



MOSAIC
Engaging Newcomers, Enriching Communities

**ANNUAL REPORT
2020 – 2021**



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Please Note: Pictures in this Annual Report include ones taken pre-COVID.

For feedback or comments about the Annual Report, please email communications@mosaicbc.org.



Olga Stachova - CEO



Chris Duff - Board Chairperson

Finding meaning through MOSAIC Moments

MOSAIC was formed 45 years ago out of the need to support newcomers to Canada. That need remains relevant today and will be for years to come as Canada gears up to welcome 1.2 million immigrants over the next three years. Immigration continues to be one of the key drivers of demographic and economic growth in our country.

To mark our 45th anniversary, we focus on MOSAIC Moments – the moments that make us who we are as an organization, the moments that have changed the lives of the newcomers we proudly serve, and the moments that touch the hearts of our staff, partners, volunteers, and supporters who make our work possible.

As we celebrate this significant milestone, we reflect on the resilience of our staff and clients in navigating the challenges and uncertainties brought on by COVID-19. We are very proud of the way MOSAIC was able to pivot to a mix of online and in-person service delivery, balancing the need to continue supporting our clients with ensuring health and safety for all.

This Annual Report celebrates key MOSAIC Moments, and provides a snapshot of MOSAIC’s response to the new and emerging needs of newcomer communities, as we adapted and pivoted so that our reach and impact could continue. We proudly served 19,000+ clients this past year, either through a direct service or through a touchpoint/virtual event.

At the same time, anti-racism work continues to be a key focus as we join our community partners to address a troubling rise in acts of hate. As the lead for the Resilience BC Anti-Racism Network in Surrey and White Rock, MOSAIC will continue to fight against racism and hate towards immigrant and BIPOC communities.

Canada is made up of people from diverse backgrounds, cultures, faiths, and walks of life – and while we celebrate that, we know there is much that needs to be done to create a truly inclusive and just society. MOSAIC remains committed to working towards reconciliation by educating and informing newcomers about Canada’s colonial history, which shapes our society to this day.

Finally, we would like to recognize and thank our dedicated staff and volunteers who continue putting the needs of our clients ahead of their own. We are grateful to our volunteer Board of Directors for their leadership and support during a year of continuous change. And as we look ahead to another 45 years of MOSAIC Moments, we thank our clients, partners, funders, and supporters for walking alongside us on this journey.

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.



Our Values

These values drive our relationships with clients, funders, community partners, staff and volunteers:

- Excellence** We value the delivery of the best, person-centered services informed by the people served.
- Innovation** We value relevant, responsive, and systematic services, 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.


Olga Stachova


Chris Duff



Meet our Board of Directors and Executive Leadership

MOSAIC has joined the Government of Canada's 50-30 Challenge to increase representation and inclusion of diverse groups to serve on our Board of Directors and Executive Leadership. The current slate of 15 Board members includes 60% who have lived experiences as immigrants, and 47% who are women.

MOSAIC Board of Directors 2020-2021



Dr. Christian Duff
PhD, CPA, CA
Chairperson



George Somerwill, MA
Vice Chairperson



Bark Kong, CPA, CA, CBV
Treasurer



Barbara West, BCom
Secretary



Wyle Baoween
BSc Eng, MBA



Sylvia Ceacero, MBA, MA



Paul Chai Peng Cheng
Architect AIBC



Alex Cheong, CPA, CA, CBV



Dr. Gillian Creese
PhD, MA, BA



Meeru Dhalwala



Petra Kuret, CMC, BA



Wendy Ma, BSc, MBA



Serena Mawani
BCom, MBA

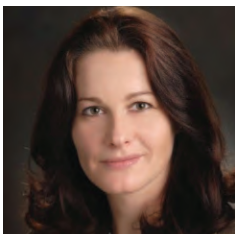


Yijin Wen, AIBC, PMP



Fadi Yachoua, BSc, LLB, LLL

Executive Leadership Team



Olga Stachova
Chief Executive Officer



Sharon Butler
Director
Corporate Partnerships
and Social Investment



Sherman Chan
Director
Family & Settlement Services



Michael Radano
Director (ended July 2021)
Employment, Language
and Social Enterprise



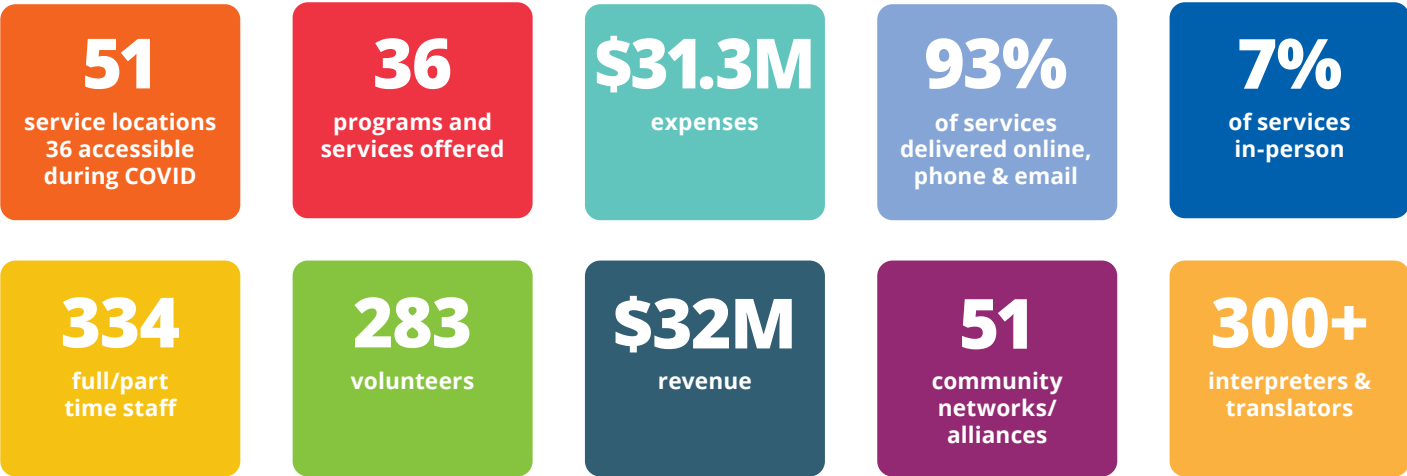
Sue Trevor
Director
Finance & Administration

