



MOSAIC

2014 – 15 NEWSLETTER & ANNUAL REPORT



LEARNING TO LOVE CANADA

Lena Ko's status as a single mother connected her to a community where she found acceptance and support

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M.O.S.A.I.C.

Multilingual Orientation Service Association for Immigrant Communities

For almost 40 years MOSAIC, a multilingual non-profit organization, has worked to strengthen communities, push for positive change, and support people in building their new lives in Canada.

Our Vision:

Empowering newcomers to fully participate in Canadian society.

Our Mission:

MOSAIC delivers services and engages in community building and advocacy to facilitate meaningful participation of immigrants and refugees in Canadian society.

Our Values:

Relationships with clients, funders, community partners, staff, and volunteers are driven by:

- excellence;
- innovation;
- inclusion;
- commitment; and
- integrity.



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We thank our clients and staff for allowing the use of their images in MOSAIC's 2014-15 Newsletter & Annual Report.

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Message from the Board Chairperson



Dr. Mehran Kiai, Board Chairperson

For a private company, the most important measure of success is profitability. In the world of non-profit organizations like the one in which MOSAIC operates, success is measured primarily in three other ways.

First, we must adapt to the rapidly changing immigration policy environment in order to be

able to accomplish our mission. And once again this year, MOSAIC has experienced a remarkable level of success in serving the highest number of people in its history, offering a wide range of programs and services, and in more locations, despite significant funding and policy changes.

Second, the success of immigrant and refugee organizations like ours depends on a clear vision for growth and development, accompanied by a carefully conceived and executed strategic plan. In this past year, MOSAIC staff, managers, senior leaders, and board members collaboratively undertook a major review of the strategic plan and developed a set of comprehensive goals, objectives and action plans to support our mission. Our clients will continue to be well-served over the next few years by the creative, flexible and purposeful services conceived in MOSAIC's Strategic Plan.

The third criterion for measuring the success of a non-profit organization is its ability to remain relevant and to continue to garner the support and confidence of its sponsors and various funding sources. This year, in an environment of changing



rules and funding requirements, MOSAIC has been largely successful in continuing to demonstrate the exceptional value it offers for the funds it is awarded.

MOSAIC has continued to grow over its 39-year history, and 2014–15 proved to be an exceptional year. The information and stories presented in this newsletter and annual report will provide readers with a greater understanding of the range and comprehensive nature of the organization's offerings.

The MOSAIC Board of Directors is proud of the achievements of our dedicated, knowledgeable and committed staff. We also acknowledge the tremendous value and support from our many volunteers. On behalf of the board, I am honoured to express our sincere gratitude for their invaluable contributions to MOSAIC's many successes.

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“Once again this year, MOSAIC has experienced a remarkable level of success in serving the highest number of people in its history, offering a wide range of programs and services, and in more locations”



Executive Director's Message



**Eyob Naizghi,
Executive Director**

As I reflect on the past year, I am filled with excitement, gratitude, optimism and most of all, humility. With resounding support from the board and staff, we have, at hand, the new MOSAIC Strategic Plan, which will serve as a roadmap to carry out our mission of highest-quality service, with highly valued partners responding to the changing needs of our community.

Our vision of *empowering newcomers to fully participate in Canadian society* warrants that we keep a close eye on the changes to immigration policy in Canada, as it impacts our key stakeholders: MOSAIC clients. With these changes in mind, we have aligned our strategic

plan with the greater national focus on attracting the economic class of new immigrants as this impacts service delivery, support, and advocacy.

I am thrilled to report that with many highly engaged meetings with the Board of Directors, staff, volunteers, clients and partners, we have affirmed our commitment to MOSAIC's mission to deliver services and engage in community building and advocacy to facilitate meaningful participation of immigrants and refugees in Canadian society. Hence, we have prioritized our work to expand and adapt services, enhance organizational capacity, engage stakeholders to create a just and inclusive society, build a healthy work environment and diversify revenue sources.

Our Mission:
MOSAIC delivers
services and
engages in
community building
and advocacy to
facilitate meaningful
participation of
immigrants and
refugees in
Canadian society

Our commitment to service excellence is a credit to our staff members, who support individual clients, one client at a time. Staff and management engage in Continuous Learning Analysis Meetings (CLAMs) twice yearly, to review program data, develop action plans for the improvement of client services, and track progress.

Giving back to the community remains a core pillar of our vision. In line with our commitment to social investment in youth through education, the board has expanded the Secondary School Bursary Fund to four secondary schools in the Lower Mainland.

In addition to direct service delivery, it is imperative that we keep our finger on the pulse of issues impacting our clients and communities. Working in partnership with community partners, policy makers and the public, we have been engaged in the discourse of understanding and addressing "honour" and "violence," creating awareness of issues of racism and discrimination, and developing an initiative that gives voice to the newcomer LGBTQ community.

Going forward, I'm happy to report that the move to our new headquarters is right on track. It was wonderful to receive such a warm welcome

from the Collingwood community, Mayor Gregor Robertson and other dignitaries during our ground-breaking ceremony at the site of MOSAIC's future home at the Wall Centre Central Park, expected to be completed in 2017.

I would like to congratulate all MOSAIC staff members for their commitment and hard work in making the lives of our clients better. I would also like to thank our organization's leadership, who worked tirelessly to prepare the new strategic direction for MOSAIC.

My deepest gratitude goes to the MOSAIC Board of Directors for its expertise and guidance throughout the year. Finally, a special thank you to our funders, partners, donors and members—our work together to empower newcomers is making Canada a better place for all.



Learn more about MOSAIC 's Strategic Plan:
<http://mosaicbc.com/about-mosaic/mosaic-strategic-plan-2015-2020>



Two Times Lucky

MOSAIC has been working with the Tibet Resettlement Project and providing on-going settlement support at the Tibetans' transition house

By Eris Lam, Client Engagement Worker, Family and Settlement Services

“When my name was picked from the ‘lottery,’ I was very happy. After, I had lots of questions about Canada,” says Lhamu, who arrived in Vancouver in January 2015 as part of the Tibet Resettlement Project (TRP)—a 2011 temporary CIC public policy to facilitate the immigration of displaced Tibetans living in Arunachal Pradesh, identified by the Dalai Lama as a region in need of special attention—due to its inaccessibility, and its status as contested land between India and China, and other challenges.

Lhamu is, indeed, lucky to have been “picked” for the project, which is limited to 1,000 successful

applicants, whose arrival in Canada depends on their being matched with a private sponsor—an effort that is largely managed by a specially formed group called the Project Tibet Society (PTS). The newcomers then settle in different parts of the country with the support of sponsorship groups, individuals and local Tibetan communities. In the Lower Mainland, the Tibetan Cultural Society of BC (TCSBC) has played a pivotal role, establishing a transition home that facilitates the settlement process.

According to PTS B.C. Coordinator, Ray Yee, self-sufficiency and independence for the newcomers are important goals of the project,



PTS B.C. Coordinator Ray Yee, himself a private sponsor, has found being a private sponsor challenging but “extremely rewarding”

with transition-home residents encouraged to learn English, gain employment and find independent housing within a specified time frame. The society, which was formed to co-ordinate the arrival of the 1,000 Tibetans to Canada by, for instance, finding a private sponsor for each newcomer, has also been scheduling arrivals so that Tibetans who are more likely to settle with ease come first, creating a supportive network for subsequent groups.

In addition, newcomers are resettled based on where they originally came from, so they may have neighbours and friends from home whom they can turn to. Lhamu, for one, landed with fellow



The first group of displaced Tibetans arrived in early 2014 and attended a Welcome Reception hosted by MOSAIC

transition home resident and friend Tenzin, who has experienced many successes since her own arrival in Vancouver.

"In my first two months I explored the city. Now I have a job. I am also enjoying the summer. I go to the beach sometimes and I try to make more friends," Tenzin says. "Newcomers need to learn English and skills that are needed in Canada. Without English, nobody can adjust."

With the TRP set to terminate in 2016, Yee has high hopes that "all 1,000 of the newcomers will have begun to successfully settle in Canada and that they will form a strong Tibetan community that can provide support to each other as they think about long-term big-picture hopes and goals." In fact, this goal is well on its way to being met, with many "graduated" transition-home residents already referring newer arrivals to jobs and housing.

"I think this really speaks to the strength of the group," he says. "They are already forming strong social networks and providing support to each other."

"I think this really speaks to the strength of the group. They are already forming strong social networks and providing support to each other"

Saleem Spindari, Manager of Community Outreach and Advocacy Programs at MOSAIC, whose Settlement Programs hosted a Welcome Reception for the first group of Tibetan arrivals and their sponsors and has been providing ongoing in-house settlement support at the transition home, adds that the TRP's success also speaks volumes about the importance of private sponsors to such endeavours.

"Our work with refugees and private sponsors spans many other areas, including advocacy, research and networking meetings," Spindari says. "Private sponsors play an important role in fulfilling Canada's commitment to the UNHCR (United Nations Refugee Agency). We strive to continue our partnerships with them and to extend our support."

Through Canada's Private Sponsorship Program, permanent residents and citizens may bring eligible refugees to this country. Though the process of private sponsorship isn't without its challenges, Yee, speaking from personal experience, says it is extremely rewarding.

"Navigating the sponsorship process was a first for me, but we have developed some connections with the other faith groups and more experienced private sponsors and we've been helping each other out and exchanging information

Continued on page 10



It's moving day as a number of Tibetan families pack up their possessions from the transition house in Burnaby where they had taken up temporary residence



Ray Yee and members of three families take a break from moving to pose for a group picture

Top to bottom (seated): Passang Thinlay, Ray Yee, Passang Penpa, Tenzin Kalden, Tenzin Lhawang, Tenzin Lhamu, Lhakpa Dolma (standing), Tenzin Dadhon, Dakpa, Penpa Tsering, and Lhakpa Tsering (standing)

along the way when there are policy changes,” he says. “Also, sponsors need to have a good grasp of domestic Canadian policies, not just immigration-related ones. It really brings into focus what we in Canada often take for granted, such as the mechanics of applying for a driver’s licence or getting MSP coverage.”

He adds, “On a more human level, I worry about each cohort of new arrivals to our transition home. How will they adjust to life in Canada? But, so far, our residents have been proving my worries wrong—they have been helping each other out to be more independent as more established residents refer newer arrivals to jobs, lodgings and other essentials.” 🇨🇦

THANKS & ACKNOWLEDGEMENTS

From Ray Yee, B.C. Coordinator, Project Tibet Society

Though I cannot name all the people who have provided a helping hand, the individuals listed below deserve particular acknowledgement—what they have brought to the project exemplifies the contributions of so many in the community. I think I speak on behalf of all the Tibetan newcomers when I say “Thank you.”

- > Nima Dorjee, Head of the Project Tibet Society, and Tenzin Gyurme, President of the TCSBC, who together have provided direction and overarching support for the project;
- > Tsering, who has helped keep the project focused on the humanity, needs and perspectives of the newcomers, and whose foresight has smoothed the way for us all (we have probably avoided a good number of pitfalls thanks to her);
- > UBC social work student Chad Walters, whose practicum provided an unprecedented level of innovative, tailored and practical support for the newcomers, and whose idea to host a workshop on “understanding a pay stub” helped many of our newcomers; and
- > MOSAIC settlement workers Eliza Chan and Tim Chow, who have been hosting workshops and activities at the transition home.

Last but not least, many thanks to the loose network of faith groups and private sponsors. We do not get to meet enough as we are often caught up in the day-to-day needs of the newcomers, but the online sharing of information and resources has been of tremendous help.



