



# **DEAF CAN!** Workforce Literacy Resources





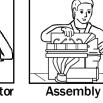


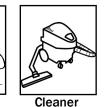
**Durham Deaf Services** 

Project Funded by: The Ministry of Training, Colleges & Universities

# **DEAF CAN!** Workforce Literacy Resources























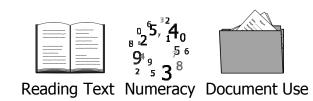
**Kitchen Helper** 

Landscaper

Laundry Worker

Store Stock Clerk

Project Designed and Developed by: Wanda Blackett & Andrea Kenney



DEAF CAN! Workforce Literacy Resources ~ Copyright Durham Deaf Services 2008

### Welcome to DEAF CAN! Workforce Literacy Resources

This project has been developed by **Durham Deaf Services** and funded by the Ministry of Training, Colleges and Universities.

In this book, you will find authentic activities and worksheets ready to be copied and used. The purpose of these exercises is to provide the learner with an overview of ten entry level jobs and touch on some of the tasks which may be encountered at each.

Target skills include: reading text, numeracy skills, and document use. PDF files of all printed activities and worksheets in this volume are included on CD for ease of printing.

This resource is meant to be used in conjunction with the hands-on activities of the "DEAF CAN!" DVD. Also included on this DVD are testimonies by several Deaf community leaders. We trust these inspirational stories will encourage learners in their journey toward gainful employment. As these well known individuals have shown, Deaf can be successful in achieving their goals.

Many people have been involved in the creation of this workforce literacy tool. The message we all wish to share with learners is this:

#### Deaf can be successful! ~ You can be successful!

# Introduction **DEAF CAN!**Workforce Literacy Resources

This learning tool is meant to be used as a Teacher's Resource. Some activities may require instructor assistance. The target group for this project is Deaf adults at an LBS literacy level of 2 or 3.

The main focus of these activities is on developing skills in **Reading Text**, **Numeracy**, and **Document Use**. As you work through the activities, however, you will notice other skills being used such as <u>writing</u>, <u>communication</u>, <u>working with others</u>, <u>computer use</u>, and <u>thinking skills</u>.

The purpose of this project is to provide authentic literacy based tasks found at a variety of entry level jobs, including: ASL Instructor, Assembly Work, Cleaner, Counsellor, Courier, Kitchen Helper, Landscaper, Laundry Worker, Shipper/Receiver, and Store Stock Clerk. Many of the skills used here are readily transferable to other workplace environments.

With this workforce literacy tool, learners will explore various jobs by using the activities and worksheets provided in this book. Interactive activities on the *DEAF CAN! Workforce Literacy Resources* DVD are also included to enhance the learning experience.

We recommend practitioners familiarize themselves with all of the activities in this resource package and select those that best suit the needs and learning styles of the individual. Learners may have specific job goals in mind. This is a good place to start. Continue by working through the other job activities as they also include many transferable skills sets that will be of benefit.

Group work is encouraged throughout.

### Activities and Worksheets

ASL Instructor	Reading Text	Numeracy	Document Use	Page
ASL Profile Feedback 💉			©	1
Attendance &		0	٢	2
Attendance 🛋		<b></b>	٢	3
Curriculum &	Û		Û	4
Curriculum 💉	Û		Û	5
E-mail Communication 1 🖅 📧	e	©	Ü	6
E-mail Communication 2 🖅 🛋	O	©	©	7
E-mail Communication 3 Ger 🔊 🔊	O	©	Ü	8
Vocabulary Builder Puzzles 🗷			Ö	9
ASL Worksheet Answer Key				10
ASL Puzzle Sheet Answer Key	Reading		Document	11
Assembly	Text	Numeracy	Use	Page
Assembly Profile Feedback 🔊			©	12
Assembly Diagram 1 Ger K		<u></u>	©	13
Assembly Diagram 2 GS 🔊 🛋		Ö	©	14
Production Information Ger 🛋	<u> </u>	<u></u>	©	15
Reading Safety Information &	©	©	©	16
Reading Safety Information 🗷	<u> </u>		©	17
Vocabulary Builder Puzzles 🗷			©	18
Assembly Worksheet Answer Key				19
Assembly Puzzle Answer Key	Destine		D	20
Cleaner	Reading Text	Numeracy	Document Use	Page
Cleaner Profile Feedback 🗷			Ü	21
Following Instructions &	C	©	C	22
Following Instructions 🛋		©	C	23
Understanding Ratios &	0	٢	©	24
Ratio Estimation 1 🗷		©	Ö	25
Ratio Estimation 2 🛋		0	0	26

Page

27

Document

Use

 $\odot$ 

# Cleaner, continued Reading Text Numeracy Work Schedule & © © Work Schedule & © ©

	•	•	•	27
Work Schedule 🗷	©	٢	Ü	28
Cleaner Vocabulary Builder Puzzles 🛋			©	29
Cleaner Worksheet Answer Key				30
Cleaner Puzzle Answer Key				31
Counsellor	Reading Text	Numeracy	Document Use	Page
Counsellor Profile Feedback 🗷			٢	32
Calculating Cost &	©	©	Ö	33
Calculating Cost 🗷	٢	©	©	34
Important Letter &	©	©	Ü	35
Important Letter 🛋	©	©	©	36
EpiPen <sup>®</sup> Directions &	<b></b>	٢	©	37
EpiPen <sup>®</sup> Directions 🛋	0	٢	٢	38
Counsellor Vocabulary Builder Puzzles 🛋			©	39
Counsellor Worksheet Answer Key				40
Counsellor Puzzle Answer Key				41
Courier	Reading Text	Numeracy	Document Use	Page
Courier Profile Feedback 🗷			Ü	42
Activity Report 1 Ger &		©	Ü	43
Activity Report 2 🗷		©	Ü	44
Using Forms & K		©	Ü	45
Filling Out Forms & 🖉	٢	٢	٢	46
Vocabulary Builder Puzzles 🗷			٢	47
Courier Worksheet Answer Key				48
Courier Puzzle Answer Key				49

Kitchen Helper	Reading Text	Numeracy	Document Use	Page
Kitchen Helper Profile Feedback 🗷			Ü	50
Metric Conversion Chart &		٢	Ü	51
Metric Conversion Chart 🛋		©	Ü	52
Temperature Chart &		C	Ü	53
Temperature Chart 1 🗷		©	Ü	54
Temperature Chart 2 🛋		C	Ü	55
Solution Ratios &		©	Ü	56
Solution Ratios 🗷		©	Ü	57
Kitchen Vocabulary Builder Puzzle			Ü	58
Kitchen Helper Worksheet Answer Key				59
Kitchen Helper Puzzle Answer Key				60
Landscaper	Reading Text	Numeracy	Document Use	Page
Landscaper Profile Feedback 🗷			Ü	61
Equipment Manual &	0		Ö	62
Equipment Manual 🗷	0		Ö	63
Landscape Plan &		٢	Ü	64
Landscape Plan <i>Æ</i>		0	Ö	65
Mix Ratio Intro 分	Ü	٢	Ü	66
Mix Ratio Chart &		٢	Ü	67
Mix Ratio Chart 🗷		©	Ü	68
Vocabulary Builder Puzzles 🛋			Ü	69
Landscaper Worksheet Answer Key				70
Landscaper Puzzle Answer Key				71
Laundry Worker	Reading Text	Numeracy	Document Use	Page
Laundry Worker Profile Feedback 🗷			٢	72
Care Symbols &		٢	Ö	73
Care Symbols 1 📧		٢	Ü	74
Care Symbols 2 📧			Ü	75

## Activities and Worksheets

Laundry Worker, continued	Reading Text	Numeracy	Document Use	Page
Following Directions &	0	0	0	76
Following Directions 🛋	0	<b></b>	0	77
Safe Handling $\mathcal{G}$	0	0	0	78
Safe Handling 🛋	٢	0	0	79
Vocabulary Builder Puzzles 🛋			0	80
Laundry Worksheet Answer Key				81
Laundry Puzzle Answer Key				82
Shipping & Receiving	Reading Text	Numeracy	Document Use	Page
Shipping & Receiving Profile Feedback 🗷			e	83
Forms &		©	©	84
Forms 🛋		©	©	85
Using Forms &	0	0	©	86
Using Forms 🛋	0	0	٢	87
Reading Symbols &			٢	88
Reading Symbols 🛋			0	89
Ship/Receive Vocabulary Puzzles 🛋			0	90
Ship/Receive Worksheet Answer Key				91
Ship/Receive Form Answer Key				92
Ship/Receive Puzzle Answer Key				93
Store Stock Clerk	Reading Text	Numeracy	Document Use	Page
Store Stock Clerk Profile Feedback 🗷			Ö	94
Physical Inventory &	©	©	©	95
Physical Inventory 🛋	0	©	٢	96
Categories & 🖉			٢	97
Operating Instructions &	0		٢	98
Operating Instructions 📧	0		0	99
Stock Clerk Vocabulary Builder Puzzles 📧			0	100
Stock Clerk Worksheet Answer Key				101
Stock Clerk Puzzle Answer Key				102



## Activities and Worksheets

Other Activities	Text Use	Numeracy	Doc. Use	Page
All Jobs 1 ~ Vocabulary Builder Puzzle $ ot\!$			Ü	103
All Jobs 2 ~ Vocabulary Builder Puzzle 💉			0	104
All Jobs Answer Key				105
Job Titles 1			0	106
Job Titles 2			0	107
Job Titles 3			0	108



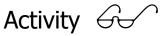


#### Profile Feedback

#### **ASL Instructor**

Watch the profile video on the DVD about being an ASL Instructor, then answer these questions:

- 1. What kind of tasks might you do as an ASL instructor?
- 2. What kind of skills would you need for this kind of work?
- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being an ASL instructor? Why?/Why not?



#### Attendance

Skills: Numeracy, Document Use Profiled: ASL Instructor Other Applications: Counsellor

St Er Re	ourse: ASL 101 art date: Septem nd date: Decemb oom Number: J 5 structor: Wend	er 9, 2008 550										-			ere) ot here)
	Name         Student #         Attendance							Final Mark							
1	Allen, Jane	56392001	P	P	Ρ	Ρ	Ρ	Ρ	Ρ	P	A	P	P	P	82%
2	Apell, Emily	56399189	Ρ	Ρ	Ρ	Ρ	Ρ	Ρ	A	Ρ	Ρ	Ρ	Ρ	Ρ	78%
3	Connor, Sean	53263312	Ρ	p	Р	Ρ	Ρ	р	р	P	Ρ	p	р	p	58%
4	Glade, Annie	42571228	P	P	A	P	P	P	Ρ	A	P	P	P	Þ	80%
5	Hill, Frank	68100302	P	P	P	Ρ	Ρ	P	P	P	P	A	P	P	72%
6	Norman, Myra	50125073	P	P	P	Ρ	Ρ	Ρ	Ρ	P	P	P	P	Ρ	74%
7	Smith, Emma	47268812	P	P	P	Ρ	A	A	Ρ	P	P	P	P	Ρ	89%
8	Timmons, Lee	68422087	P	P	P	Ρ	Ρ	P	Ρ	P	P	P	P	P	93%
9															
10															
11															
12															
13														Γ	
14															

Z

Use this attendance form to answer the questions on the next page.



**Attendance** 

Skills: Numeracy, Document Use Profiled: ASL Instructor Other Applications: Counsellor

#### Use the sample *Attendance* sheet to answer these questions:

- 1. How many students are registered for this class?
- 2. When does this course begin and end?
- 3. In which classroom does ASL 101 meet?
- 4. What is Emma Smith's final mark?
- 5. Who has the highest mark in this class?
- 6. How many times was Annie Glade **absent** from class?
- 7. Students must have a mark of 60% or higher to pass. Do you think all of these students have passed ASL 101? (comment)
- 8. How many students were **present** for every class?
- 9. Who is student number 68100302?
- 10. What is Emily Apell's student number?

Activity 6

#### Curriculum

Skills: Text Use; Document Use Profiled: ASL Instructor Other Applications: Counsellor

•	LESSON 5	v	/here do you live	?	43
•	Attendance Have each s	-	s/her first and last	name.	
•		]	Introduction	Ì	
• • • •	Write the na <b>sign</b> for the	ames of cities a	ew name signs and	orea. Introduce the <b>na</b> point to the city's rea Oshawa Toronto Port Perry	
•	T: ME	LIVE <b>IX-loc</b>	'city on board", IX-	loc "direction of city"	
•	If students	don't understa	nd LIVE, sign:		
•	<b>T:</b> ME	HOUSE SLEEP	PEAT IX-LOC "city	on board".	
• • • •	have name For example Ask student	signs. e: for Pontypod ts to point towa	ol: ME LIVE NEAR	<b>gn)"</b> for cities that do <b>fs-PP</b> (Port Perry) <b>n</b> of various cities, tow	
•		ty) WHERE.	<i>(Use real-world orie</i> here he/she lives.	ntation.)	
•	* NOTE: " <b>IX-</b>	loc" means "ove	er there" and is used	to show locations. ( 受〕	<u>g</u>



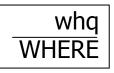
#### Curriculum

Skills: Text Use; Document Use Profiled: ASL Instructor Other Applications: Counsellor

Use the sample *Curriculum Activity* sheet to answer these questions:

\_\_\_\_\_

- 1. What is the topic for LESSON 5?
- 2. What activity must the teacher do at the beginning of this class?
- 3. How will the students learn the name signs of local cities?
- 4. What does the term "IX-loc" mean in this lesson?
- 5. What will the teacher do if the students don't understand the sign "LIVE"?
- 6. If a city does not have a name sign, what will the teacher instruct the students to sign?
- 7. What do you think the term "*real world orientation"* means in this lesson sample?
- 8. What do you think this diagram means?



Skills: Text Use, Numeracy, Document Use Profiled: ASL Instructor Other Applications: All

#### **E-mail Communication**

Read the following e-mail and answer the questions:

Mail for 00600828 - Microsoft Internet Explorer         Original Message         From: "Derek Stern" <wiseguy@shotmail.com>         To: wendysmith@shotmail.com         Sent: 02/28/08 17:36 PM         Subject: ASL103         Hello Wendy!         This is Derek from ASL103. I just wanted to make sure you're         still available to give me the Unit 12 Ouiz I missed 2 weeks</wiseguy@shotmail.com>											
still available to give me the Unit 12 Quiz I missed 2 weeks ago. Will you be able to come to class around 5:35pm tomorrow Tuesday? I can also stay later and take the quiz around 9pm instead of coming early if that is better for you, so please let me know!! See you soon! Derek											
Previous Next Close											
🔊 Done											
(This is a sample e-mail sent by a student, Derek, to his ASL instructor, Wendy.)											
1. When was this e-mail sent?											
2. What is the instructor's e-mail address?											
3. What class is this student in? (subject and level)											
4. Why is this student contacting his instructor?											

Activity & Worksheet 2 Gev 💉

#### **E-mail Communication**

Skills: Text Use, Numeracy, Document Use Profiled: ASL Instructor Other Applications: All

Read the following e-mail and answer the questions:

 Fro To: Sen	Mail for 00600828 - Microsoft Internet Explorer         Original Message         From: "Betty Myron" <bmyron@shotmail.com>         To: wendysmith@shotmail.com         Sent: 04/13/08 2:54 PM         Subject: ASL 102</bmyron@shotmail.com>											
Th was wor com The wil get aft If wil Tha	Hey Wendy, This is Betty from your Thursday night class. I believe it was last week that we went through the verbs and action words, but I wasn't able to be there. Would you like me to come early this week to go through it with you? The other thing was I will be there this Thursday; however, I will miss the next two classes. Is there anything I should get done ahead of time, or will I be able to catch up afterwards? If you could let me know the homework for those few weeks I will get it done while I'm away. Thanks, Betty											
	Previous Next Close											
	Previous Next Close											
 @1	Previous Next Close											
(T												
(T	Done Internet											
(T Fir	Done Internet Internet Internet											

**E-mail Communication** 

Skills: Text Use, Numeracy, Document Use Profiled: ASL Instructor Other Applications: All

#### Read the following e-mail and answer the questions:

🐴 Mail for 00600828 - Microsoft Internet Explorer 📃 🗆 🔀
Original Message From: "Cheryl McLean" <cherylmc@shotmail.com> To: wendysmith@shotmail.com Sent: 10/28/07 9:24 AM Subject: ASL 101</cherylmc@shotmail.com>
Hi Wendy, I hope all is well with you. I just want to let you know that if I'm not at class tonight, it's because my son (he's 2) has been fighting a fever for two days (today is day 3). We only have one vehicle and my husband is out in Milton today so I am unable to take him to see the doctor before class - I can only get there tonight after 6:00 p.m. I know it is our exam, but maybe I can come before class next week for 5 or 5:30 - depending on how long it will take and write it or, if you have any other suggestions??? I heard we will get a storm today with the possibility of freezing rain so I'm wondering if others will make it in if it gets worse? Please let me knowand drive careful! Thanks. Cheryl
Previous Next Close
(This is a sample e-mail sent by a student, Cheryl, to her ASL Instructor, Wendy.)

