



# ELTOC

English Language Tutoring  
for the Ottawa Community

# ANNUAL REPORT

2023-2024

# Table of contents

<b>Mission and Vision</b>	<b>page 2</b>
<b>Program Profile</b>	<b>page 3</b>
<b>Meet the Team</b>	<b>page 4</b>
<b>2023-2024 Contractors and Board Members</b>	<b>page 5</b>
<b>Learner Profiles</b>	<b>page 6-7</b>
<b>ELTOC Learners - Stats</b>	<b>page 8-9</b>
<b>Tutor Profiles</b>	<b>page 10-11</b>
<b>ELTOC Volunteer Tutors - Stats</b>	<b>page 12</b>
<b>Outreach and Recruitment</b>	<b>page 13</b>
<b>Financial Report 2023-2024</b>	<b>Page 14</b>
<b>Special Thanks &amp; Community Partners</b>	<b>page 15-16</b>

**A strong, inclusive community**

# **Our Vision**

# **Our Mission**

To provide individualized and accessible English as a Second Language (ESL) training to newcomers to Ottawa who cannot attend regular ESL classes, thereby helping them gain the confidence and community ties that will help them integrate into Canadian society.

ELTOC achieves its mission by matching newcomers to ELTOC-trained volunteers in the community.

# Program Profile

## Language Instruction to Newcomers to Canada (LINC)

Language Instruction to Newcomers to Canada (LINC) is an English Language training program that facilitates the integration of newcomers to Canada. The program is funded by Immigration, Refugees and Citizenship Canada (IRCC) and is offered to permanent residents and protected persons ages 18 and older. English Language Tutoring for the Ottawa Community (ELTOC) offers LINC which makes a difference in the lives of almost 166 newcomers this past year. As of March 2021, tutoring continued online and the program expanded to include all of Eastern Ontario. Learners are taught practical topics such as health, shopping, citizenship, employment, etc.

## One-on-One Tutoring

Newcomers are matched to volunteers in the community who are trained, mentored and supported by ELTOC ESL Education Counsellors that are TESL/OCELT certified. With the support and mentorship of volunteer tutors, vulnerable newcomers, i.e. new mothers, caregivers and those with disabilities, improve their English language skills, build confidence, and receive an important introduction to Canadian culture which enables them to participate in the community, function and work within Canadian society, and gain a sense of belonging within our diverse culture in Ottawa and Eastern Ontario. This program is offered in person and online.

## Small Group Classes

ELTOC also offers the LINC program specifically geared for refugees who cannot attend school by organizing them into small groups of up to 4 learners that are tutored by certified TESL/OCELT teachers. We currently have 12 classes of learners.

# Meet the Team

**Vikki Broesamle**

**Executive Director**

**Sahar Qassem**

**Program Assistant**

**Ada Tagliaferro**

**ESL Education Counsellor**

**Flavia Camargo**

**ESL Education Counsellor**

**Pauline DaNova**

**ESL Education Counsellor**

**Anna-Kay**

**ESL Education Counsellor**

**Lucie Hanak**

**Coordinator, Volunteer  
Services**

# 2023-2024 Contractors and Board Members

**Susan Dzioba**

**Itinerant Teacher**

**Tahsina Sayeed**

**Itinerant Teacher**

**Laila Taga, CPA**

**Bookkeeper**

**Jay Denis**

**IT**

**Paul Miller**

**IT**

**Rashed Nabi**

**Chair (April-September)**

**Helen Jelich**

**Vice-Chair / Chair (September-March)**

**Ugo Kejeh**

**Treasurer (April-September)**

**Frank Fotia**

**Treasurer (September-March)**

**Amy Chibundu**

**Secretary**

**Karla Zuniga**

**Director/ Vice-Chair (September-March)**

**Maralyne Narayan**

**Director**

**Vanessa Matta**

**Director**

**Yuka Takahashi**

**Director**

**Brian Graham**

**Director**

# Learner Profile

*"I just want to say thank you to IRCC for funding this program so that I can do it for free. I also want to thank ELTOC for giving me the opportunity to learn English, as it will allow me to grow and have a chance in the job market in Ottawa."*

**Amenoudji Ketonou**



Amenoudji is an ELTOC learner from Togo who immigrated to Canada in 2017 to join his wife. They now reside in Rockland, Ontario, with their three children: ages 5 and 2, and a baby just under 1 year old.

