

The Reader

People, Words & Change



Adult literacy,
one-on-one.

MARCH 2025

The Reader is the quarterly newsletter of People, Words & Change. We welcome stories and articles by our learners.

People, Words & Change
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Bus #14 stops in front of the building.
There is street parking.

Feedback on the manner in which PWC provides its services to people with disabilities, and any other services, is encouraged and appreciated.

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PWC will be closed Good Friday,
April 18th and Easter Monday,
April 21st, 2025.



Canada

EMPLOYMENT
ONTARIO

Ontario

NATIONAL VOLUNTEER WEEK

APRIL 27 – May 3, 2025

National Volunteer Week is an initiative of Volunteer Canada to highlight and celebrate the contributions and positive impacts volunteers have made. The theme for this year's Volunteer Week is "Volunteers Make Waves." Volunteer Canada sums up the meaning of this quite well: "Each individual volunteer contribution, big or small, creates momentum and has the power to influence and inspire, joining a wave of positive change... Each wave is unique and brings something vibrant and new to the ecosystem." <https://volunteer.ca/national-volunteer-week/>

During this week, PWC holds an event to say "thank you" and to celebrate our over 50 volunteer tutors and board members. The waves that you make in our learners' lives continue to reverberate long after the tutoring ends.

To all PWC volunteers - THANK YOU for making a difference!



"Thank you" Christmas Cheer Foundation!

A big "thank you" to the Christmas Cheer Foundation! For a second year, PWC was able to provide grocery gift cards to our adult learners to help fight food insecurity in Ottawa over the Holiday Season. The Christmas Cheer Breakfast was held on Friday December 6, 2024. The Christmas Cheer Breakfast raised over \$150,000 in 2024 thanks to support from the community and our sponsors. Some learners share their gratitude and how this gift helped.



I would like to thank PWC.
I am very happy for the
Christmas Cheer gift card you
sent to me. This card was very
helpful for grocery shopping.
Since last year my family has
lived with me and I always have
a lot of stuff going on.
Y.M.

I appreciate the lovely
Christmas gift you sent to my
family.
Your generosity truly
brightened our day.
Last year was quite challenging
for us, and we felt a lot of
pressure to give the boys the
Christmas they deserved.
Yancine

You gave me a gift card as
a Christmas gift, which
allowed me to do my weekly
shopping, and it was very
enjoyable. I only had to pay
\$20 for my shopping.
Rash

Thank you for the Christmas gift
card. I really appreciate it a lot,
especially in these tough times with
inflation.

I will be using the gift card to
make cupcakes with homemade
icing. Thank you for giving me
something that I can use to do
something that I love and enjoy -
baking.

And thank you for helping all the
people that are struggling,
especially with these tough times
with inflation and grocery prices
being so expensive.
Megan



I'm writing today to thank
you for the grocery gift
card. I truly appreciate it. It
made a big difference during
this special time of the
year.
IR

This was very helpful for
the holiday. I was able to
put it to good use to buy a
small turkey for my family. I
am very grateful for the
gift.
CW

Thank you for the grocery
gift card. It has helped me
and my family a great deal
throughout the holidays.
Miriam

I am truly grateful to the
Christmas Cheer Foundation
for this thoughtful gift. I will be
able to better support my
family during this expensive
holiday season because of this
generous donation to the
students in PWC.
Tilly

Thank you for the gift card
for Walmart. I used it for
food and drinks for my
family on the holidays. I
bought rice, vegetables,
onions, tomatoes and
potatoes.
Fadumo

Thank you for the gift card.
This will help me for
shopping. Groceries are
expensive for me.
Happy Christmas.
Mebrat



“Thank you” Christmas Cheer Foundation!



Learner Success Stories

Umna

Umna had been working as a hairdresser for most of her career; however, she was at a point in her life where she wanted to have a less physically strenuous job as well as more job security. Nowadays, most jobs require computer skills not only on the job, but also just to apply! She registered with PWC's computer skills class to train in those skills. Umna is very dedicated to learning and diligently attended classes and completed our Beginner Modules. She now has a solid foundation and is in training as a Funeral Director's Assistant. Congratulations Umna!





