New Medical
"Young children are often so afraid, so uncomfortable in the role of care-giver, that information does not get accurately interpreted."
Interpretation Initiative

A 12-year-old boy and his mother go into a downtown clinic. On this day, the mother needed her son along to help her understand what the doctor was saying. Since coming to Canada five years ago, his mother and father, although both very educated, have had to rely on him for many things when dealing with English speaking Canadians. He was their only connection to many services they required. It was a reversal of roles - now the boy was in charge of the family. Upon entering the office, the boy felt apprehension, he was uncomfortable with the idea of his being examined, and so dependent upon him.

The doctor proceeded to speak to the young boy. "The results of your mother's tests show conclusively that she has cancer and we must operate immediately", the doctor said. The boy was overwhelmed. What did the doctor expect him to do with this information? It was obvious from the pregnant pause that the doctor wanted him to relay this information to his mother. He turned and looked at her. He didn't even know the word for cancer in his first language.

MOSAIC has long recognized the serious need for trained medical interpreters. The use of family members not only infringes on the privacy of the patient but brings up another crucial issue in medical interpretation, which is accuracy. Young children are often so afraid, so uncomfortable in the role of care-giver, that information does not get accurately interpreted. It must be understood that the ability to speak two languages does not guarantee the knowledge of terminology.

MOSAIC's training program, funded by the federal Immigrant Settlement and Adaptation Program (ISAP) and the provincial Ministry of Education & Ministry Responsible for Multiculturalism and Human Rights stresses accuracy and confidentiality. As a result, MOSAIC's Health Care Interpretation Initiative produces interpreters who know how to work effectively with health-care providers. Responding to requests from hospitals, as well as doctors in private practice, we have become instrumental in helping them scale the language barrier through our professionally trained interpreters.

By Angela Sasso

Dr. Sandi Witherspoon, Reach Clinic, assisted by MOSAIC interpreter.

You can receive more information on this program by contacting the Interpretation Department at MOSAIC, 254-9626.
Last fall MOSAIC began a new ESL program called Language Instruction for New Canadians (LINC). This is the flagship program adopted by the Government of Canada to make language learning available to more than 50% of new immigrants to Canada. After announcing the program, the federal Immigration Department sponsored some community consultations to inquire about eligibility, levels of instruction, referral, support services, assessment and access.

These consultations were slightly different in other provinces. In Ontario, for example, discussions were held prior to the announcement of the program, therefore avoiding many of the start up problems experienced in B.C. Nevertheless, the Government responded to the recommendations developed through the LINC consultations stating that they "strongly support the philosophy of consulting with... immigrant integration agencies...on all aspects of LINC".

We are pleased with this response and hope that this spirit of consultation will spill over into other programs, notably the Immigrant Settlement Adaptation Program which has recently adopted a new review process without any input from the delivery agencies.

MOSAIC's instructional staff will be teaching the LINC Level 1 and 3. We are concerned, however, about the outcomes of each level as they have not been clearly defined. We are unsure what linguistic tools the students will actually have acquired when they have completed LINC Level 5 and how this will relate to further studies. This concern has been expressed by ESL teachers in other parts of Canada.

In the meantime, the MOSAIC Language Centre is bursting with energy due to a significant expansion of the teaching program, including re-establishing classes on the North Shore and a challenging day-care project. We all wish the staff good luck with these expanded responsibilities.

Cross-Cultural/Anti-Racism Workshops

Would you like to take a cross-cultural training workshop from MOSAIC? Because we are aware of the changing cultural make-up of our society, MOSAIC recently initiated a 3-tiered Cross-Cultural/Anti-Racism Education Workshop Training project. These workshops are being developed by a team of staff members selected for their expertise in the area of inter-cultural relations, and who understand the need to cultivate harmony in a pluralistic society. Years of intimate contact with diverse communities have given them the knowledge needed to begin designing meaningful and results-oriented workshops.

The framework for the workshop levels is constructed to deliver training to 3 different audiences: Level One is for the general public, Level Two is for front-line public and private-sector employees and Level Three is for specific community needs and concerns. It is expected that our fee-for-service Level One training workshop will be available to public, private/corporate, and not-for-profit sectors by the summer of 1993.