MOSAIC At A Glance

MOSAIC is one of Canada's largest non-profit organizations that focuses on settlement and employment services for newcomers and those with diverse backgrounds.

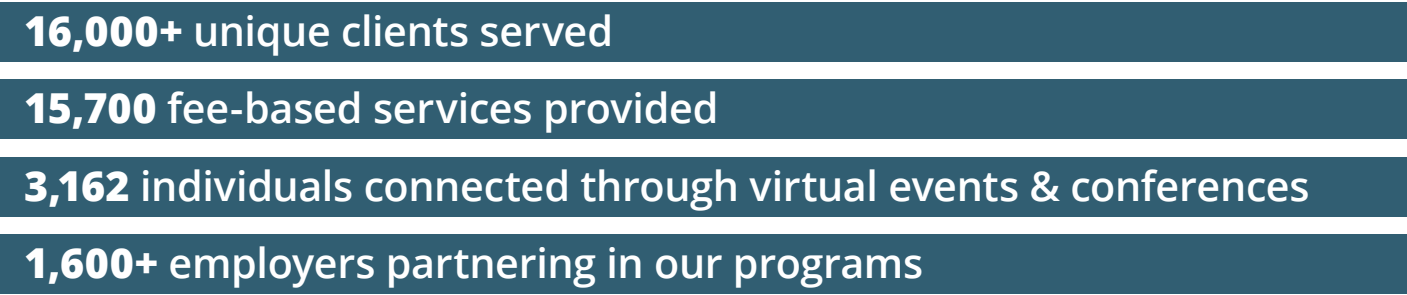
With a 95% satisfaction rate from an annual survey of clients, MOSAIC marks its 45th anniversary having successfully pivoted and adapted during the COVID-19 pandemic to become a leader in the newcomer sector to ensure clients continue to be well served.

The following snapshot of MOSAIC services is based on our fiscal year of April 1, 2020, to March 31, 2021:



18 additional new projects approved and funded to meet the evolving needs of our clients, including:

- Counselling services/resource info for women & international students at risk
- COVID relief
- Digital literacy training & support
- Food security
- Health care/other supports for fragile and isolated seniors
- Labour market training/upskilling
- Mental health support
- Refugee support through Operation #NotForgotten



Recognition of Financial contributions

We are incredibly grateful for all those who choose to support MOSAIC and make our work possible.

Below, you will find a list of the government funders, corporate partners and supporters who gave so generously between April 1, 2020 and March 31, 2021. Thank you!

Government Funders

- Canada Revenue Agency
- Canadian Heritage
- City of Burnaby
- City of New Westminster
- City of Vancouver
- Employment and Social Development Canada
- Immigration, Refugees and Citizenship Canada
- Ministry of Advanced Education and Skills Training
- Ministry of Attorney General
- Ministry of Children and Family Development
- Ministry of Finance
- Ministry of Jobs, Economic Recovery and Innovation
- Ministry of Municipal Affairs
- Ministry of Public Safety and Solicitor General
- Ministry of Social Development and Poverty Reduction
- Public Health Agency of Canada
- Public Safety Canada
- Women and Gender Equality Canada

Visionaries \$100,000+

- Law Foundation of British Columbia
- Operation Not Forgotten – Generous donors from around the world

Visionaries	\$100k+
Leaders	\$50k – \$99,999
Innovators	\$25k – \$49,999
Champions	\$10k – \$24,999
Builders	\$5k – \$9,999
Ambassadors	\$1k – \$4,999
Friends	\$250 – \$999

The Shapiro Foundation
United Way of the Lower Mainland

Leaders \$50,000 – \$99,999

Community Food Centres Canada
RBC Foundation
RBC Royal Bank of Canada

Innovators \$25,000 – \$49,999

Coast Capital Savings
Djavad Mowafaghian Foundation
Rick Hansen Foundation
Vancity Community Foundation
Champions \$10,000 – \$24,999
Computers for Success Canada
Janet Dymnt
Envision Financial Community Endowment and First West Foundation
Pacific Blue Cross Foundation
Sunstone (Newton Crossing) Holdings Inc.