Currently, Amenoudji works in Gatineau, Quebec, where his fluent French made it easier to secure a job. However, he is eager to improve his English so that he can find employment closer to home in Ontario. After earning a college degree from Collège La Cité in 2023, he hopes to return to school soon to further enhance his career prospects.

While still looking for such opportunities, Amenoudji said he has noted significant progress in his English since beginning his tutoring sessions in August 2023. He mentioned that he has expanded his vocabulary and gained a deeper understanding of Canadian culture.

Amenoudji attributes much of his improvement to the support of the tutor, Frank, which has helped him find the confidence to speak English around Ottawa. This encouragement has allowed him to express himself in English even if he doesn't know all the words.

Amenoudji remains determined to continue improving his English and advancing his career in Ontario. With the progress he has already made and the support he has received, he is confident in achieving his goals and building a successful future for his family in Canada.

# Learner Profile

*"My tutor helps me to have more confidence. I feel safe in situations such as talking to my child's teacher, asking a stranger for some information and, above all, I feel safe in the relationships I have at work."*

**Vanessa Baiao**



Vanessa is an ELTOC learner from Rio de Janeiro, Brazil who has been in Canada for over 6 years now. She lives in Ottawa with her husband and their 11-year-old son.

Vanessa started her online tutoring sessions with her ELTOC tutor, Gretchen, in August 2023. One of Vanessa's main goals in studying English is to advance her career, knowing that better language skills will open up more employment opportunities.

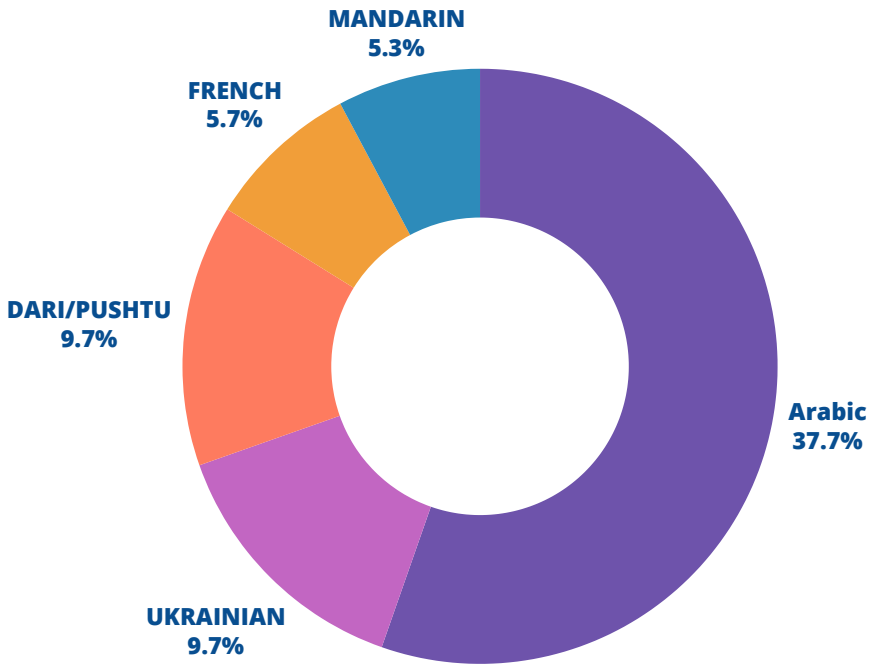
Vanessa's journey with ELTOC has boosted not only her English skills and but also her confidence in daily and professional interactions. Reflecting on the past year, Vanessa notes significant improvement in her English. She credits her progress to her supportive and dedicated tutor, who consistently supports and motivates her, especially on difficult days. Vanessa said her experience has been wonderful. According to her, one of the greatest advantages of online sessions is that there's no wasted time for her or her tutor.

