



ONE TO ONE
A Children's Literacy Program

ANNUAL REPORT

2021-2022



Through one-to-one connections, we help BC children develop literacy skills and reading confidence

MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

While summer 2021 may seem long past, for the ONE TO ONE team it was productive and creative, with lots of time spent planning for the future.

We approached the 2021 school year with guarded hope. There was a possibility that ONE TO ONE could truly return to in-person tutoring, and we identified the best strategy was to plan for that. However, Fall brought an intense wave of the Delta variant, followed by an even-more-intense wave of the Omicron variant in the winter.

While this delayed our return, it was an outcome we were prepared for; we redirected our capacity to greatly ramp up our virtual tutoring program and parent-focused supports.

It worked great. Compared to 2020, we more than doubled our reach, while maintaining consistently high impact across our program streams.

Also, in 2021 we found ways to directly support parents and caregivers by sharing reading strategies and literacy tips for their young readers. That meant 210 families were engaged via 15 *Come Read with Me* workshops for parents and caregivers, and 792 families received our Parent & Caregiver newsletter.

To learn more, check out the "Our Impact" page.

Summer 2021 also kicked off the beginning of our strategic planning process.

We began by updating our vision and mission as follows:

- Vision: All BC children are inspired and engaged life-long learners.
- Mission: Through one-to-one connections, we help BC children develop literacy skills and reading confidence.

Over the fall and winter, the board and staff created a new strategic plan which outlines key priorities for 2022-2025. And we introduced our first-ever employee policy manual – a major milestone for an organization that has increased its capacity in the last few years.



2021-22 was a leaner year than the past. Our smaller winter campaign garnered \$40,000 in gifts from our community members, including two matching donors – the Collings Stevens Family Foundation and Francis Family Foundation.

Due to Omicron, we decided against hosting our Spring Spelling Bee and instead invited ONE TO ONE supporters to donate to our Set for Success campaign. It wrapped up in late June and was very successful – we exceeded our \$7000 goal. We sincerely thank all community members who contributed to the campaign by donating or spreading the word.

We know that regular reading support has long-lasting impacts and increases confidence in all facets of a child's life. In another year of ongoing COVID-19 disruptions, we provided consistent support to help even more children read with confidence. That was only possible through your generosity and involvement.

Thank you for being part of our continued work serving children across BC.

With sincere 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 supports, providing one-to-one tutoring to elementary school-aged children who could benefit from extra practice with reading. Since the pandemic began, our trained volunteer tutors connect with students virtually to help young readers overcome a barrier, struggle or frustration with reading.

ONE TO ONE supports children who could benefit from the support a caring, committed and trained literacy tutor reading with them each week. Most often, these students don't qualify for extra educational resources—but nonetheless are at greatest risk of falling behind. ONE TO ONE tutors always walk alongside each child with patience and care.

Additionally, we directly support parents and caregivers by sharing reading strategies and literacy tips for their young readers. That meant 210 families were engaged via 15 Come Read with Me workshops for parents and caregivers, and 792 families received our Parent & Caregiver newsletter.

Each student spends roughly 30 minutes, once or twice a week, with a trained ONE TO ONE volunteer tutor. Not only does the program develop the student's literacy skills, but it allows each child to practice reading in a safe environment, where it's okay to take risks and make mistakes. Students develop relationships with their tutors that foster self-confidence, which helps build success in school and life.

There is no cost to students or schools because ONE TO ONE is completely funded by grants, corporate partnerships and private donations.

OUR TEAM

BOARD

Elaine Hung, Chair
Barinder Chauhan, Vice Chair
Violet Tam, Treasurer
Jacque Stebbings, Secretary
Francis Chang, Director
Elaine Fung, Director
Tina Heywood, Director
Shaffina Hirji, Director
Jacque Lavoie, Director
Natalie Morissette, Director
Jennifer Smith, Director

STAFF

Carol Neuman, Executive Director
Alistair Nagle, Program Manager
Liz Van Den Hanenberg, Volunteer Manager
Madison Shymberg, Volunteer Coordinator
Maya Laquian, Educational Program Assistant
Trevor Lau, Communications and Fund Development Officer
Zahida Machan, Program Coordinator

