



**ST. CHARLES LITERACY
AND BASIC SKILLS
PROGRAM**



SERVICE CHARTER

OUR BELIEFS AND VALUES

We believe in

- Quality service, respect, equality, and courtesy for all
- Your ability to learn and achieve success

We value

- Your commitment to learning, your ideas, and your life experience
- The goals you have set for your life and your willingness to work towards them
- Your success and we pledge to work with you to achieve it

THE PERSONAL SERVICE YOU CAN EXPECT FROM US

We will aim to

- Be helpful, polite, considerate, open, fair and honest
- Provide a welcoming, safe and friendly learning environment
- Offer you supports and services that best meet your needs
- Focus your training on the things you most need and want to learn

We will

- Give you accurate, up-to-date information on employment, education, career and training opportunities
- Support your right to make informed choices
- Help you meet your employment, education and training goals

CUSTOMER SATISFACTION

St. Charles Adult and Continuing Education is dedicated to you our learners. We strive to provide you the very best of programs and services. We value and appreciate your input as it is only through your comments and suggestions that we can reaffirm and improve our programs to meet your goals.

Whether it is to express your appreciation for our staff and services, or to offer suggestions for improvement, just speak to your instructor or Program Supervisor and we will strive to follow-up as quickly as possible.

LBS Supervisor: Christine Hendrie
 Phone number: 905-577-0555 #8
 E-mail: hendriec@hwcdsb.ca
 Office Hours: Monday to Thursday from 9:00 AM- 3:30 PM

Choose from one of our locations throughout Hamilton and Stoney Creek.

Location	Address	Days	Times	Phone
St. Charles Main	770 Main Street East, Hamilton	All Sites Monday to Thursday Friday	All Sites 9:00-3:30 9:00-11:50	905-577-0555 #8
St. Charles Barlake	60 Barlake Avenue, Stoney Creek			905-577-0555 #7
St. Charles Mountain	150 East 5 th Street, Hamilton			905-577-0555 #6