Thanks to ELTOC and her tutor, Vanessa feels more secure and engaged in her community, truly reflecting ELTOC's mission to help newcomers integrate into Canadian society through individualized and accessible English training.

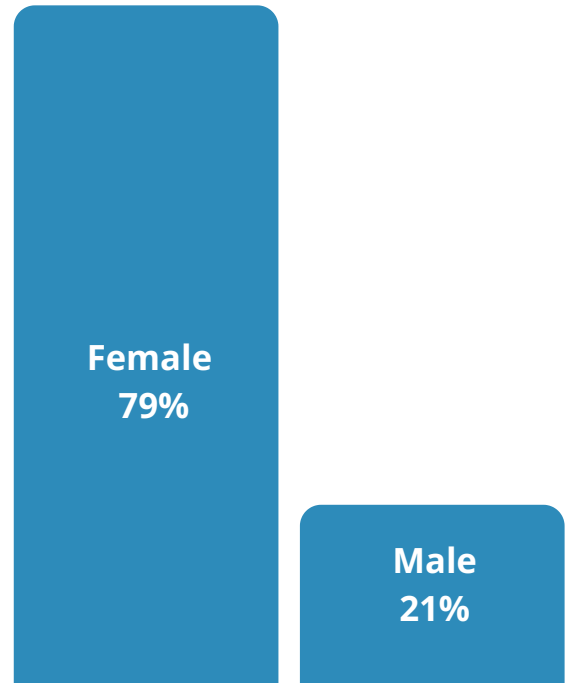


# ELTOC Learners

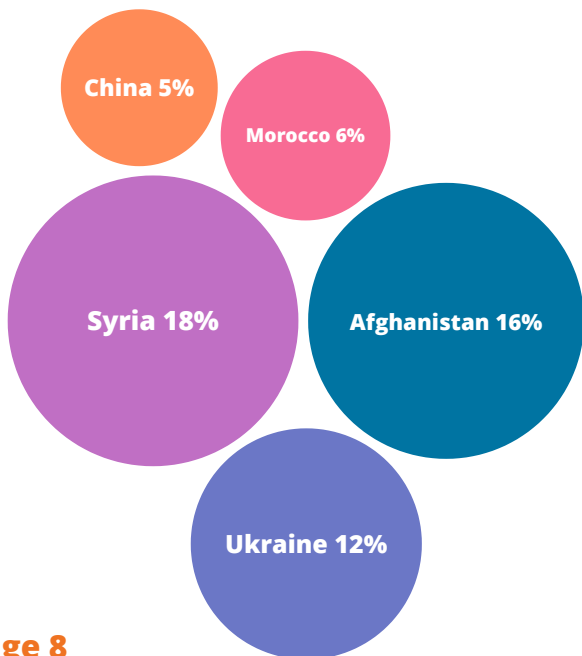
## Top 5 Languages



## Learners by Gender



## Top 5 Countries

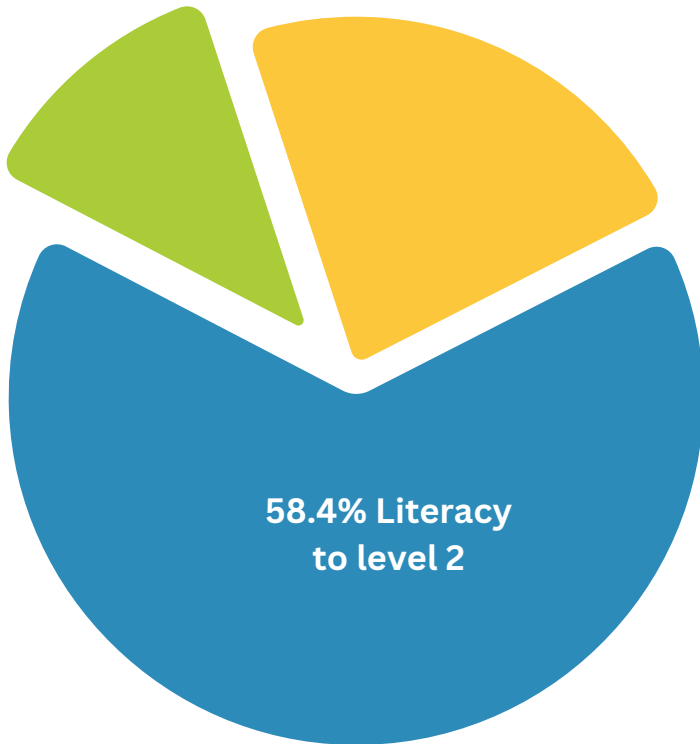


## Top 3 Reasons of Referral

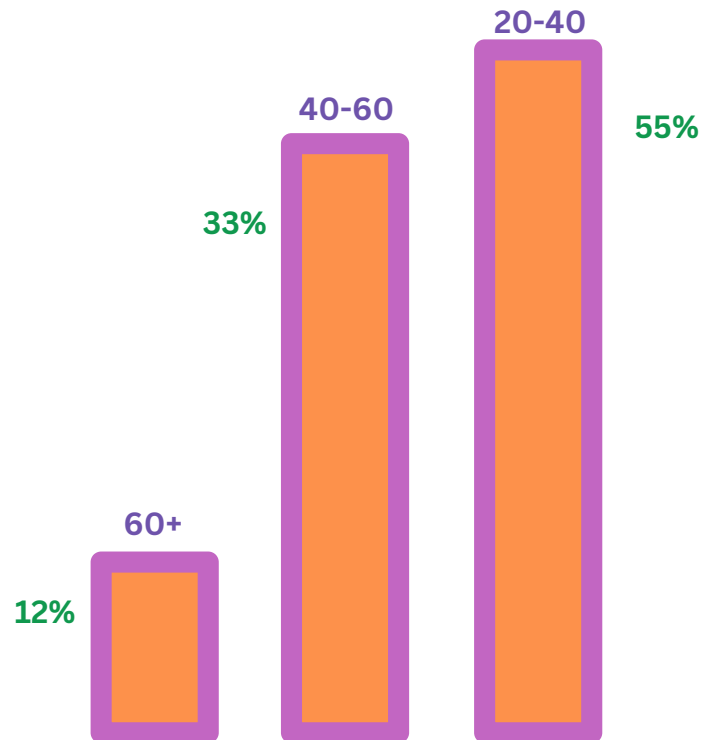


# ELTOC Learners

## Learners by CLB



## Learners by Age



7.1% returned to school or attended another training

2171.5 hours of homework

# Tutor Profile

Kenneth signed up to volunteer with ELTOC in mid 2023 because he wanted to make a meaningful impact in the community. As a product of immigration, he understands how newcomers can struggle to integrate into Canadian society because of a language barrier. His decision to volunteer with ELTOC was driven by Kenneth's love for meeting people from different backgrounds and learning about their cultures. He enjoys teaching and seeing learners gain confidence in their abilities. He said that volunteering also allows him to develop his skills and stay engaged in something he is passionate about. For him, it's really fulfilling to know that he is helping someone navigate their new life in Canada and achieve their goals.

Kenneth finds volunteering to be like a cool side gig that fits seamlessly into his day. Taking about an hour away from his daily routine to prepare for his week's lesson breaks up the monotony of the day. He said, it's a change of pace from his regular activities, and it feels good for him to give back, even if it's just for a couple of hours. It's all about finding that sweet spot where he can commit to helping without feeling overwhelmed.