TRANSITIONAL SUPPORT SPECIALISTS & TRAINERS

Afton Bell
Janice Johnson
Andrea Krombein

PARTNER ORGANIZATIONS

Literacy Alliance of the Shuswap Society, Literacy in Kamloops, Literacy Merritt & Nicola Valley, Princeton Leaders for Literacy Society, Project Literacy Central Okanagan Society, Mount Waddington Family Literacy Society, Salt Spring Literacy, St. Joseph's, Social Venture Partners, Columbia Basin Alliance for Literacy. A special thanks to the Spencer Creo Foundation for the space and connection that make our work possible.

2022 Service Award Recipients

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Three years of service:

- Diane Armstrong
- Valerie Clarke
- Donna Cloete
- Ann Cronin
- Danae Dorman
- Mel Ferrabee
- Carine Frisch
- Rhonda Gale
- Bill Grainger
- Jeanne Grey
- Jane Hainsworth
- Bev Hamm
- Krista Harris
- Wendie Jensen
- Robyn Jones
- Patricia Jutras
- Laura Klein
- Jayne Lloyd Jones
- Brahm Martz
- Sarah Mathieson
- Kathleen Maser
- Ruth Mills
- Debbie Nielson
- Michael Oliver
- Breann Pollack
- Sue Rideout
- Sandy Robinson
- Marina Smith
- Anke Smeele
- Susan Thomas
- Ruth Waldeck
- Joan Wearing
- Fiona Wolfe-Milner

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Seven years of service:

- Judith Bowersox
- Brenda Buchanan
- Michele Jones
- Elaine Stewart

10

Ten years of service:

- Donna Alexander
- Fran Brinkley
- Kathy Dunfield
- Pamela Gurd
- Carol Mooney

20

Twenty years of service:

- Sue McKortoff

5

Five years of service:

- Rita Archer
- Sharon Brown
- Carol Beaulieu
- Elaine Fairey
- Toby Fouks
- Karen Reiss
- Linda Stafford
- Norman Stanfield
- Martha Taylor
- Kathleen Thompson

Meet Two of Our Outstanding Tutors!



We are thrilled to present this year's Volunteer of the Year: Frances Nakanishi! For more than five years, Frances has supported young readers both in-person at Richmond elementary schools and online through our virtual programs. She finds unique ways to make reading fun for her students, is a big promoter of the Find Momo books, and loves using the whiteboard. She even has a physical whiteboard at home which she uses while tutoring!



For eleven years, Randy has been a ONE TO ONE tutor at his old school, Nootka Elementary. He's helped the next generation of Nootka graduates strengthen their literacy skills.

Randy's experiences of virtual and in-person tutoring showcase the long-lasting impact Randy, and all ONE TO ONE tutors, have on their students.

BUILDING CONNECTIONS

Pooja's Story

When Pooja immigrated to Canada from India with her family, she was six years old.

Her parents hoped Pooja would enter Kindergarten when they arrived, and they told her what fun her Kindergarten classroom would be, with lots of new toys, books, and friends.

With Malayalam as her first language, Pooja wasn't fluent in English yet, but she knew some words and letters. She was so excited.

However, within a week of arriving in Canada the COVID-19 pandemic hit, and she missed out on her Kindergarten year, and her Grade One year was fully online.

Pooja's mother, Purnima, worked hard to support Pooja through all the adjustments that come with moving to a new country and learning a new language.

"We tried our best to help her to know what to expect and learn how to fit in. But she didn't have much chance to interact with other students or to practice her English."

Pooja's teacher suggested enrolling her in ONE TO ONE Literacy's Tutoring program, and she started ONE TO ONE tutoring virtually in Grade One. She took to it right away.



