



## Serving a public with low literacy skills

About 42% of Canada's working-age population have lower literacy skills than needed. Even more are stymied by complicated problem solving, legal language and concepts, and unfamiliar procedures.

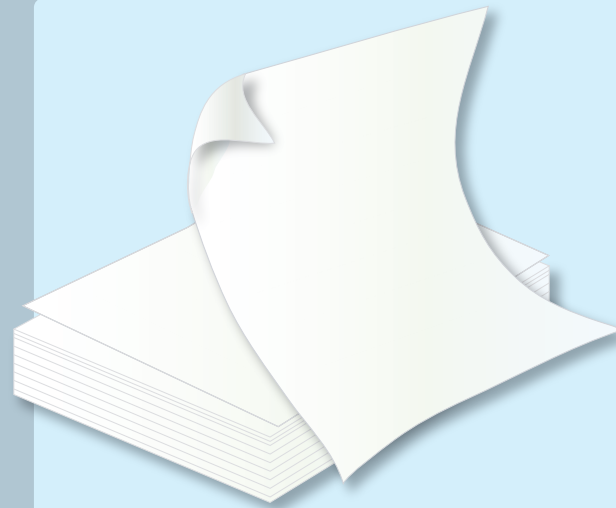
### How odd!

People with low literacy skills may seem to behave in unusual ways when they cannot follow what is taking place. They may:

- **not show up for appointments**
- **seem nervous or embarrassed**
- **show confusion**
- **ask unrelated or irrelevant questions**
- **have difficulty following instructions**
- **seem compliant or agreeable but not do as expected.**

What seems to be a bad attitude may reveal a literacy problem. The person may:

- **act frustrated and want to get out**
- **get angry and storm out**
- **be physically confrontational**



## You will hear these comments

I forgot my glasses.

I hurt my arm (or hand) so I can't fill this out.

I don't have time to read this now — can I take it home?

I'll fill these out at home when I can think about it.

My friend came to keep me company (meaning: read for me).



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