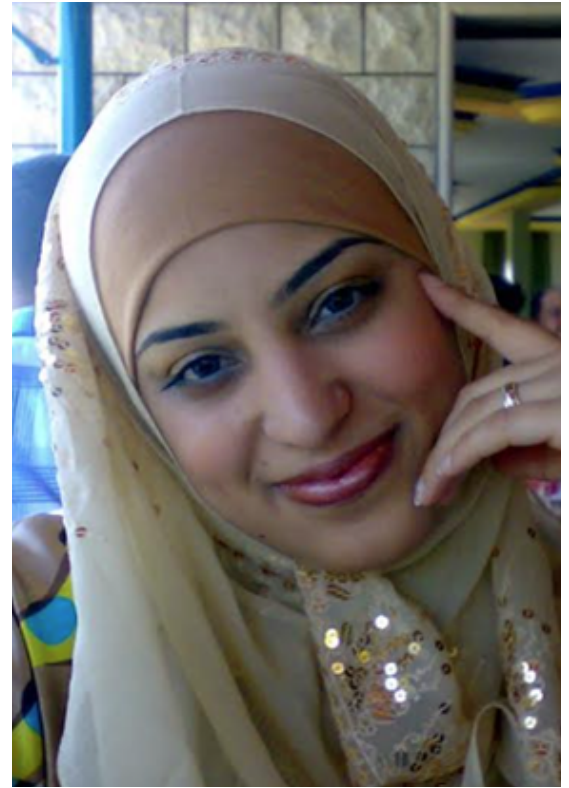
Kenneth thinks online tutoring is effective with his learner because it is incredibly flexible, and the learning experience is personalized. He can work with his learner from wherever he is, which is great for his learner who travels for work. The variety of digital tools makes online teaching interactive and engaging. He can use videos (e.g., TedTalk, YouTube) and online quizzes to keep lessons dynamic and provide instant feedback.

For Kenneth, tutoring with ELTOC was very rewarding because he knows he is making a real difference in someone's life. He says, it's fulfilling to see his learner get better at English, gain confidence, and achieve milestones. Also, he thinks that building personal connections with the learner and the tutoring community is great. The cultural exchange as he teaches English and learns more about his learner's background and traditions is fantastic. Kenneth says he is grateful to the ELTOC team, for supporting him without hesitation. The support from the ELTOC team makes volunteering fun, rewarding, and a learning process.