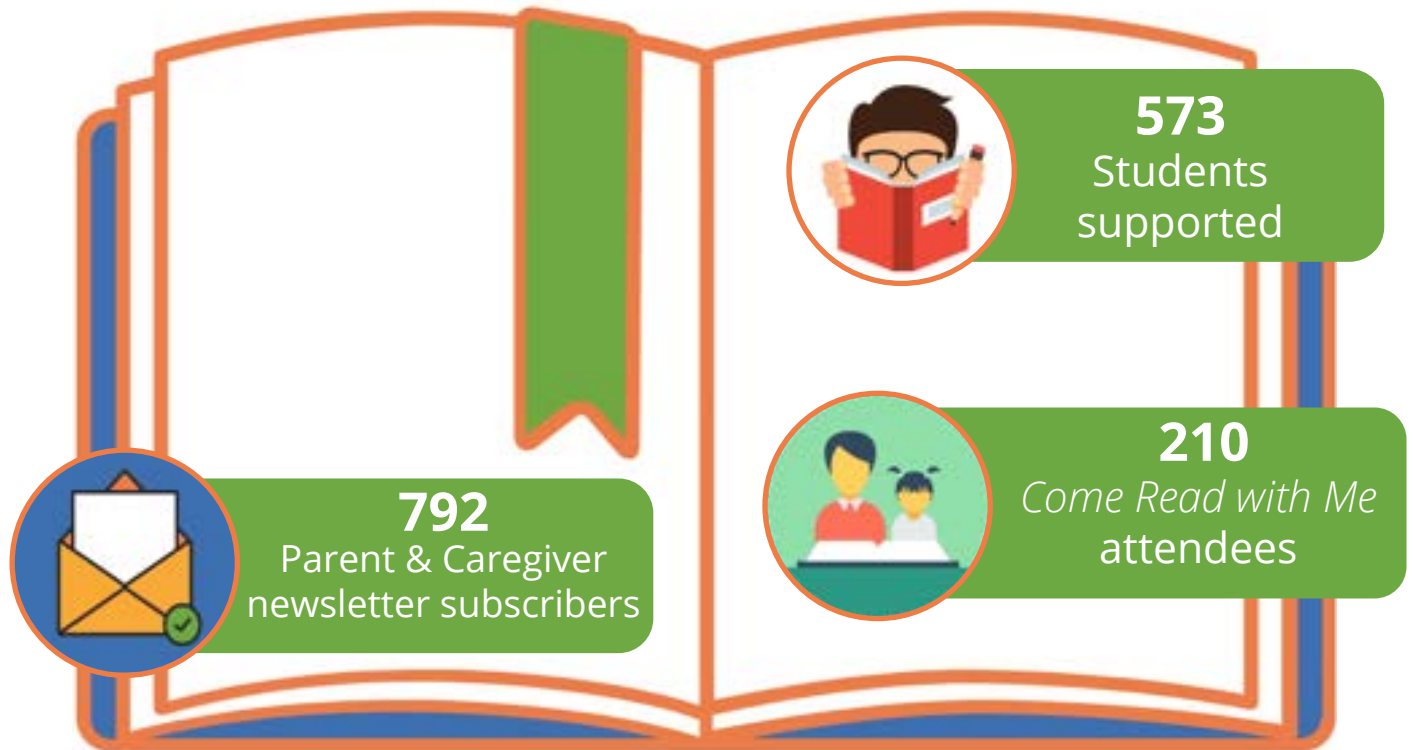
"My tutor was super nice," Pooja remembers.

"She always encouraged me, saying things like "Tada!" when I did a good job. She always told me to keep up the good work."

When Pooja started Grade Two in the classroom last year, she kept up her virtual ONE TO ONE tutoring after school.

"I could see how much Pooja enjoyed reading with her tutor. She learned new words and how to use them," explains her mom. "Before, she was really struggling to make friends because she was new and had an accent and now I see that she is more confident and better at meeting new people. Knowing the language better has helped her get the confidence to make friends."

OUR IMPACT



As we eased our way out of the pandemic, we were finally able to return - in a limited way - to our in-person tutoring program in late spring 2022. It was great to get back to seeing our students face to face again. It was clear that the hunger for ONE TO ONE in-person tutoring remained high.

