

IMPACT REPORT

2023-2024



MOSAIC
Engaging Newcomers, Enriching Communities



A CHANGE CHAMPION

Charitable Registration # 13017-8130-RR0001

AWARDS PRESENTED

In June 2024, MOSAIC awarded scholarships worth \$44,000. We also provided bursaries worth \$1,000 each to five secondary schools.



Human Rights Award

Nila Ibrahim



Employer Recognition Award

Metro Vancouver

Eyob G. Naizghi Scholarship Award

Muhaddisa Sarwari

Ann & Jo-Ann Sobkow Scholarship Award

Rachel Waithera Kimani

Dr. Kes Chetty Award

Natalia Melnykova

Rema Estifanos Werede

Syeda Sania Zehra Naqvi

Educational Enhancement Award

Abdelrahman Ali Mustafa

Ruqaiya Al Lawati

Tom K

Vitaliia Atamaniuk

Yahya Bakour

Goodell Scholarship

NEW

Josh Todd Stephens

Secondary School Bursaries

(\$1,000 to each school)

Britania Secondary School

Burnaby South Secondary School

Kwantlen Secondary School

New Westminster Secondary School

Windermere Secondary School

The annual MOSAIC Awards ceremony, held on June 13, 2024, celebrated the outstanding achievements of 13 individuals and organizations dedicated to supporting newcomers and fostering diversity in Canada.



AWARDS RECEIVED



CARF accredited for another 3 years

MOSAIC is a proudly certified living wage employer and is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) up to 2025.



Nominated as Not-for-Profit of the Year

MOSAIC was awarded as a finalist for the Surrey Board of Trade's 25th annual Business Excellence Awards in the category of Not-For-Profit of the Year.



Diverse & Inclusive Champion

MOSAIC was nominated for the Diverse & Inclusive Champion Award at the Untapped Awards 2023.



Canadian Lawyer Readers' Choice Award

MOSAIC's Interpretation & Translation Services won the Canadian Lawyer Readers' Choice Award as one of the best in the country in interpretation and translation.



Legal Advocacy Program shortlisted for 2024 Legal Impact Award

Legal Advocacy Program's Family Law Advocate, Minab Yetbarek, was shortlisted for the 2024 Legal Impact Award by Clio under the Community Champion category.



VISION

Together we advance an inclusive and thriving Canada.



MISSION

MOSAIC enriches communities through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds.



VALUES

EXCELLENCE

We value the delivery of the best, person-centred services informed by the people served.

INNOVATION

We value relevant, responsive, and systematic solutions, embracing creativity and adaptability.

INCLUSION

We value and advocate for inclusiveness in shaping our communities and workplaces.

COMMITMENT

We value the passion and contributions of our staff, contractors, volunteers, partners and people served in fulfilling our mission.

INTEGRITY

We value accountability, transparency, justice, and ethical and thoughtful decision-making.

TABLE OF CONTENTS

Awards / Recognitions.....	1
CEO & Board Chair Message.....	3
Leadership.....	4
Services and Clients.....	5
Financial Report.....	6
Donors and Supporters.....	7
Employment Services.....	9
30th Anniversary Legal Advocacy Program..	10
Settlement & Refugee Services.....	11
Language Services.....	13
Interpretation, Translation & Social Enterprises.....	14
Family, Children, Youth & Seniors Services...	15
Volunteers & Staff.....	16
Looking Ahead.....	17
Ways of Giving.....	18

ACKNOWLEDGEMENT

Joy Abasta	Alyaa Elhebeishy	Jennifer Ng
Daisy Au	Bessy Ferris	Sharon Ng
Adrienne Bale	Vania Ganacheva	Farkhonda Rajabe
Raphaella Beduin	Payvand Gonzalez	Pamela Rubio
Gini Bonner	Attif Ihsan	Sammie Jo Rumbahua
Sharon Butler	Caitlin Johnston	Niloufar Sattari
Larry Chan	Tanja Krzman	Monica Sousa
Sherman Chan	Petra Kuret	Olga Stachova
Erin Chen	David Lee	Doaa Thabet
Regis Chiwaya	Mei Lee	Padmanabh Thombre
Cecilia Chong	Matthew Levan	Sue Trevor
Guangke Dai	Kitty Lo	Hugo Velazquez
Ailed Duarte	Michael McMillan	Susan Yung
Anna Du Vent	Marzieh Nezakat	Zain Zaidi

Art Concept and Design: Joyce Chen

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Contact: communications@mosaicbc.org

MESSAGE FROM THE CEO AND BOARD CHAIR

Olga Stachova
Petra Kuret

DRIVING CHANGE

Change is the only constant in our lives. It represents adapting to new circumstances and overcoming new challenges – something every immigrant experiences. It also signifies taking proactive steps and making a difference. This year, MOSAIC has continued to advocate for policies and expanded services, removing roadblocks and bridging gaps to create new opportunities for newcomers to Canada.