- 1. What is the main reason this student is contacting her instructor?
- 2. Suppose you are willing to meet this student before class next week ~ write a response to her to let her know:

#### ASL Instructor ~ Vocabulary builder 🖉

Т	Y	Ε	S	R	Ε	D	Μ	U	Ν
Ρ	Е	Х	Е	F	С	Ι	U	R	0
Ι	R	Ρ	Q	Ι	Ν	А	L	Ε	Ι
R	U	R	U	Ν	Α	L	U	С	Т
С	Т	Е	Ε	Α	D	0	С	Ε	А
S	С	S	Ν	L	Ν	G	Ι	Ρ	С
Ν	U	S	С	Μ	Ε	U	R	Т	0
Α	R	Ι	Ι	А	Т	Е	R	Ι	L
R	Т	V	Ν	R	Т	Н	U	V	F
Т	S	Ε	G	Κ	Α	W	С	Ε	Y

Word Search Puzzle

#### Find these words: attendance

curriculum dialogue expressive final mark location receptive sequencing structure transcript

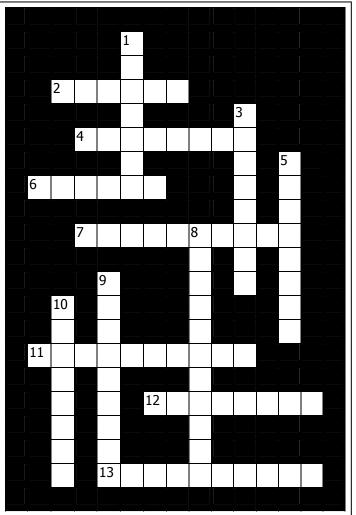
#### **Crossword Puzzle**

#### ACROSS

- 2 Not present. Away.
- **4** Two or more people talking.
- **6** To study or read again.
- **7** A report given by a school with course and grades.
- **11** Being present in a class or meeting.
- **12** The place or position of something.
- **13** Clearly showing a lot of emotion or meaning.

#### DOWN

- **1** To make ready or get ready.
- **3** To give details about something.
- **5** A group of words that express a complete thought.
- 8 To share information, ideas, feelings with another person.
- **9** Being able to understand what is being said.
- **10** To drop out or go away.



#### **DEAF CAN! WFL ~ ASL Instructor Answer Key**

#### **ASL Instructor**

#### Attendance ~ pg 3

- 1. 8
- 2. Sept. 23 to Dec 9, 2008
- 3. Room J 550
- 4. 89%
- 5. Lee Timmons
- 6. 2 times
- 7. No. One student has less than 60%. (58%)
- 8. 3
- 9. Frank Hill
- 10. 56399189

#### Curriculum ~ pg 5

- 1. Cities and Towns *or* Where do you live
- 2. attendance (students finger-spell first and last names) (checklist of names)
- 3. The teacher will write the names on the board and show the name signs.
- 4. "there" showing locations with index finger.
- 5. The teacher will sign: "ME HOUSE EAT SLEEP" IX-LOC "city on board"
- 6. Sign the phrase "NEAR (city with name sign)"
- 7. Point to the actual location.
- 8. Ask the question "WHERE" (using facial grammar and body language.)

#### E-mail Communication ~ pg 6

- 1. 02/28/08 (Feb. 28, 2008)
- 2. wendysmith@shotmail.com
- 3. ASL 103
- 4. To arrange a time to take a quiz for unit 12. (Student missed the quiz)

#### E-mail Communication ~ pg 7

- 1. She will miss two more ASL classes.
- 2. 1) Can she make arrangements to take a missed quiz?
  - 2) What homework can she do to make up for the classes she will miss?

#### E-mail Communication ~ pg 8

- 1. She will be late for class and miss the exam. She wants to make plans to take the exam next week.
- 2. answers will vary yes, will meet give a time (may add polite conversation)

#### **DEAF CAN! WFL ~ ASL Puzzles Answer Key**

Т	Y	E	S	R	E	D	Μ	U	Ν
Ρ	E	Х	Е	F	С	Ι	U	R	0
Ι	R	Ρ	Q	Ι	Ν	А	L	Е	Ι
R	U	R	U	Ν	А	L	U	С	Т
С	Т	Е	Е	А	D	0	С	Е	А
S	С	S	Ν	L	Ν	G	Ι	Ρ	С
Ν	U	S	С	Μ	Е	U	R	Т	0
А	R	Ι	Ι	А	Т	E	R	Ι	L
R	Т	V	Ν	R	Т	Η	U	V	F
Т	S	E	G	Κ	Α	W	С	E	Y

Word Search Puzzle

Find these words: attendance curriculum dialogue expressive final mark location receptive sequencing

structure

transcript

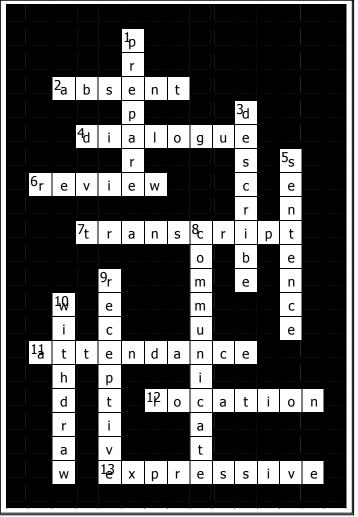
#### **Crossword Puzzle**

#### ACROSS

- 2 Not present. Away.
- **4** Two or more people talking.
- **6** To study or read again.
- **7** A report given by a school with course and grades.
- **11** Being present in a class or meeting.
- **12** The place or position of something.
- **13** Clearly showing a lot of emotion or meaning.

#### DOWN

- **1** To make ready or get ready.
- **3** To give details about something.
- **5** A group of words that express a complete thought.
- 8 To share information, ideas, feelings with another person.
- **9** Being able to understand what is being said.
- **10** To drop out or go away.







#### **Assembly Work**

Watch the profile video on the DVD about being an Assembly Worker, then answer these questions:

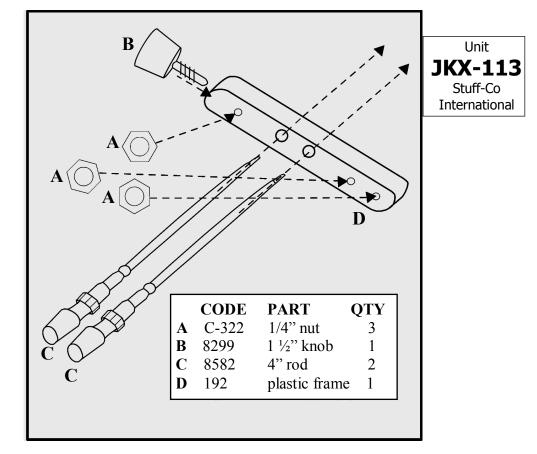
- 1. What kind of tasks might you do as an assembly worker?
- 2. What kind of skills would you need for this kind of work?

- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being an assembly worker? Why?/Why not?

Activity & Worksheet 1 6 K

Skills: Numeracy, Document Use Profiled: Assembly Other Applications: All

#### **Assembly Diagram**



Use the *Assembly Diagram* to answer these questions:

- 1. How many 1/4" nuts are used to assemble one unit?
- 2. What is the code number for the 4" rods used?
- 3. How many different parts are used to assemble one unit?
- 4. How many pieces in total are needed to assemble one unit?

Activity & Worksheet 2 📈

#### Assembly Diagram, continued

- 5. How many knobs are needed to assemble 20 units?
- 6. How many nuts are needed to assemble 1000 units?
- 7. How many of code 192 parts are needed to assemble 200 units?
- 8. How many 8582 rods are needed to assemble 1500 units?
- 9. If you are able to assemble 10 units in 3 minutes, how many units could you assemble in 15 minutes?
- 10. At a rate of 18 units per 3 minutes, how many could you assemble in 15 minutes?
- 11. At 20 units every 3 minutes, how many would you expect to assemble in one hour?
- 12. At 15 units every 3 minutes, how many would you expect to assemble in one hour?

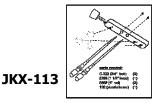
13. Three people are working assembling JKX-113 units. They work at different speeds.
Mike: about 18 units in 3 min. = \_\_\_\_\_ units per hour.
Sarah: about 15 units in 3 min. = \_\_\_\_\_ units per hour.
Vito: about 20 units in 3 min. = \_\_\_\_\_ units per hour.

14. How many units can Mike, Sarah, and Vito assemble in one hour? (**Total** per hour)

Activity & Worksheet 6 K

#### **Production Information**

Skills: Text Use, Numeracy, Document Use Profiled: Assembly Other Applications: All



JKX-113 units are assembled for a company named Stuff-Co International.

You are hired as a sub-assembler to put the units together. After they are assembled, they are shipped back to Stuff-Co. The JKX-113 units are then used on another assembly line.

The line manager has just e-mailed to ask for a rush order. They need 1,800 units by 4:00pm today to keep their night shift running. It is now 9:00am.

- 1. How many hours do you have today to assemble the JKX-113 units?
- Normally, you make 15 units per 3 minutes. Sometimes, you make 18 units per 3 minutes. How many can you make in one hour?
   \_\_\_\_\_\_ to \_\_\_\_\_\_ units per hour.
- 3. How many hours will you need to assemble 1,800 units?
- 4. Will you be able to meet your quota of 1,800 units?
- 5. Don't forget, you will need to take a total of one hour in breaks. (You get 1/2 hour for lunch and two 15-minute breaks daily.) Will you still meet your quota of 1,800 units?
- 6. Where will the JKX-113 units go after you have assembled them?

# Activity Government Reading Safety Information

Every company has its own safety policies and regulations. Often, new employees must take a safety training course. Sometimes, employees are given important information in writing. This is an example.

> Ontario Manufacturers' Association

#### Workplace Safety Policy

#### Safety Equipment

### Supervisor's Responsibilities:

The supervisor must make sure the appropriate safety equipment is:

(a) available to workers,

(b) properly worn when required, and

(c) properly cleaned, inspected, maintained and put away when not in use. Skills: Text Use; Document Use Profiled: Assembly Other Applications: All



Workplace Safety Policy

PLEASE READ CAREFULLY

#### Safety Equipment

#### Worker's Responsibilities:

A worker who is required to use safety equipment must:

(a) use the equipment as they were trained and instructed,

(b) inspect the equipment before use,

(c) not wear the protective equipment outside of the work area, and

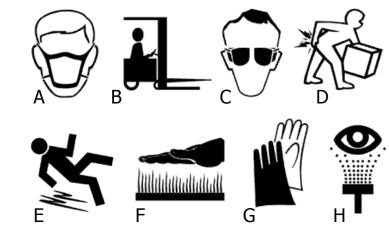
(d) report any equipment problems to the supervisor or employer. Worksheet 📈

**Reading Safety Information** 

Skills: Text Use; Document Use Profiled: Assembly Other Applications: All

#### Use the *Workplace Safety Information* brochure to answer these questions:

- 1.What is the purpose of this brochure?<br/>a) to promote safety<br/>to workersb) to sell safety<br/>equipmentc) info about<br/>the union
- 2. Whose responsibilities are listed in this brochure?
- 3. Who is responsible to inspect the safety equipment before it is used?
- 4. Who is responsible to make sure the safety equipment is available to the workers?
- 5. Where is the worker not allowed to wear the safety equipment?
- 6. What should a worker do if the safety equipment is broken?
- 7. Match these safety related symbols:
  - \_\_\_\_ eye protection
  - \_\_\_\_ lift hazard
  - \_\_\_\_ caution hot
  - \_\_\_\_\_ safety gloves
  - \_\_\_\_ eye wash
  - \_\_\_\_\_ slippery
  - \_\_\_\_\_ watch for forklift
  - \_\_\_\_ mask required



#### Assembly ~ Vocabulary builder 🖉

Α	S	S	Ε	Μ	В	L	Ε	С	Ζ	Word Search Puzzle
Е	Ν	Ι	Η	С	А	Μ	0	U	А	assemble code component design equipment estimate example inspect machine parts product quota schematic work order
Х	Е	Q	U	Ι	Ρ	Μ	Ε	Ν	Т	
Α	D	0	Κ	Α	Ρ	Ζ	Α	F	0	
Μ	0	Ρ	R	0	D	U	С	Т	U	
Ρ	С	Т	Ν	G	Ι	S	Е	D	Q	
L	S	Ε	Т	С	Е	Ρ	S	Ν	Ι	
E	Ν	Ε	Т	Α	Μ	Ι	Т	S	Е	
Т	W	0	R	Κ	0	R	D	Е	R	
С	Ι	Т	Α	Μ	Е	Η	С	S	В	

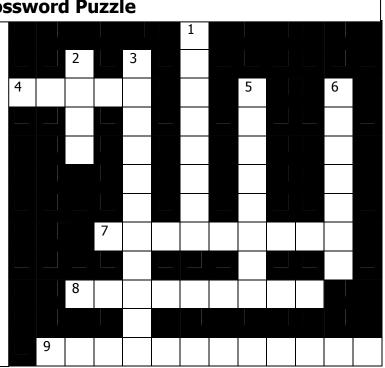
#### **Crossword Puzzle**

#### ACROSS

- 4 The amount of work expected to be completed.
- **7** A diagram, plan, or drawing.
- 8 Tools used to do a task.
- **9** A row of workers doing specific jobs to put together a product.

#### DOWN

- **1** Make something by putting things together
- **2** A system of letters, numbers, or shapes used to send a message.
- **3** To make something, often by using machines.
- **5** To guess as close as possible how many/much is needed.
- **6** Something manufactured or made.



#### **DEAF CAN! WFL ~ Assembly Answer Key**

#### Assembly

#### Assembly Diagram ~ pg 13

- 1. 3
- 2. 8582
- 3. 4 parts
- 4. 7 pieces

#### Assembly Diagram (continued) ~pg 14

- 5. 20 knobs
- 6. 3000 nuts
- 7. 200 parts
- 8. 3000 rods
- 9. 50 units
- 10. 90 units
- 11. 400 units
- 12. 300 units
- 13. Worker A: 360 units Worker B: 300 units Worker C: 400 units
- 14. Total: 1060 units

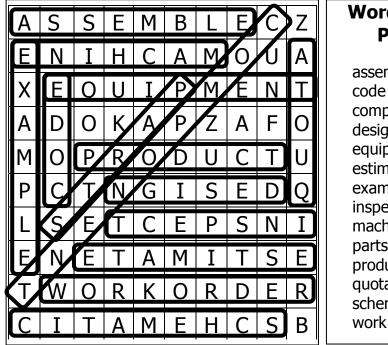
#### Production Information ~ pg 15

- 1. 7 hours
- 2. (15x20) 300 to (18x20) 360 units per hour
- 3. (1800 ÷300) 6 to (1800 ÷ 360) 5 hours
- 4. It seems possible. I can assemble 1500 to 1800 in 5 hours.
- 5. It seems possible.
- 6. They will be shipped back to Stuff-Co.

#### Reading Safety Information ~ pg 17

- 1. a) to promote safety to workers
- 2. the supervisor's and the worker's
- 3. both the supervisor and the worker
- 4. the supervisor
- 5. outside the work area
- 6. report it to the supervisor or employer
- 7. C eye protection; D lift hazard; F caution hot; G safety gloves;
  - H eye wash; E slippery; B watch for forklift; A mask required

#### **DEAF CAN! WFL ~ Assembly Puzzle Answer Key**



#### **Word Search** Puzzle assemble code component design equipment estimate example inspect machine parts product quota schematic work order

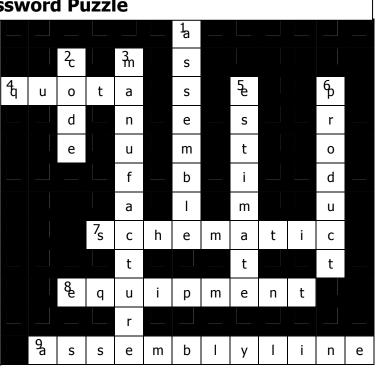
#### **Crossword Puzzle**

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- **6** Something manufactured or made.







#### Cleaner

Watch the profile video on the DVD about being a Cleaner, then answer these questions:

- 1. What kind of tasks might you do as a cleaner?
- 2. What kind of skills would you need for this kind of work?

- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being a cleaner? Why?/Why not?



#### **Following Instructions**

Skills: Text Use, Numeracy, Document Use Profiled: Cleaner Other Applications: All

#### **Cleaning the Washroom:**

**1. Prepare Area** - Wait until washroom is empty. Open and stop the door. Put up a "restroom closed" sign.

**2. Toilet Bowls and Urinals** - Apply toilet bowl disinfectant cleaner to toilets and urinals. Let the cleaner stand while the rest of the washroom is being cleaned.

**3. Refill Supplies -** Refill all hand soap, hand towel, and toilet tissue dispensers. Check the working condition of all dispensers in the washroom.

**4. High Dust** - Remove all dust webs with a duster. Clean the wall vents, top of doors and partitions with disinfectant cleaner.

**5. Clean Light Fixtures and Mirrors -** Wipe off the light fixtures and mirrors with glass cleaner.

**6. Clean Sinks** - Using germicidal solution, wash sinks, taps, and pipes under sinks. Check taps for dripping. Also check the drains to make sure they empty easily.

**7. Spot Clean Walls and Partitions -** Spray germicidal cleaner directly on surface of walls and partitions. Wipe off shelves, dispensers, garbage receptacles, doors and partitions.

**8. Clean Inside of Toilets and Urinals -** Clean toilet bowls and urinals thoroughly with toilet brush and disinfectant cleaner. Flush. Rinse with brush. Flush again.

