained individuals on Ellii New volunteers ready to use Ellii in tutoring sessions Access to professional-quality resources	Executive Director TLE Community Manager	Starting Sept. 2025 As needed	• # of trained individuals • Participant's feedback • # of training sessions held
2.28 Tutor Training and Development • Expand and promote diverse training opportunities for tutors • Provide responsive online training based on identified needs • Collect and incorporate participant feedback for program improvement • Monitor educational renewal/MEQ trends and adapt training accordingly	Increased retention of potential volunteers TLE members well-supported Relevant training Well-trained and informed tutors Knowledge of renewal/MEQ initiatives Well-promoted training and tutoring opportunities			

Provide quality training and professional development

Workshops/ Professional Development

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
2.29 Leadership and Strategic Development • Secure funding to hold strategic planning retreat for Board and staff • Organize collaborative working sessions for Board and staff planning • Provide professional development opportunities for Board, staff, and consultants	Increased opportunities for staff and consultants Enhanced leadership skills Successful implementation of strategic initiatives	Executive Director TLE Community Manager Trainer/Consultant	Ongoing 2025 - 2026	• # of meetings and information sessions • Work completed at retreat
2.30 Member Workshop Programming • Offer diverse workshops based on identified member needs and requests • Promote active member participation in training and professional development • Maintain active TLE Volunteer Facebook Group for information sharing • Create engaging workshop programming that meets diverse learning interests	Outreach, improved services Meaningful workshops provided Increase participation of TLE members and community Engaged participants Well-promoted training and tutoring opportunities	Executive Director Trainer	Ongoing 2025 - 2026	• # of workshops and participants • Participant's feedback

TLE Detailed Action Plan 2025/2026

STRATEGIC DIRECTION	GOALS
3. EFFECTIVENESS > MEMBER OUTREACH, SUPPORT AND RECOGNITION	• 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

Provide members with networking opportunities

Networking

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.1 Community Networking and Engagement • Organize regular networking opportunities for members, Board, and staff • Facilitate both in-person community gatherings and remote connection opportunities • Partner with SWLSB schools and centres for member networking events • Collaborate with community organizations to expand networking opportunities • Utilize Devernay Resource Centre for community programming when possible	Increased networking opportunities and supportive community involvement Partnerships within community solidified Community engagement and connections	Executive Director TLE Community Manager	Sept. 2025 – June 2026	• # of networking opportunities • # of members attending events • # of GenZoomer meetings • # 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 • Reports and feedback
3.2 GenZoomers Student Program • Support Mona's GenZoomers student program • Provide budget allocation for program activities • Assist students and program leader with ongoing needs and support • Promote program through social media and TLE website • Maintain partnership with Agape for Duvernay Resource Centre access	Engaged and supported students Partnership enhanced with Agape Community sharing	Executive Director TLE Community Manager Office Assistant Mona Arsenault: GenZoomers group leader		
3.3 Student Community Integration • Facilitate student involvement in inter-council and community programs • Invite students to participate in events (online and in-person) • Assist student involvement in student programs • Provide budget support for student activities and participation • Host and participate in student events, outings, and get-togethers • Promote GenZoomers, Senior Wellness activities, and TLE Social Games	Increased number of students attending events outside of tutoring by 10% Engaged and supported students Increased number of events held within community	Executive Director TLE Community Manager Office Assistant Mona Arsenault: GenZoomers group leader	Aug. 2025 – June 2026	