THE VIEWS EXPRESSED IN THE LEARNER SECTIONS ARE THOSE OF INDIVIDUAL LEARNERS. THEIR CREATIONS ARE A DEMONSTRATION OF THE PROGRESS THEY HAVE MADE. PWC DOES NOT ENDORSE ANY OF THE VIEWS THAT MAY BE EXPRESSED.

My Happiest Trip

The first time I traveled to another country was during my honeymoon trip. My husband and I went to South Africa and I visited different tourist locations.

The trip was the happiest vacation of my life. I learned more responsibility and got some experience. It was the first time I left my parents' house.

This trip was exciting and I felt more freedom because my seven brothers used to watch me like a babysitter.

-K.M





Jollof Rice by Ade

Jollof rice is a dish from West Africa. Everyone makes it a little different. Here is my recipe.

Ingredients

Tomato
Red bell pepper
Onions
Hot red pepper (habanero or jalapeño)
Garlic
Ginger
Tinned tomatoes
Oil
Rice
Seasoning (Maggi)
Chicken broth
Water
Salt



Directions

Mix tomato, peppers, onion, garlic, ginger and grind together into a smooth paste.

Heat oil in a pot, add sliced onion and tinned tomato until mixture takes colour.

Add the ground tomato and pepper paste. Let it fry a little.

Add seasoning (Maggi).

Add the chicken broth.

Add the rice, salt and lower the heat.

Cook until rice is cooked.

Add butter and onions on top of the rice and serve.

I hope you enjoy my Jollof Rice.



Dear People, Words & Change

To celebrate my passing the last milestone test, I'm writing to say goodbye and thank you. My journey with People, Words & Change (PWC) started back in 2016, when a daycare I was working at closed. I was without a job and decided to take the opportunity to improve my writing. I knew I had a learning disability with writing and had hoped to improve. I came to PWC and stayed for a while. But now I'm leaving ☺

I want to give thanks to all my tutors that have helped along the way: Leith, Dwight, Lucas and Paule, my last and final tutor. I appreciate everyone who has helped me. Everyone that took the time to ask questions and to understand my learning needs and investigated how to teach me the best. You stayed calm and patient and never gave up. The flexibility to work with me was appreciated.

With all the learning I gained, I developed confidence to write. I wrote a letter to my dad's nursing home to thank them for all their care over Covid. I feel comfortable writing on social media. I even created a course and greeting cards. I was able to write a letter to a supervisor about concerns with work for the team. I wrote a letter to quit my job, and I wrote about another to apply for job outside of childcare. I wrote a eulogy for my brother. I wrote about our Thanksgiving as a thank you for my mom.

It was more than just tutoring. You developed a growing relationship and cared about my wellbeing. That gave me knowledge and helped me through hard times. Most of all, you all took the time to listen when I felt I had no one there. I feel I have matured a great deal as a person over the years because of these relationships.

The PWC office is a very welcoming space and peaceful with coffee and treats to eat or simply bring your own food and enjoy while you are being tutored. The resources they have for us learners and our tutors are great. I enjoyed the little library with the different stages of reading. They are wonderful. I really appreciate the library. It helps with building up your confidence in reading. It feels amazing when you can finish a book. I'm grateful for the flexibility and trust that PWC has given me. The learning literacy breakfasts are a treat where I would hear all the learner stories. Their growth was encouraging and it was good to know I'm not alone. I never missed one. It's amazing to be a speaker or have your work printed in the newsletter. It is a great milestone for learners. If you haven't, please do. It is truly an amazing feeling.

To all tutors and the PWC Team, thank you for all you do. You are amazing people. Dee, who has been with me from the beginning, and her wonderful calming presence and positive vibe mean a lot. She has always taken the time to talk with all the learners and showed she really cares. This caring presence is also with all the staff and tutors I have met. It is truly what makes PWC fantastic. To all the learners, I hope this letter is encouraging you to never give up. You've got this.

