



Indicators Checklist for possible literacy problems

Does this sound like your client?

Avoidance

- _____ gives excuses for not reading or writing, "I forgot my glasses", " I hurt my hand", "I left that information at home"
- _____ seems to ignore or dismiss printed materials, glances at it quickly and puts it away "to look at later"
- _____ becomes angry or defensive when asked to provide a writing sample

Actions

- _____ often shows up very early, late or not at all for appointments
- _____ doesn't appear to record appointments anywhere, i.e. planner or calendar
- _____ brings a friend as "caretaker" i.e. someone the client relies on for information
- _____ does not show up to training or workshops that involve reading and writing
- _____ has difficulty following up on written or printed instructions you give

Interactions

- _____ asks few or no questions about printed information
- _____ asks excessive questions about printed materials, especially when information seems obvious to the reader
- _____ has difficulty using automated phone systems/voice mail, i.e. making numerical choices on keypad, picking current option

Writing

- _____ has difficulty filling in forms accurately and or completely
- _____ copies name and or address from ID or envelopes
- _____ writing has obvious spelling, grammar, punctuation and sentence structure errors
- _____ forms or notes provided are obviously completed by another person

History

- _____ away from school for a long period, i.e. illness, suspension, kept home
- _____ attended many schools, especially in elementary years
- _____ reports not liking school
- _____ attended special education programs or basic level high school courses
- _____ worked many short-term, low-skilled jobs; little or sporadic attachment to labour force
- _____ turned down from or unable to complete training programs in the past
- _____ long or repeated time periods on Social Assistance

If you checked any of the above, your client **may** have literacy issues.

How do I get literacy help for my client?

On-Line:

For a simple online client screening tool visit www.surveymonkey.com/s/literacyprescreen

For information on literacy or literacy programs visit www.literacylinkniagara.ca.

By phone:

For adult literacy information and a referral to a literacy program call 905-401-0878.

Assessments:

Clients on Ontario Works can receive a literacy placement assessment. Clients should ask their OW casemanager to be booked for a Learning Choices appointment with Literacy Link Niagara.

Literacy Link Niagara offers fee-for-service assessments. Call 905-401-0878 for more information.