



Who We Are

The Adult Learning Centre is part of the Network of **Employment Ontario** Service Providers funded by the **Ministry of Labour, Immigration, Training and Skills Development**. We work with people who want to improve their skills for employment, further education, and personal change. We are part of an innovative and enthusiastic group of community-based programs in the region of South Georgian Bay, plus Grey and Bruce counties. We are the Adult Learning Centres of Grey-Bruce-Georgian.



Our Beliefs and Values

- We believe in quality service, respect, equality, and courtesy for all.
- We believe in your ability to learn and achieve success.

- We value your commitment to learning, your ideas, your privacy, and your life experiences.
- We respect the goals you have set for your life and your willingness to work towards them.
- We care about your success, and we pledge to work tirelessly with you to achieve it.
- We nurture a positive and flexible learning environment.
- We value deep listening and mutual appreciation.

What you can expect

We work hard to promote a welcoming environment by providing positive feedback and emotional safety. We will celebrate your accomplishments and achievements. We know that attitudes of belonging and acceptance will help ensure your sense of control and responsibility. We're in this together and we want to help you.

We will aim to:

- Be helpful, polite, considerate, open, fair, and honest;
- Offer you supports and services that best meet your needs;
- Focus on training on the things you need most and want to learn;
- Be kind and courteous;
- We will keep our promises.



Customer Satisfaction

We are always looking for ways to improve services and programs. We need your input and we are open to your feedback. You can speak with us either in person, by telephone, or through email. We will follow up with you within 48 hours and will work to find the best possible solution.

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