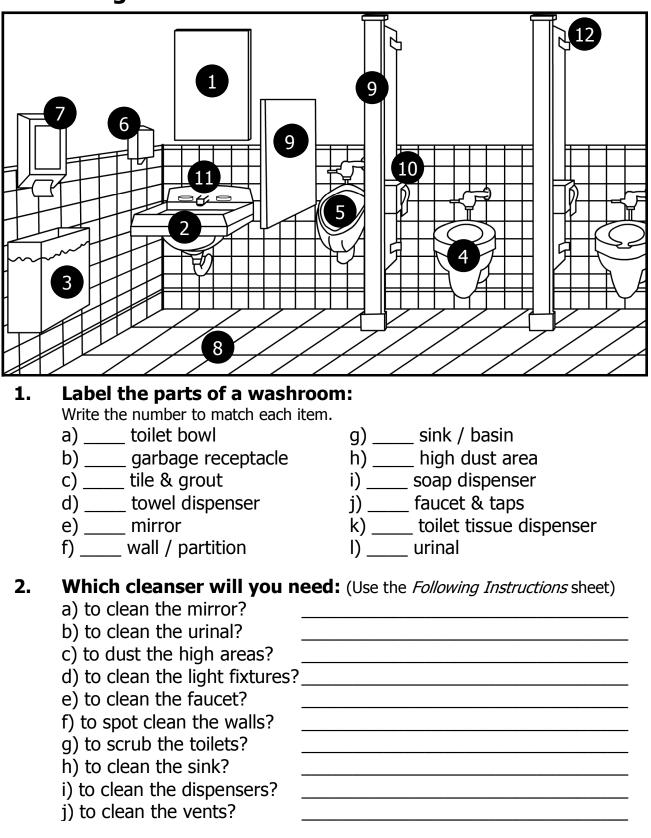
Cleansers you will need:

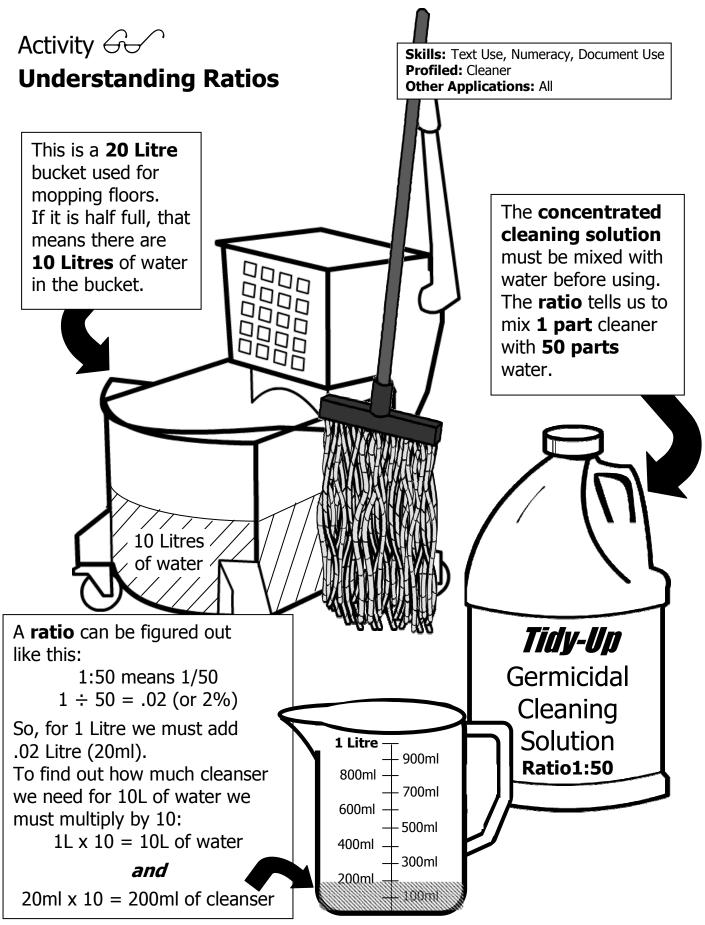


Worksheet 📈

#### **Following Instructions**

Skills: Numeracy, Document Use Profiled: Cleaner Other Applications: All



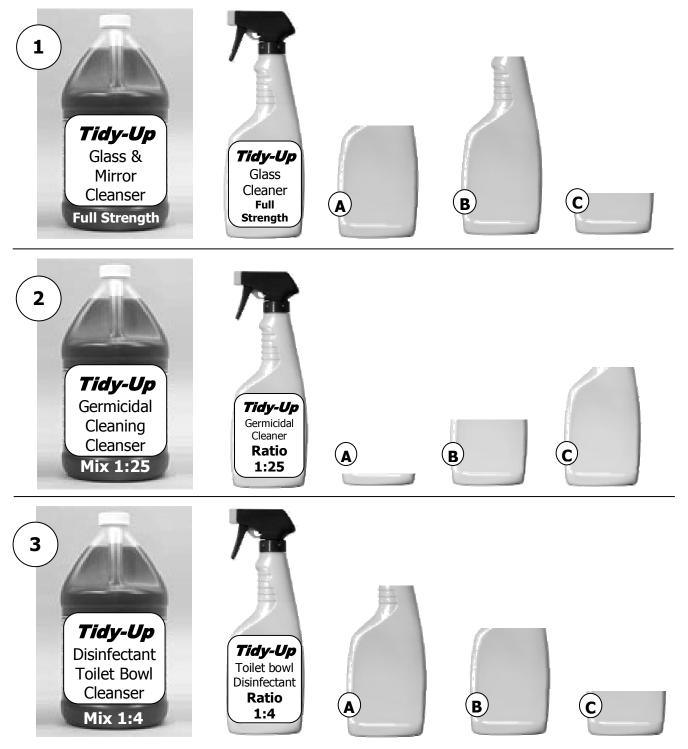


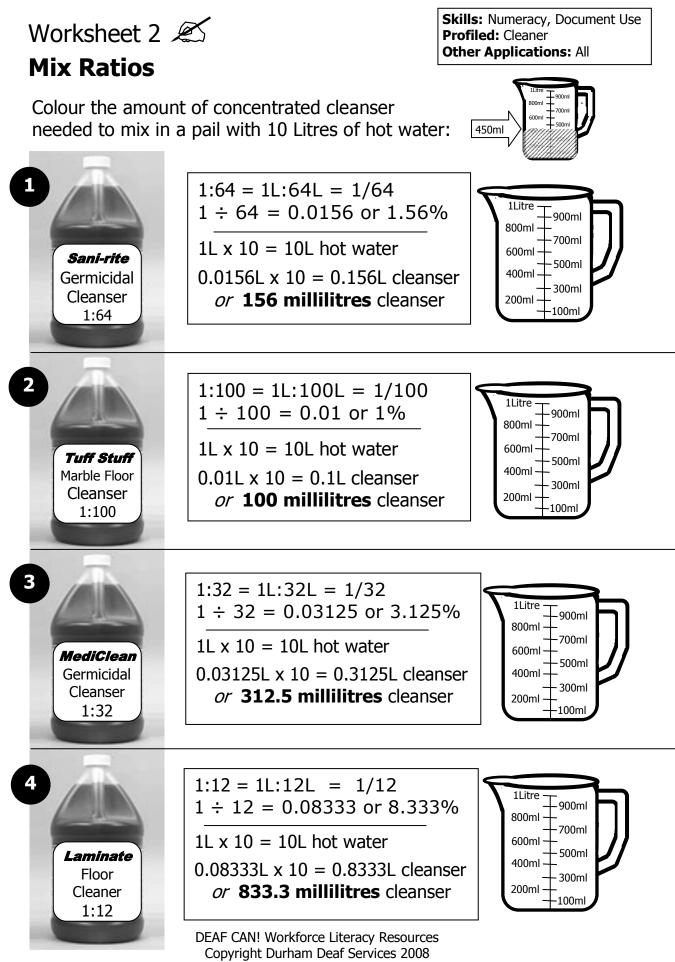
# Worksheet 1 *K* **Ratio Estimation**

Skills: Numeracy, Document Use Profiled: Cleaner Other Applications: All

#### Circle the estimated amount of chemical cleanser needed for each ratio:

How much **cleanser** will you put in each spray bottle before adding water? (estimate)







Skills: Text Use, Numeracy, Document Use Profiled: Cleaner Other Applications: All

Every facility has its own work schedule for the staff. This is a sample of the cleaning schedule at a retirement home.

Sunny Days Retirement Villa Cleaning Work Schedule ~ Monday to Friday								
8:00am	Staff report to work & receive updates on daily activities.							
8:10am	Inspect work areas & report any problems. Sweep & mop entrance areas & empty garbage. Clean main lobby, recreation room, kitchens, lounges, laundry rooms & stairwells. Clean elevator walls, floors, doors, & landings. Clean light fixtures on Monday & Fridays.							
10:00am	Break							
10:15am	Clean public washrooms & community baths. Vacuum hallways, clean walls, baseboards, water fountain, sweep & mop floors. Buff floors on Mondays, Wednesdays, & Fridays.							
12:00pm	Lunch							
12:30pm	Floor & community bath cleaning continues.							
3:00pm	Break							
3:15pm	Mop stairwells, empty garbage, recheck elevators, & washrooms. On Fridays, check and service cleaning equipment.							
4:20pm	Put away cleaning carts & equipment.							
4:30pm	Sign out - end of work day.							



## **Work Schedule**

Use the *Work Schedule* activity sheet to answer these questions:

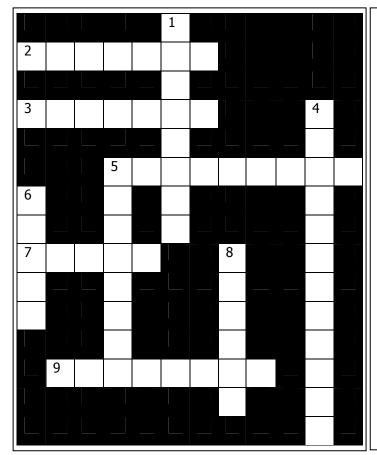
- 1. What time does the cleaning staff begin work?
- 2. How many hours per day does the cleaning staff work?
- 3. Which days does the cleaning staff buff the floors?
- 4. How many days per week must the floors be swept and mopped?
- 5. What is the total amount of time allowed for lunch and breaks per day?
- 6. The light fixtures must be cleaned:
  - a) Monday, Wednesday, and Fridays
  - b) Monday and Friday afternoons
  - c) Monday and Friday mornings
- On Friday afternoons, the cleaning staff must "check & service cleaning equipment". What do you think that means? (use examples)
- 8. How many times per day must the cleaning staff empty the garbage?
- 9. List 5 tasks that must be done every day.
  - 1) \_\_\_\_\_\_ 2) \_\_\_\_\_\_ 3) \_\_\_\_\_\_ 4) \_\_\_\_\_\_ 5) \_\_\_\_\_

# Cleaner ~ Vocabulary Builder 🖄

Word Search	C
Puzzle	C Y F
	F

buffer chemical concentrated diluted dirty estimate instructions ratio schedule service

,	0	Κ	S	С	Η	Е	D	U	L	Е	Т	Y
-	Y	Ι	Υ	W	Х	R	Ι	Н	Ζ	Е	U	D
	Ε	Ι	Т	С	Н	Е	Μ	Ι	С	Α	L	Ι
	Ν	R	Μ	Α	D	Ι	L	U	Т	Е	D	R
	Ι	Μ	Г	Κ	R	В	Х	Ι	Μ	Κ	Q	Т
	Y	Κ	Е	Т	Α	Μ	Ι	Т	S	Е	Q	Y
	С	0	Ν	С	Е	Ν	Т	R	А	Т	Е	D
	Ι	Ν	S	Т	R	U	С	Т	Ι	0	Ν	S
	V	S	Q	Е	С	Ι	V	R	Е	S	F	Y
	Κ	R	Е	F	F	U	В	W	Μ	Q	С	0
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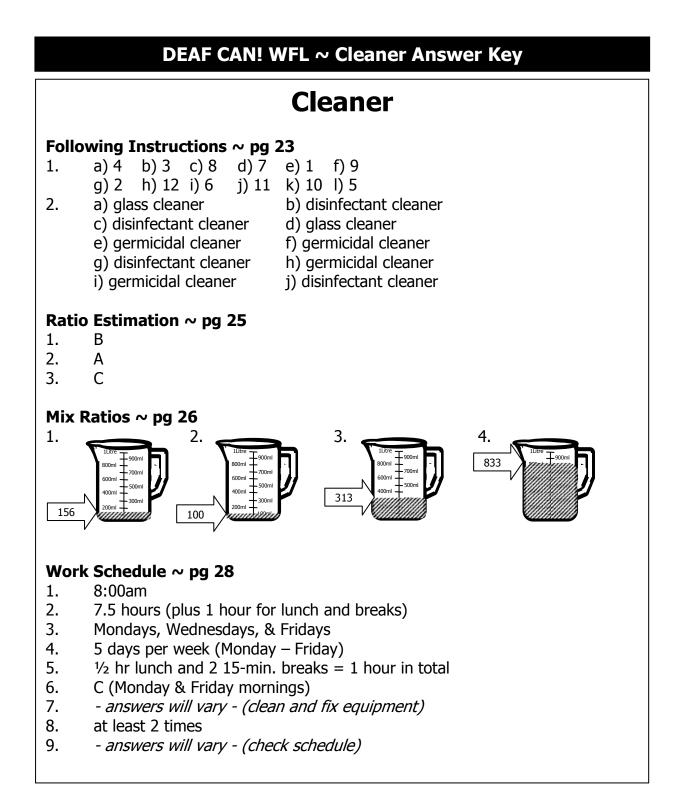
### **Crossword Puzzle**

#### ACROSS

- **2** To clean and fix equipment.
- **3** Mixed with water to make less strong.
- **5** Tools used to complete a task.
- **7** Two numbers that show how to mix two chemicals.
- **9** A chemical used to clean.

#### DOWN

- **1** A list of things to do and when to do them.
- **4** Pure, not mixed with water.
- **5** To guess as close as possible.
- 6 Not clean.
- **8** A machine used to make floors shiny.



## **DEAF CAN! WFL ~ Cleaner Puzzles Answer Key**

### Word Search Puzzle

buffer chemical concentrated diluted dirty estimate instructions ratio schedule service

$\bigcirc$	K	S	С	Η	Ε	D	U	L	Ε	Τ	Y
Ŷ	Ι	X	W	Х	R	Ι	Η	Ζ	Ε	U	D
Е	N	L I	S	Η	Ε	Μ	Ι	С	Α	L	Ι
Ν	R	M	A	Ð	Ι	L	U	Τ	Ε	D	R
Ι	Μ	Т	K	R	В	Х	Ι	Μ	Κ	Q	Т
Υ	K	E	Τ	Α	Μ	Ι	Т	S	Ε	Q	Y
С	0	Ν	С	Ε	Ν	Τ	R	Α	Т	Ε	D
Ι	Ν	S	Τ	R	U	С	Τ	Ι	0	Ν	S
V	S	Q	E	С	Ι	V	R	Ε	S	F	Y
K	R	Ε	F	F	U	В	W	Μ	Q	С	0

					1 <sub>s</sub>						
2 <sub>s</sub>	е	r	v	i	с	е					
					h						
3d	i	I	u	t	е	d				4	
					d					0	
			5e	q	u	i	р	m	е	n	t
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7 <sub>r</sub>	а	t	i	о			89D			n	
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## Counsellor

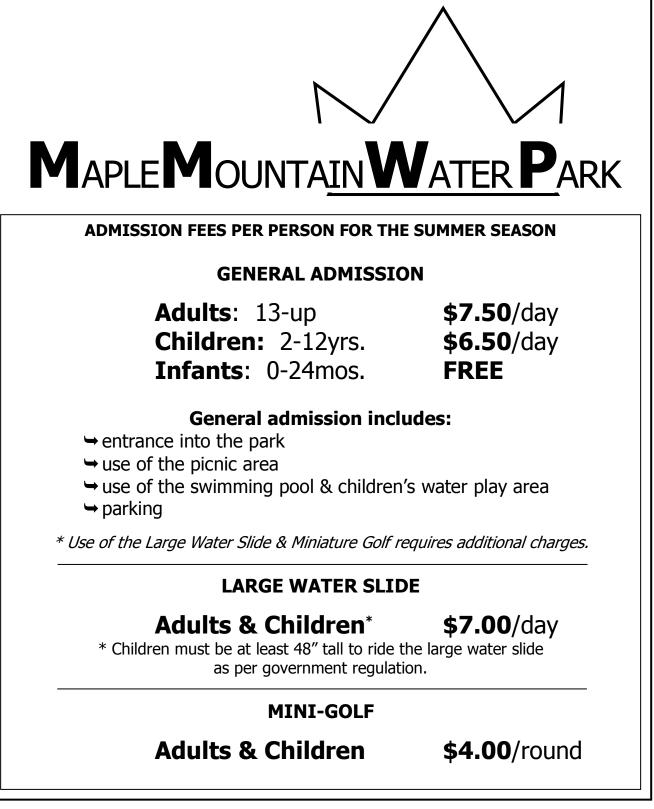
Watch the profile video on the DVD about being a Counsellor, then answer these questions:

\_\_\_\_\_

- 1. What kind of tasks might you do as a counsellor?
- 2. What kind of skills would you need for this kind of work?
- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being a counsellor? Why?/Why not?



Skills: Text Use, Numeracy, Document Use Profiled: Counsellor Other Applications: All



Worksheet 🔏

# **Calculating Cost**

Skills: Text Use, Numeracy, Document Use Profiled: Counsellor Other Applications: All

#### Your group is planning a day trip to Maple Mountain Water Park. Use the *Calculating Cost* information flier to answer these questions:

- 1. What is the cost of general admission for children 2-12 years old?
- 2. The ratio of children to staff is **5:1**. If sixteen children have registered, how many counsellors must go with them?
- 3. The group plans to take 3 vans to get everyone to the park. How much will it cost to park all three vehicles?
- 4. All of the children are between 8 and 12 years old. The staff are all adults. What will be the **total cost** for general admission?
- 5. How tall must the children be to use the large water slide?
- 6. Who made this rule? (#5) Why?
- 7. 8 children and 2 staff plan to play a round of mini-golf. How much will this cost?
- 8. Calculate the total cost for the day including admission, parking, and mini-golf. (No one plans to use the large water slide.)



