



ANNUAL REPORT 2015-2016

MOSAIC



OUR PASSAGE TO CANADA

The journey of a Syrian refugee family from the ravages of war to a new beginning in British Columbia. (Pages 8-11)

40TH
ANNIVERSARY

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Vision: Empowering newcomers to fully participate in Canadian society

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

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Q&A with MOSAIC Chairperson



Dr. Mehran Kiai, MOSAIC Chairperson

Q. What makes MOSAIC stand out?

A: In celebrating our 40-year history, I'm struck by the consistent, focused and caring culture of the people in the organization, which makes MOSAIC uniquely stand out against others in the newcomer-services sector. MOSAIC was founded by two grassroots agencies, which sprang up as a direct result of community needs which were unaddressed. Mainly immigrant volunteers, who sought to help out other immigrants with language and settlement issues, staffed these agencies. Throughout four decades, staff diversity and a passion to help integrate and empower newcomers, continue to be part of the inherent culture at MOSAIC.

Q. What is on the horizon for the coming years?

A: The world is an ever-changing place and the impact of global economies, politics and conflicts means that MOSAIC needs to always be ready for new arrivals from different regions. We need to progressively expand and adapt our services to meet changing needs; and we are committed to enhancing the organization's capacity to fulfill our mandate.

Q. What are the significant challenges ahead?

A: Canadians responded to one of the worst humanitarian crises in modern times by opening our borders and welcoming Syrians into our communities. The challenge ahead for MOSAIC is to continue engaging with the external community to help maintain the collective spirit. The United Nations High Commissioner for Refugees (UNHCR) has registered just under 20 million refugees worldwide. While Canada has become a great role model for other nations in helping displaced Syrians, more must be done for refugees from other regions of the world as well.

Q. Do you have a message for the staff, volunteers and donors who help and work with MOSAIC?

A: Take pride that your contributions impact lives. You make a difference in how newcomers perceive Canada and Canadians. You help newcomers feel connected to their new home here. You help to illuminate a clear path to achieving their aspirations for a life in Canada. Your work is important and it matters. Thank you for your contribution to MOSAIC.

Q. What is the MOSAIC perspective on the current immigration and refugee policies of Canada?

A: Immigration and refugee policies have, and will, continue to change. We will continue to collaborate with all levels of government to make a case that the rights of newcomers need to be protected, and that Canadian immigration and refugee policies are reflective of MOSAIC's core values.

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mosaicbc.org/about/board

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Intercultural Competency – MOSAIC workshops promote understanding of cultural dynamics

By Patricia Fahrni
Online Learning Developer

The Metro Vancouver area has become increasingly diverse over the years, and with this, the ability to understand and communicate between different cultures is much needed. Since 1993, MOSAIC has taken an active role in the growth of awareness and positive change in people's attitudes towards understanding and accepting cultural differences. Here are some of our key milestones:

1993

The Cross-Cultural/Anti-Racism Education Workshop Training Project provided assessment and customized training for managers of groups such as labour unions, teachers, social workers, and community groups.

2012

A MOSAIC team created a six-hour Intercultural Competency (IC) training program for staff. The training content drew on intercultural, organizational, and sociological theory. It provided practice using IC tools on work or community life scenarios, and asked for reflective report-back on applying IC in work contexts and life in general.

2015

MOSAIC's IC training was expanded to include volunteers and mentors. MOSAIC piloted the training with outside organizations and created specialized streams. These included IC for Specific Workplaces, IC for English Language Instructors, and IC for Language Instructors Working With Refugees.

2016

MOSAIC's Intercultural Competency Training programs were made available as fee-for-service training sessions from MOSAIC Works, a branch of the Language Centre. The IC training was delivered to clients such as language schools and organizations like the David Suzuki Foundation and the Emily Carr University of Art and Design.

"Often frontline workers are confronted with challenging intercultural interactions. These interactions can leave them feeling reactive, upset or unsure of how to respond appropriately. Frontline workers need strategies to help handle challenging intercultural situations with greater confidence, and effectiveness," said Taslim Damji, Manager of MOSAIC's Fee for Service and Intercultural Specialist.

Challenging scenarios brought to the training sessions have included the following examples:

- A community centre worker struggles to find a helpful response to complaints about "those people" spitting on the swimming pool deck.
- A school worker is discouraged because "the immigrant parents never stand up and give their ideas" at school Parent Advisory Council meetings.
- A worker is disappointed because a staff picnic has been scheduled during an important religious day. She finds herself in the position of having to decide between observing the holiday, and attending the picnic.
- A supervisor suggests a staff member tries a different approach in their work. The staff member becomes upset and leaves. The supervisor is surprised and annoyed.
- A client comes to the reception desk and asks for assistance. The receptionist answers them clearly and with complete information. When the client does not get the assistance they want, they ask to see the manager.



Taslim Damji, Intercultural Specialist and Manager of MOSAIC's Fee for Service, presents IC Training

Executive Director's message

MOSAIC is celebrating its 40th anniversary of empowering clients and communities. Looking back, the first 20 years were filled with youthful idealism; while the past 20 years have been about learning from experiences and reaching maturity without losing that idealism of building a better society.

During the 1970s and early 80s, MOSAIC delivered limited but essential support to immigrants and refugees with language barriers. Today, the organization has evolved into a formidable establishment, providing comprehensive services to support the meaningful participation of newcomers.

Key to MOSAIC's success has been the organization's strategic response to clients' needs, our people competency, social intelligence, and the ability to interpret and synthesize community trends.

Twenty-five years ago, MOSAIC recognized the critical link between full integration and sustainable, healthy support to families as an essential element of effective re-settlement of newcomers. Hence, we created the formation of linguistically and culturally-informed services for immigrant and refugee families with children.

At inception, the founding sister organizations were about addressing language barriers — providing volunteer-based interpretation/translation and learning English were the practical solutions.

So it is no surprise MOSAIC has been well-known within the community for its leadership in the translation and interpretation services. Close to 30 years ago, MOSAIC staff recognized that interpretation/

translation through volunteers and family members wasn't always an effective and viable option.

MOSAIC pioneered the training of volunteers and instituted a standard of professionalism and accountability in serving our stakeholder communities.

More recently, as the Syrian crisis came to the attention of the world, MOSAIC provided leadership by publicly committing to support 1000 refugees through their early settlement.

In working with the Syrian refugees, we have been deeply touched with the generosity and compassion of Canadians, particularly young school-aged children, in welcoming the Syrians into our communities.

***Humanitarianism
with refugees is
not a one time
exercise.***

However, as a nation we must acknowledge this is a "drop in a bucket" when you consider there are 60 million refugees and displaced persons worldwide. Humanitarianism with refugees is not a one time exercise.

Over the years, the challenge for MOSAIC has always been the balancing act of grounding the corporate management outlook while maintaining the grass roots culture of the organization.

Going forward, it will be this proven balancing act, coupled with strategic responsiveness to community needs, that will continue to sustain the organization for another four decades.



Eyob Naizghi, Executive Director for MOSAIC

Forty years of empowering clients and communities has been the combined effort of many leaders from our board, staff and volunteers; it is a reflection of commitment, compassion and passion.

Support from many partners and funders has also allowed the organization to innovate through difficult times. These partnerships and collaborations have become one of the cornerstones of MOSAIC's success.

I can only say thank you to everyone who has contributed to making MOSAIC a pillar and leader in the immigrant serving sector in British Columbia over the past four decades. Together we have set the organizational path for the next 40 years.

Happy 40th Anniversary to the MOSAIC family!



Sherman Chan leads MOSAIC's work with refugees as Director of Family and Settlement Services

MOSAIC's history of refugee advocacy

Last September, the image of a deceased Syrian toddler lying facedown on a beach in Turkey triggered a massive response from the Canadian public, propelling the newly elected Canadian government to make good on the promise to boost the number of Syrians to be resettled in Canada. While much of Europe shored up its borders to stop the tide triggered by Syria's humanitarian crisis, Ottawa said it would welcome 25,000 Syrian refugees.

But even before this federal government announcement, MOSAIC had declared its preparedness to provide support for 1,000 displaced persons. In the six months following that announcement, MOSAIC has worked with almost 1,800 refugees, with over 300 identified as Syrian.

MOSAIC has also worked closely with the Syrian community, acting as a focal point for information and support and helping to establish the Syrian Community Network, which includes 18 leaders and activists, to provide support to Syrian refugees and their families.

"It is another example of MOSAIC's continued leadership and advocacy for refugees in Canada," said Sherman Chan, Director of Family and Settlement Services at MOSAIC, and Executive Member of the Canadian Council for Refugees (CCR).

"We represent the interest of refugees for their rights and

welfare—the original MOSAIC vision and notion of social justice and advocacy for those who need support goes back to our original mandate," said Chan.

Chan noted that MOSAIC has been allied with the CCR since its inception in 1978, and is a West Coast anchor point for this national umbrella organization.

"MOSAIC organized a national consultation on behalf of the CCR in 2013, and has hosted multiple workshops and discussions over the years on issues such as the rights of temporary foreign workers and housing issues," Chan added.

Recently, MOSAIC has matched 34 Syrian family files with private sponsors; an additional 786 refugees remain on a list, waiting to be matched with other private sponsors.

In March 2016, the province awarded the Refugee Response Team contract for Metro Vancouver to MOSAIC. Chan said this is in recognition of MOSAIC's impactful work with refugees, and its extensive outreach and long-standing relationships with community agencies and resource groups.

"We can take great pride in our work leading the Refugee Response Team for Metro Vancouver and it was an honour to be awarded with the funding to lead this group," said Chan.

Advocacy and project highlights

1979: MOSAIC's 911 Emergency Interpretation Service is made available for refugees from "Indo-China" and their sponsors.

1984: MOSAIC advocated for refugees in the research paper, "The Inland Refugee Experience in BC" and actively assisted with the formation of the Inland Refugee Society. MOSAIC continued to serve an increasing number of refugees from Central America (particularly Guatemala and El Salvador) and also assisted those fleeing China, Southeast Asia, the Soviet Union, Poland, Iran and Afghanistan.