Learn more about MOSAIC Settlement Services:

<http://mosaicbc.com/settlement-services/general-support/information-newcomers>

Raising Hands Against Racism

MOSAIC participates in local anti-racism campaign



A fun, colourful, and interactive campaign to bring awareness to the issue of racism offered local supporters many opportunities to get involved in the early spring of 2015.

"Raising Hands Against Racism" was the brainchild of Spice Radio—a local station for South Asian audiences. The initiative was designed to coincide with "Holi," the Hindu Festival of Colours,

which fosters a message of unity, brotherhood and forgiveness while heralding the arrival of spring.

MOSAIC, the Province newspaper and Desi Online were early partners in "Raising Hands Against Racism" and were later joined by sponsors RBC, Van Press and Global TV.

The first phase of the campaign asked supporters to send in selfies with their hands raised as a gesture of support for the initiative, and there was a broad base of support from all industries and individuals from all walks. Media personalities, celebrities, politicians, police, organizations and individuals all sent in photos of themselves with their hands raised, to select media sites.

MOSAIC created a web forum for discussion about racism and discrimination and many thoughtful stories, comments and viewpoints were contributed by staff, clients and the general public. Everyone was invited to various community venues in Vancouver, Burnaby and Surrey on March 7, to leave a colourful handprint on banners in support of the campaign.

On March 21, supporters of the "Raising Hands Against Racism" campaign marched down Commercial Drive on the International Day for the



MOSAIC staff and volunteers imprinted hundreds of handprints from supporters and the public at Sunset Community Centre, one of seven participating Metro Vancouver locations on March 7, 2015

Elimination of Racial Discrimination to show solidarity. Hundreds turned out to join in Vancouver's 8th Annual Community March Against Racism. 🇨🇦

Vancouver Mayor Gregor Robertson issued a proclamation making March 7, 2015 officially "Raise Your Hands Against Racism Day"



Mayor Gregor Robertson adds his handprint to a banner promoting the campaign on March 7, 2015



Members of the Surrey RCMP sent in a picture with raised hands against racism

Mechanically Minded

A micro-loan from MOSAIC helped Iman Ghahramani achieve his dream

By Emma Tang, Case Manager and Ayten Kün, Micro-Loans Worker, both with Employment Programs

Deep down, Iman Ghahramani always knew he had a knack for all things mechanical.

"I don't pay for getting machineries fixed. I do it myself. I'm a handy-man," he says, smiling proudly as he prepares to tell the story of how he went from working as a horticulturist to being employed by BC Ferries as a power engineer.

Six years ago Iman, with a bachelor's degree in agriculture obtained in Iran, was running a

flourishing landscaping business in Australia. But, when he and his wife decided to immigrate to Canada in 2010, he had to rethink his game plan.

"I quickly realized landscaping in Vancouver meant there was a good chance I would be out of work or business during the long, rainy winter months," he explains, adding that, though he wanted to re-establish his own business in his new home, his desire to earn a stable income to support his family was stronger.



After reviewing the job market and examining his skills set, Iman enrolled in Vancouver Community College's heavy-duty equipment

MICRO-LOANS PROGRAM

For newcomers who are looking for money to start a micro-business, upgrade their skills or recertify in a trade or occupation, MOSAIC's Micro-Loans Program, offered in partnership with Vancity Savings Credit Union, offers three types of loans, ranging from \$500 to \$5,000, to help individuals with different needs:

- > **Back to Work Loans:** For individuals who had a career or work specialty in their home country and wish to work in a similar field in Canada, but require skills-upgrading or certification to do so.
- > **With These Hands Loans:** For equipment and tools to help individuals enter a trade or profession, and for self-employment program graduates intending to work as self-employed service providers (e.g., massage therapists, consultants or carpenters).
- > **Be My Own Boss Loans:** For entrepreneurs who have a solid business idea and a business plan and have completed a self-employment course. These loans are ideal for those who have previous business experience in their home country or a good knowledge of business in general, but don't qualify for loans from traditional banks.

mechanic program. The switch made sense—turning his natural mechanical aptitude into real skills that could eventually land him a job was a natural fit.

After completing his training at VCC, Iman started searching for a sponsor for apprenticeship. The challenge: Most employers who accept apprentices in this field prefer applicants who have their own tools.

“When I came to Canada, I didn’t know anybody. I had a newborn, I went to college and worked before and after school. But I had a hope; if you work hard, you deserve what you would aim for,” he recalls.



Iman in the engine control room of the Queen of Oak Bay Ferry



Iman pictured with Ayten Kün, a counsellor with the Micro-Loans Program

“If it wasn’t for the help I have received from the Micro-Loans Program at MOSAIC, it would have taken me a long time to get to where I am today”

To cover the huge expense of purchasing tools, he contacted MOSAIC’s Micro-Loans Program. With assistance from Micro-Loans Worker, Ayten Kün, Iman was approved for a loan and, shortly thereafter, secured an apprenticeship. Eventually, he came across a job opening for an engine room assistant with BC Ferries.

“I pulled through this very difficult interview and came out successful because of having my own tools—the interviewers really liked that!” he says, adding that his goal is to one day be a chief engineer. “If it wasn’t for the help I have received from the Micro-Loans Program at MOSAIC, it would have taken me a long time to get to where I am today with my current position. I wouldn’t have been able to buy my own tools and be able to get hired by a very reputable company such as BC Ferries.” 🇨🇦



Iman stands beside the V12 MAK engine on a BC Ferries vessel



Learn more about MOSAIC’s Micro-Loans Program:
<http://mosaicbc.com/looking-work/micro-loans-program>

Successful Pilot Soars

By Dina Cherevko, Acting Coordinator of Case Management Services

In response to the growing demand for pre-arrival services, specifically in line with job-search preparation, MOSAIC introduced the Online Pre-Arrival Pre-Employment Program Phase 2, consistent with its mandate to support and empower immigrants. The program was designed to help those who were relocating from other countries to Metro Vancouver prepare for job-search and eventually gain



Dina Cherevko was the lead Coordinator/Facilitator on the pre-arrival pilot initiative

employment that would reflect their skills, credentials and experience, so that they might reach their full potential in the labour market as quickly as possible, integrate, and contribute to their own livelihoods as well as the Canadian economy.

The program was a pilot initiative introduced to pre-arrival clients in partnership with the Immigrant Services Association of Nova Scotia (ISANS), formerly known as Immigrant Settlement and Integration Services. The program provided flexible pre-



The working group for the Online Pre-Arrival Pre-Employment Program posed for a group photo at the conclusion of the project

employment online distance training for individuals who have received approval to come to Canada as immigrants.

"This workshop gave me a good sense of ... the labour market and the common tools of seeking a job in that market. I now better understand how employers look for and assess the candidates and how the candidates can better present themselves ... " — Mahdi

Eighty-six participants were enrolled in the Job Search Strategies Workshop while the Cultural Communications Workshop saw a total of 28 participants. Clients' origins were: Iran, Romania, India, Pakistan, Turkey, Nepal, Saudi Arabia, Philippines, Mexico, Norway, China, Bangladesh, Australia, and Oman.

And the professional backgrounds of participants was varied: from

engineering and IT, to business and finance, academic and health sectors.

The workshops' comprehensive content and integrated, hands-on approach to learning presented a slew of valuable opportunities for participants to thoroughly build their job-search skills, well before their arrival to Canada.

Client feedback was very positive, and major takeaways were:

- knowledge/understanding of the job-search process in Canada;
- realistic expectations about the job search process in British Columbia;
- knowledge of professional associations of B.C. (if their occupation is regulated);
- connections with immigrant serving/employment programs in B.C. for continuous services; and
- reduced stress levels (minimizing challenges and maximizing opportunities for labour market success upon arrival in Canada). 🇨🇦

MOSAIC Expands Vancouver Language Centre



MOSAIC hosted staff and guests at an Open House Reception at 304 – 2730 Commercial Drive on October 30, 2014. Although MOSAIC has been at this address serving clients with English-language instruction since 1998, the organization only recently expanded and consolidated its operations on the third floor. After renovations, the expanded space now also houses an administrative area, an office, and a large flex space which will be used by Settlement Programs for workshops, classes and meetings as well as by language students.



Members of MOSAIC's senior management and board, and CIC officials, officially open MOSAIC's expanded Vancouver language centre

Pictured from left to right:

*Khim Tan – Senior Manager, Settlement Programs
Sherman Chan – Director, Settlement & Family Services
Lucy Swib – CIC Settlement Officer
Wendy Ma – MOSAIC Board Member
Eyob Naizghi – Executive Director
Sophia Lee – CIC Regional Director
Nina Miller – Senior Manager, Language Programs
Joan Andersen – Director, Employment & Language Services*

BC Immigrant Professionals Conference

Over 350 professionals attended the BC Immigrant Professionals Conference, co-sponsored by MOSAIC and ISS of BC. The conference is offered free to registrants, and the theme for the March 2015 event was on how to maximize job-search efforts. Included in the full-day events were nine workshops, 10 networking areas, and featured speakers.



Iman Agay, a successful entrepreneur and keynote speaker at the conference, was honoured as one of Canada's Top 25 Immigrants three years after his arrival to Canada

Professional headshots for LinkedIn profiles were offered free to attendees and were a popular draw



Nice Work

Ivan Glushchenko finds career success in Canada

By Khalid Al-Seragi, Case Manager, and Shirin Karmali, Coordinator of Support Services, Vancouver Northeast Employment Services Centre

Though the feeling of uncertainty and apprehension, flecked with moments of optimism, is common among new immigrants, the effort, attitude and outlook of each individual who arrives in Canada makes his or her journey toward success unique and full of meaning.

One such individual is Ivan Glushchenko, a recent immigrant from Russia whose keen desire to master the English language and establish himself in a career within the financial sector are truly exemplary. With more than nine years specializing in sales, client relations and business analysis in his home country, Ivan took a leap of faith and landed in Vancouver in early 2015.

"I was definitely inspired with the opportunity to live here and practise, improve and apply my English at one of the most magnificent places in the world," he says, adding that it was daunting to relocate alone, without relatives or friends to lean on during the settlement process.

"I didn't know much about rules of living here or sources of work, but I was full of hopes and ready to make everything for turning my dream true."

The first steps toward that dream were "to find an accommodation to rent and any job for sure, to pay my bills and gain Canadian experience." Though Ivan thought he would land employment within two to three months of his arrival, the reality turned out to be different.

"I didn't know much about rules of living here or sources of work, but I was full of hopes and ready to make everything for turning my dream true"

Seeking assistance, he connected with case managers at the MOSAIC Northeast WorkBC Employment Services Centre. Keen, open-minded and with a clear plan of action, Ivan stood out as someone who was ready to do whatever it took to chart



Ivan loves Canada for its beauty, and acceptance of immigrants

his own course and build a career in Canada's financial sector.

"I received priceless pieces of advice—what the job market is, how to seek your first job, how to create your résumé, and so on," he recalls. "I won't forget my mock interview, [where] I received full feedback and therefore could fix my mistakes—it meant no other interview in Canada after that would be my first. But, more importantly, [my case manager] allowed me not to feel so alone; I knew that I had a

Learn more about MOSAIC's Vancouver Northeast Employment Services Centre at:

<http://mosaicbc.com/looking-work/working/general-and-specialized-employment-services-vancouver-northeast-employment-ce-0>

great adviser whom I could call and meet with."

Filled with a newfound confidence, Ivan strategically networked and arranged for informational interviews with financial advisers at Scotiabank and CIBC. After three months, he was offered a job as a financial adviser at a mainstream

banking institution, where he is happily putting his English skills into practice, interacting with customers to build rapport and discussing investment opportunities.

