

## **Literacy Community Planning Committee Hamilton (LCP) Terms of Reference**

Reviewed Feb-17-26 (to be reviewed and updated at least annually)

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The [Employment Ontario Partnership Gateway \(EOPG\)](#) website contains up to date program guidelines, important information and new postings. Be sure to check EOPG regularly. Also, be sure to set up MyEOIS to ensure you are receiving updates.

Your organization signs a contract with the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) to accept funding to deliver Get SET (Skills, Education and Training) programming. You are expected to complete the deliverables set out in your contract and to work in partnership with the Employment Ontario (EO) network. This includes Employment Services, Apprenticeship and Get SET providers. To be successful, you must actively participate in the LCP committee, follow the Terms of Reference and participate in the Literacy Service Planning process.

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### **About These Guidelines**

These guidelines are an introduction to the purpose and operation of the Literacy Community Planning (LCP) Committee of Hamilton. Target readers include LCP Committee members.

These guidelines will

- orient new members to their role
- describe how the LCP Committee works to serve the literacy community through planning coordination
- provide a reference for experienced members
- be a reminder of tasks that must be completed as part of the LCP mandate
- establish a framework for short and long term planning
- establish a framework for LCP evaluation

### **What is the LCP Committee?**

The LCP Committee participates in the local planning and coordination of literacy services in our area, as described by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD).

[Learning Connections Hamilton](#) (LCH) facilitates and supports the work of the LCP Committee. MLITSD funds local planning and coordination through operational funding of service delivery agencies and regional networks.

### **The objectives of the LCP Committee are to**

- promote the best interests of adult literacy learners and agencies to the community as a whole, to government, to business, and to other education, employment, training and social organizations

- work together to plan and coordinate local literacy services
- ensure reasonable access to, and equitable distribution of, literacy services and related support services throughout Hamilton
- promote consistent and high-quality literacy training throughout Hamilton
- support literacy agencies in providing services to adult learners
- ensure literacy delivery and programs are designed to respond to the unique needs of Hamilton
- guide the work of the Frontline Working Group
- develop and approve a Literacy Services Plan (LSP) for Hamilton
- share information and provide updates to each other that will impact upon our collective ability to serve learners in Hamilton
- respond to the literacy needs of Hamilton as a group
- help learners in Hamilton move along a seamless adult education system that supports lifelong learning and that assists them to achieve their personal goals
- forge links within the community so that learners' needs are met

### **Guiding Principles**

- a. **Collective Effort** - LCP Committee members work for the good of the whole, as well as their individual agencies.
- b. **Flexible Approach** - Literacy services will be designed to meet the various needs of adult learners.
- c. **Responding to Change** - As change happens, the planning process will adapt to meet the changes in our community.
- d. **Trust, Respect and Honesty** - Effective planning and coordination happens in an atmosphere of trust. Members work with each other honestly and openly with respect for one another.
- e. **Performance Indicators** - The LCP Committee is accountable. We show that we have accomplished what we have set out to do through the creation of the Literacy Services

Plan and through attainment of performance indicators.

- f. **Community Links** - Links with social service agencies, education and training sectors, employers and others with similar interests are important for the planning process to be complete.
- g. **Inclusive** - The LCP process is inclusive. Members follow the provisions of the Ontario Human Rights code. Within the limits of available resources, members make every effort to promote diversity within the planning process.
- h. **Commitment** - Upon joining the LCP Committee, members agree to act in accordance with the Terms of Reference.

## **Membership**

### **Get SET Members**

Adult literacy agencies funded by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), Employment Ontario – Get SET must be represented at the LCP table. Member agencies can be either fully or partially funded by MLITSD. Literacy agencies, not MLITSD funded, may be invited to attend meetings. Each literacy agency appoints a person to represent it at Literacy Community Planning (LCP) meetings, and to be the contact for that organization. The appointed person should be able to represent the agency for an extended period and, in general, must be able to act in a decision-making capacity at the LCP table. A member agency may send more than one person to an LCP meeting. This is particularly useful if the agency has multiple sites or delivers services to multiple communities (review voting). Each person in attendance may participate in decisions reached by consensus (review voting). Voting guidelines will be followed when decisions are reached by vote.