1987: MOSAIC launched Transitions, an interactive theatre piece that toured Vancouver high schools and colleges. The play portrayed a young Central American refugee as he struggled to settle and adapt to life in Canada; it challenged young Canadians to look at immigration through a new lens.

1995: MOSAIC organized the Working Group on Poverty — a coalition of 35 organizations formed in response to the BC Government's sudden introduction of a three-month residency requirement for refugees before they are eligible for financial aid. Our advocacy work led to submissions on the Human Rights Act, legal aid cuts, and employment training for Convention Refugees.

1996: From February 8th to February 11th, MOSAIC led the Working Group on Poverty Coalition in a four-day camp-in at Victoria Park — situated beside MOSAIC's headquarters — to stand in solidarity with refugee claimants who were now expected to manage their first three months in Canada without any financial aid. Just four months later, the province announced that refugee claimants were exempted from the residency requirement.

2000: In response to media attention around Chinese boat-migrants, MOSAIC's

Board of Directors created the Legislative Liaison Committee and the Community Outreach Committee to advocate for refugees with regard to policy and public attitudes.

2001: The Legislative Liaison Committee presented to the Parliamentary Committee involved with Bill C-11, the Immigration and Refugee Protection Act. MOSAIC highlighted the need for fair standards and systems that took into account refugee claimants' hardships and Canada's international obligations to refugees.

2003: MOSAIC led the efforts of a community-based coalition to ensure



Eyob Naizghi speaks at the September 2015 Vancouver City Hall forum on the Syrian refugee crisis

that refugee claimants have access to proper legal counsel and representation in the face of projected 2004 legal aid cuts. On May 18th, MOSAIC hosted a meeting with the Hon. Denis Coderre, Minister of Citizenship and Immigration, to discuss this and raise awareness of other issues such as the regularization of people with no status, and a review of the Immigration & Refugee Board.

2007: The MOSAIC-led four-year Step Ahead Settlement Pilot Project began. Its purpose was to empower multi-barrier newcomers through recognizing and building on their skills, experience and resilience. Step Ahead is listed among the federal government's best practices in settlement services and was awarded

the 8th Soma Ganesan Spirit of Hope Award. Now established nationwide as the Moving Ahead Program, the program follows the principles of holistic, client-centred case management services for immigrant and refugee youth.

2009: MOSAIC supported private sponsors seeking to bring over Palestinian refugees stranded in the remote Al-Hol refugee camp. Pre-arrival work began with sponsors helping to navigate the process and prepare for the arrivals. Upon reaching Canada, the refugees received support and customized orientation workshops at MOSAIC.

MOSAIC became a partner on the Early Years Refugee Project, which came to be featured among the federal government's list of best practices in settlement services. The project was intended to minimize the impact of trauma on refugee families with children aged 0-5. The Project recognized that the healthy growth of refugee children occurs within the context of a healthy family, and requires the support of the whole community. Now known as the Newcomers' Centre for Children and Families, over 230 refugee families have been served since the project began in 2009.

2014: After the commitment made in 2011, the first groups of Tibetans arrived in BC and MOSAIC worked with the Tibetan Cultural Society of BC and the Tibet Resettlement Project to host a welcome reception to connect newcomers and their sponsors to settlement support. MOSAIC continues to welcome new groups of arrivals. Members of the settlement team are now stationed once a week at the Tibetan Welcome House to provide responsive support.

2015: Together with the Vancouver Foundation's Fresh Voices Initiative, MOSAIC partners to host the Canadian Council for Refugee's annual Youth Action Gathering (YAG). The youths identify immigration policy, access to education, and mental health as the top three priority issues.



(L to R) Three-year-old Abdul Rahman, Hala, 10, and six-year-old Osama, with their mother, Nour at their new home in Burnaby

A new beginning in Canada

When the phone rang at 8:35 am on Friday last November 20th, Dr. Mohamad Ismael Ali was preparing for another day of dealing with the ravages of war that had flooded the Syrian refugee camp in Zaatari, Jordan.

Like any other day of the past two years, the soft-spoken Dr. Mohamad, 45, had braced himself with prayers, a simple breakfast, and rudimentary equipment to lead his team of volunteer medical staff.

They would soothe, bandage, operate and console whom they could from among the 100,000 Syrians who called Zaatari — a city for the lost — home. But the call changed Dr. Mohamad's life.

"I couldn't believe it...I asked them if they were sure they had the right person...they were asking me if I wanted to take my family to Canada," said Dr. Mohamad. The family's passage to a new life began the next day as word quickly spread through the refugee camp that their doctor was heading to Canada.

"It was Saturday and we met with the UN people in Amman and they said they were recommending us for resettlement...I have been waiting for so many years to

hear those words...I had given up hope," said Dr. Mohamad. Before the call came, Australia, France and Germany had rejected the refugee family. Canada had also indicated that their application to relocate might not succeed, if it did not go through the United Nations High Commission for Refugees.

"We are so happy that Canada finally accepted us," said a beaming Dr. Mohamad at his apartment complex, where about 30 other Syrian refugee families live. "It's so quiet here," he said, oblivious to the playful ruckus of Hala, 10, six-year-old Osama, and three-year-old Abdul Rahman who were trying to command the attention of their mother, Nour Ahmad Alzoubi.

For this Syrian family, the road ahead in Canada is full of hope and dreams. The journey that brought them here is altogether another story.

Descent into terror

Dr. Mohamad Ismael Ali was well on his way to being an internal medical specialist in the Syrian city of Daara when the world around him exploded on the night of February 22, 2011.

On that night in the Hay al-Arbeen district, about 15 km away from his home, a group of pre-teen boys had gathered to scrawl graffiti on their school wall. It was a flash-mob of spontaneous defiance against the repressive rule of Syrian president Bashar al-Assad.

One of them scribbled, "No teaching, No School, Till the end of Bashar's Rule"; another chalked "Leave, Bashar"; a third vented, "Your turn is coming, Doctor," opting for the nickname of the president. Little did the boys know that their words would trigger a violent war that has killed more than 250,000 people, and uprooted the lives of another 11 million Syrians including that of Dr. Mohamad.

"Yes...it did begin close to my home," said Dr. Mohamad as he painfully recounted the last five years of his life, which eventually brought him to Canada. The boys, about 15 of them, were hunted down, arrested, jailed and tortured in Daara. Their families and locals demanded their release and when the secret police capitulated, the boys were set free beaten and bloodied with their fingernails pulled out.

The incident, referred to as the trigger that fired a revolution, led to local pro-democracy protests, which fuelled nationwide rallies and soon Syria descended into full-scale war with indescribable human rights violations.

Today an assortment of heavily armed groups are fighting Assad and each other in the Syrian conflict, ranging from the Free Syrian Army to Islamist rebel groups and International jihadist terrorists like ISIS.

The Internet images and numbing news reports of the worst humanitarian crisis of our time, is a constant reminder for Dr. Mohamad and his wife, Nour, of the horror they left behind and the hope that lies ahead.

"I am happy with our new life and for our children...at the same time I can't forget what we had to go through," said Nour, an economics graduate who taught finance and banking at an educational institution in Daara.

Early life

Life, despite its Syrian shortcomings, was good until the soldiers and tanks rolled into Daara, said Dr. Mohamad.

Born as the son of a general construction worker, Dr. Mohamad was the third child in a family of eight girls and boys. His mother has passed away, while the rest remain scattered across his strife-torn homeland.

He met and married Nour in 2005, after which they opened a clinic and lived above it. When the children came, the grandparents pitched in for childcare as Dr. Mohamad worked in a nearby hospital and at his clinic, while Nour taught at a local college.

"We worked hard, had a good family life and stayed away from politics...then the soldiers came," said Dr. Mohamad. "One day after some local people got shot and killed, the soldiers burst into my house. They had guns and we were all so scared...we did not know what they wanted...they were

asking questions about things we had no idea about," said Dr. Mohamad.

The soldiers thrashed the house and warned Dr. Mohamad of unimaginable horrors, should he sympathize with rebels.

"They were targeting the educated and people like doctors and lawyers," said Dr. Mohamad.

The intensity of the violence in Daara continued to grow after the spring of 2011.

"The bombs were everywhere...there were so many dead and injured," said Dr. Mohamad.

Nour stopped teaching to look after the children as Dr. Mohamad made the perilous trek to the local hospital daily. The family spent much of their time in a basement, which acted as a bomb shelter. "There were so many checkpoints and sometimes people got shot there."

Fleeing Syria

Recounting the incident that finally made him decide to flee Syria, Dr. Mohamad said he was stopped on his way to the hospital in the summer of 2012.

"They ordered me out of the car and blindfolded me. One of them said they should kill me...I was held for more

Continued on next page





Dr. Mohamad Ismael Ali and his family prepare to leave the Syrian refugee camp in Zaatari, Jordan

Continued from page 9

than seven hours. Then they let me go," said Dr. Mohamad. The incident, after a year of dodging bombs and bullets brought the inevitable to a painful reality.

"We had to leave or die here," said Dr. Mohamad, adding he had been caught in the crossfire between the warring factions at least a half dozen times earlier.

The family found their passports, packed what they could, crossed over the Jordanian border and headed for the city of Irbid, where some relatives lived. Here in this desolate university town, Dr. Mohamad and Nour set up a temporary home and planned for their future.

As the family settled in, Dr. Mohamad volunteered as Medical Director for the United Nations (UN) Specialized Clinic at the largest UN Syrian refugee camp in Zaatari.

A refugee camp

Here for the next two years he led a team of fifteen volunteers to support more than 100,000 refugees residing in the camp. With very limited resources and simple facilities, Dr. Mohamad and his team saw an average of 350 to 500 patients daily.

"I spent a lot of my time in the camp while my family stayed in Irbid," said Dr. Mohamad, who was given a UN stipend of about \$1,700 a month.

