

ANNUAL REPORT 2018 | 2019



MOSAIC leads national pilot project
with Migrant Workers Program
Story on page 14



MOSAIC

Empowering newcomers to fully participate in Canadian society

CELEBRATING DIVERSITY IN GIVING...

Investment in MOSAIC enables and empowers all newcomers to fully participate in society and enrich our communities.

Corporate commitments continue to deliver support for our youth – today and for the future. Donations help MOSAIC to work with immigrant, visible minority and refugee youth to express themselves, share their journeys, develop action plans, learn leadership skills and more.

MOSAIC celebrates our corporate partners who have collectively contributed almost \$45,000 this year: RBC & RBC Foundation – Coast Capital Savings – VanCity Foundation – Paragon – TELUS.

Events represent an incredible opportunity for the general public to show their support of MOSAIC. Participation in the Scotiabank Charity Challenge in June generated \$5,000 to support newcomer programming and connected employees, volunteers, board members and clients to the community.

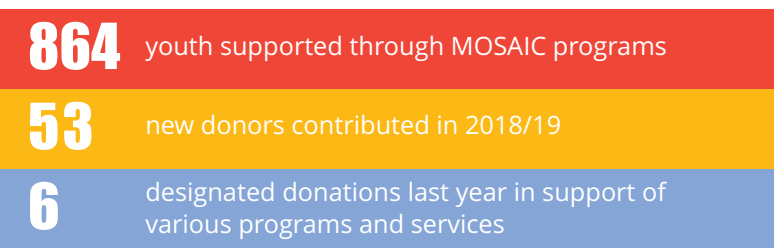
Designated Giving through employer payroll and seasonal charity programs is relatively new for MOSAIC. This past year, local craft-distillery Goodridge & Williams selected MOSAIC as their charity of choice.

The *Fresh to Families Project* donated to two MOSAIC family programs. Funds are provided by *Whole Foods* and the *VanCity Donor Advisory Fund* in support of lower-income families.

Generosity can come in many forms and donations of **In-Kind goods and services** help MOSAIC to serve communities throughout BC. *Kits for a Cause*, a group volunteer program, kindly donated 300 backpacks and hygiene kits for our youth and Family Centre programs.

Over 35 MacBooks, complete with software, were donated by *Hootsuite* to support the continuing education of our student clients.

THANK YOU TO EVERY DONOR AND PARTNER WHO SUPPORTED MOSAIC EFFORTS TO MAKE A DIFFERENCE IN THE LIVES OF NEWCOMERS.



Top: Refugee clients were ecstatic to receive Macbook computers from Hootsuite.
Bottom: RBC Foundation donated \$17,000 towards support for MOSAIC's youth programs.



MESSAGE FROM OUR BOARD CHAIR & CEO

With over 70 million people forcibly displaced throughout the world, the refugee crisis represents one of the greatest moral and humanitarian issues of our time.

Canada ranks first amongst countries which are resettling refugees, and has been a world leader in re-settlement and integration since 1979, when Vietnamese refugees arrived on our shores in response to the support of Canadians and the establishment of the Private Refugee Sponsorship Program.

That same program has permitted two million Canadians to be personally involved in helping Syrians come and settle in Canada within the past few years. On the 40th anniversary of the program, MOSAIC takes great pride in being endorsed as a Sponsorship Agreement Holder.

MOSAIC is a lead agency in assisting privately sponsored refugees and refugee claimants in Metro Vancouver and the Fraser Valley and through a partnership with the BC Government saw a 22% increase in the number of refugee clients during the 2018/19 fiscal year.

We commend the increased focus by both federal and provincial governments on improving working conditions of temporary foreign workers, who play a key role in supporting our economy. We are excited to lead a new province-wide support network for migrants and their employers and appreciate that the federal government, via Employment and Social Development Canada (ESDC), has recognized MOSAIC's years of advocacy for migrant workers, as well as our collaborative approach in seeking social justice and solutions. The new Migrant Workers Support Network is only a few months old, but with the support of over 20 collaborating agencies across BC, is already making an impact. We are thrilled to be able to share our experience and lessons learnt with other provinces after the completion of the pilot project.

MOSAIC's vision is to empower newcomers to fully participate in Canadian society. A key milestone for all newcomers is achieving economic stability through employment opportunities that match experience and education. For 35 years, MOSAIC has worked with clients and employers on creating such opportunities and building trusting relationships. We are grateful to the Government of BC and the Ministry of Social Development and Poverty Reduction for recognizing our expertise and awarding MOSAIC contracts to operate five WorkBC Centres in four catchments across Metro Vancouver. We are delighted to become an integral part of new communities in Delta, South Surrey-White Rock, Surrey Cloverdale, and Ladner.

It has been an eventful year at MOSAIC and we share our successes with our many supporters. Our dedicated staff, translators and interpreters, and volunteers have again delivered our programs and services inclusively with excellence, integrity, innovation, and commitment. Your board is very proud of its talented team. Thank you to our community partners, funders and donors – we couldn't do our work without you.

Olga Starchova

Olga Starchova, CEO

Dr. Christian Duff

Dr. Christian Duff, Chairperson



Olga Stachova



Dr. Christian Duff

MOSAIC 2018-2019 BOARD OF DIRECTORS

- Dr. Christian Duff, PhD, CPA, CA
Chair
- George Somerwill, MA
Vice Chair
- Bark Kong, CPA, CA, CBV
Treasurer
- Barbara West, BCom
Secretary
- Dr. Mehran Kiai, P. Eng.
- Dr. Maia Tsurumi, PhD
- Yijin Wen, AIBC, PMP
- Dr. Cheryl Nelms, P. Eng.
- Wendy Ma, BSc, MBA
- Miliça Nauman, MPA, BA
- Fred Milowsky, MSW
- Dr. Gillian Creese
- Dr. Kanya Adam, D.Phil Oxon

Board member bios at mosaicbc.org/board

EXECUTIVE SUMMARY

CAPACITY



COMMUNITY LEADERSHIP FORUMS & EVENTS

- Housing Solutions for Refugee Claimants
- Unique Lived Experiences of Refugees in Metro Vancouver
- Civic Engagement Forum for newcomers
- World Elder Abuse Awareness Day
- Immigrant Professionals Conference
- Voyages Youth Conference
- Multicultural Settlement Fair
- Multicultural Seniors Day

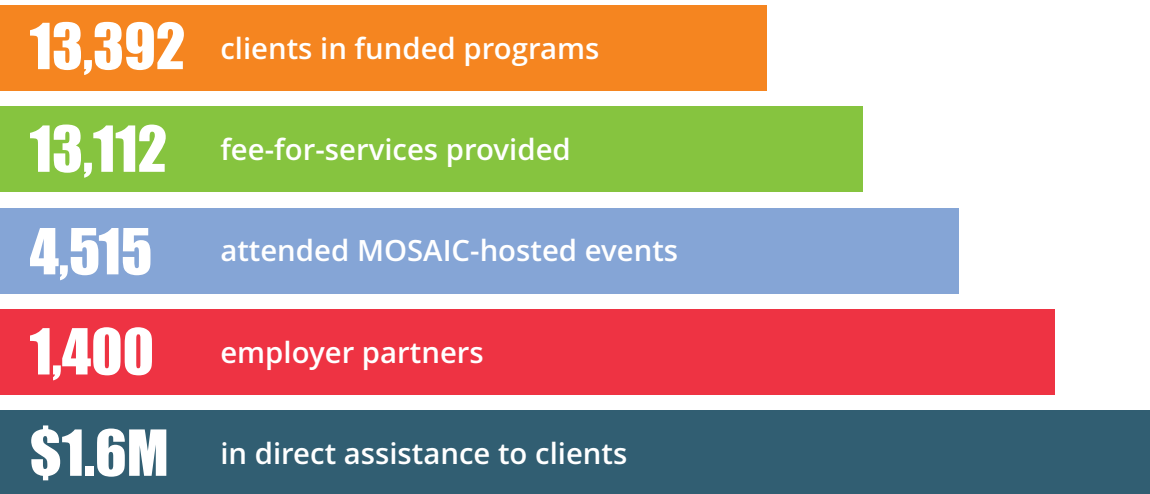
PERFORMANCE INDICATORS



DISTINCTIONS

- Awarded contracts to operate five WorkBC Centres
- Leading the National Migrant Workers BC Pilot Project
- Co-chaired the Vancouver Multi-Agency Partnership
- Partnering with Colleges and Institutes Canada to provide pre-arrival services for BC-bound permanent residents
- Provider of two unique services for LGBT+ newcomer communities
- Named as one of Canada's Top 50 Best Workplaces