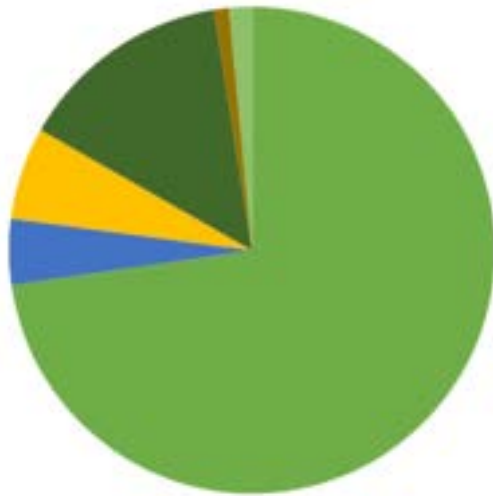
The 2021-2022 school year held many firsts for ONE TO ONE and for the students we support. In the last year ONE TO ONE:

- We served 114% more students than in 2020/2021 - 325 students in the Lower Mainland and 248 across the province.
- 91% of students felt their volunteer tutor helped them become a better reader.
- 88% of parents noticed an increase in their child's confidence - through 9597 tutoring hours, program-wide.

FINANCIAL REVIEW

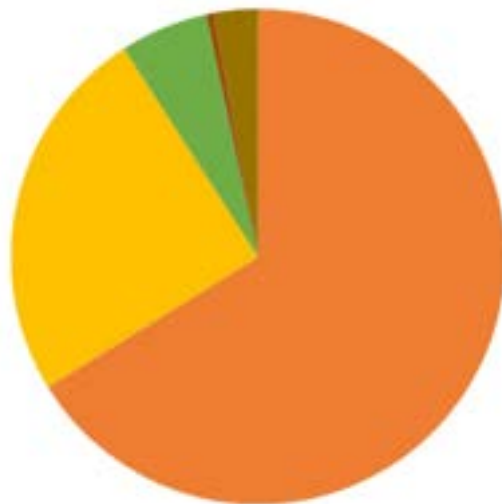
Total Revenue:
\$460,599

FUNDING SOURCES



- Grants (73%)
- Government COVID-19 Relief (4%)
- Individuals (14%)
- Foundations (6%)
- Events (0%)
- Corporations (1%)
- Endowment/Interest (2%)

EXPENSES BREAKDOWN



- Program (65%)
- Administration (24%)
- Legal/Accounting/Insurance (6%)
- Fundraising (0%)
- Office Expenses (3%)
- Amortization (2%)

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 \$40,000, further supporting the development of our virtual literacy programs.

THANK YOU FOR HELPING US INNOVATE

Because of the support of our incredible community, we grew our virtual programs and supported more young readers and parents than we imagined.

We are incredibly appreciative for the encouragement of every generous donor who makes this work possible. From individuals like you who care, to corporate partners with big hearts and generous grants and foundations: thank you. Your partnership helps children build the necessary confidence to move forward in school and in life. You really are changing lives.

To our Valuable Volunteers

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, making a life-changing difference in children's lives.

Corporations, Foundations & Organizations

Gifts of \$10,000+

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

Other Gifts

Anonymous, Calderwood Investments, CIBC Miracle Day, Click Foundation, Datacore Mail Management Ltd., intihar Family Fund, Jemini Foundation, Raymond James Foundation, TD Play.

Individual Donors

Gifts of \$10,000+

Anne Bruneau

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

Shafique Ahmed, Leanne Averbach, Dick and Valerie Bradshaw, Elaine Fung, Bob Levine, David Moore, Erika Scott.

Gifts of \$250 to \$999

Larry and Joan Achtemichuk, Barb Bilsland, Francis Chang, Nancy Ehlen, Paula Gallagher, Sandy Goldman, John Hooge, Denise & Jeff Leigh, Robert Levine, Pick Seng Lu, Karin Konoval, Lorna McCreath, Mary McGivern, Diane Milne, David Moore, Janet Moore, Margaret Moore, Natalie Morissette, Carol Neuman, Deborah Reiner, Jacquie Stebbings, Randy Schisler, Gwendolyn Smith, Aline Smolensky, Bonnie Schmelke, Colette Storrow, Katie Ungard, Patricia Ward.



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