That money allowed for two of the older children to attend a private school as Jordanian schools could not take them. The rest went to support a simple lifestyle.

"We saved what we could as we planned for a better life away from this place," said Dr. Mohamad.

Dejected by the rejections to his refugee applications, Dr. Mohamad and his wife last August sold what they could, including Nour's wedding jewelry, to book flights from Amman to Turkey.

Like many other Syrian refugees, they planned to get on a boat to get to Europe via Turkey. But that did not work.

The family was stopped by Jordanian authorities at the airport, which suspected Dr. Mohamad of being on a watch list.

"It was another person with the same name but by the time this was sorted out, the plane had already left," said Dr. Mohamad.

"I became so depressed...I thought this was the end...we would have to live and die in this place."

"And then the call came from Canada," said a beaming Dr. Mohamad.

New beginnings

After so much waiting, suddenly everything was moving very fast, said Dr. Mohamad.

Taking what they could, the family boarded a Canadian-bound flight and arrived in Montreal last December 28th.

The next day, the tired but jubilant group were flown to Vancouver and housed at a hotel on Davie Street.

"Everything was so strange and beautiful...the people we met were so friendly and helpful," said Dr. Mohamad.

"The diversity on Davie Street was amazing and there was so much

respect for each other's way of life...you will not find this in the world I come from," said Dr. Mohamad.

While awaiting a more permanent home, Dr. Mohamad and his family took to the nearby Stanley Park whenever they could to play and ponder about their new life.

"It is amazing and so green...I think to myself that my children are lucky, my wife is lucky and I am lucky to be in Canada."

"I feel such a strong desire to give back to Canada for giving me this opportunity."

Given his medical background and a fairly good command of English, Dr. Mohamad quickly began investigating the possibilities of becoming a doctor in Canada.

"It is going to take some time as I have to sit for some exams again, but I am determined to do that," he said.

"I think to myself that my children are lucky, my wife is lucky and I am lucky to be in Canada."



Georgiana Qin, a recruitment specialist with MOSAIC's Syrian Refugee Employment Support Services, meets with Dr. Mohamad Ismael Ali

That determination led him to MOSAIC last March where he was referred to Georgiana Qin, a recruitment specialist, who is part of the organization's Syrian Refugee Employment Support Services.

Little did Dr. Mohamad know when he took the bus to meet with Qin on March 25th, that MOSAIC was playing a leading role for Syrian refugee re-settlement in Metro Vancouver. "I was amazed at the amount of work MOSAIC was doing to help Syrian refugees like myself," said Dr. Mohamad.

When Qin first met Dr. Mohamad on March 25, she knew his file was going to be a special case.

"He was gentle in expressing his determination to be a doctor...he said that he was determined to work as a medical

"What he really wants to be is a doctor in Canada and I have no doubt that he will be one soon...we are all so proud of him at MOSAIC."

doctor in Canada so he could continue helping the refugee community and work with the larger community here," said Qin.

"But he was not sure how to go about pursuing his dream." Qin worked with Dr. Mohamad to devise a personalized action plan that included building resume writing, interview and networking skills to find related work in his field. The Settlement Services and Translation Department at MOSAIC also supported Dr. Mohamad with the translation of his academic documents.

It did not take long for Qin and MOSAIC to connect Dr. Mohamad with a job opportunity at the Public Health Agency of Canada.

"His determination and drive did the rest and Dr. Mohamad was hired as an analyst with the agency," said Qin.

In his quest to give back to Canada, Dr. Mohamad last

month proposed a study in conjunction with his employer and MOSAIC to look at the health impacts of Syrian refugees arriving in Vancouver.

"What he really wants to be is a doctor in Canada and I have no doubt that he will be one soon...we are all so proud of him at MOSAIC," said Qin.

Safe at last

At his new home in Burnaby, Dr. Mohamad is happy for what he was able to achieve with MOSAIC since his arrival in Canada.


His wife, Nour, is improving her language skills in the hope of resuming her career as an economics lecturer while the kids have settled in at their new schools.

"Of course everyone has many friends here," said 10-year-old Hala, in an outburst of confidence, when asked of her new schoolmates.

"I want to have my own home, work and help out Syrian newcomers to Canada to succeed...most importantly we are looking forward to becoming citizens of Canada," said Nour, echoing her husband's sentiments. For Dr. Mohamad, the road ahead is underlined by a simple philosophy: "We came as refugees to Canada...MOSAIC is helping us become Canadians and we will soon help others become Canadians."



Dr. Mohamad and his wife, Nour, prepare a meal at their home

 mosaicbc.org/services/employment/syrian-refugee-employment-support-services

Found in translation

One of Canada's leading interpretation and translation businesses began as a volunteer service

Interpretation and Translation Services at MOSAIC is one of the largest services of its kind in the country. Relying exclusively on volunteers, our Language Aid and Multilingual Social Service were both Local Initiative Projects which sprang up in 1972 in response to the unaddressed language and basic needs of immigrants settling in Vancouver. When the two agencies amalgamated to become MOSAIC in 1976, translation and interpretation services continued to be in high demand.

The organization's values have always been deeply rooted in the principle of advocating for equal access, and assisting clients with their language needs - hence the development of Interpretation and Translation Services. By 1980, over 350 volunteers provided language-related services including assessing client and community language needs.

By the early 1980s volunteers were being vetted for their language abilities and workshops were provided to professionalize the services addressing issues of accuracy, impartiality, ethics, professionalism, confidentiality and more.

When the Translation Service transitioned into a social enterprise in 1987, the rationale was both to provide a higher-level of professional service and to fairly compensate language professionals for their work. Interpretation services continued to be offered free of charge and workshops focusing on the areas of legal and medical interpreting were developed and offered. In 1990, the Interpretation Services also moved to a fee-for-service model as external funding disappeared and MOSAIC focused on additional training for interpreters.

The organization's values have always been deeply rooted in the principle of advocating for equal access and assisting clients in language support.

From the 1990s until today, the social enterprise has focused on maintaining the highest levels of professional standards and service in the industry, and delivering value for its customers; all while upholding the values of MOSAIC, and its founding agencies, and ensuring that the principle of affordable translation and interpretation services for newcomers is preserved.

MOSAIC's social enterprise success story is based on placing client needs and rights at the centre of the enterprise; recruiting and retaining talented and committed staff; and maintaining a pool of first-class freelance language specialists.

Today, our 240 interpreters and translators are highly trained, accredited, and/or certified in 70 languages, making MOSAIC's Interpretation and Translation Services one of the leading single-source language service providers in Canada.



Translation Services staff Natasha Philander (seated) and Ruby Laroya enjoy a laugh during another busy day

Special thanks to language specialists with over 20 years of service:

Malgorzata Jaszczewska
Elena St. John
Irene Lee
Alex (Zhiai) Fu
Hue Truong
Sukhwant Banwait
Winnie Shii
Ana Spence
Miguel Tu
Ima Ito
Chanh Bui
Igor Levit
Margaret Nutt
Massoud Hebron
Fatemeh Seirafi

A social enterprise success story



Jiri Adler
Roger Barany
Mercedes Bourgaize
Nela Damjanovski
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Tanja Krzman
Arthur Ling
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Habiba Rashid
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Yom-Tov Shamash
Sabine Simons
Cindy Sletmoen
Robin Susanto

1976: Beginnings of Interpretation and Translation Services — The City of Vancouver funds MOSAIC for language services, which provides translations to community-based agencies for a nominal fee. That same year, the city developed the 911 emergency call system, and MOSAIC organizes interpreters to be on call to assist with non-English speaking emergencies.

1978: The Language Bank — Additional multi-lingual volunteers supplement the work of MOSAIC staff when interpreters are needed for non-emergency reasons.

1983: Key Words for Health and Mental Care Guide — Published in 15 languages for use by immigrants and health and medical organizations.

1987: Translation Services develops a business plan and hires professional business-minded staff tasked with turning the service into a self-sufficient enterprise. Translations Services transitions into fee-for-service and decides on a small remuneration for freelance translators in return for high-quality work. MOSAIC continues to provide free interpretation services.

1989: Translation Services attracts some commercial work from the government and the private sector, resulting in \$22,000 revenue in its first fiscal year.

1990: Expecting that funding to pay for staff in the next fiscal year will be lost, Interpretations Services becomes fee-for-service. First service contracts are signed with Legal Aid and BC's Ministry of Social Services and Housing; MOSAIC's obligations increase. The gradual move from bilingual speakers to professional interpreters begins.

1992: Recruitment of certified interpreters and translators — The recognized right of clients to understand and be understood; a right that a contested court ruling at the time highlighted, underscored the necessity of providing professional interpretation and translation services that are neutral, accurate and of high quality. MOSAIC begins recruiting certified and/or accredited interpreters and translators.

1993: MOSAIC's Health Care Interpretation Initiative — In an effort to bring the healthcare sector on board with the new fee-for-service system offered by MOSAIC, Interpretation and Translation Services advocates for the use of trained medical interpreters. This initiative is a precursor of later efforts to develop standards for healthcare interpreting services and formal training of medical interpreters in the province.

1994: Furthering professionalism of Interpretation and Translation Services — MOSAIC takes another step forward by adopting the Ministry of Attorney General's fee schedule and professional accreditation and certification guidelines for interpreters.

Today Interpretation and Translation Services serves over 10,000 private and public sector customers and processes over 17,000 requests each year, generating revenues in excess of \$2 million annually.

Our sincerest and heartfelt gratitude to all our language specialists for their commitment to their work and most importantly for facilitating equal access to newcomers through language-related services.

New Canadian narratives

By Patricia Fahrni
Online Learning Developer

Facing change is part of the settlement process for newcomers and this can include everything from climate, to culture and lifestyle, to opportunities. Below are personal comments and observations from students of teacher Danuta Pawlak's Intermediate Language class. Participants who shared their views for this feature include Lily, Jessica Roca Muncaster, Suzanna, Anoosheh, Judy, Shalini Patnaik, Jane, Iskender Ozbay Guler, Nasser, Junko, Xue Mei, and Julia Isabel Hernandez Ruiz.