Builders \$5,000 – \$9,999

BlueShore Financial
Andrea Bolen and Brian McCreery
KPMG Foundation
SFU Continuing Studies
SurreyCares Community Foundation
TELUS Communications Inc.
Trans Care BC at Provincial Health Services Authority

Ambassadors \$1,000 – \$4,999

Susan Mary Adams
Adedayo-Samuel Bakare
Breakfast Club of Canada
Isabel Bliss
Richard Briand and Paulette Lavack
CWB Wealth Management
Crissy George
DanFoss Couriers & Freight
Eleanor Gill and Matthew Walton
Employees of Green Shield Canada
Alden Habacon
Farrah Hudani
The Jewish Community Foundation of Montreal
Fakherdin Kalla
Indu Khosla
Petra Kuret
Michael Lee
Geoff Louie
McCarthy Tétrault Foundation
Dean William McDonald
Joy Miller
Majeed Ashram Mustapha
New Westminster Homelessness Coalition Society
Niloufer Pasha
Rainbow Foundation of Hope
Rainbow Refugee Society
John Sawyer
Maia Tsurumi and Jesse Schuhlein
St. Mary's Kerrisdale
Olga Stachova
The UK Online Giving Foundation
Vancouver Foundation
Youth and Philanthropy Initiative Canada

Friends \$250 – \$999

Paul Cheng
Gillian Chetty
Priya Chetty
Hélène Côté
Penelope Coupland
Wendy Cukier
Diana Das
Krysha Derbyshire
Karimah Es Sabar
Anthony Ettlinger
Amy Gilbert
Stewart Goodings
Deborah Ann Goodman
Brook Greenberg
Sheldon Griffith
Anne Gunn
Mark Halpern

Molly Henry
Rachael Howatson
Saleem Iqbal
Abraham Jones
Charlene Jung
Paul Kernan
Lois E Klassen
Bark Kong
Gergana Kouzeva
Tracey Krause
Caroline Kriekenbeek
Anthony Labistour
Michael Lamoureux
Kylie Loo
Kim Louie
Vicki Lum

Brian Richard Mackenzie
Rachel Magnusson
Elissa Mak
Miliça Nauman
Samuel Newton
Oakwyn Realty
Downtown Ltd.
Graham Phillips
Polykromy Consulting Inc
Jane A.G. Purdie
Huchen Qin
Michael Radano
Parmeshwar Ram
Judy Reykdal
Joy Rowe
Firoozeh Shahraki
Rumani Singh

George Somerwill
St. Thomas More Collegiate
St. Patrick Regional Secondary School
Erin Stephens
George Stevens
Joseph Sundara
Victoria Foundation
Yijin Wen
Alina Wilson
Bill and Annelis Wilson
Liliana Wong
Sung Sook Woo
Bernard Yiu
Susan Yung

MOSAIC Donors and Supporters

RBC Foundation transforms futures for newcomer youth

Through the generous support of RBC Future Launch, MOSAIC has been able to offer various career exploration programs for youth. This includes Youth Taking Action: Documentary Project, a program dedicated to empowering youth through dialogue about their common challenges and who they are, as well as exposing them to potential career paths in the film industry. Youth ages 15-29 have been encouraged to find their voice through documentary filmmaking by learning about scripting, video shooting, lighting, capturing sound, editing, and exporting their own project.

As part of the project, participants are filming a story that showcases their cultural identity. Through their own documentary, youth will explore identity, heritage, belonging, the impacts of migration, hope, and aspirations. Thanks to RBC Future Launch funding, MOSAIC was able to purchase tripods, camera stabilizers, microphones and editing software for youth participants.

MOSAIC is incredibly thankful for the RBC Foundation's support of this project and other newcomer youth initiatives at MOSAIC, including the Youth Leadership Network and skills training in Python coding.

Djavad Mowafaghian Foundation supports newcomer families

MOSAIC's Family Centre received support from the Djavad Mowafaghian Foundation at a critical time through an incredible \$25,000 donation. The Centre is an important gathering place for refugees with young families and offers programs for both children aged 0-6 and their parents.

Children receive programs to prepare them for a smooth transition into the Canadian school system and parents receive guidance on health, nutrition, English-language skills, and parenting to set them up for a strong start and success in Canada.

Families that attend the Centre are all recently arrived refugees from countries such as Syria, Iraq, and Afghanistan. The Centre addresses multiple needs such as childhood developmental delays, trauma, mental health, cultural adaptation, social isolation and language barriers. Many different languages of support are available, and families stay for 12 – 15 months to get the full assistance they need. Thanks to the Djavad Mowafaghian Foundation, the Centre was able to continue offering these crucial services to refugee families over the past year and moving forward.



RBC Kingsway staff with Sharon Butler, MOSAIC Director of Corporate Partnerships & Social Investment.



Newcomer youth program participants gather in person for the first time.



Nastaran, Hana, and Mathias from the Youth Documentary Project enjoy their time together.

Finance Report

Fiscal Snapshot: Prudent investments help sustain

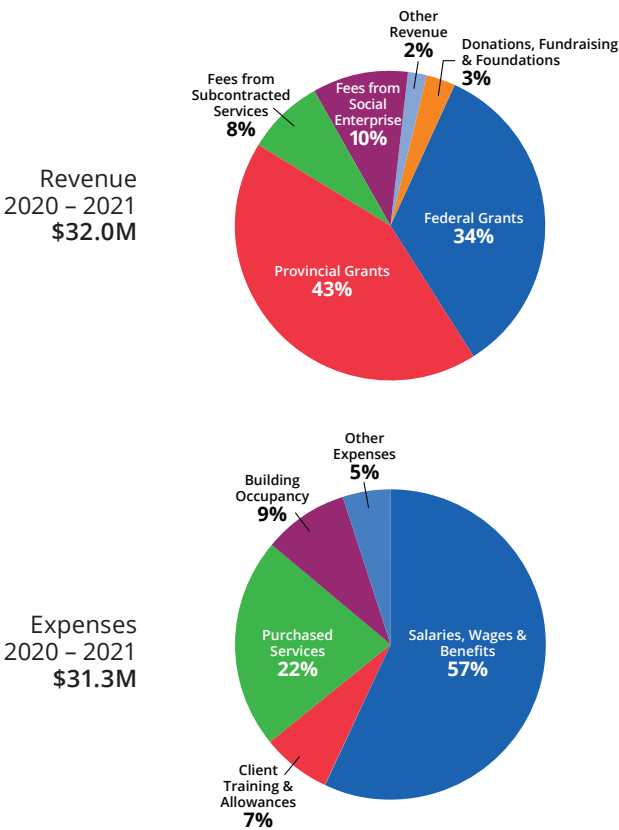
This report covers the fiscal year from April 1, 2020 to March 31, 2021, which resulted in an excess of revenue over expenses of \$1.6 million, as compared to an excess of \$278,000 in the prior fiscal year.

