



MOSAIC



May 2017: New HQ completed



May 2015: Vancouver Mayor Gregor Robertson broke ground for MOSAIC's new headquarters. (Pages 20-21)

2016-2017 ANNUAL REPORT

Empowering newcomers to fully participate in Canadian society

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Our Vision

Empowering newcomers to fully participate in Canadian society

Our Mission

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

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Q&A WITH MOSAIC CHAIRPERSON

Q: What has MOSAIC’s Board of Directors been focused on this past year?

A: Over a 40-year period, MOSAIC has had a proud history of advocating for refugee rights and services. With the unprecedented influx of refugees coming into Canada and British Columbia over the past 18 months, it became clear that service capacities weren’t sufficiently meeting the needs of the refugees. The Board deliberated on this and decided to use reserve funds to provide resources for new programs, and support existing programs and services to assist in the refugees’ settlement. Towards this end, and in support of our mission to empower newcomers to fully participate in Canadian society, eight full-time staff dedicated to working with this vulnerable demographic were funded. MOSAIC’s new headquarters at Wall Centre – Central Park was transformed from concept to reality in this past year as the amenity space, granted by the City of Vancouver, was readied for possession by May 2017. Many thanks to the Wall Financial Group for the beautiful finishing and furnishings at the site, and special kudos to the Space Committee members including board members Jeff Brooks, Adam Policzer and Yijin Wen for their year-long commitment, guidance, and efforts in helping to establish this impressive facility.

Q: What are some challenges facing MOSAIC?

A: Sustainability in the face of a rising cost of living, especially around housing, creates challenges as we strive to help settle refugees and newcomers in our communities. While we cannot change market forces, we hope to play a role in finding solutions.

Q: What is Canada doing well regarding its immigration policy?

A: For many years, Canada’s immigration system has served as a model for countries around the world. In the 1960’s, we were the first country to adopt a “points” system and although the formula for awarding points has changed over the decades, it has long been considered a fair and effective way to qualify the economic class of newcomers. In 2016, the targets were set to receive approximately 53% of newcomers based on the points system and perceived ability to contribute to Canada’s economy, while 27% admissions were based on family ties and 20% arrived as refugees or for humanitarian reasons. It is important to note that the impressive receptivity of Canadians towards immigration policies has given our country a universal reputation as a safe and welcoming place for immigrants and newcomers.

Q: What can the country improve upon so that newcomers can better integrate?

A: Settlement organizations such as MOSAIC help newcomers to bridge the divide between the culture and customs of their native country and Canada. It is imperative that support for these programs, along with the continued support and engagement of individual communities remains strong so that newcomers can integrate sooner and begin participating and contributing to Canadian society.



*Dr. Mehran Kiai
MOSAIC Chairperson*

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Learn more about MOSAIC board members at mosaicbc.org/board



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NOTEWORTHY NEWS

MOSAIC can now directly sponsor refugees to Canada

In February 2017, MOSAIC became the 18th Sponsorship Agreement Holder (SAH) in British Columbia. This official status allows the organization to work with others in the community to bring in refugees, or to directly sponsor refugees ourselves.

Regarding the decision to become a Sponsorship Agreement Holder, Eyob Naizghi, Executive Director, said it was a simple choice: "We asked ourselves what else we could do to help with the campaign to support refugees. And the combination of our experience and resources, along with our capacity to help, creates a synergy that makes this the logical next step for MOSAIC."

MOSAIC achieves re-accreditation

Following an onsite audit by an international team from CARF in October 2016, MOSAIC has retained its gold seal status for another three years. This achievement is an indication of MOSAIC's commitment and dedication to improving the lives of its clients. The CARF report supports the organization's continuous improvement cycle and provides a roadmap on areas of focus over the next three-year period.

The accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback, and serving the community.

To learn more, visit carf.org



Michael Radano,
Director of Employment
and Language Services

Executive change

MOSAIC is pleased to announce that Michael Radano assumed the role as Director of Employment and Language Services, effective June 1, 2017.

Radano took over from Joan Andersen, who successfully led the employment and language divisions at MOSAIC for eight years and stepped down to pursue contract work.

Radano left his position as CEO of the Society of Translators and Interpreters of B.C. to join MOSAIC, and was previously Director of Business and Information Systems for the Certified General Accountants of Canada, as well as holding a variety of senior positions in the technology sector in Canada and the United States. He holds an MBA from SFU and is experienced in both the for-profit and the not-for-profit sectors.

Eyob Naizghi, Executive Director, said, "I know Michael will do an excellent job as director for the department, but he will also be a significant contributor to MOSAIC at the strategic level."

Learn more about MOSAIC's management team:
mosaicbc.org/management

EXECUTIVE DIRECTOR'S MESSAGE

MOSAIC celebrated a significant milestone this past year, marking 40 years of supporting immigrants and refugees to fully participate in Canadian society through service provision, advocacy, public engagement and community development.

The organization served more clients – an increase of 7% to 28,370, and offered more programs – up to 40 from 36. This growth was driven by the influx of Syrian and other refugees, but the numbers don't tell the real story. The real story is in the impact we made as experienced by people who received our services.

In a visit to our Surrey site, I met a man from Syria who had been in the country for less than a year. He and his family first lived on a farm in Langley, then relocated to Surrey to be close to schools with day care. He was working two jobs to support his family and he was fluent in English. He had come from a rural area with only a grade 6 education in Arabic, and not one word of English. And here he was, one year later, having a conversation with me about how MOSAIC helped him get a new start.

For our fortieth anniversary, we organized 40 events over 40 days. All events were staff and volunteer driven and engaged local residents, clients, community partners and leaders and policy makers. The celebrations were capped off with a most memorable visit by Their Excellencies, The Right Honourable David Johnston, Governor General of Canada, and Mrs. Sharon Johnston. It was an honour for our clients to interact with the Governor General, and for MOSAIC Board

members and staff and representatives from partner organizations to engage with him on the issues of global refugees and Canada's humanitarian response.

We presented to the Governor General MOSAIC's exemplary leadership in responding to the global refugee crisis through mobilizing our own resources and engaging the community to sponsor refugees. It was a rewarding experience for MOSAIC staff to work with so many

The real story is in the impact we made as experienced by people who received our services.

devoted individuals and groups willing and able to sponsor refugee families. It was touching to watch the sponsored and the sponsors greet each other at the airport; people from such different backgrounds tied together by humanity. It was equally gratifying to work with partners as a lead organization for the Metro Vancouver Refugee Response Team, a provincial initiative to mobilize resources across sectors to support the settlement of refugees.

The 40th anniversary also opened up new opportunities for MOSAIC. We developed a fresh, colourful new brand, launched new web sites and saw the completion of our new headquarters at 5575 Boundary Road in Vancouver. This fully furnished community amenity space was made possible by the generous and strategic investment of the City of Vancouver in



Eyob Naizghi
Executive Director for MOSAIC

partnership with the developer, Wall Financial. I cannot thank enough the studious contractors, consultants and staff from the City of Vancouver who supported the MOSAIC team as we articulated an efficient, modern, durable and functional space for staff, clients, volunteers and the community for years to come.

We also witnessed a change at the leadership level as we said "farewell" to our colleague, Joan Andersen, Director of Employment and Language Services. After eight years with MOSAIC, Joan decided to pursue other opportunities. We are grateful for her many contributions to the organization and we welcome her replacement, Michael Radano.

I'd like to recognize all the people who made our 40th year so special. The Board's fiduciary and strategic guidance, the Executive Leadership Team's dedication to service excellence, the staff's flexibility and proficiency and the volunteers' unwavering support all contributed to making a positive impact on individuals and the community. It is my humble pleasure to have worked with all of them. I am thankful for the opportunity.



LINC management team with Joan Andersen at her farewell event.
Left to Right: Anita Schuller, Nina Miller, Joan, Diana Ospina and Chantelle MacIsaac

TO LINC WITH LOVE

submitted by Theresa Howell, LINC Instructor, Brentwood Language Centre

My name is Bao Xian Li, but I am called "Bernie". I came to Vancouver as a visitor five years ago and recently became a landed immigrant at the beginning of last year. In the past five years, I felt everything was strange and I felt this was not my home even if I lived in my house. Since, I didn't know what would be happen and I didn't know how to deal with problems directly, I was a little nervous and uncomfortable. Even though BC is safe, clean and peaceful, I could not understand others completely because my English was too limited. I could not accurately describe what I wanted. I realized language was the biggest challenge for newcomers.

"I told my wife not to worry, I just learned "Housing" in my LINC class."

I began to learn English in March last year at MOSAIC. There are many good teachers, thorough facilities and great teaching programs, these helped me a lot. My English improved step by step, I understood others more. LINC learning is the best and the shortest way for me. It let me know how to settle down and how to arrange all of things in my immigrant life, such as banking, housing, shopping, health, etc.

For example, I bought a house in July last year. At that time, I had a tenant who had a two-year contract, which was not completed yet. We maintained the contract with her. However, she not only didn't pay her rent, but she threw garbage everywhere and said bad words to others. My wife was worried about how to move her out, and my wife could not sleep. I told my wife not to worry, I just learned 'Housing' in my LINC class. I went to the Resident Tenancy Branch. They gave me a 'ten-day notice' letter template, which I served her. According to the Resident Tenancy Branch, I followed the step by step instructions even though I spent a lot of time and money. Finally, I went to court to apply a bailiff service and the tenant was moved out of my house. It was the most annoying problem in my immigrant life, yet, I solved it by myself.