After years of dedicated advocacy, we are excited to see the implementation of the BC International Credential Recognition Act. By reducing the barriers to credential recognition, this legislation not only enhances career opportunities for skilled immigrants but also strengthens the overall workforce in BC.

To address the continued challenge of gaining skills-commensurate Canadian work experience, MOSAIC's WorkXP has partnered with over 50 employers to provide meaningful career opportunities to 119 immigrant professionals, utilizing their skills to meet local labour demands and promoting systemic change in employer perspectives towards newcomer internships.

Our Social and Civic Opportunities: Pathways to Equity (SCOPE) program is reshaping boardrooms by training racialized immigrants and newcomers to become leaders in Canadian social, political, and civic life. Over 70 clients are now actively engaged in their communities with 51 serving on 89 governance boards/committees. Additionally, our clients have established their own organizations, been promoted to leadership positions and become public speakers shaping the society at large.

This year's report highlights not only the changes MOSAIC is making but also the stories of community change champions – newcomers who have overcome obstacles, contributed to their communities, and inspired others with their resilience and determination.

We extend our heartfelt gratitude to MOSAIC staff, translators, interpreters, volunteers, and Board of Directors whose dedication, commitment and leadership make our work possible. The unwavering support of our funders, partners, and donors enables us to continue championing change and building a more inclusive Canada.



MEET OUR

BOARD OF DIRECTORS



Petra Kuret
Chairperson of the Board



Dr. Gillian Creese
Vice Chairperson



Serena Mawani
Secretary



Matthew Carter



Alex Cheong



Mehran Kiai



Fariba Pacheleh



Emilie Roy
Treasurer



Marie Bassey



Silvia Ceasero



Indra Guha



Tina Leung



Gary Wong

EXECUTIVE LEADERSHIP



Olga Stachova
Chief Executive Officer



Sharon Butler
*Director of Strategic
Engagement & Partnerships*



Sherman Chan
*Director of Health
& Refugee Services*



Payvand Gonzalez
*Director of
People & Culture*



Caitlin Johnston
*Clinic Director
MOSAIC Community Clinic*



Kumar Lal
*Director of Business
Technology & Operations*



David Lee
*Director of Employment,
Language & Social Enterprise*



Sue Trevor
*Director of Finance &
Administration*



Hugo Velázquez Vázquez
*Interim Director of Family &
Settlement Services*

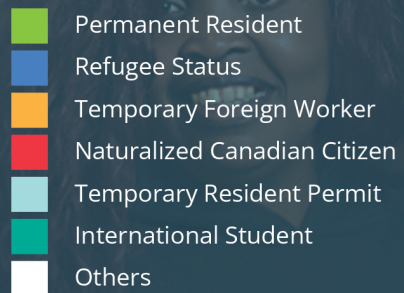
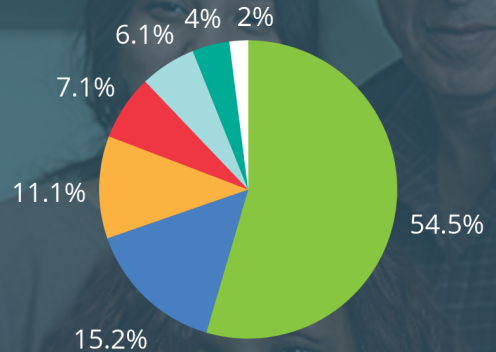
SERVICES AND CLIENT DEMOGRAPHICS

Top 5 Clients' Countries of Origin

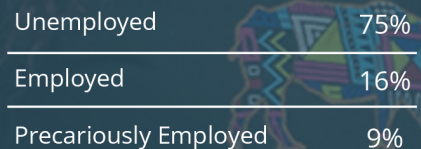
+24K
Clients served



Client Immigration Status (Status at service)



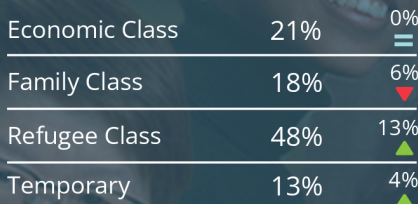
Employment Status at time of intake



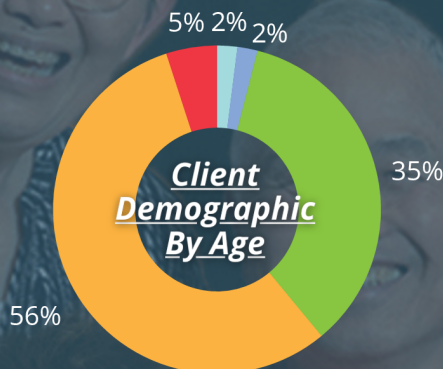
Our Services

- Children, Youth and Family Support
- Diversity, Equity and Inclusion Training
- Employer Support and Engagement
- Employment Services
- English Classes and Testing
- Health and Counselling
- Interpretation and Translation
- Legal Information and Workplace Rights
- Refugee Sponsorship
- Settlement Services
- Violence Prevention and Support