Approximately 51% of the 20/21 excess relates to unrealized increases in the market value of investments, through prudent investment and improvement in the market over the course of the year. By contrast, the prior year saw unrealized losses on investments of \$254,000, due to market impact of COVID-19 in March 2020 coinciding with reduced cash balances.

MOSAIC is grateful to its donors and funders who, throughout the pandemic, continued to fund client services and provide targeted funds to address emerging community needs. Employee recruitment and retention strategies were also implemented, with significant movement towards both being a living-wage employer and becoming more competitive in the market. MOSAIC very quickly and successfully pivoted to remote work, allowing effective client service delivery, despite reduction in other operational costs. Not surprisingly, though, this pivot required increased investment in technology, as the organization ensured deployment of an infrastructure that is both mobile and secure.

In line with MOSAIC’s Strategic Plan and to safeguard services to communities and ensure the organization’s financial sustainability, the Board of Directors sets aside and restricts funds in the following categories: Community Funds provide scholarships and discounted access to translation services for individuals in our communities. Capacity Funds enhance MOSAIC’s capacity to deliver innovative and ongoing programming to meet the needs of clients in the communities where they access services. Sustainability Funds provide for stability in the face of known or unforeseen circumstances. Unrestricted net assets are maintained for contingency purposes.

More information is available through MOSAIC’s audited financial statements, available by request.



Year Ended March 31	2021 \$000's	2020 \$000's
REVENUE		
Provincial Grants	\$13,870	\$13,442
Federal Grants	11,032	13,097
Fees from Social Enterprise	3,234	2,593
Fees from Subcontracted Services	2,384	1,543
Donations, Fundraising & Foundations	916	760
Other Revenue	545	587
	31,981	32,022
EXPENSES		
Salaries, Wages & Benefits	17,850	16,940
Purchased Services	6,801	7,429
Building Occupancy	2,726	2,813
Client Training & Allowances	2,167	2,333
Other Expenses	1,799	2,158
	31,343	31,673
Excess of revenue over expenses before undernoted items	638	349
Increment in membership share in community services co-op	148	183
Increase (decrease) in market value of investments	815	(254)
EXCESS OF REVENUE OVER EXPENSES	1,601	278
NET ASSETS, BEGINNING OF YEAR	8,929	8,651
NET ASSETS, END OF YEAR	\$10,530	\$8,929



Awards

Each year, MOSAIC recognizes outstanding individuals who have given back to their communities. We are also proud to receive recognition on an individual and organizational level.

Awards Presented

- Human Rights Award** – Laurie Cooper
- Dr. Kes Chetty Education Award** – Bdoor Albasha, Carmen Aldaklallah, and Mia Roxas
- Eyob G. Naizghi Scholarship Award** – Ayaan Ismail
- Ann & Jo-Ann Sobkow Scholarship Award** – Deola (Last name withheld by request)
- Employer Recognition Award** – IKEA Canada

Secondary School Bursary Awards:

- Britannia Secondary – John Arok Deng and Jacky Liu
- Burnaby South Secondary – Mava Alhamid
- Kwantlen Park Secondary – Roa Abuhasanein
- New Westminster Secondary – Fardeen Shahriar Alam and Sara Kolman
- Windermere Secondary – Akafmika Herath and Justin Yan



Awards Received

AMSSA Diversity Award – Zarghoona Wakil

Zarghoona Wakil, Senior Manager of Specialized and Innovative Programs at MOSAIC, was the recipient of the 2020 Service Recognition Staff Award from the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA).

The Service Recognition Staff Award is presented to a candidate who has demonstrated leadership, collaboration, and innovative program delivery in the settlement sector, among other criteria.

Excellence in workplace culture

2020 – 2021 was an outstanding year for MOSAIC’s workplace culture. Our organization was not only recertified as a Great Place to Work™, but was also named to three of Great Place to Work® Canada’s national lists: Best Workplaces™ in Canada, Best Workplaces™ Managed by Women, and Best Workplaces™ for Women. Additionally, MOSAIC was named to the list of 2021 top 100 workplaces for new graduates by The Career Directory.

MOSAIC Moments – A glimpse through the years

As we mark MOSAIC's 45th anniversary, we celebrate four decades of enriching communities through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds. Here are some key highlights throughout the decades. More can be found on our website history photo journey at www.mosaicbc.org.

1970s



Our story begins in 1976, when M.O.S.A.I.C. (Multi-Lingual Orientation Service Association for Immigrant Communities) was formed by the union of two grassroots agencies – Language Aid for Ethnic Groups and Multilingual Social Services, both of whom were

serving immigrant and refugee communities in Vancouver. In 1977 another important milestone was marked with the establishment of the Weekly Legal Clinic to provide free legal advice to clients, with support from the Legal Aid Society.