Contracted to provide leadership and build guidelines in the design and facilitation of workshop Level One is PARADIGM 1993, a two-woman team. Yasmin Jiwani and Shelina Kassam's objectives include developing and implementing strategies for communicating across cultural styles and examining the origin and implications of racism. They will work intensively with staff over the next month to build MOSAIC’s training workshop(s) into a polished product. Yasmin's & Shelina's deeply rooted commitment comes from personal experiences that have formed their philosophy as trainers. "We need to create a better social environment if we want to uphold the dignity of humankind", they explain. "And as individuals we have to know how our very existence contributes to society as it is. We can only do this if we understand change, not just knowing about it, but acting upon it. The more agents of change there are, the more hope there is for a revisioning of society on the basis of social justice." MOSAIC staff are eager to share in their vision of change.
Bill C-86: What The Changes Mean

By Fiona Begg,
President, Board of Directors

Changes made to the refugee determination process in 1989 were quickly criticized for being too costly, too slow and too cumbersome. In response, the Canadian government changed the system again in February, 1993. Some of those changes are positive and will result in faster reunification of families separated too long by circumstance and bureaucracy. For example, those people who are accepted as Convention Refugees can not apply to bring their family members to Canada at the same time as they make their own application for permanent residence. Previously, refugees had to wait until they became permanent residents, a process which can take over a year, before they could even apply to bring their spouses and children. Much of the anguish of waiting for an opportunity to be reunited with family members will be eliminated.

In addition, instead of going through two hearings, a refugee claimant will have only one before the members of the Refugee Board. Previously, refugee claimants had to have a short hearing to establish that they had a credible basis for claiming refugee status before they could go on to a full hearing before the Refugee Board. Given the high success rate at this initial stage, there was no real reason to keep such an expensive procedure and the Government wisely abolished it, but at a price to refugee claimants.

In the past, claimants could apply for a work permit immediately after the first hearing, which for the majority of claimants, meant that they could work within days of arriving in Canada. Now, a claimant cannot apply for a work permit until after the full hearing at the Refugee Board. Since the wait could be six months before a hearing can take place, refugee claimants, who usually arrive without resources because they have often used all of their savings to make the journey to a safe haven, are forced to apply for “hardship assistance”, often called “welfare” unless they can support themselves in the meantime. Claimants are caught between living on welfare, which they usually do not want to do and working illegally which could cost them their ability to stay here. They listen endlessly to stories in Canadian newspapers or on television maligning them as “welfare cheats” and “welfare bums” but they have no choice about their own fate.

Aside from the stigma and impoverishment of having to receive social assistance, this inability to work has other consequences which the public does not see but many of the staff at MOSAIC do. Families may find themselves suffering emotional problems. The regular supporter of the family cannot perform that role. Lack of employment can lead to boredom, isolation and depression. There are no English classes to attend unless they can find those provided free of charge by community groups.

Whenever any government makes changes in legislation, there are usually social consequences for the community affected. For refugee claimants who sacrifice everything to get here and who have nothing but hope when they arrive, the effect of even such a simple change can be devastating. Thankfully, they can turn to community agencies like MOSAIC for support and guidance. By providing services in their own languages, MOSAIC offers a comfortable place in an otherwise unfamiliar land. Long may it continue.

"Much of the anguish of waiting for an opportunity to be reunited with family members will be eliminated."

For 20 years, Hemi Dhanoa has been MOSAIC's Indo-Canadian Counsellor. After all the years of facing such challenging work through never-ending visits from immigrants and refugees seeking her help, one would think that she has had enough. However, Hemi claims that this is her calling, and states "If I can make a positive difference in improving the quality of a person's life, I feel rewarded. And I get inner nourishment in helping these immigrants. I get back more than what I put in."

Born in Sialkot, Pakistan, Hemi had never planned to be a counsellor. Her background was in the sciences, but through dedication and hard work, she earned a registered social worker degree from the University of British Columbia.

Out of the many programs and projects she initiated, she is most proud of having developed the Assaultive Husbands Program for Men with origins in India and Pakistan and its concurrent Women's Support Group. The Big Sisters Program for Indo-Canadian Women has also been a major accomplishment of Hemi's. As well as her work at MOSAIC, Hemi hosts and produces a weekly Cable 10 program for her community.

What does Hemi see herself doing ten years from now? Hopefully, as she described, the same thing. In spite of a social worker's demanding job, Hemi knows that working at MOSAIC is what makes her happy. Further, she adds "After being smiled at or blessed by a person I just helped, I feel I carried out my duty accordingly."
Profile:
New Program Manager For Bilingual Services

Eyob Naizghi has recently joined MOSAIC as the Program Manager for Bilingual Services, coming to us from a community development background. Until 1981, when he immigrated to Canada, Eyob worked with rural farmers coordinating agricultural development projects in Sudan. "Successful agricultural rehabilitation ensured that the farmers gained enough knowledge to feed themselves; giving them a better chance at survival", he says.

