Literacy Review Tool

Instructions: Please read the following statements and check the box which best reflects the circumstances at your centre or as part of your practice. All information will be treated confidentially.

Name of your Centre:
Your role:

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
Office environment					
Our reception area is clearly marked.					
The atmosphere in our reception area is friendly and welcoming.					
We provide a quiet, private, well-lit space for clients to fill out forms.					
Private offices are available for client meetings.					
Client accommodations					
We ask clients if they need access to a translator/interpreter in order to use our services.					
We accommodate clients who may want or need to bring friends, Elders, or spokespersons to their meeting with our staff.					

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
We are equipped to accommodate clients with physical disabilities.					
Service delivery					
We ask all clients how they would like to receive information from us.					
We offer clients various ways to access our services.					
We regularly ask our clients for feedback about the quality and effectiveness of our services.					
We provide instructions to clients about what to bring to meetings.					
Prior to them attending, we provide clear instructions to clients about what to expect at meetings or workshops including information about transportation and other supports.					
Communicating with clients					
Our website provides clear, easy-to-understand information about our services.					
We use a welcoming, respectful tone when speaking with our clients.					

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
During appointments, we review with clients the information gathered at the previous appointment(s) to check our mutual understanding.					
We ensure clients have sufficient time to process information and form questions.					
Our conversations include open-ended questions, which allow clients time to more fully express their needs.					
In each meeting, case managers briefly review the information given to clients, paying particular attention to repeating key words and phrases.					
We give clients plain language handouts which summarize the most important verbal information we have discussed.					
Facilitating understanding					
We keep instructions brief and deliver them in a step-by-step sequence.					

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
If it appears that a client does not understand what we have said, we are prepared to use alternative vocabulary.					
Voicemail					
Our voicemail or messaging system has a prompt to reach a "real" person in the first menu.					
We use plain language when creating the messages for our voicemail system or leaving messages with clients.					
Client calls to the main phone number are responded to and directed effectively.					
Plain language					
Our print materials use a personal tone to engage the reader.					
When possible, we avoid the use of acronyms and abbreviations in our print materials. If they are used, they are spelled out in full every few pages.					

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
We attach plain language summaries to information and forms which contain mandated legal and technical language.					
We regularly ask our clients for feedback on the readability of our print materials.					
As appropriate, we have our print materials available in large print and other languages.					
We explain, in plain language, each point in our consent forms to ensure informed consent.					
Formatting and design					
We use matte paper for our print materials.					
We use bulleted lists, where appropriate, instead of long paragraphs in our print materials.					
We avoid the use of ALL CAPS or *italicized* print.					
We use 12 point or larger fonts in our print materials.					
The formatting of our print materials is limited to two standard font styles and sizes.					

	Always/Mostly	Sometimes	Not currently	Don't Know	Not Applicable
Our print materials are designed with lots of white space to provide relief from print.					
Our print materials use simple, realistic line drawings to illustrate key points only.					
We put brief plain language captions beside or underneath drawings to reinforce the message.					
Forms developed by our organization					
We offer clients various ways to fill in forms.					
Our forms are organized in a logical way with one idea per question.					
Our forms require only brief words, phrases, or check boxes to complete each question.					
Our forms use non-technical language to avoid confusing clients.					
As often as possible, our forms are two pages or shorter.					
Instructions on our forms are placed immediately before the question to which they relate.					

Finally, think about literacy within your organization, read the list below and check the three categories that you think should receive the most attention.

Category	Check
Client accommodations	
Communicating with clients	
Facilitating understanding	
Formatting and design	
Forms developed by our organization	
Office environment	
Plain language	
Service delivery	
Voicemail	

Are there any barriers to making the above changes in your centre? Yes / No

If so, briefly describe the key barriers to making the above changes.

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Thank you for taking the time to complete this survey!

This literacy tool was developed and revised from an earlier version created by Literacy Alberta.