1980s

The 1980s was a time of major growth and change as MOSAIC became the first immigrant-serving organization in Western Canada to formally launch an Employment Programs division. The Settlement Language Training Program for immigrant women was also established, followed two years later by the English for Work Program, helping to solidify MOSAIC as a leader in language training.



1990s

During the 1990s, MOSAIC led a Working Group on Poverty for immigrants (the first collaboration with organizations and government in policy engagement), and a four-day “camp in” to protest new legislation and stand in solidarity with refugees who then faced a mandatory residency requirement before being eligible for financial assistance. With the highly publicized stand and ongoing lobbying efforts, the Province exempted refugees from this legislation just

four months later. This decade also saw the establishment of the Paralegal Advocacy program and the Family Violence Prevention program, the first of its kind in Canada. MOSAIC's Interpretation and Translation Services transitioned from a volunteer service to a social enterprise in order to provide a higher level of professional services and to compensate interpreters and translators for their work.



2000s

MOSAIC opened its first service delivery site in Burnaby in response to needs expressed by clients and community partners, and piloted the “Step Ahead” program. Listed among Immigration, Refugees and Citizenship Canada's “best practices in settlement services”, the program for vulnerable refugee and immigrant families encompasses holistic, client-centred case management services and is now established nationwide as the Moving Ahead Program model.



2010s

During the 2010s, MOSAIC was chosen by the BC government to lead the Refugee Response Team in Metro Vancouver as Canada accepted 25,000 Syrian refugees in 2015. MOSAIC continued its commitment to refugee resettlement and became a Sponsorship Agreement Holder Association. This decade also saw MOSAIC head office move to our new headquarters on Boundary Road, thanks to the support of the City of Vancouver, as well as expansion of services to Surrey and Fraser Valley.



2020s

As the COVID-19 pandemic affected people, organizations, and governments around the world, MOSAIC quickly shifted and adapted to ensure that service delivery and programming for newcomer clients did not stop. Staff moved services online or through safely distanced meetings outdoors. MOSAIC's advocacy and services have expanded to health promotion and equitable access to health services, as well as province-wide mandate in leading the first Canadian pilot in supporting Temporary Foreign Workers across BC.

Employment, Language and Social Enterprise

Through strategic partnerships and innovative programming, MOSAIC’s Employment, Language and Social Enterprises (ELSE) department has worked hard to serve the community and our clients. ELSE focused not only on weathering the pandemic, but also on playing a leading role in rebuilding the economy.

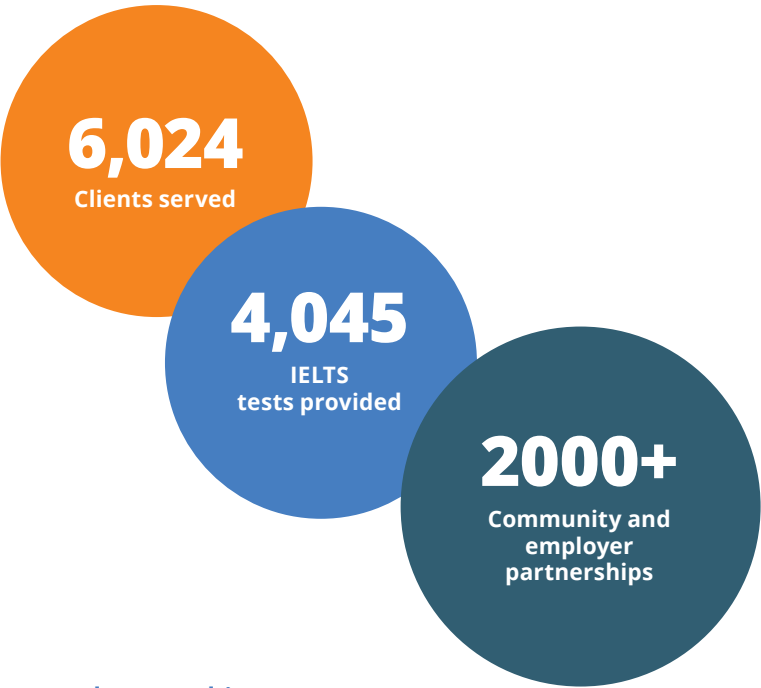
Pivoting to new opportunities – Employment Programs

The labour market was no stranger to the impact of COVID-19 as several industries shrunk while others grew exponentially. Utilizing this knowledge, MOSAIC’s Employment Programs connected with companies that were forced to reduce their workforce and offered outplacement services. In doing this, 1,419 job seekers were given the support they needed to change careers or access employment supports and opportunities in a stress-filled transitional period.

With this wave of loss, there was also hope as companies pivoted their operations. In anticipation of those opportunities, MOSAIC developed four new high-demand occupational training programs catering to Customer Relations Management (CRM) systems, data science, web development, and infrastructure construction.

To support the wider community, MOSAIC continued to hold its signature events, but this time virtually. This year’s annual

Immigrant Professional Conference focused on key changes in the job market that applicants needed to successfully pivot their careers during the pandemic, attracting 400+ attendees. Likewise, the 9th annual Job Fair provided 2,000+ registered job seekers the opportunity to connect with employers gearing up for a post-pandemic market.