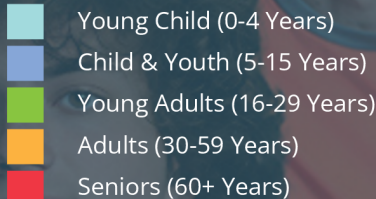
Client Immigration Class (Class on arrival)



Client Demographic By Age



* MOSAIC has age data for 80.6% of our total clients



89.4%

Clients stated that MOSAIC helped them integrate into Canadian society

Top 5 Residence Cities

Surrey
Vancouver
Burnaby
New Westminster
Delta

Service locations

19

MOSAIC sites

13

Community sites

9

Shared Partner sites

Public Engagement

+10.7K

Clients connected via MOSAIC events

67

Media Inquiries for MOSAIC's Expertise

+840K

Website visits

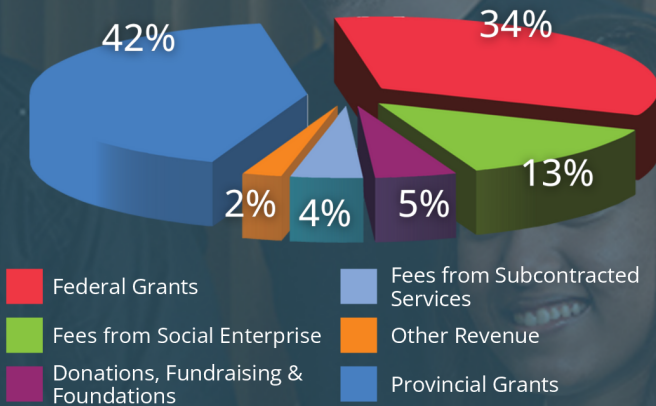
+56K

Social Media Engagements

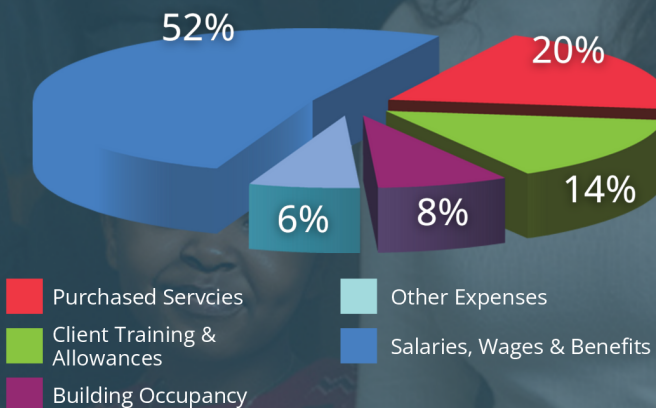
FINANCIAL REPORT

Fiscal Snapshot: Continued Growth (April 1, 2023 - March 31, 2024)

Revenue



Expenses



Fiscal 2024 operating revenues increased by 17% over 2023, with expenses growing by 16% and a resulting excess of revenue over expenses of \$243,000. MOSAIC continues to strategically invest beyond operating revenues in employee recruitment/retention, digital transformation, and optimized client service locations. Despite this planned deficiency of revenue over expenditures, and unlike fiscal 2023, fiscal 2024 saw an increased market value of investments held for long-term growth, resulting in the 2024 positive result.

Strategic investment as described above is supported through internally restricted funds, ensuring MOSAIC's capacity and sustainability in line with its Strategic Plan. Funds are restricted as follows:

- **Community funds:** For scholarships and discounted access to translation services for individuals.
- **Capacity funds:** To enhance MOSAIC's capacity to deliver innovative and ongoing programming to meet the needs of clients in their communities.
- **Sustainability funds:** To provide stability in the face of known or unforeseen circumstances.

Unrestricted net assets are maintained for contingency purposes.

MOSAIC is grateful for the ongoing support of its donors, partners, and funders, without whom we would be unable to address emerging and continuing needs of our clients and communities. More information is available through MOSAIC's audited financial statements.