"I have been here one year with my family. My children grasp language and culture quickly. But, at the same time, they lose their native language. Now I am wondering if they will be able to communicate in their mother language. It is challenging for me."



"When I came to Canada, my mood was absolutely complex. On one hand changing my life was exciting. On the other hand, I felt hopeless and felt no one cared for me in this new place. One day I saw a slogan "DO WHAT YOU WANT" which reminded me why I came to Canada. I began to learn new things and build a new life, not only to work but also to enjoy. Canadian volunteers, partners, teachers, settlement workers, and strangers warmly helped me. All of these make me comfortable to live here."



"I have three children. In China my mother helped me to take care of them, so my life was comfortable. However, after landing in..."



MOSAIC clients and contributors to this article pose for a group photo during their Intermediate Language class



"When I came to Canada, I dared not talk with people, even if they talked with me, I always answered "yes" or "no". But now, it changed."

"In India I used to get up late on weekends because I love sleeping. Because of the weather in India, people do most of their activities in the afternoon or evening. After coming to Vancouver I continued to do same thing and planned to go out after dark. But here the sun sets early, so I was forced to change my sleeping habits. Now I get up early even on weekends so that I can do some outdoor activities."

...Canada, my life changed. No family, no friends, a different language and culture. I was worried about everything and felt alone."



"When I moved to Canada, I had to change my daily customs, it was very difficult. I have a banking background so I want to continue with this job. But for this I need to improve language skills and build a network. At MOSAIC I could find everything I need in daily life like housing, family programs, financial planning, finding a job, etc. Now, I feel I'm more sociable."

MOSAIC's legacy of leadership

A collaboration driven by community members responding to community needs

By Eris Lam

Client Engagement Worker, Family & Settlement Services

One of MOSAIC's best-known brand-attributes is its reputation for community collaboration.

In this case, "community" represents a broad and diverse range of constituents: from the various demographic client groups served, to other resource providers, advocacy groups, local, provincial and federal government offices, and the larger community that makes up the neighborhoods and cities we work and live in.

The following are some of the projects and collaborations that form MOSAIC's legacy of leadership in client, outreach and community-driven initiatives.

Legal Assistance

Ujjal Dosanjh, former MOSAIC board member, former Provincial Attorney General and 33rd Premier of British Columbia, recalled coming to MOSAIC in the 1970s to meet with clients. "There was a real need for free legal services for immigrants dealing with a variety of issues and I was happy to provide some assistance."

1977 — A Weekly Legal Clinic was set up, with support from the Legal Aid Society. It was the first project that specifically targeted the legal needs of newcomers with multilingual support.

1994 — Free services were provided through the Legal Advocacy Program (supported through the Law Foundation of BC).

2004 — MOSAIC launched the Multilingual Legal Publications website in partnership with the Latin American Community Council (LACC).

Collaborations

Direct service to clients forms the majority of our work, but MOSAIC also seeks to address root issues and calls for systemic change as we vocalize the needs of immigrant communities. Often, immigrant needs are aligned with broader social justice issues.

Partnerships are a way of life in our sector, allowing the pooling of resources and expertise while collectively enabling us to provide more holistic services for clients. MOSAIC's broad reach of community collaborations has resulted in resources, events, projects and services, ranging from the one-off to the long-term. Although our work with specific communities waxes and wanes over time, based on changing priorities, all initiatives are shaped by community needs and carry ripple effects.

1992 — An important year for learning as MOSAIC conducted needs assessments for, and in collaboration with, the Portuguese, Somali and Vietnamese communities.

1995 — MOSAIC formed the Working Group on Poverty, with 35 stakeholders representing government, service providers, funders, anti-poverty groups and more.

1999 — The Working Group on Poverty issued the report, "Unfulfilled Expectations, Missed Opportunities: Poverty

Roja Bagheri, Program Coordinator for MOSAIC's LGBTQ I Belong project, speaks at a standing-room-only community forum



Among Immigrants and Refugees in British Columbia.” In the same year the Housing and Homeless Network of BC was formed with the aim of encouraging the federal government to once again invest in housing alongside provincial governments.

2001 — MOSAIC co-chaired the Collaboration Roundtable, an informal association of governmental and non-governmental organizations whose aim was to foster best practices for collaboration. As a result, the Roundtable published The Partnership Toolkit: Tools for Building and Sustaining Effective Partnerships.

2002 — A housing survey was conducted by MOSAIC and Kwantlen University College (Kwantlen Polytechnic University).

2005 — A report on homelessness was prepared and presented by MOSAIC and UBC for the National Secretariat. This was the first major study on hidden homelessness among migrant populations in the Lower Mainland.

2005 — MOSAIC partnered with UBC and immigrant-serving agencies across BC to publish Promoting Wellness and Action Research to Strengthen and Sustain Welcoming Communities for Immigrants and Refugees in BC.

2013 — The Somali community approached MOSAIC to organize a community forum in partnership with the Kwantlen Polytechnic University “Acting Together” Community University Research Alliance (AT-CURA) project.

Employment Services Advocacy

In the **1990s**, after many years of success, funding for the federal project-based training programs came to an end across Canada. In its place, the federal government planned to implement a new model for skills training for EI eligible individuals. MOSAIC expressed concerns regarding the delivery of this service to the immigrant community. In particular, concerns that the unique needs of immigrant professionals would not be addressed through the proposed mainstream services.

1999 — After consultation and a successful proposal process, MOSAIC launched the Immigrant Access Centre for Training (iACT). iACT’s staff provided individual support and funding for EI eligible immigrants pursuing skills training to enhance their employability. Through iACT, thousands of immigrants benefitted from vocational training in support of their integration into the local labour market.

Intercultural Training

In early **1990**, MOSAIC recognized that understanding and the ability to communicate effectively with diverse cultures would foster greater harmony and help prevent discrimination.

1993 — MOSAIC developed a Cross-Cultural/Anti-Racism Education Workshop Training, which provided assessment and customized training for managers of groups such as labour unions, teachers, social workers and community groups. Today, this program has been replaced with

Intercultural Competency Training, which blends on-line components with a face-to-face workshop. (See page 4 story)

Seniors’ Programs

In **1977**, MOSAIC’s work with seniors began with Pritam Singh Lidder, a newcomer senior from India, who applied for funding with MOSAIC to set up a Hindi/Punjabi Senior Men’s Group.

Continued on next page



Members of MOSAIC’s Seniors Club enjoy classes in calligraphy



Along with entertainment and activities, information is handed out at the annual MOSAIC Of Seniors event in Burnaby

Continued from page 17

1981 — The Russian Seniors Group was formed.

2012 — Senior immigrant clients participated in the making of Way to Connect, a video to raise awareness about loneliness and isolation. Although funding exists for most settlement programs, seniors programs receive very little in the way of formal funding. Understanding the issues and barriers faced by newcomer and immigrant seniors, MOSAIC hosts a dynamic array of services to meet the changing needs of this group.

2014 — MOSAIC's Seniors Club hosted a forum for other seniors on behalf of the Social Planning and Research Council of BC (SPARC BC) to share concerns in an open-ended manner and draw attention to issues such as transportation, homecare and more.

Today, the MOSAIC Seniors Club enjoys activities such as conversation circles, computer training, workshops on calligraphy, photography and other interests that club members decide upon.

Youth Programs

NuYu was launched in **2006**.

Feedback from immigrant and refugee parents of participants in a parenting-pilot project using Popular Theatre suggested this was a great approach to engage multicultural immigrant and refugee youth. Youth, youth leaders, and community workers who attended the parents theatre forum also expressed keen interest in the Popular Theatre training and in its application with other youth in schools and the community.

2006 — The first round of NuYu training took place and was awarded with the City of Vancouver's Outstanding Youth Award Program. Since then, the NuYu program has provided Popular Theatre training for immigrant and refugee youth, and numerous Facilitation Trainings for youth leaders and community workers in the cities of Vancouver, New Westminster, and Surrey.

2011 — MOSAIC pioneered a youth conference, Voyages, with support from the Department of Justice. Each year since, Voyages highlights youth issues of victimization, including bullying, family violence and youth violence.

2014 — Staff from MOSAIC's Counseling and Youth Programs were invited to Ottawa to share information about the event at the Victims and Survivors of Crime Week national symposium.

Services for Marginalized Groups

In **2007**, seeing an influx of temporary foreign workers, MOSAIC created a drop-in session to provide ESL conversation circles, settlement support, and education about workplace rights. Few organizations were offering support during this time to temporary foreign workers and the service still exists today (with support from the City of Vancouver) and has been amalgamated with a Pro Bono Legal Clinic for migrant workers to access legal advice.

Working with the Law Foundation of BC, MOSAIC, in conjunction with partners, launched a province-wide legal education project, IM.POWER.ED, which was offered in Victoria, Prince George, the Okanagan, and the Fraser Valley.

2014 — MOSAIC identified strengths and gaps in services for LGBTQ newcomers through research, surveys, and a community dialogue. The I Belong pilot project was launched with funding from Citizenship & Immigration Canada. Since the end of the project, self-funding and support from independent sources sustain the program which continues to provide much-needed multilingual services such as counselling and peer support groups.

Anti-Violence Work

In **1990**, a MOSAIC counsellor, along with local probation officers, noticed a language barrier for Punjabi and Hindi speaking men. These men had been charged with spousal assault and they were not benefitting from an English-only anti-violence probation program. MOSAIC applied for federal funding to develop a culturally and linguistically sensitive pilot program to assist men who were court-mandated to participate in anti-violence counselling services. The mainstream model was adapted to meet the needs of Punjabi and Hindi-speaking men and the Assaultive Husbands pilot program was launched.

1992 — With the support of the Attorney General of BC, the Women's Support Group was launched as a complementary support for the participants of the Assaultive Husbands program. In this way, both partners are supported to better understand the cycle of violence and be more empowered to make changes together.