IMPACT



MOSAIC ENGAGEMENT

ENGAGING DECISION MAKERS

Minister of Immigration, Refugees and Citizenship visits MOSAIC

IRCC Minister Ahmed Hussen visited MOSAIC in January to learn about the agency's unique programs and initiatives as well as hearing impact stories regarding community support for refugees and refugee sponsorship. The Minister spoke about the new IRCC campaign "Why Immigration Matters".

Fireside Chat with Minister for Women & Gender Equality

The Honourable Maryam Monsef visited MOSAIC on February 1st and participated in a MOSAIC-hosted forum with 80 guests including clients, volunteers, community leaders and representatives, staff and board members.

Minister Marc Garneau talks to MOSAIC Seniors Club

The Honourable Marc Garneau, Minister of Transport, visited a seniors conversation circle at MOSAIC headquarters in November. Garneau is Canada's first astronaut and delighted his audience when he shared his experiences in space travel.

MOSAIC at premier's table

Ninu Kang, Director of Communications and Development, joined BC Premier John Horgan and a small group of anti-violence advocates in Victoria during the 16 Days of Activism against Gender-Based Violence last November to discuss challenges in ending violence against women.

ENGAGING WITH INTERNATIONAL COMMUNITIES

Korean government officials meet with MOSAIC

Three government officials from the Human Resources Development Service of HRD Korea met with MOSAIC in August 2018 to discuss how the Korean government can better support their citizens who emigrate to Canada. The discussion focused on ways for MOSAIC to be HRD Korea's focal point of contact in Canada.

Swedish delegation visits MOSAIC

Canada's success in integrating newcomers prompted a visit in January from a delegation made up of 34 representatives from government and non-government groups who work with refugees in Sweden. The group was particularly interested in the employment success of Canadian immigrants.



Top: IRCC Minister Ahmed Hussen sits with CEO Olga Stachova during a visit to MOSAIC in January and met privately with staff and management.

Middle: MOSAIC hosted a Fireside Chat with Honourable Maryam Monsef in February. L-R: Minister Monsef, Olga Stachova, and Director Ninu Kang.

Bottom: Ninu Kang was invited to participate in a discussion about anti-violence with Premier John Horgan in November 2018.

AWARDS RECEIVED

Congratulations – we're so proud of you!

SOCIAL ENTERPRISE WINS CANADIAN LAWYER READERS' CHOICE AWARD

MOSAIC Interpretation and Translation Services was announced as the winner of the *Canadian Lawyer Readers' Choice Award* in the fall of 2018.

Every year *Canadian Lawyer*, a print and digital publication, nominates companies that have demonstrated outstanding performance and service to their customers. The nominations are advertised to the readers and only law firms that are users of these services can cast their votes in favour of one of the nominees. This year, readers from across the country cast nearly 37,000 votes in total – a reportedly unprecedented level of engagement.

The award is an incredible endorsement of the work MOSAIC Interpretation and Translation Services does. It also speaks to our commitment to excellence and is a resounding acknowledgement of the endless devotion and tireless work of its staff of nine and the over 300 language specialists who contribute to the easier and faster integration of newcomers to Canada.

For more information, visit mosaicbc-lsp.org



Saleem Spindari oversees refugee and migrant worker programs and services at MOSAIC and arrived to Canada himself as a refugee.

SENIOR MANAGER CELEBRATED BY AMSSA

Saleem Spindari, Senior Manager of Refugees and Migrant Workers Programs, was the recipient of AMSSA's *Affiliation of Multicultural Societies and Service Agencies Service Recognition Staff Award*, handed out at the agency's AGM in September 2018. The prestigious honour is awarded to a staff person from one of AMSSA's 63 member organizations.

DIRECTOR HONOURED WITH BUSINESS AWARD

Ninu Kang, Director of Communications and Development, who has served MOSAIC for over 25 years, was presented with a *Women in Business Award* from the Surrey Board of Trade in March 2019. Kang was recognized in the Not-for-Profit Sector at the 10th Annual Surrey Women in Business luncheon.

mosaicbc.org/management



Ninu Kang (centre), poses with Women in Business Award winners from other categories and SBOT's Anita Huberman.

AWARDS GIVEN

MOSAIC Awards were presented in September 2018 at the Annual General Meeting. Secondary School Bursary recipients were selected by school staff and awarded at graduation time.

HUMAN RIGHTS AWARD

– Patsy George

DR. KES CHETTY EDUCATION AWARDS

– Olesia Kornienko & Nahide Bursa Ertekin

EMPLOYER RECOGNITION AWARD

– Arc'teryx

SECONDARY SCHOOL BURSARY AWARDS

- Victor Nguyen and Emily Xu (Britannia)
- Alan Alhamid (Burnaby South)
- Byebi Bagendabunga (Kwantlen Park Secondary)
- Gavin Gu and Yanis Zeng (New Westminster)
- Danielle Morales and Edwin Huang (Windermere)

mosaicbc.org/awards

Top: Patsy George, advocate and activist for marginalized people and aboriginal communities, accepts the MOSAIC Human Rights Award from outgoing Board Chair Dr. Mehran Kiai.

Middle: Olesia Kornienko, recipient of a Dr. Kes Chetty Education Award, is congratulated by LINC Instructor Raymond Gee and Senior Manager Diana Ospina.

Bottom: People and Culture leader Tony Tam of Arc'teryx accepts MOSAIC's Employer Recognition Award from Senior Manager Larry Chan, Employment Programs, and board member Bark Kong.



NEWCOMER PRAISES LINC SUPPORT

Submitted by Sue Howard, LINC Language Instructor

If you owned and operated an established and successful company, would you move overseas to a new country to start over? What if you were 60 years old when considering this move?

Davood Farmahani Farahani had enjoyed a good livelihood owning a large electrical engineering company, but life was sometimes difficult in Iran due to tensions in the country and region. So when the opportunity presented itself to provide his wife and children with a more secure life in Canada, Davood didn't hesitate to make the move.

His concerns included adapting to a new culture – both socially and professionally, as well as being able to find a job. Although he had some English language skills, he was also concerned about his ability to communicate effectively and at a level commensurate with the kind of work he hoped to find in Vancouver.

Davood was patient and practical in his approach. In 2017, about a year after arriving in BC, he began taking LINC classes (Language Instruction for Newcomers to Canada) at MOSAIC's North Vancouver Language Centre, stating that "most important for me was to improve my language. Next to learn about the workplace."