Leaders and innovators with heart – Language Programs

When access to information and maintaining connection was key, MOSAIC’s Language Instruction for Newcomers to Canada (LINC) pivoted quickly. Building on expertise with in-person and online service delivery, MOSAIC successfully and expeditiously moved all LINC services online.

Undergoing this transition brought to the forefront the existing challenges faced by vulnerable and underprivileged segments of newcomer communities, especially in digital inequity. In response, the LINC teams provided computers and digital literacy classes to reduce the digital divide. These services had a positive ripple effect on other aspects of students’ lives by allowing them to access online information and connect with others remotely.

The rapid pivot to fully online service delivery resulted in MOSAIC having the highest client enrollment rates amongst LINC service providers in the past year – 88%. Through proactive client support, concentrated marketing efforts, and high-quality online programming, MOSAIC’s Language program remained a leader in the language education sector.



Celebrating a new milestone at the LINC childcare graduation.



To support our ELSE clients during the pandemic, several adjustments were made to deliver services safely.

Supporting our communities – Social Enterprise

Access to information was crucial for non-English speakers. As the world changed the way it interacted, the Interpretation team further developed their service offerings to support clients remotely across all sectors. During the pandemic, Interpretation Services helped repatriate Canadians and were part of the provincial government’s efforts to provide information to temporary foreign workers in relation to self-isolation policies.

To rapidly increase awareness of the dangers and challenges of the pandemic, MOSAIC’s Translation team went above

and beyond to get information out to non-English speaking communities. Their contributions ensured more people were safe and informed. As a result, they exceeded their revenue goals by 212%.

When the Government of Canada announced a new policy allowing migrant workers to apply for permanent residency, the IELTS team chose to rapidly expand their capacity, opening three new venues and four new test formats. This allowed them to help more than 2,500+ people access their services, putting clients on a pathway to residency.

During a period of high unemployment, MOSAIC created job sustainment workshops to help those who were unemployed or precariously employed maintain their careers in an unpredictable market, giving them the edge they needed to weather the changes. Through these supports, the team made the pandemic less challenging for 3,000+ job seekers, employers and institutions.



Family and Settlement

Demonstrating leadership during challenging times

While the COVID-19 pandemic required a major transition in service delivery, MOSAIC’s Family & Settlement department quickly pivoted to serve clients and demonstrate leadership in several key areas, including anti-racism, support for trans newcomers, and refugee resettlement.

Standing together against racism and hate

British Columbia has seen a significant increase in acts of racism and hate. As a member of the Resilience BC Anti-Racism Network and the Network lead in Surrey and White Rock, MOSAIC is part of a province-wide approach to identifying and challenging racism. MOSAIC previously served as the lead for the Surrey branch of the Organizing Against Racism and Hate Network (which preceded Resilience BC), and is proud to continue this important work.

Through Resilience BC, MOSAIC has successfully established and maintained a committee that is representative of the diversity of the Surrey and White Rock communities, and is working with partners to develop a grassroots Community Response Protocol to respond to incidents of racism and hate.

29,000+ service contacts to Migrant Workers across BC, in collaboration with 23 partner organizations



MOSAIC seniors received tech support from volunteers throughout the pandemic.



Thanks to support from Immigration, Refugees and Citizenship Canada and other donors, MOSAIC was able to distribute digital devices to clients in need.

- 98% of clients:
- Feel more confident in their parenting skills (Parenting Programs)
- Gained skills to improve family relationships (Anti-Violence Programming)
- Feel more socially connected (Seniors Programming)
- Feel they can participate in Canadian society (Migrant Workers Program)

Breaking down barriers for trans newcomers

MOSAIC successfully launched ‘Beyond Borders and Binaries’, a unique peer support group for trans, non-binary and gender-diverse newcomers to Canada regardless of immigration status. Funded by Trans Care BC – and renewed for a second year – group participants find community through sharing stories, information, and resources about starting a new life in Canada.

‘Beyond Borders’ was initiated as a result of focus groups from participants in MOSAIC’s ‘I Belong’ program, which aims to support LGBTQIA+ newcomers.

Refugee Settlement and Integration Program

The Refugee Settlement and Integration team worked hard to provide innovative and vital services for refugee claimants, despite the global pandemic. Despite unprecedented border closures in 2020, more than 1,550 refugee claimants benefitted from MOSAIC-led services.



The Multicultural Seniors Choir sings together in person once more!

Operation #NotForgotten

Operation #NotForgotten (ONF) aims to leverage MOSAIC’s Sponsorship Agreement Holder status with the Canadian government to privately sponsor refugees who have been held in indefinite detention for the past nine years in Papua New Guinea and on Nauru Island off the coast of Australia. ONF is an internationally recognized project (with media coverage from CBC and the Guardian), acclaimed by the United Nations for its innovative approach to supporting refugees.

When COVID-19 prevented refugees from arriving in Canada, the ONF Team switched its focus to providing online support to prepare clients for life here, with regular workshops and ongoing trauma-informed support, all while continuing to submit sponsorship applications. So far, 253 individuals have been sponsored (including family members) and are awaiting processing to be resettled to Canada, and the ONF team continues to expand existing collaborations with Ads Up Canada, UNHCR and the Refugee Council of Australia.

1,074
Refugee claimants served, in collaboration with 4 partner organizations

Refugee claimant services – impact at a glance:

- 375 Refugee claimants facing homelessness found housing after support from MOSAIC-led services
- 175 Refugee claimants received new winter jackets from December – January 2020
- 320 Refugee claimant children received new toys in December 2020
- 347 Refugee claimants were supported in the work permit application process
- 385 Refugee claimants were able to find employment after receiving our support

MOSAIC Staff

Our work serving immigrants and refugees is made possible by our incredible staff. To celebrate MOSAIC’s 45th anniversary, here are some reflections from staff on why MOSAIC adds value.

