



**ONE TO ONE**  
A Children's Literacy Program

# ANNUAL REPORT 2020-2021



Through one-to-one volunteer tutoring, we help children develop literacy skills to last a lifetime

## MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

Typically, our Director's Report reflects on the year that's been. It is a way to celebrate 12 months of connecting B.C. children with caring volunteer literacy tutors, and recognize the importance of our community for providing the resources to do so.

Rather than focus solely on what 2020-21 meant for ONE TO ONE, we want to share a different perspective: one that provides broader context and sheds light on the journey that began in March 2020 and continues today.

Just as the pandemic continues to bring uncertainty to students, parents, teachers, and schools, we continue to work together to support young readers in a multitude of ways. Though we were unable to operate our typical in-person tutoring program, ONE TO ONE pivoted to further new strategies to support young readers. In 2021, we transformed our proof-of-concepts developed in 2019 – 2020 into full-fledged pilot programs that supported more than 267 emerging readers through:

1. Virtual In-School tutoring – connecting a tutor and a student during school hours
2. Virtual After-School tutoring – connecting a tutor and a student after school hours from their home
3. *Come Read with Me* workshops – empowering parents and caregivers with resources and advice

Our programs and mission delivery would not be possible without close collaboration with our community. Even though we were not physically together, our community stepped up to support our students by donating to our winter campaign that raised more than \$60,000 – funding that fueled the creation, refinement, and delivery of our virtual programs.

In addition to the incredible support from our donor community, generous resources from government COVID-relief support programs helped us post a small surplus in 2019-20 and a larger one in 2020-21. This funding allowed us to carry on



operations without losing critical support staff, re-tool our tutoring programs to maintain our impact, and streamline our operations to make the most efficient use of resources possible. We are projecting a budget deficit in the coming year; wise use of previous surpluses will help us continue to navigate through the ongoing uncertainty of the pandemic.

With multiple virtual program pilots successfully launched and tested in 2021, ONE TO ONE is poised to expand our tutoring programs to meet the needs of more B.C. children in 2022 and beyond. Our updated Strategic Plan includes broadening the reach of our virtual programs and incrementally re-introducing in-person programs in select schools. Our immediate goal is to expand ONE TO ONE's reach to support children who need literacy support the most.

We would like to extend a sincere thank you to everyone in our community for continuing to cheer on our tutors and students.

With gratitude,

Handwritten signature of Carol Neuman in black ink.

**Carol Neuman**  
Executive Director

Handwritten signature of Elaine Hung in black ink.

**Elaine Hung**  
Board Chair

# ABOUT ONE TO ONE

ONE TO ONE offers unique children's literacy programs and parent support workshops. Since the pandemic began, our trained volunteer tutors connect with students virtually to help young readers overcome a barrier, struggle or frustration with reading. We help children gain self-confidence by providing one-to-one tutoring to elementary school-aged children and supporting parents to learn literacy strategies.

In 2019-2020, we began proof-of-concept work to test the feasibility of virtual tutoring programs. Early results were promising and suggested virtual tutoring had a positive impact on students. Throughout 2020 – 2021, ONE TO ONE adapted to implement virtual tutoring pilot programs including Virtual In-School Tutoring, Virtual After-School Tutoring, and *Come Read with Me* – a specialized workshop to help parents foster their child's literacy skills at home.

While we tutored fewer students than in pre-pandemic times, we take pride in the effect we had on these students. Over 93% of parents noticed an improvement in their child's confidence in reading out loud and 91% of teachers surveyed reported an improvement in their student's reading comprehension. After attending a *Come Read with Me* workshop, parents said they felt better able to read with their child.

Thanks to the generous support of our community, we continue to be able to provide all of our programming free of cost.



## OUR TEAM

### BOARD

**Elaine Hung**, Chair  
**Barinder Chauhan**, Vice Chair  
**Sue Hoff**, Past Chair  
**Sandy Fairey**, Treasurer  
**Violet Tam**, Treasurer  
**Jacque Stebbings**, Secretary  
**Elaine Fung**, Director  
**Jennifer Smith**, Director  
**Lori Sorenson**, Director  
**Natalie Morissette**, Director  
**Shaffina Hirji**, Director  
**Tina Heywood**, Director  
**Jacque Lavoie**, Director  
**Francis Chang**, Director

Special thanks to Sue, Sandy and Lori who departed the board after a combined 26 years of service.