In 2019, Davood learned about MOSAIC's annual job fair in April – the largest job fair in the province, and he was determined to make a good impression on recruiters.

In addition to English language training, LINC emphasizes real-world tasks and prepares students for practical situations that they will likely face. In Davood's case, his LINC instructor supported his job-readiness efforts by preparing lessons about networking skills, research, interviewing and workplace culture.

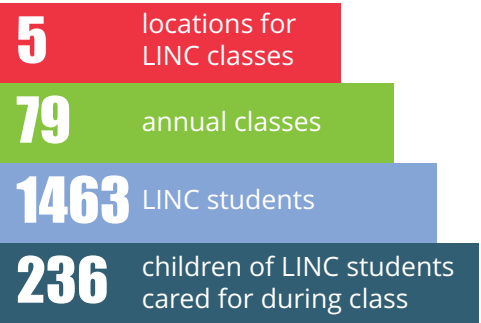
Davood had seen a posting with Telus that he was interested in, and targeted the telecommunications firm at the job fair. Impressed with Davood and his resume, Telus followed up with an offer for a full-time position.

Delighted to re-start his career in Canada, and within his area of expertise, Davood provides advice for other newcomers, "Spend three to six months learning about the laws and regulations in your new community.

"Also find out about the organizations that can help you and give you good advice and support, like MOSAIC. Without MOSAIC, I couldn't do any of it. Here I learned language and culture and everything I needed to succeed."

mosaicbc.org/language

Davood's LINC instructor helped students prepare for a job search with teachings about workplace culture and interview skills.



“Without MOSAIC, I couldn't do any of it.”



MOSAIC EXPANDS CLIENT BASE WITH WORKBC CENTRES

Overnight, MOSAIC transitioned from managing one WorkBC Centre in Vancouver North East, to managing five centres as new contracts awarded by the provincial government took effect on April 1st.

In addition to the existing centre in Vancouver, MOSAIC now operates WorkBC Centres in North Delta, Ladner, South Surrey-White Rock and Surrey Cloverdale. Our centres are projected to work with a total of approximately 2,000 clients over the next year.

We also provide employment services specifically for immigrants at other WorkBC locations across the Lower Mainland, including specialized services in first language(s) in the South Vancouver, Burnaby and Fraser North East communities.

As well as increasing the total number of clients, and the geographical areas previously served by the organization, the WorkBC clientele also represents a different demographic

profile than those who have been historically served by MOSAIC.

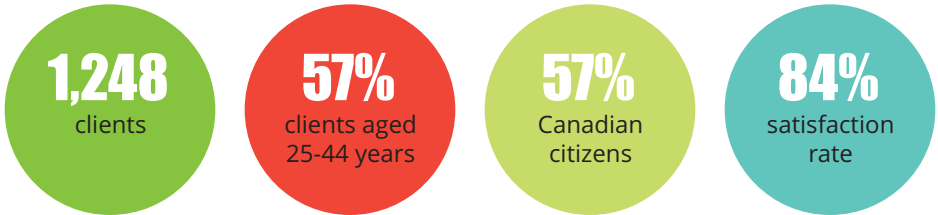
WorkBC provides services to anyone aged 16 and older, living in BC, and eligible to work in BC.

Michael Radano, Director of Employment and Language Services, is confident about MOSAIC’s ability to help people to find work. “No matter what people’s backgrounds are, they want to find good jobs, and employers want to hire good people. We understand that and have been delivering support and expertise to both jobseekers and employers for 35 years.”

Honourable Shane Simpson, Minister for Social Development and Poverty Reduction, said something similar when he remarked that “MOSAIC understands the work of supporting others to achieve success and has been doing this work for a very long time” when he attended the opening of the South Surrey-White Rock Centre.

<p>NORTH DELTA</p> <p>3rd Floor 11861 88th Ave. Delta BC V4C 3C6</p> <p>T: 604-591-9116 E: centre-delta-88th@workbc.ca</p> <p>www.workbccentre-delta-88th.ca</p>	<p>LADNER</p> <p>4899 Delta St. Delta BC V4K 2T9</p> <p>T: 604-591-9116 E: centre-delta-delta@workbc.ca</p> <p>www.workbccentre-delta-delta.ca</p>	<p>SOUTH SURREY/WHITE ROCK</p> <p>108 - 1688 152nd St. Surrey BC V4A 4N2</p> <p>T: 604-531-3331 E: centre-surrey-152@workbc.ca</p> <p>www.workbccentre-surrey-152.ca</p>	<p>SURREY CLOVERDALE</p> <p>202 - 17700 - 56 Ave. Surrey BC V3S 1C7</p> <p>T: 778-547-5020 E: centre-surrey-56@workbc.ca</p> <p>www.workbccentre-surrey-56.ca</p>	<p>VANCOUVER NORTH EAST</p> <p>312 - 2555 Commercial Dr. Vancouver BC V5N 4C1</p> <p>T: 604-708-9300 E: centre-vancouver-commercial@workbc.ca</p> <p>www.workbccentre-vancouver-commercial.ca</p>
---	---	---	--	--