As an immigrant, I almost lost all my old friends. I often felt alone. It was important to make new friends. At first, I was very worried about meeting my neighbors. They were very nice and friendly, but I didn't know how to say what I wanted. With LINC learning, my neighbors and I conversed more. We sent messages to each other every month and we sometimes dropped by. We usually sent gifts to each other during festival days and I starting trimming my neighbor's trees. We built good relationships and confidence. My next door neighbor left his high ladder for me when they moved away; he knew I needed a high ladder and he wanted to keep the memory between us.

Bernie stands outside his Burnaby home.



In this last year, I felt most fortunate. I knew many classmates at MOSAIC and we became good friends. We helped each other and we had lots of great times with each other. I was happy and looked forward to school every day. All of us, LINC students, treasure the opportunity of learning English. I knew everyone of us didn't want to be absent from one class. My friend, Emy, sent her homestay child to China who got seriously ill, but she came back in three days because she didn't want to miss her class.

I know my English skills are not good enough for work yet, so I want to study hard and improve it.

LINC classes offer students opportunities to socialize and form friendships in addition to learning English language skills.



"Even though BC is safe, clean and peaceful, I could not understand others completely because my English was too limited. I could not accurately describe what I wanted. I realized language was the biggest challenge for newcomers."

I am thankful to the government for providing LINC learning and MOSAIC. Not only, does it improve our English skills, but it also teaches us the differences between our countries and the importance of that diversity. At the same time, we learn how to settle in. As I live in here I feel better and better, and I enjoy the relaxed life. It is my boyhood dream to be proficient in English. I know I will reach it in the future.

Learn more about MOSAIC's English language programs:
mosaicbc.org/learnenglish



TEACHERS' THOUGHTS

MOSAIC LINC instructors share their passion for teaching

by Chantelle MacIsaac
Manager, Brentwood Language Centre

Language training is one of the key components to a newcomer's successful integration into a new society. MOSAIC provides language training to over 1,000 newcomers at any given time in Vancouver, Burnaby, the North Shore and Surrey. MOSAIC LINC instructors are passionate about their teaching. Below are some comments from the MOSAIC Language Team about what they enjoy about teaching newcomers English at MOSAIC.

Left: Vesna Bokic
Right: North Shore LINC instructors



LINC Instructor

One thing I love about teaching LINC is...

Raymond Gee (Vancouver)

... witnessing the layers of growth in the classroom where students are discovering new understanding in their language skills and their compassion for their classmates and a sense of play in learning.

Astrid van der Pol (North Shore)

... the opportunity for dialogue with so many newcomers from so many different backgrounds because dialogue is the heart of multiculturalism and discussion is a wonderful way to open to each other.

Jennifer Mitchell (North Shore)

... the opportunity to understand different perspectives and points of view from around the world because it helps me realize there is no "us" and "them" – that we are all in this together.

Megan Morrow (Burnaby)

... that it gives me perspective about what newcomers need and want to learn about. Because of this, I know my students and my community in a way that you can't from just reading the news.

Theresa Howell (Burnaby)

... the idea that teaching classes creates an avenue for students to build, engage and empower themselves into the community. It fulfills a sense of contributing and advocating for people who have real world needs.

Simone Roosen (Burnaby)

... seeing newcomers become more confident and independent in the community. It makes me feel that I am positively contributing to not only building a stronger surrounding community, but also to Canada as a whole.

Top Left: Students at Vancouver Learning Centre
Bottom Left: Brentwood LINC instructors, Right: Meoni Poon

LINC Instructor

One thing I love about teaching LINC is...

Vesna Bokic (Vancouver)

... making an impact. They come open to experience but still burdened with worries and fears and we help them navigate both language and life in the new country.

Jelka Muzur (Vancouver)

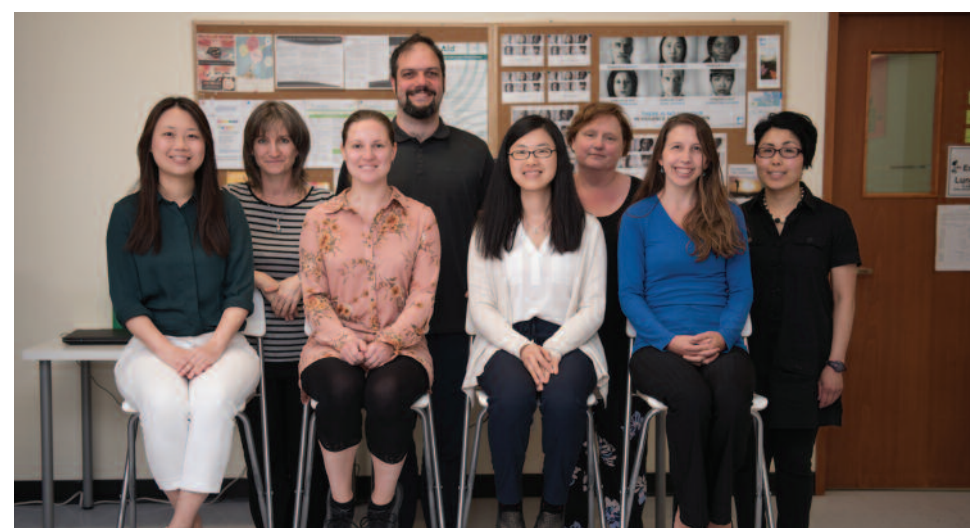
... that the students come from all over the world which gives me an opportunity to learn about different cultures.

Jen Low (Vancouver)

... seeing students from all different backgrounds work together, often very harmoniously. Seeing the support they provide to each other.

Meoni Poon (Vancouver)

... I am able to help newcomers in obtaining the language they need to settle in a new country. As an immigrant myself, I'm aware of all the challenges immigrants face on a daily basis when trying to adapt.



THE ART OF THE INTERVIEW

Cultural differences can make job interviews even more stressful

by Juliana de Souza, Coordinator
MOSAIC Employment Programs

If the idea of having an interview makes you queasy with butterflies in your stomach, you're not alone. Most people find them incredibly stressful, even more so if they are not used to Canadian cultural and workplace etiquette.

Things such as handshaking, eye contact and body language can make or break the chance of landing a dream job. Interviewees and interviewers can take each other's behaviours as rude, disengaged, or not serious.

Three MOSAIC employees who have experienced these misunderstandings have a few tips for newcomers based on job interviews they had when they first arrived to Canada.

For Juliana Miranda, who is originally from Peru, that experience took place seven years ago. Her interviewers engaged in a conversation about sports using jokes and terms she didn't understand and was left feeling confused. "I think they were talking about hockey or baseball, I am not sure," she says.

Now it's a funny story for her, but at the time it was quite a stressful situation.

When English is not the candidate's first language, the use of slang and popular expressions can make it difficult to fully participate in the interview process.

Another difference is that in Peru, common Canadian questions like, "Tell me more about yourself," and "Do you have any questions?" are not usual and may feel intrusive. But in Canada, it's a way to learn more about the applicant, how well the person researched the company and the job, and if they would be a good fit for the position.

Hilda Castillo, who works with clients at the Northeast WorkBC Employment Services Centre helping them to prepare for interviews, says that in her native Mexico, details about one's past work experience are not the norm. For instance, mentioning your job titles and the companies where you had worked before is usually enough.

"You don't highlight your skills; if you do it will sound like you are bragging," she says, "but in Canada, it's something that is now expected."

Another difference is that job interviews here can also be more somber than in Mexico, where humour may often be used during an interview.

"You don't highlight your skills (in Mexico); if you do it will sound like you are bragging," she says, "but in Canada, it's something that is now expected."

— Hilda Castillo

Lastly, she warns candidates from Mexico to be prepared for different questions. Echoing Juliana, she says: "If the interviewer prompts you for more details, this is not a trick. They only are trying to understand your background."

For Isabelle Wu, who came to Canada from China, the first lesson was to not include a date of birth or a picture in a resume. But it didn't end there.

Soon she learned that increasingly, phone interviews are just as important as in-person interviews and had to be taken seriously. "I didn't expect the employer's call, and I was not prepared for it," she recalls.

Reading the situation and knowing what to wear can also be tricky. At her first interview for an Administrative Assistant position in a detective's office, she was dressed very formally, while the interviewer was dressed casually. "I didn't feel comfortable," she says. In a situation like this, assumptions can be made very quickly by both parties.

For newcomers, MOSAIC can be an ideal place to find a person who not only understands these stresses and differences in cultural norms, but can also offer very good advice and skills training through workshops.

MOSAIC Employment Programs have specifically created services to help prepare newcomers for some of those cultural differences.

Conversely, employers can also help culturally diverse people during job interviews by avoiding cultural assumptions.

Left: Isabelle Wu and Hilda Castillo
Right: Juliana Miranda

Canada is a very culturally diverse society, so when something doesn't go according to the "job interview script" as an interviewee or as an interviewer, do not assume the worst.

Canada is a very diverse society, and as such, it is easy to imagine that both interviewer and interviewee may have different approaches.

When something doesn't go according to the "job interview script", it is helpful to take a moment to reflect, learn and move on. Everyone benefits when coming from a place of understanding and inclusion rather than a place of judgments and assumptions.

Employers can tap into MOSAIC's resources to learn more about cultural diversity. The Intercultural Competency Training is a fee for service program to build awareness and understanding of different cultural behaviours. Learn more about this service at mosaicbc.org/ic.

Need help learning about, or practising your interview skills?

MOSAIC offers a wide range of free programs that can help you – visit our website at employmentworks.ca

Interview Checklist

- I have collected information about the business
- I know the first and the last name of the person(s) who will be interviewing me
- I know why I want to work for the business
- I have prepared some answers to common questions
- I have a copy of my resume and reference sheet
- I have my list of questions (to ask the interviewer)
- I have paid special attention to personal hygiene and my choice of clothing
- I am relaxed, friendly and business-like with everyone I meet
- I greet the interviewer by name and shake his/her hand
- I maintain positive body language
- I stay on topic and ask for clarification where necessary and when appropriate
- I ask any suitable questions that have not already been answered
- I state my appreciation for the interview
- I shake hands if appropriate and say goodbye



FULL CIRCLE: FORMER REFUGEES PAY IT FORWARD

by Iris Challoner, Vian Saed,
and Saleem Spindari
Refugee Settlement Support Projects

On January 7, 2016 a group of older friends gathered at the Vancouver International Airport to meet a family of nine Syrian refugees that they had agreed to sponsor and support over the next two years.

They had been waiting for this moment for many, many months. Predictably, it was a deeply emotional one, full of joy for both the newcomers and their sponsors. But it also had pangs of anxiety about the future, not just for the family but also for those who now felt responsible for them.

The group was formed in the fall of 2015 in response to the images of the migrants fleeing Syria. The group founders, Irene and Adam Policzer, came to Canada in mid-1970s as refugees, escaping Chile's dictator Augusto Pinochet. For Adam, who is also a MOSAIC Board Director, it was his second time a refugee: as a child he survived the Holocaust in Hungary and was seven years old when he arrived in Chile in 1946.

Knowing first hand how it feels to be caught in conflict and persecution, they decided to take action and started contacting friends, many of whom also had come to Canada seeking protection. Soon, they were overwhelmed as more than 20 people responded.

Learn more about refugee services and sponsorship:
mosaicbc.org/refugees

Among them was Patricio, whose brother had been detained by the Chilean secret police and has not been seen since. There was Victor, who had been imprisoned over three years by the military government in his native Argentina, and Cecilia, whose father had been brutally tortured by the Chilean military, and Marta who had received death threats in Guatemala.

This list of people with similar stories feeling the need to give back was long.

Once fully formed, things began to move quickly. The group, which now called itself Abuelos, Spanish for 'grandparents,' approached the United Church of Canada to assist them in their quest to become Private Refugee Sponsors. Dunbar Heights United Church (now Dunbar-Ryerson) added additional help.

Sadika and Khalil arrived in Vancouver January 2016 with their six daughters and young son.



"I have learned a lot. I have learned from my sponsors how to give back and support those who are in need."

— Sadika

By mid-December 2015, the Abuelos were asked to sponsor a special family under the Joint Assistance Sponsorship (JAS) Program, sometimes offered by Immigration Refugees and Citizenship Canada (IRCC) to especially vulnerable refugees. Under this program the government provides financial support while the Sponsoring Group provides settlement orientation and emotional support.

The group learned that the family consisted of Sadika, the mom, dad Khalil, and their six daughters (5 to 13 years old) and a one-year-old son. They fled their hometown of Raqqa, Syria, as soon as fighting began there.

"We are all talking about how we have helped them. It is time to talk about how they are helping us," said one group member.

They found some safety in Lebanon, where they arrived on January 1, 2012 and did their best to survive there until coming to Canada.

For the family, the anxiety about the future in a new, far-away country didn't last long. Sadika felt a sense of relief as soon as she met the Abuelos who reminded her of the parents she had to leave behind in Lebanon.

"I was very surprised to find out that my sponsors were old. As soon as I saw them, I became very happy because they were very nice," she said. "I was very excited to be around them. Our family's biggest challenge since arriving in Canada was to get used to being separated from my siblings and extended family members."

The group instinctively felt very protective of the family and quickly realized just how meaningful and joyful this experience has been.

The sponsoring group call themselves "Abuelos", meaning "grandparents" in Spanish. The group is made up of friends, some of whom are themselves former refugees.



"The most beautiful surprise was that the very first thing they communicated to us was that they saw us as family," said Irene.

"They had total trust in us from the first moment. The whole experience has been immensely rewarding, from the first moment when, after anxiously waiting at the airport, we finally saw the family for the first time; we saw their look of wonder, and we knew their lives are no longer in danger."

Surprisingly, one of the biggest challenges was knowing when to help and when to step back as too much assistance would hinder the family's independence. "We are all talking about how we have helped them. It is time to talk about how they are helping us," said one group member.

Another added: "I was feeling depressed, trying to find some meaning in my life; now I found it."



Adam and Irene Policzer founded the "Abuelos" and are former refugees from Chile's Pinochet dictatorship.

"Somebody described the experience as an emotional roller-coaster and I agree" said Irene. "There are many ups and downs in the process and each of us has felt the impact."

Since their arrival in Canada, the family has experienced an enormous amount of change, they are well on their way to become fully integrated. Khalil has gotten his driver's license while Sadika is nearly fluent in English and has been advocating actively for refugees, speaking at meetings and community events about the challenges and needs refugees face.

"I learned a lot through my refugee life experience," said Sadika. "For example, I didn't know what poverty meant and how does it feel to be deprived. Before fleeing, I couldn't even imagine living separate and apart from my extended family, but I now live very far away from them. I have learned a lot. I have learned from my sponsors how to give back and support those who are in need."

They still face challenges learning the language and the culture. Sadika and Khalil's most important goal is to improve their language skills so that they can get good jobs and support the children's education.

For the Abuelos Group, the work is not done quite yet. The next step is seeing how to sponsor the family that Sadika and Khalil left behind in Lebanon.

HOW DO YOU BUILD TRUST?

The “Trust Project” elicits complex responses

by Eris Lam
Client Engagement Worker

On a misty December day, a group of women gathered together at a bus stop to patiently wait for the Number 99 that would take them to the Museum of Vancouver, located at the western tip of Vanier Park in Kitsilano.

“Generally we feel there is more trust among people from back home”.

— Participant Sharvin

They were going there to participate in an art project that aimed to delve into the mystery of what defines trust, what it means to people and how to cultivate it, particularly in newcomers.

It is an innovative two-year research initiative brought together by Museum of Vancouver curator, Gregory Dreicer and Justin Langlois, professor at Emily Carr University of Art + Design in collaboration with MOSAIC.

According to Langlois, he and Dreicer are interested in looking at the role art and design can play in building capacity in youth, seniors and recent immigrants to develop deeper social connections in their communities and how interpersonal and institutional trust can function as some of the foundational elements of these social connections.

The women who agreed to participate come from different cultural backgrounds, such as Afghanistan, Iran and Syria. Some have been in Vancouver a few years, others just a few short months.

They all attend MOSAIC’s Multicultural Women’s Support Group that has been meeting every Tuesday for many years. The group is special because participants intuitively reach out to support each other, having a deep understanding of the kind of experiences that have led them to immigrate to Canada, as well as the kind of challenges that many have encountered upon their arrival.

For one of the participants, Aliya, the group has been a source of connection to others. She came from Afghanistan and found the weekly meetings comforting.

“Two years after I had arrived in Canada, a friend’s mother, who is also from Afghanistan, was diagnosed with depression,” Aliya recalled.

Top: The ladies meet at MOSAIC (Sharvin is pictured on her cell phone).
Bottom: The women take a field trip to Vancouver’s Chinatown community led by MOSAIC staffer Mehrzad Salari, fifth from left.



Aliya is pictured in the foreground and Shapiri stands at the back.

“Her doctor encouraged her to socialize more but she was shy with English. A lot of women in our community had the same problems, feeling lonely in a new country. Coming together as a group helped us make new friends. Over time, this helped make up for the large families and networks we miss from back home.”

Reasons for newcomer isolation, and in particular for seniors, include lack of language skills, knowledge of Canadian systems and consequently lack of social networks. To target that, the group facilitator Mehrzad Salari has arranged various activities, such as English conversation circles, field trips, volunteering opportunities and workshops on topics ranging from health to computer and smartphone skills.

In many ways, participating in the Trust Project was a natural step for many women in the support group since they have had to learn to trust one another and are now in a place where they can help others and give back to the community.

The *Trust Project* is based on the premise that trust is the essential, but not sufficient, condition for social connection. The project targets the root causes of social isolation by engaging people in exploring the meanings of trust through everyday questions of unexpected complexity.

“They asked us who we trust more: the dentist, bank or the government? In Afghanistan, we trusted the banks and dentists more because we knew them in person. But here, we trust the government most.”

— Participant Shapiri

Indeed, the questions such as “What does the word ‘trust’ mean to you?” and “How do you build trust with someone?” can seem deceptively simple but reach to a deeper meaning of belonging.

“The Project made us reflect on the differences in trust between cultures and places,” said Shapiri, one of the participants.

“Generally, we feel there is more trust among people from back home,” added Sharvin.

“People come from larger families, visit each other more and become involved in the little aspects of each other’s lives. Here, people believe in privacy. There, if two people fight in the streets, the people around them will go and help stop them. Here, people turn to organizations, like the police or ambulance. The everyday ways of doing things affects how we feel about trust.”

Many of the women have stayed connected with the group over the

years. Even if some of the women took breaks for a few years as life became busy, they returned, showing the strength of the connection between the members. Now that many feel they have settled in Canada, they can bring observations on social isolation from the lens of both an insider and an outsider.

“[The project facilitators] asked us who we trust more: the dentist, bank or the government? In Afghanistan, we trusted the banks and dentists more because we knew them in person. But here, we trust the government most,” said Shapiri.

This is because everyone follows the law here. The Canadian government listens to people and the opposition too. There are laws and elections and you can choose a government who will listen to you.

Learn more about our Women’s Support Group:
mosaicbc.org/womensgroup

Trust...

- What does the word ‘trust’ mean to you?
- How do you build trust with someone?
- How do you know when someone trusts you?
- On a scale of 1-10, how trustworthy do you think other people think you are?
- When have you broken someone’s trust?
- Who do you trust more – your dentist, the government, or your bank? Why?
- Without describing someone specific, how would you describe someone you trust?
- How can trust go wrong?

FINDING HOPE: UNIQUE PROGRAMS IMPACT SYRIAN NEWCOMERS

by Juliana de Souza, Coordinator of Employment Programs, and Joanna Habdank, Manager of Community Outreach and Advocacy

The year 2016 proved to be as rewarding as it was humbling.

It began with the arrival of more than 35,000 Syrian refugees who were resettled throughout Canada.

Of that number, approximately 3,050 settled in British Columbia: 2,150 government-assisted refugees, and about 900 privately-sponsored and/or blended refugees.

More than 75 per cent of them now call the Lower Mainland home.

As is well known by now, many had arrived with scars that were physical, psychological and emotional from enduring years of uncertainty. Sometimes they faced extreme poverty and even torture.

What is less documented and publicized is the sheer resiliency, strength and determination that many men, women and children embody. It takes courage to leave your beloved home and flee to a neighbouring country. It takes even more bravery to start your life all over again knowing that things will never be the same but that step by step, things can get better.

For MOSAIC, the guiding principle and underlying foundation is to not just help clients survive but find a path to self-sufficiency and their own vision of success.

For MOSAIC, the guiding principle and underlying foundation is to not just help clients survive but find a path to self-sufficiency and their own vision of success.

With this philosophy, MOSAIC settlement and employment teams, with the backing of the board of directors and partners, responded by offering unique, often tailor-made programs that provided a helping hand to the newcomers.

First Steps

As most newcomers, and in particular refugees, know the most urgent challenges upon arrival are to find housing, schools for children, English classes for parents and grandparents, and to become familiar with health services, shops, banks and other services.

These are the first building blocks of the settlement process which begin to foster a sense of security for families.

In recognition of this, the Canadian federal government through the Ministry of Immigration, Refugees and Citizenship Canada, increased settlement funding to provide much-needed services for the newcomers.

Considering the high level of barriers newcomers experience after resettlement, and in response to the migration of many Syrian refugees to Surrey, the board of MOSAIC also authorized the use of reserve funds to support a family-centred pilot project in the newly-opened office in Newton.

Beginning in June 2016, MOSAIC partnered with local groups to assist refugee clients in their settlement:

Ground breaking initiative shows the power of hope

- The Muslim Food Bank assisted with English Conversation Circles in the Surrey office, and unlike most circles that take place once a week, this was an intense activity where men and women gathered four nights per week to learn new words and phrases, and also have a space to get together.
- HUB Cycling provided training about road safety and the necessity of wearing safety gear.
- Simon Fraser University students volunteered their time to teach MOSAIC youth clients how to make a movie. "Media Minds" was a 10-week series which culminated with participants each making a film based on a story they wrote.

In the fall, more programs were introduced as the Surrey Newcomers Centre quickly started to reach capacity. One of the most unique and much in-demand activities was the Family Literacy class offered in conjunction with child-minding.

Clients could receive language training for two hours while their children played in the next room. At the end, all came together to have a snack and practice English.

For further support, a settlement worker was often present in the classroom to provide additional assistance for students. Some clients would even bring their babies into the classroom and while this is unusual, there is a large number of women who have children that are too young to attend child-minding.

The English language services were extremely popular because there was a lengthy wait for the federally-funded Language Instruction for Newcomers programs (LINC). Settlement Outreach Worker, Dyaa Saymah noted "Clients were increasingly more anxious to start their lives and this way, they could start to learn English, gain some confidence and be more prepared to enter a LINC program".

Media minds, cycling, conversation circles: activities in Surrey fill a settlement niche.

Transformation through Employment

MOSAIC Employment Programs strategically developed services to help refugees start their careers over again. The Refugee Training and Employment Program (RTEP) and the Hope to Work (H2W) program are successful examples of services provided specifically to refugees, taking into consideration their unique needs and challenges.

Although most of the participants from both programs were from Syria, other Arabic-speaking refugees were also part of these projects.

The Refugee Training and Employment Program, offered in partnership with the BC Alliance for Manufacturing, has helped over 100 refugees secure their first job in Canada. Participants in this project received two months of full-time training, offered in their first language, to work in the local manufacturing industry. In addition, students also received English language lessons.

According to Najah Hage, Manager of Employment Programs, RTEP has an excellent success rate with 100% of recent clients able to find work.

(cont'd on next page)

Clients from the Refugee Training and Employment Program enjoy a small break.



Hope to Work clients participated in workshops, developed career goals and met with employer partners before graduating from the program.



Learn more about the Refugee Training and Employment Program: mosaicbc.org/rtep

FINDING HOPE...

(cont'd from page 17)

Etab Saad, Employment Counsellor and Facilitator with RTEP, explained further: "Employers are very supportive of this program. They provide job training and allow me into their workplace to translate for some of my clients with a lower level of English skills."

Paths to Success

The Hope to Work program was another initiative by MOSAIC to improve the lives of many refugees.

Funded by the Ministry of Social Development and Social Innovation, the program is part of a research study developed and led by University of British Columbia's Dr. Norman Amundson. It posits that hope-centered career intervention can positively influence the actions of adult job seekers with low hopes and high barriers.

Two cohorts of refugees took part in the study. The first group took the course in November 2016 and the second did so in February 2017. Each group participated in a two-week program designed to help them set short and long-term career goals, and plan how to achieve them.

Participants learned new skills, job search strategies and ways to connect with employers through touring places of business and finding out directly from employers about their hiring criteria.

Participants were required to have ten years of education or six years education combined with four years of previous work experience to qualify for this program.

The five employer partners for the project included Gordon Food Services, Para Space Landscaping, GlobalMe, ArcTeryx and Sunrise Soya Food.

"Our goal was to test the efficiency of the Hope Centred Career Development model, in its ability to help refugee clients identify their short and long-term goals, and develop a detailed plan to achieve them," said Marina Gherman, Hope to Work Program Coordinator.

The preliminary results of this initiative show that the level of hope in the participants doubled from four to eight out of ten.

The analysis of the impact of H2W is still ongoing with three and nine-month follow-ups.



Most of the time, clients are excited and committed to every step of the programs despite the trauma and challenges they went through.

Initiatives like RTEP and H2W transform lives and give participants the initial direction needed to find employment in Canada. Most of the time, clients are excited and committed to the programs every step of the way, in spite of the trauma and challenges they may have.

Seeing clients overcome barriers is the very heart of settlement work.

Etab recalled accompanying a client for a job interview.

"When he was asked to use the sewing machine, this client took his jacket and shoes off and started working away," she said. "He was so enthusiastic! To know that a client has passed her or his work probation is a reward to me."

Learn more about the Surrey programs for refugees:
mosaicbc.org/surreyproject

A Syrian family attends an open house event at the Surrey Newcomers Centre.

STANDING STRONG: RESETTLED TIBETANS REBUILD THEIR LIVES

by Eris Lam
Client Engagement Worker

The beginning of 2017 was a life changing time for Lobsang Dolma. She, along with her husband and daughter, arrived in Canada as part of a unique project that saw the resettlement of about 1,000 displaced Tibetans to Canada. It was also a project that MOSAIC had the privilege of playing a special part.

The Tibetan Resettlement Project was a five-year federal initiative, which focused on Tibetans living in the contested state of Arunachal Pradesh in India. Of all the resettled Tibetans, roughly 230 families settled in BC, including in Victoria, the Sunshine Coast and the Lower Mainland. It was groundbreaking because it was fully community-based: all 1000 Tibetans who arrived through this project were privately sponsored.

While the project came to an end in 2017, for many it marked the chance for a brighter future. For MOSAIC it provided a time for reflection on what was a very special collaboration.

Most of the sponsorship, support and fundraising efforts to house and help the Tibetan families in this province were done by the Tibetan Cultural Society of BC, with the support of MOSAIC once the newcomers arrived.

It was crucial for the organization to establish three transition homes and

raise sufficient funds to provide the families with a three-month living stipend while MOSAIC staff offered settlement services to deepen their confidence and ability to start a new life in Canada.

"[These services gave] the newcomers three months to get on their feet," says Richo Yuthok, a TCSBC volunteer. "We encourage our arrivals to move out within three months—and most have been able to do so."

For MOSAIC, working so closely with the newcomers and their sponsors provided a unique opportunity through which staff not only stepped in to help by implementing established practices, but also led to developing tailored settlement support that goes beyond meeting immediate needs.

For example, most Tibetans secured work in entry-level survival positions, making it difficult for them to enroll in LINC classes. In response, settlement workers organized self-sustaining volunteer-run English conversation circles at the transition homes.

Right: Lobsang Dolma reflects on her move to Canada. Bottom: Tibetans stayed an average of three months after arrival at Transition Houses set up by the Tibetan Cultural Society of BC.

The Settlement Workers also became familiar with the "graduation" schedule of the newcomers and were able to connect Tibetans preparing to move out with furniture donations.

While challenging, it was also immensely rewarding. For the newcomers it was a way to build even stronger connections not only to their community but to Canada as well.

"My mom and siblings are still there and we stay in touch with the phone... Although life in Arunachal Pradesh was good, here, there is a greater sense of stability and I feel that the future for my children is clearer," said Dolma.





MOSAIC MAKES ITS MOVE!

Larger facility and central location better serves clients

MOSAIC's new 23,000 square foot space is owned by the City of Vancouver and designated as a community amenity, with MOSAIC as the operator. Our discussions with the City regarding new headquarter facilities have been ongoing for a dozen years, with this Wall Centre – Central Park space confirmed in 2013.

Our new headquarters at 5575 Boundary Road was built, fully finished and furnished to meet the needs of MOSAIC and its clients by Wall Financial, the developer of the Wall Centre complex. Eyob Naizghi, Executive Director, expressed his appreciation for their efforts: "Their team did a first-rate job" in preparing the space."

Cover Photo: Mayor Robertson with MOSAIC Board Chairperson Mehran Kiai and Directors Sue Trevor and Ninu Kang at the Wall Centre-Central Park groundbreaking in 2015.
Pictured below: MOSAIC's new headquarters; from left to right: Bruce Nguyen & Roman Guramishvili, construction crew, Mark Halpin, and staff settling in.

MOSAIC's former headquarters for 30 years was located in the heart of "The Drive", a vibrant and diverse neighbourhood. Two MOSAIC Language Centres remain on Commercial Drive.

Roman Guramishvili, Operations Manager, was tasked with the logistics of moving MOSAIC's headquarters from its 30-year residency on Commercial Drive to the new location.

Planning for the move began in the spring of 2016, a full year ahead of the actual move.

Guramishvili says he knew how he wanted to approach the project going in: "We knew we didn't want to do this on a big-scale because the bigger the move would be, the bigger the challenges would be. Breaking it up with phased moves really simplified most of it."

Eventually, a total of five moving dates between May and July 2017 was confirmed for various departments. This "phased move" allowed for operations and tech staff to help settle in 90 new tenants as they arrived by department, rather than en masse, ensuring that all equipment and furniture were delivered to the right offices, and that individual computers and phones were operational. It even cut down on the number of boxes needed, as they could be recycled and reused by each incoming department.

Guramishvili credits the smooth transition to the teamwork between operations, administrative, and the technical support staff. "Everyone worked together to anticipate problems, and coordinate the timing and resources that were needed."

MOSAIC will host a ribbon-cutting ceremony in September 2017.



RISE, RESIST, REPEAT: THE STRUGGLE FOR GENDER EQUALITY

by Chany Chea
Coordinator of Innovative Projects

On January 21, 2017, approximately half a million people showed up for the Women's March in Washington DC, the biggest protest of the 600-plus marches which took place across the globe that day.

This was not only a bold message to the American administration but a cry heard worldwide in solidarity for the goal of gender equality, including thousands of supporters who gathered in Vancouver. Protestors displayed signs with messages such as "Women's rights are human rights," "You can't comb over misogyny," and "Girls just wanna have fun-damental human rights."

These messages are in response to a society which perpetuates gender-based violence through the devaluation of women and femininity. The Women's March is one rally amongst many in the battle for gender equality, a battle that MOSAIC has supported and continues to support with our Specialized Services.

Women are more often the victims of domestic and sexual violence. Both men and women receive messages which justify that it is natural for men to have more social power than women. In this context, it becomes easier to believe that men have a right to control women, even if it requires violence. MOSAIC, for over 20 years, has built expertise, skills and experience in the area of violence against women. Our work spans from advocacy to innovative projects and programs to support both victims and perpetrators of domestic violence.

Both men and women receive messages which justify that it is natural for men to have more social power than women.

The Stopping the Violence Counselling Program provides free, safe and confidential individual counselling, group counselling, resource information, prevention and safety planning for women who have experienced, or are at risk of, abuse, threats or violence in intimate relationships. Our men's counselling programs (Men in Change and Relationship Violence Prevention) support men to avoid violence and take a step toward healthier relationships through individual and group-based counselling. Currently, we have two Status of Women

Vancouverites participated in world-wide demonstrations to support the Women's March in January 2017.



Canada-funded projects which address gender-based violence and gender inequality: A Grassroots Project to Promote Gender Equality in Visible Minority Communities in Metro Vancouver and Equal Press: Promoting Gender Equality in News Media.

MOSAIC has been inspired recently by women and girls joined by men and boys from over 60 countries across the globe who took part in marches reminding us that our work on gender equality needs to continue.

Learn more about Specialized Services: mosaicbc.org/counselling



TEENS LEARN COPING SKILLS

Wraparound Youth Program deals with youth challenges

by Yumi Onozawa
Manager of Youth Programs

In November 2016, MOSAIC received a 5-year funding commitment from Public Safety Canada to operate Vancouver's first Wraparound Program for youth. This program targets at-risk teens aged 13-18 who are visibly ethnic.

Visible minority youth can experience multiple challenges including: poor peer support, isolation, neglect, mental health problems, academic failure, offending activities, poor school attendance, and other issues that may cause them to be more susceptible to gang recruitment and/or other risky behaviours that can lead to crime. In fact, the Vancouver Police Department reports that criminal activity amongst visible minority teens has increased rapidly in the past decade.

Wraparound draws from the evidence-based Wrap Canada model

which has a team-based planning approach. Individualized plans that utilize the strengths of the clients and the support of their personal teams are developed and use strategies that will address the clients' needs on a day-to-day basis, and teach them how to direct their own change process that will lead to hope and empowerment to effect positive outcomes.

In the program, youth participants will establish a "Wraparound Team" which may include family members, friends, professionals and community resource workers. The team collaborates to develop action plans to identify and achieve goals, and transition plans to learn how to deal with future challenges.

MOSAIC's Wraparound Program staff consists of five youth workers whose backgrounds are ethnically, culturally and linguistically diverse. This diversity can provide cultural sensitivity to complex challenges and the individual needs of youth clients.

The Vancouver Police Department reports that criminal activity amongst visible minority teens has increased rapidly in the past decade.

The program operates out of MOSAIC's new Youth Centre at #201-5838 Fraser Street in Vancouver. The Newcomer Youth Popular Theatre (NuYu) program, and Redirecting Youth Through Empowerment (RYTE) program also operate from this location.

Learn more about MOSAIC youth programs: mosaicbc.org/youth

Left: The Wraparound staff team are fluent in English, as well as Arabic, Punjabi, Hindi, Tagalog, Spanish, Portuguese, and Japanese. Right: Youth participate in our annual anti-violence conference, "Voyages".



CLIENTS BY THE NUMBERS



28,377

is the total number of clients served by MOSAIC in the 2016/17 fiscal year. This represents a 6.9% increase over the previous fiscal year, and represents clients in all registered programs, workshops and interpretations and translations services.

2,705

refugee clients were registered in programs during the last fiscal year and (1041) Syrians make up 39% of this total. Sixty percent were Government-Assisted Refugees while 24% were privately sponsored. The remainder is made up of blended sponsorships and other refugee class.

53%

of clients are served in Settlement Programs while Employment and Language Programs work with approximately 18% each. Children and Family Programs work with approximately 6% of clients and Specialized Services serves just over 5%.

108

languages in total are spoken by MOSAIC clients. Mandarin is spoken by 15.7% of clients, Arabic represents 15%, English is 14.6% and Farsi speakers represent 10.7%. Asian languages take up the next three spots with Cantonese at 8%, Korean at 4.7% and Tagalog at 4.4%.

46.5%

of clients learned about MOSAIC programs from family or friends, 10% through their schools, another 10% from other settlement service providers, 8.8% via ethnic or religious organizations, 6.6% through media and 6% through internal referrals.

24.4%

of registered clients have refugee class and 19% of clients arrived in Canada through family sponsorship.



THANK YOU TO MOSAIC VOLUNTEERS!



Photo by Brian Wong

MOSAIC volunteers help to keep Vancouver Spectacular!

Volunteers are critical to the success of any organization. Every year, our incredible volunteers contribute their time and talents to help MOSAIC further our vision of empowering newcomers to fully participate in Canadian society. Over 450 volunteers were placed this past year; the majority of them provided direct client services alongside our frontline staff across a wide range of programs while others supported internal operations in various administrative roles. Volunteers are the backbone of MOSAIC and the successes we celebrate today would not have been possible without the tireless efforts of the remarkable people who have chosen to devote their energies to our clients and staff. Thank you to each and every one of you!

Left: Events volunteers contributed 773 hours in 2016/17. Right: Over a dozen volunteers help out at MOSAIC's Annual Job and Career Fair each year.



Volunteers contributed 8886 hours to MOSAIC in 2016/17 – that's equivalent to 1110 days of 8 hour shifts!

2,426 hours
Language Centres

2,221 hours
Workplace Connections Mentors

857 hours
Culture Connections

845 hours
English Language Circle Facilitators

773 hours
Events Assistants

435 hours
Tax Clinics

228 hours
Administrative Roles

Learn more about volunteering:
mosaicbc.org/volunteer

A MESSAGE FROM MOSAIC'S CLIENT ADVISORY COMMITTEE

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

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

Q: What areas have the CAC focused on in 2016/17?

The CAC was focused on meeting its work plan objectives set after its annual retreat in March 2016 and after receiving the annual goals from MOSAIC's Executive Leadership Team. The focus was more on CARF as the accreditation renewal process was due in October 2016. Also, the CAC focused to augment its team strength resulting in growth from four to 12 members. Eight audits of MOSAIC programs were carried out by CAC with feedback on that particular program as well as suggested organizational-wide improvements.

Q: What can be improved upon?

We propose recommendations in the following areas:

- Raise the profile of the organization and the scope of programs and services in order to better serve newcomer communities
- Continue advocacy regarding the changing needs of clients and client groups
- Diversify funding streams further to address service gaps
- Continue to find ways to establish ecologically-friendly practices to serve clients and conduct business



CAC members Left to Right: Abbas Abedian, Arsenio Chua, Himanshu Chopra, Katie Zawaideh, Melvin Bustamante, Susan Habibian, Eric Lam. Absent members: Santosh Mishra, Amador Jr. Astudillo, Majid Reza Afyounian and Priya Harjai

Q: What does MOSAIC excel at?

MOSAIC excels at the following:

- Committed work force as well as committed volunteers
- Willingness to improve continuously
- Robust process/policies
- Community outreach
- Taking care of and recognizing its volunteers
- A vibrant website

Q: Is MOSAIC different than other newcomer/immigrant-serving agencies?

MOSAIC is unique from similar immigrant serving organizations because:

- It has a dedicated leadership and workforce
- Very good facilities/user friendly
- Compliance to CARF standards
- More multicultural than other agencies
- MOSAIC's leadership team is very approachable and open to feedback

Learn more about the advisory committee:
mosaicbc.org/cac



Fikre Tsehai receives Human Rights award.

MOSAIC 2016 Employer Recognition Award recipient: Fresh Direct Produce Ltd.

Fresh Direct Produce has worked with MOSAIC to stage mini job fairs, and accessed the organization's expertise in teaching English to newcomers to provide communication and language support training to Fresh Direct employees. In this past year, Fresh Direct also participated in employment training programs for Syrian refugees.

Criteria used to select MOSAIC's Employer Recognition Award include: having a diverse, multicultural staff; providing a work environment that acknowledges and works with immigrants with language barriers; and supporting the integration of immigrants into the workforce by providing opportunities and resources towards this goal.

Top: Fresh Direct management team, Bottom: Samar Rahal (left) with Gillian Chetty and board member Wendy Ma



MOSAIC 2016 Human Rights Award recipient: Fikre Tsehai

Fikre has devoted a large part of his adult life to working with refugees, and refugee issues.

He is the Development Manager of the Refugee Resettlement Program at Canadian Lutheran World Relief (CLWR) and over the past 20 years, Fikre has been working with Lutheran Churches and other community groups to resettle over 10,000 refugees in Canada.

Fikre is a passionate advocate of refugee rights. He has served as a member with many refugee-related organizations, and made appeals to governments. This includes a presentation to the House Standing Committee on Immigration in 2001 on the need for the urgent protection and refugee resettlement in Canada. He received a response from President Barack Obama to a 2016 letter he penned, saying that governments need to be held accountable for violations of human rights or people will continue to flee and lose their lives.

Fikre sincerely hopes that by working together, we will push for a breakthrough in addressing refugees and migration, which is the challenge of the century.

Learn more about MOSAIC awards: mosaicbc.org/awards

HONOUR ROLL

Kes Chetty 2016 Education Awards

Samar Rahhal

Samar was a single mother with two young boys, living in Damascus, when the Syrian war began in 2011. Two years later, the trio fled to Lebanon when her older son was injured in a bomb attack at his school.

After their arrival in Canada in February 2016, she was introduced to MOSAIC where she received some settlement orientation: I have received excellent service and great chances and opportunities to apply for different programs and to join workshops and seminars that are beneficial to refugees like me.

The Refugee Settlement Support Projects' team informed me of the Kes Chetty Award and nominated me as I was taking classes towards my Early Childhood Education Certificate. Thank you for giving me this much appreciated award."

Shabnam Sadeqi

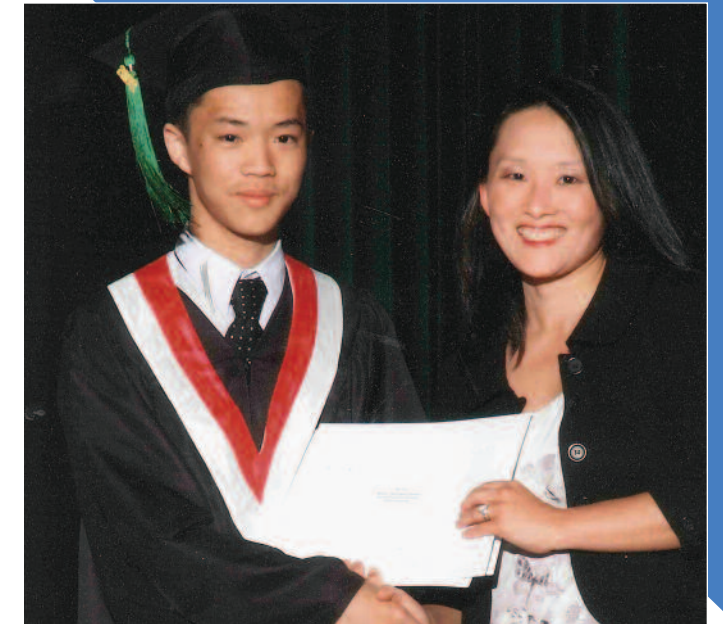
Shabnam and her family arrived in Canada through a private family sponsorship in 2015. The family have been living in Pakistan for 18 years, having fled their home in Kabul, Afghanistan, during the conflict.

Shabnam's dream had always been to become a makeup artist but didn't have a chance to pursue this while living as a refugee in Pakistan. However, she has started her training as a makeup artist: "I believe that one day all my dreams will come true and my goals will be achieved. I will continue with my passion in makeup artistry until I fully achieve my goals and turn my dreams of becoming a professional and famous makeup artist into reality."

Saeideh Tavassoli

Saeideh arrived from Tehran in the late fall of 2015. She holds a Bachelor degree in accounting and in March 2016, began attending BCIT with the aim of obtaining a CPA designation.

"I would like to be a useful person for the society which always was part of my dream. During my stay in Canada for 8 months, I figured out that for entering in the Canadian job market, I need to have at either Canadian education or Canadian experience. I have realized that my previous experience can be useful here if I am able to upgrade and update it, so that it meets Canadian standards. I (will) do my best to achieve my goal."



Ben Cao receives scholarship award.

Secondary School Bursary Awards (\$500 - \$1000)

Misha Popov, Britannia Secondary School, Vancouver

"Thank you for your generous Secondary School Scholarship. I was very happy and appreciative to learn that I was selected as the recipient of your scholarship.

I am graduating from secondary school and plan to enroll myself in post-secondary education. My area of interest lie within social studies and philosophy. Thanks to you, I am one step closer to my goal.

I deeply share MOSAIC's vision of equality, social justice, equal access and democracy. Your generosity has inspired me to help others and give back to the community."

Ben Cao, Britannia Secondary School, Vancouver

"It honours me to be able to receive MOSAIC's Secondary School Scholarship. As a future post-secondary student, the bursary will greatly benefit my future education.

By next year, I'll be attending Simon Fraser University in the Faculty of Applied Sciences. I will be majoring in Computing Sciences. The money will go towards paying for tuition.

Thank you very much for the scholarship."

MOSAIC HONOURS 38 STAFF WITH 350 YEARS OF COLLECTIVE SERVICE!



*Thank you
for your dedication!*

MOSAIC paid tribute to staff members for milestone anniversaries at the annual Employee Recognition Ceremony on March 8, 2017. One hundred and fifty MOSAIC staff from all departments and varying locations across Metro Vancouver showed up at the Diamond Ballroom to celebrate their colleagues' years of service.

25 Years

Ninu Kang
Phung Ho

20 Years

Chava Glouberman
Gary McFarlane
Kiyoo Kiyooka
Larry Chan

15 Years

Gerardo de la Paz
Jennifer Low
Sandy Lam
Sherman Chan

10 Years

Hoa Phan
Khalid Al-Seragi
Tess Robles
Wesley Everaars

5 Years

Ada Araujo
Bruce Nguyen
Daisy Zhang
Emma Tang
Eris Lam
Felicia Dumitras
Homeyra Amirjeganeh
Hyeran Lim
Jason Green
Jill Berezowski
Linda Davies
Lucia Gorea
Marisol Nacho-Vargas
Mei Lee
Meoni Poon
Millie Llagas
Min Choi
Mohammad Ashraf
Mona Asmani
Monica Navarro-Cespedes
Samina Bashir
Soudabeh Rafiei
Taslim Damji
Willow Rodgers



Ninu Kang - 25 years, Communications and Development



Phung Ho - 25 years, Communications and Development



Gary McFarlane - 20 years, Finance and Administration



Kiyoo Kiyooka - 20 years, Finance and Administration



Larry Chan - 20 years, Employment Programs





Sue Trevor, CPA, CA,
Director of Finance and Administration

FINANCE

- \$22 million budget with more than 40 individual funding contracts or subcontracts

HUMAN RESOURCES

- Over 330 employees, split evenly between full-time and part-time or casual

FACILITIES

- 16 leased properties covering more than 95,000 square feet

INFORMATION TECHNOLOGY

- Networks comprised of nearly 500 computers

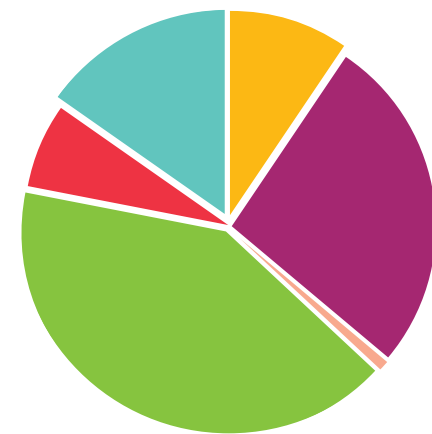
FINANCE AND ADMINISTRATION

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

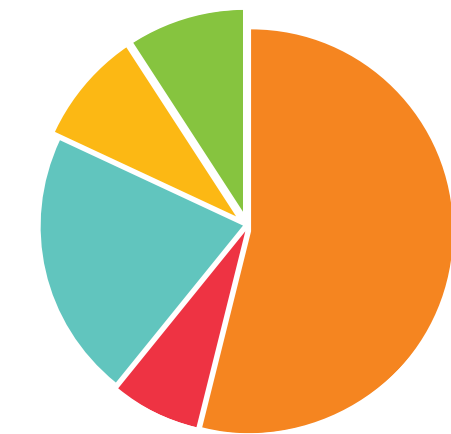
- Keywords of common medical terms have been produced in various languages through the Multi-Lingual Guide Fund.
- Scholarships for immigrants and refugees are provided through the Dr. Kes Chetty MOSAIC Scholarship Fund and the Secondary School Bursary Fund.
- Individuals without financial resources to access translation services are assisted, upon referral by MOSAIC staff, through the Translation Access Fund.

As per the MOSAIC Strategic Plan, certain funds are only accessible with the Board's approval, in order to safeguard MOSAIC's financial sustainability and its ability to provide services to its communities. Unrestricted net assets are maintained for contingency purposes.

REVENUE
\$22,090,205



EXPENSES
\$22,002,026



- | | |
|---|--|
| <ul style="list-style-type: none"> • Interpretation & Translation Fees 10% • Provincial Grants 28% • Municipal Grants 1% • Federal Grants 43% • Foundations & Other Grants 2% • Donations, Interest & Other 16% | <ul style="list-style-type: none"> • Salaries, Wages & Benefits 54% • Client Training & Allowances 7% • Purchased Services 21% • Building Occupancy 9% • Office, Program & Other Expenses 9% |
|---|--|

Complete audited financial statements are available upon request.

THANK YOU FOR CHOOSING MOSAIC

MOSAIC is grateful for the commitment and generosity of the individuals and organizations who have supported MOSAIC over the past year through memberships, other relationships, and the contribution of financial and in-kind resources. Your support allows MOSAIC to continue to deliver quality services, which empower new immigrants and refugees to fully participate in Canadian society.

A special thank you to the following funders, sponsors, and donors who have made significant financial and/or in-kind contributions during the past year.

Government Funders

- Canadian Heritage
- City of Burnaby
- City of Surrey
- City of Vancouver – Community Grants
- Employment and Social Development Canada
- Immigration, Refugees and Citizenship Canada
- Justice Canada
- Ministry of Children and Family Development
- Ministry of Community, Sport and Cultural Development
- Ministry of International Trade
- Ministry of Jobs, Tourism and Skills Training
- Ministry of Justice
- Ministry of Social Development and Social Innovation
- Public Health Agency of Canada
- Public Safety Canada
- Status of Women Canada

Visionaries

- \$50,000 +**
- Law Foundation of BC
 - United Way of the Lower Mainland

Champions

- \$25,000 - \$49,999**
- Anonymous
 - RBC Foundation
 - TD Bank Group
 - Vancity Savings Credit Union

Ambassadors

- \$10,000 - \$24,999**
- BC Salmon Farmers Association
 - Coast Capital Savings Credit Union
 - NWM Private Giving Foundation
 - Shaw Multicultural Channel

Leaders

- \$5,000 - \$9,999**
- Anonymous
 - Foundation of Hope
 - i.t. Media Broadcasting
 - LUSH Cosmetics
 - Royal Bank of Canada
 - Xenon Pharmaceuticals Inc
 - Wall Financial Corporation

Friends of MOSAIC

- \$1,000 - \$4,999**
- AJ Graphics Printing
 - Automation One Business Systems Inc.
 - BDO Canada LLP
 - Benevity Causes
 - Crissy George
 - David Tam Namkung
 - Dehoney Financial Group
 - GBL Architects Inc
 - McCarthy Tétrauld Foundation
 - MacDonald, Dettwiler and Associates Ltd.
 - Ming Pao Newspapers (Canada) Ltd.
 - Stantec Consulting Ltd.
 - Vancouver Foundation

\$50,000+
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\$5,000 - \$9,999
Leaders

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

Independent Fundraising Events

- 100 Women Who Care Vancouver
- Rotaract Club of Vancouver UBC
- UBC Alma Mater Society
- West Point Grey Academy

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

To donate, please visit:
mosaicbc.org/donate



Sherman Chan
Director

CHILDREN & FAMILY PROGRAMS

- Building Blocks Vancouver
- CAPC Family Support
- Family Centre
- Syrian Family Wellness Project

SETTLEMENT PROGRAMS

- Settlement & Integration Program (SIP)
- Settlement Workers in Schools (SWIS)
- Culture Connections Social Mentoring
- I Belong for LGBTQ Newcomers
- Seniors Club
- Legal Advocacy Program
- Community Outreach Support Groups
- IM.POWER.ED for Temporary Foreign Workers, Refugee Claimants and Naturalized Citizens
- Burnaby Better At Home Project
- New Horizons Project
- Refugee Settlement Support Projects
- Surrey Project for Refugee Families

SPECIALIZED PROGRAMS

- Connecting Fathers
- Men in Change
- Moving Ahead
- Moving Ahead FreeRunning for Youth
- Multicultural Victim Services
- Newcomer Youth (NuYu)
- Redirecting Youth Through Empowerment (RYTE)
- Stopping the Violence (STV) Counselling
- Vietnamese Family Counselling
- Multicultural Outreach Services
- Access to Family Law Education for Newcomer Women in Underserved Communities Project
- Forced Marriage: Insights for Service Providers and Advancing Support

FAMILY AND SETTLEMENT SERVICES

2016-17 was a high achievement year for supporting the settlement of Syrian and other refugees in Canada, through service excellence, innovation, inclusion, commitment, and integrity to staff, volunteers and clients. We have met the overall target of clients served with good impacts.

The most successful work was the establishment of MOSAIC's Refugee Support Projects and the lead in Metro Vancouver Refugee Response Team for ten municipalities in the coordination and community mobilization to support Syrian and other refugees. We also received funding from the United Way for our Family Centre to deliver a Syrian Family Wellness Project.

MOSAIC became an official Sponsorship Agreement Holder with Immigration, Refugee, and Citizenship Canada in February 2017.

We further identified settlement trends for opportunities for service expansion in Surrey. This year we received funding approval from the BC Ministry of Public Safety and Solicitor General to deliver a series of Relationship Violence Prevention Programs in the Metro Fraser region.

Public Safety Canada funded a 5-years Youth Wraparound Program to mobilize support for visible minority at-risk youth in South and East Vancouver. This is the first program of its kind in Vancouver.

In order to stay relevant in the rapidly changing environment, we continue the first in BC, I Belong Project to support LGBTQ immigrant newcomers.

Actively engaging key stakeholders towards a just and inclusive society is MOSAIC's Strategic Direction. We are the go to organization with issues relating to privately sponsored refugees and settlement and integration. Serving in leadership roles as Executive Member of the Canadian Council for Refugees, Member of the National Settlement Council, Co-chair of the Correctional Service Canada Pacific Regional Ethnocultural Advisory Committee, and Chair of the Metro Vancouver Refugee Response Team are good examples.