-Heather





FAMILY LITERACY DAY TAKES PLACE EVERY JANUARY 27TH. THIS YEAR THE THEME WAS “LEARN TO BE GREEN, TOGETHER.” PWC PUT TOGETHER A SCAVENGER HUNT CHALLENGE (EITHER “READING” OR “COMPUTER SKILLS”) AS A WAY TO PARTICIPATE IN THIS DAY.

WE ASKED OUR LEARNERS TO ANSWER SOME QUESTIONS ABOUT THE ENVIRONMENT AND BEING GREEN.

Air Pollution

One of the most important environmental issues for me is air pollution. It affects both human health and the environment. Polluted air can cause respiratory diseases, heart problems, and even shorten life expectancy. Additionally, air pollution contributes to climate change by increasing greenhouse gases. To reduce air pollution, we need to use cleaner energy sources, drive less, and support green initiatives.

-Razi

What green issue is the most important to you and why?

In my opinion, one of the most important green issues in the world is war and the production of weapons to harm people rather than solving problems by discussion. Instead, we should use the money to make green products to help our environment.

-Sara

What can you do to help the environment?

- Recycle your garbage.
- Use a fabric bag instead of a plastic bag to save the environment.

-Megan





What can you do to help the environment?

Conserving water, reducing single-use plastics and recycling.

1. Take shorter showers.
2. Carry a reusable water bottle.
3. Install low-flow showerheads.
4. Carry and use a glass bottle.



-Iline

Finding ways to use the wood from dead and damaged trees.

-Rose

Change the way you think about transportation. Walk or bike whenever possible.

-Mary

Recycle, reuse and reduce. I could volunteer to protect nature.

-Carol

Some things you can do to help with the problem of pollution is to pick up the trash on the ground, reuse items, and have a talk with the community.

-Sowell



What green issue is important to you and why?

One green issue that is the most important to me is plastic pollution. “Did you know that 12 million tonnes of plastic finds its way into the ocean every year?” It is something that I have witnessed first-hand when I went to visit Egypt. I went there to enjoy my time with my family, but I kept finding plastic around the shores and no sight of animals nearby. Research has shown that microplastic has caused a decline in the number of fish, turtles, jellyfish and dolphins. I have learned that many people, such as the Egyptians, have never been taught the importance of preserving our ecosystem. As a result, Egypt has lost thousands of aquatic species every year. I recall seeing many jellyfish in the Mediterranean Sea, but not this time. I have found close to none. It is sad for me to see that humans are the cause for the disappearance of aquatic species.

-Miriam



What can you do to help the environment?

In keeping with Jane Goodall’s program “Roots and Shoots” (1991), which encourages young people all around the world to be agents of change by participating in projects that protect the environment, wildlife, or their communities, I would like to participate in “Clean-up the Capital” events as well as in initiatives to clean up local beaches such as those in Britannia and Westboro.

-Rhonda



Our computer lab learners showcase some of the formatting and creative skills in Word that they are learning in class.



- F.A.H.



F.M.

ffffmmm@xxx.com

20th Feb 2025

Re: Job application

To the managing director of Safari Travel

Dear Sir,

- I am humbly writing this email to apply for the job of sales agent that I recently saw in the newspaper.

In fact, I hold a bachelor's degree in travel and tourism management with more than 10 years' experience working as a customer service agent. With these skills I believe that I am suitable for this position.

As I am waiting for your favorable answer, I thank you.

Regards,

F.M.





DO YOU NEED HELP COMPLETING YOUR INCOME TAX FORM FOR 2024?

FREE INCOME TAX CLINICS IN OTTAWA

To qualify for services, you must usually meet the following criteria: simple tax situation, low income (maximum income varies by organization), interest income of less than \$1,000, no capital gains, no rental income or foreign property, not for a deceased person, not for a self-employed individual, not for a business, not for a bankrupt individual. Clinics are free; donations are welcome.