1993 — To continue support for women who were experiencing—or were at risk of—experiencing intimate partner violence, the Stopping the Violence Counselling Program was awarded to MOSAIC.

2001 — The Victim Services Program was initiated to provide victim services support to multicultural immigrants and refugees who were victims of all crimes of power. The provincial government approached MOSAIC to implement a specialized community-based victim assistance program providing linguistically and culturally sensitive justice-related services to assist survivors of crime within the multicultural community.

2013-2015 — Funded by Status of Women Canada, Preventing and Reducing Violence Against Women and Girls in the Name of "Honour," was a project developed and implemented via a multi-agency strategy to better assist women and girls who are at risk of, or have experienced, violence perpetrated in the name of "honour."

2014-2016 — The Forced Marriage Project was developed in partnership with the Ending Violence Association of BC and funded by the Department of Justice to raise awareness about forced marriages and to enhance service providers' capacity to serve those facing situations of forced marriages.

Teenagers participate at Voyages — MOSAIC's annual youth forum that focuses on issues of youth victimization such as bullying, and youth and family violence



A look back over 40 years



a



b

MOSAIC — Multi-lingual Orientation Service Association for Immigrant Communities — is formed.

1976

MOSAIC clients receive free legal advice and help, supported by the Legal Aid Society. MOSAIC also provides clients with language support or interpreters as needed for these sessions.

1977

MOSAIC formally launches an officially funded employment program, becoming the first immigrant-serving organization in BC to offer employment assistance to newcomers. Today, MOSAIC is the largest immigrant-serving organization provider of employment services in British Columbia.

MOSAIC pioneers a program to serve recently-arrived families from Latin America. The program was the precursor to MOSAIC's family and children's programs.

1984

MOSAIC establishes the Settlement Language Training Program for immigrant women (with child-minding services). Today, MOSAIC provides language training to over 1000 newcomers at any given time.

1986

MOSAIC moves from a single-room space to a spacious new head office at 1720 Grant Street.

MOSAIC's Translation Services becomes a social enterprise. Today both interpretations and translations are lead services in the sector in British Columbia.

1987

MOSAIC launches The Assaultive Husbands Program funded by the Canadian government. This was the start of MOSAIC's Specialized Programs, which offers a variety of counselling services.

1990

MOSAIC leads a four-day "Camp In" at Victoria Park to protest new legislation and stand in solidarity with refugees who faced a mandatory three-month residency requirement before being eligible for financial assistance. With the highly-publicized stand, and ongoing advocacy efforts, the province exempted refugees from this legislation just four months later.

1996

2006

Festival Mosaic makes its first appearance. The event showcased Vancouver's diverse cultures through theatre, dance and visual arts with live performances.

2007

MOSAIC pilots the Step Ahead program, earning the 8th Soma Ganesan Spirit of Hope Award and listed as a "best practice for settlement services" with the federal immigration ministry. The program encompasses client-centred case management services.

2008

MOSAIC opens its first office in Burnaby. Today, MOSAIC staff and services can be accessed via 10 sites in Burnaby.

2010

MOSAIC becomes accredited by CARF after undertaking an extensive two-year process to achieve a high level of service standards.

2012

MOSAIC becomes the only immigrant-serving organization to lead a Work BC Centre (Vancouver Northeast). Combined with MOSAIC employment programs and services, the organization is the largest immigrant-serving provider of employment services in BC

2013

The City of Vancouver announces that it would provide MOSAIC with a new 23,000 square foot facility to house its main headquarters in the Collingwood community in 2017.

2015

MOSAIC announces its preparedness to provide support for 1000 displaced persons and calls on all levels of governments to step up support.



c



d

- (a) Mayor Gordon Campbell cuts the ribbon at MOSAIC's new headquarters in 1987
- (b) MOSAIC's 1996 "Camp In" was successful in advocating for refugee benefits
- (c) MOSAIC opens the Vancouver Northeast WorkBC Employment Services Centre with partners in 2012
- (d) Mayor Gregor Robertson and MOSAIC executives break ground at MOSAIC's future headquarters in Vancouver's Collingwood community

2016

The BC Government awards MOSAIC with the contract to lead the Refugee Response Team for Metro Vancouver.

MOSAIC turns 40 this year! After four decades of community building and facilitating meaningful participation of newcomers in Canadian society, we are proud to reflect on our many achievements, some of which we are highlighting on these pages.

Single mom looks forward to new career

By Emma Tang
MOSAIC Career Advisor

Tetiana Sokolova's daily routine, like most single mothers, begins early. At 6:30 am she gets breakfast ready for her two young sons and herself.

"Mommy needs to get going to school too," she tells her sons as she hurries them to get ready.

Packing her school bags for herself as well as her sons, Tetiana picks up a storyboard and a Ziploc bag filled with an assortment of colourful neatly-trimmed pieces of felt animals. One could easily think these belong to one of her boys, but the supplies go into Tetiana's satchel.

Tetiana drops Matthew off at the preschool, and rushes to the before-school program to drop Ivan off. "Have a good day at school, son," she says to him as she is hustling to get to her own classroom on time.

Her son yells after her, "Good luck on your presentation, mom!" Tetiana is nervous about her presentation, but she reminds herself that all her hard work in Early Childhood Education training will transform her life. An Early Childhood Educator certificate will allow her to find sustainable employment in one of BC's most in-demand occupations. She looks forward to completing her 12 months training in the fall of 2016. Having emigrated from Ukraine, and leaving a troubled past behind, she is determined to pursue skills upgrading and obtain a local credential to better her life and be financially stable to support her sons.

Tetiana reflects on the difference her outlook on life is today. She can now see a future filled with hope and dreams, for herself, and her two boys.

The Single Parent Employment Initiative was launched by the provincial government in September 2015, enabling single parents with low incomes to apply for financial assistance to obtain skills training through

accredited training providers, and for employers to apply for targeted wage subsidies. Tetiana is one of many immigrant clients receiving employment services and specific assistance with skills training application from MOSAIC case managers who deliver services at various WorkBC Employment Services Centre (ESC) locations across the Lower Mainland, from Vancouver to Langley.



Single mom Tetiana Sokolova enjoys a beautiful fall day with sons Ivan and Matthew

The partnership between MOSAIC staff and organizations operating WorkBC through the Ministry of Social Development and Social Innovation began in April 2012. It serves a unique purpose, allowing staff to share different specialized skills and knowledge, as well as best practices.

Tracey Fraser, General Manager of Fraser Works Co-op, emphasized the value of having MOSAIC case managers onsite, "MOSAIC staff bring vast knowledge of immigrant services to our clientele and...are successful in getting newcomers to

New West employed, and to feel welcome."

"[They] deal with a very diverse and often challenging caseloads and [are] our go-to staff for our immigrant clientele and people facing multiple barriers," according to Gregory Stephens, the ESC manager of Avia Langley WorkBC.

WorkBC ESCs not only provide a wide range of job search and career planning services, but also administer essential financial supports to facilitate a client's ability to secure sustainable employment. This can range from offering disability supports and skills upgrading, to the purchasing of tools and work-related clothing to start a job. In the last fiscal year, MOSAIC Case Managers based in WorkBC locations throughout Metro Vancouver, administered over \$1.8 million in financial supports to WorkBC clients.

Employer partnership benefits all

By Emma Tang
MOSAIC Career Advisor

It's a Thursday morning at 10:00 am and well-dressed MOSAIC clients, resumes in hand, are pouring into the Northeast WorkBC Centre, operated by MOSAIC and its partners. As hopeful job seekers line up in the lobby of the Centre, Ivy Leong, HR & Development Manager of Fresh Direct Produce Ltd. is in a room setting up the company's banner and PowerPoint presentation. By noon, Ivy and her HR staff had met with every client and were wrapping up interviews.

This mini job-fair was just one of dozens that MOSAIC organizes annually for employer partners on behalf of clients, and one of many successful hiring events which MOSAIC has hosted in coordination with Fresh Direct Produce.

About five years ago, Ivy Leong became involved with MOSAIC through volunteering in the Workplace Connections Mentoring program. Her extensive experience in HR management, and her knowledge and willingness to be a career coach, proved to be invaluable to new immigrants aiming to pursue a career in HR. It wasn't long afterwards that she realized it made perfect sense to join the efforts of MOSAIC's job placement team with the hiring needs of Fresh Direct Produce. Those hiring events have been well-attended and have led to jobs for many people.

President and Co-founder of Fresh Direct Ltd., Davis Yung, commented on the partnership with MOSAIC: "I feel in some ways privileged and honoured to be able to give back to the community...it just makes

a lot of sense to us to reach out to organizations like MOSAIC to try to give help to people finding jobs, and at the same time we have a need to find people."

Fresh Direct Produce Ltd. has been the recipient of Canada's "Best Managed Companies" award for five consecutive years. When asked about achieving

the prestigious award, Davis explains, "It's not only the financial performance that is considered, but also the degree of employee engagement, training and development, and the well-being of the employees."

One of the supports the company has provided has been offering employees language classes to upgrade

their English communication skills.

Since the fall of 2015, MOSAIC has delivered English classes to 16 employees working at Fresh Direct Produce. Over the years, MOSAIC has formed key relationships with various employers to enhance

employment opportunities and provide support for job seekers across different communities. The partnerships with companies like Fresh Direct Produce have been fundamental to the success of MOSAIC's programs and services

to immigrants, refugees, and other specialized populations.



Davis Yung, president and co-founder, Fresh Direct Produce Ltd.

"This relationship with MOSAIC reflects an alignment of our values." — Davis Yung, Co-founder/CEO, Fresh Direct Produce Ltd.