## **Important Letter**

Skills: Text Use, Numeracy, Document Use Occupations: Counsellor Other Applications: All

## \* **IMPORTANT** - To All Camp Staff:

My son Matthew Doralee has a very severe allergy to bee stings. He carries 2 EpiPens in his back pack everyday. Please inform all your staff about Matthew's condition and train them how to use the pen. It is important you all understand how to help my son in an emergency. His life could depend on you!

Matthew cannot always tell you what is wrong, so it is important to watch for the signs that he has been stung by a bee.

- He may suddenly get hives, swelling and a rash.
- *He may have trouble breathing and swallowing.*
- He may become wheezy.
- His skin may become very pale, almost blue.
- He may get dizzy and pass out.

If you see <u>any</u> of these symptoms, please act quickly or he could die! Give him an Epi injection then call 911. (If the ambulance takes more than 15 minutes, you may have to give him a second injection.)

Be sure to call 911 first, then, please call me at (905) 328-6608 or Matthew's grandmother at (416) 243-9090.

*Thank you for your serious consideration in this matter. Marlene Doralee* 

PS – I am sending directions on how to use the EpiPen. Please call me if you have any questions.

# Worksheet 🔏

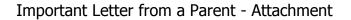
## **Important Letter**

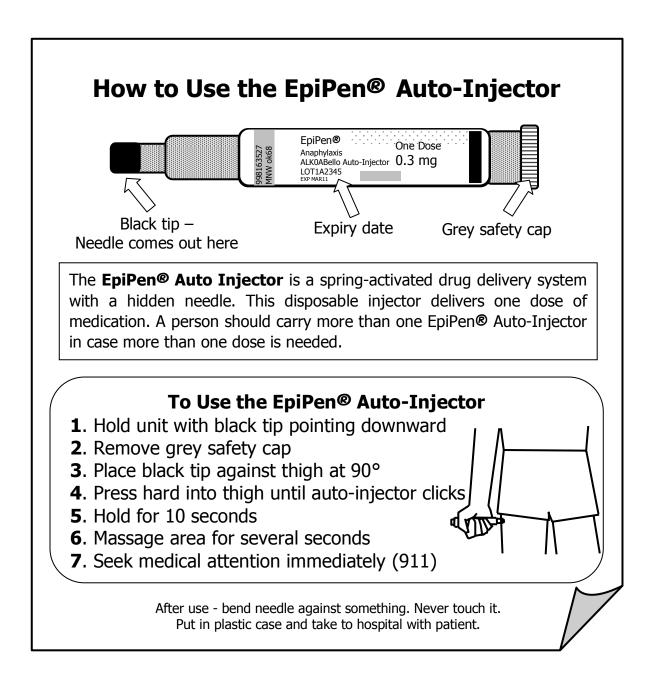
Skills: Text Use, Numeracy, Document Use Profiled: Counsellor Other Applications: All

	Use the Important Letter activity sheet to answer these questions:
1.	What is the main purpose of this letter?
2.	Who should be told about the information in this letter?
3.	How would you know if Matthew had been stung by a bee?
4.	What is the first thing the counsellor must do if this child is stung by a bee?
5.	Who must be contacted if there is an emergency?
<b>6</b> .	Where will you find Matthew's EpiPen <sup>®</sup> ?
7.	If your group decides to go to the park but you do not plan to take the children's backpacks, what special arrangements must be made for this child?
8.	You notice Matthew suddenly has hives and is a little pale, but has no other symptoms. What do you think you should do?
	DEAE CAN! Workforce Literacy Resources



Skills: Text Use, Numeracy, Document Use Profiled: Counsellor Other Applications: All







**EpiPen® Directions** 

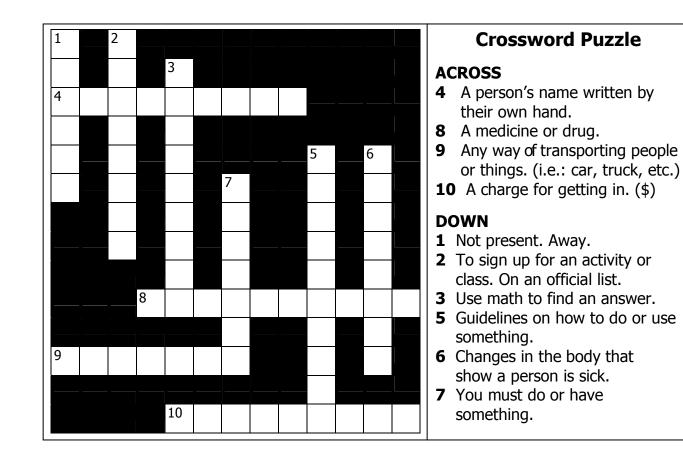
Skills: Text Use, Numeracy, Document Use Profiled: Counsellor Other Applications: All

Use the *EpiPen<sup>®</sup> Directions* activity sheet to answer these questions:

- **1**. Why would a parent send this information to counsellors and/or teachers?
- **2**. What is this medical device called?
- **3**. When should this medication be used?
- **4**. Where should this medication be injected into the body?
- **5**. How much medicine is in the EpiPen®?
- **6**. How long must the EpiPen<sup>®</sup> be held against the thigh?
- 7. Can the EpiPen<sup>®</sup> be used more than once?
- **8**. What should be done with the device after it has been used?

# Counsellor ~ Vocabulary Builder 🖉

		1	1	1	1		1	1	1	
Word Search	E	В	S	R	Е	0	V	Μ	С	Ν
Puzzle	R	Α	Ν	Е	R	S	Е	Е	Α	0
abcont	Ι	В	0	G	U	Υ	Η	D	L	Ι
absent admission	U	S	Ι	Ι	Т	Μ	Ι	Ι	С	S
calculate	Q	Ε	Т	S	Α	Ρ	С	С	U	S
directions medication	E	Ν	С	Т	Ν	Т	L	Α	L	Ι
register	R	Т	Е	Ε	G	0	Е	Т	Α	Μ
require signature	L	G	R	R	Ι	Μ	Ι	Ι	Т	D
symptoms vehicle	Τ	U	Ι	V	S	S	Т	0	Ε	Α
Venicie	S	S	D	С	V	L	J	Ν	В	J



## **DEAF CAN! WFL ~ Counsellor Answer Key**

# Counsellor

#### Calculating Cost ~ pg 34

- 1. \$6.50 per day
- 2. 4 staff
- 3. parking is free
- 4. \$134
- 5. 48" tall (4')
- 6. the government; answers will vary (for safety reasons)
- 7. \$40
- 8. \$174 total

#### Important Letter ~ pg 36

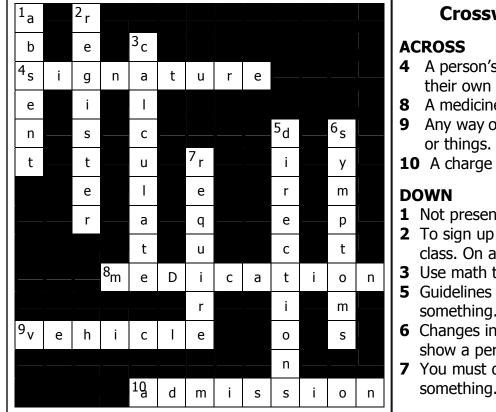
- 1. answers will vary (to inform staff about a child's allergy to bee stings and what to do if he is stung)
- 2. all camp staff and volunteers (if any)
- 3. answers will vary (follow instructions in letter)
- 4. give the child an ÉpiPen<sup>®</sup> injection immediately
- 5. 911 then Matthew's mother or grandmother
- 6. in Matthew's backpack
- 7. staff must bring  $EpiPen^{\mathbb{R}}$
- 8. give the child an EpiPen<sup>®</sup> injection immediately

#### **EpiPen<sup>®</sup> Directions ~ pg 38**

- 1. answers will vary (to be sure staff know how to use the EpiPen<sup>®</sup>)
- 2. EpiPen<sup>®</sup> Auto-Injector
- 3. answers will vary (when a person is having a severe allergic reaction)
- 4. into the thigh
- 5. one dose (0.3mg)
- 6. 10 seconds
- 7. no
- 8. answers will vary (see "after use" on bottom of info sheet)

### **DEAF CAN! WFL ~ Counsellor Answer Key**

Word Search	E	В	S	R	E	0	V	Μ	С	Ν
Puzzle	R	Α	Ν	Е	R	S	Е	Е	Α	0
absent	Ι	В	0	G	U	Υ	Н	D	L	Ι
admission	U	S	Ι	Ι	Т	Μ	Ι	Ι	С	S
calculate	Q	Е	Т	S	Α	Ρ	С	С	U	S
directions medication	E	Ν	С	Т	Ν	Т	L	Α	L	Ι
register	R	Т	Е	Е	G	0	Ε	Т	Α	Μ
require signature	L	G	R	R	Ι	Μ	Ι	Ι	Т	D
symptoms	Т	U	Ι	V	S	S	Т	0	E	Α
vehicle	S	S	D	С	V	L	J	Ν	В	J



#### **Crossword Puzzle**

- **4** A person's name written by their own hand.
- **8** A medicine or drug.
- **9** Any way of transporting people or things. (i.e.: car, truck, etc.)
- **10** A charge for getting in. (\$)
- **1** Not present. Away.
- **2** To sign up for an activity or class. On an official list.
- **3** Use math to find an answer.
- **5** Guidelines on how to do or use something.
- **6** Changes in the body that show a person is sick.
- **7** You must do or have something.





## Courier

Watch the profile video on the DVD about being a Courier, then answer these questions:

- 1. What kind of tasks might you do as a courier?
- 2. What kind of skills would you need for this kind of work?

- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being a courier? Why?/ Why not?

Activity & Worksheet 1 Ger

Skills: Numeracy, Document Use Profiled: Courier Other Applications: All

# Activity Report

Driver Manifest Report										
Speedy Delivery Date: 03/08/2008 Route: 1										
Arrival Time	Service Time	Waybill	Contact Address	Contact Name	Contact Phone					
8:00 AM	16 min.	532216	12 Mushtaq	MGB Inc	228-438-6602					
8:24 AM	14	529982	480 Hurst	J. Boris	228-721-1784					
9:05 AM	15	526899	187 Blackstone	Wanda B.	228-673-1414					
9:53 AM	15	531079	78 Brown Lane	Benton	228-789-5367					
10:23 AM	23	534487	740 Queen S	Gail	228-438-4701					
10:51 AM	21	534686	722 Queen S	R. Thomas	228-438-7600					
11:21 AM	20	543921	43 Birch, Unit 6	VIP Limo	228-637-2222					
12:05 PM	23	545428	1790 Queen N	Sanders	228-433-6001					
12:36 PM	18	556321	2 Gaven	McLeod	228-721-4763					
12:57 PM	18	585951	17 Hamen, Unit 8	Ted Lee	228-443-1111					

#### Use the *Driver's Manifest Report* above to find the answers:

- 1. On what date were these deliveries made?
- 2. Approximately how many hours did this driver work?
- 3. What is the company name of this courier service?
- 4. How many deliveries were made?
- 5. What do you think "service time" means?



Skills: Numeracy, Document Use Profiled: Courier Other Applications: All

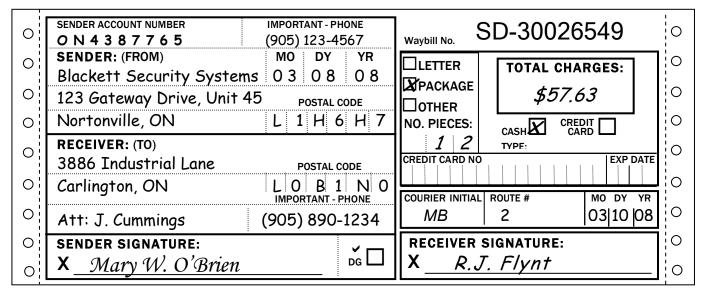
- 6. What is the contact name for the last delivery made?
- 7. At what time was a delivery made to VIP Limo?
- 8. What is the waybill number for the delivery made to 480 Hurst?
- 9. What is the address and phone number for MGB Inc.?
- 10. Parcel #545428 was delivered to what address?
- 11. What was the service time for the delivery made to 43 Birch, Unit 6?
- 12. Why do you think Speedy Delivery would keep a driver manifest report like this one?
- 13. If the driver made about this many deliveries each day, how many would be made in one week? (Monday to Friday)
- 14. Why do you think the service times are different for each delivery?



# **Using Forms**

Skills: Numeracy, Document Use Profiled: Courier Other Applications: All

Every company has its own forms. One form couriers use daily is the **waybill**. A waybill is a document that shows important information about an item being shipped. Here is a very simplified example of a **waybill**:



#### Use this sample waybill above to answer these questions:

- 1. Who received and signed for this delivery?
- 2. How much did the receiver have to pay for this delivery?
- 3. How many packages were delivered to 3886 Industrial Lane?
- 4. When did Blackett Security Systems send this shipment?
- 5. What was the sender account number used on this shipment?
- 6. What is the waybill number for this delivery?



# **Filling Out Forms**

Skills: Text Use, Numeracy, Document Use Profiled: Courier Other Applications: All

Use the information below to fill out this waybill:

0	SENDER ACCOUNT NUMBER	IMPORTANT - PHONE	Waybill No. SD-30026551	0
0	SENDER: (FROM)	MO DY YR		0
0		POSTAL CODE		0
0				0
0	RECEIVER: (TO)	POSTAL CODE	TYPE: CREDIT CARD NO EXP DATE	0
0		IMPORTANT - PHONE		0
0		IM OTTAIN THORE		0
0	SENDER SIGNATURE:	<b>۲</b> – ۲	RECEIVER SIGNATURE:	0
	X		<b>X</b>	0

This is for a new customer. He does not have an account with your courier company and is not sure how to fill out the waybill. He needs your help.

He has 3 packages he wants delivered to Yvonne Moore in Mount Forest, ON. The address is 865 Maple Drive, N0G 2L0. Her cell phone number is (519) 238-0071.

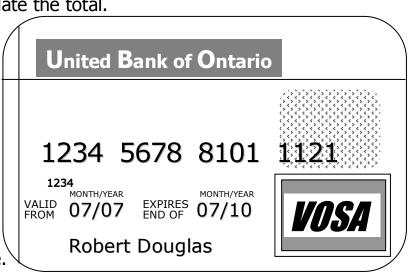
The sender is Bob Douglas of 986 Townline Road, Peterborough, ON. His postal code is K9J 3S3. He gives you his phone number - (705) 808-3328.

You measure and weigh his packages. Each package will cost \$17.85 to send. You will need to calculate the total.

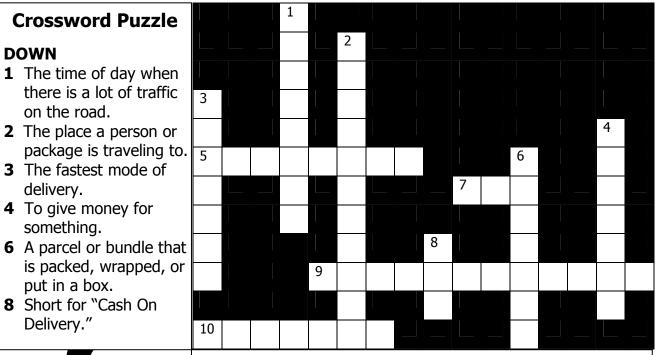
He decides to pay you by Vosa credit card. You take the information from his Vosa card to fill out the waybill.

Fill in the courier information using your own initials. The route is 3.

The packages will be sent today. Use today's date.



# Courier ~ Vocabulary Builder 🖄



## ACROSS

- **5** Something more urgent than other things.
- 7 Short for "Estimated Time of Arrival"
- **9** A form given by a carrier for transporting goods.
- **10** Arrangement with a bank or company for making payment.

L	Е	С	R	Α	Ρ	R	D	S	Ρ
Т	Х	R	S	J	G	0	J	S	Α
Ν	S	Е	U	W	Ζ	U	0	Е	С
U	Η	V	G	Т	Ι	Т	V	R	Κ
0	Ι	Ι	G	0	А	Е	D	Ρ	Α
С	Ρ	Е	۷	В	L	Ν	V	Х	G
С	Ρ	С	Е	Ι	Ζ	Κ	G	Е	Е
А	Е	Е	D	С	Μ	Х	С	Ι	Н
D	R	R	R	V	Η	V	F	Α	S
Р	R	Ι	0	R	Ι	Т	Y	F	В

#### Word Search Puzzle Find and circle

these words:

account backlog express package parcel priority receiver route shipper signature

### **DEAF CAN! WFL ~ Courier Answer Key**

# Courier

#### Activity Report ~ pg 43

- 1. 03/08/2008 (March 8, 2008)
- 2. 5
- 3. Speedy Delivery
- 4. 10
- 5. answers will vary (amount of time out of vehicle)

#### Activity Report continued ~ pg 44

- 6. Ted Lee
- 7. 11:21am
- 8. 529982
- 9. 12 Mushtaq, 228-438-6602
- 10. 1790 Queen N
- 11. 20 minutes
- 12. answers will vary (proof of delivery, stats, their records, etc.)
- 13. about 50
- 14. answers will vary (distance from parking to delivery, in high-rise building or ground level, waiting for payment or signature, etc.)