	Year Ended March 31	2024	2023
		\$000's	\$000's
REVENUE			
Provincial Grants		19,709	17,190
Federal Grants		15,985	13,636
Fees from Social Enterprise		6,433	4,674
Fees from Subcontracted Services		1,998	1,968
Donations, Fundraising & Foundations		2,245	1,987
Other Revenue		1,098	1,028
		47,468	40,483
EXPENSES			
Salaries, Wages & Benefits		24,585	21,778
Purchased Services		9,356	7,800
Building Occupancy		3,630	3,610
Client Training & Allowances		6,935	5,297
Other Expenses		3,324	2,691
		47,830	41,176
Excess (Deficiency) of revenue over expenses before undernoted items			
Increment in membership share in community services co-op		56	98
Increase (decrease) in market value of investments		549	(346)
		243	(941)
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES		243	(941)
NET ASSETS, BEGINNING OF YEAR		10,305	11,246
NET ASSETS, END OF YEAR		\$10,548	\$10,305

RECOGNITION OF DONORS AND SUPPORTERS



MOSAIC received over 200 newcomer welcome kits from Best Buy Canada.

Photo Captions:

1 TD and TD Ready Commitment's \$50,000 gift supports MOSAIC Seniors Club.

2 Avanade and reBOOT Canada donated 20 laptops to our Family Centre, Refugee Settlement, and Migrant Workers programs.

3 A \$5,000 anonymous donation to support MOSAIC 2SLGBTQIA+ community.

Government Funders

Canada Revenue Agency
Canadian Heritage
City of Vancouver
City of Burnaby
Employment and Social Development Canada
Immigration, Refugees and Citizenship Canada
Ministry of Attorney General
Ministry of Children and Family Development
Ministry of Education and Child Care
Ministry of Municipal Affairs
Ministry of Post-Secondary Education and Future Skills
Ministry of Public Safety and Solicitor General
Ministry of Social Development and Poverty Reduction
Public Health Agency of Canada

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

Lorys Schouela
RBC Foundation
TD Bank Group

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

Allard School of Law at the University of British Columbia
Amazon Fulfillment Services ULC
Amenida Macleod Limited Partnership
ARC'teryx Equipment
BC Parks Foundation
Brewster Inc.
Claire Andruff
Darryl Shoemaker
DoorDash, Inc.
Global BC
KPMG Foundation
MOSAIC for Good 2023 Campaign
The Cedrus Foundation
Vancouver Foundation

Visionaries \$100,000+

Canadian Women's Foundation
Law Foundation of BC
The Jewish Community Foundation of Montreal
United Way British Columbia
Vancity Savings Credit Union

Leaders \$50,000-\$99,999

Hudson's Bay Foundation
James L. Cowles & Katelena L. Hernandez Cowles
RBC Royal Bank of Canada
Vancity Community Foundation

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

0776724 BC LTD
Accenture
Andrea Bolen
BC Public Service
Charitable Impact Foundation
Craig T Wilson
iA Financial Group
Invest Vancouver
Janet Dymont



Kinbrace Community Society
Nicole Schouela
Trans Care BC
Rainbow Foundation of Hope
Rotary Club of Vancouver Arbutus
Gaming Account
Suzanne Gill and Stewart Palmer
Vancouver Career College
Vancouver Community College

Ambassadors \$1,000-\$4,999

Andrea Campbell
Badh & Rejminiak LLP
Beedie Luminaries
Bell Alliance LLP
Benevity Giving Platform
Chantelle MacIsaac
Christine Hay
Colene Chow
Colleen Dockerty & Phillip
Brownhill
Crissy George
Danfoss Industries Ltd
David Schouela
Dean William McDonald
Diana Whellams
Elizabeth Hook
Export Development Canada
Gagan Kaila
Gurpreet Badh Law Corporation
Iain Harris
Jaylen Gadhia
Karen Garland
Laurie Buck

Liliane Aberman
Lisa Shackerley-Bennett
Mary and Rod McNeil
Matt Andruff
Michael Andruff
Michael Lee
Olga Stachova
Paulette Lavack
Peter Simmons
Petra Kuret
Robert Gillespie
Ron Andruff
Sara Heron
Sharon Ann Brophy
Sharon Butler
Susan Mary Adams
Thomas P.J. Hofmann
Tina Wu
UBC Alma Mater Society
United Truckers Association
Vancouver Greater Panric Healers'
Association
Walmart Canada Corp

Friends \$500-\$999

Aditya Narain Mathur
Anthony Anaedu
Bohye Jun
Brook Greenberg
CanadaHelps
Christine Krysha Derbyshire
CPHR British Columbia & Yukon
Dan Sambolec
David Lee