To find a tax clinic near you, go to: https://apps.cra-arc.gc.ca/ebci/oecv/external/prot/cli_srch_01_ld.action

| Contact information | Appointment Types | Returns Prepared | Language | Clientele |
|---|----------------------|-------------------------|--------------------------------|---|
| *PLEASE CONTACT THE ORGANIZATION FOR MORE INFORMATION* | | | | |
| AICP OTTAWA Tax Clinic 847 St. Laurent Blvd Ottawa, ON Contact: Oussama Jouini Phone: (613) 806-7272 Email: Aicpottawa.taxclinic@gmail.com | Appointment, Virtual | Current and prior Years | English, French, Arabic, Hindi | General Public |
| Centre d'impôts gratuity/ Free Tax Clinic Vanier, ON Contact: Patrick L'Hermine Phone: (613) 462-5270 Email: impotaxes@gmail.com | Virtual | Current and prior Years | English, French | General Public |
| Christ Church Bells Corners CVITP 3861 Old Richmond Rd Nepean, ON Contact: Lewis Email: Lewisw@rogers.com ccbc.churchoffice@gmail.com | Walk-in | Current | English | 2SLGBTQI+ friendly, Club/association members, Housing insecure, Indigenous, Newcomers, Persons with disabilities, Residents/patients, Resides within local community, Seniors, Social assistance recipients, Students |

Where can I get **free** help with my income tax return?

Community Services – Income Tax Clinics continued...

| Contact information | Appointment Types | Returns Prepared | Language | Clientele |
|--|----------------------|-------------------|---------------------------------|--|
| *PLEASE CONTACT THE ORGANIZATION FOR MORE INFORMATION* | | | | |
| Community Compassion Centre 1825 Joseph Blvd Orleans, ON Contact: Edmund Brainerd Email: cvitp@cpcorleans.ca | Walk-in | Current | English, French | General Public |
| Eglise Adventiste Francophone d'Ottawa 375 King Edward Ave Ottawa, ON Contact: Wader Cadet Phone: (819) 414-3510 (514) 690-6694 Email: Wadou13@yahoo.com Jeanmicheljoseph16@gmail.com | Appointment, Virtual | Current and Prior | English | General Public |
| Filing Assistance-Virtual ON Site Ottawa, ON Contact: Robert Binotto Phone: (613) 799-0085 Email: Community_Volunteer_IT@tutanota.com | Appointment, Virtual | Current and prior | English | 2SLGBTQI+ friendly, Housing insecure, Indigenous, Newcomers, Persons with disabilities, Residents/patients, Seniors, Social assistance recipients, Students, Youth |
| Free Income Tax Clinic for Newcomers Ottawa, ON Contact: Marian Farah Phone: (613) 526-2075 EXT: 224 Email: m.farah@scfsottawa.org | Appointment | Current | English, French, Arabic, Somali | Newcomers |
| HSS Tax Seva (Services) Ottawa, ON Contact: Rakesh Kumar Email: Rshunt06@gmail.com | Walk-in | Current and Prior | English | Club/association members, Members of their constituency, Newcomers, Residents/patients, Seniors, Students, Youth |
| Life Centre Food Bank 2675 Innes Rd Gloucester, ON Contact: Cynthia Irving Phone: (613) 799-8718 Email: Cirving0717@gmail.com | Appointment, Walk-in | Current and Prior | English | General Public |
| Muslim Association of Canada – Qurtuba Islamic Centre 1950 Merivale Rd Nepean, ON Contact: Houcine Cherif (Primary) Shah Md Yeasir Arafat Phone: (613) 862-1269 (Primary) (873) 354-1658 Email: hcferif@qic.macent.ca (Primary) | Appointment | Current and Prior | English | General Public |

Community Services – Income Tax Clinics continued...