# Tutor Profile

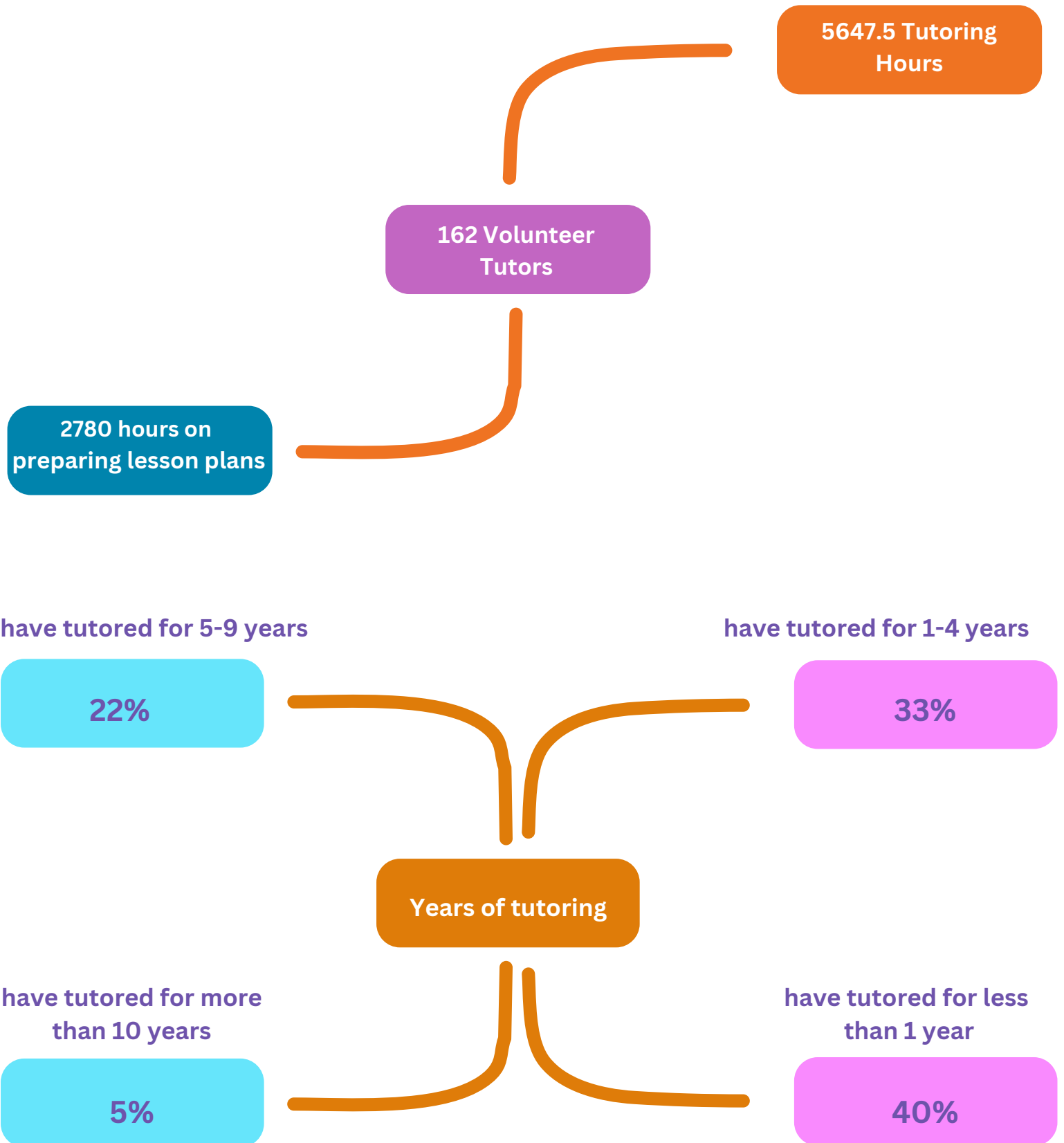
Nahed volunteers with ELTOC because she sees it as an opportunity to give back to the community and to feel a sense of belonging after moving to Canada. In her words, "My journey began when I was searching for a volunteer opportunity online, and I stumbled upon ELTOC's website. I was drawn to their mission and felt a strong connection, so I filled out the application to become a tutor. When COVID-19 hit, I was able to continue my work as an online tutor, which was a great way to stay busy and productive during a challenging time. As a newcomer myself, I was struggling to balance my own needs with those of my family, including my kids who were adapting to online learning, and my husband who was learning English. But despite the challenges, I felt a strong sense of purpose and motivation to give back to my new community. As a refugee who had survived two wars, I had made a promise to myself that I would not waste the chance to contribute to my new home, and volunteering with ELTOC allowed me to do just that."



Nahed has made volunteering a priority by incorporating it into her daily routine and thereby setting a positive example for her kids by teaching them the importance of giving back. She tutors online and likes the flexibility and convenience that it provides. Not only does it save travel time for everyone involved, but she also believes that this method can be incredibly effective. Digital tools and platforms allow her to create engaging lessons that cater to the unique needs of each of her learners.

Nahed says that "the most rewarding aspects of tutoring with ELTOC are the opportunities to make a meaningful impact on students' lives, watching them grow and develop their skills, and witnessing the "aha" moments when complex concepts become clear. As a tutor with ELTOC, I'd like to highlight the sense of fulfillment and purpose I've gained from helping learners overcome their language barriers. ELTOC's supportive community and resources have empowered me to grow as a tutor and mentor, and I've had the privilege of witnessing students' confidence and communication skills blossom. In addition, I've had the privilege of forming meaningful connections with my learners, many of whom have become like family to me. Through our regular sessions, we've built trust, shared laughter, and explored the intricacies of language together. Not only have I witnessed students grow in confidence, develop their unique voices, and discover their hidden potential, but I've also formed new connections and relationships that have enriched my own life."