"I want to build my career here, shift my life to something new, and take any challenge with open mind, clear heart, and wide smile,"

he says. "You know why? Because I am sure I can. And the significant role in that belongs to the people who didn't waver in helping me in the very start. I thank them." 🇨🇦

5 TIPS FOR SUCCESS

Speaking from firsthand experience, here are Ivan's top tips, in his own words, for gaining meaningful employment in Canada:

1. **Find any help.** Canada is a social-oriented country, with plenty of information and support available to those who seek it. Read articles, search the Internet, check advertisements—these are some of the ways you can find your way to an organization like MOSAIC.
2. **Spend as much time in job searching as you can, plus three hours.** I mean it. Even if you have a flawless résumé and cover letter, they are just templates and need adjusting. You need to rewrite them every single time you apply for a position—otherwise they won't work. I was told, "Looking for a job is full-time job." This is completely true.
3. **Don't lose anything connected with your job application.** Keep copies of each paper you send, so you can refer to them every time you follow up.
4. **Follow up!** Never abandon any of your tries, and never hesitate about your level of language. Call, speak, ask, visit and talk. At any rate you will be improving your English skills.
5. **Finally, ask your case manager for help.** Any assistance you can receive—with your language, your tuition or special courses that would make your settlement easier.



Ivan's Case Manager, Khalid Al-Seragi, said that Ivan "never puts off today's work until tomorrow" and "was resolute" in finding an employer who would value his overseas experience



Ivan came to Canada alone, and knew no one before his arrival

Staff Perspective: Intercultural Parenting

By Eris Lam, Client Engagement Worker, Family and Settlement Services

It is no secret that uprooting your family and moving to a brand-new country entails a fair amount of risk—social networks are disrupted, careers are placed on hold and you stake your hopes that integration comes quickly for your family. Yet many still choose to come to Canada. If asked, many of our clients will say that they chose to immigrate for the sake of their children. Their dreams of a better future for the next generation

override all other considerations.

Imagine, then, the distress immigrant parents feel when their expectations for their children don't turn out as they had imagined. It is even more challenging and confusing for parents when they feel their children fail to respect the cultural values that the parents are familiar with.

"They feel like they have lost everything," says MOSAIC Settlement Worker Daisy



Daisy Au, Settlement Worker, facilitated the moms' support group sessions

Au, who has been facilitating *Nobody's Perfect Parenting* and *My Tween and Me* parenting skills programs for Farsi and Chinese parents.

"Some moms from my groups were working professionals back home. They come here, unable to find equivalent work or choosing to stay at home, thinking that they can make the transition easier for their children by spending more time with them. From the parents' viewpoints, they've given up their social circles for the sake of their children and they've given up their status as professionals, too. So when they feel they are losing the respect of their kids, it really is a huge blow."

Respect, she adds, is one of the main points of contention between the newcomer parents and their children. According to Au, "I've met parents whose first question is, 'How can I make my kids listen to me?'"

TRAINING TO HELP FAMILIES

By Khim Tan, Senior Manager, Settlement Programs

The BC Council for Families developed and provides facilitator training for *My Tween and Me* and *Nobody's Perfect Parenting*, for families with children up to five years of age. Both set of curricula aim to foster a positive and encouraging family environment while taking into account the diversity of British Columbian families. Settlement Programs has been running *Parenting in the Canadian Context* workshops as well as *Support Groups for Newcomer Parents* for more than 10 years. Equipped with intercultural fluency, our settlement workers are able to provide parenting-skills support that truly fits the needs of newcomer families.

Family conflicts can be sensitive, and it is only when a client has built great trust with the settlement worker that he or she may bring up these types of issues. At that point, our staff may refer or connect them to other resource organizations that the clients may not be aware of.

This aspect of relationship-building and community-bridging is important. Family relationships and parenting are just two of many different foci of settlement work. Our staff members develop expertise in different areas so that they may be prepared to support newcomers in the breadth of challenges that must be overcome on the path to integration.



Learn more about MOSAIC settlement programs:

<http://mosaicbc.com/settlement-services/general-support/information-newcomers>

Family and cultural values in Canada are very likely to be different from the values of many newcomers. Offspring of immigrants often come to expect a more Western, i.e., egalitarian, relationship with their parents. But a second, compounding factor is that children often become comfortable with the English language more quickly, and parents may find themselves not only asking for more respect but, at times, relying on their children's patience.

"My aim is not to tell my clients how to change their parenting styles but, rather, to get them to rethink about what is best for their children," she says. "I find that clients tend to look back to their own childhoods and come to a better understanding of how they were influenced by their own parents."

Culture shock manifests itself in changing family dynamics. Often unable to re-enter the professional field in Canada, some fathers return

to their home countries as the sole breadwinner and find it difficult to adjust upon their return. In other cases, grandparents come over to assist with caregiving, bringing their own ideas of parenting and gender roles that are shaped by their own experiences and cultural expectations.

"Imagine, then, the distress immigrant parents feel when their expectations for their children don't turn out as they had imagined."

"Family tensions are an addition to all the other things newcomers are dealing with and the conflicts can—and have—led to divorces, or worse," Au explains. "These support groups don't just create a space for newcomers to focus on parenting skills; participants also gain support from each other. It's an opportunity for them to socialize and de-stress. I've been especially encouraged by the participation of dads in the



MOSAIC settlement workers Roja Bagheri (left) and Daisy Au (far right) flank a client mother with her daughter

recent support groups. It shows that the whole family is coming together and actively looking at how they can improve on their relationships." 🇨🇦



Moms and kids from the program with staff members Roja Bagheri (seated on left) and Daisy Au (waving)



Arts & Culture

Emily Carr and MOSAIC students meet to explore issues of belonging, migration, integration and inter-culturality

By Patricia Fahrni, Lead Online Learning Developer, MOSAIC Language Programs

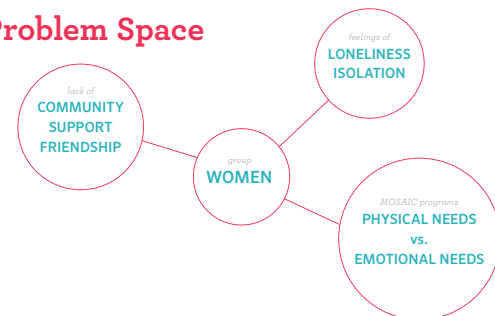
“Cultural integration is important to the university, and part of the mandate of this faculty includes social sustainability and forming relationships with community organizations.”

In the past year, Vancouver’s Emily Carr University of Art + Design (ECUAD) and MOSAIC partnered to offer a unique program to give students an opportunity to enter into dialogue with each other. With more than half of ECUAD’s student body belonging to a visible minority group, Susan Stewart, Dean of the Faculty of Community and Culture, says it was important for students to have an opportunity to learn about issues faced by newcomers and Canadians.

“Cultural integration is important to the university, and part of the mandate of this faculty includes social sustainability and forming relationships with community organizations,” Stewart explains. “With the diversity of the ECUAD international student community, partnering with MOSAIC is a wonderful fit.”

The course offered a forum for its students, both Canadian and international, to explore issues of belonging, using art as a vehicle to unpack the complexity of Canadian “multiculturalism.”

Problem Space



Emily Carr students Serene Giles and Julianna Zwierciadlowska determined that loneliness was an unaddressed issue for newcomers after talking with women in MOSAIC’s language class

In February and March of 2015, Emily Carr art students produced works in collaboration with MOSAIC language students. The art students respected MOSAIC client perspectives: “Nothing about us, without us!” was a guideline. The project was process driven—art arose from interaction. For MOSAIC language students in Meoni Poon’s Canadian Language Benchmarks Level 5 class, the partnership was an opportunity to use English in an authentic context, to express their ideas and interact with young artists. 🇨🇦



After conferring with MOSAIC newcomers, the art students decided to host a Tea Party with featured speakers who would talk about their own journeys and experiences immigrating to Canada



The Tea Party event was a big success, with 18 guests attending, including many MOSAIC clients

I Belong

Project aims to address the intersectional service gaps faced by LGBTQ newcomers

By Eris Lam, Client Engagement Worker, Family and Settlement Services

MOSAIC's *I Belong Project* was launched in October 2014 as a six-month Citizenship and Immigration-funded pilot initiative to address the intersectional service gaps faced by LGBTQ newcomers. Though official funding has ceased, this important project continues to provide support groups and one-on-one social mentoring for the new arrivals, with MOSAIC committed to its ongoing sustainability.

Among various activities, the pilot hosted a group dialogue in January 2015 that brought 80 community members and service providers together.

Just as there are multiple profiles for members of a "newcomer community", the "LGBTQ community" is also very diverse as individuals come to Canada with differing backgrounds, privileges, and barriers. This is the type of intersectionality that *I Belong* seeks to address, and MOSAIC brings a

multicultural perspective to this by asking how gender identity and oppression are articulated by different cultural groups.

LGBTQ is often seen as a 'western' concept, but it is important to remember that homophobia is often a legacy of colonization and racism. Clients who come to MOSAIC would agree that there are shared values around safety and human rights, and these are values that can form the foundation of decolonization and cultural dialogue work to help create more visible openness, acceptance and celebration.

"I am very encouraged to see settlement organizations like MOSAIC really looking at what they need to do to make their spaces, their programs, and their staff welcoming for LGBTQ newcomers"

Dr. Sharalyn Jordan, Assistant Professor of Counselling Psychology at Simon Fraser University, is a supporter of the *I Belong Project*. She was a powerful speaker at the group dialogue and has provided training for MOSAIC staff. In her work, Jordan has seen settled LGBTQ refugees flourish and enrich Metro Vancouver communities with the skills and talents they bring to Canada,



Dr. Sharalyn Jordan's work often sits at the intersection of social justice and mental health



Staff, clients and supporters from the *I Belong Project* joined in the Community March Against Racism on Commercial Drive on March 21, 2015

and many LGBTQ activists who have had to flee persecution are finding ways to continue their work transnationally.

"I am very encouraged to see settlement organizations like MOSAIC really looking at what they need to do to make their spaces, their programs, and their staff welcoming for LGBTQ newcomers," she said at the time. "Currently, much of settlement work is done with the assumption that newcomers are heterosexual, while most of the organizations for LGBTQ communities carry the assumption that people are reasonably culturally fluent about Canada. This is shifting as settlement and LGBTQ organizations are starting to be on each other's radars, with some mutual recognition of shared goals. This is now the time for some on-going, collaborative projects." 🇨🇦



Find valuable *I Belong* information and materials for download at www.mosaicbc.com/i-belong

Learning to Love Canada

Programs, such as MOSAIC's Building Blocks, help newcomers like Lena Ko feel connected

By Noa Nichol, Contributing Editor

Unlike some newcomers, Lena Ko wasn't thrilled about relocating to Canada from her native Seoul, Korea.

"It was 1995, I was just turning 20, and my parents decided to immigrate," she explains. "We had no family in Canada, knew no one. But my mom and dad wanted to start a business here. They wanted for me and my brother to go to school."

But not everything turned out as the Kos planned. Though Lena, a talented artist, did attend design school in Toronto, it wasn't long before her father's business shut down, and she knew she'd need to start working in order to support herself.

"It was all barriers," she remembers. "There wasn't any internet at that time; the only way to find a job was to make phone calls, which was very hard for me. English was not my first language; I felt shy and isolated."

With her brother settled in Vancouver, Lena decided to head to B.C. and try to make a life for herself on the



Mother and daughter enjoy playtime at the park



Five-year-old Christine whose Korean name is "Juha", plays in MOSAIC's Community Room

West Coast. She landed her first gig in graphic design and was able to make ends meet—but she wasn't happy.

"In my 20s, I didn't have fun," she says. "Other people my age were having experiences, socializing, but I had to focus on daily living, not really enjoying Canadian life. I didn't know the system, the community, or what social services were around to help me. I was just thinking about my career and, seeing that Canada is very family-centred, hoping to start a family."