Deborah Ann Goodman
Doha Benbahloul
Don & Polly Elder
Dorothy Mae Hughes -
Sideroff
Eric Claus
Frances Caton
Geoffrey and Alice Mynett
George Stevens
Gillian Chetty
Graham Phillips
Jane A.G. Purdie
Jerrold Mihailoff
John Bethel
John Sawyer
Judith Oliphant
Kevin Jones
Maia Tsurumi
Mark P Tindle
Milica Nauman
Mooly Wong
Odlum Brown Limited
Paul Kernan
Priya Chetty
Purpose CPA
Rachel Magnusson
Richard Briand
Samuel Newton
Susan McIntyre
Tecumseh Elementary
School
Thea Berretta
Tracey Krause
Vancouver Talmud Torah
Association



EMPLOYMENT SERVICES

In the past fiscal year, MOSAIC's employment programs demonstrated significant growth and impact. MOSAIC's Canadian Work Experience Internship Program (WorkXP) completed a 2.5-year pilot, providing 119 clients with internship placements in fields such as engineering, education, sales, pharmaceuticals, social services, and business administration, matching their professional experience prior to coming to Canada.

Our four WorkBC centres saw significant growth in the number of clients served with an increase of 14%. Highlighting the demand for employment services, we served 2,402 clients with 1,008 successful placements and hosted 19 job fairs with 65 employers participating.



WorkBC

19
Job fairs
hosted

65+
Employers
participated

2,402
Clients
served



1,008
Successful
placements



14%
Increased in
clients served

MOSAIC EMPLOYMENT PROGRAMS



892
Intakes



213
Successful
placement



36
Prepared to
participate in
boards and
committees



READ
MORE



MOSAIC's 2023 Immigrant Professionals Conference on October 28 highlighted "The Immigrant Advantage" with motivational speakers, an employer panel, and workshops.

MOSAIC JOB FAIR



2,500
Attendees



50
Employers



MOSAIC's 12th annual job fair on May 14 at the Anvil Centre in New Westminster featured 50 employers and over 2,500 job seekers. MP Peter Julian opened the event, which began with early entrance for people with disabilities, sponsored by WorkBC, BC Public Service, and CDI College.

THREE DECADES OF SOCIAL CHANGE

30th

This year marks the 30th anniversary of the Legal Advocacy Program (LAP) in assisting low-income immigrants and refugees on how to navigate the Canadian legal system by ensuring they understand their legal rights and responsibilities.

Throughout the past thirty years LAP has found innovative ways to adapt to the needs of our clients. A recent example of this is its partnership with the Disability Alliance of BC to assist newcomers with disabilities to apply for their Tax Benefits.

The Immigration and Family Law advocates have addressed numerous legal issues, including income security, housing, debt, and providing advice, referrals, to full representation.

READ MORE



From isolation to advocacy: Dires' vision for a more accessible community

236

Unique clients served

410

Legal issues addressed

FAMILY LAW

READ MORE



Three decades of social change: MOSAIC's Legal Advocacy Program

94

Unique clients served

740

Legal issues addressed

**IMMIGRATION
LAW SERVICES**

32

Unique clients served

**DISABILITY
BENEFITS**

SETTLEMENT & INTEGRATION

Clients served

5,623

Settlement
& Integration



449

Migrant Workers

2,920

Refugee Integration

BC CHARMS Housing System



104

Families

&



362

Individuals

found safe and secure housing

Migrant Workers' Top Sectors:

1. Agriculture
2. Caregiving
3. Construction
4. Food Industry
5. Janitorial
6. Trucking
7. Electrician
8. IT



Our Settlement and Integration Services have delivered high-quality support to many clients, including seniors, 2SLGBTQIA+ newcomers, and refugees with complex settlement needs. This year, there is a notable 198% increase from 22/23 in 2SLGBTQIA+ clients, showcasing the growing need and our expanded outreach.

Our Migrant Workers Program served clients across various industries, effectively supporting their needs by coordinating the efforts of 23 agencies across BC, representing them in the Integrated Disaster Council of BC, and strengthening our commitment to their successful integration and well-being.

Over the past year, the Refugee and Integration team has prioritized advocating for settlement assistance, temporary and long-term housing, labour market support and mental health services for refugees, refugee claimants and the most vulnerable populations. We have enhanced our service delivery with new partnerships and collaborations, ensuring comprehensive care for our clients.

Achievements include securing new provincial funding agreements and recognition from IRCC for MOSAIC's exemplary standard of practice as one of Canada's top Sponsorship Agreement holders. MOSAIC continues to lead the BC CHARMS Data Management and Housing Referral System province-wide.



The annual
Multicultural
Settlement Fair hosted
by Moving Ahead
Program



READ
MORE

A father's hope
restored: Reunion
from Afghanistan to
Canada community



COMMUNITY HEALTH & COUNSELLING

Clients served

488

Clients served through
Violence Prevention
programs

1,384

Clients reached
through community
engagement activities

520

Participants in
immunization
awareness programs

This year, MOSAIC's diverse range of programs has significantly impacted our community, delivering essential services in multiple languages.