#### Using Forms $\sim$ pg 45

- 1. R.J. Flynt
- 2. \$57.63
- 3. 12 pieces/packages
- 4. 03/08/08 (March 8, 2008)
- 5. ON4387765
- 6. SD-30026549

#### Filling Out Forms ~ pg 46

SENDER ACCOUNT NUMBER	IMPORTANT-PHONE (705) 808-3328	Waybill No. SD-3002655	-1
SENDER: (FROM) Bob Douglas 986 Townline Rd. Peterborough, ON	MO DY YR (today's date) POSTAL CODE K 9 J 3 S 3	DLETTER PACKAGE OTHER NO. PIECES: CASH CREDIT	
RECEIVER: (T0) Yvonne Moore 865 Maple Drive		3 TYPE VOSA CREDIT CARD NO 1234567881011121	EXP DATE
Mount Forest, ON	(519) 238-0071	COURIER INITIAL ROUTE # MO (YOU) 3 (to	pday)
sender signature: X <u>Bob Douglas</u>	DG □	RECEIVER SIGNATURE:	

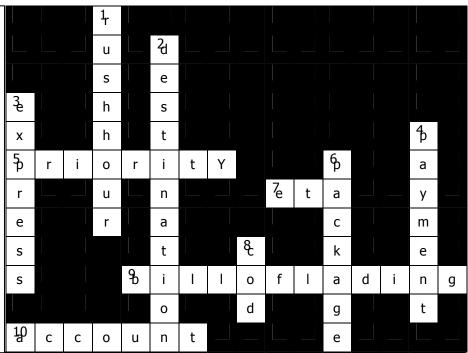
### **DEAF CAN! WFL ~ Courier Answer Key**

### **Crossword Puzzle**

#### DOWN

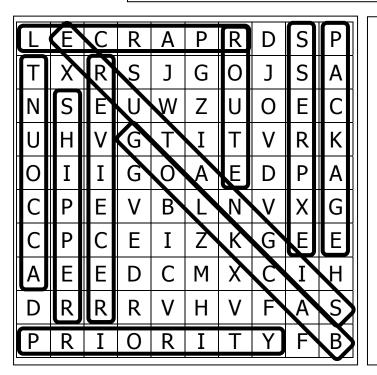
- **1** The time of day when there is a lot of traffic on the road.
- 2 The place a person or package is traveling to.
- **3** The fastest mode of delivery.
- **4** To give money for something.
- **6** A parcel or bundle that is packed, wrapped, or put in a box.
- 8 Short for "Cash On Delivery."





#### ACROSS

- **5** Something more urgent than other things.
- 7 Short for "Estimated Time of Arrival"
- **9** A form given by a carrier for transporting goods.
- **10** Arrangement with a bank or company for making payment.



### Word Search Puzzle Find and circle these words:

account backlog express package parcel priority receiver route shipper signature

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## **Kitchen Helper**

Watch the profile video on the DVD about being a Kitchen Helper, then answer these questions:

- 1. What kind of tasks might you do as a kitchen helper?
- 2. What kind of skills would you need for this kind of work?
- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?

5. Would you like to try being a kitchen helper? Why?/Why not? Activity 6

# **Metric Conversion Chart**

Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

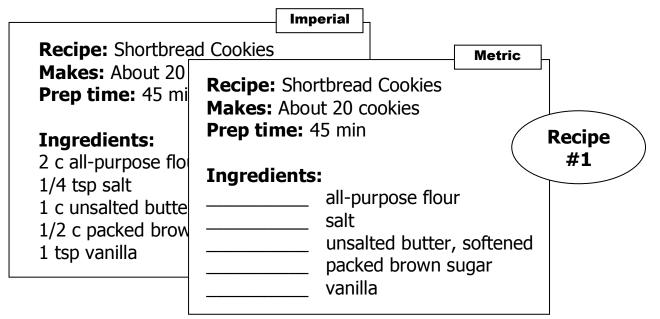
LIQUID AND DR	RY MEASURES CHART
Imperial	Metric
1/4 teaspoon	1 ml
1/2 teaspoon	2 ml
1 teaspoon	5 ml
1 tablespoon	15 ml
Liquid Measure	
1 fluid ounces	30 ml
2 fluid ounces	60 ml
3 fluid ounces	100 ml
Dry Measure	
1/4 cup	50 ml
1/2 cup	125 ml
1 cup	250 ml
2 cups	500 ml
* Please note - these	conversions are <b>approximate</b> .
In	nperial
Recipe: Shortbread Cookies Makes: About 20 cookies Prep time: 45 min	Recipe #1 Metric
<b>Ingredients:</b> 2 cup all-purpose flour 1/4 teaspoon salt	Recipe: Pumpkin Soup Serves: 4 Prep time: 15 min
1 cup unsalted butter, softened 1/2 cup packed brown sugar 1 teaspoon vanilla	Ingredients: 250 ml canned pumpkin puree 625 ml beef broth
Recipe #2	15 ml honey 1 ml black pepper 5 ml salt (optional) 1 ml curry powder 250 ml light cream or milk

Worksheet 🔏

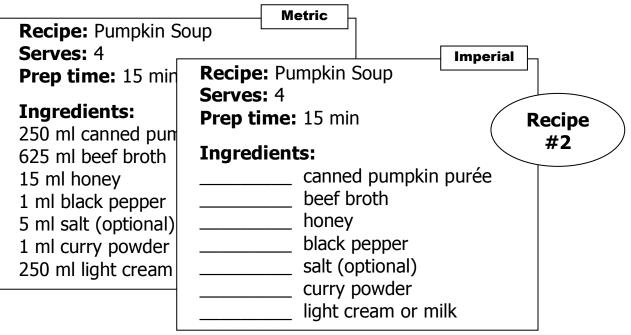
## **Metric Conversion Chart**

Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

 Use the *Liquid and Dry Measures Chart* to convert the imperial measurements to \*approximate metric measurements:



 Use the *Liquid and Dry Measures Chart* to convert the metric measurements to the \*approximate imperial measurements:





## **Temperature Chart**

Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

Temperature Log Dave's Diner						
Date: <u>03 / 10 / 08</u> Kitchen Manager: <u>Pat Scott, Alex Finch</u>						
COOKED PRODUCT TEI (Internal Product F	Actual Readings					
Product	Standard Temperature	Lunch	Dinner			
Chicken Wings	165°F / 74°C	167 °F <sub>P5</sub>	166 °F <sub>P5</sub>			
Grilled Beef Burger	160°F / 71°C	72°C AF	73 °C AF			
Grilled Chicken Breast	165°F / 74°C	75°C AF	167 F ps			
Rotisserie Chicken	185°F / 85°C	182°F ps	86 °C AF			
Ribs	160°F / 71°C	73°C AF	160 F ps			
Pot Pie	170°F / 77°C	168°F <sub>P5</sub>	75 °C AF			
Chicken Strips	170°F / 77°C	173°F <sub>PS</sub>	171 F ps			
Steak	required minimum surface of <b>145°F / 63°C</b>	148 F ps	68 °C AF			
Corrective Action: Continue cooking product until minimum temperature is						

reached. Increase unit temperature as required.



Sanitize thermometer before each use on a different product. Be careful not to cross-contaminate. Use 70% alcohol swabs. Specify if product temperature is Celsius or Fahrenheit by writing C or F beside the temperature. Temperature logs must be kept for 3 months.

## Worksheet 1 **Temperature Chart**

Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

#### Use the *Temperature Chart* activity sheet to answer these questions:

- 1. Why must the kitchen staff check the internal temperature of the food they prepare?
- 2. What is the standard internal temperature for cooking a grilled beef hamburger?
- 3. Which meat must be cooked to an internal temperature of 185°F? (or higher)
- 4. What is the standard internal temperature when cooking chicken strips?
- 5. Using the Dave's Diner temperature log, convert these temperatures:
  - a) 77°C = \_\_\_\_\_°F
  - b) 160°F = \_\_\_\_°C
  - c) 170°F = \_\_\_\_°C
  - d) 63°C = \_\_\_\_\_°F
  - e) 165°F = \_\_\_\_°C
- 6. What is the **actual reading temperature** of the chicken wings
  - a) at lunch time?
  - b) at dinner time?
  - c) Are these temperatures safe? \_\_\_\_\_\_
- 7. What is the **actual reading temperature** of the pot pie
  - a) at lunch time? \_\_\_\_\_
  - b) at dinner time? \_\_\_\_\_
  - c) Are these temperatures safe? \_\_\_\_\_

## Worksheet 2 *K* **Temperature Chart**

Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

#### Use the *Temperature Chart* activity sheet to answer these questions:

- 1. What is the date on this Temperature Log?
- 2. Why do you think the diner must keep these temperature logs for 3 months?
- 3. If the internal temperature reading is too low, what must the kitchen helper do?
- 4. When kitchen helpers are checking temperatures, when must they clean the thermometer?
- 5. Why is the internal temperature of the food so important?
- 6. The internal temperature reading of the rotisserie chicken at lunch time was low. Did they have the same problem at dinner time?
- 7. The internal temperature reading of the pot pie at lunch time was low. Did they have the same problem at dinner time?
- 8. Temperatures are measured in **degrees Fahrenheit** or **degrees Celsius**. What is the abbreviation for each? (short form)
  - a) degrees Fahrenheit = \_\_\_\_\_
  - b) degrees Celsius = \_\_\_\_\_



Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All



Worksheet *K* **Solution Ratios** 

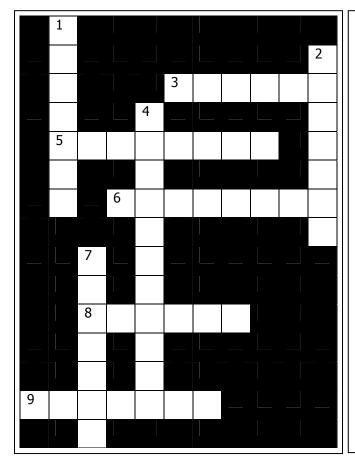
Skills: Numeracy, Document Use Profiled: Kitchen Helper Other Applications: All

	Use the <i>Solution Ratios</i> sheet to answer these questions:							
1.	What is this product used for?							
2.	What does "concentrated cleaning solution" mean?							
	What does "diluted cleaning solution" mean?							
3.	What is the mix ratio of parts water to parts chemical for this cleaning solution? parts water : parts Clean-Away Cleaner							
4.	Can this cleaner be used near food or on work areas where food is being prepared?							
5.	What are some kinds of bacteria this cleaner will help to kill or control?							
6.	What safety warnings might you find on an all purpose cleaner like Clean-Away? (circle possible symbols)							
ļ	flammable A B C D E combustible							

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# Kitchen Helper ~ Vocabulary Builder 🖄

Word Search	D	С	Ζ	Μ	С	Е	U	0	Ν	Ν	Α
Puzzle:	R	S	0	Е	0	R	S	Ν	0	W	В
brown	Ι	Ι	С	Α	Ν	U	R	V	Ι	0	Ε
brown conversion	Z	R	Ρ	S	V	Т	Ν	Α	Т	R	R
drizzle	Z	E	Μ	U	Е	Α	Ι	Q	R	В	Α
grams	L	Μ	Ν	R	R	R	Μ	G	0	Q	Ρ
measurement metric	E	Μ	Х	Ε	S	Ε	Ε	R	Ρ	Ν	Ε
portion	W	Ι	G	Μ	Ι	Ρ	Т	Α	U	Ν	R
prepare	U	S	Η	Ε	0	Μ	R	Μ	Y	Х	Ρ
simmer temperature	G	Q	V	Ν	Ν	Ε	Ι	S	D	Μ	Ρ
	К	Η	U	Т	Ν	Т	С	R	Х	D	Ν



## **Crossword Puzzle**

#### ACROSS

- **3** After boiling, turn heat to low and let it do this.
- **5** The system of measurement used in the USA.
- **6** You may choose to do or use something, or not.
- 8 The Canadian system of measurement.
- **9** To change a measurement from imperial to metric.

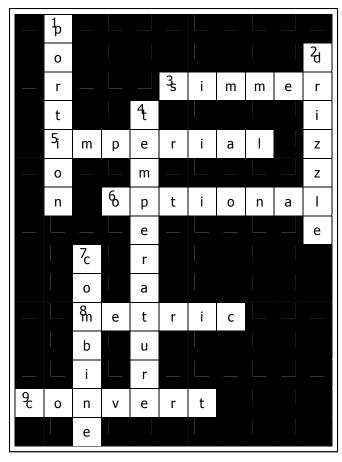
### DOWN

- **1** An amount of food served to one person.
- **2** To pour a sauce lightly in a fine stream.
- **4** Measure of how hot or cold something is.
- 7 To mix or add two or more ingredients together.

	DEAF CAN! WFL ~ Kitchen Helper Answer Key										
	Kitchen Helper										
Met	Metric Conversion Chart ~ pg 52										
1.	1										
	1 mlsalt250 mlunsalter	ose flour 2. d butter brown sugar	1 cupcanned pumpkin purée19 fl. oz.*beef broth (approx)1 tbsphoney1/4 tspblack pepper1 tspsalt (optional)1/4 tspcurry powder8 fl. oz. *light cream or milk								
	Temperature Chart Worksheet 1 ~ pg 54* approx.										
	1 answers will vary - (to help protect people from getting sick)										
2. 3.	160°F / 71°C rotisserie chicken										
4.											
5.	-	170°F b) 160°F = 71°C c) 170°F = 77°C									
		e) 165°F = 74°C	<b>, , , , , , , , , ,</b>								
6.	a) 167°F	b) 166°F	c) yes								
7.	a) 168°F	b) 75°C	c) no								
Tem	perature Chart Wo	orksheet 2 ~ pg 55									
1.	03/10/08 (March 1										
2.	2 answers will vary - (in case people get sick and need to know the cause and where the food-borne disease came from. <b>OR</b> to see if the cooking										
3.	<ul><li><i>equipment is working properly.</i>)</li><li>Continue cooking and/or increase the temperature.</li></ul>										
4.											
5.											
6.	no										
7.	yes										
ð.	8. a) °F b) °C										
Solu	Solutions Ratios $\sim$ pg 57										
1.	1 answers will vary - (for cleaning kitchen surfaces and killing bacteria)										
2.											
2	- water is added to make it less strong										
3.	4:1										
4. 5.	•										
6.											
L	-, -										

## **DEAF CAN! WFL ~ Kitchen Helper Answer Key**

Word Search	D	С	Ζ	Μ	С	E	U	0	Ν	Ν	Α
Puzzle:	R	S	0	Е	Ο	R	S	Ν	0	W	В
h	Ι	Ι	С	Α	Ν	U	R	V	Ι	0	E
brown conversion	Ζ	R	Ρ	S	V	Т	Ν	Α	Т	R	R
drizzle	Z	Е	Μ	U	Е	А	Ι	Q	R	В	Α
grams	L	Μ	Ν	R	R	R	Μ	G	0	Q	Ρ
measurement metric	E	Μ	Х	Ε	S	Е	E	R	Ρ	N	Е
portion	W	Ι	G	Μ	Ι	Ρ	Т	Α	U	Ν	R
prepare	U	S	Н	Ε	0	Μ	R	Μ	Y	Х	Ρ
simmer temperature	G	Q	V	Ν	Ν	Е	Ι	S	D	Μ	Ρ
temperature	K	Η	U	Т	Ν	Т	С	R	Х	D	Ν



### **Crossword Puzzle**

#### ACROSS

- **3** After boiling, turn heat to low and let it do this.
- **5** The system of measurement used in the USA.
- **6** You may choose to do or use something, or not.
- 8 The Canadian system of measurement.
- **9** To change a measurement from imperial to metric.

### DOWN

- **1** An amount of food served to one person.
- **2** To pour a sauce lightly in a fine stream.
- **4** Measure of how hot or cold something is.
- 7 To mix or add two or more ingredients together.





# **Profile Feedback**

## Landscaper

Watch the profile video on the DVD about being a Landscaper, then answer these questions:

- 1. What kind of tasks might you do as a landscaper?
- 2. What kind of skills would you need for this kind of work?
- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?

5. Would you like to try being a landscaper? Why?/Why not?



## **Equipment Manual**

Skills: Text Use, Document Use Profiled: Landscaper Other Applications: All

# Leaf Blower Operator's Manual

## Eye Protection -

Always wear eye protection when operating the blower.

## Hand Protection -

Wear no-slip, heavy duty work gloves to improve your grip on the blower handle. Gloves also reduce the amount of vibration transmitted to your hands.

## Breathing Protection -

Wear a face mask to protect against dust.

## Hearing Protection -

The manufacturer recommends wearing hearing protection whenever unit is being used.

## Proper Clothing -

Wear snug fitting, durable clothing;

- Pants long legs, shirt long sleeves.
- DO NOT WEAR SHORTS,
- DO NOT WEAR TIES, SCARVES, JEWELRY.

Wear sturdy work shoes with non-skid soles;

- DO NOT WEAR OPEN TOED SHOES,
- DO NOT OPERATE UNIT BAREFOOTED.

Keep long hair away from engine and blower intake. Retain hair with cap or net.

## Hot Humid Weather -

Heavy protective clothing can increase operator fatigue which may lead to heat stroke. Schedule heavy work for early morning or late afternoon when temperatures are cooler. Page  $_6$ 



Worksheet C Equipment Manual	Skills: Text Use, Document Use   Profiled: Landscaper   Ther Applications: All <b>SEARCH</b> 1. This worker is <b>not</b> following the safety guidelines as directed in the <i>Equipment Manual</i> activity. Can you list at least 10 mistakes?
Fill out a Injury Type of injury: Cause of injury: Equipment being used: Was safety equipment being us	
First Aid provided: Was ambulance requested? Recommendations:	Yes No

Skills: Numeracy, Document Use Profiled: Landscaper Other Applications: none

	Landscaper plications: none
HOUSE WALL	Legend
	= Goatsbeard
	= Coneflower
	= Coreopsis
	= Stonecrop
	= Plume Grass
	= Blue Fescue
	= Lamb's Ear
Stachys byzantina 'Helene von Stein'	NOTE:
Common Name:Lamb's EarHeight:6" - 12"Space:12"Full Sun.	<b>H</b> = Height (how tall) <b>W</b> = Width (how wide)
Echinacea purpurea 'Kim's Knee High'	' = feet
Common Name:Purple ConeflowerHeight:18" - 24"Space:20" - 24"Full Sun.	" = inches
Aruncus, 'Goatsbeard'	
Common Name:GoatsbeardHeight:60" - 72"Full Sun to Light Shade.	
Coreopsis, 'Moonbeam'	
Common Name:Threadleaf CoreopsisHeight:16" - 24"Space:18"Full Sun.	
Sedum 'Purple Emperor' Common Name: Stonecrop	
Height: 15" Space: 12" -23" Full Sun.	
<i>Erianthus ravennae,</i> Common Name: Plume Grass	
Common Name:         Plume Grass           9' - 12' H x 24" - 36" W         Full Sun.	
Festuca glauca 'Elija Blue' Common Name: Blue Fescue	
Common Name: Blue Fescue12" H x 12" WFull Sun to Part Shade.	



