

# A Health Literacy Tool Kit for Healthcare Providers:

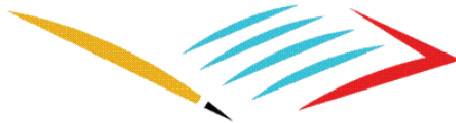
## *Improving Communication with Clients*



Literacy Volunteers of Quebec  
Bénévoles en alphabétisation du Québec

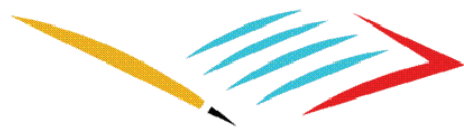
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2011



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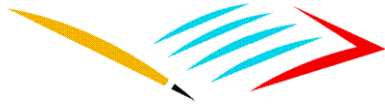
This health literacy education tool kit was developed by Literacy Volunteers of Quebec (LVQ) with funding from the Ministère de l'Éducation, du Loisir et du Sport (MELS).

The title of this project is: *A Teaspoon of Literacy Makes the Medicine Go Down: Facilitating Access to Health and Social Services for People Living with Low Literacy.*

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### **About LVQ:**

Literacy Volunteers of Quebec (LVQ) is a provincial not-for-profit coalition that supports community volunteer-based literacy groups through professional development, communication and advocacy for English literacy.

### **About the health literacy project:**

In response to the alarming statistics about low health literacy in Canada and the link between low health literacy and poorer health outcomes, LVQ developed a health literacy project.

One of the objectives was to raise awareness of health and social service community workers to literacy issues, particularly health literacy, and inform them about community literacy support, tools and resources.

To address this objective, a health literacy videoconference was held in Montreal in April 2010. This educational tool kit grew from discussions held at that conference. The package is designed to:

- raise awareness of health literacy issues
- provide practical tools, applications and resources for future healthcare providers to use when communicating with their clients
- encourage health career programs to integrate the user-friendly kit modules into their curriculums

## How to Use This Kit

The kit is divided into 3 modules:

1. Introduction to Health Literacy
2. Communicating with Your Clients
3. Plain Language and Clear Design

Each module contains:

- A PowerPoint presentation on a USB flash drive (designed to be simple, focusing on key concepts)
- An information sheet listing: length of time the module takes to present; resources needed; objectives; and key points to cover
- An activity sheet with suggested extension activities (practical and application-oriented)
- Handouts and worksheets

The PowerPoint presentations range from 5-15 minutes with basic information that can be reinforced or expanded using the extension activities if desired. All the other information is provided in paper format and as PDF documents on the USB flash drive. In the electronic format, all links are active links (if you click on them they will take you directly to the web source).

The kit was designed to be flexible to meet the needs of different program structures. The modules may be:

- used individually, in whole or in part, to fit with other class curriculum
- used together as a workshop or a longer class format
- posted online for students to do as assignments

## Use them in whatever way is most useful and relevant to you!

The final section of the kit is a resource section which has:

- a list of helpful links to health literacy and plain language resources
- a list of the Canadian Public Health Association's health literacy publications
- a copy of Literacy Alberta's *Health Literacy Audit*
- a copy of Literacy in Action's *Clear Writing and Design*
- an activity sheet with suggested extension activities to explore the resources