After arriving in Canada, Eyob obtained his MA in Human Geography from the University of Alberta, worked with an international centre assisting foreign students with settlement needs, then returned to Sudan in 1986 to supervise an agricultural project among refugees, mostly displaced farmers from Eritrea.

Finally settling in Vancouver, he worked as a consultant for Oxfam UK (London), US Aid (Washington, DC), and other international aid organizations before joining MOSAIC.

"To me the work of MOSAIC fits in very well with what I have been doing", Eyob explains, "because my area of expertise has always been working with grassroots organizations, those groups that are community oriented and whose goals are to meet the needs of the people. I'm proud to be working with MOSAIC".

By Maralyn Gelblum and Stephanie French

Hard economic times have forced many Canadian companies to downsize, restructure or, in some cases, close. Employers who are hiring are looking for individuals who have outstanding skills and experience. In addition, individuals who can demonstrate they are hardworking and show enthusiasm for the job will be at an advantage.

The staff of MOSAIC’s Office Training programs recognize this and are continuously developing new strategies to assist their students in meeting the changing needs of the job market. Consultations with the Canada Employment Commission, economists, and members of the business community shape the training provided to students, ensuring they will be a valuable asset to any employer.

Let us introduce you to one of our recent graduates of the Office Training Program who has successfully landed full-time employment despite today’s competitive job market.

Mr. Salas-Sanchez came to Canada in 1988 from Venezuela. In his country of origin, he had established a career in business administration for international corporations such as Nabisco, General Electric and Carte Blanche. However, in Canada he had a difficult time finding work in this field, as English was not his first language, and he lacked the necessary computer accounting skills.

For the next four years, Mr. Salas-Sanchez worked as a janitor, busperson and cook's helper, but never gave up his dream of finding work in business administration. His first step toward making this a reality was to enrol in an English class and improve his language skills. By 1992, his English was at a high enough level to make an application to MOSAIC’s Office Training program. As one of 200

Graduate Alexander Salas-Sanchez

We would like to extend special appreciation to the training hosts who have recently hired MOSAIC graduates (the company is in bold, followed by the student and his/her position):

American Investments
Marcelina Tolentino (Philippines) Accounts Clerk
Doddwell of Canada, Ltd.
Teresa Dy (Philippines) Accounts Clerk
Elephant and Castle Inc.
Alexander Salas-Sanchez (Venezuela) Accountant
George Wong Company
Grace Liu (Hong Kong) Office Clerk
Progressive Technologies
Angela Tan (Brunei) Accounts Clerk

The Royal Bank of Canada
Gemely Solorio (Peru) Bank Teller
Strand Properties Ltd.
Alan Lau (Hong Kong) Accounts Clerk
Strataco Management Ltd.
Ting Ping Cheung (Hong Kong) Accounts Clerk
The Sutton Group
Jane Hao (China) Accounts Clerk
Total Credit Recovery
Nen Nguyen (Vietnam) Accounts Clerk
Van City Credit Union
Rosemary Ohiobo (Nigeria) Bank Teller
Vietnam Investment Corp.
Thuy Le (Vietnam) Accounts Clerk

We would also like to acknowledge other organizations in the Lower Mainland who have hired MOSAIC Office Training Program
Employed In Tough Times?
Not Graduates, That’s Who!

applicants tested and interviewed, he became one of the fifteen students accepted that year. The program provided him with the essential training and skills upgrading needed to access opportunities in the accounting field in Canada. He spent three months in the classroom at MOSAIC learning computer software programs (such as ACCPAC, Bedford, LOTUS 123, Paradox and WordPerfect), learning English for the workplace and completing a series of professional development and cultural orientation workshops. After this, Mr. Salas-Sanchez was ready for the next phase of the program. His task was to find a company who would be interested in utilizing his skills, while providing him with practical experience on the job. He went out and spoke with about 200 employers, and a number of companies were interested in taking part in the program.

Mr. Salas-Sanchez chose to accept the offer of the Elephant and Castle Restaurant Inc. in Vancouver. The company trained him in Financial Accounting. By the end of the three month placement, they found him to be an indispensable part of their accounting department, and offered him a permanent full-time position with the company. Like Elephant and Castle Inc., many local companies have contributed to the success of this program over its five year history, hiring approximately 80% of our students immediately after graduation. Employers have benefitted in being able to utilize the skills of our students, at no cost to the company; they have been able to assess the student’s potential as an employee, saving money and time on recruiting. In turn, the students have benefitted from further training. It’s a partnership that has become recognized in the community as an important and effective link in bringing together employers and potential employees.