Vancouver North East WorkBC 2018/19

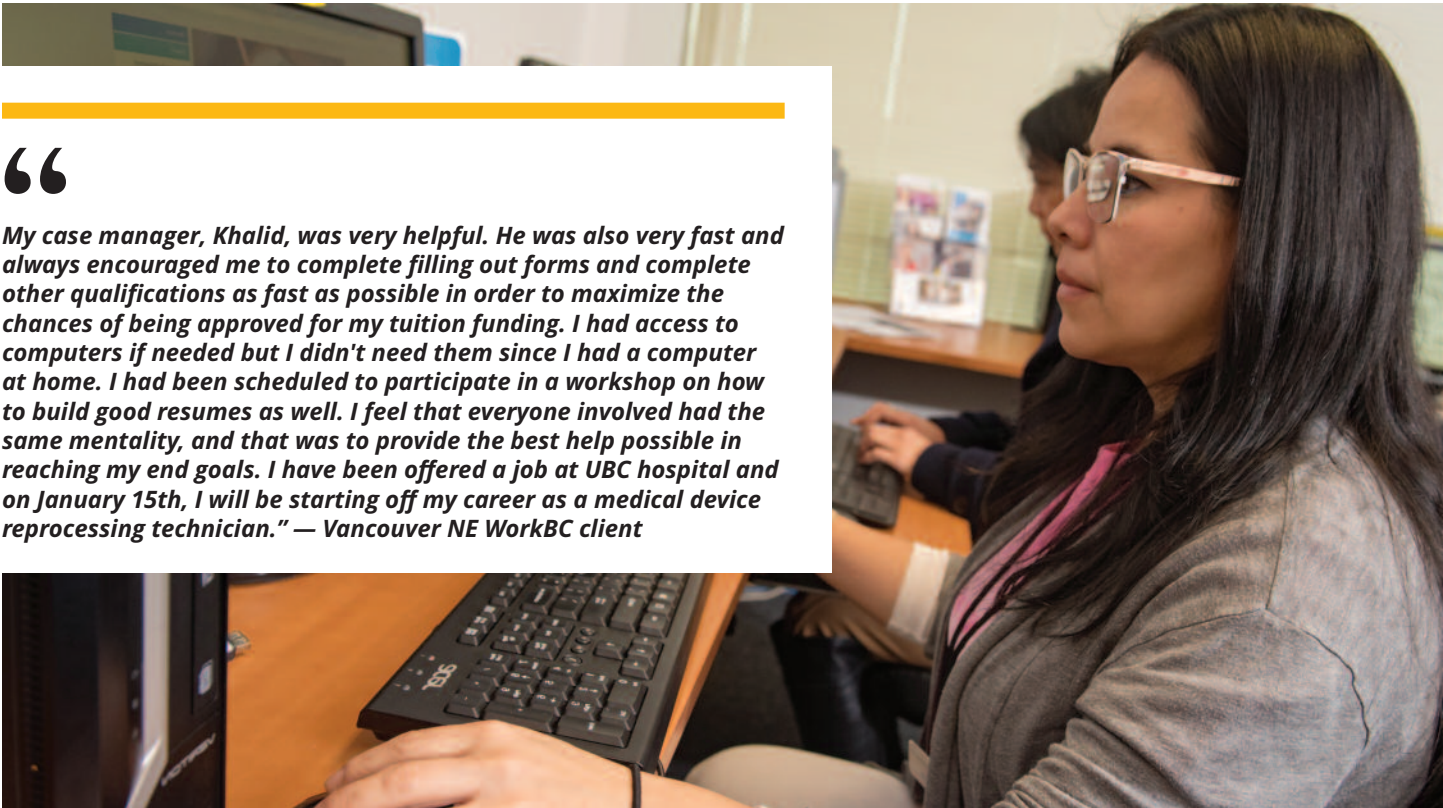


Right Top: L-R: Michael Radano (Director of Employment and Language Services), Ritu Khanna (S.Surrey-WR Chamber of Commerce), Olga Stachova (CEO), Minister Shane Simpson, Ninu Kang (Director of Communications and Development), Anita Huberman (Surrey Board of Trade)

Right Bottom: WorkBC Centres offer a resource area with access to computers, printers and copiers.

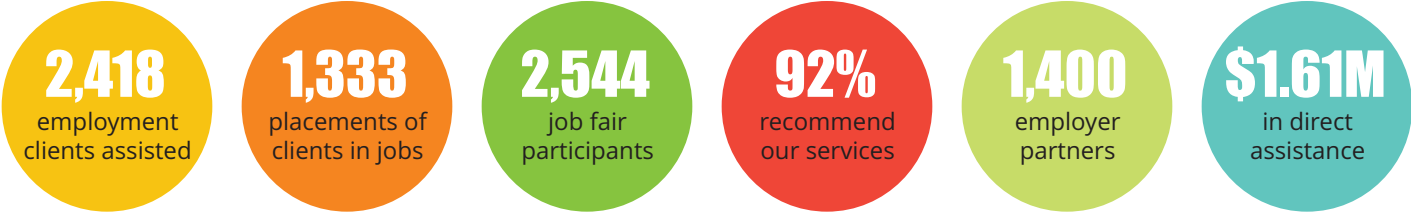


“Prior to going to WorkBC, I was laid off from a job I held for 16 years. After taking some time off to regroup, I started looking for a job mostly in frustration because the job market had changed so much. By the time I visited the WorkBC office, I had been off work for a year. They started off pairing me with a great case manager who started a file for me and we jumped right in with the two weeks of workshops and seminars. Everyone in the office is integrated with your success as you go through the process. I was really happy with the service I received from WorkBC.” — Vancouver NE WorkBC client



“My case manager, Khalid, was very helpful. He was also very fast and always encouraged me to complete filling out forms and complete other qualifications as fast as possible in order to maximize the chances of being approved for my tuition funding. I had access to computers if needed but I didn't need them since I had a computer at home. I had been scheduled to participate in a workshop on how to build good resumes as well. I feel that everyone involved had the same mentality, and that was to provide the best help possible in reaching my end goals. I have been offered a job at UBC hospital and on January 15th, I will be starting off my career as a medical device reprocessing technician.” — Vancouver NE WorkBC client

HELPING NEWCOMERS FIND WORK



CAREER MENTORING PROGRAM CELEBRATES 10TH ANNIVERSARY

For 10 years, MOSAIC’s Workplace Connections Mentoring Program has been introducing newcomers to local professionals. These professionals volunteer as career mentors, helping new immigrant professionals to successfully transition their careers to the Canadian workplace.

Career mentors share their knowledge with new immigrants. Mentors provide clients with valuable knowledge, career advice and connections to professional networks.

Congratulations to the staff, mentors and clients who have made this program such a success over the past 10 years!

mosaicbc.org/wc

Over 150 gathered for the anniversary celebration which also served as a reunion event for many former mentors, mentees and staff from the program.



HUDA HAD LOST HOPE

Submitted by Susan Mihalic, Career Services Advisor

For four years, Huda Mohammedkamal travelled to and from Canada and the United Arab Emirates during school breaks to visit with her parents who had moved here. Finally, in May 2018, she completed her pharmacy degree and joined her family in Canada, where she looked forward to starting a new life and launching her pharmaceutical career.

As a young graduate, Huda was confident that her education and fluency with the English language would allow her to quickly find employment in her field. She applied to numerous online job postings but became discouraged when she received no responses. Making matters worse, her father was putting pressure on her to start her career. As weeks passed and her applications went unanswered, her stress levels increased and she began to lose hope.

Huda came to MOSAIC and expressed her frustration and fears to her career advisor. She hadn’t anticipated that it would be so challenging to find work in her field in Canada. She felt guilty for being unemployed while her parents struggled financially. She didn’t believe an employer was ever going to hire her without Canadian experience.

Huda’s career advisor praised her for taking a step in the right direction by joining the Career Paths program where she would no longer be alone in her search to find work.

Over the next few meetings, Huda learned to create a stronger resume and cover letter. She learned about networking and realized there was a whole community of employers that she had missed out on previously, when she had only job-searched online.

Before Huda approached pharmacies to seek work, she wanted to become familiar with Canadian workplace culture, and gain some customer service experience. Using newly-learned skills, she found her first job in Canada as a part-time cashier/customer service representative.

Within a few months, Huda felt confident enough to focus on finding a second job in a pharmacy environment, ideally as a pharmacy assistant. She revised her resume to include her newly-earned Canadian experience and within a month and a half, she secured a job interview with Shopper’s Drug Mart.

Huda’s career advisor helped prepare her for her upcoming job interview by delivering a one-on-one interview workshop, and teaching her how to effectively answer challenging



“
She hadn’t anticipated that it would be so challenging to find work in her field.”

interview questions. Huda also attended a mock interview session where she received additional feedback and guidance to further strengthen her interview skills.

A week after her interview, Huda sent an email to her career advisor with happy news.

“Good morning Susan,
First I want to thank you a lot. I just got the pharmacy assistant job at Shoppers! Thank you again for all of your help with EVERYTHING. Now, I need to meet the challenge to prove myself in the Canadian work environment. I feel confident to do that now. — Thank you, Huda. :)”

Huda is now preparing to write her Pharmacist Evaluating Examination to fulfill her dream of becoming a licensed pharmacist.

mosaicbc.org/careerpaths

MIGRANT WORKERS PROGRAM IS UNIQUE IN CANADA

20

partner agencies

\$1.1M

distributed to partners by MOSAIC

1

year project

Service Canada approved over 100,000 Labour Market Impact Assessments (LMIA) nationwide in 2018 and 28,553 LMIA's were approved just in British Columbia.¹ The primary jobs are in the natural resources and agricultural sector, but other sectors relying on migrant workers include sales and service, as well as occupations in the areas of education, law, community, arts, culture and sports.

Work permits for migrant workers are only made available after employers apply to Service Canada for an LMIA and are approved. The processing time for applications differs depending on the type of work. The employer-specific work permit can create an imbalance of power between the employers and migrant workers, which may lead to the exploitation and mistreatment of migrant workers.

The new Migrant Workers Program at MOSAIC is a one-year project funded by the Government of Canada's Migrant Workers Support Network (MWSN) led by Employment and Social Development Canada. As a funding recipient, MOSAIC contributes to the goals of the MWSN, which is unique to British Columbia and intended to provide information to migrant workers about their rights while working in Canada as well as to support employers in understanding the

conditions and requirements of the Temporary Foreign Worker Program. Information will be shared via in-person forums, newsletters, events and one-on-one meetings.

MOSAIC is working collaboratively with 20 agencies located throughout the province. Each agency provides unique and specialized services that will help to achieve the project pilot objectives of enhancing the knowledge and capacity of supporting organizations to meet the needs of migrant workers and employers.

MOSAIC's Migrant Workers Program began March 2019 and the outcomes will be reviewed and shared with members of the MWSN and other organizations that support migrant workers.

¹ Data is from Employment and Social Development Canada's (ESDC) LMIA System.

mosaicbc.org/ccb

“
There's a lot of people coming from all over the world and in every part of the work there's a different set of rules, different work culture and we want to avoid the confusion between employers and workers. We want to prevent abuse; we want to keep everyone safe.”
— **Liza Ferris, Kamloops Immigrant Services**



“
If you don't take the job, you have to leave.”



A MIGRANT WORKER'S STORY

Submitted by Dennis Juarez, Manager, Migrant Workers Program

Pedro was happy to come to BC in June, 2017, when he received his work permit, but his happiness didn't last long.

In his early 20s, Pedro was a cement mason/cement finisher and had been promised a wage of \$28 per hour. Upon arrival however, he was told by his employer that his pay rate was \$15 per hour. When he complained, he was told “If you don't take the job, you have to leave.”

Because Pedro was on an employer-specific work permit, this was a true statement and left Pedro with little recourse but to accept the revised offer.

Over time, his pay was gradually increased to \$19 at the end of his first year, and ended at \$22 near the end of his two-year contract – still 27% less than the starting wage that was agreed upon.

In November 2018, Pedro suffered an accident while working under Vancouver's Burrard Street Bridge. Although he suffered from restricted breathing and temporary paralysis, his employer did not allow him to use sick days during his recovery. Pedro felt forced to return to work sooner than he should have, as he could not afford more time off.

Pedro was injured a second time in April 2019 when he fell two meters and broke his right arm and elbow. Several surgeries were required as a result of this second accident.

Top: Program Manager Dennis Juarez is pictured (left) with migrant workers. Migrant workers are employed in many sectors including agricultural, caregiving, construction, and business.

Although his employer attempted to prevent the testimony of a colleague who witnessed the accident, a report was eventually filed and WorkSafeBC covered the cost of Pedro's surgery, physiotherapy and lost wages.

Pedro did not return to work and his employer still owes him \$14,390 in unpaid wages.

IN SUMMARY

Pedro's employer breached the conditions established under both the Temporary Foreign Worker Program, and the BC Employment Standards Act. Those violations included:

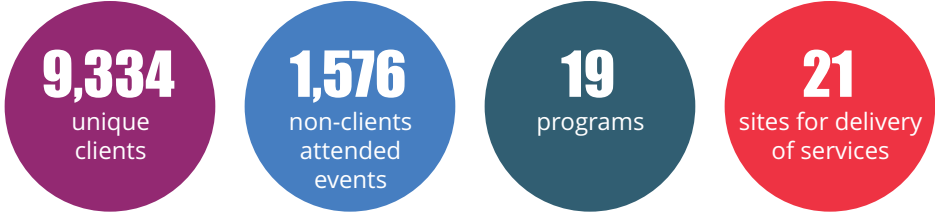
- Indicating a \$28 hourly rate on pay stubs but actually paying far less
- Not providing vacation time, vacation pay, breaks and sick leave
- Frequently working 80-hour weeks and not being compensated for overtime
- Bullying, harassment and threats to the life of employee

Violations, if brought to the attention of authorities, will trigger investigations of the employer by the Employment Standards Branch of BC as well as Immigration, Refugee and Citizenship Canada (IRCC).

Pedro approached MOSAIC with his issues, and his case was logged. An Employment Standards complaint was submitted and an application for an open work permit for vulnerable people was made on his behalf. That application was subsequently approved by IRCC and Pedro won the right to stay in Canada for an additional six months.

*Note that the name of the migrant worker has been changed to preserve anonymity. All other information presented is factual.

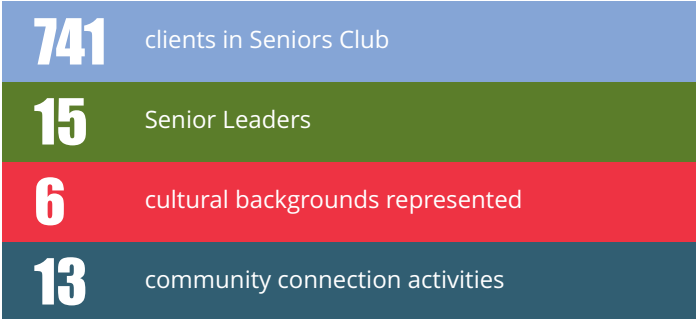
SETTLEMENT SUPPORTS MANY COMMUNITIES



SENIORS TAKE THE LEAD

Loss of funding and a reduced capacity to deliver senior-focused activities acted as a catalyst in the formation of a *Senior Leaders* group. Volunteers quickly stepped up to help form a leadership group whose roles would include:

- Identifying immigrant seniors’ needs for program planning
- Empower and advocate for new immigrant seniors to break isolation
- Community engagement to promote voices of immigrant seniors



mosaicbc.org/seniors



Many of MOSAIC's Senior Leaders are pictured in this group photo with Daisy Au, Coordinator for Seniors Programs.

UNIQUE ONLINE PROGRAM LAUNCHES

The *Trans Newcomers Online Resource Hub* is a unique new service that is a resource and support forum created for gender diverse folks who are new to BC.

The online project is the result of recognition from the Provincial Health Services Authority that important information and services are unavailable in many communities across British Columbia for gender diverse newcomers including permanent residents, refugee claimants, work/study permit holders, immigrants and anyone else who “feels” new to the province.

Funded by Trans Care BC, the hub offers information about community resources, medical services, language training programs, settlement and an interactive Q&A feature. Focus groups with trans newcomers helped to inform the format, modality and content of the service.

MOSAIC also provides support for the local LGBT+ community through its *I Belong* program.

trans.mosaicbc.org

YOUTH LEADERSHIP TRAINING PAYS DIVIDENDS

Submitted by Mssko Wakil, Youth Outreach Case Manager

In early 2019, MOSAIC was selected to lead a BC National Youth Network branch for the Canadian Council for Refugees (CCR), and invited to present at the CCR’s Spring Consultation in Victoria.

It was a very short period of time to prepare for a big event but fortunately, the MOSAIC Youth Leadership Project had enthusiastic and willing participants who proved extremely capable of meeting the challenge.

The Youth Leadership Training program is provided through MOSAIC’s Moving Ahead – FreeRunning, a collaborative, comprehensive and client-centred program for refugee and immigrant youth ages 16-28. The training is offered to clients who wish to gain social, communication, facilitation and

public speaking skills and provides opportunities to apply the newly-learned skills firsthand through community outreach and engagement.

This project also encourages youth participation in community dialogues and meetings with local politicians to discuss issues newcomer youth face, and to inform policies and advocate for refugee youth in the community.