“To me, MOSAIC matters because it helped me when I needed it the most. I was new to Canada and needed guidance and support to be employment-ready and find a suitable job.”

~ Omaima Meski
HR Generalist II



79
Languages spoken by staff



“MOSAIC is a safe and inclusive workplace for folks from all walks of life. MOSAIC is advocating and striving for an inclusive and fair society where everyone feels valued and empowered especially visible minorities, newcomers, and diverse communities.”

~ Zarif Akbarian,
Health Navigator Coordinator

37
Languages used to help clients

“... working at the Family Centre makes me feel privileged and grateful. I like a kind and friendly work environment with diversity and generosity. MOSAIC gives newcomers lots of opportunities and courage so that they can start a new journey and career in a new country.”

~ SungSook Woo
Family Settlement Support Worker

Employee giving campaign brings everyone together

The inaugural MOSAIC for Good employee giving campaign brought together staff and volunteers in November 2020 to raise money for a great cause – MOSAIC clients. Supporting newcomer seniors, families and youth, the employee campaign was a huge success and raised more than \$18,000 through pledges, and a live and silent auction.

334
Full & part-time staff

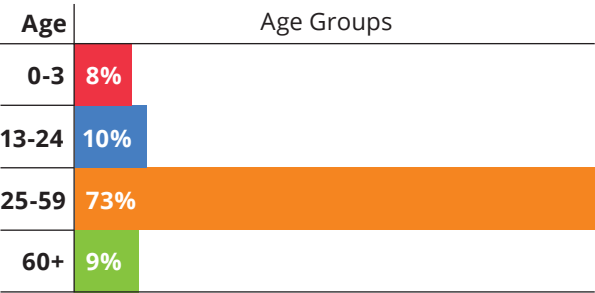
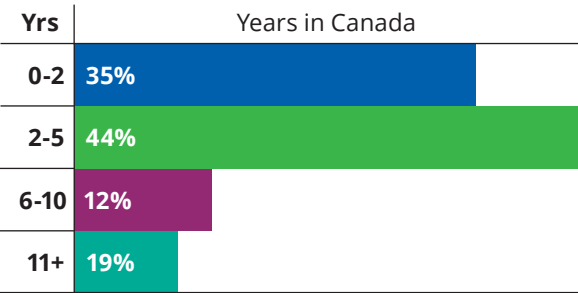


MOSAIC Clients

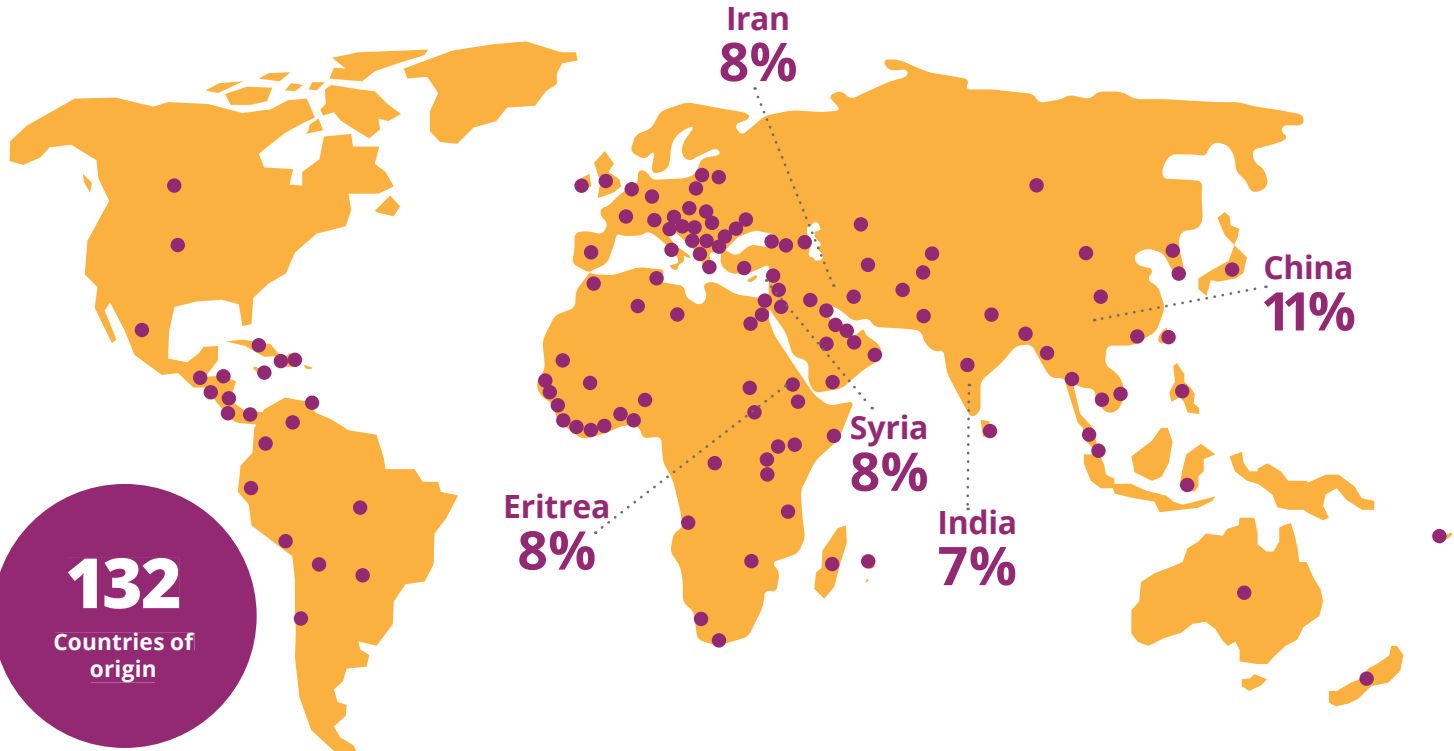
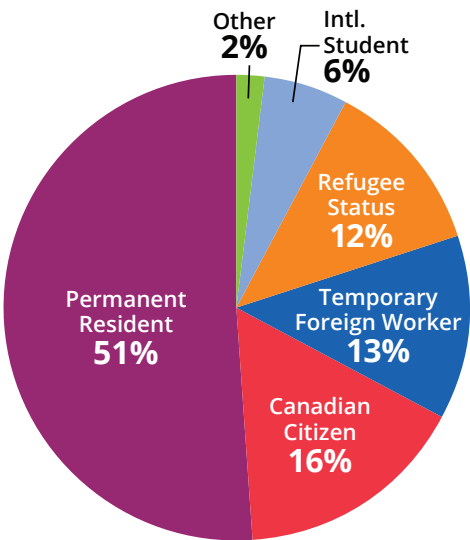
The journey to Canada continues with MOSAIC