1992 graduating class with Premier Mike Harcourt.

Breaking Isolation
For Women

By Ninu Kang

There are four basic kinds of abuse women experience in their abusive relationships. All are intended to harm, frighten or control the woman. Battered women experience physical, emotional, sexual and economic abuse in many different forms.

MOSAIC, with the support of the Attorney General of B.C., is setting up a support system for these women experiencing different patterns of abuse in their intimate relationships.

A support group is presently in place for wives/partners of the men in the Assaultive Husbands Program who speak Punjabi, Hindi, Urdu and/or English. It is our goal to expand the support services for women in various other languages.

Our experience shows that women need to break their isolation resulting from abusive relationships and develop and strengthen other support networks. Many women have expressed hope at the emotional freedom of being able to share ‘their story’ in the language they feel most comfortable in, without having the added burden of language barrier.

The objective of the support group is to provide a safe place for women to empower themselves through the development of self-respect and self-esteem in a linguistically and culturally sensitive environment.

graduates in the last year:

Acklands Ltd.
Altemand & Partners
B.C. Housing Commission
Campbell Agency
EPC Investments Inc.
ESI Power Walden
Guardian Insurance
Homestead Chicken Ltd.
Kudof Fashions
Lee & Drummond Ltd.
McDonald Dettwiler
Midland Pacific Reality
New York Life Insurance
Norecal Environmental
Norex Wood Products
Philip Environmental Services
Public Service Commission
Reliance Insurance Agency

Sharp Sound Studio
Tanac Development
Ullrich, Schade & Assoc.
V Tech Electronics
Vancouver Board of Trade
W. Goodbrand & Assoc.
Working Opportunity Fund
World Project Management
Zool K. B. Suleman

In addition, we would like to thank the many other local companies that have provided training placements for our students in the past. If your organization is interested in being considered as a training host, please contact Terri Phillip or Peter Low at MOSAIC Employment Programs, 254-0244, for more information.

Ninu Kang, Program Coordinator
Family Violence Initiative
Zahra Sadeghi is from Iran. She came to Vancouver in 1991. At that time, she had little English and was uncomfortable speaking.

"I was scared I'd say something wrong, that I'd be impolite."

Zahra's shyness and lack of language limited her daily life. She would venture out, but only with a friend who acted as translator.

In January 1992, Zahra started studying at MOSAIC's Language Centre in North Vancouver. She recalls beginning to relax, to loosen up. Since then, she's gone through LINC 2 classes at our Language Centre on Powell Street. She's enjoyed making friends from different countries and studying together with them.

While Zahra is in class, four-year-old daughter Samin plays and learns in the Language Center daycare. "Samin has fun there. She learns singing, drawing, and playing. And her English is pretty good. She won't have an accent like me."

I'm always pleased to run into Zahra. I recently asked her if she's going out much. "Oh, yes!" she replied, smiling and confident. "I often go out. To the library, the park, shopping...all over."

What are Zahra's plans after finishing LINC classes? "I've been looking into courses at Vancouver Community College, at the Pender Street campus. First, I'll get more English skills and get my Grade 12. Then, I'll study to be a computer programmer."

Zahra insisted on thanking the Language Centre.

"I really appreciate all the help from the staff at MOSAIC - especially my instructors and the women in the daycare."

Zahra Sadeghi will leave MOSAIC Language Centre with enough knowledge about life in Canada to be comfortable, with the skills to find out what she needs to know, and with enough language to do it.

A lively group of women walk through the doors of Cedar Cottage Neighbourhood House happy to be in each other's company and anxiously awaiting the next session of their women's support group.

Kim Ton, coordinator of the Vietnamese Women's support program remembers the first session where she found it hard to get them to talk. "It's very difficult working with a Vietnamese group because in Vietnam, we do not relate to each other so much through group activities", she explains. "Problems are worked out more within the family and certainly not with strangers. Families will get together to play games and socialize through the temple and churches."

Their lack of confidence and fear of this new society has prevented them from freely venturing out, making it hard for them to integrate. "Because they don't speak English, they feel they may be unwanted" says Kim, "that's why having this program lets them see the different activities and that this is a very safe and friendly atmosphere."

The 25 women will meet each week for the next 10 weeks learning to understand the value of a support system, and to trust not only each other but their own inner strengths. Working as a group they will build respect and understand commitment to the group process.

MOSAIC identified the need for a Women's Support Program as a result of a needs assessment recently conducted within the community. Two issues were unanimously ranked as priority issues: 1. Difficulties in acquiring English Language Skills and 2. Family Violence.

