

**Ministry of Labour, Training  
and Skills Development**

Workforce Policy and Innovation  
Division

315 Front Street West, 17th floor  
Toronto, Ontario M7A 0B8

**Ministère du Travail, de la Formation et  
du Développement des compétences**

Division des politiques et des innovations relatives à  
la main-d'œuvre

315, rue Front Ouest, 17e étage  
Toronto, Ontario M7A 0B8



**MEMORANDUM**

**TO:** Employment Ontario Service Providers and Support  
Organizations

**FROM:** Monica Neitzert, A/Director  
Lifelong Learning and Essential Skills Branch

**DATE:** March 31, 2020

**SUBJECT:** Literacy and Basic Skills Program Guidelines Update

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As part of the continuous improvement process of managing the LBS program, the Support Organization and Service Provider program guidelines have been revised to provide guideline users with updated information and increase AODA compliance. The Service Provider Questions and Answers provides a full summary of the changes to both sets of guidelines.

**NEXT STEPS:**

LBS service providers and support organizations are invited to download the revised guidelines from EOPG. Please discard previous versions of these documents. Should your organization have any questions, please contact your Ministry Consultant (ETC).