

 **Live & Learn**
A Project of English Online



...rn is newcomers' online resource
...settlement information and flexi
...ge learning options in Manitoba.

...oday to access:

...on on living in Manitoba, employment,
...n and more.
...one career and settlement guidance
...anguage instruction from ESL experts
...sources on language learning

livelearn.ca



ANNUAL REPORT

April 2021 - March 2022

Mission

- To provide flexible and accessible services that enable newcomers to succeed and reach their full potential.
- To provide a comprehensive online environment that brings resources, people and technology together to address newcomers' unique needs for settlement and integration into the workplace and community.



Land Acknowledgement

As re-settlers in what is now Canada, we acknowledge that the Indigenous peoples were the original inhabitants of these lands. The lands our work pertains to are the traditional unceded territories known as Treaties No. 1, 2, 3, 4, and 5 the original lands and waters of many Indigenous peoples. We acknowledge that any efforts we make as English Online Inc. towards helping new settlers learn English as an Additional Language and find settlement information to address their needs must begin by recognizing the colonial harms and injustices inflicted on to the indigenous peoples of what is now Manitoba, who never surrendered their territory when they signed the Treaties with the British Crown. The work of English Online must be grounded in recognition of the colonial legacy of what is now Manitoba. As guests on these lands, we commit to seeking and sharing the truth of the Indigenous peoples to provide the true story of these lands, which become home away from home to our learners and their families.



Message from the Chair

It was another successful year of sustaining English Online's mission and vision by providing flexible learning opportunities that enable new settlers to succeed and reach their full potential in what is now Manitoba.

I would like to thank board members Karlene Debance, Jennifer Jochem, Christine Nzenwata, Stephanie Olson, Marni Russell, and Mohit Singh for their efforts to ensure that English Online has the leadership to continue serving new settlers in our province. I extend heartfelt gratitude to the directors leaving the board Karlene Debance, Marni Russell, and Mohit Singh, and offer the warmest welcome to new board members, who will be joining us for the next two-year term.

I would also like to thank the English Online staff for their continued commitment to the organization's vision and mission and outstanding work. A special token of appreciation goes to Len Loza for creating Your First Days in Manitoba - Newcomer Guide, a project funded by IRCC. To all staff, thank you for being part of the English Online journey.

As English Online operates online, the second year of the pandemic has not affected the way we do business. As an online learning provider, we are used to working remotely and connecting with colleagues and learners online; in fact, this is what we do best. Soon we will be embarking on a new online collaborative adventure, a visioning exercise, to update our strategic plan.

While awaiting the new strategic vision and mission and a new set of opportunities and challenges in the coming year, English Online will continue to thrive under the strong leadership of Irina Volchok. It is then with confidence and optimism that I look to the next year - together we will make even greater contributions to enhance the lives of new settlers and their families.

Iwona Gniadek
Chair, Board of Directors



Message from the Executive Director

Another year of pandemic showed how much English Online's daily operations are bulletproof. This year, we, as EO Crew, worked under the principle of Transparency, Collaboration, and Innovation or TCI. The TCI principle kept us working in smaller groups for various and ongoing program needs as well as allowed to improve our communication, collegiality, and mutual personal and profession growth. In 2021-22, we worked together on:



- improving work-life balance by optimizing the time allocated for all assigned duties and responsibilities, so that our full-time work week is now 35 hours;
- advancing and optimizing our program delivery resources through creating a new Moodle-based website for the crew and our clients;
- refining and enhancing our skillsets via internal masterclasses: we work together, and we learn together!

Yes! The year of 2021-2022 was a year of “successful togetherness”! Thank you, the magnificent EO Crew!!!

I would like to acknowledge EO's Board of Directors: without your support, expertise, and insights, English Online would have been a completely different place and space. We continued to ensure that EO's vision and mission were successfully met regardless of the COVID-19 pandemic.

Speaking of EO's vision and mission and its dedication to newcomers, the next few pages showcase the impact of “flexible and accessible services that enable newcomers to succeed and reach their full potential” as well as the benefit of a “comprehensive online environment that brings resources, people, and technology together to address newcomers' unique needs for settlement and integration into the workplace and community.”

“Alone we can accomplish many things. Together we can change the world” (Estefania Guadalupe Estrada). Let's continue collaborating, learning, and supporting one newcomer at a time TOGETHER!

Irina Volchok
Executive Director

LIVE and LEARN Statistics

LIVE Statistics:

- 49 New Settlement Articles
- 200 Updated Settlement Articles
- 1 Newcomer Guide “Your First Days in Manitoba”
- 1 Newcomer Stories

LEARN Statistics:

- 75 + 7 LINC Home Study students served
- 600+ New and Returning student served through the drop-in, informal program
- 44 Newcomers served through the e-Volunteer program

livelearn.ca Registered User Statistics:

- 1704 Page visits
- 454 Logged-in learners

61

Multi-week sessions delivered

133

Drop-in sessions facilitated

149

Conversation Circles delivered

14

Canadian idioms activities
developed

27

Canadian Citizenship
Workshops developed

Learners' Feedback



“My name is Mariela, I’m from Latin America, specifically from Venezuela; I’m here since August 2021. My experience in this course has been a wonderful journey, I’m only 7 months old and my learning has been fast. We have great teachers who make the class fun and dynamic like

Blaine, Pam and others, you can also have a personal instructor who calls you every week and assigns you homework, in my case I have Tanveen, she is wonderful with me and very helpful. Having online classes is better than I imagined.”

