

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



Learn is newcomers' online resource for settlement information and language learning options in Manitoba.

is today to access:

Information on living in Manitoba, employment and more

One-on-one career and settlement guidance

Language instruction from ESL experts

Resources on language learning

**livelearn.ca**



# ANNUAL REPORT

April 2022 - March 2023

## 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

Over the past year, we have embarked on an in-depth strategic planning process, culminating in re-formulating English Online's vision, mission, values, and strategic priorities. This process has been a collaborative effort, involving input from board members and staff. I am pleased to announce that we have successfully completed this process, setting a clear direction for our future endeavours. Our new vision reflects our commitment to fostering an inclusive and welcoming community for newcomers to what is now Canada.



I would like to express my sincere gratitude to our board members - Stephanie Olson, Christine Nzenwata, Baljit Mann Rehal, Cintia Bentes Rodrigues Da Costa, and Ramzy Farrag. Their unwavering dedication and passion for newcomer well-being have been instrumental in maintaining the organization's success in Manitoba. Their commitment to our cause is commendable, and I am honoured to have worked alongside each of them.

With mixed emotions, we bid farewell to Christine Nzenwata, who decided to step down. She has dedicated her time and expertise to our organization over the past two years, and we are grateful for her invaluable contributions, including a new board member orientation package and process. Christine, your presence will be dearly missed, and we wish you all the best in your future endeavours.

I am confident and optimistic as we move forward in the upcoming year. Our organization is committed to upholding its new mission and values, and we are determined to continue providing support and resources to newcomers as they navigate their English language learning journey in Canada. Together, we will strive to create an even brighter future for those who seek refuge and opportunity in our country.

In closing, I would like to express my heartfelt appreciation to Executive Director Irina Volchok and her incredible team for their hard work, dedication, and professionalism. I look forward to another year of working together and creating a welcoming community for all.

Thank you - Dziękuję.

Sincerely,

*Iwona Gniadek*

*Chair, English Online Inc.*

# Message from the Executive Director

The year of 2022-23 was yet another year of Transparency, Collaboration, and Innovation or TCI. The TCI principle kept English Online's daily operations enjoyable, manageable, and sustainable.



Last year, we collaboratively worked on:

- Strategic Planning: a big thank you to the Team and the Board for this eye-opening opportunity for sharing, contributing, and navigating through the purposeful actions towards success of our newcomers!
- Team Growth: over the last year we welcomed, onboarded, and retrained 4 Team members!
- Learner Success: without the committed and talented EO Team, the success of our learners would be impossible!
- New Website: it is almost finished! Just a few touches before we will enjoy our English teaching and learning hub!!!
- Better Resources: thanks to artificial intelligence for helping us become more efficient in creating comprehensible learner resources!

Reflecting on the year behind, I feel that the essence of leadership is the ability to learn with passion: learning with passion welcomes creativity, open mind, unconditional commitment, deep care, and consistency. It is also about making a change and contribution. I am beyond honoured to learn with passion from the EO Team, Board, funders, partners, friends, and learners! Together, we are changing, supporting, and contributing to each other's lives on many levels every day!

In the words of Henry Ford, "If everyone is moving forward together, then success takes care of itself." At EO, we definitely work together, so that the next few pages showcase the successful 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."

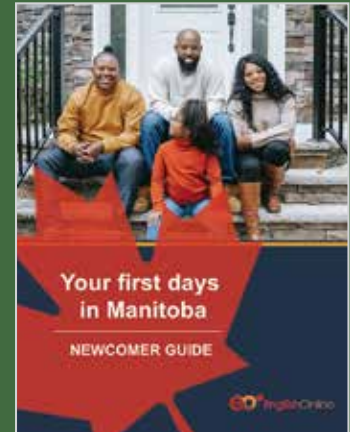
I look forward to another year of "successful togetherness"!

*Irina Volchok*  
*Executive Director*

# LIVE and LEARN Statistics

## LIVE Statistics:

- 60 New Settlement Articles (56 target)
- 168 Updated Settlement Articles
- 25 CLB 3-4 articles
- 7 Newcomer Stories
- 1 Revised version of the Newcomer Guide  
“Your First Days in Manitoba”



## LEARN Statistics:

- 90 + 7 LINC Home Study seats
- 154 Students served through the LINC Home study program
- 149 Applications for the LINC Home Study program received
- 1471 New learners (the target was 330)
- 102 Newcomers served through the e-Volunteer program
- 41 Recruited e-Volunteers

## We Delivered!

432

Drop-In Classes

60

Citizenship Classes

10

Reading Clubs

10

Advanced Reading  
Clubs

10

Writing Workshops

10

Advanced Writing  
Workshops

26

Canadian Idioms  
Units

# Learners' Feedback



"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."

*Anne*

"I'm lucky to be part of an online class. When I finish my work and have sent my kids to school, I attend. Absolutely, I love it. Some classes I really enjoy especially Citizenship Classes because there are many questions about Canada, history, cities, and so many things! The Reading Club, and Writing Club, I really enjoy. I love learning new things!"