# ELTOC Tutors



# Outreach and Recruitment

2023-2024 was a very eventful year with both in person and online events.



## Volunteer Appreciation 2023

Volunteer Appreciation 2023 allowed us to celebrate the many volunteers who helped ELTOC thrive in the community. In our time together, we recognized both long-serving volunteers and new volunteers. Thank you, everyone, for your dedication to ELTOC.

## Conversation Circle 2024

ELTOC's half-day workshop equipped ECC facilitators across Ottawa and Eastern Ontario with much-needed education resources. Over fifty ECC facilitators and community partners filled the event with networking and exchanging strengths and challenges in running ECCs. The ECC committee created a useful tool kit to help set up ECCs for success. Please check it out. [ECC](#)





# Financial Report

## SUMMARY OF ELTOC's AUDITED FINANCIAL STATEMENTS April 1, 2023-March 31, 2024

REVENUE	MARCH 31, 2024
Government Grants	\$602,665
Interest and Other Income	\$33,936
Total Revenue	\$636,601

EXPENSES	MARCH 31, 2024
Staffing	\$459,912
Professional Fees	\$74,580
Operations	\$89,730
Total Expenses	\$624,222

# Special Thanks

We would like to thank our Volunteer Tutors for their continued dedication in helping ELTOC newcomers achieve their goals and adapt to online learning over the past year.

## Want to get involved?

**Want to get involved and help build a strong, inclusive, multicultural community?**

We are always looking for volunteers to tutor English to newcomers who can't attend regular classes.

No experience necessary.  
We provide the materials and the training.

For more information on how to get involved  
visit our website at [www.eltoc.ca](http://www.eltoc.ca)

Complete the application form on our website or email us at [volunteer@eltoc.ca](mailto:volunteer@eltoc.ca)

**Registered Charity #13166 6448 RR0001**

Heartwood House  
108-404 McArthur Ave  
Ottawa, ON K1K 1G8  
admin@eltoc.ca  
[www.eltoc.ca](http://www.eltoc.ca)



# Special Thanks

**ELTOC would like to thank the following for their contributions in making this a great year for us.**



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



**Private Donors**

**Community Partners**

1Afghan Canada Support Network (ACSN)  
Career and Vocational Evaluations (CVE)  
Catholic Centre for Immigrants (CCI)  
Centre Point d'Accueil de la Francophonie (PAF)  
City of Ottawa: Healthy Growth and Development  
Program (Healthy Babies Healthy Children)  
Code Youth  
College La Cite  
Conseil Economique & Social d'Ottawa-Carleton (CESOC)  
Cooperation Integration Canada (CICAN)  
Eco-Equitable  
Employment Services: Pembroke, Arnprior & Petawawa  
ESL Conversation Program for Ukrainian Newcomers  
Heartwood House

Immigrant Women Services Ottawa (IWSO)  
Jewish Family Services (JFS)  
Language Assessment and Referral Centre (LARC)  
Language Assessment Services: Kingston  
Local Immigration Partnership (LIP): Lanark & Renfrew  
Nepean Rideau Osgood Resource Centre (NRORC)  
OnTrack: Arnprior & Renfrew  
Ottawa Community Immigrant Services (OCISO)  
Ottawa Public Libraries (OPL)  
Pinecrest-Queensway Community Health Centre (PQCHC)  
Settlement Services for Middle Eastern Newcomers  
(SSMN)/Ottawa Chinese Community Service Centre (OCCSC)  
Somali Centre for Family Services (SCFS)  
Vanier Community Service Centre  
Volunteer Ottawa  
YMCA Newcomer Information Centre