Thank you for the commitment and dedication of staff and the support of our many partners and volunteers. It was a busy and successful year.

EMPLOYMENT AND LANGUAGE SERVICES

The arrival of hundreds of Syrian refugees in communities served by MOSAIC gave the Employment and Language Services Department in 2016/17 a wonderful opportunity to help them learn English, prepare for working in Canada and start their first jobs here.

Through a unique partnership with the BC Alliance for Manufacturing, MOSAIC helped train and place dozens of refugees in manufacturing jobs in Metro Vancouver. We also tested a new approach to providing employment services for refugees in the Hope to Work project and a new model of teaching English to refugees in partnership with our colleagues in the Family and Settlement Services Department. It combined informal conversation circles and formal language training.

MOSAIC Works, our Language Programs' social enterprise, furthered our efforts to support refugees by teaming up with BCTeal, the Canadian Council for Refugees and Amnesty International to develop Lesson Activities for use in language classes across the country on Refugee Rights Day.

2016/17 was also a year of growth as the Department launched several new programs. The two new Career Paths for Skilled Immigrants — Business and Finance, and Burnaby and New Westminster — allowed MOSAIC to continue its long history of working with internationally trained professionals and build on its annual Immigrant Professionals conference. Care Aide Training for Employment gave 16 immigrants opportunities to train and work as Care Aides, and Fast Track to IT provided training and work experiences for newcomers wanting to enter the IT sector. We also further developed our expertise in delivering specialized language programs by launching Occupation-Specific Language Training for newcomers with backgrounds in Accounting and Administration. As the year closed, MOSAIC began planning its first Language Instruction for Newcomers Program in MOSAIC's new location in Surrey.

All in all, the Department provided employment services and Language training for close to 5,000 newcomers from its Language Centres in Vancouver, Burnaby and North Vancouver and its Employment Services Centre at Commercial and Broadway and partner Centres throughout Metro Vancouver.

Thanks to the dedication and expertise of our staff, MOSAIC was able to support newcomers in achieving two of their most important goals – improving their English and finding good jobs.



Joan Andersen
Director

EMPLOYMENT

- Burnaby School District: Immigrant Youth in School Program
- Care-Aide Training for Employment (CATE)
- Career Paths
- Employer Relations Services
- Fast-track to IT (FIT) - Software Testing
- Hope To Work (H2W)
- Microloans
- Pathways to Employment (P2E)
- Refugee Training and Employment Program (RTEP)
- Settlement Online Pre-Arrival (SOPA)
- Skills Connect for Immigrant Professionals
- Syrian Refugee Employment Support Services
- Vancouver Northeast Employment Services Centre
- Workplace Connections Mentoring

LANGUAGE

- LINC
- MOSAIC Works (Fee for Service Department):
 - MOSAIC English Language Institute
 - CLB PT – Canadian Language Benchmarks Placement Training
 - Intercultural Competency Training



Ninu Kang
Director

COMMUNICATIONS AND DEVELOPMENT

- Communications
- Fundraising
- Interpretation & Translation Services
- Marketing

COMMUNICATIONS AND DEVELOPMENT

After celebrating 40 years of helping immigrants and refugees settle into the Lower Mainland in 2016, it's time for "looking forward" and to begin building the path for the next 40. While the unrest at the global level heightened and Canada reaffirmed its role to support refugees, MOSAIC stepped up to do its part in Metro Vancouver. Our Communications and Development Department has continued to work closely with staff to engage the wider community in our work supporting and empowering newcomers.

At MOSAIC, how we communicate digitally is growing in importance. Our new website, launched in July 2016, provides us with new functionalities to better showcase our organization and attract new clients. Our website now receives a monthly average of 40,000+ pageviews from over 10,000 unique users and we engage thousands more via LinkedIn, Facebook, YouTube and Twitter. In December 2016, we launched our bimonthly e-newsletter as a tool to share our work and achievements with external stakeholders. Our digital strategy is flexible and fluid, and we will continue to embrace new digital trends as they develop.

Public and media interest in the settlement experiences of refugees has been understandably high and our engagement with media over the past year reflects this. Over the past year, MOSAIC has also increasingly been asked to participate in the community and media dialogue around racism and discrimination, as well as other matters related to, and of concern to immigrants and refugees.

The issue of discrimination and racism can become a barrier to successful integration for newcomers settling in Canada. Early January 2017, MOSAIC became the lead organization in Surrey for the Organizing Against Racism and Hate (OARH) network. With the goal to increase knowledge and understanding of what comprises racism and hate and establish a supportive and collaborative response, we started the process of protocol development. With the collaboration of key stakeholders in Surrey, the network will continue to engage community members in dialogues, consultations and education opportunities.

Interpretation and Translation Services had another successful year facilitating over 15,000 requests leading to either professional language support for those with low English language skills or translation of written documents for the public, business and other organizations. The success of our social enterprise allows us to invest in new initiatives such as our expansion of services to refugees settling in Surrey.

I would like to thank the many donors who are supporting our work. The department will continue to implement a fundraising strategy that will engage more supporters and foundations to become part our country's efforts to support newcomers in their settlement and integration in Canada.

As always, my greatest gratitude goes to our staff for their commitment to excellence in service delivery, community engagement and fundraising.

FESTIVAL MOSAIC 2016

Thank you to all our sponsors, donors, guests, volunteers, entertainers and staff who helped to raise funds and awareness while celebrating diversity and community at our annual fundraising gala.



Gold Sponsor



Bronze Sponsors

- Automation One
- Stantec
- Wall Financial Corporation
- Xenon Pharmaceuticals Inc.

Media and Print Sponsors



Friends

- BDO Canada LLP
- Dehoney Financial Group
- GBL Architects Inc.

Learn more about Festival Mosaic or to view gallery photos, visit: mosaicbc.org/festival



REFUGEES IN OUR HEARTS AND MINDS

“Our clients always tell me how much they love coming to MOSAIC because we are their family.”

— Aya Hilani, Settlement Outreach Worker, Surrey Project for Refugee Families

After MOSAIC was awarded the lead for the Metro Vancouver Refugee Response Team by the BC Government, many donors were inspired to empower refugees at MOSAIC. We are humbled by their support this year. RBC Foundation, TD Canada Trust, 100 Women Who Care, a collective group of UBC student associations, and Zoe, a grade 3 student are among our supporters. Totalling almost \$70,000, their gifts helped us to provide tailored programs and services that address the challenges refugees face.

The Surrey Project for Refugee Families is a newly developed project that was opened to serve the needs of the many refugees who settled in the area (the majority of whom originate from Syria). Together, donors are helping us welcome the whole family and assess their needs on an individual basis. Clients have an opportunity to access English conversation circles, support groups, and child-minding, all of which enable refugees to begin to learn English. These services are in addition to the settlement and employment programs we offer to help refugee families become actively involved in their community as soon as possible. Just as important, our clients and their children begin to make new friends and start to feel safe and secure in their new community.

Ways to Give

You can make a difference in the lives of newcomers! MOSAIC offers many ways for you to get involved and show your support. We're changing lives, and you can too!

- Cash, Cheque, Credit Card, and Online Giving
- Monthly Giving
- Gift of Securities
- Corporate Sponsorship and Partnership
- Wills and Bequests
- Host your own Event



“I believe our community is made richer with immigrants. I'm an immigrant myself. I donate to and volunteer at MOSAIC because I want to help newcomers integrate into society and overcome the barriers they encounter.”

— David Tam Namkung



Donations provide hot healthy meals for refugee moms and their kids. It also pays for parenting and kid's programs, and toys and equipment for kids.

“I'm an immigrant myself, and when I came here it wasn't easy. I needed a lot of emotional and financial support to help with my career and get me where I am today. So I understand the support that immigrants need and MOSAIC can offer that lifeline.”
— Anonymous donor

Contact:

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 Phone: 604 254 9626 ext 1026
 Email: srae@mosaicbc.org

Anna Wiebe
 Development Coordinator, Fund Development
 Phone: 604 254 9626 ext 1025
 Email: awiebe@mosaicbc.org

www.mosaicbc.org/about/donate

MOSAIC in your community

VANCOUVER

5575 Boundary Road
Vancouver, BC V5R 2P9
604 254 9626

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

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

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

201-5838 Fraser St.
Vancouver, BC V5W 2Z5

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

*1669 East Broadway
Vancouver, BC V5N 1V9

*4065 Victoria Dr.
Vancouver, BC V5N 4M9

NORTH VANCOUVER

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

BURNABY

5902 Kingsway
Burnaby, BC V5J 1H2
604 438 8214

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

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

7009 Kingsway
Burnaby, BC V5E 1E5
604 636 0120

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

4460 Beresford St.
Burnaby, BC V5H 0B8

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

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

*6140 McKercher Ave.
Burnaby, BC V5H 4W1

*600-1901 Rosser Ave.
Burnaby, BC V5C 6S3

SURREY

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

*350-9801 King George Blvd.
Surrey, BC V3T 5H5

NEW WESTMINSTER

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

TRI-CITIES

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

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

RICHMOND

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

LANGLEY

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

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