*Sara*

"I definitely recommend learning with English Online to newcomers. I really appreciate this program because first, the content is excellent. We learn about multiculturalism, how to answer job interviews, and so many others. This is so important for newcomers. Second, the teachers are patient and they always provide motivation. At first I was so nervous to speak in class but the teachers always motivate and encourage us. Lastly, the teachers and staff provide good service. I feel that they always give me their full attention"

*Isabella*

"When I started my class with Ruxandra Nicolescu, I was nervous and scared to start learning English. But she made it very easy for me and she began in a simple way. At some point today, I feel that she silently developed my skills to a higher level where I can communicate with people and have no hesitation in English to deal to my work and customers.

I am grateful to Ruxandra and LHS for giving us such opportunity to learn and grow in this new country."

*Shamima*

## Most Popular Class (Drop-In program)

Lunch and Learn with the highest attendance in March 2023 at 432 seats

## Attendance Statistics (Drop-In program)

### Highest:

January 2023 – 896 seats

February 2023 – 954 seats

March 2023 – 1257 seats

### Lowest:

April 2022 – 487 seats

July 2022 – 503 seats

August 2022 – 517 seats

Total seats per year: 8516



“Since I received my first class, I was very happy and excited to be studying formally. For me, it has been incredible help, in each class I learn something. I try to attend as many classes as possible, because any time when you’re in class, you learn something. My vocabulary, my pronunciation have

improved a lot.”  
*Mariela*

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“I like it because I don’t have to spend a lot of time (no need to drive). My teacher, Tanveen is so nice and she is also flexible. I like that there is more speaking during the meeting and she gives me homework. I recommend learning with English Online to newcomers but not to a lazy person”

*Landiarisoo*

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“I think it’s nice here at EO. It’s so nice because we can study online (she is recuperating from back surgery). Thanks also to the volunteers who study with us. It’s a big job.”

*Mariya*

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“I’m so happy to share my experience with newcomers because these online classes saved my life. We learn lessons that are so relevant to us newcomers. For example, I am learning many idioms, not only grammar and structure. I realize that Canadians use many idioms when they speak. So now I’m using them when I speak.”

*Isabella*

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“Before, I did not speak proper English. Now my speaking skills have improved a little bit with help from my LINC instructor, Ruxandra. She was very helpful in improving my English. I got CLB benchmark 4 then I joined LINC. It became CLB 5.”



“Ellen (Settlement e-Coach) explained many things about Canadian culture. She also taught me how to make a LinkedIn bio, and how to apply for courses and jobs. I learned a lot from Ellen.”

*Mithula*

“Nastashya’s reading and writing classes are systematic and well-structured. She is clear and concise as an instructor with great patience during the class. I can obviously see my improvement because of her teaching style. I am also enjoying reading in English much more which I think that is one of my barriers in life. As we know, online learning’s biggest weakness is the lack of interaction; nevertheless, Nastashya works effectively to overcome this issue seamlessly.”

*Isabella*



# Thank You!

## Board Members

*Iwona Gniadek  
Stephanie Olson  
Christine Nzenwata  
Baljit Mann Rehal  
Cintia Bentes Rodrigues Da Costa  
Ramzy Farrag*

## EO Team

*Jillian Fehr  
Stella Jude-Ojei  
Yini Song  
Blaine Roberts  
Tanveen Tatke  
Karen Loeb  
Ruxandra Nicolescu  
Stella Jude-Ojei  
Charlene Edwards*

*Irina Volchok  
Pam Elalfy  
Nastashya Wall  
Ekaterina Lavlinskaya  
Len Loza  
Pei-Jean Toews  
Rahwa Mehreteab  
Yvonne Marshall  
Alexis Ogaranko*

## EO e-Volunteers

*Alison Mcgillivray  
Bushra Majid  
Heather Luong  
Fiona Smith  
Sophia Coley  
Mariana Kalvatcheva  
Meral Hussein  
Alexandria Grindlay  
Andrew Mofit  
Becky Zacharias  
Perla Mendoza  
Chinwendo Nwadozi  
Trudy-Ann Thorney-Miller  
Marc Wabafiyebazu*

*Jill Hart  
Marina Grinic  
Charlene Edwards  
Sameer Hammad  
Zahid Hossain  
Mary Keohn  
Mohsen Jazeb  
Yvonne Marshall  
Suzan Noble  
Rukhsana Hassan  
Delbert Jackson  
Kaeleigh Krahn  
Neil Reimer  
Christopher Cafariello*

*Janice Briggs  
Lori Morency  
Faezeh Khadem  
Leslie Adrian  
Vivian Pang  
Umme Salma  
Delbert Jackson  
Peter Marsh  
Ellen Min Chen  
Elizabeth Dale  
Waleed Al Thehaiby  
Oksana Aliieva  
Jennifer Breddam*

## 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*

Funded by:

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada