

Clear Language and Literacy Resources

Online Resources

Clear Language Consultants

Clear Language and Design

(<http://www.eastendliteracy.on.ca/ClearLanguageAndDesign>)

Site includes: A **Reading Effectiveness Tool** to assess the reading level of draft written materials, '**Ask an Expert**', **Online Thesaurus**, and information about the **CLAD Readability Mark**, recently introduced to recognize effective written materials.

Duncan Kent & Associates (<http://www.techcommunicators.com>)

Site includes: A **Writing Style Guide** and **Dictionary of Plain English**

Impact Information (<http://www.impact-information.com>)

Site includes good resource material and links plus an interesting newsletter – **Plain Language at Work**.

Wordsmith Associates (<http://www.wordsmithassociates.com>)

Site includes: **Self-test**, **Writing Tips**, Information on training and consulting services.

David Elliott (<http://www.davidelliott.ca>)

Site provides resource material on clear legal language.

Clear Language Group (<http://www.clearlanguagegroup.com>)

Site includes information on services and resources related to health literacy, clear language, and cross-cultural communication.

Clear Language Networks

The Plain Language Association International (PLAIN)

(<http://www.plainlanguagenetwork.org>)

Site includes information on national and international events, news articles about clear language and resources including guides, tutorials, and articles by PLAIN members.

Fédération canadienne pour l'alphabétisation en français (FCAF)

(<http://www.fcaf.net>)

FCAF has been sponsoring workshops across Canada to promote awareness of clear language concepts. Information about the **Towards Clearer Communications** workshops can be found at (<http://www.clearercommunications.ca>).

Resource materials are currently available only to workshop participants but will become available to the public by mid-December 2005.

National Adult Literacy Database (<http://www.nald.ca>) (*French – <http://www.bdaa.ca>*)

The NALD site includes a wide variety of information about literacy issues and resources as well as links to other organizations' web sites and resource material.

Clear Language Resources

Garbl's Plain Language Resources

(<http://home.comcast.net/~garbl/writing/plaineng.htm>)

The site includes a wide variety of resources, including an annotated directory of Web sites, books, agencies and organizations related to plain language.

Improving Communication from the Federal Government to the Public

(<http://www.plainlanguage.gov>)

U.S. Government site which includes a wide variety of resources.

Plain Train (<http://www.plainlanguagenetwork.org/plaintrain>)

An Online plain language tutorial adapted from **Plain Language: Clear and Simple** and **Trainer's Guide**, published by Canada's National Literacy Secretariat. (*Aussi disponible en français*)

Writing Style Guide and Dictionary of Plain English

(<http://www.techcommunicators.com/pdfs/stule-diction.pdf>) (Adobe PDF file)

Successful Communication Tool Kit – Literacy and You (Communications Canada)

(http://www.communications.gc.ca/services/alpha_lit/2003/scr2003_toc.html)

(Aussi disponible en français)

Frequently Asked Questions Guide to Plain Language Use in the Government of Nova Scotia (Province of Nova Scotia)

(<http://www.gov.ns.ca/cmns/plainlanguage/frequent.htm>)

Hampshire County Council Corporate Style Guide – A guide for municipal communications from the United Kingdom.

(<http://www.hants.gov.uk/TC/cg/styleguide.html>)

Resources from the Plain Language Association International (PLAIN)

(<http://plainlanguagenetwork.org/Resources>)

Resources from the Labour Movement

Clear Language and Design for Union Communicators, United Food and Commercial Workers (http://www.ufcw.ca/edu_and_training_pubs.cgi)

Do your members know their contract? A clear language guide for CUPE locals, Canadian Union of Public Employees, 2003. Available online at: <http://www.cupe.ca/www/litresources> (OR order from the CUPE Literacy Project - literacy@cupe.ca 613-237-1590)

Making It Clear: Clear Communications for Union Communications, Canadian Labour Congress. 2002. (Training manual and desk screen) Order online at: www.clc-ctc.ca

Resources on Plain Language and Health

Canadian Public Health Association

Directory of Plain Language Health Information (aussi disponible en français)