Landscape Plan

Skills: Numeracy, Document Use Profiled: Landscaper Other Applications: none

### Using the *Landscape Plan* provided, answer these questions:

- 1. How many different kinds of plants will be needed for this garden?
- 2. How many Echinacea plants will be needed?
- 3. What is the common name of the Stachys byzantina?
- 4. Which direction will this garden face?
- 5. How tall will the Plume Grass grow?
- 6. How far apart should the Stonecrops be planted?
- 7. Do you think these plants would do well in a shady area?
- 8. How many plants will the landscaper need to bring in total?
- 9. What is the expected height and width of the Festuca glauca?
- 10. What is the expected height and width of the Plume Grass?



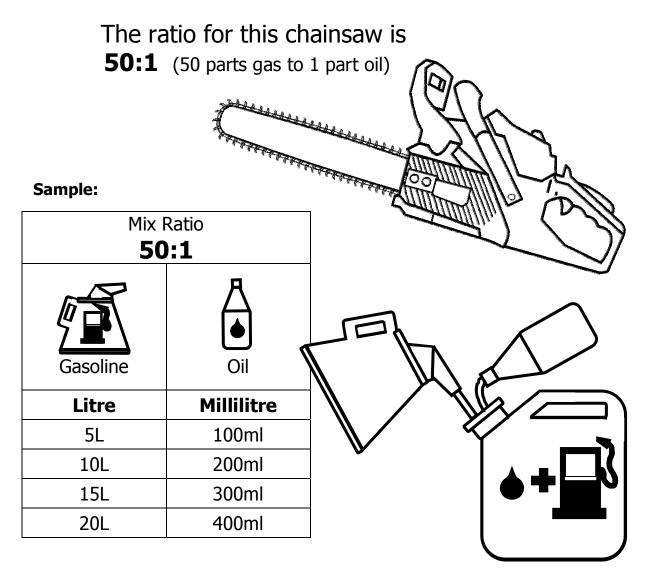
Skills: Text Use, Numeracy, Document Use Profiled: Landscaper Other Applications: All

# 2-Stroke Engine ~ Chainsaw

Many gas-powered tools are used in landscaping. Some need a special blend of gas and oil. (2-stroke engine, 4-stroke engine)

The mix ratios of gas and oil may be different for each machine. You will need to read the equipment manual to find the proper measurements for each.

Using the wrong mix ratio can seriously damage the equipment.



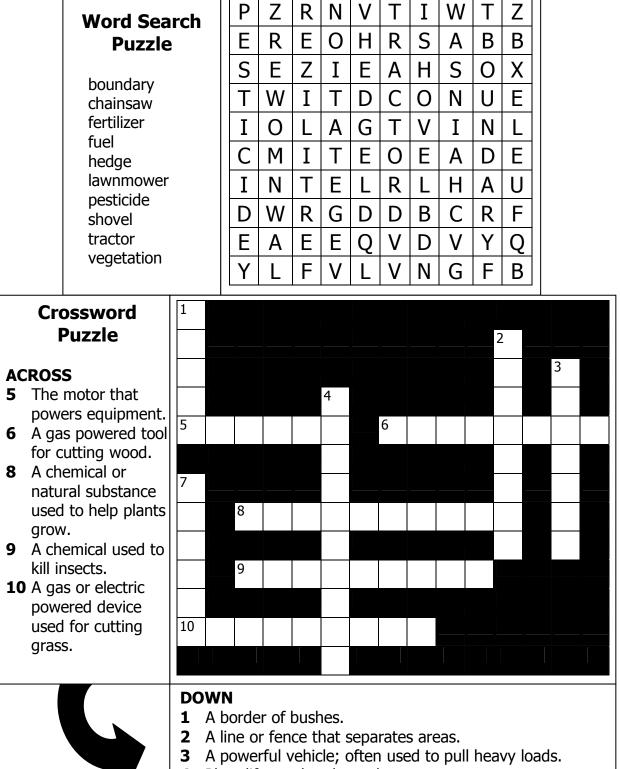
Activity 6							
Mix Ratio Chart							
Chaiı							
Mix Ratio	5 <b>0:1</b>						
Gasoline	Oil						
Litre	Millilitre						
5L	100ml						
10L	200ml						
15L	300ml						
US Gallons	US fl. oz						
1 gal	2 ½ fl oz						
2 ½ gal	6 ½ fl oz						
5 gal	12 7/8 fl oz						
Trim	mer						
Mix Ratio	<b>32:1</b>						
Gasoline	Oil						
Litre	Millilitre						
5L	156.25ml						
10L	312ml						
15L	468.75ml						
US Gallons	US fl. oz						
1 gal	4 oz						
2 gal	8 oz						
5 gal 20 oz							

Skills: Numeracy, Document Use Profiled: Landscaper Other Applications: All

Tiller						
Mix Ratio <b>24:1</b>						
Gasoline	Oil					
Litre	Millilitre					
4L	166ml					
8L	333ml					
20L	833ml					
US Gallons	US fl. oz					
1 gal	5.2 oz					
2 gal	11 oz					
5 gal	27 oz					
Leaf B	lower					
Leaf B Mix Ratio						
Mix Ratio	<b>12:1</b>					
Mix Ratio	o <b>12:1</b>					
Mix Ratio Gasoline Litre	o <b>12:1</b> Oil Millilitre					
Mix Ratio	o <b>12:1</b> Oil <b>Millilitre</b> 333.33ml					
Mix Ratio	<b>12:1</b> Image: A state of the st					
Mix Ratio	<b>12:1</b> Image: A state of the st					
Mix Ratio	<b>12:1</b> Image: Constraint of the second state of the second st					

Worksheet 🖉 **Skills:** Numeracy, Document Use Profiled: Landscaper **Other Applications:** All **Mix Ratio Chart** Using the charts given, find the answers to these questions: 1. What is the gas to oil ratio for the **leaf blower**? When mixing fuel for the **chainsaw**, how much oil needs to be 2. added to a 5 litre jug of gas? Which piece of equipment has a mix ratio of **24:1**? 3. When blending fuel for the **tiller**, how much oil needs to be 4. mixed with 4 litres of gas? 5. When using 8 ounces of oil, how much gas is needed for the trimmer mix? 6. What is the mix ratio for the **trimmer**? When mixing **32:1**, how much oil is needed for 5 litres of gas? 7. For the **chainsaw**, how much gas needs to be added to  $6\frac{1}{2}$ 8. fluid ounces of oil? 9. Why do you think these measurements are often given in both metric and imperial? (litres and millilitres vs. gallons & ounces)

# Landscaper ~ Vocabulary Builder 🖄



- **4** Plant life, or the plants that cover an area.
- **7** A garden tool with a long handle used for digging.

### **DEAF CAN! WFL ~ Landscaper Answer Key**

# Landscaper

### Equipment Manual ~ pg 63

- 1. no eye protection; no gloves; no breathing protection; loose clothing; no hearing protection; wearing shorts; wearing short sleeves; wearing jewelry; wrong footwear; long hair; working in the hot sun; etc.
- 2. answers will vary -

### Landscape Plan ~ pg 65

- 1. 7
- 2. 10
- 3. Lamb's Ear
- 4. south
- 5. 9' to 12'
- 6. 12" to 23" apart
- 7. Most of these plants would not do well. They prefer full sun.
- 8. 47 plants
- 9. 12" high, 12" wide (12 inches high by 12 inches wide)
- 10. 9' 12' H X 24" 36" W (Note: 9 12 **feet** high)

### Mix Ratio Charts ~ pg 68

- 1. 12:1
- 2. 100 ml
- 3. tiller
- 4. .164L or 164mL
- 5. 2 gallons
- 6. 32:1
- 7. 156.25 ml
- 8. 2 <sup>1</sup>/<sub>2</sub> gallons
- 9. answers will vary (American vs. Canadian; US uses the imperial system, Canada uses the metric system (note: some Canadians still prefer to use the imperial measurements)

# DEAF CAN! WFL ~ Landscaper Answer Key

	Word Sea Puzzle boundary chainsaw fertilizer fuel hedge lawnmower pesticide shovel tractor vegetation	-		P E S T C I D E Y	Z E W O M N W A L	R E Z I L I R E F	N O I T A T E G E V	V H E D G E L D Q L	T R C T O R D V V	I S H O V E L B D N	X A S N I A H C V G	T B U N D A R Y F	Z B X E L E U F Q B			
ACROS 5 The pow 6 A ga for c 8 A ch natu usec grov 9 A ch kill ii 10 A ga pow	motor that ers equipment. s powered tool utting wood. emical or ral substance I to help plants /. emical used to nsects. s or electric ered device I for cutting	1h e d 5e 7s h 0 V e 10l	n	g sf 9p	i e n	n r s	4V e g e t a t i O n	i i W	6C I C	h i r	a z	i e	2b o u n d a r y	S	3t r a c t o r	VV
		1 2 3 4	A lir A po Plar	orden ne or ower nt life arden	fen ful v e, or	ce th vehic the	nat s :le; c plar	ofter nts tl	n use hat d	ed to cove	pull r an	area	a.			



# **Profile Feedback**



# Laundry Worker

Watch the profile video on the DVD about being a Laundry Worker, then answer these questions:

- 1. What kind of tasks might you do as a laundry worker?
- 2. What kind of skills would you need for this kind of work?
- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?

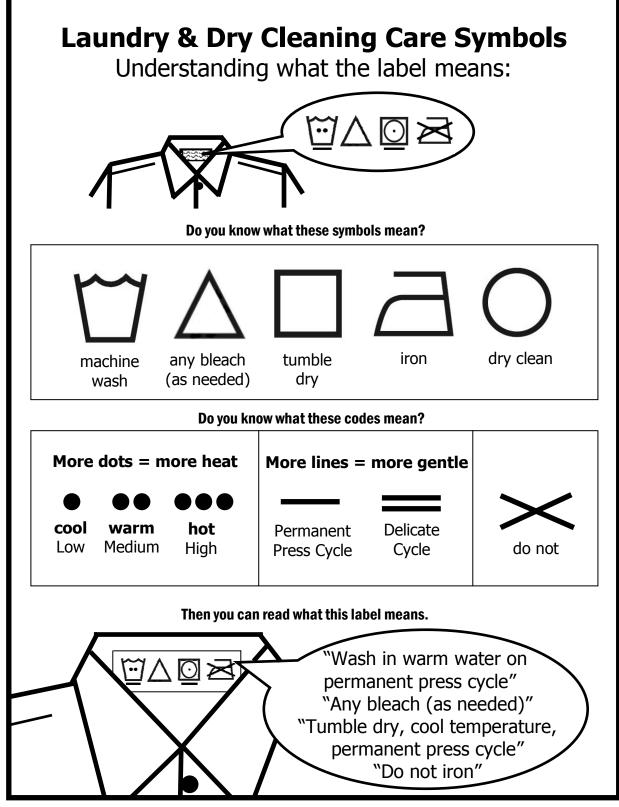
-----

5. Would you like to try being a laundry worker? Why?/Why not?

\_\_\_\_\_



Skills: Numeracy, Document Use Profiled: Laundry Other Applications: none

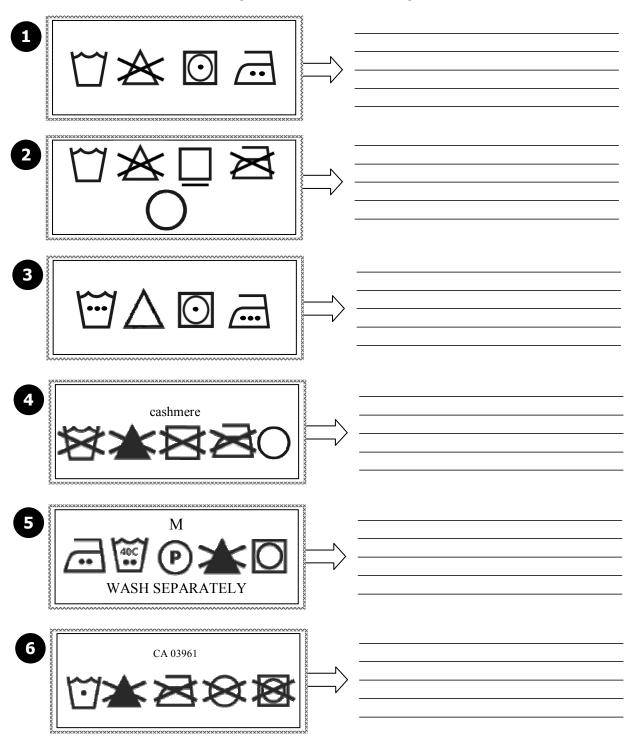




**Care Symbols** 

Skills: Numeracy, Document Use Profiled: Laundry Other Applications: none

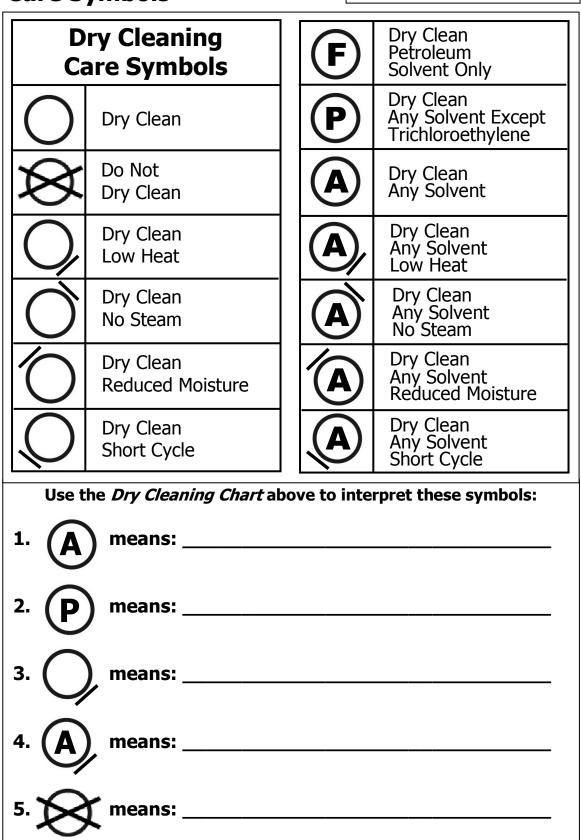
### Use the *Care Symbols* chart to interpret these labels:



Worksheet 2 Ge K

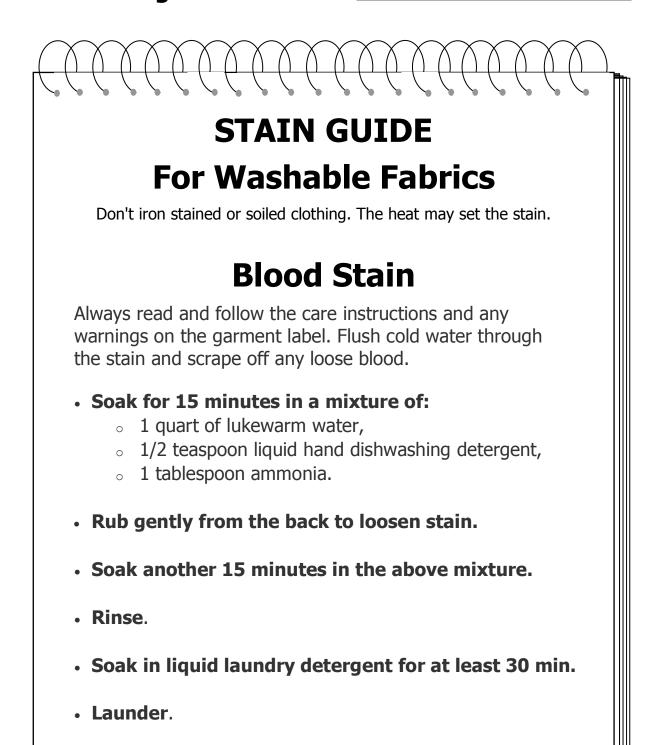
# **Care Symbols**

Skills: Document Use Profiled: Laundry Other Applications: none



Activity G

Skills: Text Use, Numeracy, Document Use Profiled: Laundry Other Applications: All



Worksheet 🔏

# **Following Directions**

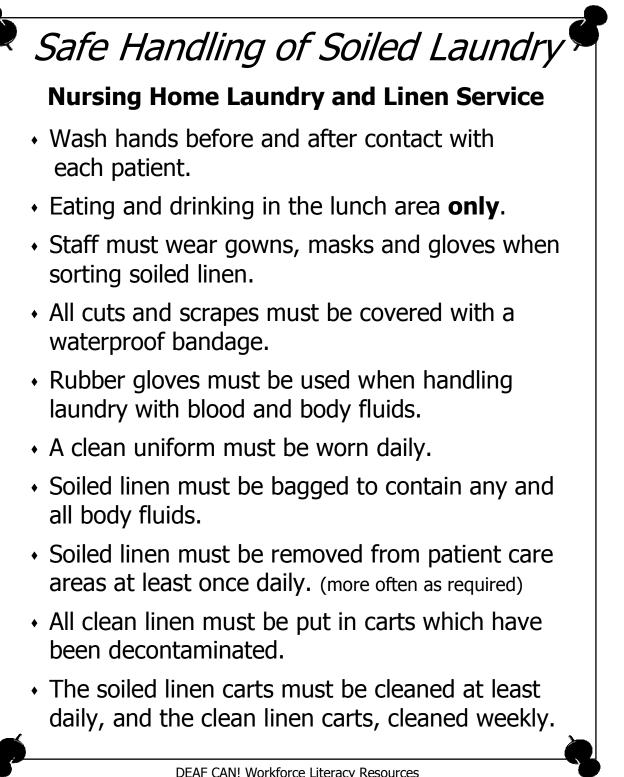
Skills: Text Use, Numeracy, Document Use Profiled: Laundry Other Applications: All

### Use the *Following Directions* activity sheet to answer these questions:

- 1. What kind of stain will these directions help you remove?
- 2. Are these instructions for washing or for dry cleaning purposes?
- 3. What do you need to mix first for soaking the blood-stained garment?
- 4. How many minutes in total must you soak the garment in this mixture?
- 5. What does the word "rinse" mean?
- 6. How long must you soak the garment in liquid laundry detergent?
- 7. When you are finished soaking, rinsing, and soaking again, what should you do with the garment?
- 8. Do you think this stain remover will work on **any** stain? (grass, coffee, oil, etc.) Why? / Why not?
- 9. Should a soiled garment be ironed before removing a stain? Why?/Why not?