Mariela

“In Canada, I don’t think people have a problem with my vocabulary and grammar but they don’t understand me because of my accent. You probably understand me very well now because I have been working with Nastashya. I love that she meets with me every week and for 20 minutes we work on my pronunciation”

Dzung

“Back in Argentina I was most of the time studying grammar. I’m not saying that it’s not useful, yes it’s very useful but with Ruxandra, I started learning in a different way. She is my support, but it’s up to me, my goals, and doing research. I like that part where I take responsibility about my improvement.

I don’t have too much time to study. I need to find gaps (free time) for studying. I think that studying LINC is a good way to take advantage of those gaps being at home. So I 100% recommend it.”

Sole

“I practice my English during the week when I connect with English Online. Learning here is helpful because you also learn about Canada, about Winnipeg, Manitoba. In the class you learn about the clothes to wear in winter. You learn about places to buy things, the beautiful parks in Manitoba, winter activities ... many things that I didn’t know about. I also know a lot of vocabulary now. If you knew me two years ago, you’ll probably say, that’s not the same woman!”

Silvia

Most Popular Class (Drop – In program)

Lunch & Learn with the highest attendance in June 2021 at 200 seats

Attendance Statistics (Drop-In program)

Highest:

June 2021 – 800 seats
February 2022 – 780 seats
March 2022 – 746 seats

Lowest:

August 2021 – 443 seats
September 2021 – 444 seats
October 2021 – 422 seats

Total seats per year: 7173

"I definitely enjoy learning with EO, especially the vibe of online classes. I've met a lot of instructors, Pam, Nastashya, Blaine and some teachers in training. They are friendly and knowledgeable. They always encourage us to ask questions and give us feedback on our homework. I've also met other learners all over the world. We get to practice small talk and then discuss a certain topic in group chat. With some of the learners, I can tell that their language skills are at the beginner level, but they are so brave to talk. That's the significant step to moving forward"

Ellen

"After I registered, I learned that LINC Home Study is under the umbrella of English Online. I saw that I could also attend Coffee Chats, Multi Week Workshops, and the Citizenship Class. I love that class! I learned about the political system of Canada.

This is why I would recommend EO to other newcomers. We not only learn English, but it's a package. We learn a lot about our host country, about other nationalities, other cultures and how to live with them. This is important because we are living in a multicultural place.

I like the kindness of the teachers and their ability to create a favourable atmosphere in order to learn and give the best of one's self. They're all very nice. They give you confidence to speak. Even if you make mistakes, you'll learn. They don't judge you. And if you ask them a question that they do not know the answer to, they will look for it and come back to you afterwards. It's a good attitude since nobody has all the answers."

Anne

"I want to say to newcomers that learning with English Online is good for everyone. Everyone can join the classes at home. We can easily learn English at home."

Kirandeep

"I am really grateful to EO and my LINC teachers. They are always the best; in time, with love and passion they teach us and help us with our questions. I love learning English with them. A few years ago I never imagined English would be a great way to meet amazing people. I feel more confident and happy with my English. I can't say enough thanks to my amazing teachers. Ruxandra, always encouraging me to continue learning, seeing the best in me, even when I don't see it. Pam is the sweetest teacher I have ever known, she is patient and so kind. She is always encouraging me to practice, I really appreciate her feedback because I learn from every mistake. With Blain I learn a lot about Canada's culture, history and politics. He always explains every detail, no matter how many times we ask the same question, he explains with patience and knowledge. Thanks for all the amazing work you do for us."

Silvia

"When I attended my first class in the program, everybody spoke English and I thought, wow, this is going to be hard. At first I thought it would be explained in my own language and I discovered, no, it's not like that, it is English everything! But how the teacher handled the classroom matters. I remember my teacher (Blaine), he introduced me to the class and said 'Welcome, Mariela, I speak a little Spanish too. Actually my wife is from Mexico.' This is a good memory for me, he made my day happy. Blaine is a very passionate teacher. He handles the classroom well. He always tries to understand what everyone says, even if it's good or not, or even when the pronunciation is not very good."

Mariela

Thank You!

Board Members

*Iwona Gniadek
Stephanie Olson
Jennifer Jochem
Marni Russell
Karlene Debance
Mohit Kumar Singh*

LHS Instructors

*Yini Song
Blaine Roberts
Tanveen Tatke
Karen Loeb
Jillian Fehr
Jill Hart
Ruxandra Nicolescu
Stella Jude-Ojei
Irina Volchok*

EO Staff

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Yini Song
Blaine Roberts
Pam Elalfy
Nastashya Wall
Ekaterina Lavlinskaya
Len Loza
Pei-Jean Toews
Mounira Ajenkar
Rahwa Mehreteab*

EO e-Volunteers

*Alison McGillivray
Heather Luong
Meral Hussein
Fiona Smith
Sophia Coley
Mariana Kalvatcheva
Andrew Moffitt
Bushra Majid
Mohsen Jazeb
Chinwendu Nwadozi
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Perla Mendoza
Charlene Edwards*

*Min Chen
Peter Marsh
Oksana Aliiva
Jennifer Breddam
Waleed El Thaiby
Benson Oriel
Maricelle Banay*

Partners

*Achēv
Réseau en Immigration Francophone du Manitoba (RIF Manitoba)
Immigrant Employment Council of BC (IEC-BC)
Winnipeg English Language Assessment and Referral Centre (WELARC)
Manitoba Association of Newcomer Serving Organizations (MANSO)
TCP, University of Winnipeg
Canadian College of Educators*

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