Our initiatives have addressed community violence, enhanced well-being through personalized support, and promoted a culturally-safe and linguistically accessible public health response including social prescription, navigating B.C.'s healthcare system, immunization awareness, and labour abuse and exploitation prevention.

Our community engagement efforts included events and workshops addressing informed choices and empowerment regarding their health, gender-based violence, invisible abuse, and celebrating significant occasions like International Women's Day.

Collaborations with organizations and expert voices from Indigenous Elders from Squamish Nations, BC Centre for Disease Control, Fraser Health, Burnaby Primary Care Networks, Vancouver & Lower Mainland Multicultural Family Support Services Society, and United Way BC facilitated impactful events.

Our commitment to fostering a healthier, safer, and more inclusive society was evident in our efforts to serve diverse communities and address pressing social issues. We remain dedicated to empowering individuals, building partnerships, and creating lasting change for a better future.



MOSAIC at the 70th
Anniversary Gala
Dinner and the Public
Health Association of
BC Conference 2023



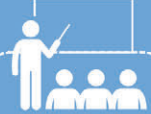
LANGUAGE SERVICES



MOSAIC LINC



1,567
Clients
served



47
Classes
delivered



98%

Of students progressed in at least
one language area (speaking,
listening, reading, writing)



90%
Enrolment
rate

Over
10K
Interactive
online activities
for all levels of
learners

After 18 months of planning and renovations, MOSAIC's Language Instruction for Newcomers to Canada (LINC) officially opened its new Burnaby Language Centre in Metrotown on March 1, 2024. With its 6 modern and well-equipped classrooms this site is tailor made to provide high quality language instruction and testing. Located next to transit, close to all community services and shopping, it will support the busy lives of the community members we serve.

With generous funding from IRCC, MOSAIC LINC continued expanding its Surrey Language Centre to meet the acute demand for language training in the fast-growing Newton area. The LINC team successfully addressed this need by opening two new morning classes. Additionally, recognizing the needs of caregiving parents in the area, the LINC team established a much-needed childminding centre, greatly benefiting dozens of families.

READ
MORE



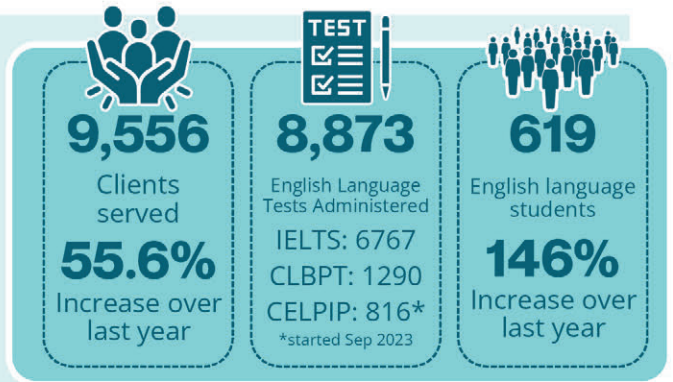
Hear from Ruslana, a student from Ukraine at our Vancouver Language Centre, who received resume and interview support from our instructors and prepared for the 2023 MOSAIC job fair. She connected with her dream company and was hired within a month.



MOSAIC LINC opened its new Burnaby Language Centre in Metrotown on March 1, 2024, aiming to be the premier site for client-centered, community-oriented language training.

MOSAIC Engage English classes and assessment services

MOSAIC Engage made significant strides in 2023-2024 by nearly doubling our English classes from 9 to 16 across two sites, prioritizing affordable language training for those with few options. We provided subsidies to over 500 individuals, including those displaced from Ukraine, refugee claimants, returning students, and others facing financial barriers. This client-focused approach earned us a 4.8-star rating on Google from over 130 reviews. Our assessment services also expanded, adding CELPIP testing alongside IELTS and CLBPT, with CELPIP being the second IRCC-accepted language assessment. Our assessment team-maintained industry-leading customer service, garnering over 600 five-star Google reviews across our Vancouver and Surrey centres.



Interpretation and Translation Services

9,481
Interpretation Services

4,235
Translation Services

80+
Languages offered

300+
Language Specialists

MOSAIC's Interpretation and Translation Services had its most successful year ever, generating over \$3.2M in revenue and serving more than 11,000 individuals and families, major government organizations, non-profit entities, and private sector clients across Canada and even internationally. To support those most in need, we provided nearly \$10,000 in financial assistance for translations to newcomer clients, aiding their settlement and employment in Canada.

In Spring of 2024, MOSAIC's translation team completed a project for the Multiculturalism & Anti-Racism Branch of the B.C. Ministry of Attorney General and United Way BC to translate the website for the new Racist Incident Helpline into 15 languages. This helpline is a culturally safe and trauma-informed resource for people who have experienced or witnessed a racist incident, but who may not want to or know how to report it to police.