Eventually she did meet someone whom she married after three months. But soon after Lena became pregnant, the relationship ended. At 35 years old, she was a single mother.

“Being a single mother with a small child and without family or many friends, connected me to the community like a magnet”

“From a cultural perspective, as a woman and maybe as an immigrant, too, it could be considered a tragedy,” she reflects. “But for me it was just what I needed. Being a single mom with a small child and without family or many friends, connected me to the community like a magnet.”



Lena and Christine show off a project that incorporates art and learning

From life as a newcomer, to parenting, to employment, Lena credits her efforts to reach out for help with lifting her out of isolation, shame, and despair. In particular, she is grateful for support received from MOSAIC's Building Blocks Vancouver (BBV) program, which, according to BBV Coordinator Golnar Vaziri, provides services to first-time parents, starting as early as the last trimester of pregnancy, in English, Spanish,



Learn more about Building Blocks Vancouver:

<http://mosaicbc.com/children-and-family-programs/parents/building-blocks-vancouver>



Building Blocks Vancouver staff wrap up the Winter Celebration Party, where clients took pictures with “Mrs. Claus”

Vietnamese, Korean, Tagalog, Mandarin, Cantonese, Hindi, Punjabi, Tamil and Urdu.

“Our goal is early intervention. Staff provide participants with support around healthy childhood development, breaking isolation, and connecting to community resources and services in the comfort of their own homes, and in their mother tongue.” Vaziri adds, “Many of our clients may be feeling anxious, isolated or worried about being a parent. They may not have anyone here and may experience communication challenges, so they greatly appreciate this help.”

“I had totally lost my way but, through community services, I finally felt supported. I was found”

In Lena's case, the support she says she received, and the lasting relationships she forged through programs like BBV, in many ways, “saved my life.”

“My home visitor, Caroline Chung—it didn't feel like she was just working for MOSAIC. She listened to me, and I could talk to her,” Lena says. “That emotional bridging was so important to me. I had totally lost my way but, through community services, I finally felt supported. I was found.” 🇨🇦


Finding Optimism in Canada after

Fuelled by fear and armed with hope, Esayas Fiseha and Mohamed Yerow each fled their homeland in Northeast Africa with no destination brought them to Canada. Today, with the help of MOSAIC, optimism has replaced fear and desperation in their lives, and the newcomers

Esayas' Story

Fear, intense heat, and a shortage of food and water prevailed at the Ethiopian refugee camp

By Stuart McIntosh, Youth Outreach Case Manager, Moving Ahead Program, Specialized Programs



Refugee youth face a unique and diverse set of barriers when it comes to settlement in Canada. No one knows this better than Esayas Fiseha, who arrived in Vancouver from Eritrea, in Northeast Africa, in 2014.

Life in Esayas' homeland was tough and opportunities were extremely limited for youth, who struggled to gain higher education and find employment.

As a boy, Esayas had a hard time imagining a bright future for himself. At 18, he fled to a refugee camp in neighbouring Ethiopia, hoping to find better conditions there. Rather, he found the opposite: intense heat, a shortage of food and water, a sense of fear among residents and very limited work options.

“To finish school and get a good job is [also] difficult if you don't speak English”

“Everything was very rationed; myself and six others had 60 litres [of water] for a whole day,” he remembers. “Water came once a day for two hours and I had to leave early to get it. I received 25 kilograms of food for 30 days, usually in the form of maize powder and other basics. It was very difficult, but we made do with what we had.”

Fortunately, as a United Nations-registered refugee, Esayas was admitted to Canada with his family in 2014. Though he spoke very little English and possessed an interrupted education, he brought with him high hopes for a successful future—despite facing a variety of challenges.

Upon arrival in Vancouver, he felt nervous about his limited language abilities and spoke sparingly as a result. “To finish

school and get a good job is [also] difficult if you don't speak English,” he says, adding that “it is difficult to make good friends.”

Things improved, however, when Esayas joined MOSAIC's Moving Ahead FreeRunning program, which specializes in providing client-centred case-management services for immigrant and refugee youth. FreeRunning staff, he says, “made me feel like part of a community,” and were constantly calling him to check up on his progress and invite him to various events.



Esayas shares a laugh with Case Manager Stuart McIntosh

After being referred to MOSAIC's Language Instruction for Newcomers to Canada (LINC) classes by his youth case manager, Esayas successfully completed LINC 4 and is looking forward to starting adult education courses to complete high school soon. Eventually, he would like to attend university and, though he's unsure what career path he will settle on, his current interest lies in social work, which would allow him to assist not only refugees from the Eritrean community, but other newcomers to Canada.

Despite the challenges he has already faced and those yet to come, Esayas' admirable spirit shines through. A resilient and positive young man who has endured much to get where he is today, he is often seen laughing, smiling and maintaining the same sunny attitude that's carried him through so many trying times. Knowing that he has a safe and bright future in Canada, he says, helps. In his own words, this country is “free and peaceful and provides everyone with the opportunity to seek a successful future and provide for a family.” 🇨🇦

Fleeing Violence and Fear in Africa

in mind other than finding a safe place to live. Dodging bullets on empty bellies, their perilous odyssey across treacherous borders eventually look forward to peaceful lives where they can pursue their dreams. Here are their inspirational tales of resiliency and triumph over adversity.

Mohamed's Story

Fleeing war-torn Somalia for a better life in Canada

By Gidion Birkiro, Adult Outreach Case Manager, Moving Ahead Program, Specialized Programs

Hailing from Somalia in Northeast Africa, Mohamed Yerow knows all too well the hardships of living in a war-torn country. Violence, crime—life amidst a raging civil conflict is difficult. So, too, is making the decision to leave everything behind in hopes of a better future in a foreign land.



Mohamed holds his youngest daughter, Maryan

But that's just what Mohamed did. In 2006, he and his family left Somalia with few personal belongings to walk toward neighbouring Kenya. With three children in tow, the Yerows did not know exactly where they were going, only that they were "looking for a safe place to stay."

When they encountered a UN Refugee Agency (UNHCR) truck at the border, Mohamed and his family were admitted to a refugee camp, where they survived for seven years on a daily ration of cornmeal flour, beans, oil and fish. Finally, in 2013, they entered Canada as government-assisted refugees. After

residing in Calgary for one year, they relocated to B.C.

Moving a second time presented a new set of hurdles. With little understanding of Canadian social systems and a low level of English-language skills, the family's child tax benefit was cut when they neglected to update their information with the Canada Revenue Agency. The Yerows spent three months without this benefit, which was, at the time, their main source of income.

"You can sleep without nightmare and enjoy life with your family. That's why I love Canada"

Fortunately, a friend within Vancouver's Somali community referred Mohamed to MOSAIC's Moving Ahead Program, where comprehensive, holistic, client-centred programming is provided to newcomers who face multiple barriers to their settlement. With support from a case manager who speaks his first language, Mohamed has resolved his issues with the CRA and is now working to gain employment, apply for affordable housing and better understand and navigate Canadian culture and social systems.



The Yerow family is starting over again in Canada, having lost everything when fleeing the violence in Somalia

L-R: Dahabu, Mohamed, Maryan, Nima, Amira, Omari, Maka and Rukia

Amazingly, through it all, his positive outlook has not wavered.

"Being in Canada, it raises a hope and a better future for the family," Mohamed says. "We have been struggling for many years because of safety issues—now I feel that I found a new home where I can raise my children. Canada is a good country. There is peace and calm. It is a place of justice and freedom. You can sleep without nightmare and enjoy life with your family. That's why I love Canada." 🇨🇦



Nima is pictured with her five daughters



Learn more about MOSAIC's Moving Ahead Program at:

<http://mosaicbc.com/specialized-programs/refugees/moving-ahead>

Shaping the Future Together

Fifth annual youth conference puts the focus on the impact of family violence

By Rubina Mudhar, Youth Program Coordinator, Specialized Programs

On April 25, 2015, more than 70 youth gathered at Douglas College's New Westminster campus for the "VOYAGES: Shaping the Future Together" conference. With a focus on the impact that family violence has on children and youth, this marked the fifth year that MOSAIC has held the event as a part of National Victims of Crime Awareness Week.

With research indicating that three



More than 70 youth attended the VOYAGES 2015 conference

to five youth in every Canadian classroom has witnessed abuse, it's critical to provide education to make young people in the community feel safe and supported. As such, the full-day conference kicked off with a presentation by BC Lions players Dean Valli and Shawn Gore, who emphasized the importance of breaking the silence against violence

and explored some of the steps young people can take to create a violence-free community. A second presentation, by the BC Society of Transition Houses, exposed the various signs of abuse and provided resources to help victims cope with some of the challenges.

"The conference was an invaluable opportunity ... to acknowledge that what we go through is something that can be resolved and that violence is not something we need to endure in solitude"

Youth in attendance were also encouraged to explore possible impacts of family violence through a popular theater activity, where still images were created to show how gender inequality can place individuals at risk. The resulting scenes, many of which touched on family dysfunction, also offered solutions to the challenges presented.

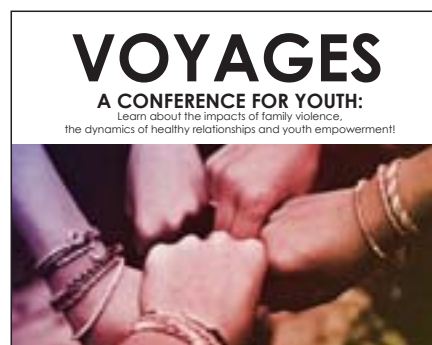
"The conference was an invaluable opportunity not only because it allowed youth to discuss a topic that is so often distorted by social



BC Lions players Shawn Gore (left) and Dean Valli with MOSAIC conference staff

norms, but it also allowed us to acknowledge that what we go through is something that can be resolved and that violence is not something we need to endure in solitude," says VOYAGES 2015 Youth Leader Simran Sarwara.

"This was my first time at the VOYAGES youth conference," adds Simrin Deol, a New Westminster-based settlement worker who works in schools. "It was my honour to be a part of something that was thought provoking and empowering for not only the youth, but even me." 🌟



Learn more about MOSAIC Youth Programs:

<http://www.mosaicbc.com/specialized-programs/youth/redirecting-youth-through-empowerment>

Salute to Young Grads!

In June 2014, MOSAIC hosted a celebration as 76 children between the ages of three and five “graduated”—along with their moms—from the Home Instruction for Parents of Pre-school Youngsters (HIPPY) program for multicultural parents, operated by the MOSAIC HUB. The celebration took place at Vancouver Community College’s Broadway campus; 68 families turned out, along with friends, bringing attendance to 200-plus people.

The HIPPY program, is a free home-based program that recognizes parents as their children’s first and best teachers. Research has shown that the ideal time



HIPPY kids sang songs that they learned in the program



MOSAIC staff, HIPPY Canada staff and special Guests

for children to start learning is in their earliest years. MOSAIC-HIPPY not only empowers newcomer parents to help their children succeed in school, it allows these parents to be better providers by helping them integrate into Canadian society more quickly and easily.

“It’s a great event as it celebrates a year of hard work the families have put in, who now have the resources to continue teaching their children on their own. It’s lovely to see these children today when they’re all dressed up and I think they know it’s a very special occasion that is all about them.”

—Kim Ton, Manager of the MOSAIC HIPPY HUB 



 Learn more about HIPPY at:
<http://mosaicbc.com/children-and-family-programs/parents/hippy-home-canada-project>

Newcomer Narratives

Written by: Manouchehr Madani Civi, Susan Habibian, Morteza Heidarpour, Pauline Shi, Shima Ghasemi Tehrani and Jessie Xue

At MOSAIC we are often asked, “What is the experience of newcomers?” The answer to that question can’t be easily summarized; everyone’s settlement experience is unique. However, the curiosity and interest of those who have never had to relocate to a vastly different culture is understandable.

