

Communicating with Learners



Agencies reported these general tips for communicating with learners through the COVID-19 pandemic.

- Conduct a digital audit to determine what devices/ resources the learner has access to at home.
- Create a spreadsheet or tracking system to record each learner's
 - preferred method of communication
 - devices/resources available
 - best times for communicating, related to learner's work schedules or childcare/family care responsibilities
- Set up office phone lines to function remotely and/or to accept texts.
- Set up a Facebook business account and use it to contact them, eliminating the use of staff personal phone numbers.
- Contact learners by other methods as needed including Google phone, email, texting.

For more details, consult the complete report: *Best Practices in Adult Literacy Program Delivery During the COVID-19 Pandemic (2021)* on the QUILL Learning Network website under [Resources](#)



- Send the online meeting link (if an online virtual meeting platform is being used) to the learner in an email or text rather than through the platform invitation system.
- Use clear writing on all written documents shared with learners.
- Hire clear writing services as needed.
- Create a newsletter including learner and volunteer stories on how they are coping and staying busy or motivated.
- Contact learners daily to help keep learners motivated.
- Help reduce isolation with phone calls.
- Consider creating an online learning portal if possible, where learners can access resources and assignments.



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