# Safe Handling





Skills: Text Use, Numeracy, Document Use Profiled: Laundry Other Applications: All

### Use the *Safe Handling* guidelines to answer the following questions:

- 1. If you come to work with a cut or scrape on your hand, what must you do to protect yourself?
- 2. Can you bring a bottle of water with you to drink while you are working in the laundry room? Why?/Why not?
- 3. When reading the words "soiled laundry", what does the word "soiled" mean?
  - a) dirt where plants grow
  - b) dirty or stained
  - c) damaged
  - d) clean, without germs
- 4. How often must the soiled linen carts be cleaned?
- 5. Why do you think you must wash your hands before and after contact with each patient?
- 6. How must the staff protect themselves when they are sorting soiled linen?
- 7. How often must the soiled linens be removed from the patient's room?

### Laundry ~ Vocabulary Builder 🖄 O O E S Ν Ι R V J D Word Search Puzzle ZMRAWE KUL R NEMRAGWE Y Т bleach delicate S ΟΙ L Ε D 0 Ε V В detergent YRRE D Ν U R Α L dryer garment Q Ε Т Α С Ι L Ε D Y launder Y R D E В Μ U Х L Т lukewarm J rinse E LΕ 0 0 Х Ρ ΤU soiled LEAC В Η Ν Ζ Κ L tumble dry ETERG D Ε Ν ΤW

Word Scramble Puzzle							
X	IN DOOR TON =						
$\triangle$	SLUBE ACHE =						
$\mathbf{\overline{\mathbf{b}}}$	CHEW IN A MASH = CRATE WOOL = PENNY LEE CREST CRAMPS =						
••	TRY BE MULD = MUST GET DIME IN = DICY LACE CLEET =						
A	LYN CARED = SLY OVEN TAN =						

### **DEAF CAN! WFL ~ Laundry Answer Key**

# Laundry

### Care Symbols ~ pg 74

- 1. machine wash, do not bleach, tumble dry (low/cool), iron (medium/warm)
- 2. machine wash, do not bleach, tumble dry (permanent press cycle), do not iron. **or** dry clean
- 3. machine wash (high/hot), any bleach (as needed), tumble dry (low/cool), iron (high/hot)
- 4. dry clean only
- 5. iron (medium/warm), machine wash (medium/warm), dry clean (special instructions), do not bleach, tumble dry
- 6. machine wash (low/cool), do not bleach, do not iron, do not dry clean, do not tumble dry

### Care Symbols ~ pg 75

- 1. dry clean, any solvent
- 2. dry clean, any solvent except trichloroethylene
- 3. dry clean, low heat
- 4. dry clean, any solvent, low heat
- 5. do not dry clean

### Following Directions ~ pg 77

- 1. blood stains
- 2. washing
- 1 qt of lukewarm water
   ½ tsp liquid hand dishwashing detergent
   1 tbsp ammonia
- 4. 30 minutes
- 5. answers will vary (use dictionary if needed)
- 6. 30 minutes
- 7. launder (wash)
- 8. answers will vary (Probably not; there are different cleaning methods for different stains and fabrics.)
- 9. No. The heat may set the stain.

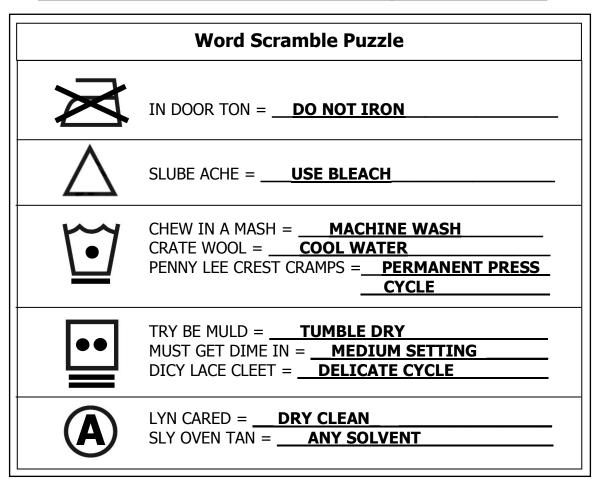
### Safe Handling ~ pg 79

- 1. cover with a waterproof bandage
- 2. No. answers will vary (germs, bacteria, viruses, etc)
- 3. b)
- 4. at least once daily
- 5. answers will vary (may pass germs, bacteria between patients)
- 6. must wear gowns, masks, and rubber gloves
- 7. at least once daily, more often as required

### **DEAF CAN! WFL ~ Laundry Answer Key**

0	0	E	S	Ν	Ι	R	V	J	D
Ζ	Μ	R	А	W	Ε	Κ	U	L	R
T	Ν	Ε	Μ	R	А	G	W	Е	Υ
S	0	Ι	L	Ε	D	0	V	В	Е
Y	R	R	Ε	D	Ν	U	А	L	R
Q	E	Τ	А	С	Ι	L	Ε	D	Υ
Υ	R	D	Ε	L	В	Μ	U	Т	Х
Е	L	Е	J	0	0	Х	Ρ	Т	U
L	В	L	Ε	А	С	Η	Ν	Ζ	К
D	Ε	Τ	Ε	R	G	Ε	Ν	Т	W

Word Search Puzzle bleach delicate detergent dryer garment launder lukewarm rinse soiled tumble dry





# **Profile Feedback**



# **Shipper & Receiver**

Watch the profile video on the DVD about being a Shipper & Receiver, then answer these questions:

- 1. What kind of tasks might you do as a shipper & receiver?
- 2. What kind of skills would you need for this kind of work?

\_\_\_\_\_

\_\_\_\_\_

- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being shipper & receiver? Why?/Why not?

Activity 1

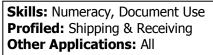
**Forms** 

Skills: Numeracy, Document Use Profiled: Shipping & Receiving Other Applications: All

Almost every job requires using some kind of forms. This is a sample Bill of Lading form used when shipping goods.

SHIP FR Name: Address: City: Phone: SHIP T Name: Address:	Madesimple.com COM Home Store Lakeshore Rd. erry Province: ON F ) 985-1234	PC LOB 1NO	Date: 05/07/00 DL Number: 899673058222517 A Constructions Payment					
PIECES	DESCRIPTION	WEIGHT	Identification Number					
10 cartons 10 ctns 10 ctns	65 Hammers 24 Screwdrivers Sets 40 Drills	84.5 lbs 84.0 lbs 120.0 lbs	12345-67890 23456-78910 98760-54321					
<b>30</b> ctns	Total Pieces	<b>288.5</b> lbs	Total Weight					
Delivery Details:       Shipping Use Only:         Rec'd by: <u>Y. Brunelle</u> Date: <u>03/08/08</u> Condition: <u>Good</u> Shipping Use Only:          Method: <u>Next Day</u> Bill # <u>HS-8743</u> Shipped by: <u>Bob King</u> Ship \$ <u>42.65</u> Charge to: <u>Recipient</u>								
COMMENTS								

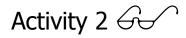




# Forms

Use the *Using Forms* sample Bill of Lading to answer these questions:

- 1. What is the BOL number on this form?
- 2. Who was this shipment delivered to? (full name and address)
- 3. What was the total weight of this shipment?
- 4. What is the identification number for the cartons of drills?
- 5. Who signed for this delivery? On what date?
- 6. Who was the shipping company and the driver on this delivery?
- 7. How much did **each** carton of screwdriver sets weigh?
- 8. What was the condition of the shipment when it was received at Maison Entrepreneurs?
- 9. Who paid for the shipping cost of this delivery?
- 10. What was the shipping bill number on this bill of lading?



**Using Forms** 

Skills: Text Use, Numeracy, Document Use Profiled: Shipping & Receiving Other Applications: All

### Use this information to fill out a Bill of Lading form on page 87:

- 1. Use today's date for this bill of lading.
- 2. This shipment will go to Durham Deaf Services at 750 King Street East, Oshawa, ON, L1H 1G9. The phone number is (905) 579-3328.
- 3. The shipper will pay the \$34.75 shipping charge.
- 4. The shipment is coming from Canadian Custom Wear. It is located in Ottawa, Ontario at 22 Sparks St., Unit 16. The postal code is K1P 5B4. The phone number is (613) 887-2200.
- 5. Canadian Custom Wear is sending 90 Custom T-shirts. They are contained in 3 cartons marked DDS-07884.
- 6. They are also sending 90 Custom hats, packed in 1 carton marked DDS-07994.
- 7. Included in this shipment are 5 custom jackets, packed in 1 carton. It is marked DDS-07335.
- 8. Each carton of shirts weighs 3.9 kg; the carton of hats weighs 3 kg; and the carton of jackets weighs 1.3 kg.
- 9. You will need to calculate the total number of pieces and the total weight for this shipment.
- 10. The Bill of Lading number is 90433768457290021.
- You will need to fill out the "Shipping Use Only" part of the form.
   You will be driving this shipment as "Next Day" service. The bill number is DC-483. Ask another student to "receive" the delivery and fill out the "delivery details".



Skills: Text Use, Numeracy, Document Use Profiled: Shipping & Receiving Other Applications: All

Use the information on the previous page to fill out this bill of lading:

SMS s www.shipping	Shipping BII	LL OF LAC	DING Date:	
	ROM		BOL Number:	
Address: City: Phone:	Province: I	PC		ode Sticker Here
Address: City:	TOProvince:	PC	Instructions I Fragile Refrigerate Keep from Free Other	zing
PIECES	DESCRIPTION	WEIGHT	l Identif	ication Number
	Total Pieces		Total Wei	ight
Rec'd by: Date:	y Details:		Shipp	Date: ped by: arge to:
COMMENTS:				



Skills: Document Use Profiled: Shipping & Receiving Other Applications: All

These are common packaging symbols. Can you figure out what each one means? (see page 89)



**Reading Symbols** 

Skills: Document Use Profiled: Shipping & Receiving Other Applications: All

# MATCH THE SYMBOLS WITH THEIR MEANINGS: \* (Use Numbers from the *Reading Symbols* sheet) A) Clamp Here as Indicated B) Use No Hooks C) Do Not Tilt D) Handle with Care 3 E) Keep Dry F) Barcode G) Hazardous Goods (danger) ti 🖻 🖺 H) Top I) Sling Here J) Protect From Heat K) Perishable L) Keep Frozen M) Do Not Clamp as Indicated N) Do Not Top Load O) Fragile **i**

# Shipping & Receiving ~ Vocabulary Builder 🖄

S	Ρ	Ε	R	Ι	S	Η	Α	В	L	Ε
L	Ν	Κ	F	0	R	Κ	L	Ι	F	Т
S	U	0	D	R	Α	Ζ	Α	Η	Ν	С
Т	0	V	Ι	D	Κ	Η	Ζ	Е	F	Ε
Ι	V	Х	W	Т	V	Y	Μ	W	R	Ρ
Ζ	Ι	Κ	R	Е	Α	Ρ	Ρ	Μ	Α	S
R	Y	Y	Т	Y	Ι	L	Y	F	G	Ν
F	Ν	Α	Y	Н	Μ	Y	U	Е	Ι	Ι
J	U	Μ	S	С	С	R	Κ	G	L	Μ
Ν	0	Ι	Т	Α	Ν	Ι	Т	S	Ε	D
G	Е	S	U	0	Η	Ε	R	Α	W	R

Word Search Puzzle destination

ETA forklift fragile hazardous inspect perishable regulations shipment warehouse

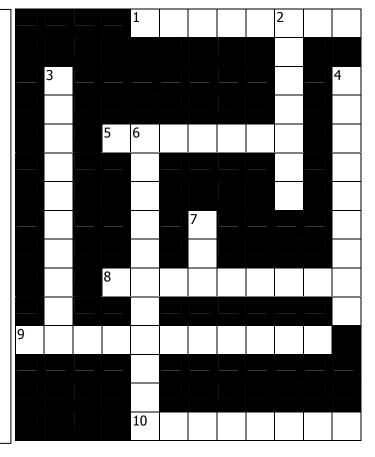
### **Crossword Puzzle**

### ACROSS

- **1** A vehicle with 2 prongs (fork) at the front. Carries heavy loads.
- **5** Delicate, or easily damaged.
- 8 Dangerous.
- **9** The place a person or package is traveling to.
- **10** A load of goods transported, delivered and received.

### DOWN

- **2** To look carefully and write feedback. An official examination.
- **3** Goods that can easily rot or spoil. (example: foodstuff)
- **4** A large building where goods are kept until they are shipped.
- 6 Official rules.
- **7** Short for "Estimated Time of Arrival."



## **DEAF CAN! WFL ~ Shipping & Receiving Answer Key**

# **Shipping & Receiving**

### Forms ~ pg 85

- 1. 899673058222517
- 2. Maison Entrepreneurs, 148 Rue Principale, Montreal, QC, H3B 1A4
- 3. 288.5 pounds
- 4. 98760-54321
- 5. Y. Brunelle, 03/08/08 (March 8, 2008) 2:15pm
- 6. SMS Shipping, driver Bob King
- 7. each carton weighs 8.4 pounds
- 8. Good condition
- 9. the recipient Maison Entrepreneurs
- 10. HS-8743

### Using Forms ~ pg 86\*

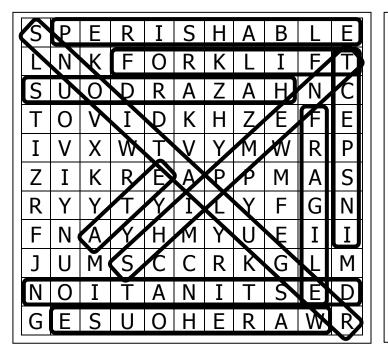
\* see next page for form answers

### **Reading Symbols ~ 89**

A) 12	F) 13	K) 8
B) 15	G) 9	L) 5
C) 10	H) 6	M) 7
D) 4	I) 11	N) 3
E) 1	J) 14	O) 2

DEAF CAN! WFL ~ Shipping & Receiving Answer Key								
Shipping & Receiving, continued								
Using Forms ~ pg 54								
SMS st www.shippin	h <i>ipping</i> BI	LL OF LADING	Date: <u>today's date</u>					
SHIP FI	ROM	ВО	DL Number:					
	dian Custom Wear		90433768457290021					
City: Ottawa	Address: 22 Sparks St., Unit 16 City: Ottawa Province: ON PC K1P 5B4 Phone: (613) 887-2200  Place Bar Code Sticker Here							
SHIP			Instructions gile					
Address: 750	Province: ON PC	Ref	rigerate P from Freezing Third Party					
PIECES	DESCRIPTION	WEIGHT Id	lentification Number					
3 cartons 1 carton 1 carton	90 Custom T-Shirts 90 Custom hats 5 Custom Jackets	11.7 kg (3.9kg each) 3 kg 1.3 kg	DDS-07884 DDS-07994 DDS-07335					
5	Total Pieces	16 kg	Total Weight					
(	y Details: <i>Inswers will vary -</i> Time:	Method: Nex Bill #_DC-483						
COMMENTS								

### **DEAF CAN! WFL ~ Shipping & Receiving Answer Key**



Word Search Puzzle

destination ETA forklift fragile hazardous inspect perishable regulations shipment warehouse

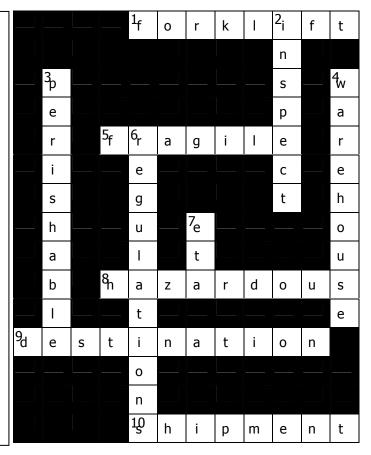
### **Crossword Puzzle**

### ACROSS

- **1** A vehicle with 2 prongs (fork) at the front. Carries heavy loads.
- **5** Delicate, or easily damaged.
- 8 Dangerous.
- **9** The place a person or package is traveling to.
- **10** A load of goods transported, delivered and received.

### DOWN

- **2** To look carefully and write feedback. An official examination.
- **3** Goods that can easily rot or spoil. (example: foodstuff)
- **4** A large building where goods are kept until they are shipped.
- 6 Official rules.
- 7 Short for "Estimated Time of Arrival."







# Profile Feedback

# **Store Stock Clerk** e video on the DVD about being a Sto

Watch the profile video on the DVD about being a Store Stock Clerk, then answer these questions:

- 1. What kind of tasks might you do as a store stock clerk?
- 2. What kind of skills would you need for this kind of work?