TLE Detailed Action Plan 2025/2026

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 Member Participation and Engagement • Encourage active student involvement beyond tutoring sessions • Encourage member participation outside of tutoring • Promote member participation in TLE projects, events, and initiatives • Promote volunteer and tutor opportunities • Recruit members for various committees and organizational roles	Increased students' involvement through TLE Increased member participation outside of tutoring TLE member participation on committees increased Structured opportunities for increased involvement and confidence building	Executive Director TLE Community Manager	Ongoing 2025 - 2026	•
3.5 Digital Literacy and ICT Development: • Develop and promote comprehensive ICT information and resources • Utilize technology to improve adult literacy student success rates • Integrate ICTs effectively into tutoring matches and learning opportunities • Maintain current digital literacy resources on TLE and SFSQ websites	"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 2025 to June 2026	• # of members using computer and other ICTs • Website stats • # of resources and links • member feedback
3.6 Diverse Learning Opportunities • Provide varied learning opportunities based on expressed student needs • Maintain high levels of student satisfaction through responsive programming • Adapt organizational services to meet evolving student and member needs	Responsive programming addressing diverse needs and interests Flexible delivery models Achieved high level of student satisfaction Diverse range of learning opportunities offered to students Collaborative programming and informal learning enviornment	Executive Director TLE Community Manager Office Assistant Trainer & Facilitators	Fall 2025 to May 2026	• Reports and Feedback • # of sessions and workshops • # of students registered for Ruzuku • # of participants • # of events held
3.7 Adult Learning Resources • Organize student workshops on a diverse range of topics and interests (digital and in-person) • Provide comprehensive information, support, and resource access • Offer online courses and resources through Ruzuku platform (podcasting, infographics, etc.) • Offer Ronen's Soft Skills sessions • Provide accessible workshop opportunities				
3.8 Lunch & Learn Activities • Develop and coordinate Lunch & Learn activities in partnership with Souvenir Elementary and CDC Vimont • Create collaborative programming opportunities (art activities, skill development, etc.)				

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

Resources

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.9 Tutoring Resources: • Purchase appropriate subscriptions, applications, and materials for effective tutoring • Maintain access to quality resources (Ellii.com, QuickWrite books, Westcoast Reader, MathHelps Solutions) • Ensure tutors have necessary tools to address individual student needs • Develop comprehensive inventory of tutoring resources	High-quality educational resources and materials Personalized learning approach Professional-grade materials 24/7 access to online learning materials Increased student autonomy Inventory of quality and relevant resources for tutoring Professional-style infographics ready for distribution	Executive Director TLE Community Manager	Ongoing 2025 - 2026	• Resources used • # of resources available • Website statistics
3.10 Online Resource Development and Management • Ensure easy access to quality online resources for students and volunteers • Continuously add and update resources on TLE website, Ruzuku, and SFSQ website				
3.11 Infographic Resource Development: • Develop and maintain infographic resources for community distribution • Secure funding for professional printing and to create additional infographic resources for students, volunteers, families and community • Develop distribution strategy for maximum community impact		Executive Director	Starting Sept. 2025	• Feedback from volunteers and students • Infographics printed and ready for distribution
3.12 ICT Resource Management and Development • Provide comprehensive technology resources and information for students and tutors • Stay current on available resources and applications • Secure funding for equipment maintenance and ICT resources • Expand on and update website links and online resources	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 2025 - 2026	• # + type of resources available • Appropriate resources available
3.13 Equipment Management and Distribution • Conduct regular assessment of student and tutor equipment needs • Maintain current inventory of laptops and devices on loan on M.com • Manage regular equipment maintenance, updates, and replacement • Recycle old and/or outdated equipment	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	• # of students and tutors using TLE equipment • Condition of equipment • Up to date, working equipment