Honour Roll

MOSAIC 2015 Human Rights Award Recipient: Sandy Berman

"I was honoured to receive MOSAIC's Human Rights Award because it recognizes the contribution of organizations and people working towards the removal of systemic barriers and discrimination that immigrants and refugees continue to face in Canada today. The award motivates me to continue this work." — Sandy Berman



Sandy Berman, left, accepts the Human Rights Award from board member Deanna Okun Nachoff



Mary Chalmers-Peristeris accepts the Employer Recognition Award on behalf of RBC

Kes Chetty Education Award Recipient (\$1000): Simran Sarwara

"Winning an award, particularly as a youth, isn't just a recognition of an achievement but more of an acknowledgement. It is an acknowledgement that there are a few people out there who believe that we are capable of overcoming the barriers we face to actualize our dreams." — Simran Sarwara



Simran Sarwara accepts the Kes Chetty Education Award from Gillian Chetty and board member Yijin Wen.



(L) Mary Arakelyan with board member Bark Kong (M) Sordaba Orya and Karen Bautista with Director Sherman Chan (R) Helen Dinh with board member Bark Kong

Secondary School Bursary Awards (\$500 - \$1000 per recipient):

"My family moved to Canada when I was 10 years old and since then, I have felt an immense amount of support from the communities I have been part of. In realization of this, I have made a strong commitment to volunteerism and giving back to my community. In the coming academic year, I am excited to begin my post-secondary studies in sciences at UBC. I am truly grateful to receive this honour and I hope to give back to aspiring students in the future as you have done for me." — Mary Arakelyan, Britannia Secondary School

"I am pursuing a post-secondary diploma at Douglas College this coming fall 2015 under the program Computer Science and Information Systems. Through this award, you have lightened my financial burden, which will allow me to focus more on my studies. Your generosity has inspired me to help others and give back to the community. My deepest thanks and gratitude for this award and I will treasure it forever." — Karen Bautista, New Westminster Secondary School

"Coming to Canada changed my life and I am grateful for everything that has happened. I cannot express how truly excited I am to continue my studies and enter the next chapter in my life. It has been a great honour receiving the MOSAIC scholarship and I cannot wait to enter my post-secondary studies to meet new friends and wonderful professors. This has given me a big confidence boost to continue my studies in the future and I would like to fully express my gratitude for believing in me to accomplish my goals." — Helen Dinh, Britannia Secondary School

"I moved to Canada with my family two years ago. Establishing a new life was both difficult and challenging. Through my experience here, I have come to realize the importance of higher education. I will be attending Douglas College this fall to study a Science Associate's Degree and then transfer to SFU to get my bachelor's degree in sciences, with my ultimate goal of going to medical school." — Hamida Haji-Bolow, Windermere Secondary School

"Thank you again for your kind support which will reduce my financial burden. I am determined to try my best to achieve my career goals. I hope one day I would be able to help other students achieve their goals just as you have helped me." — Sordaba Orya, New Westminster Secondary School

"Thank you so much for awarding me with this scholarship. I am truly excited to put this money towards my post-secondary education." — Melannie Osorio, Burnaby South Secondary School





Our clients by the numbers

26,417 is the total number of clients served by MOSAIC in the 2015/2016 fiscal year which is a two percent increase from the previous fiscal year. This includes clients in all registered programs, workshops and Interpretation and Translation Services.

11,048 is the number of clients served in all of our programs which include settlement programs, children and family programs, employment programs, language programs and specialized programs. The following statistics are based on clients served within these programs only.

60% of our clients are women. The largest group MOSAIC serves is in the 25-44 year age range with increasing numbers of children and youth.

62% of MOSAIC clients are permanent residents and another 14 percent are Canadian citizens. The status of other clients are: temporary foreign workers, Convention refugees, students, live-in caregivers, protected persons, temporary resident permit holders, and aboriginal citizens. Among these are also those with humanitarian/compassionate applications in process, visitors, refugee claimants, unknown and those with no status.



61% of clients are served in Settlement Programs while 19% of each are served in Language and Employment Programs, 9% are served in Children and Family Programs and 7% in Specialized Programs. (Note that some clients may be served in more than one program.)

43% of our clients live in Vancouver while 34% live in Burnaby. The bulk of the other clients come from Surrey, New Westminster, Richmond and North or West Vancouver.

16% of MOSAIC clients speak Mandarin; followed by English (12%) and Farsi (11%). Other main languages spoken by clients include Korean, Arabic, Spanish, Tagalog and Vietnamese.

21% of our clients were born in China; and 12% in Iran; 7% in Canada; and 5% each are from Korea, Vietnam, and the Philippines. Four percent are from Iraq, with smaller percentages from many other source countries.

1,837 refugee clients were registered in programs during the 2015/16 fiscal year, out of which 312 were Syrian refugees. Sixty-eight percent of the Syrian refugees served in 2015/16 were government assisted while 27% were privately sponsored.

A message from the MOSAIC Client Advisory Committee

Dear Friends,

We are the MOSAIC Client Advisory Committee (CAC), a volunteer body created in September 2009 to assist in the continual improvement to the services delivered to clients by MOSAIC. We are immigrant volunteers from all walks of Canadian society who have previously used MOSAIC services. As the voice of MOSAIC clients, we ensure programs continue to meet the needs of immigrants and refugees so that they can effectively assist their integration into Canadian society as seamlessly as possible.

We provide input on organizational strategy; quality assurance and improvement on programs; and the organization's work to maintain CARF accreditation. The CAC provides feedback and recommendations to MOSAIC management to improve the quality of services to ensure greater client satisfaction.

Since the inception of the CAC in 2009 until December 2015, we worked with John Dubé, who was coordinating the work of CAC, and representing MOSAIC.

In December 2015, Katie Zawaideh joined MOSAIC as Senior Manager for Quality Improvement and Data Management, to take over from John Dubé, when his role changed to Senior Manager of Settlement Programs.

Currently we are comprised of six members with diverse backgrounds and a combined rich experience-base

of 150 years: Arsenio Chua, Santosh Mishra, Sandra Colunga, Melvin Bustamante, Amador Astudillo, Abbas Abedian. We assure all MOSAIC clients that we keep their best interests in mind for services from MOSAIC. In the past 12 months we attended client activities and focus group meetings, and reviewed CARF standards related to clients, to ensure MOSAIC meets CARF requirements.

We have also reviewed MOSAIC's Quality Improvement Plan. We continued to have rich discussions with program staff, and through special presentations, we learned first-

hand about each program's process, outcomes and goals. Our recommendations are communicated to MOSAIC's leadership team on a regular basis. From the time we began our work until today we have made 82 recommendations, from which 67% were fully implemented, including policy changes. Another 22% of the recommendations are still under consideration. We greatly appreciated meeting Eyob, MOSAIC Executive Director,

during our annual retreat in March 2016, and the time spent with him discussing high level direction, expectations from CAC, how the organization is meeting its goals and the overall future strategies. It was a very worthwhile meeting and we intend having such meetings at the highest level every year.



Client Advisory Committee members are flanked by MOSAIC Senior Managers John Dubé and Katie Zawaideh

During our retreat we developed our Work Plan for 2016-17 with the following goals:

- **Participate in at least 10 client events**
- **Successful accreditation of CARF standards in 2016 (3 year period)**
- **Support MOSAIC in achieving client satisfaction of $\geq 85\%$ (Current client satisfaction rate is 94%)**
- **Participate in at least 5 Interactive sessions with the leadership team**

We are always looking for experienced and passionate people to join us in making a difference to the immigrant community and in being the voice of clients. If you are interested, please email Katie at kzawaideh@mosaicbc.org or call at 604-254-9626 ext. 493.

Luceat Lux (Let your light shine)
Client Advisory Committee



Sherman Chan, Director

With the unprecedented influx of refugees arriving en masse into our communities, 2015-16 has been an extraordinary year for MOSAIC and the immigrant-serving sector. The Family and Settlement Services team was challenged to focus on executing MOSAIC's Strategic Directions through excellence, innovation, inclusion, commitment, and integrity and I commend our team for delivering on these values while providing a comprehensive suite of services for newcomers.

The most visible and significant innovation that we have taken on is the establishment of MOSAIC's Refugee Support Projects, responding to the settlement needs of Syrian refugees, and supporting private sponsorship groups. In March, the BC government awarded MOSAIC with the contract to lead the Metro Vancouver Refugee Response Team, which requires coordinating assistance and activities with 10 municipalities and 38 organizations for the refugees in this area.

We further identified settlement trends, which called for service expansion into the Surrey municipality. We deployed settlement staff and implemented a unique new program—Surrey Project for Refugee Families.

We also continued our work with community agencies in BC's Northwest region through public education and training in domestic violence and immigration policies. In addition, we explored the role we might take in the future growth of this area.

New synergy has been created as we collaborate with organizations in pre-arrival services for newcomers. A good example of this is our partnership with Abbotsford Community Services on India2Canada Pre-arrival Services.

Enhancing our integrated service approach is one of the important Strategic Directions. To this end, we have implemented more than five integrated projects across MOSAIC to respond to and stay relevant in the rapidly-changing environment. This has been achieved while meeting the overall target of clients served within our Family and Settlement Services.

Actively engaging key stakeholders towards a just and inclusive society is another Strategic Direction and I take pride that MOSAIC is the go-to organization for the community, government and media. Serving in a leadership role as an Executive Member of the Canadian Council for Refugees (CCR), Member of the National Settlement Council, Co-chair of the Correctional Service Canada Pacific Regional Ethnocultural Advisory Committee, and Chair of the Metro Vancouver Refugee Response Team are some examples of MOSAIC's role within the community.

We have also delivered and led a number of projects in response to the need for addressing increased youth radicalization and violence against women. As well, we collaborated with other institutions on initiatives, such as the National Youth Action Gathering in Vancouver, and the Enhancing Community Capacity to Respond to and Prevent Forced Marriage Project.

MOSAIC also continues to support and advocate on behalf of marginalized groups of newcomers, including the continuation of service for the LGBTQ immigrant newcomers community — the first of its kind in BC. The I Belong Project has received the Riasat Ali Khan Diversity Award from The Affiliation of Multicultural Societies and Service Agencies (AMSSA).

