



## English Language Tutoring for the Ottawa Community *Volunteers Helping Newcomers*

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December 8, 2020

Dear learners, tutors, members and friends of ELTOC,

We are writing to you in the last days of 2020, as the months have again flown by, to wish you holiday greetings and a safe and healthy New Year. While we know your efforts to protect yourselves, your families and your community have been worthwhile, we also realize that these efforts are not without stress and sacrifice. We have learned throughout this past year that our vigilance and adherence to all necessary preventive measures are critical, and we can see that you have risen to these challenges, even while continuing to support your families and providing community services, such as with ELTOC.

For ELTOC, it continues to be necessary to provide our tutoring services online and we do not expect this to change for an extended period of time going forward. There will not be any in-person tutoring or face-to-face meetings until further notice, and this includes staff, counsellors, directors and volunteers.

We hope you understand that this consistency and rigor in respecting ELTOC's risk assessment process is absolutely essential to the safety and security of our community. It is important that we share the same understanding of this commitment – it is not in any of our best interests to make alternative arrangements on a case-by-case basis. We assure you that ELTOC's programs, with the support of staff and volunteers, will continue to be conducted online, with staff working and tutors tutoring remotely throughout the winter months ahead.

Please be assured we have the full support of our funder, IRCC. We continue to consult and communicate with our program officer on a regular basis to ensure that our operations and services are in full compliance with our funding commitments and all Covid-19-related safety requirements.

To our tutors, especially, we thank you with all our hearts for your online volunteer services at this time. Please stay in touch with your learners to let them know about these holiday greetings and related ELTOC news. This letter will also be posted on the ELTOC website.

Many thanks again for your understanding and for your special commitment to newcomers in our community. Please stay safe while enjoying the many special moments shared at this time of year.

With best wishes,

Giselle Leduc, Executive Director and the ELTOC Board of Directors