Kim plans to introduce topics around the sensitive issues of wife assault and child abuse in future sessions in addition to presenting workshops on health care, child discipline and personal growth. For her, this program, "Has been my dream...I am so glad to be able to bring this project to my community," she says smiling, "nothing makes me happier than to see these women ready to become a good member of society, and hopefully to raise their children to be the same."
We have grown over the past 20 years into a multifaceted agency with more than 70 professional employees. But, our roots can be traced back to humble beginnings - to a small group of dedicated volunteers. Therefore, it goes without saying that MOSAIC's volunteers have always been an integral part and continue to play significant roles within our organization.

Over the years, roles for volunteers have evolved and changed to meet the needs of our clients and staff. So it was in November 1992, in response to the findings of a needs assessment by the volunteer task force conducted early last year and funded by a Settlement Grant from the Provincial Government, Madeleine Addison was hired to develop and implement a volunteer management system.

Several areas where staff could benefit from volunteer support have already been identified. These include reception and programs. Maria Suarez is a graduate of our office training program, volunteering Wednesday and Thursday as one of our receptionists because she wishes to acquire more Canadian work experience. Clare Palmer, has recently taken up a new voluntary position as Resource Centre Assistant/Tutor in the Employment Challenge Program. Clare will spend one afternoon a week organizing, developing and researching new materials for ECP's Resource Centre. Clare will provide, where appropriate, one-to-one or small group tutoring sessions for participants during their lunch hour, or through consultation with instructor counsellors, during regular class times. This volunteer support will be of great benefit to trainees who need that little bit of extra help.

Both clients and staff can benefit from volunteer support and involvement. Bilingual counsellors have recently identified an interest in their communities from people who would like to learn basic English. Kim Ton, Bilingual Counsellor for the Vietnamese Community recently polled participants of our Vietnamese Women's Support Group and found that many of the women would like to learn basic conversational English. They would also like their elementary school aged children (currently enrolled in ESL classes), to receive some extra help both with their homework and learning the English language.

In view of this interest, a MOSAIC English Language Tutoring Program is being planned. Volunteer tutors will work with various groups consisting of people with different levels of English proficiency. Madeleine is presently recruiting both prospective tutors and a volunteer English language tutor supervisor. The volunteer supervisor, who must have a strong background in ESL teaching, will provide assistance and expertise to staff in designing methods for training, evaluating and supervising the volunteer tutors in the volunteer English Language Tutoring Program.

By carefully evaluating the qualifications of the volunteer applicant and determining which job, if any, they would be best suited to, is an important element of Madeleine's job. Orientation and training are crucial components of the formula for creating a happy and successful volunteer.

Not only do volunteers bring new energy and ideas to MOSAIC, they provide vital access to the community and can be MOSAIC's best promoters.

Anyone interested in volunteering for MOSAIC or would like more details on the Volunteer English Language Tutoring Program, please call Madeleine Addison at 254-9626.
Fundraising

Hot Rhythms And Daring Dancing
Make MOSAIC's
Latin American Benefit Party
A Great Success!

More than 300 MOSAIC supporters eager to learn the intricate steps of
the salsa, merengue and cumbia attended our February 13th dance
party. Not only was a great time had by all, but much needed funds were raised for
our Latin American community outreach projects.

Upcoming Special Event
Human Rights Dinner

On Sunday, March 21st (the International Day for the Elimination of Racism), MOSAIC will hold its first annual
Human Rights Dinner at the Granville Island Room. Co-sponsored by the United Way, the purpose of this event
is to expand public awareness of Human Rights and Anti-Racism work occurring in our community, to acknowledge an individual
or group whose work in this area merits acknowledgement, as well as raising funds for and awareness of MOSAIC's activities.
The 1993 Human Rights award will be presented to VAST (Vancouver Association for the Survivors of Torture) at this event.

The Vancouver Association for the Survivors of Torture was conceived in January of 1986 in recognition of a growing need
to respond to the serious physical and mental health problems suffered by people coming into our province who had experienced
torture in other countries. An apolitical non-profit which runs its programs almost entirely with volunteer support, the goals
of VAST are to create a treatment program for survivors of torture and their families and to educate the community about the
importance of such services. Association members and volunteers include about thirty medical and health professionals, most
of whom are bilingual. The Association operates a referral network, a drop-in centre, a resource library and offers in-house
individual and group counselling. VAST also provides non-clinical support counselling to people who have survived torture,
assisting them to find housing and working with them to adapt to their new home country.