| Contact information | Appointment Types | Returns Prepared | Language | Clientele |
|--|--------------------------------|-----------------------|--|----------------|
| *PLEASE CONTACT THE ORGANIZATION FOR MORE INFORMATION* | | | | |
| Nepean Seventh-Day Adventist Church 4010 Strandherd Dr Nepean, ON Contact: Kirby Joseph Phone: (613) 843-8017 (Primary) (613) 296-7265 Email: Welovepeople247@gmail.com | Appointment, Drop-off, Walk-in | Current and Last year | English, French | General Public |
| Newcomers Free Tax Clinic JFS 300-2255 Carling Ave Ottawa, ON Contact: Donia Jomaa Phone: (613) 769-3810 Email: djomaa@jfsottawa.com | Appointment, Virtual | Current and Prior | English, French, Arabic, Dari, Farsi, German, Hindi, Ukrainian, Urdu | Newcomers |
| OCAC (Ottawa Chinese Alliance Church) 22 Eccles St Ottawa, ON K1R6S2 Contact Ellen Hung (Primary) Aaron Lai (Secondary) Phone: (613) 454-5649 (Primary) Email: ocactaxhelp@gmail.com (Primary) | Walk-in, Virtual | Current and Prior | English, Cantonese, Mandarin | General Public |
| OCISO (Ottawa Community Immigrant Services Organization) 959 Wellington St W Ottawa, ON K1Y2X5 Contact: Irene Chantal Bogue (Primary) Phone: (613) 725-5671 ext. 292 (Primary) (613) 725-0202 Email: ibogue@ociso.org (Primary) | Appointment, Virtual | Current, Last year | English, French, Arabic, Dari | General Public |
| OFIC Tax Clinic 28 Northside Rd Nepean, ON Contact: Sunil Sharma Phone: (705) 312-3456 Email: Sunil.cdma@hotmail.com | Appointment, Walk-in | Current, Last year | English, Hindi, Punjabi, Sanskrit | General Public |
| Orleans-Cumberland Income Tax Clinic 105-240 Centrum Blvd Orleans, ON Phone: (613) 830-4357 Email: info@croc.ca | Drop-off | Current | English, French | General Public |



Community Services – Income Tax Clinics continued...

| Contact information | Appointment Types | Returns Prepared | Language | Clientele |
|---|--------------------------------|-------------------------|-------------------------------|--------------------------------|
| *PLEASE CONTACT THE ORGANIZATION FOR MORE INFORMATION* | | | | |
| NROCRC: Nepean, Rideau Osgoode Resource Centre 240-1547 Merivale Rd Nepean, ON L2G4V3 Contact: Brad Spooner (<i>Primary</i>) Gulay Karadere Phone: (613) 596-5626 Ext: 240 Email: bspooner@nrocr.org (<i>Primary</i>) gkaradere@nrocr.org | Appointment | Current | English | General Public |
| NSAS-Kent Tax Clinic Ottawa, ON Contact: Vivian Chan Phone: (343) 996-6064 Email: Nsasottawa2016@gmail.com | Appointment, Virtual | Current Year | English, French, Arabic, Dari | General |
| Orlenes-Cumberland CRC 105-240 Centrum Blvd Orleans, ON K1E3J4 Phone: (613) 830-4357 Email: infor@crcoc.ca | Drop-off | Current | English, French | Resides within local community |
| Rideau-Rockcliffe Community Resource Centre 100-815 St. Laurent Blvd Ottawa, ON K1K3A7 Phone: (613) 745-0073 ext. 0 | Appointment, Drop-off, Virtual | Current | English, French | Resides within local community |
| SEOHC – South East Ottawa Community Health Centre 600-1355 Bank St Ottawa, ON K1H8K7 Contact: Rachel Mutata (<i>Primary</i>) James Tanguay Phone: (613) 737-5115 ext. 2294 Email: rachelm@seohc.on.ca (<i>Primary</i>) jamest@seohc.on.ca | Appointment | Current | English, French | General Public |
| Samaritan Support Services of Ottawa Carleton (SSSOC) 1820 Carling Ave Ottawa, ON K2A1E2 Contact Yolanda Banks (<i>Primary</i>) Eleanor Savoury (<i>Secondary</i>) Phone: (613) 852-8241 (<i>Primary</i>) (613) 729-3172 (<i>Secondary</i>) Email: sssoctaxclinic@outlook.com (<i>Primary</i>) Yolanda_banks@hotmail.com church@ottawaocg.org (<i>Secondary</i>) | Virtual | Current and Prior Years | English, French | General Public |



May 9-19, 2025



Tulip Festival Activities

Join us May 9-19 in Commissioners Park for movies, tulips, play zones for kids, self-guided walking tours, tulip marketplace, and more.