In closing, I would like to thank staff for the commitment and dedication in this busy and successful year, and express appreciation to our many partners for their support.

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 and Naturalized Citizens
- 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



Joan Andersen, Director

EMPLOYMENT & LANGUAGE SERVICES

EMPLOYMENT PROGRAMS

- Employment Program of BC – Vancouver Northeast Employment Services Centre
- Employment Program of BC – METRO for Immigrants and Refugees
- Skills Connect for Immigrants
- Micro-Loans
- Workplace Connections Mentoring
- Syrian Refugee Employment Support Program

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 (CLBPT)
- Fee for Service English Classes
- Workplace Communication Training
- Intercultural Competency Training

2015/16 was a year of innovation for the Employment and Language Services department. Language Programs introduced parallel online classrooms for all levels of language training, and the new Portfolio Based Language Assessment approach was fully implemented in all English Language Centres in Vancouver, Burnaby and North Vancouver. Both initiatives are strongly supported by students as a way for them to take more control of what they are learning and how.

In our childcare centres in Surrey and Vancouver, staff implemented the new Early Learning Framework. This shifts the starting point for childcare activities from an established curriculum to the interests of the children.

Employment Programs launched MOSAIC's first service delivered to individuals who have been approved to immigrate here but have not yet arrived. Through a partnership with six other organizations across Canada, we are offering online training in communication and job search skills so that when participants get here, they're ready to look for a job right away. Employment Programs also added their first Manager of Employer Relations to increase their focus on working with employers to meet their labour market needs. MOSAIC Employment Programs helped almost 1500 job seekers find employment in the past year through the Vancouver Northeast Employment Services Centre and several other employment programs. In fact, one program was a Research and Innovation project called Innovating for Employment Success, which trained internationally-educated immigrant professionals in Design Thinking and teamed them up with employers to identify solutions to their challenges.

Employment and Language Programs teamed up this past year for the first time to jointly offer three Project Based Language Training programs, which

integrated employment supports and employer engagement with workplace language training. We offered English for Construction and for Tourism and Retail Sales in Surrey and Vancouver, and in North Vancouver with the North Shore Multicultural Services, we ran English for Work. All three programs used an innovative blended model of in-class and online learning.

Employment and Language Programs also both had the opportunity in 2015/16 to start providing services to Syrian refugees as they began to arrive in Metro Vancouver. Some started language training and others participated in our Welcome to Workplaces in Canada Tour, which we offered in partnership with WCG International and Social Enterprise for Canada. Twenty-five refugees toured four different workplaces.

Looking ahead, we will be building on the strong foundation established this year for MOSAIC Works – our new social enterprise which provides English language classes for those not eligible for federally-funded language training, and Intercultural Competency training for employers committed to nurturing inclusive and welcoming workplaces. We are also looking forward to improving services to job seekers through the launch of a new website for our Vancouver Northeast WorkBC Employment Services Centre and the introduction of a new orientation program for mentors which blends in-person and online learning.

All these innovative activities and the bright prospects for the coming year are made possible by our dedicated, professional staff. It's the staff that makes the difference in the lives of newcomers and job seekers and it's the staff that gives MOSAIC its strength as an essential service provider in Metro Vancouver.

This year has been an incredibly active and exciting one in the Communications and Development (CD) department. We began it with the process of refreshing and strengthening the organization's brand, which has led to a new set of graphic standards and logo that aligns with MOSAIC's diverse array of services.

To stay relevant in the rapidly changing environment, we made an investment to upgrade our digital tools, and undertook the development and launch of three new websites, along with implementing a social media strategy. What began as a daunting task evolved into an inclusive and positive experience of staff engagement, informing and assisting the department to better understand our website visitors and their needs, rethinking our online messaging, and recognizing that we need to stay current if we want to stay relevant.

Equally important has been our communications with traditional media. Since September 2015, when the Syrian refugee crisis captured the attention of the world with the photo of a drowned toddler, MOSAIC has been called on, at times on a daily basis, to serve as the expert on local refugee settlement and to facilitate voices of clients to inform the public. Through a substantial media presence represented by print, television, and radio, we have engaged in the very important discourse regarding the need for local communities and the public to understand and address the issues faced by newly-arriving refugees, and the responsibility of Western nations to the international humanitarian refugee crisis.

As we celebrate our 40th anniversary in 2016, beginning this September, the CD department is engaging MOSAIC's board and staff in developing a communications strategy, which includes the various activities that will

occur during the 40 days of planned celebration. We will also be highlighting settlement stories of immigrants, celebrating with the public through open house events at our various offices, and concluding with our big gala event celebration – Festival MOSAIC.

Festival MOSAIC is an opportunity for us to celebrate our combined efforts with the community and donors in supporting the settlement and integration of refugees and newcomers into their new communities in Canada. We thank our sponsors, donors and volunteers who continue to lend their support to MOSAIC.

It has been an exceptional year of generosity and support for our efforts with refugee resettlement and we're grateful for the many donations, including money, furniture, clothing and much more. We received cold calls where individuals said, "Just tell me what I can do to help." It has truly been a year of care and compassion!

It has also been another successful year for our social enterprise, MOSAIC Interpretation and Translation Services. We process over 17,000 requests annually, providing employment for 240 free-lance contractors and generating revenues for underfunded services. The staff has been focused on training and maintaining highly qualified interpreters and translators as the demand for services in various languages changes and shifts.

My greatest gratitude goes to my staff who quietly and steadily worked to complete our projects while engaging the entire organization.



Ninu Kang, Director

COMMUNICATIONS & DEVELOPMENT

- Communications
- Fundraising
- Interpretation & Translation Services
- Marketing



Sue Trevor, CPA, CA, Director

FINANCE & ADMINISTRATION

Revenue
\$22,182,993

Expenses
\$21,685,461

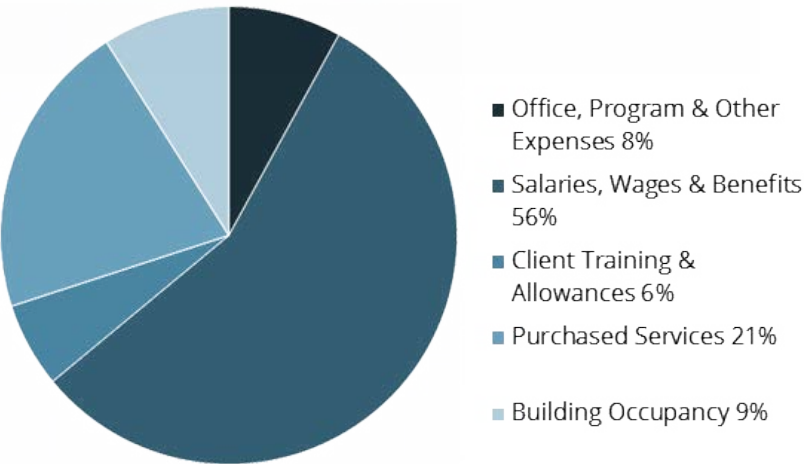
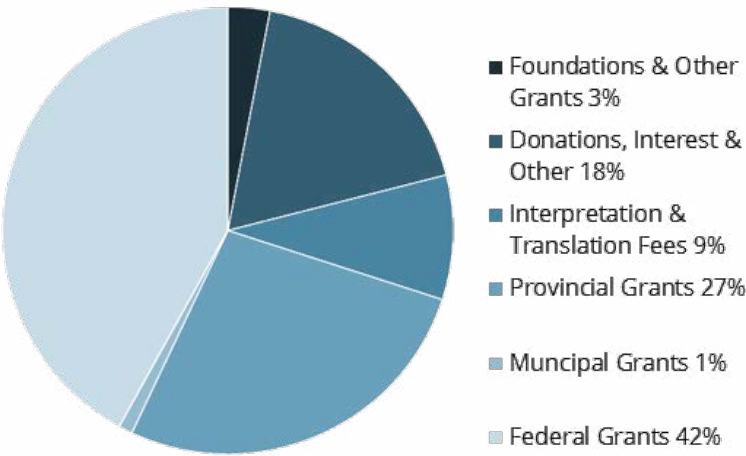
Each year, MOSAIC’s Board of Directors sets aside funds to provide assistance to immigrant and refugee communities.

- 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.

Complete audited financial statements are available upon request.

2015-2016 FISCAL YEAR



Thank you for choosing MOSAIC

MOSAIC is grateful for the commitment and generosity of the individuals and organizations who have supported us over the past year through memberships, other relationships, and the contribution of financial and in-kind resources. Your support allows MOSAIC to continue to deliver quality services, which empower new immigrants and refugees to fully participate in Canadian society. A special thank you to the following funders, sponsors, and donors who have made significant financial and/or in-kind contributions during the past year.

Thank you also to the individual donors for choosing to help MOSAIC empower newcomers and refugees to build successful lives in Canada. We couldn't do it without you!

Government Funders

City of Burnaby
City of Vancouver
– Community Grants
Employment and Social
Development Canada
Immigration, Refugees and
Citizenship Canada
Justice Canada
Ministry of Children and Family
Development
Ministry of Finance — Gaming
Policy and Enforcement Branch
Ministry of Jobs, Tourism and
Skills Training
Ministry of Public Safety and
Solicitor General
Ministry of Social Development
and Social Innovation
Public Health Agency of Canada
Status of Women Canada

Visionaries \$50,000 +

Law Foundation of BC
North Growth Foundation
United Way of the Lower
Mainland

Champions \$25,000 - \$49,999

Vancity Savings Credit Union
Vancouver Foundation

Ambassadors \$10,000 - \$24,999

BC Salmon Farmers Association
i.t. Media Broadcasting
Shaw Multicultural Channel

Leaders \$5,000 - \$9,999

Fasken Martineau
Foundation of Hope
Urban Systems Foundation
Xenon Pharmaceuticals Inc
Wall Financial Corporation

Friends of MOSAIC \$1,000 - \$4,999

AJ Graphics Printing
Automation One Business
Systems Inc.
Bandidas Tacqueria Restaurant
Ltd.
BDO Canada LLP
Charitable Impact Foundation
GBL Architects Inc
Jefferson | Steele at Richardson
GMP Ltd.
McCarthy Tétrault Foundation
MacDonald, Dettwiler and
Associates Ltd.
Ming Pao Newspapers (Canada)
Ltd.
Morneau Shepell
Resource Works
Seaspan Ship Management Ltd.
Safeway Operations | Sobeys Inc.
Sprott Shaw College
Stantec Consulting Ltd.
Stewardship Foundation of
Canada

Independent Fundraising Events

Arab Students Association at UBC
David Livingstone Elementary
School
International Relations Students
Association (IRSA)
STAND UBC
UBC Social Justice Centre
West Point Grey Academy

Volunteers contribute greatly to MOSAIC-
Our volunteers last year contributed over 9,800 hours!