In addition to the CCR Consultations Conference, MOSAIC Youth Leaders have also presented at the City of Richmond Diversity Symposium, and the Burnaby Public Library over the past year.

mosaicbc.org/freerunning

Graduates of FreeRunning's Youth Leadership Training program meet to discuss and activate the Youth Local CCR branch. (L-R) Mehmet Emin Ozdemir; Kemal Sen, Mssko Wakil (Youth Case Manager); Mathias Abraha Araya; Zamer Jamil; Henok Kibrea Dubus; Rukiye Yildirim; Sarina Binesh



“
With the consultation, I have been granted the splendid opportunity to have fruitful conversations with prominent people in their fields furnishing me to have the further knowledge, muse and the motivation to continue advancing my branch and helping my community.” — Kemal Sen
”

REFUGEE CLAIMANTS

REFUGEE SETTLEMENT AND INTEGRATION PROGRAM

2019 was a meaningful year for MOSAIC's refugee claimant programming. Refugee claimants have always been able to access services at MOSAIC but in 2019, after being selected as one of only two in-depth service provider organizations for refugee claimants in BC, we have been able to significantly increase how we support refugee claimants.

In the 2018/19 fiscal year, we worked collaboratively with partners to provide high-quality settlement and integration services, customized employment supports, culturally/linguistically appropriate counselling, and mental wellbeing programs. Our team takes deep pride in our robust wrap-around services and is inspired by the clients we get to know.

FRASER VALLEY MULTI-AGENCY PARTNERSHIP

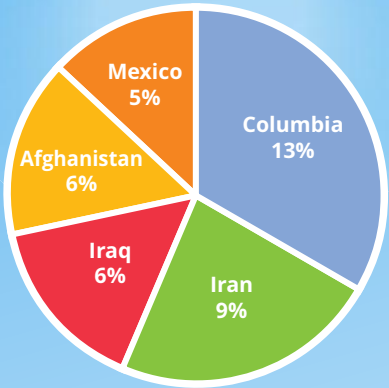
Through provincial funding, MOSAIC founded and co-chairs the Fraser Valley Multi-Agency Partnership (FV MAP). The mission of FV MAP is to work collaboratively to identify barriers and provide solutions to promote the protection, wellbeing and integration of refugee claimants in the Fraser Valley. The three pillars of FV MAP are collaborate, educate, and engage. This collective meets monthly and has members from over 25 agencies, organizations, and various levels of government.

Top: MOSAIC community gatherings help to combat loneliness of those in Vancouver without their families.
Bottom: Families represent 45% of refugee claimants receiving support from MOSAIC-led services.

658	Refugee claimants accessed MOSAIC-led settlement services
118	Refugee claimants received customized employment services
45+	Refugee claimants facing homelessness found housing with support from MOSAIC-led programming
50+	Nationalities are represented by refugee claimant clients



TOP 5 COUNTRIES OF ORIGIN OF OUR REFUGEE CLAIMANT CLIENTS



WHAT OUR CLIENTS HAVE TO SAY

"I am very grateful to MOSAIC because they gave me so much support when I arrived in Canada. I really can't speak too highly of them - and recognize all their hard work. The two people who looked after me were so kind and found me housing and a safe place. They are very, very good people."

"My experience with MOSAIC was very good and very friendly! The manager connected us to transition housing and wanted to know we were OK. She even came to meet us at the hotel and took us to the train station so we could get to Abbotsford. Plus, she followed up with us and didn't forget who I was when I saw her again!"

"We were just beginning strangers here, but the dedication, efforts and affection shown by all the staff members not only during the [employment preparation] workshops but afterwards while seeking employment was remarkable. My new job as security personnel is very interesting, I wish to thank the staff members personally."

"We were lucky to get introduced to the brilliant team at MOSAIC in Surrey. They helped us a lot with applying for work permit, answering our questions, and assisting us with our refugee hearing process."

“

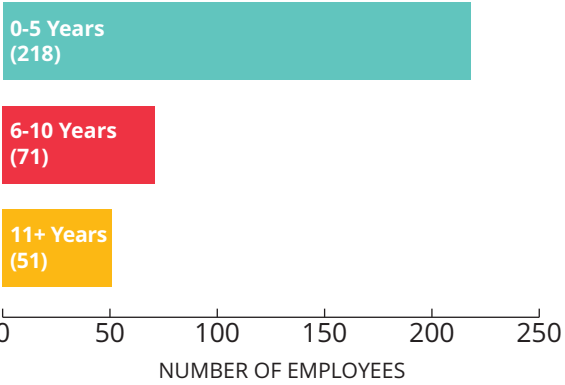
Our team has spent evenings supporting homeless refugee claimant families finding emergency shelter downtown and have witnessed these same people later giving back to the community. Staff have worked closely with CBSA to ensure vulnerable asylum seekers released from detention have baby supplies, someone who cares by their side, and safe, sustainable, long-term shelter. We have the pleasure of witnessing English language skills develop, friendships forming, people attaining jobs/ meaningful volunteer roles, and children gaining confidence at school. We have attended and supported clients at their refugee hearings and stood beside people while they navigate the highs and lows of the refugee claim process. We hold a deep respect for the resilient people we work with and will continue offering robust support and connection into the 2019/2020 year.”

— Alexandra Dawley, Refugee Settlement and Integration Program Manager

MOSAIC – A BEST WORKPLACE IN CANADA!

MOSAIC was recognized in 2019 as one of the “Top 50 Best Workplaces” in Canada. The organization was awarded the honour by the Great Place to Work Institute for the category with 100-999 employees. In 2018, MOSAIC was also honoured as one of “Canada’s Best Workplaces Managed by Women” and one of the “Best Workplaces in British Columbia”.

There are only seven non-profit organizations in the country to earn this distinction, which was determined by both employee input and an audit of MOSAIC’s workplace culture.



MOSAIC STAFF

MOSAIC has long credited its reputation for leadership and excellence in the immigrant serving sector to the quality and dedication of its staff members.

The organization is frequently recognized for the quality of services delivered to clients; best practices in the development and execution of programs; and collaboration with other community agencies.

We’re pleased that a recent survey indicates 95% of staff feel good about how MOSAIC’s work contributes to the community.



VOLUNTEERS MAKE A DIFFERENCE



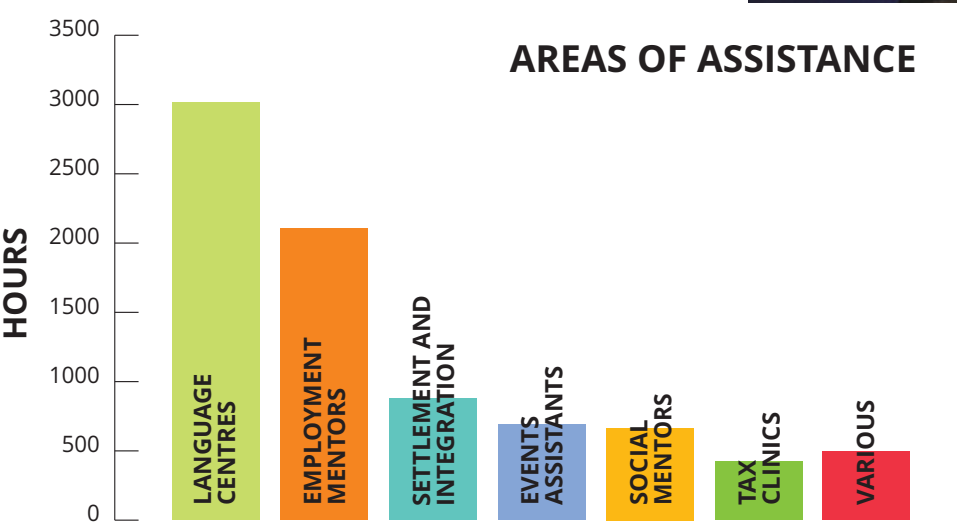
Volunteers are critical to MOSAIC’s success. Every year, our incredible volunteers donate their time, talents and expertise to help further our vision of empowering newcomers to fully participate in Canadian society.