### STAFF

**Trevor Lau**, Communications and Fund Development Officer  
**Maya Laquian**, Educational Program Assistant  
**Alistair Nagle**, Program Manager  
**Carol Neuman**, Executive Director  
**Jaskamal Singh**, Fund Development & Communications Coordinator  
**Liz Van Den Hanenberg**, Volunteer Coordinator

### PARTNER ORGANIZATIONS

Columbia Basin Alliance for Literacy, Kiwassa Neighborhood House, Literacy Alliance of the Shuswap Society, Literacy in Kamloops, Literacy Merritt & Nicola Valley, Mount Waddington Family Literacy Society, Princeton Leaders for Literacy Society, Project Literacy Central Okanagan Society, Salt Spring Literacy, St. Joseph's Elementary School in Victoria, and Social Venture Partners.

A special thanks to the Spencer Creo Foundation for the space and connection that make our work possible.

### PROGRAM ASSISTANTS & LIAISONS

**Afton Bell**  
**Fiona Clare**  
**Lisa Frost**  
**Janice Johnson**  
**Andrea Krombein**  
**Zahida Machan**  
**Linda O'Reilly**

## CELEBRATING OUR TANDEM VOLUNTEERS OF THE YEAR

### Together, Margaret and Scott have volunteered with ONE TO ONE for 13 years.

In 2021, ONE TO ONE volunteers learned how to use Zoom, Teams and Epic! books to connect with and encourage young readers virtually. For many volunteers, learning to connect virtually was a daunting challenge, one which our Volunteers of the Year worked diligently to overcome. ONE TO ONE is thrilled to be celebrating our first co-Volunteers of the Year, Margaret Andrews and Scott Trombetta.

Despite being a veteran ONE TO ONE volunteer, virtual tutoring was an entirely new experience for both Margaret and Scott. While adjusting to the new realities of virtual tutoring, Margaret and Scott were dedicated, eager to help their schools through the pandemic and graciously stepped up to learn Zoom, Teams and Epic!



***“In these difficult times, to have them step out of their comfort zone to practice is admirable. Becoming comfortable with Teams/Epic has required them to be tenacious, patient, flexible and solve problems. We are so thankful that they have both stepped forward to help our vulnerable readers.”***

*- Lord Roberts School Coordinator*

Together, Margaret and Scott brought in jokes and riddles to make reading fun for students at Lord Roberts Elementary. Despite the physical distance caused by virtual tutoring, school coordinators were incredibly grateful for Margaret and Scott’s efforts to get to know their students virtually; both made a conscious effort to create a personal connection over video and audio. After every session, Margaret and Scott would reach out to their classroom teachers to provide much valued feedback on their student’s progress.

Margaret and Scott went above and beyond in their dedication to the young readers at Lord Roberts and we are delighted to be celebrating them as ONE TO ONE’s first tandem Volunteers of the Year!

### A Family's Experience of Virtual Tutoring

Marie, slightly out of breath from her trip down to the beach, runs through the front door of her new home, putting down her book bag and rushing to her laptop. As she waits, her hands eagerly brush across the many stickers plastered along its cover, her mother, Pascale, finds a Zoom link in her inbox. They quickly connect to the room where their virtual tutor, Susan, is waiting with a smile.

When the family was preparing to move, Pascale found out about ONE TO ONE's virtual program through Marie's school librarian. Moving to a new city during a pandemic, they knew that there would be limited opportunities to meet new people, and virtual literacy tutoring seemed to be a good way for Marie to not only develop her reading skills, but connect with a trusted adult and gain confidence.

"I was a little hesitant when entering the program – a virtual experience would not have been my first choice. Marie had used Zoom a little for her classes, but she didn't seem to be engaging that well online. I didn't know if she would be the right fit for virtual tutoring," Pascale explains. Pascale's hesitancy was quickly dispelled when meeting Marie's volunteer literacy tutor, Susan, for the first time. She immediately felt at ease and already saw Marie starting to enjoy her time spent reading.

**"Marie rarely reads out loud with me, but I noticed that she reads so well with Susan, using such emotion and emphasis in her words. Over 8 weeks, they built a bond and Marie really found it so fun. If she didn't, she wouldn't be so eager to stop playing and exploring outside in the springtime to come inside and read."**

Pascale also attended *Come Read with Me*, a ONE TO ONE facilitated workshop designed for parents. After seeing Marie read with Susan, Pascale wanted to learn more about what she could do to support her daughter's literacy learning. Through the workshop, she learned valuable lessons to encourage Marie to read more throughout the summer.



# OUR IMPACT



For the first time in our 30-year history, we navigated through a year where we could not operate our in-person tutoring program. We knew the need for literacy tutoring did not disappear and we sought out other ways to boost young readers' literacy skills.

