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

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.

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.

**Our Mission**

Together we advance an inclusive and thriving Canada.

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

**Our Vision**

With clients, funders, community partners, staff and volunteers:

- **Commitment**
- **Integrity**
- **Excellence**
- **Innovation**
- **Inclusion**

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

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

Executive Leadership Team

Olga Stachova
Chief Executive Officer

Dr. Christian Duff
PhD, CPA, CA
Vice Chairperson

Barbara West, BCom
Secretary

Wyle Racewem
BC Eng, MBA

Dr. Gillian Creese
PhD, MA, BA

Meeru Dhalwala

Petra Kuret, CMC, BA
Vice Chairperson

Dr. Merlin Kanji, MSc
Vice Chairperson

Barbara West, BCom
Secretary

Wyle Racewem
BC Eng, MBA

Olga Stachova
Chief Executive Officer

Dr. Christian Duff
PhD, CPA, CA
Vice Chairperson

Barbara West, BCom
Secretary

Wyle Racewem
BC Eng, MBA

MOSAIC Board of Directors 2020–2021

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:

- **16,000+** unique clients served
- **15,700** fee-based services provided
- **3,162** individuals connected through virtual events & conferences
- **1,600+** employers partnering in our programs

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

95% Client satisfaction rate overall

96% Clients recommend MOSAIC
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+

Leaders $50K – $99,999

Innovators $25K – $99,999

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 Dyment
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 Boilen and Brian McCreery
KPMG Foundation
SFU Continuing Studies

SurreyCares Community Foundation
TELUSS Communications Inc.
Trans Care BC at Provincial Health Services Authority

Ambassadors $1,000 – $4,999

Susan Mary Adams
Adebayo-Samuel Bakare
Breakfast Club of Canada
Isabel Bliss
Richard Briand and Paulette Lavack

CWB Wealth Management
Crispy George

DavFoss Couriers & Freight

Eleanor Gill and Matthew Walton
Employees of Green Shield Canada
Aiden Hahsan

Farrah Hudani
The Jewish Community Foundation of Montreal
Faherdin Kalla
Indu Khosla
Peta Kuret
Michael Lee

Geoff Louie
McCarthy Tétrault Foundation
Dean William McDonald

Joy Miller
Majed Ashram Mustapha
New Westminster Homelessness Coalition Society
Nilofer Pasha
Rainbow Foundation of Hope
Rainbow Refugee Society
John Sawyer

Maia Tsuurni and Jesse Schuhlein
St. Mary’s Kerrisdale

Charlene Jung
Abraham Jones
Charliene Jung

Paul Kernan
Loïs E Klassen

Bank Long

Gergana Kouzeva
Tracey Krause
Caroline Kriekenbeek

Anthony Labistour

Michael Lamoureux
Kylie Loo
Kim Louie

Vicki Lum

Brian Richard Mackenzie
Rachel Magnusson

Elissa Mak
Milica Nauman
Samuel Newton

Oakwyn Realty

Downtown Ltd.

Graham Phillips
Polykromy Consulting Inc

Jane A.G. Purdie
Huchen Qin

Michael Radano
Parmeshwar Ram

Pamela Reilly
Joy Rowe

Firoozeh Shahraki

Rumani Singh

George Somerwill
St. Thomas More College

St. Patrick Regional Secondary School

Erin Stephens
George Stevens

Joseph Sundara
Victoria Foundation

Yiji Wen
Aline Wilson
Bill and Annelis Wilson
Liliana Wong
Sung Sook Woo

Bernard Yi

Susan Yung

Supporters between April 1, 2020 and March 31, 2021.

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 development 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.

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 film 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 Network and skills training in Python coding.

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

Fiscal Snapshot

<table>
<thead>
<tr>
<th>Year Ended March 31</th>
<th>2021 $000’s</th>
<th>2020 $000’s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provincial Grants</td>
<td>$13,870</td>
<td>$13,442</td>
</tr>
<tr>
<td>Federal Grants</td>
<td>11,032</td>
<td>13,097</td>
</tr>
<tr>
<td>Fees from Social Enterprise</td>
<td>3,234</td>
<td>2,593</td>
</tr>
<tr>
<td>Fees from Subcontracted Services</td>
<td>2,384</td>
<td>1,543</td>
</tr>
<tr>
<td>Donations, Fundraising &amp; Foundations</td>
<td>916</td>
<td>760</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>545</td>
<td>587</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>31,981</td>
<td>32,022</td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>17,850</td>
<td>16,940</td>
</tr>
<tr>
<td>Purchased Services</td>
<td>6,801</td>
<td>7,429</td>
</tr>
<tr>
<td>Building Occupancy</td>
<td>2,726</td>
<td>2,813</td>
</tr>
<tr>
<td>Client Training &amp; Allowances</td>
<td>2,167</td>
<td>2,333</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>1,795</td>
<td>2,158</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>31,343</td>
<td>31,673</td>
</tr>
<tr>
<td><strong>Excess of revenue over expenses before undesignated items</strong></td>
<td>638</td>
<td>349</td>
</tr>
<tr>
<td>Increment in membership share in community services co-op</td>
<td>148</td>
<td>183</td>
</tr>
<tr>
<td>Increase (decrease) in market value of investments</td>
<td>815 (254)</td>
<td></td>
</tr>
<tr>
<td><strong>EXCESS OF REVENUE OVER EXPENSES</strong></td>
<td>1,601</td>
<td>278</td>
</tr>
<tr>
<td><strong>NET ASSETS, BEGINNING OF YEAR</strong></td>
<td>8,929</td>
<td>8,651</td>
</tr>
<tr>
<td><strong>NET ASSETS, END OF YEAR</strong></td>
<td>$10,530</td>
<td>$8,929</td>
</tr>
</tbody>
</table>

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 – Bidoor Alibasha, Carmen Alidiallah, and Mia Roxas
Eyob G. Naizghi Scholarship Award – Ayaan Ismail
Ann & Jo-Ann Sokkow 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 – Fareeha Shahrir 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.

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.

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.

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.

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.

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.
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.

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.

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)

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

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.
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

“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 vulnerable minorities, newcomers, and diverse communities.”

~ Zarif Akbarian,
Health Navigator Coordinator

“...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.

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

<table>
<thead>
<tr>
<th>Years in Canada</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2</td>
<td>35%</td>
</tr>
<tr>
<td>2-5</td>
<td>24%</td>
</tr>
<tr>
<td>6-10</td>
<td>12%</td>
</tr>
<tr>
<td>11+</td>
<td>19%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Groups</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2</td>
<td>35%</td>
</tr>
<tr>
<td>2-5</td>
<td>44%</td>
</tr>
<tr>
<td>6-10</td>
<td>12%</td>
</tr>
<tr>
<td>25-59</td>
<td>73%</td>
</tr>
<tr>
<td>60+</td>
<td>9%</td>
</tr>
</tbody>
</table>

Immigration Status

- Permanent Resident: 51%
- Canadian Citizen: 16%
- Temporary Foreign Worker: 13%
- Refugee Status: 12%
- Intl. Student: 6%
- Other: 2%

Countries of origin

- China: 11%
- Iran: 8%
- India: 7%
- Syria: 8%
- Eritrea: 8%

Full & part-time staff

- 334

Languages spoken by staff

- 79

Languages used to help clients

- 37

312

Countries of origin

132
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

“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

“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

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.