FAMILY, CHILDREN AND YOUTH SERVICES

Our Children, Youth and Family Services focus their efforts on community building. Our Family Centre assists the integration of newcomer families in every aspect of their new lives in Canada by attending to the needs of young children and parents at the same time. For this purpose, we have recently created an Accessibility Coordinator position to address neurodivergence in children under five to facilitate early interventions. Families with children in middle and high school have also been guided by our Settlement Workers in Schools (SWIS), who surpassed their targets by engaging with a record number of newcomers in the New Westminster School District. Our services in the area also include after school homework support for youth. Additionally, for newcomer families that cannot visit our service sites, we reach out to them through our Community Action Program for Children (CAPC) and our Building Blocks Vancouver Program (BBV). This year BBV participated in the Farmers Market Nutritional Coupon Program, providing low-income families, pregnant mothers, and seniors with better access to fresh produce.



27%

Increase in services to Children, Youth & Families from last year

792

Children and youth (0-15yrs) served



Youth Week on May 2 featured a dinner and karaoke night for 16 youth at MOSAIC's Boundary location. It was their first programming at this site, where they toured, met staff, and received first aid kits from Community Health Programs after completing a course.

SENIOR SERVICES



1,052

Seniors served (60+ yrs)

330

Seniors engaged in MOSAIC Seniors Club programs

95%

Seniors Club Program clients are satisfied

MOSAIC Senior Programs offered a variety of activities throughout the year, fostering community, health, well-being, and digital literacy. The Seniors Club provided digital literacy and health workshops, choir practices, Green Ambassadors Program initiatives, leadership sessions, and English classes.

Special events like Multicultural Seniors Day celebrated cultural diversity, while field trips to local farmers' markets and art sessions enriched experiences. Additionally, we observed World Elder Abuse Awareness Day, emphasizing the importance of elder care and protection.



The "Seniors Take On Things We Never Talk About" Musical Theatre Project, funded by the New Horizon for Seniors Program, benefited over 200 seniors. This initiative celebrated creativity and resilience, with performances that transformed perceptions of aging and fostered self-agency among immigrant seniors.



VOLUNTEERS AND STAFF

This year has been exceptional for MOSAIC's staff and volunteers, who have significantly contributed to the well-being of our community. Our diverse and committed MOSAIC team has served over 24,000 clients, demonstrating an unwavering readiness to support those in need. Our volunteer team has made remarkable contributions through various initiatives. Through the Newcomers and Community Building Program's Conversation Circle and Oil Painting workshops, the MOSAIC CARES Project supporting isolated seniors, and the School's Out: Homework Club, supporting high school students, our volunteers have provided invaluable assistance. Additionally, our mentorship programs, such as Workplace Connections, have been instrumental in helping clients launch their careers in Canada.

VOLUNTEERS

470

Active
Volunteers

9,808

Volunteers
Hours

56

Languages
Spoken

17-83

Volunteering
Age Range

64

Countries
of Origin

Mentorship Matches

46

Culture
Connections
Matches

127

Workplace
Connections

STAFF

515

Full-time
Part-time
On-call

71%

Female

24%

Male

5%

Others

33

Service
Languages

72%

Of staff are
immigrants
or refugees



Years longest-serving
staff member





HOW YOU CAN SUPPORT MOSAIC

Ways of giving that make a difference and help change lives.



DONATE TODAY

Starting over is hard. Your donation helps break down barriers for refugees and immigrant families in building their new lives in Canada.



CORPORATE GIVING

Support programs aligned with your corporate values and make a targeted impact. Today, corporate responsibility is a must and people want to do business with organizations that give back.



GIVE MONTHLY

A monthly donation is an easy way for you to help MOSAIC programs with dependable, continuing support. Small monthly gifts, spread out over the year, make a BIG impact!



SPONSOR AN EVENT

MOSAIC has many signature events for inclusion, diversity, skill development and celebration that help create a better Canada. Reach the demographics that are important to your company and give back to the community.



TO DISCUSS WAYS OF GIVING, PLEASE CONTACT:

✉ donations@mosaicbc.org

LOOKING AHEAD



New Priority Population Clinic in Burnaby

This Fall, MOSAIC will be opening a priority population clinic, MOSAIC Community Clinic, in Burnaby Edmonds. In partnership with Fraser Health, the Burnaby Division of Family Practice, and the Burnaby Primary Care Network, this clinic will provide essential longitudinal primary care services to some of Burnaby's most marginalized communities, including newcomers, new mothers and babies, individuals with complex mental health needs,

and those experiencing homelessness. Recognizing the unique challenges faced by the identified priority populations—such as language, cultural, and socio-economic barriers—the clinic is designed to offer accessible, trauma-informed, and culturally safe healthcare. This initiative is an important next step in improving health outcomes and supporting the well-being of the communities we serve.