(<http://www.pls.cpha.ca/english/directory.htm>)

Centre for Literacy of Quebec (with McGill University)

Needs Assessment of the Health Education and Information Needs of Hard-to-Reach Patients

(<http://www.centreforliteracy.qc.ca/health/finalsum/bd/backdoc.pdf>)

More than Plain Language: Adapting Health Communication for Hard-to-Reach Patients

(<http://www.centreforliteracy.qc.ca/health/phase2/morethan.pdf>)

Research Brief #1 - *Plain language and patient education: A summary of current research*

(<http://www.centreforliteracy.qc.ca/health/briefs/no1/no1.pdf>)

Research Brief #2 - *Audiotapes and literacy: A summary of current research*

(<http://www.centreforliteracy.qc.ca/health/briefs/no2/no2.pdf>)

Resources on Clear Language Legal Writing

Canadian Bar Association

Part 1: Writing As A Process

(<http://www.cba.org/CBA/practicelink/CS/plainlanguage1.asp>)

Part 2: Writing To Be Understood

(<http://www.cba.org/CBA/practicelink/CS/plainlanguage2.asp>)

10 Writing Tips for Clearer Communications with Clients

(<http://www.cba.org/CBA/practicelink/tips/clear.asp>)

Resources for Effective Web Sites

Dr. Jakob Neilson – an expert on web usability (<http://www.useit.com>)
Easy to read information on web design and usage – free email newsletter available – March 14, 2005 edition focused on users with lower literacy skills.

Web Accessibility Testing and Services

(<http://www.wats.ca/presentations/intro>) *Guidelines for "Developing an Accessible Website to Better Serve All Citizens"*

General Resources On Literacy and Clear Language

Putting Plain Language Into Practice – A wide ranging review of clear language practices in different contexts across Canada (May 2004 - Northwest Territories Literacy Council)
(<http://www.nwt.literacy.ca/plainlng/practice/cover.htm>) (Adobe PDF File)

Connecting Literacy to Community – Report on a project in 6 Alberta communities – Includes resources to assess an organization's sensitivity to literacy in its written and verbal communications and its interactions with community members. (*Audrey Gander, Bow Valley College, 2003*)
(<http://www.nald.ca/fulltext/connect/focus/cover.htm>)

Issues and Challenges in Communicating with Less Literate Canadians (Communications Canada 2002) (<http://www.communications.gc.ca>) (*aussi disponible en français*)

The Benefits of Improving Literacy Skills in the Workplace (ABC Canada)
(http://www.abc-canada.org/workplace_education/skills.asp)

Workplace Literacy – Overview of Public Awareness Campaigns
(<http://www.nald.ca/fulltext/worklit/cover.htm>)
(For Adobe PDF File: <http://www.nald.ca/fulltext/worklit/worklit.pdf>)

Plain Language and the Bottom Line – Summary of evidence that substantiates benefits from using clear language for employee communications (Rose Grotsky)
(<http://www.nald.ca/whatnew/hnews/2005/grotsky.htm>)

Literacy Facts: Workforce Literacy (Ontario Literacy Coalition, 2003)
(<http://www.on.literacy.ca/literacy/aboutlit.htm>)

Print Resources

Do your members know their contract? A clear language guide for CUPE locals, Canadian Union of Public Employees. 2003 Available online at:
<http://www.cupe.ca/www/litresources> OR order from the CUPE Literacy Project - literacy@cupe.ca 613-237-1590

Get to the Point: A strategy for writing clearly at work, Rose Grotsky. Toronto: Praxis. 1998.

Making It Clear: Clear Communications for Union Communications, Canadian Labour Congress. 2002. (Training manual and desk screen) Order online at:
www.clc-ctc.ca

Presenting numbers, tables and charts, Sally Bigwood and Melissa Spore. New York: Oxford, 2003.

The Literacy Audit Kit, Literacy Alberta, 1997. Order online at:
<http://www.literacy-alberta.ca/resource/auditkit/audktpg1.htm>

The Non-Designer's Web Book (2nd edition), Robin Williams and John Tollett. Berkeley, CA: Peachpit Press, 2000.