2,943 hrs

Workplace Connections Mentors

2,034 hrs

Language Centres

820 hrs

English Circle Facilitators

773 hrs

Culture Connections Volunteers

678 hrs

Event Assistants

665 hrs

Administrative Roles

422 hrs

Tax Clinics



mosaicbc.org/volunteer

STAFF RECOGNITION 2015-2016

5 YEARS OF SERVICE

Roja Bagheri
Theresa Chan
Rafi Charif
Lan Chong
Caroline Chung
Juliana de Souza
Najah Hage
Liana Ibragimova
Denise Mahood
Rubina Mudhar
Dianne Nixdorf
James Raman
Lilibeth Taypin
Leona Zinn



10 YEARS OF SERVICE

Gina Ho
Lynn Simpson
Rona Zhang



THANK YOU FOR YOUR DEDICATION!

MOSAIC offers an exciting, culturally diverse work environment with over 300 staff members spread out over 30 locations in Vancouver, North Vancouver, Burnaby, New Westminster, Langley, Surrey, Tri-Cities and Richmond



15 YEARS OF SERVICE

Sandra Chua
Peter Dung
Setsuko Hirose
Theresa Tran



20 YEARS OF SERVICE

Mustafa Ahmad
Vesna Bokic
Bessy Ferris
Tanja Krzman
Barbie Wu
Susan Yung



A multimedia showcase of art, global cuisine and diverse cultures

Festival MOSAIC was introduced in 2006 to commemorate MOSAIC's 30th anniversary. Produced in partnership with the Vancouver East Cultural Centre, the inaugural festival was a four-day event, which celebrated the artistic contributions from Canadian immigrants and showcased theatre, dance, music and the spoken word.

The concept of Festival MOSAIC was re-introduced in 2011 with a focus on engaging donors and the external community to help fundraise for the organization. The event theme remained the same, allowing for Canadian artists to feature cultural performances and other art forms at the festival.

"It takes the whole community to welcome and assist in the settlement of immigrants and refugees into their new home in Canada," said Ninu Kang, Director

of Communications and Development, who has been involved in organizing the event since its inception. "As we at MOSAIC do our part, Festival MOSAIC creates an opportunity for us to pause once a year and celebrate our combined efforts in doing this work. This has now become our annual fundraising gala event, supported by many individuals, funders and donors. Proceeds from the event have helped to support some of our under-funded programs and services."

Festival MOSAIC 2014 became a multimedia 'mosaic' of art and global culture when it moved to the Roundhouse Community Centre. Expanding beyond performance, the event became an interactive and immersive experience of music, performance, art, authentic food, cultural learning and fun. In true festival style, the evening opened with guests mingling to explore visual art exhibitions, while

All photos shown are from Festival MOSAIC 2015



enjoying the global cuisine and an ambience enlivened by circus artists and musicians. This led into an interactive, participatory performance, followed by a headliner act, which made this event a true celebration of the Canadian mosaic.

"I've been going to Festival MOSAIC with a bunch of friends for a couple of years. There's good food and music and dancing with lots of people having a great time. We always have such a blast together, and having fun while helping a good cause is a winning combination," said guest Joe Ferrara.

MOSAIC's work is with newcomers, refugees and immigrants who have arrived to Canada from well over 100 countries. With such diversity of cultures to choose from, it was an easy decision to retain the multi-cultural, multi-ethnic theme. The fascinating transition of seeing and experiencing the arts of one culture after another, is what makes the gala event so fascinating and entertaining.

While the festival showcases arts and entertainment from diverse cultures, MOSAIC has ensured that the event provides glimpses of various programs to individual funders and donors in order to share the impact of our work.

Tanja Krzman, Manager of MOSAIC Translations, said,

"Festival MOSAIC is a great opportunity to showcase MOSAIC's fun side. I have been to almost all of them, but what I liked about the last two is the interactive approach which allowed clients, staff and guests to meet in a more informal setting, mingle and network while enjoying great performances."

This annual fundraiser is also a great opportunity for businesses, corporations, foundations, funders and community members to lend their support to MOSAIC as they celebrate 40 years of empowering newcomers and making a commitment to continue doing this work for many years to come.

Gold Level Sponsor, Jeremy Dunn, Executive Director of the BC Salmon Farmers Association, said; "BCSFA is a proud supporter of Festival MOSAIC and believes the work MOSAIC does in bringing many diverse groups together to celebrate inclusiveness and our diverse culture is crucial to our community."

In closing, Eyob Naizghi, Executive Director of MOSAIC, succinctly sums it up: "Festival MOSAIC is a unique event that showcases the contributions of immigrants and refugees through arts and culture, while allowing us to profile some of MOSAIC's work to the community."





"For the past few decades, MOSAIC staff and volunteers have been serving newcomers to BC without much fanfare, or seeking special recognition. Festival MOSAIC started 10 years ago with the aim of celebrating the achievements and recognizing the contribution of all who are involved in the worthy cause of community service. It is one thing to read the report of these activities and review the statistics, but when we come together as a community to interact, hear the stories, enjoy the artistic expressions and break bread, that's when we can get the sense of the magnitude, impact and importance of what has been achieved. Festival MOSAIC provides us with an opportunity to gather with the friends of MOSAIC to celebrate and acknowledge the triumph of the human spirit." — Dr. Mehran Kiai, MOSAIC Board Chairperson



Thank you to all Festival MOSAIC 2015 sponsors & donors

Festival MOSAIC Sponsors \$2,500 + and/or in-kind



Festival MOSAIC Sponsors \$1,000 - \$2,499

BDO Canada LLP
Sprott Shaw College
Safeway Operations | Sobeys Inc
GBL Architects Inc
Jefferson | Steele at Richardson GMP Limited

Festival MOSAIC Donors \$1,000 and over

McCarthy Tétrault Foundation
Fasken Martineau
MacDonald, Dettwiler and Associates Ltd
Wall Financial Corporation

Help us to help others

\$1,000

\$1,000 will provide 10 immigrants and refugees with access to four clinical counselling sessions each. The Multicultural Clinical Counselling program supports clients who are dealing with stress, grief and loss, depression, anxiety, abuse and trauma, by helping them to cope and successfully integrate into Canadian Society.

\$1,000 will support 300 isolated newcomer seniors by making connections and raising awareness of community resources.

\$500

\$500 will provide healthy snacks for six days to Early Childhood Education classes for refugees, new immigrant mothers and their young children. Families who are new to Canada often struggle to feed themselves nutritious meals.

\$500 will provide five clinical group-counselling sessions for LGBTQ refugees.

\$500 will support 100 newcomer seniors in joining conversation circles to improve their English, and to learn more about Canadian culture.

\$500 will provide hot, healthy lunches for one week to 40 refugee mothers and their children under the age of six.

\$250

\$250 will provide 50 newcomer seniors with access to classes that teach them basic computer skills. Seniors break isolation, and learn to find information online.

\$250 will assist with maintaining the warm and welcoming environment of the Newcomers' Centre for Children and Families.

\$200

\$200 will provide activity supplies to help immigrant and refugee seniors participate in MOSAIC programs.

\$100, \$50, \$25

\$100 will provide Syrian and other refugee children with Early Childhood Development supplies and equipment needed for their entry into mainstream programming (childcare, preschool and kindergarten).

\$50 will provide an isolated immigrant, or refugee senior, with a one-month pass to access exercise programs at community centres.

\$25 will help a new immigrant or refugee with access to public transportation for four days of English classes. Language is the biggest barrier for newcomers and refugees; therefore learning to speak, read and write in English is one of the key factors contributing to their success in Canada.

MOSAIC *in your community*

VANCOUVER

1720 Grant St. 2nd Floor
Vancouver, BC V5L 2Y7
604 254 9626

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

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

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

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

5745 Wales St.
Vancouver, BC V5R 3N3
604 451 8321

*7575 Cambie St. Ground Floor
Vancouver, BC V6P 3H6
604 263 5005

*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

SURREY

200-7134 King George Blvd.
Surrey, BC V3W 5A3
778 591 9334

NEW WESTMINSTER

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

NORTH VANCOUVER

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

TRI-CITIES

*202 - 405 North Rd.
Coquitlam, BC V3K 3V9
604 424 9510

*221-3030 Lincoln Ave.
Coquitlam, BC V3B 6B4
778 730 0177

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

RICHMOND

*290-3631 No. 3 Rd.
Richmond, BC V6X 2B9
778 732 0285

LANGLEY

*101-20316 56th Ave.
Langley, BC V3A 3Y7
778 726 0288

BURNABY

5902 Kingsway
Burnaby, BC V5J 1H2
604 438 8214

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

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

7009 Kingsway
Burnaby, BC V5E 1E5
604 636 0120

2055 Rosser Ave.
Burnaby, BC V5C 0H1
604 292 3908

4460 Beresford St.
Burnaby, BC V5H 0B8

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

*7297 Kingsway
Burnaby, BC V5E 1G5
604 636 1124

*MOSAIC staff provide services at these locations which are operated by partner agencies