



Live & Learn
A Project of English Online



ANNUAL REPORT

April 2020 - March 2021

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.



Message from the Chair

English Online is grateful to work and support the needs of newcomers on Treaty One Territory, on the original lands of the Anishinaabeg, Cree, Oji-Cree, Dakota and Dene peoples, and on the homeland of the Métis Nation. Despite the challenges of the pandemic which saw fewer newcomers arrive in Manitoba, the organization provided language and settlement support to over 600 new and returning clients. As a provider of online services, English Online was of course perfectly positioned to address the needs of newcomers in a year that permitted only virtual interaction. Thanks to the excellent efforts of its staff and its Executive Director, the organization thrived when others struggled. Its LINC Home Study Program expanded to 75 seats.



Its overall client base increased by 150%. Funding arrangements by both federal and provincial funders were renewed; in fact, federal funding was renewed for 5 years, which will allow the organization to engage in long-term strategic planning and make important investments for the future. One such investment was approved earlier this year by the board: the creation of a new website and a new learning management system for English Online, which will support the growing needs of the organization into the future.

The Board wants to thank all those who are integral to the success of the organization:

- Its clients who provide the inspiration for the work of English Online.
- Its funding partners – Immigration, Refugees, and Citizenship Canada and the Province of Manitoba – who provide financial support;
- Its dedicated staff who have not only supported their clients throughout this difficult year, but have collaborated on important new initiatives to make the organization even stronger;
- And its Executive Director who has led the organization through times of change and from which it has emerged with a clear vision for the future.

Thank you to the board members who served the organization in 2020/21, including the five new board members who joined the organization in the fall. A special thank you to those who are leaving the Board at the end of this year: Cathy Dowd, who also served as Secretary for many years, and Charlie Shymko.”

Stephanie Olson
Chair, Board of Directors

Message from the Executive Director

I would like to acknowledge that English Online is in Treaty 1 territory and that the land on which English Online serves newcomers is the traditional territory of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene Peoples, and the homeland of the Métis Nation.

The year of 2020-2021 began with the first lockdown amid the COVID-19 pandemic. Yet, despite the pandemic challenges faced by many, English Online continued its services without interruptions. The two major reasons for the seamless service of English Online were transparency and collaboration, which were necessary in addressing the higher need for the remote newcomer support in times of the lockdown/pandemic.

To ensure that English Online team, although small, is operating at its most efficacy, we started to work in sub-teams that dealt with specific issues and requests from the learners. Such a collaboration called for more focused and more transparent work among the sub-teams. Not only did we see the improvement in communication especially of the time sensitive matters, but also we became even closer as a team than before the pandemic all while working remotely. I am greatly honored to work with such a magnificent team!

The ongoing support of the English Online Board provided another asset to ensure that the needs of English Online clients were met beyond and above. This year, the Board welcomed Jennifer Jochem, Karlene Debance, Marni Russell, Charlie Shymko, and Mohit Kumar Singh. Along with Stephanie Olson, Iwona Gniadek, and Cathy Dowd, the new Board members brought new perspectives, insights, and questions that played a vital role in the daily operations of English Online. I would like to thank each of you for your input and guidance during this unusual year!

The year of pandemic initiated two new invaluable partnerships. One was with Société de la francophonie manitobaine. Under this partnership, English Online was offering its LINC Home Study program (remote, formal, one-on-one English language training) to Permanent Resident francophones in selected rural areas in Manitoba. The other partnership was with the Department of Urban and Inner-City Studies at the University of Winnipeg. Through this partnership, English Online offered two work-placements to Indigenous students. These students provided additional support with the management, navigation, and optimization of the social media channels as well as developed and executed a series of webinars about the Traditions, Culture, and Life of Indigenous People in Canada for the learners.

English Online's success continued to depend on its learners – the newcomers to Manitoba. The following pages shed some light on the contribution 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.”

In conclusion, “Coming together is a beginning, staying together is progress, and working together is success” (Henry Ford): the success of the pandemic year was produced by working together with the Staff, Board, Funders, Partners, and Learners. I look forward to another year of “successful togetherness”!



Irina Volchok
Executive Director

LIVE and LEARN Statistics

LIVE Statistics:

76 New Settlement Articles
150 Updated Settlement Articles
4 Newcomer Stories

LEARN Statistics:

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

livelearn.ca Registered User Statistics:

2329 Page visits
608 Logged-in learners

64

Multi-week sessions delivered

137

Drop-in sessions facilitated

141

Conversation Circles delivered

24

Canadian idioms activities
developed

13

Canadian Citizenship
Workshops developed

Learners' Feedback



“My name is Bizunesh Beyene. My classes with English Online have been great. I’m really happy with my improvement. Now I feel more comfortable and secure when speaking English. It was a completely customized program. I thank my teacher Ruxandra Nicolescu for all her patience and

enjoyment of teaching English. I have always wanted to improve my English skills and feel comfortable when speaking English. My teacher is the right person for me to step forward. I have learned lots of useful expressions for real conversations with native speakers. She always listened attentively and corrected my mistakes. My lessons were definitely more than teaching and learning English. She is a professional and passionate teacher who always makes an effort to share new ways to learn English. I appreciate all she does.”