MOSAIC aims to further the success and sense of belonging for people as they begin a new life here. Here is a snapshot of the journey and makeup of MOSAIC's 16,000+ unique clients who accessed our services and support between 2020–2021.

Client Demographics



Immigration Status



Volunteers

Our volunteers play a key role in supporting MOSAIC clients and programs, and continued to do so even during COVID. Below, you'll find out why volunteering at MOSAIC is so important in their lives.

“Volunteering at MOSAIC has empowered me to offer vital help to people in need, to worth while causes, and to society at large.”

~ Mahek Lakhotia
Tax Clinic volunteer

283
Active
volunteers



“Being a new volunteer, I was a little anxious. But the outreach support worker and coordinators respected my viewpoint and supported me...”

~ Poonam Mahendru
LINC volunteer

“The small things about mentoring – the look in someone’s eyes when they thank you – are what make me happy. Because I’ve been there, not long ago, and I know that every small act of kindness counts.”

~ Maya Paskova
Workplace Connections Career Mentor

6,423
Service hours
provided

74
Languages spoken
by volunteers



Looking ahead to 2022 and beyond

A number of exciting new projects are just getting started at MOSAIC in areas such as prevention of human trafficking, mental wellness, and technology careers for newcomers.



Housing Database

The BC Ministry of Municipal Affairs pledged \$1.2 million to the development of a centralized database system to ease refugee claimant housing referrals, and MOSAIC was selected as the lead agency on behalf of the Multi-Agency Partnership of BC (MAP BC). The province-wide system is titled the BC Refugee Claimant Housing Referral and Data Management System (BC CHARMS), and will be utilized by settlement agencies, emergency shelters, transition homes and other organizations to support refugee claimants more efficiently with housing needs.

Through the system, service providers will be able to see what housing and shelter opportunities are available for refugee claimants, and refugee claimants will receive clear housing direction which is vital for their well-being and integration into Canadian society. MOSAIC looks forward to seeing the continued development of the referral system while expanding stakeholder engagement throughout 2021 – 2022.

Tackling human trafficking in BC

MOSAIC has secured \$340,000 from the Department of Women and Gender Equality Canada (WAGE) to address human trafficking in British Columbia. The 24-month project, titled SAFE (Safeguarding and Facilitating Empowerment), will develop, implement, and test prevention and intervention best practices, with a specific focus on the unique experiences of immigrants and newcomers.

The first stage of SAFE will involve engaging settlement agency stakeholders to identify existing gaps in their capacity to address human trafficking. Using a trauma-informed approach, SAFE will then design and deliver educational sessions with a focus on risk, rights, and resources to equip

and empower at-risk populations, as well as develop a case management system for survivors of trafficking to access practical supports. SAFE will also create and provide educational opportunities for settlement service providers to enhance their capacity to provide trauma-informed services to victims and survivors of trafficking.

Wellness Hub for mental health

The Newcomer Wellness Hub at MOSAIC will support the mental health and overall well-being of newcomers, immigrants, and refugees in the Lower Mainland with culturally safe and holistic services. The project aims to raise awareness of the impact of settlement and integration on mental health, to provide mental health support and destigmatize mental health, and to guide participants towards mainstream mental health resources.

Funded by a \$100,000 grant from the Bell Let’s Talk Diversity Fund, the Hub will provide multi-lingual counselling support, settlement and employment counselling and various group activities. Services will be available for permanent residents, refugee claimants, international students, migrant workers, and naturalized citizens.

Launching tech careers for newcomers

MOSAIC’s Fast Track to Technology Careers program began recruiting its first cohort in the spring of 2021. This free 12-week training program, along with 17 weeks of career services, will allow newcomers to receive a diploma in either web development or data science – two of the most in-demand tech jobs in British Columbia. The program is funded by the BC Ministry of Advanced Education and Skills Training, and tech training is provided by Lighthouse Labs.



MOSAIC
Engaging Newcomers, Enriching Communities

Together we advance an inclusive and thriving Canada



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