Ensure members are engaged and have a positive experience

Events and Awareness

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.14 Community Event Partnerships • Strengthen partnerships with SWLSB, Souvenir Elementary, CDC-Adult Ed centres, Agape, Laval Networking Partnership (NPI), Community Learning Centres (CLC), RLPRE, etc. • Collaborate on community events. (i.e., Adult Learner's Week, etc.) • Increase event attendance through effective partnership development	Increase of event attendance and partnership amongst community organizations Enhanced collaborative programming	Executive Director Partners	Ongoing 2025 - 2026	• # of partners • # of events and participants • Reports/feedback
3.15 Annual Events: • Organize December Holiday Party (community connection) • Host April Volunteer Appreciation event (recognition and gratitude) • Plan June TLE Celebration Event (community celebration and achievement recognition)	Engaged members Memorable experience at TLE Positive associations with lifelong learning	Executive Director TLE Community Manager Social Committee	Sept. – June 2026	• # of participants • # of events held • Reports and feedback from participants • Website and social media site statistics
3.16 Calendar-Based Events: • Increase community awareness and involvement through themed programming (Remembrance Day, Giving Tuesday, Bell Let's Talk, Family Literacy Day, World Book Day, etc.) • Create meaningful connections between TLE mission and community awareness initiatives	Increased awareness and involvement of members and community Enhanced engagement and alignment with everyday life events	Executive Director TLE Community Manager Social Committee	Sept. – June 2026	

Ensure members are engaged and have a positive experience

Support and Recognition

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.17 Member Support and Recognition: • Build in M.com database of birthday months and start dates of all volunteers • Organize regular support meetings and gatherings for volunteers • Acknowledge and congratulation members for milestones (e.g., years with TLE) and send birthday wishes to members • Schedule summer acknowledgments and communications before school year end	Members recognized and supported Feeling of family and community 100% of TLE volunteers and members acknowledged and thanked throughout the calendar year Personal attention and celebration increased member retention and satisfaction	Executive Director TLE Community Manager Office Assistant	Monthly	• # of participants • # of events held • Tutor's independence • M.com database • 12 monthly posts on social media

TLE Detailed Action Plan 2025/2026

Ensure members are engaged and have a positive experience

Support and Recognition cont'd

Main initiative and Actions	Expected Results	Responsible	Timeline	Measurement
3.18 Staff and Consultant Recognition • Create environment of appreciation and professional recognition • Recognize staff and consultant successes and efforts through various channels	Staff/Consultants recognized Profession recognition and acknowledgement of exceptional contribution to organizational success	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• Recognition given • Online posts
3.19 BOD Recognition and Support • Host bi-annual Board dinner/luncheon for appreciation and connection • Create strong sense of community and shared purpose among Board members	Strategic Board appreciation recognition BOD members feeling recognized and appreciated Feeling of family and community Strong future direction for TLE	Executive Director TLE Community Manager Office Assistant	Nov. 2025 June 2026	• Dinner held • Recognition and thanks given • BOD retention • BOD and staff smiles ☺
3.20 Member Achievement Recognition: • Continue comprehensive initiatives to support and recognize member achievements • Write feature articles celebrating member successes and milestones • Recognize TLE and SWLSB students through award programs and celebration events • Participate in CDC Vimont & Pont Viau graduation ceremonies to present TLE Award of Excellence	Comprehensive recognition program in place Engaged membership Inspirational impact on other members TLE members recognized TLE Award of Excellence given to deserving students	Executive Director TLE Community Manager Office Assistant	Ongoing 2025 - 2026	• # of recognition certificates and awards given • Attendance at events • # of articles • Web and social media stats
3.21 Volunteer Appreciation Event • Develop engaging theme for 2026 event • Purchase/create meaningful thank you gifts and cards for volunteers • Hold event online and/or in person • Select volunteers to receive awards and or certificates • Post event and write article for social media • Present volunteers with little gifts of thanks • Include distance volunteers in appreciation activities	Tutors thanked and recognized for their efforts Meaningful, heartfelt recognition strengthened commitment to TLE mission Engaged volunteers who feel recognized and supported	Executive Director TLE Community Manager Office Assistant	April 2026	• # appreciation gifts given • Member participation •
3.22 TLE Celebration Event • Create inspiring theme for 2026 event • Organize celebration (online or in person) • Select members for awards and or special acknowledgement • Celebrate all members' achievements • Post event & write article for social media • Include distance members in celebration activities	Members supported and recognized for their achievements and efforts Showcased organizational impact and member achievements Event reinforces TLE's role as an essential community resource	Executive Director TLE Community Manager Office Assistant	June 2026	• Participant's feedback • Member satisfaction and retention • Member and staff smiles ☺