The following are the voices of MOSAIC clients at the Vancouver and North Shore Language Programs. Six CLB6 English language students—Manouchehr Madani Civi, Susan Habibian, Morteza Heidarpour, Pauline Shi, Shima Ghasemi Tehrani and Jessie Xue—responded to a call for participation in writing an article that would help the general

public understand the immigrant experience. A committee was formed in the style of a typical Canadian workplace collaborative project. A lot of feedback and negotiation on content and language points flew back and forth in an online workspace as well as during four face-to-face group meetings.

I am so impressed with the committee members’ adaptation to a supportive collaborative working style, and thank them for their keen intelligence and contribution. We really pulled together, working to a tight deadline (the last meeting was a blast!), and we are satisfied with the result. Enjoy!

— Patricia Fahrni, Coordinator of the Student Voice Committee Project and Lead Online Learning Developer

Finding My Way

When we landed in Vancouver, we realized that starting a new life was not an easy thing. Everything was new; we had no friends or family members here. We didn’t have anybody to talk to. Back in China, I had managed my own logistics company. Here in B.C., I was lost—I didn’t have a clear goal.



I connected with MOSAIC. I learned about finding work and even about starting my own business. I also found out about volunteer work and getting more involved in society. I got settlement information that simplified things and saved us a lot of time. Over the last year, we have overcome almost every problem that popped up.

Recovering My Confidence

As soon as I landed in Vancouver, I was excited and full of happiness and hope but, after a few months, I



opened my eyes to the reality that I faced many barriers and challenges. I lost my self-confidence.

I was a university economics lecturer in my first country. When I came to



Clockwise, L-R: **Susan Habibian, Pauline Shi, Jessie Xue, Shima Ghasemi Tehrani, Manouchehr Madani Civi, Morteza Heidarpour and Patricia Fahrni**

Canada, I decided the best way to find a job in my career was to translate all my lectures to English and observe macroeconomics classes here. After seven months, I realized that was the wrong decision.

I changed my direction. I took English for Work classes at MOSAIC and learned about Canadian workplace culture and getting involved with the community. Although I didn't understand the value of volunteering, I applied to the Library Champion project and was accepted. As a library volunteer, I gave 12 presentations about the public library. I met new

people, improved my English—and I got back my confidence.

It is hard to move forward. We cannot blame our age, wrong advice or the weather. We, ourselves, are responsible for every decision and choice we make.

Seeing Challenge as Opportunity

When you come to Canada you leave all your connections and relatives behind. It is so challenging to become independent and brave enough to start again.

Continued on page 30



FOOTNOTES FROM THE COMMITTEE MEMBERS

"Immigration is like sailing in the sea. Without a sea chart, direction will be lost. The MOSAIC program is that chart, and our skills are the paddles to reach land." — *Manouchehr Madani Civi*

"Everything is new and very strange to us when we first arrive. It's a great challenge. I found getting involved—joining the language class, volunteering in the community—helped me feel that I belonged here." — *Pauline Shi*

"Speaking from my experience, it's a mistake to push yourself too much at first. You have to take your time; it takes time to find your way. Welcome the changes." — *Susan Habibian*

"Every immigrant has to start again from Square 1. Try to remain positive and don't give up. You will find a way to make your dreams come true." — *Shima Ghasemi Tehrani*

"Going out of your comfort zone is a smart strategy to adapt to a new environment. You have to learn new skills and useful information. Don't always hide in your own ethnic community." — *Jessie Xue*

"Imagine you are a newcomer in the middle of the complex settlement process, looking for work and trying to understand a new culture—then you are confronted by an aggressive salesperson. In my opinion, new immigrants need to be taught about marketing pressures." — *Morteza Heidarpour*

You need to communicate with people, but you are terrified to speak English. You are afraid people will judge you. So you prefer to stick with your ethnic group—but that can isolate you further. It is important to leave your comfort zone and find some information that you can trust. Organizations like MOSAIC provide credible support that helps you have confidence to find your way. Immigration is a challenge, but can be an opportunity, too.



Bombarded With Marketing

Experts believe it takes three to five years for newcomers to get used to a new place. For example, it is hard to get used to Canadian consumer society. From the time you arrive you are bombarded with commercial slogans—even in washrooms!

This is what happened to me. In Iran, I worked out at a gym regularly. I had seen many ads for a gym here, so



I went to check out the facilities. A gym representative told me that it was the last day of a special offer. He said, “If you don’t register now, you’ll miss this great opportunity.” So I registered my wife and myself. However, after a while, we realized we were paying too much: around \$500 for just a few sessions!



Imagine that you are a newcomer in the middle of the complex settlement process, looking for work and trying to understand a new culture. Then you are confronted by an aggressive salesperson, or talked into getting credit cards. In my opinion, new immigrants need to be taught about marketing pressures.




The Right Information at the Right Time

New immigrants may feel like *Alice in Wonderland* when they initially settle here. Within a short time in an unfamiliar culture, language and way of life, they may perceive they have lost everything—friends, family, financial stability. They feel helpless, alone and without any plan for the future. Why do most newcomers experience this?

The answer is not simple. There are multiple factors. But two points must be noted: Firstly, some newcomers don’t find the information they need at the right time, therefore immigrant service organizations must be present and active in places like airports or Service Canada Centres.

Secondly, due to incomplete information or confusion about the role of service agents and services, agencies must give clear information and, from the first visit, draw an overview road map to guide their clients, build trust and raise confidence. In this way, new immigrants can build their dreams. 🇨🇦

 Learn more about MOSAIC’s language programs:
<http://mosaicbc.com/english-language-programs>

Buzz Words

Required to meet the highest professional standards, MOSAIC translators are top notch

By Silvia Xalabarde

With five staff, hundreds of freelance translators and more than 70 language combinations, MOSAIC's Translations Department—one of the biggest service providers in B.C.—is a well-oiled machine, with a day-to-day aim to find the right translators for its many and diverse clients, manage large projects and, ultimately, deliver high-quality services in more languages than most people can even name.



Translations staff members Natasha Philander (seated) and Ruby Laroya review a translation order

According to Translations Department Manager Tanja Krzman, translators are selected through a thorough screening process, which includes looking to official accrediting bodies such as the Society of Translators and Interpreters of BC.

"We prefer to recruit certified translators," Krzman says. "You may be very good, but as an agency, we

have to go by objective standards. And having passed a certification exam means you have already met those standards."

Once an applicant is brought on, she and her team require the new translator to be reliable and punctual, pay attention to detail, and possess good research skills. On occasion, MOSAIC's own quality control has detected translations that contained omissions or were below standard in other ways.

"The perception that being bilingual is enough to be a translator cannot be farther from the truth"

"That is not acceptable to us," says Krzman. "The job of a good translator isn't merely to translate well. They also need to proofread their work carefully and make sure there are no problems before they return the translation to us."


She adds that most clients aren't aware of the degree of training necessary for translators to obtain certification: "Like other



Tanja Krzman pictured at the international industry conference in Berlin, "Man vs. Machine", in August 2014

professionals, translators invest years and years in formal education and professional development and they deserve recognition. The perception that being bilingual is enough to be a translator cannot be farther from the truth."

Also far from true: the idea that computers will put translators and interpreters out of work. Says Krzman, "I see how computers make translators' work much easier, but I don't think there's any danger of them being replaced. Even when we use computer-assisted translation tools, human touch is what is needed at the end of the project. By the time computers are so advanced that real people are not needed at all to translate, almost everyone else will be out of their jobs, too."

Tools like Google Translate, she adds, can give lay people a false sense of security; it may be "great for quick, informal communication, but for a business, if they rely on it, it can be really dangerous." 



Learn more about MOSAIC's translation services:

<http://www.mosaic-trans.com/interpretation-and-translation-services>

Annual Job & Career Fair Gets the Job Done

A record 54 employer organizations participated in MOSAIC's 4th Annual Job and Career Fair on April 14, 2015, making it one of the biggest job fairs in Metro Vancouver. Approximately 2600 job seekers came out to meet with recruiters representing sectors such as business, health-care, retail, hospitality, finance, technology, trades and more.



Some recruiters accepted applications on site

by MOSAIC. Fully 100 per cent of responding employers felt they received good value for their investment and 95 per cent of attendees found the event helpful in their job search.

"It gives hope to see all this opportunity in one place"

Many job seekers expressed their thanks to organizers, mentioning that employers were engaging with them and accepting résumés on site. A few candidates happily shared that they had already secured future follow-up interview dates with employers they met at the event.

The survey results on the next page are culled from from 1072 attendees and 27 employer-participants at the MOSAIC 2015 Job and Career Fair.



A job seeker holds up the Event Guide with the list and description of participating employer organizations

"This event is really helpful for new immigrants like me to find a job for a brighter future."

"Fantastic to have so many employers under one roof!"

"I was able to connect with some companies I would love to work for. Thank you."

"Excellent. It helped make me feel comfortable with interviews."

"While I didn't find positions that fit me, the advice I gained from employers was extremely helpful."



Job seekers chat as they wait for doors to open

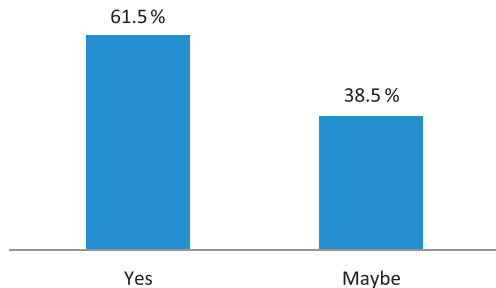
Approximately half of all employers and candidates attending the event completed a survey conducted



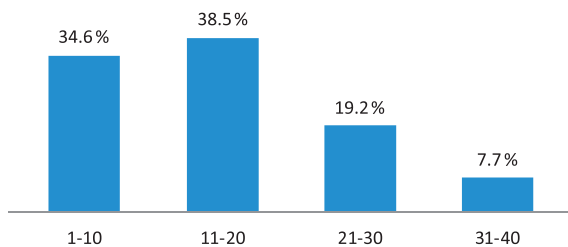
A sizable crowd entered as soon as the doors opened

Employers were asked:

Do you feel you have met individuals that you can hire?



Approximately how many candidates will you follow up with?



"It was a big opportunity to show recruiters my knowledge and experience."

"It opened my mind on how to apply and meet with different employers."

"This is a great way to network."

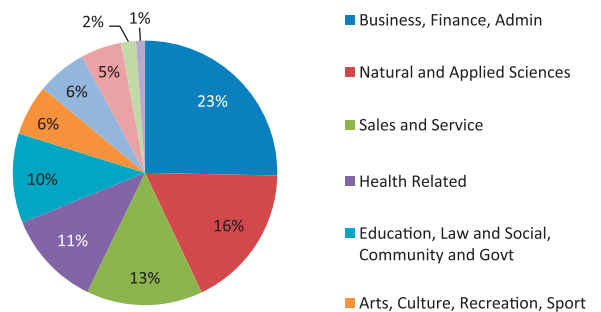
"I have found several opportunities for work that I wouldn't have found elsewhere."

"I already made some excellent contacts and found some exciting potential job opportunities."

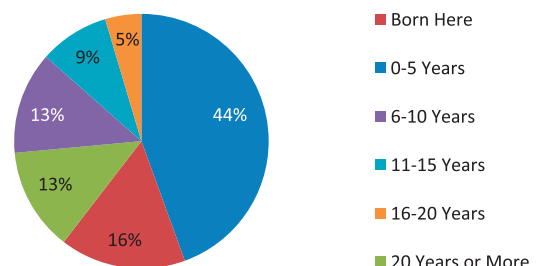
"Thank you. This job fair is amazing!"

