

## The Drive To Volunteer

While Maria Ollarvez, a civil engineer in her home country of Venezuela, waited for a one-to-one tutor match, she took English conversational classes at Fox Valley Literacy. During the *Literacy Can't Wait* statewide tutor recruitment drive, Cassie Nelson volunteered to tutor Maria. In the following months, Maria developed the language skills needed to land a job at Miller Electric Company. Her efforts have been fruitful not only for her but also for her tutor. Nelson finds tutoring a rewarding experience. "I've had exposure to different cultures in a new way - it's helped my understanding of the world," said Nelson.



Last fall, literacy organizations across the state recruited new volunteers to help reduce the number of students waiting for tutors. Over 600 new volunteers answered the call.

Jose from Fond du Lac Literacy Services now has someone to help him learn English. Allen from McLit Marathon County Literacy Council has tutors to help him learn to text his deaf wife. A high school student with dyslexia, who had not progressed beyond 2nd-grade reading, is working quickly through the material thanks to his tutor and the Children's Dyslexia Center of Madison. All thanks to *Literacy Can't Wait*.

The support of sponsors and the engagement of community members allows more learners to attain their personal literacy goals.

**“This is the most tutors that I have ever trained in such a short period of time. I am so grateful that so many more children will benefit from working with a trained tutor. Thank you!”**

Mary Bowers, The Kids Ranch

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## Heartfelt Work

“It’s about this,” said Ezi Adesi (photo), adult educator and author of *12 Methods To Make Your ABE Students Comfortable*, as he pointed to his heart. “All this is about compassion and caring about the student.”

As he presented at one of Wisconsin Literacy’s sessions during the Common Grounds Conference, Ezi encouraged his audience – a mix of education professionals from the technical college system, the corrections department, and community-based organizations – to really think about the heart of what they do and the people they serve.

Wisconsin Literacy sessions like “Racism as Trauma: Implications for Helping Professionals” and “Acknowledging Identity and Bias in Serving All Students” encouraged the audience to be aware of their own bias and to think about how their own experience impacts how they see the world. These sessions pushed attendees to think about what they bring to interactions and encouraged them to hear the students’ stories.

The common thread during many of these presentations was that it is important to let students of any age know that someone cares about them and to deliver instruction with compassion.



The Big Share is a one day online giving event for non-profits dedicated to building an equitable and just community and protecting our environment. Your donation to Wisconsin Literacy on March 5th will be doubled by matching donors. Find us at [wisconsinliteracy.org/the-big-share](https://wisconsinliteracy.org/the-big-share).

# Listening to the Patient Voice

## Developing Easier To Read Prescription Labels

“Medication is big for me,” says a current member of Wisconsin Health Literacy’s patient advisory group (PAG). “To be able to understand what it is that I’m taking without having to call my doctor and be like “what is this” and “what is this?” I shouldn’t be confused about medication that is supposed to help me.”

The PAG is a diverse group of patients gathered together to provide feedback on the easier-to-read prescription label project, now in Phase 3. Wisconsin Health Literacy (WHL) formed the first group during Phase 2 of the project. Kari LaScala, Associate Director of WHL, said, “In addition to hearing the voice of pharmacists, providers, researchers and software vendors, we wanted to make sure the patient’s voice continued to be heard.”

In turn, the PAG members feel listened to and that they have a direct impact on something important to so many people. “I like the fact that I’m helping possibly myself or my kids in the future, but also other people out there because I do think it is important that people are taking their prescriptions properly as directed,” says another PAG member.

The PAG provides insight and sometimes surprising answers to how patients understand medications and prescription labels. The input of these patients helps inform the new label design, making sure that the end user is kept in mind.

**Thanks to the Advancing a Healthier Wisconsin Endowment of the Medical College of Wisconsin and supporters like you, over 3 million prescriptions in Wisconsin have easier-to-read prescription labels.**

## Meet the New Health Literacy Director, Stan Hudson

Wisconsin Literacy welcomes the new Health Literacy Director, Stan Hudson, MA, who has been the Associate Director of the Center for Health Policy, University of Missouri (UM), since 2009.

Stan is well known nationally in the Health Literacy field for his work toward creating health literacy standards in schools of medicine and professional certificates for those working in the field. Stan says, “Health literacy and education are vital components of health equity. I love working in an environment that creates systematic changes which allow everyone in the community to feel valued and thrive.”

Wisconsin Literacy looks forward to working with Stan and continuing to grow the Wisconsin Health Literacy division.



**“The labels are so hard to understand. There is always so much on it and... not arranged in the order that would be patient friendly.”**

Member of the patient advisory group





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2019  **Wisconsin Health Literacy Summit**  
A sharper view through the lens of health literacy

**Join us April 2-3, 2019**

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For complete Summit details, visit: <https://bit.ly/HLSummit>