Bizunesh Beyene

First of all it is very comfortable for me with small children as a mom of 4 kids to stay home and study. Second, the programs and materials are very informative and easy to do homework. Last is about skype class or workshops. So helpful to have citizenship class before applying to be Canadian. Also my teacher Blaine is a great teacher! Thank you for this program and all you do for newcomers. ”

Kateryna Kimmel

“LINC home study is a really good program for newcomers in Canada; it’s very easily accessible, according to your own schedule. I have been part of this program since 2018 and it helped me to improve my English language skills not only speaking but writing and listening too. The articles on the LINC website increased my knowledge and helped me to understand the system in Canada. I am very thankful to the LINC home study team for the opportunity and to my teacher (Mr. Blaine) who helped me throughout the program. I am also so thankful for other group classes they offer, such as Coffee Chats. I am glad that I became a member of this program, and I recommend it to all the newcomers.”

Japinder Teja

“I would like to take this time to tell you how happy I am with the English online program for permanent residence people.

Live

Most Popular Articles

1. About Canada
2. Become an Autonomous language Learner
3. Living in Manitoba
4. Digital Skills at Work
5. Workplace Communication

Learn

Most Popular Activities

1. Canadian Idioms
2. Seeking legal representation in Manitoba
3. Jobs (Interview, Hazards)
4. Order of Adjectives
5. Grocery Shopping



“When I landed here in Canada I thought my ability to speak English is enough, but as the years passed I noticed that in order to convey my ideas effectively I have to improve my communication skills.

I’m glad I registered in English Online and everything is falling in

the right place. Every week, new words added to my vocabularies and I was amazed with my achievements like I can finish reading a book in two weeks! What I like in EO is flexibility, it allows me to choose classes that fits my schedule and areas I needed to focus on. I would like to thank the staff and to our amazing instructors for your patience and dedications. It is widely said, Knowledge is power, it is the new rich so arm yourself with it.

Kudos to Nastashya, Blaine, Pam and rest of wonderful instructors!”

Maria Luisa

“Currently I am enrolled in English Online Program which is helping me to improve my communication skills. I am thankful to my instructor Roberts Blaine for making my education easier and interesting. This program is really helpful for newcomers and gives a chance to become a part of society. This program is easy to understand and has a good structure.”

Oksana Aliieva

“I’ve been working with English Online for years. It is vital for any newcomer to be guided on how to settle down, get used to a new culture, and start his/her life anew. Also, it is helpful for anyone who would like to get back into their professional field. English Online may not be able to refer you to a job directly, but it can help you to access useful information and mock interviews to improve your employment chances. Overall, I recommend it. There is no harm in trying!”

Jingshu Ouyang

“I’ve been with English Online since November, 2020. I remember my first class was a Writing Workshop and I was amazed at the efforts of the instructor and the quality of the class. Since then, I have joined most of the classes: I wouldn’t want to miss any of it because I know I would learn something new.

English Online offers a variety of classes for English learners focusing on speaking, writing, listening, and reading. Reading Club is my all-time favourite, as it motivates me to read and learn new vocabulary in a fun and interesting way. English Online also provides classes that share important information about Canada and Manitoba which are very helpful for new immigrant. For instance the culture, people, activities, celebrations, sports, and health care system. In the English Online community, we get to learn and improve our English skills, learn about Canada, and share our experiences in this new country with other newcomers.

I feel grateful and lucky that I’ve joined English Online. Here I would like to take this opportunity to express my sincere gratitude and appreciation to all English Online instructors. Thank you for your efforts, kindness, and patience, you all are great teachers.”

Su Chien Ng

“When I came to Canada, I tried to learn English by myself, but it’s too difficult for me. I couldn’t see any improvement in my English skills. English Online helps me find the way to learn English. The time that you learn on English Online is flexible. You can learn English whether you have a job or you need to take care of your family. I want to thank my instructor. Every time she is very patient with me. She helps me a lot about my English in past three months. Thanks to the English Online for providing this amazing platform.”

Na Zhang



Thank You!

Board Members

*Stephanie Olson
Cathy Dowd
Iwona Gniadek
Jennifer Jochem
Karlene Debance
Marni Russell
Charlie Shymko
Mohit Kumar Singh*

LHS Instructors

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EO Contractors

Guadalupe Camorlinga

Partners

*Achēv
PEG Canada
TCP, University of Winnipeg
Canadian College of Educators
TESOL, Providence University College
Manitoba Nurses Union CCCN program
Société de la francophonie manitobaine
Urban and Inner-City Studies, University of Winnipeg
The Manitoba Association of Newcomer Serving Organizations (MANSO)*

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