### **Non-Literacy Members**

The Literacy Community Planning (LCP) Committee may invite community organizations to join them at the table as Non-Literacy Members. Decisions about which groups to invite are made by consensus or vote of the membership. Non-literacy members typically attend as guests.

Invited organizations should be an interest holder in local planning and coordination. This includes other Employment Ontario (EO) partners, training, education, employment preparation and social services. An exception to this open invitation is a meeting that has been designated as in-camera or confidential meeting. Non-Literacy Members in attendance at an LCP meeting may participate in discussions during meetings but do not have voting privileges.

### **Guests**

The LCP Committee may invite members from other community organizations as guests, participants or speakers to further the planning process, or obtain specific and timely information. Decisions about which guests to invite are made by consensus or vote of the membership.

### **Community Planning and Coordination**

#### **The process**

Literacy Services Planning is an ongoing process. The Literacy Services Plan is the product of the planning cycle. The LCP creates the Literacy Service Plan (LSP).

The planning cycle includes 4 main steps.

1. doing a review of service delivery in the previous year
2. identifying service delivery needs
3. creating the Literacy Service Plan
4. sharing the Literacy Service Plan with other partners for feedback

Stage 4 of the process is ongoing, the result of which will be the next LSP.

#### **The Literacy Service Plan (LSP)**

The LSP is shared on the [LCH website](#). Hard copies of the Community Report may be printed based on consensus and distributed to community partners.

## The LSP

- is a result of local planning and coordination
- identifies the mix of literacy services available in the community and the services that will be provided
- identifies the gaps and duplications in literacy delivery service and describes the respective roles of individual literacy agencies
- is an agreement among member agencies about which organizations will deliver specific literacy services
- is based on community need and emerging needs, and not historical delivery patterns
- details service delivery - although the main focus is training, the other services -- information and referral, literacy assessment, training plan development, and evaluation and follow-up - are included
- is reflected in the annual business plans submitted by individual member agencies
- includes planning that is forward thinking
- includes Literacy Community Planning (LCP) policy development for “possibilities” of program changes
- identifies changes in services or delivery
- identifies the ways member agencies work together to create a seamless system for clients within the Employment Ontario (EO) system

## Timelines

The Literacy Services Plan is

- designed or modified on an annual basis
- submitted to MLITSD as required
- completed prior to the date delivery agencies submit their Business Plans to MLITSD

The LCP will establish timelines for Literacy Service planning. However, adequate time must be allowed for member agencies to fully consult with their Boards, principals, staff, and others, as required.

## **Network Facilitation**

### Learning Connections Hamilton (LCH)

- facilitates the literacy community planning process, which results in an effective Literacy Service Plan
- acts in a neutral capacity
- guides the process and ensures all members have an equal opportunity to participate
- participates in discussions when a decision is reached by consensus, but must remain objective
- compiles and submits the Literacy Community Planning (LCP) approved version of the Literacy Service Plan (LSP) to the Ministry of Labour, Immigration, Training and Skills Development (MLITSD)
- votes only when a decision impacts LCH and its responsibilities
- provides ongoing support to MLITSD-funded Get SET delivery agencies
- facilitates discussions among literacy agencies and MLITSD
- coordinates meetings, arranges space, distributes agendas
- takes minutes, compiles and distributes minutes
- orients new participants to the committee process
- establishes links to the planning activities of other community partners
- represents LCP interests to other planning tables
- represents regional issues to the Learning Networks of Ontario (LNO)
- raises timely and pertinent issues regarding service delivery and community planning
- encourages and facilitates co-operation among literacy agencies
- coordinates and manages projects as identified by the LCP
- educates the public and key stakeholders at a regional level
- fulfils MLITSD requirements as per the network business plan and ministry initiatives

## **Links with the Broader Community**

The Literacy Community Planning (LCP) Committee will interact with other service providers in

their local community to coordinate efforts and identify information important to the planning process. Wherever possible and useful, formal linkages will be made to other service providers such as