Job seekers were asked:

What is your profession?



How long have you been in Canada?



Seniors' Activities

MOSAIC offers a comprehensive array of support to seniors, including home visitation for those who are isolated

Conversation circles, computer training, calligraphy classes, and photography workshops are just some of the activities offered in the MOSAIC Seniors' Club, the flagship of MOSAIC Seniors' Programs. Offered across Metro Vancouver, the club brings permanent residents and naturalized citizens together, to make friends, practise English and gain information that will help them settle and integrate into the community.

Volunteers play an important role in Seniors' Club activities, as they facilitate activities and provide language support. Often, the seniors are so impressed by the dedication of the volunteers that they, in turn, seek out volunteering opportunities so they may contribute back to society.

If you visit MOSAIC offices, you will see Club members attending workshops or other activities. Out in the community, you may see our seniors tending to a community garden, practising tai chi in the park, or visiting different areas of the city on field trips. And thanks to our supporters, the Seniors' Club hosts an annual multilingual celebration and resource fair, drawing in over 300 seniors and their families.

Enjoy these images from the 2014 *Seniors' Picnic* and *3rd Annual MOSAIC of Seniors Day*.



Seniors enjoy some group stretching at the 3rd Annual MOSAIC of Seniors Day, which drew over 300 attendees



Learn more about MOSAIC Seniors' activities:

<http://mosaicbc.com/settlement-services/community-development/mosaic-seniors-club>

MOSAIC Receives Recognition Awards

The Immigrant Employment Council of BC (IEC-BC) recognized MOSAIC in April with a Leadership Recognition Award as a founding service



Joan Andersen and Eyob Naizghi accept the IEC-BC Award

provider organization for IEC-BC's mentoring Program, *MentorConnect*. The program has connected more than 300 skilled immigrants with occupation-specific mentors.

MOSAIC also received a finalist award in the Not-For-Profit Organization of the Year category from the Burnaby Board of Trade (BBOT) on October 9, 2014. MOSAIC operates from eight client-accessible sites in Burnaby.

Dianna Lee accepts the BBOT Finalist Award for Excellence from Mayor Derek Corrigan, and poses with colleagues Abraham Asrat and Maria Poe



MOSAIC in the Community

If there's an event in the community where newcomers and/or immigrants gather, there's a good chance you'll find MOSAIC there! A dedicated corps of staff from Employment and Settlement Programs, along

with a small army of volunteers, educate the public about organizational programs and services, offering up information and pamphlets, while engaging adults and children alike with games, activities, and giveaways.



In the Name of Honour

Project puts focus on “honour-based” acts of violence against women and girls

By Chany Chea, Project Developer, Specialized Programs

Labelling acts of violence against women and girls as “honour-based” can be misleading and put potential victims at risk. With funding from Status of Women Canada, MOSAIC led a two-year project to develop strategies for service providers to better assist women and girls at risk of, or who have experienced, violence perpetrated in the name of honour. Key findings from the project indicated that there is not enough understanding and awareness within the women's support-services sector regarding violence committed in the name of honour and that there is confusion about the concept of itself; also that there is a need for awareness on the issue and a need to deconstruct the concept of “honour-based” violence.

“There is not enough understanding and awareness within the women’s support-services sector regarding violence committed in the name of honour”

To address these concerns and enhance service-provider response, a compelling 30-second video, a poster and a rackcard with the messaging that “There is No Honour in Violence Against Women,” were created, as well as a risk-assessment tool, a training curriculum for service providers and a website, *Honourforwomen.ca*. The project's concluding recommendations: engaging communities in dialogue will decrease the risks and barriers associated with shame and empower women to seek support; also, educating service providers about violence perpetrated in the name of honour will improve standards of care.



Learn more at:
<http://honourforwomen.ca>



Along with a website, a 30-second video, and a rackcard, this poster was created to bring attention and awareness to the message that “there is no honour in violence against women”

GLOSSARY OF TERMS

- > **“Honour-based” violence:** a phenomenon where a person (most commonly a woman) is subjected to violence by her family or community in order to restore the perception of “honour.”
- > **Patriarchy:** a social system in which power is held by men, and women are subordinate.

FAST FACTS

- > British Columbia has more than 250 anti-violence programs that assist and treat abused women and girls, but there are no services specifically for women and girls who are victims of violence committed in the name of “honour.”
- > Half of local anti-violence service agencies that participated in this project indicated that they have been involved in cases of violence committed in the name of “honour.”

ANNUAL REPORT

Delivering a Superior Client Experience—the CAC Way

By Santosh Mishra, Member, CAC

For the uninitiated, MOSAIC's Client Advisory Committee (CAC), launched in 2009, consists of eight to 10 members who possess very diverse backgrounds, cultures and experiences. The primary objective of these volunteers is to act as a voice for MOSAIC's clients. Not many mature organizations around the world can say they have such a value-adding group working to better their cause!

Over the years, MOSAIC's leadership team has recognized the CAC's contributions, repeatedly. In turn, the committee views MOSAIC's policies and procedures as extensive and generally sound; its efforts for continuous improvement are visible, and there is commitment from management to improve service delivery. Clients are happy, and we consider the organization's unshakable urge

to continuously improve as the bedrock of its success.

This year, we said goodbye to three dedicated CAC members—Nilson Nogacz, Iosefina Para and Paulami Das—and welcomed three new volunteers to our ranks. Just as we thank our outgoing members for their contribution and commitment, we would like to



acknowledge, with gratitude, the relentless efforts of MOSAIC's John Dubé, whose rock-like support has helped the committee get to where it is today.

The Client Advisory Committee is looking forward to 2015-16, during which time we will continue to monitor client and staff satisfaction rates. In addition, we will endeavour to observe and review at least 12 programs/activities and meet with program staff. Moreover, we will review CARF Standards related to client services in preparation for the CARF On-Site Survey slated for October 2016. (MOSAIC is accredited by CARF Canada.)

A final word to MOSAIC's many wonderful clients: remember, your needs, interests, and concerns are top-of-mind for us. Please feel free to reach out to the CAC at any time, by emailing jdube@mosaicbc.com. In the meantime, we look forward to another fruitful year and wish MOSAIC all the best!

More CAC highlights and findings from the past 12 months:

- > 92 per cent of clients were satisfied
- > 65 per cent of CAC recommendations to MOSAIC's Executive Leadership Team have been fully implemented, 8 per cent are being implemented; 15 per cent have not been implemented as of this reporting period and 12 per cent were declined
- > Seven MOSAIC program activities were attended by CAC members, against a target of 10
- > CAC contributed to numerous discussions and made recommendations for the recently revised "Vision and Mission" statements, and spent several hours discussing and making recommendations to improve the marketing strategy
- > Several CAC working methods were formalized, including the role of the chair, the code of ethics and the format of our auditing and reporting programs and
- > The CAC annual work plan, in line with MOSAIC's strategic plan, was finalized during our annual retreat last February



CAC members at a monthly meeting:
clockwise L-R: Sandra Colunga, Marie Suk, Arsenio Chua, Melvin Bustamante, and John Dubé, Senior Manager, Integration and Quality Improvement

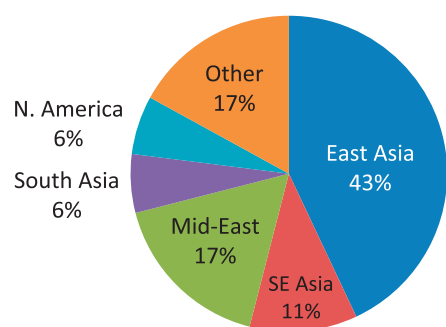
ANNUAL REPORT

Clients by the Numbers

MOSAIC operates more than 40 programs and services for newcomers, including immigrants, seniors and work-permit holders. The organization also operates the Northeast WorkBC Employment Services Centre, and hosts multiple workshops and special events and conferences each year on a variety of topics.

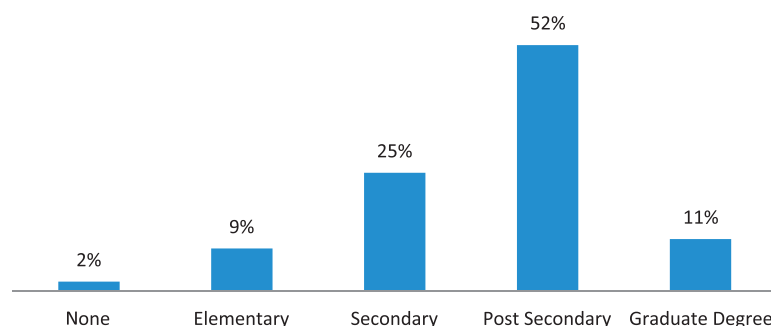
Over 25,000 unique clients are served annually by MOSAIC.

Clients by Region of Origin

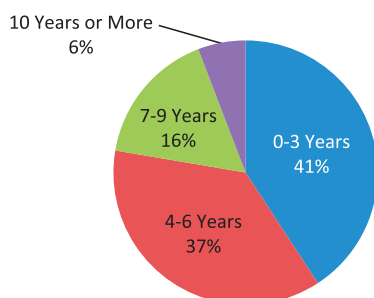


East Asian Countries: China (28%), S.Korea (8%), Taiwan (3%), Japan (2%), Hong Kong (2%)
Middle Eastern Countries: Iran (13%), Iraq (4%)
Southeast Asian Countries: Vietnam (6%), Philippines (5%)
South Asian Countries: Afghanistan (3%), India (3%)
North American Countries: Canada (3%), Mexico (2%), U.S.A. (1%)

Client Levels of Education



Client Length of Residency in Canada



Clients Give MOSAIC an "A" Grade!

92% of clients indicated they were satisfied with services received

87% of clients would refer family and friends to receive services

ANNUAL REPORT

Family & Settlement Services

CHILDREN & FAMILY PROGRAMS

- Building Blocks Vancouver
- CAPC Family Support
- Home Instruction for Parents of Pre-School Youngsters (HIPPY)
- Newcomers' Centre for Children & Families

SETTLEMENT PROGRAMS

- Settlement and Integration Program (SIP)
- Settlement Workers in School (SWIS) Program
- Culture Connections Social Mentoring Program
- I Belong for LGBTQ Newcomers
- Seniors' Clubs
- Legal Advocacy Program
- Community Outreach Support Groups
- IM.POWER.ED for Temporary Foreign Workers
- My Community Project for Isolated Seniors
- Empowering Seniors Against Elder Abuse through Calligraphy Project
- Burnaby Better At Home Project

SPECIALIZED PROGRAMS

- Connecting Fathers
- Men in Change
- Moving Ahead
- Moving Ahead FreeRunning for Youth
- Multicultural Victim Services
- Newcomer Youth (NuYu)
- Redirecting Youth Through Empowerment (RYTE)
- Stopping the Violence Counselling (STV)
- Vietnamese Family Counselling
- Multicultural Outreach Services
- Enhancing Community Capacity to Respond to and Prevent Forced Marriage Project
- Preventing and Reducing Violence Against Women and Girls in the Name of "Honour" Project
- Access to Family Law Education for Newcomer Women in Underserved Communities Project

By Sherman Chan, Director

The past year, 2014–15, was filled with inspiration to fulfill MOSAIC's vision and mission through excellence, innovation, inclusion, integrity and commitment to staff, volunteers and clients. Our department experienced new synergy to work with collaborating organizations in community capacity building and enriching immigrants and migrant workers' integration in northwest B.C. through community dialogue, family law education and planning a community-based assessment on newcomer settlement and integration in Terrace.