- 3. Why would you need math skills?
- 4. What would you need reading and writing skills for?
- 5. Would you like to try being store stock clerk? Why?/Why not?



Skills: Text Use, Numeracy, Document Use Profiled: Store Stock Clerk Other Applications: All

Stock Manager – Physical Inventory Count							
Items:	Items: Entries: 1						
Lookup Code	Description	Department	Counted	Count Date			
665801	Bon Dia, Coffee Maker	Kitchen & Bath	28	03/27/08			
892037	Bon Dia, Espresso Maker	Kitchen & Bath	32	03/27/08			
815003	Stoneware, Microwave	Kitchen & Bath	16	03/27/08			
128854	Bon Dia, Juicer	Kitchen & Bath		03/27/08			
298290	Stoneware, Can Opener	Kitchen & Bath	43	03/27/08			
856883	Stoneware, Deep Fryer	Kitchen & Bath	11	03/27/08			
105695	Stoneware, Toaster Oven	Kitchen & Bath	18	03/27/08			
255533	Bon Dia, Coffee Grinder	Kitchen & Bath	13	03/27/08			
335769	Blacks, Upright Vacuum	House & Home	8	03/27/08			
748604	Dust Demon, Vacuum	House & Home	22	03/27/08			
654952	Sting Ray, Cordless Vacuum	House & Home	34	03/27/08			
268753	Sting Ray, Upright Vacuum	House & Home	19	03/27/08			
285461	Blacks, Carpet Steam Cleaner	House & Home	12	03/27/08			
Print Calculate OK Cancel Help							

The **Home Store** will be having a sale. They are reducing the cost of several small appliances to half price. They need to know how many of each item they have in stock. The stock clerk has done a "physical inventory" of these items. The chart above shows the inventory count.





Skills: Text Use, Numeracy, Document Use Profiled: Store Stock Clerk Other Applications: All

### Use the *Physical Inventory* activity sheet to answer these questions:

- 1. Which departments are included in this half-price sale?
- 2. How many Stoneware can openers are in stock?
- 3. This inventory count was done on what date?
- 4. What is the code number for the Bon Dia Espresso Maker?
- 5. How many different kinds of vacuum cleaners will be on sale?
- 6. How many vacuum cleaners are there in stock? (total)
- 7. What is item 815003?
- 8. What is the **total stock count** of items from the House & Home Department?
- 9. What do you think "physical inventory" means?
- 10. Who actually counted the stock for this inventory report?



Skills: Document Use Profiled: Store Stock Clerk Other Applications: All

# Categories

<b>Departments:</b>	
---------------------	--

### **Products:**

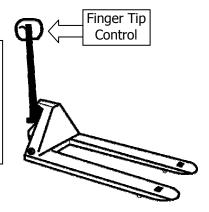
Tools	1 2 3			
House & Home				
Sports & Recreation	1 2 3			
Outdoor Living	1 2 3			
Kitchen <sup>&amp;</sup> Bath	1 2 3			
Choose the cor	rect department	t for each of	these products:	
BMX bicycle	upright v	acuum	handsaw	
solar fer	am cleaner			
coffee maker	framing ha	ammer toaster over		
cordless hand vacuum outdoor table lamp				
screwdriver set	electric car	an opener youth's bil		
solar g	arden lights	21-speed	mt. bike	

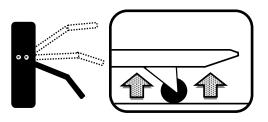


Skills: Text Use, Document Use Profiled: Store Stock Clerk Other Applications: All

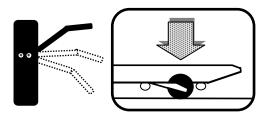
# Manual Fork Lift OPERATING INSTRUCTIONS

Always be sure the load is balanced before moving. When not in use, the fork should be fully lowered to the floor.

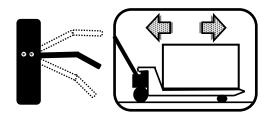




**To raise load**, push down on Finger Tip Control. Pump handle to raise load up from floor.



**To lower load**, pull up on Finger Tip Control.



**For free movement**, put Finger Tip Control in the middle, neutral position.

# **Manual Fork Lift Safety Procedures**

- Never overload the Manual Fork Lift.
- Balance the load so the cargo does not shift.
- Use on flat surfaces only.
- Keep hands and feet away from moving parts.
- When not in use, keep fork fully lowered.



Skills: Text Use, Document Use Profiled: Store Stock Clerk Other Applications: All

### Use the *Operating Instruction* activity sheet to answer these questions:

- 1. What is this piece of equipment called?
- 2. What do you think the Manual Fork Lift is used for in a store?
- 3. How do you make the "fork" go down?
- 4. How do you raise the load up?
- 5. On the Finger Tip Control, what is the "neutral position" for?

List 5 important safety tips for using the Manual Fork Lift:
 1 \_\_\_\_\_\_

- 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_
- 5\_\_\_\_\_
- 7. The Operating Instructions say to "keep fork fully lowered" when not in use. Why do you think they recommend this?

DEAF CAN! Workforce Literacy Resources Copyright Durham Deaf Services 2008

# Store Stock Clerk ~ Vocabulary Builder 🖉

Word Search Puzzle	S C	H	S R	Q B	Q M	R E	I S	C O	D E	N R
box cutter	A	N	E	0	Т	Ι	T	W	P	Y
cashier	Ν	V	Μ	Х	F	Η	0	R	Α	Ν
consumer department	Ν	Е	U	С	Ι	S	С	S	R	Н
forklift	E	Ν	S	U	L	Α	Κ	S	Т	G
goods	R	Т	Ν	Т	Κ	С	R	Н	Μ	0
inventory scanner	K	0	0	Т	R	W	0	Е	Е	0
shelf	L	R	С	Е	0	Ι	0	L	Ν	D
stock room	Ζ	Y	G	R	F	С	Μ	F	Т	S

**Crossword Puzzle** 

### ACROSS

- 2 A vehicle with two prongs (fork), for lifting heavy loads.
- **4** To give money for something.
- 7 The person who takes payment from customers.
- **8** Goods that are bought or sold.
- **9** A room in a store where extra stock and supplies are kept.
- **10** A person who works for a company.

# 1

### DOWN

- **1** A sharp flat blade used for opening boxes.
- **3** A band of thin and thick lines on labels. Read with a scanner.
- **5** A complete list of all items available for sale in a store.
- **6** Something that is manufactured or made.

### **DEAF CAN! WFL ~ Store Stock Clerk Answer Key**

# **Store Stock Clerk**

### Physical Inventory ~ pg 94

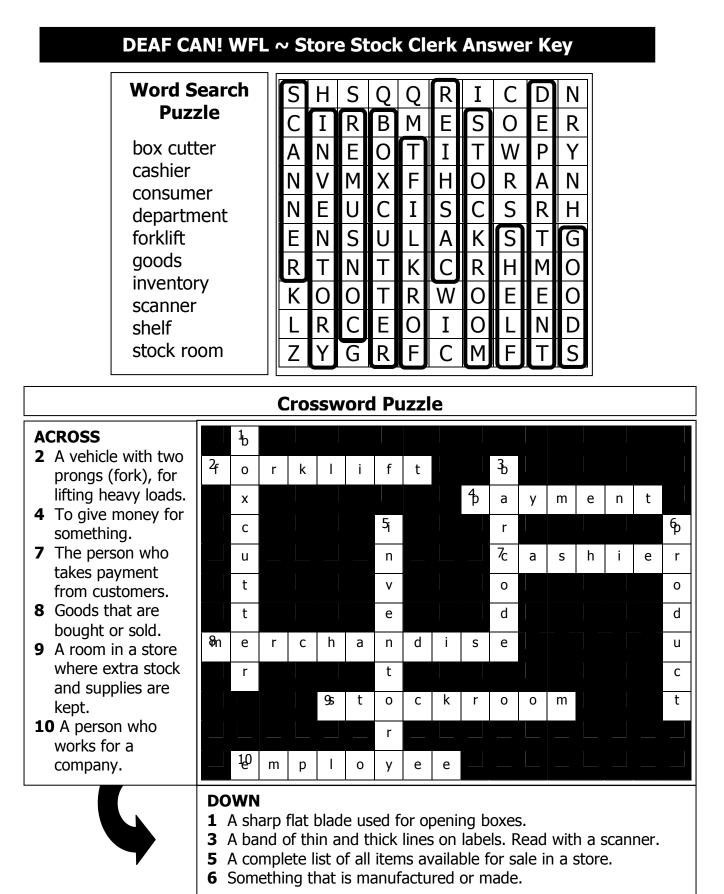
- 1. Kitchen & Bath and House & Home
- 2. 43
- 3. 03/27/08 (March 27, 2008)
- 4. 892037
- 5 4
- 6. 83
- 7. Stoneware Microwave
- 8. 95
- 9. answers will vary (actually going and counting how many are in stock)
- 10. the stock clerk (some learners may write Stock Manager, however the text states the stock clerk did the physical inventory)

### Categories ~ pg 95

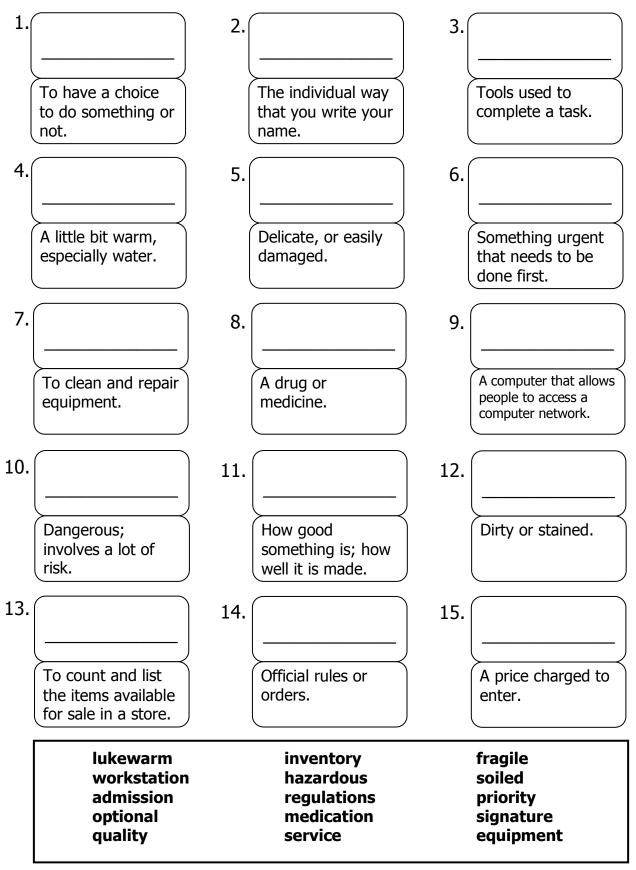
Tools1 - handsaw; 2 - framing hammer; 3 - screwdriver setHouse & Home1 - upright vacuum; 2 - carpet steam cleaner;<br/>3 - cordless hand vacuumSports & Rec1 - BMX bicycle; 2 - youth's bike; 3 - 21-speed mt. bikeOutdoor Living1 - solar fence post lights; 2 - outdoor table lamp;<br/>3 - solar garden lightsKitchen & Bath1 - coffee maker; 2 - toaster oven; 3 - electric can opener

### **Operating Instructions ~ pg 97**

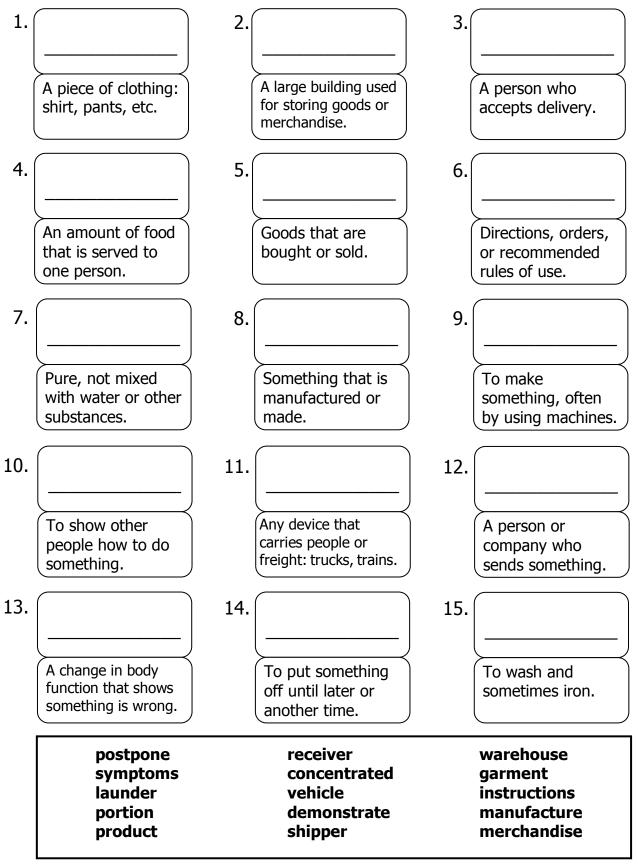
- 1. manual fork lift
- 2. answers will vary (moving cartons, heavy stock in the store)
- 3. pull up on the finger tip control
- 4. push down on the finger tip control, then pump handle to raise load up
- 5. for free movement (so clerk can push or pull the lift forward or backward)
- 6. answers will vary (encourage the learner to use own words)
  - **1** Never overload the manual fork lift.
  - **2** Balance the load so the cargo does not shift.
  - **3** Use on flat surfaces only.
  - **4** Keep hands and feet away from moving parts.
  - **5** When not in use, keep fork fully lowered.
- 7. answers will vary (safety reasons so the fork lift can't move around, or cause an accident)



# All Jobs 1 ~ Vocabulary Builder 🖄



# All Jobs 2 ~ Vocabulary Builder 🖄



### **DEAF CAN! WFL ~ All Jobs Answer Key**

# **Vocabulary Builder** ~ **All Jobs 1**

1. optional

5. fragile

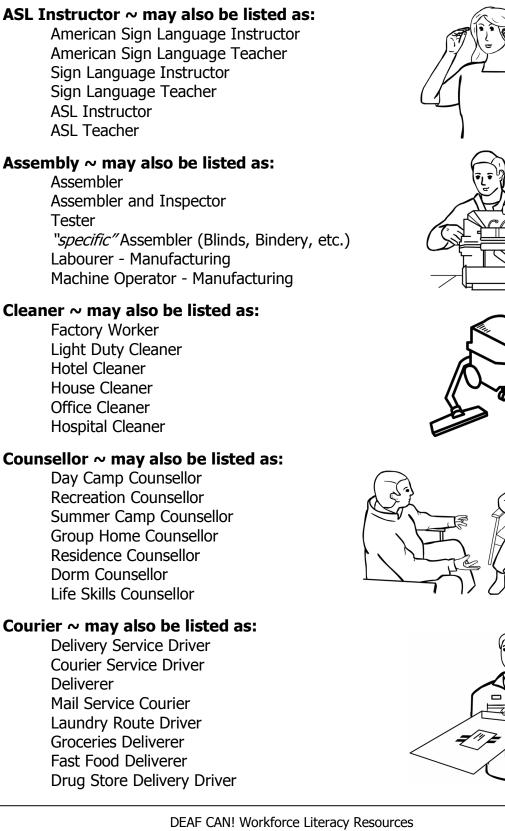
- 6. priority 7. service
- signature
   equipment
  - 8. medication
- 4. lukewarm
- 9. workstation 10. hazardous
- 11. quality
- 12. soiled
- 13. inventory
- 14. regulations
- 15. admission

# Vocabulary Builder ~ All Jobs 2

- 1. garment
- 2. warehouse
- 3. receiver
- 4. portion
- 5. merchandise

- 6. instructions
- 7. concentrated
- 8. product
- 9. manufacture
- 10. demonstrate
- 11. transport
- 12. shipper
- 13. symptom
- 14. postpone
- 15. launder

### DEAF CAN! WFL ~ Job Titles



### DEAF CAN! WFL ~ Job Titles

### Kitchen Helper ~ may also be listed as:

Bartender Helper Bus Boy/Girl Cook's Helper Counter Attendant, Cafeteria Dishwasher Fast-Food Preparer Food Counter Attendant Food Preparer Food Service Helper Ice Cream Counter Attendant Kitchen Helper Salad Bar Attendant Sandwich Maker

### Landscaper ~ may also be listed as:

Golf Course Superintendent Greens Keeper Horticulturist Landscape Designer Landscape Gardener Landscaper Landscape Technician Lawn Care Specialist Property Management Tree Service Technician

### Laundry ~ may also be listed as:

Cleaning Machine Operator Drapery Cleaner Dry Cleaner Dry Cleaning Machine Operator Dyer, Laundry & Dry Cleaning Garment Cleaner Laundry & Dry Cleaning Laundry Attendant Laundry & Dry Cleaning Cleaner Laundry & Dry Cleaning Cleaner & Presser Laundry Worker Laundry Worker Leather Cleaner





### **DEAF CAN! WFL Resources** ~ Job Titles

### Shipper & Receiver ~ may also be listed as:

Freight Receiver Freight Shipper Import Freight Clerk Receiver Receiving Checker Receiving Clerk Shipper Shipper-Receiver Shipping Agent Shipping and Receiving Clerk Stock Handler Stock Receiver Warehouse Receiver Warehouse Shipper Warehouse Shipper



### Store Stock Clerk ~ may also be listed as:

Bag Clerk Grocery Clerk Grocery Packer Order Filler – Retail Order Picker Price Clerk – Retail Produce Clerk Retail Shelf Stocker Shelf Stocker – Retail Supermarket Clerk Stock Handler - Food Store