- Employment Ontario (EO) partners
- workforce planning boards
- training agencies
- educational providers
- early years services
- employment agencies
- social services
- government
- community groups

## **Roles and Responsibilities**

### **Member Agencies**

- participate fully in local planning and coordination, including creation of the Literacy Service Plan
- send a representative to each Literacy Community Planning (LCP) meeting with the authority to make decisions (if the authorized representative is unable to attend, they have the responsibility to send an alternate to report back to the agency if possible)
- make decisions and act in the best interests of literacy learners in Hamilton
- participate in the development of the meeting agenda as needed
- share data and provide information around the LCP table on service delivery
- collaborate with other agencies to provide a full range of services to clients when appropriate
- articulate delivery services to provide a continuum of opportunities and a smooth transition for learners
- fulfil service delivery commitments as agreed upon in the Literacy Service Plan (LSP)

- inform the Literacy Community Planning (LCP) committee of agency updates and other information that impacts service delivery in Hamilton and agreements made in the LSP
- ensure all program information is up to date and reflected in the LSP online
- support the efforts of the LCP and other delivery agencies with regards to local planning and coordination

As part of community planning and as per Get SET program guidelines, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) expects all agencies to inform the LCP table of any anticipated changes to program delivery, including but not limited to location, focus or niche. Discussions concerning duplication or gaps are to take place at the LCP table. Information, questions and discussions may be used by MLITSD to determine if they will support or fund changes. The LCP does not make decisions around funding or delivery to be supported by MLITSD.

If changes are anticipated between LCP meetings (i.e. summer), the LCP member is to either request a meeting through the chair or ask the chair to present the information through email. If email is the option of choice, the chair will ask for questions or concerns to be asked and a record of the discussion will be distributed to all members.

### **Individual Members**

- attend Literacy Community Planning (LCP) meetings on a regular basis
- ensure another representative comes to an LCP if they will be absent – when possible
- act in the best interest of the community as a whole and all adult learners
- represent the interests of their particular agency and its clients
- participate in local planning and coordination
- make appropriate decisions and refer to the agency for decision making when needed
- act as a contact between their agency and the LCP by consulting with supervisors, staff, board members and others as needed to make informed decisions that reflect the needs

and positions of their agency and ensuring decisions made at the LCP table are communicated to their agency

- come to meetings prepared – read minutes, agenda items, ready to discuss items and make decisions
- treat all members with respect
- respect confidentiality when requested by the table or when appropriate
- share responsibility to ensure the work of the LCP is carried out
- share their own opinions, experiences, knowledge and ideas
- listen to others and allow time for opposing views

### **Chair**

Learning Connections Hamilton (LCH) (regional network) chairs the LCP. Other members may be asked to fill the role of chair in the absence of the chair.

The chair will

- ensure that meetings start on time and that meetings will be orderly and fair
- facilitate maximum participation
- ensure all voices are heard and no one voice will dominate
- recognize speakers and if necessary, limit the length of time a speaker may address the table
- call emergency meetings within 3 business days if needed

### **American Sign Language (ASL) Services**

Those requiring ASL services are responsible to book/cancel interpreters as required, unless otherwise coordinated by LCH. This will be done in a coordinated manner by those requiring these services.

It is the responsibility of those requiring ASL interpretation to inform the network of the

number of interpreters attending any function of the network, or the Literacy Community Planning (LCP) Committee.

Financial support for ASL will be investigated by the network and those requiring the services. All attempts will be made to ensure those requiring ASL interpreters are supported to actively participate in meetings.

### **Meetings**

Meetings will be

- scheduled on a cycle of Sept to June
- planned at the June meeting for the following cycle
- roughly 1.5 - 3 hours depending on agenda items
- held at an agreed upon location or delivery method (in-person/virtual)

### **Structure of Meetings**

Literacy Community Planning (LCP) meetings will consist of

- updates and timely issues – immediate issues, events, announcements, reports and guest speakers
- development and planning – long term local planning, coordination issues and decisions
- evaluation of planning – ongoing evaluation of the Literacy Service Plan (LSP)

### **Sharing Responsibilities**

Research or other time commitments from members may be necessary. Members may be asked to take responsibility for preliminary work and present it to the LCP for consideration during the development discussion and/or decision-making process. The LCP agrees to submit all relevant information required for the development of the LSP. Distribution of responsibilities must be fair to ensure that all members take an active role in the LCP work. Any member of the LCP may request a "round-the-table" information sharing, where each member

is given an opportunity to express a viewpoint on a particular issue.