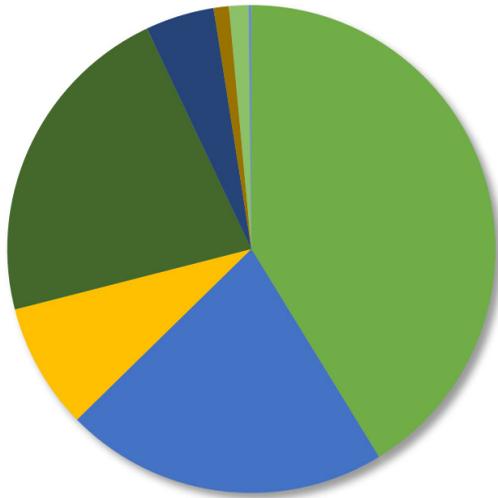
The 2020-2021 school year held many firsts for ONE TO ONE and for the students we support. In the last year ONE TO ONE:

- Launched 2 successful virtual pilot programs.
- Re-trained 60 volunteer tutors to equip them with virtual tools used in their sessions.
- Supported families with 3 new tools - our quarterly Parent & Caregiver Newsletter, ONE TO ONE's Instagram account and *Come Read with Me* workshops.

# FINANCIAL REVIEW

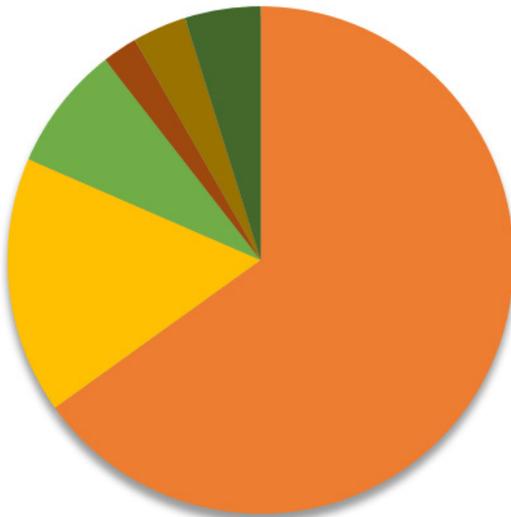
Total Revenue:  
\$401,234

## FUNDING SOURCES



- Grants (61%)
- Government COVID-19 Relief (21%)
- Individuals (22%)
- Foundations (8%)
- Events (5%)
- Corporations (1%)
- Endowment/Interest (1%)

## EXPENSES BREAKDOWN



- Program (65%)
- Administration (16%)
- Legal/Accounting/Insurance (8%)
- Fundraising (2%)
- Office Expenses (3%)
- Amortization (5%)

**Note:** Due to the COVID-19 pandemic, fundraising from March 2020 onwards occurred solely through online campaigns (as opposed to in-person events). Additionally, ONE TO ONE qualified for COVID-19 Government Relief. Concurrent with support given through COVID-19 relief grants, our community stepped up to raise more than \$70,000, further supporting the development of our virtual literacy programs.

# THANK YOU FOR JOINING US ON THIS VIRTUAL JOURNEY

In another unusual year, we are once again incredibly appreciative for the stability and encouragement provided by our community.

While COVID-19 has upended many things, it allows us to connect more widely with the people directly involved in our program: whether parents, tutors, donor or corporate supporters. We're so grateful to everyone in our community who makes this work possible. Your partnership helps children build the necessary confidence to move forward in school life. You really are changing lives.

Of course, we couldn't support children across BC without our incredible volunteers. Your dedication, patience and care is such an essential part of ONE TO ONE, and is making a life changing difference in children's lives.

## Corporations, Foundations & Organizations

### Gifts of \$10,000+

Anonymous, Dr. Ann Worth Charitable Foundation, Collings Stevens Family Foundation, Elm Foundation, Francis Family Foundation, Government of British Columbia, Malberry Foundation.

### Other Gifts

Anonymous, Community Foundations of Canada, CIBC, Datacore Mail Management Ltd., Georgia Main Food Group, Jemini Foundation, Mancer Family Fund, Al Roadburg Foundation, Richmond Community Foundation, Reportex, PwC, Traction on Demand, Vancouver Foundation, Zymeworks.

## Individual Donors

### Gifts of \$10,000+

Anne Bruneau

### Gifts of \$1,000-\$9,999

Anonymous, Jane Austin, Sandy Fairey, Susan Williamson, Richard Bradshaw, Fidelity Investments, Sam Znaimer, Gordon & Barbara MacDougall.

### Gifts of \$250 to \$999

Anonymous, Diane Milne, Carol McQuarrie, Elaine Fung, Greg Aasen, Sally Zaplatynsky, Gwen Smith, Jeff Leigh, Francis Chang, Mary McGivern, Rowan Considine, Jana Williams, Sue Hoff, Bonnie Schmelke, David Moore, Ashok & Truus Kotwal, Elaine Hung, Tina Heywood, John Hooge, Diane Styles, Lorna McCreath, Tim & Jane Hicks, Jacquie Stebbings, Johanna Hickey, Ericka Scott, Carol Neuman, Patricia Ward, Patricia Ryan, Karin Konoval, Barb Bisland.



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