See more at: <https://tulipfestival.ca/>

Maple Sugar Festival

March 24 – 30, 2025

Vanier Museopark, 320 avenue des Pères Blancs, in Ottawa

Each year, the Vanier Museopark, which runs a sugar shack in the city, celebrates the maple sugar season! This year, the festival celebrates its 40th anniversary! The Vanier Sugar Festival celebrates the traditions of the sugar season, while allowing visitors to reconnect with or learn about artisanal maple syrup production in the country's only urban sugar shack!

See more at: <https://museoparc.ca/sugar-festival/>



COMPUTER CORNER



SPRING CLEANING YOUR INBOX

4 -Ways to Keep Your Email Clean

1. Delete unwanted Emails
2. Stop Junk Emails
3. Sort Emails
4. Empty Spam and Trash

Deleting Unwanted Emails:

1. Open your email.
2. Look for emails you don't need.
3. Click on them and press Delete.
4. Empty the Trash to make more space.



Stopping Junk Emails

1. Open your email.
2. Look for emails from stores and websites.
3. Scroll to the bottom of the email and click Unsubscribe to stop getting them.



Sorting Emails

1. You can put emails into folders.
2. Make folders like Family, Friends, or Bills.
3. Move emails into folders to keep them neat.



Empty Spam and Trash

1. Sometimes, good emails go to the Spam folder.
2. Open Spam and move good emails back to the inbox.
3. Delete junk emails to keep things clean.



Synonyms and antonyms

A **synonym** is a word that is the same as another word.

An **Antonym** is a word that is the opposite of a word.

1. Read each word and mark which word is its **synonym**.

| | | | |
|--------------|---------------------------------------|--|-----------------------------|
| a. difficult | <input checked="" type="radio"/> easy | <input checked="" type="radio"/> challenging | <input type="radio"/> quiet |
| b. quiet | <input type="radio"/> loud | <input type="radio"/> silent | <input type="radio"/> low |
| c. scared | <input type="radio"/> bold | <input type="radio"/> afraid | <input type="radio"/> brave |
| d. end | <input type="radio"/> start | <input type="radio"/> finish | <input type="radio"/> begin |
| e. over | <input type="radio"/> under | <input type="radio"/> below | <input type="radio"/> above |
| f. easy | <input type="radio"/> hard | <input type="radio"/> simple | <input type="radio"/> loud |

2. Read each word and mark which word is its **antonym**.

| | | | |
|--------------|------------------------------|---------------------------------------|---------------------------------|
| a. wealthy | <input type="radio"/> rich | <input checked="" type="radio"/> poor | <input type="radio"/> quiet |
| b. difficult | <input type="radio"/> hard | <input type="radio"/> easy | <input type="radio"/> boring |
| c. before | <input type="radio"/> after | <input type="radio"/> tomorrow | <input type="radio"/> yesterday |
| d. liquid | <input type="radio"/> soft | <input type="radio"/> solid | <input type="radio"/> heavy |
| e. modern | <input type="radio"/> new | <input type="radio"/> ancient | <input type="radio"/> tall |
| f. heavy | <input type="radio"/> big | <input type="radio"/> quiet | <input type="radio"/> light |
| g. first | <input type="radio"/> finish | <input type="radio"/> last | <input type="radio"/> start |

SYNONYMS & ANTONYMS

Synonyms: words that have the same meaning as another word

Antonyms: words that have the opposite meaning to another word

Write a synonym and an antonym for each word. You can check a thesaurus if you are not sure.

Then, write 10 sentences using 10 of the words below.

| word | synonyms | antonyms |
|--------|----------|----------|
| kind | _____ | _____ |
| cry | _____ | _____ |
| same | _____ | _____ |
| pretty | _____ | _____ |
| laugh | _____ | _____ |
| little | _____ | _____ |
| wrong | _____ | _____ |
| start | _____ | _____ |
| easy | _____ | _____ |
| above | _____ | _____ |
| sick | _____ | _____ |
| clean | _____ | _____ |
| relax | _____ | _____ |
| friend | _____ | _____ |
| rich | _____ | _____ |