### **Conduct of LCP members**

Concerns and disagreements are to be discussed at the LCP table. Members are encouraged to raise issues as they occur. Members may register formal complaints, in writing, to the chair, at any time. However, this should only be done after the issue has been raised at the LCP table, and it remains unresolved.

The chair may choose to proceed in one of 2 ways.

1. The formal complaint is included as an agenda item for discussion and resolution, including a vote if necessary.
2. The chair may appoint 2 neutral members to explore the issue and mediate. If a resolution cannot be found, the 2 members may bring recommendations back to the Literacy Community Planning (LCP) table for a vote.

If the formal complaint involves the chair, the complaint may be made in writing to the Chair of the Board of Directors of Learning Connections Hamilton (LCH), only after the issue has been raised at the LCP table, and if it remains unresolved. The LCH Chair will handle the complaint as per LCH policy.

### **Making Decisions**

#### **Agreements**

Decisions made around the LCP table are agreements that act in the best interests of adult learners.

#### **LCP Committee Decisions in Summary**

The LCP Committee makes decisions relating to local planning and coordination. These decisions may include but are not limited to

- determining appropriate service delivery in Hamilton
- providing smooth transition for adult learners
- providing a continuum of learning opportunities for adults
- ensuring reasonable and equitable level of access to services in Hamilton
- establishing information and referral protocols and common assessment strategies
- determining strategies for linking with other service agencies
- determining the operation of the LCP
- responding to current literacy issues, research and development projects and any other issues deemed appropriate by the membership
- responding collaboratively to ministry initiatives

### **Consensus**

Consensus occurs when all participants around the Literacy Community Planning (LCP) table agree to accept a decision. When consensus has been reached all members will act according to the agreement. Consensus is the preferred method for decision-making at the LCP table. Each individual member in attendance may participate in decisions reached by consensus. A call for consensus must be clearly made by the chair with clarification of what is being decided. When consensus cannot be reached, a formal vote may be taken.

### **Voting Guidelines**

A member may request a formal vote be taken on an agenda item or another issue that requires decision making. Ideally, a formal vote request should be made prior to the meeting and included as an agenda item sent to members. This is so they can consult with others at their agency, before voting occurs. A formal vote will not be taken unless an individual member or the chair requests it. A formal vote may be delayed until the next meeting, if needed. A vote may be called via email or other online survey tools. The chair will have the responsibility to open the vote and give all members an opportunity to respond.

### **How to Vote**

All voting will be by show of hands (or in writing in the case of a digital vote). Under normal conditions, votes will be counted and only the number for/against recorded. However, any member may request that votes be tallied, recorded, and distributed in the minutes, showing how an agency representative voted.

### **Quorum**

A 50% +1 majority of member agencies funded by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) to deliver Get SET (Skills, Education and Training) programs must be present for a formal vote to be taken. It is the member agency's responsibility to ensure a representative is present at the Literacy Community Planning (LCP) table to maintain a quorum.

### **Who Votes**

Each member agency of the LCP is allowed one vote. The member agency will decide who will register its vote and how representatives will reach a decision. The network will only vote when the issue involves the network directly.

**Results** A majority of votes decides the issue.

### **Confidentiality**

No information discussed at the LCP table is considered confidential unless specifically requested by an individual member or member agency (unless the information is concerning learner data or any other information protected by law). It is the individual member's responsibility to ensure all confidentiality laws are obeyed at and away from the LCP table. All LCP meeting minutes are distributed to the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) representatives.

## Revisions of the Guidelines

The membership, by consensus or formal vote, may revise these guidelines and procedures at any time to better suit the collective needs.



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