Almost 400 volunteers this past year assisted staff in the delivery of programs and services, helped out at events, and provided internal administrative support.

Volunteers are the backbone of MOSAIC and the achievements we celebrate today would not be possible without the dedicated efforts of the remarkable people who choose to devote their energies to working with our staff and clients. Thank you to each and every one of you!

mosaicbc.org/volunteer

Twenty-eight volunteers helped out with a variety of tasks at MOSAIC’s 8th Annual Job Fair in April.



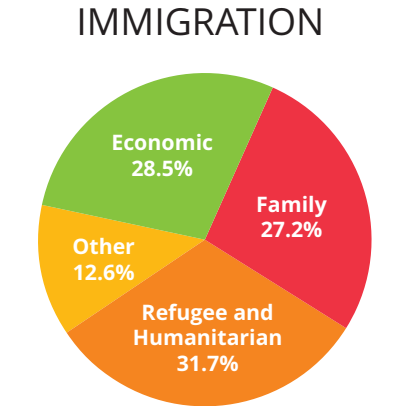
CLIENTS



CLIENT NUMBERS



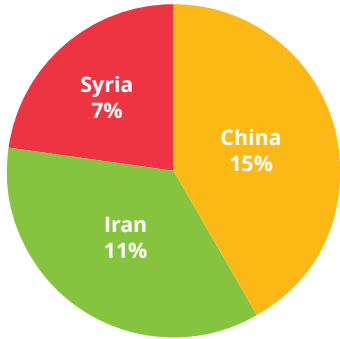
**other data on these pages reflect client statistics from funded programs only*



**Information shown here does not include Interpretation and Translation clients*

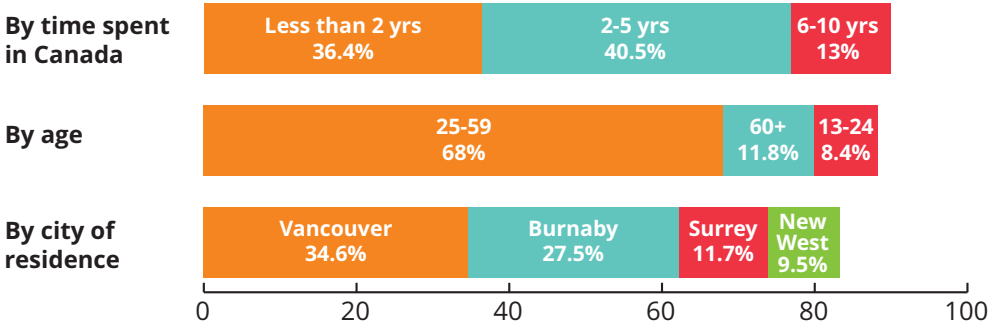


Principle photography by Aziz Dhamani



**Graph represents top three countries only*

DEMOGRAPHICS



FINANCE AND ADMINISTRATION

FUNDS

In line with MOSAIC’s Strategic Plan, the Board has restricted certain funds to safeguard MOSAIC’s services to its communities and its financial sustainability.

Certain funds are set aside to provide assistance to immigrant and refugee communities:

Scholarships for immigrants and refugees are provided through the Dr. Kes Chetty MOSAIC Scholarship Fund, the Secondary School Bursary Fund, and the Eyob G. Naizghi Scholarship Award Fund.

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

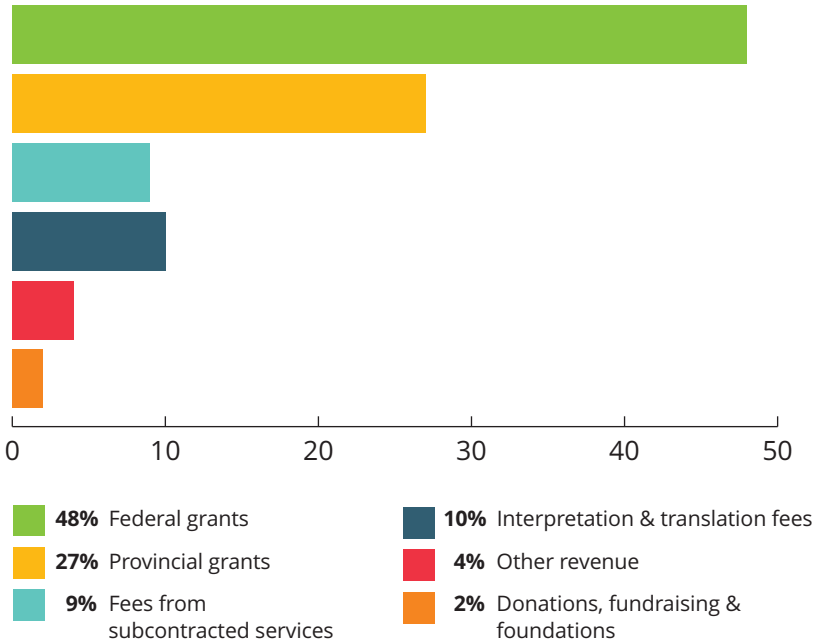
Keywords of common medical terms have been produced in various languages through the Multi-Lingual Guide Fund.

Other funds are established to enhance MOSAIC’s capacity to deliver innovative and ongoing programming to meet the needs of clients in the communities where they access services. These funds are the Program Innovation Fund, the Service Commitment Fund, and the Geographic Optimization Fund.

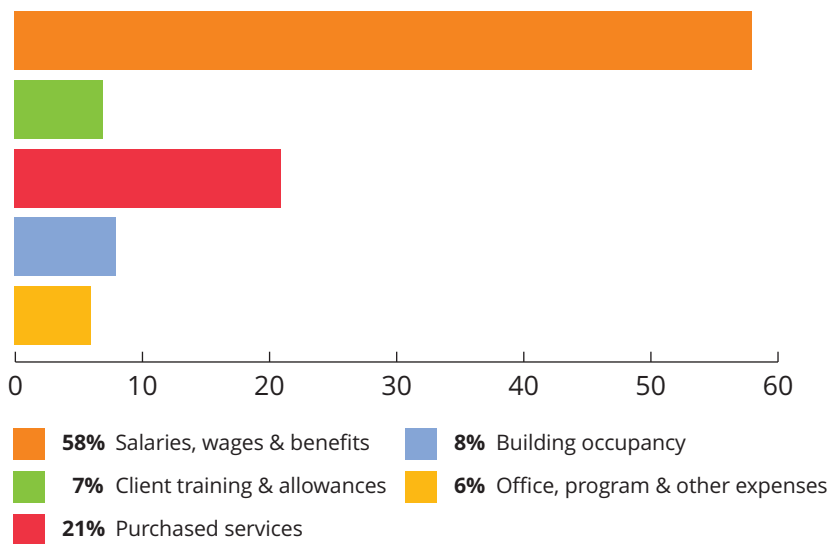
To ensure that the organization and its programs and services are sustainable, other funds provide for stability in the face of known or unforeseen circumstances. These are the Stabilization Fund, the North Foundation Fund, the Leadership Succession Fund, and the Facility Maintenance Fund. Unrestricted net assets are maintained for contingency purposes.