Collaborating with the City of Vancouver to build safer communities for youth.

We are looking forward to working with the City of Vancouver and the network of funded agencies to address Building Safer Communities in Vancouver. The importance of prevention-based programs and services

to create safe spaces for all youth is essential to building safer communities for all. As a network, we are working together to prevent and address the root causes of youth violence in Vancouver.



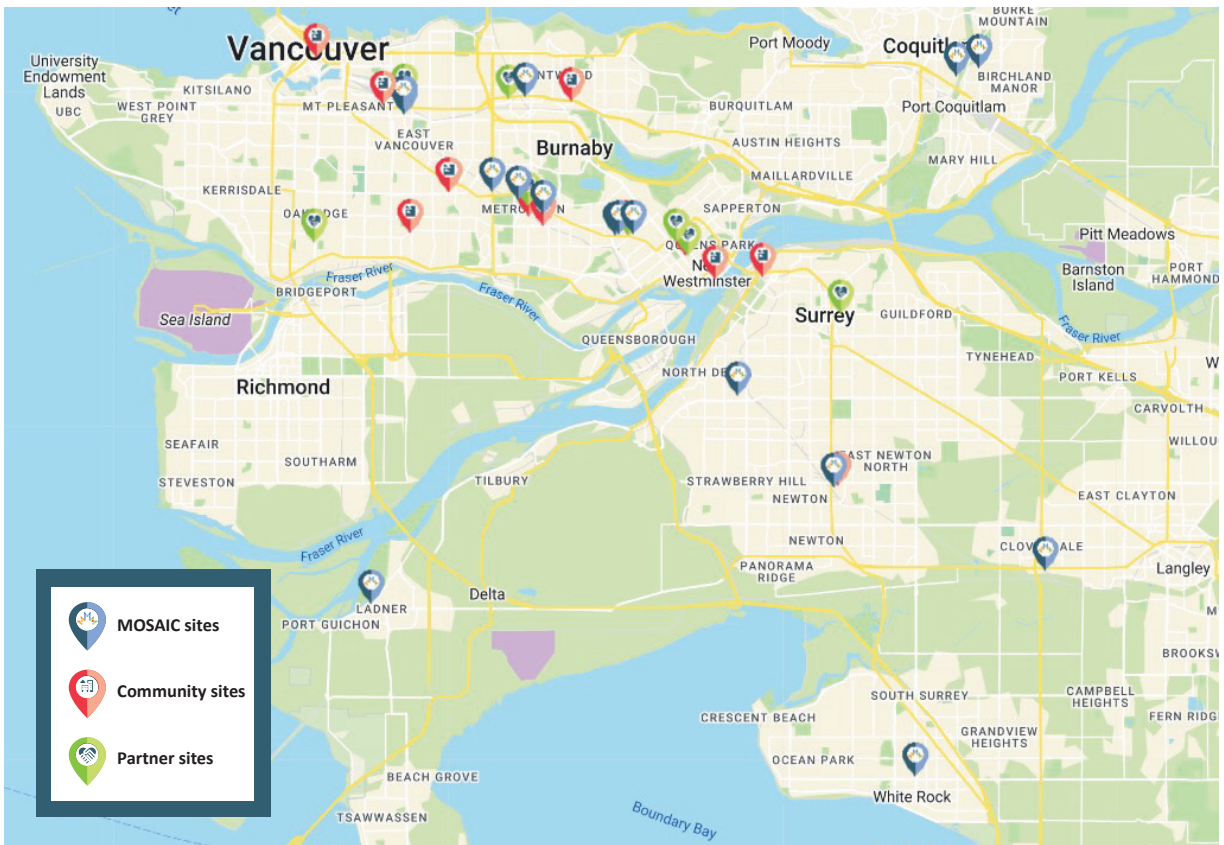
MOSAIC

Engaging Newcomers, Enriching Communities



Living Wage
for Families BC

MOSAIC ON THE MAP WITH CLIENT-ACCESSIBLE LOCATIONS



MOSAIC expresses our gratitude to the *skwxwú7mesh* (Squamish), *selilwitulh* (Tsleil-Waututh), *xʷməθkʷəyəm* (Musqueam), *qíqéyt* (Qayqayt), *scəwaθən məsteyəx* (Tsawwassen), *kʷíkʷəłəm* (Kwitwetlam), *qíqəy* (Katzie), *qʷʷa:nłʷən* (Kwantlen), Semiahmoo and Matsqui Nations, on whose ancestral, traditional and unceded territories we are privileged to deliver our services.



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