

Staff and Volunteer Training



Did you know it's important that staff receives ongoing training to improve the accessibility of services?

Take a moment to think about your organization's practices:

- What training have staff received?
- What training do you need to improve your services?
- How will you ensure that the appropriate training is consistently offered to your staff?

Using the following rating scale, please check the ONE response that most accurately describes your organization today:

- A** We are doing this consistently.
- B** We are doing this, but we could make some improvements.
- C** We are not doing this, but we should be.
- N/A** Not applicable.

Staff and Volunteer Training	A	B	C	N/A
1. We regularly receive awareness and sensitivity training about literacy issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. We regularly receive diversity and equity training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. We regularly receive training about colonization and reconciliation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. We regularly receive training on communicating effectively with diverse clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. We build relationships with cultural organizations to increase our cultural responsiveness and sensitivity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. We regularly receive training on how and when to use translators/interpreters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. We regularly receive training on preparing materials in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. We are aware that certain behaviours may indicate that a client could have literacy barriers (e.g., some adults may resist filling in forms themselves, or they may pretend they left their glasses at home and so they can't read the form).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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9. We have been trained to recognize non-verbal cues that may indicate a person is not understanding what is being said (e.g., a puzzled expression, excessive nodding of the head, or smiling without asking any questions.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. We are aware of the other service providers in our community, including literacy and English language learning programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. We refer our clients to other service providers, including literacy and English language learning programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>