Complete audited financial statements are available upon request.

REVENUE 2019
\$23.8M



EXPENSES 2019
\$24.2M



THANK YOU FOR CHOOSING MOSAIC

MOSAIC is grateful for the commitment and generosity of the individuals and organizations who have supported MOSAIC over the past year. Your support helps empower new immigrants and refugees to fully participate in Canadian society. A special thank you to the following supporters who have made significant contributions during the past year.

Government Funders

- Canadian Heritage
- City of Burnaby
- City of Vancouver
- Employment & Social Development Canada
- Immigration, Refugees & Citizenship Canada
- Justice Canada
- Ministry of Advanced Education, Skills & Training
- Ministry of Children & Family Development
- Ministry of Jobs, Trade & Technology
- Ministry of Municipal Affairs & Housing
- Ministry of Public Safety & Solicitor General
- Ministry of Social Development & Poverty Reduction
- Ministry of Tourism, Arts and Culture
- Public Health Agency of Canada
- Public Safety Canada
- Women & Gender Equality Canada

Visionaries \$50,000+

- Jewish Family Services Ottawa
- Law Foundation of BC
- Lifeline Syria Fund at Toronto Foundation
- United Way of the Lower Mainland

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

- Anonymous
- Coast Capital Savings Credit Union
- Community Action Initiative
- RBC Foundation
- Anonymous
- Anonymous

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

- British Council IELTS
- Anonymous
- Anonymous
- Royal Bank of Canada
- Tides Canada Foundation
- Vancity Community Foundation

\$50,000+	VISIONARIES
\$10,000 - \$24,000	AMBASSADORS
\$5,000 - \$9,999	LEADERS
\$500 - \$4,999	FRIENDS

Friends \$500-\$4,999

- Amy Evans
- Andrea Bolen
- Benevity Causes
- Canada Help.Org
- Charitable Impact Foundation
- Crissy George
- Foundation of Hope
- Frances Corcoran/Michael Gallo
- Green Shield Canada
- G.W. Distilling Inc.
- Maurice and Jane Wong
- Kerrisdale Elementary School
- Maia Tsurumi
- Matthew Walton and Eleanor Walton
- McCarthy Tétrault Foundation
- Michael Noble and Krysha Derbyshire
- Milica Nauman
- Natalie R. Dyksterhuis
- Sing Tao (Canada) Foundation
- Stewart G. Goodings
- Ventana Construction

Independent Fundraising Events

- Scotiabank Charity Challenge

To donate,
please visit:
mosaicbc.org/donate
or phone
604 254 9626

Media
Partner

THANKS TO ALL OUR CONTRIBUTORS

MOSAIC WOULD LIKE TO THANK THE MANY DONORS WHO HAVE SUPPORTED OUR ACTIVITIES WITH GIFTS TOTALING LESS THAN \$500. WE ARE ALSO GRATEFUL FOR THOSE WHO HAVE SUPPORTED US THROUGH MEMBERSHIPS, BUILDING RELATIONSHIPS AND THE CONTRIBUTION OF IN-KIND RESOURCES. YOUR SUPPORT IS TRULY APPRECIATED.

LOOKING AHEAD TO 2019-2020

OPERATION #NotForgotten

MOSAIC has partnered with Canada Caring Society in a major project that involves international fundraising groups to help bring 200 refugees to Canada.

Operation #NotForgotten offers hope and a permanent solution for refugees who have been held in detention for the past six years on Manus and Naurus Islands, and Papua New Guinea. The refugees' living conditions have been described by Amnesty International as open air prisons and are reported to be brutal and inhumane.

MOSAIC will use its Sponsorship Agreement Holder status to bring the refugees to Canada, and help with their settlement, as well as supporting the recruitment and training of volunteer teams who will provide necessary support for the refugees at the community level.

NEW PARTNERSHIP DELIVERS PRE-ARRIVAL EMPLOYMENT SERVICES

MOSAIC is pleased that a new partnership with Colleges and Institutes Canada will allow us to provide pre-arrival services for new permanent residents destined for British Columbia.

The new service, called Planning for Canada, aims to smooth the integration process for newcomers and assist them in contributing sooner to the national economy.

In order to hasten and improve the experience of immigrants destined to our province, MOSAIC will provide key information and referrals that allow immigrants to make informed decisions about their future lives, before they arrive in Canada.

INNOVATIVE AND HEALTH PROMOTION PROJECTS

In addition to client services, MOSAIC's work has evolved to include innovative projects that develop and test interventions for core programming and advocate for systemic change. Findings from these projects are used to inform government and community about best practices and necessary change to improve policy for immigrants, refugees and visible minorities.

The projects include:

Multicultural Youth and Safe Relationships Project

This project will work with newcomer youth and their caregivers to raise awareness and promote family communication around healthy, safe relationships. The activities will be specifically designed to respond to the unique needs of different ethno-cultural communities by ensuring cultural safety and language accessibility.



TB Literacy Project

The TB Literacy Project will work to raise awareness and reduce stigma about tuberculosis at a community level within various ethno-cultural communities in Metro Vancouver. Through consultation with community leaders and healthcare providers, the project will provide education, training, and resources on the topic to service providers and community organizations.

Sex Assault Prevention Training

International students are more likely to be vulnerable to sexual assault. In the past year, MOSAIC delivered training for staff at academic institutions with foreign students. The training was necessary, well-received, and increased the skill capacity of staff to better respond to disclosures from foreign students of sexualized violence .

This year, MOSAIC will continue to create awareness by delivering trainings to staff and offering prevention workshops to international students directly to equip them with information, tools and resources to enhance their safety. A collaborative approach will be utilized to deliver the violence prevention trainings and workshops locally and across BC.

A NEW APPROACH TO FUNDRAISING

MOSAIC is committed to continued investment in newcomers to support their integration into Canadian society.

We also know that the support of the community and corporations are vital to our success in continuing to deliver best-in-class employment, language and settlement services. Towards this end, we have dedicated resources in the past year to building a culture of giving within MOSAIC, polishing our fundraising initiatives and tools to better integrate a core

message of asking into all of our programs and services. #InvestEmpowerEnrich

Over the coming year, MOSAIC will undertake new fundraising campaigns and tactics designed to widen our influence and build lasting relations with donors and corporate partners which provide new opportunities for engagement with our clients and in our communities.

With a focus on adding funding to our core areas such as Children & Youth, Emerging Needs with Vulnerable Groups, and Skills & Employability, MOSAIC can align the wishes of donors to our programs with the greatest need for support.

We hope the result will be new and diverse sources of revenue to drive organizational excellence and allow MOSAIC to expand and adapt our core services to best meet the changing needs of our clients and stakeholders.

Donors and partners can look forward to new ways of giving and engaging with MOSAIC to learn about our impact and continue to make a difference in the lives of newcomers through participation in:

- One-Time, Monthly and Annual Gifts
- Special Events and Celebrations
- Designated Charity of Choice Programs
- Corporate Sponsorship Programs
- Legacy and Estate Planning
- Scholarships & Bursaries
- Gifts In-Kind



OUR VISION

Empowering newcomers
to fully participate in Canadian society

OUR MISSION

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

OUR VALUES

MOSAIC is guided by values that
inspire our operations, our actions,
and our relationships

Innovation

Inclusion

Commitment

Integrity

Excellence



HEAD OFFICE

5575 Boundary Road, Vancouver, BC V5R 2P9
604 254 9626 | info@mosaicbc.org | mosaicbc.org