In order to stay relevant in a rapidly changing social environment, we have pioneered an "I Belong" project to support LGBTQ immigrant newcomers, which has become the first of its kind in B.C. in terms of an ongoing settlement program for the community. We also worked with one of our partner organizations to prepare to provide pre-arrival settlement orientation services for people from India in the summer of 2015.

When it comes to sharpening public policy direction, we continue to take an active role in many of the local, provincial and national tables and academic institutions—in fact, our department has become one of the prime sources of community-based information and insight on immigration for all levels of



Sherman Chan, Director of Family and Settlement Services

government and media. Serving on the Canadian Council for Refugees (CCR), the Correctional Service Canada Pacific Regional Ethnocultural Advisory Committee and the Metro Vancouver Cross Cultural Seniors Network Society, as well as representing the CCR before the Parliament Standing Committee on Citizenship and Immigration on Promoting Economic Prosperity through Settlement Services, are all good examples on this front.

And finally, in response to the need to address increased radicalization and violence against women, we have increased our capacity to serve vulnerable immigrant and refugee youth, as well as support the specific needs of immigrant women through enhanced programming.

Thanks to the continued commitment and dedication of Family and Settlement Services staff members, as well as invaluable support from our many partners, it was a busy and successful year.

Employment & Language Services

By Joan Andersen, Director

More than 5,000 people in Metro Vancouver were supported by MOSAIC to find jobs and/or learn English in 2014–15. They attended classes and workshops and they received one-on-one coaching, instruction and counselling from MOSAIC's dedicated and professional staff.

While helping individuals find employment, MOSAIC and its partners at the WorkBC Employment Services Centre at Broadway and Commercial provided \$2.39 million worth of financial support and training for job seekers. And at the Language Centres in Vancouver, North Burnaby and North Vancouver, newcomers were able to supplement their learning with MOSAIC-designed, level-specific online content.

In addition to MOSAIC's core employment and language services, there were a number of special projects completed during the year. Those included:

- Launching and testing Online Pre-arrival services. Newcomers from 19 different countries who had been approved to come to Canada took part in employment and language workshops. They said they felt better prepared to get off to a good start once they arrived.
- Full implementation of the Portfolio Based Language Assessment Approach for English Language learners. MOSAIC was the first language services provider in B.C. to do this. Learners produce portfolios that focus on achieving their goals and demonstrating their language



**Joan Andersen,
Director of Employment
and Language Services**

competencies. In a survey, 92 per cent of learners agreed or strongly agreed that they liked using the new portfolio system to improve their English.

- Hitting a new record for MOSAIC's 4th Annual Job and Career Fair. The fair was bigger than ever with more than 50 employers participating. Ninety-five per cent of attendees responding to a survey said they found the fair to be helpful.
- Integrating Intercultural Competency content into classroom learning. Using the training delivered to MOSAIC staff and that of other employers, a team of instructor-developers created content and materials related to Intercultural Competency for use at all language-learning levels.
- Parenting Orientation at the Vancouver Child Care. MOSAIC provides child care for students at its language centres and in Surrey. This is a critical service for many newcomer parents who otherwise couldn't attend classes. In Vancouver, parents studying English also have the opportunity over the lunch hour to hear experts speak on various topics related to parenting in Canada. The sessions

EMPLOYMENT PROGRAMS

- Employment Program of BC – Vancouver Northeast Employment Services Centre
- Employment Program of BC – METRO for Immigrants and Refugees
- Skills Connect for Immigrants
- Job Options BC
- Micro-Loans
- Workplace Connections Mentoring
- Burnaby School District's Immigrant Youth in School Program
- Career Focus
- Innovating for Employment Success

LANGUAGE PROGRAMS

- Language Instruction for Newcomers to Canada (LINC)
- Childminding services available for students in LINC
- English for Work (LINC)
- Canadian Language Benchmark Placement Test Service
- MOSAIC Works

are very well attended. Parents say they feel more confident raising their children in a new country and getting them ready to attend school.

Staff members of both Employment and Language Programs continued to demonstrate their flexibility and adaptability this past year. In Employment, it was the first year that the Employment Program of BC operated on a fee-per-service basis and in Language Programs, it was the first year in recent history of operating under contracts funded by Citizenship and Immigration Canada. Both transitions were completed without a hitch and high service standards were maintained.

ANNUAL REPORT

Communications & Development



Ninu Kang,
Director of Communications
and Development

By Ninu Kang, Director

The Communications and Development Department has now been in operation for a full fiscal year, with staff hires filling new roles in early 2014. In addition to housing MOSAIC's highly successful social enterprise, Interpretation & Translation Services, the new department includes the introduction of a marketing and communications office, as well as an office focusing on fundraising and development.

Interpretation and Translation Services had another successful year, thanks to the dedication and commitment of staff and contractors, generating funds to carry out MOSAIC's mission.

In the past year, much of the department's development activities have been focused on the creation of a solid infrastructure which will help to define and promote the MOSAIC brand, and raise much-needed funds for MOSAIC's unique programs. As well, we engaged our staff in a review of the MOSAIC website and social media. The report from the review has provided us with recommendations that will allow us to become current with our technology and plan for the future.

- Business Development
- Communications
- Fundraising
- Interpretations & Translations
- Marketing

Our annual gala event, Festival MOSAIC 2014, was re-imagined as an interactive evening where guests enjoyed displays, fusion arts, entertainment and dancing, and a variety of delicious food. A large part of the event's success can be attributed to MOSAIC staff from Employment and Settlement Programs, who participated in the planning and execution of the annual fundraising event, and to the support and encouragement of MOSAIC's management and Board of Directors. I am also pleased with the new relationships we have formed in the past year with donors, organizations, and sponsors alike.

We've also come to understand that the sum of our experience, knowledge and expertise in working with newcomers lends us an authority that is valued by the larger community and, thus, the media community. In the relatively short time span that MOSAIC's new department has been in existence, we have been reaching out to, and cultivating, relationships with local media sources. These efforts have generated close to \$500,000 in earned media—that is, editorial and publicity which has not been paid for by the organization. I am very grateful for the support of the media, and for MOSAIC's program staff and management, for engaging with the media.

Thank-you Communications and Development team, for your energy and commitment to serving and supporting the whole MOSAIC team.

The Province – *Monday, April 6, 2014*

FINDING WORK IN B.C. ACTUALLY TOOK SOME...WORK

"Lei Xiao, 33, says he 'underestimated' what he would be up against before he started looking for a job in British Columbia"

The Vancouver Sun – *February 16, 2015*

IN HYPER-DIVERSE VANCOUVER, THERE ARE A MILLION NEW YEAR'S STORIES

"This eclectic assortment of New Year's stories was recently on display in the English-as-a-second-language class at MOSAIC's Brentwood Learning Centre in Burnaby, which is taught by Shaya Jamshidi, who is of Iranian origin."

The Georgia Straight – *February 16, 2015*

LGBT IN B.C.: PROJECT ADDRESSES GAPS BETWEEN VANCOUVER'S LGBT AND IMMIGRANT GROUPS

"...MOSAIC's Roja Bagheri explained that while Vancouver has services and communities for both cultural and LGBT groups, these two worlds often remain separate, without much overlap. That gap can become an unbridgeable chasm to LGBT immigrants that can compound their challenges."

Vancouver Courier – *January 22, 2015*

PACIFIC SPIRIT: 'BARBARIC PRACTICES' LEGISLATION CALLED RACIST

"Ninu Kang, director of communications and development for MOSAIC, says the federal government's proposed act against "barbaric cultural practices" sends the message that 'Canadians are humans and have good values and practices and those who come from other parts of the world are barbaric.'"

World Journal 世界新聞網 – *Nov. 29, 2014*

MOSAIC 反暴力 籲女性別為榮譽隱忍

"透過減少女性暴受害行動的發展和研究，務適移民服務 (MOSAIC) 28日發動提高意識宣傳行動：「對女性使用暴力並不光榮」(THERE IS NO HONOUR IN VIOLENCE AGAINST WOMEN)，呼籲提高反暴力意識，幫助女性減少傷害，並正視為了「光榮」不是暴力的藉口。"



To read published articles, or view television clips featuring MOSAIC, visit: www.mosaicbc.com/about-mosaic/media-mentions

ANNUAL REPORT

2014–15 Financial Report



**Sue Trevor, CPA, CA,
Director of Finance and
Administration**

- Finance
- Human Resources
- Facilities
- Information Technology

Finance

> \$21 million budget with more than 45 individual funding contracts or subcontracts

Human Resources

> Nearly 360 employees, more than half of which are full-time

Facilities

> 10 leased properties covering more than 60,000 square feet

Information Technology

> Networks comprised of nearly 500 computers

MOSAIC FUNDS

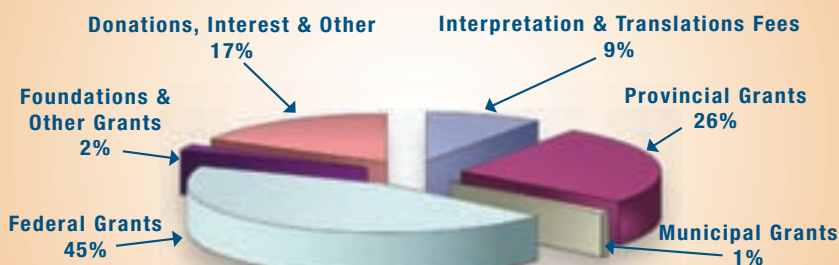
Each year, MOSAIC's Board of Directors sets aside funds to provide assistance to immigrant and refugee communities.

- Keywords of common medical terms are produced in various languages through the Multi-Lingual Guide Fund.
- Scholarships for immigrants and refugees are provided through the Dr. Kes Chetty MOSAIC Scholarship Fund and the Secondary School Bursary Fund.

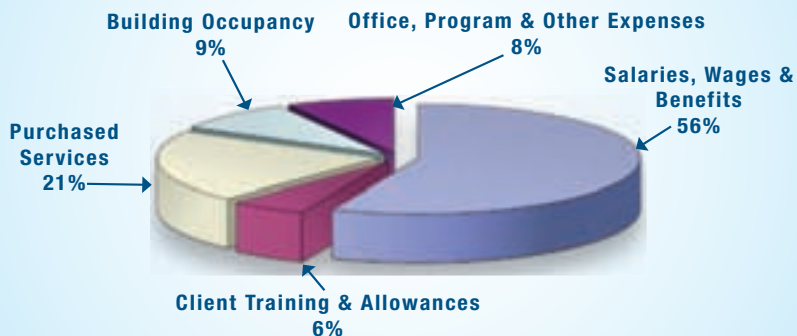
- Individuals without financial resources to access translation services are assisted, upon referral by MOSAIC staff, through the Translation Access Fund.

As per the MOSAIC Strategic Plan, certain funds are only accessible with the Board's approval, in order to safeguard MOSAIC's financial sustainability and its ability to provide services to its communities. Unrestricted net assets are maintained for contingency purposes.

REVENUE



EXPENSES



Complete audited financial statements are available upon request.

ANNUAL REPORT

Awards Bestowed at the 2014 AGM

Human Rights Award

Kinbrace Community Society

Dr. Kes Chetty Education Award

Salim Zitouni

Employer Recognition Award

Fairmont Hotels and Resorts

Secondary School Bursary Awards

Murtaza Jaffery and Dasha Tyukova
from Britannia Secondary School



Employment Programs Specialist Maria Poe (far left) and Director Joan Andersen (second from right) are pictured with the human resources team from the Fairmont Hotels and Resorts, recipient of MOSAIC's Employer Recognition Award. Collecting the award on behalf of the honourees are (from left) Jessica Lau, Claudia Cippiciani, and Arlene Hall

THANK YOU FOR YOUR SUPPORT!

The support of our funders is essential to MOSAIC's ability to deliver quality services and programs to our communities. MOSAIC gratefully acknowledges the commitment and support of the following funders who have made significant financial contributions during the past year.

Citizenship and Immigration Canada

City of Burnaby

City of Vancouver – Community Grants

Community Action Initiative

Employment and Social Development Canada

Justice Canada

Law Foundation of BC

Ministry of Children and Family Development

Ministry of Finance – Gaming Policy and Enforcement Branch

Ministry of Jobs, Tourism and Skills Training

Ministry of Justice

Ministry of Social Development and Social Innovation

North Growth Foundation

Public Health Agency of Canada

Status of Women Canada

United Way of the Lower Mainland

Urban Systems Foundation

Vancity Savings Credit Union

Vancouver Foundation

Thank you also to those individuals, organizations and partners who supported MOSAIC through their memberships, generous donations and relationships over the past year..

ANNUAL REPORT

Staff Recognition: 2015 Anniversaries

On March 18, 2015, 27 staff members were recognized for milestone years of service with MOSAIC. The annual Employee Recognition event took place at the Italian Cultural Centre in Vancouver.

Staff from multiple locations gathered to pay tribute to colleagues who were being honoured at the event. Executive Director Eyob Naizghi presided over the event and Dr. Mehran Kiai, Board Chairperson, was present to address staff and congratulate the honourees.



Pictured above, Celia Brookfield is flanked by Executive Director Eyob Naizghi and Board Chairperson Dr. Mehran Kiai. Brookfield has spent most of her years working with employment programs, but also spent a year in settlement programs and a few years teaching English language classes

"The growth of MOSAIC over the 30 years I have been here has been amazing"

—Celia Brookfield

Congratulations to MOSAIC staff!

30 Years of Service

Celia Brookfield

25 Years of Service

Nina Miller

Ifi Moutsokapas

Kim Ton

15 Years of Service

Jelka Muzur

10 Years of Service

Guillermo Comesana

Lorraine Kyte

Miriam Dell'Orto

Agnes Dziurka

Patricia Marilley-Bodner

Michelle Park

Barbara Peabody

Saleem Spindari

5 Years of Service

Joan Andersen

Barbie Chan

Joanne Chen

Jennifer Dodds

Raymond Gee

Maggie Lau

Ronnie Law

Darae Lee

Mandy Mahil

Irama Nunez

Antonia Robertson

Anna Shum

Hanifa Taleb

Geoffrey Taylor

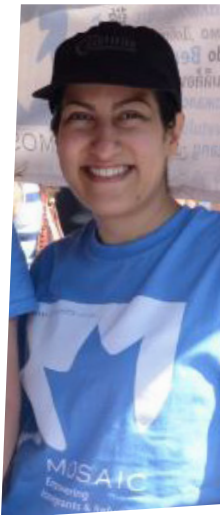


ANNUAL REPORT

Contributing to MOSAIC's Success

Volunteers play a critical role in assisting with newcomers' integration

- > 452 volunteers donated 12,060 hours to help MOSAIC deliver services in our past fiscal year—equivalent to having six full-time staff!
- > 108 Workplace Connections Career Mentors spent an average of 21 hours each helping skilled immigrants prepare for work in Canada with résumé and interview preparation, networking and job-search strategies, and insights into Canadian workplace culture.



- > 52 volunteers dedicated an average of 36 hours per person helping out at the English Language Centres.



- > 103 volunteers committed almost 2000 hours assisting Settlement Programs to deliver workshops, facilitating conversation circles, providing computer instruction, and filing returns in annual tax clinics.

"Volunteers are essential to some programs—simply put, many services rely on volunteers and could not operate without them."

Astarte Sands, Volunteer Resources Coordinator

39 volunteers donated an average 12 hours each to support MOSAIC special events



"MOSAIC has given me opportunities to provide a worthy volunteer service, meet a smorgasbord of aspiring citizens, and experience what it means to be a Canadian. It has enriched my own cultural appetite—literally from green tea to Hungarian goulash. I've had the opportunity to improve skills, provide some interesting challenges, experience new tastes, and develop a pride in our community."

—Robert Bowes, volunteer teaching assistant with Language Programs, and mentor with both Workplace Connections and Culture Connections



Volunteer Robert Bowes poses with a former MOSAIC client who showed him around during a visit to Shanghai

- > 51 Culture Connection volunteers each spent an average of 27 hours orienting newcomers to Canadian culture, history and lifestyles, helping them participate in the community; connect with locals; and improve their English speaking skills.

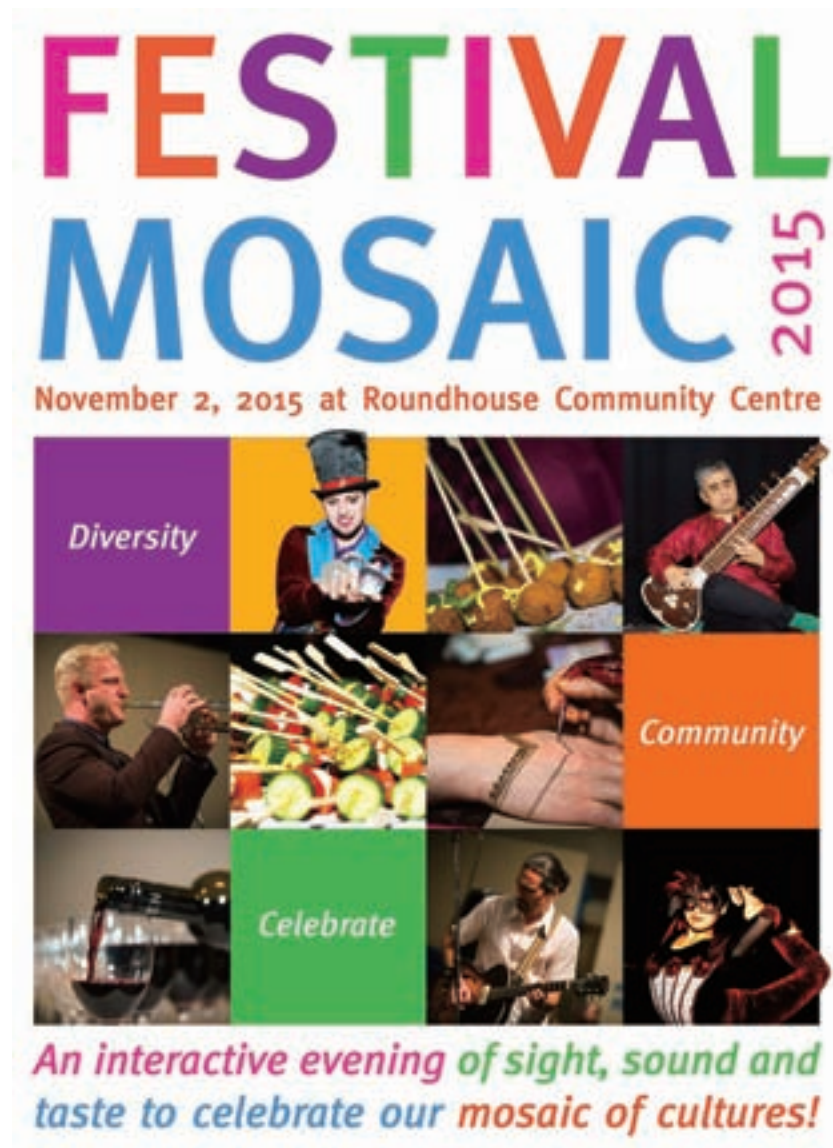


Learn more about volunteering at:

<http://mosaicbc.com/volunteers/faq-volunteering>



Festival MOSAIC: Bigger, Better



COME JOIN US – HAVE FUN – EXPERIENCE THE ENERGY!

At Festival MOSAIC 2015, you will participate in hands-on activities, dance, sample international cuisines, view exotic fashions, win prizes, hear stories from new immigrants and learn about their journeys to integrate into Canadian society. Mingle with your friends and help to raise funds for programs and services delivered to some of the most vulnerable newcomers: children, youth and seniors.



To see a highlights video of Festival MOSAIC 2014:
www.youtube.com/user/MOSAICBC

To learn about how you can make a difference:

Sponsor Festival MOSAIC 2015 • Volunteer for Festival MOSAIC 2015 • Purchase and reserve tickets

Please contact Dimpel Sandhu at **604-254.9626 ext. 516** or via email at **dsandhu@mosaicbc.com**

and More Colourful Than Ever!

THANK YOU TO ALL FESTIVAL MOSAIC 2014 SPONSORS!

GOLD



MEDIA



SILVER



BRONZE

AJ Graphics

BDO Canada LLP

Bouygues Building Canada

Chopra Addiction and Wellness Centre

Fortinet Technologies (Canada) Inc.

GBL Architects

Xenon Pharmaceuticals

DONATIONS \$1000 & OVER

MDA Corporation

McCarthy Tétrault Foundation

Seaspan

Wall Financial Corporation



All photos were taken at Festival MOSAIC 2014

MOSAIC LOCATIONS

EMPLOYMENT PROGRAMS

202 – 405 North Road
Coquitlam, BC V3K 3V9
604 424 9510

1522 Commercial Dr, 2nd floor
Vancouver, BC V5L 3Y2
604 254 0244

5902 Kingsway
Burnaby, BC V5J 1H2
604 438 8214

312 – 2555 Commercial Dr
Vancouver, BC V5N 4C1
604 708 9300

205 – 123 E 15th St
North Vancouver, BC V7L 2P7
604 998 1065

519 Seventh St
New Westminster, BC V3M 6A7
604 522 9701

Ground floor, 7575 Cambie St
Vancouver, BC V6P 3H6
604 263 5005

290 – 3631 No. 3 Road
Richmond, BC V6X 2B9
778 732 0285

7297 Kingsway
Burnaby, BC V5E 1G5
604 636 1124

221 – 3030 Lincoln Ave
Coquitlam, BC V3B 6B4
778 730 0177

206/208 – 2540 Shaughnessy St
Port Coquitlam, BC V3C 3W4
778 730 0174

101 – 20316 56th Ave
Langley, BC V3A 3Y7
778 726 0288

ENGLISH LANGUAGE PROGRAMS

304 – 2730 Commercial Dr
Vancouver, BC V5N 5P4
604 684 8825

206 – 2555 Commercial Dr
Vancouver, BC V5N 4C1
604 708 3905

205 – 123 E 15th St
North Vancouver, BC V7L 2P7
604 998 1065

101 – 1899 Willingdon Ave
Burnaby, BC V5C 5R3
604 298 8201

103 – 4181 Hastings St
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604 438 8214

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604 708 9300

310 – 7155 Kingsway
Burnaby, BC V5E 2V1
604 636 4712

7009 Kingsway
Burnaby, BC V5E 1E5
604 636 0120

2055 Rosser Ave
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604 292 3908

4460 Beresford Street
Burnaby, BC V5H 0B8

519 Seventh St
New Westminster, BC V3M 6A7
604 522 3722 ext 155

4533 Kingsborough, 2nd floor
Burnaby, BC V5H 4V3
604 877 8606

7297 Kingsway
Burnaby, BC V5E 1G5
604 636 1124 ext 542 and 543

601 Keefer St
Vancouver, BC V6A 3V8

800 East Broadway
Vancouver, BC V5T 1Y1

1669 East Broadway
Vancouver, BC V5N 1V9

4065 Victoria Dr
Vancouver, BC V5N 4M9

6470 Victoria Dr
Vancouver, BC V5P 3X7

3663 Penticton St
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