30 YEARS

1976 – 2006

MOSAIC

Anniversary Edition Newsletter and 2005/2006 Annual Report

Vision & Mission

Our vision is of a Canada that welcomes all people, that supports their right to equality and choice as they determine their goals and aspirations, and that acknowledges their contributions in enriching and strengthening our communities.

Our mission is to support immigrants and refugees by listening to and responding to their needs. We do this through advocacy and through accessible, practical, and diverse services that enable them to meet their personal goals while building bridges to the larger community.

Credits & Thanks

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The black and white photos in the newsletter represent MOSAIC's history; pictures of our staff, board and volunteers over the past 30 years. The colour photos throughout are current photos taken this year.

Cover photo: Luis Alberto is a typical energetic 5-year-old. This July, after five years of participation, Luis Alberto and his family graduated from MOSAIC's Building Blocks Vancouver program.

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RIDEAU HALL
OTTAWA

LA GOUVERNEURE GÉNÉRALE
THE GOVERNOR GENERAL

May 12, 2006

Dear Mr. Naïzghi and Ms. Adam,

I would like to extend my heartfelt thanks to you both for inviting me to join you in celebrating MOSAIC's 30th anniversary in Vancouver, during my official visit to British Columbia.

I particularly enjoyed being able to participate in the round table discussion with so many thoughtful and articulate young immigrants—new Canadians who had gathered together to shape a better future for themselves and their communities. Their experiences and aspirations were intensely moving and I could readily identify with them.

After listening to these young people discuss the challenges they face and their ideas on how to move beyond them, I was filled with a deep admiration for their determination and a tremendous hope for their success. Thank you for giving me the opportunity to discover the many possibilities for our country's future, as seen through the eyes of these new Canadians.

Your gift of a framed print of the beautiful painting MOSAIC has chosen to represent this anniversary year was very kind. It will remind me of the fruitful dialogue we shared that day and of the friendliness and generosity I experienced throughout my visit to British Columbia.

../2

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It was a pleasure to have met you and your staff. Thank you for the invaluable service you provide to help new families adjust and thrive in their adopted country. I wish you every success with MOSAIC's future projects.

Yours sincerely,

Michaëlle Jean

Mr. Eyob Naizghi
Ms. Kanya Adam
MOSAIC
1522 Commercial Drive
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LETTERS

PRIME MINISTER · PREMIER MINISTRE

It is with great pleasure that I extend my warmest greetings to the members of MOSAIC on the occasion of its 30th anniversary.

Over the past 30 years, MOSAIC –Multilingual Orientation Service Association for Immigrant Communities– has played a leading role in Vancouver, working to support newcomers to Canada by assisting them with integration and settlement issues, while also recognizing their contributions to the strength and vitality of our nation.

I would like to commend everyone associated with MOSAIC for their contributions to the community. The theme of this special celebration: "Giving and Receiving: Building and Enriching Canada Together," reflects your organization's mission, and speaks to your commitment to fostering cultural understanding and respect. I am certain that you will continue this valuable work for many years to come.

Please accept my best wishes.

OTTAWA
2006

September 2006

BRITISH COLUMBIA

A Message from the Premier

As Premier of the Province of British Columbia, I am delighted to have this opportunity to congratulate the board, staff and volunteer members of Multilingual Orientation Service Association for Immigrant Communities (MOSAIC) on the occasion of their 30th Anniversary Celebration.

I would like to acknowledge the significant accomplishments of MOSAIC over the past thirty years. Through their assistance, many immigrants and refugees have been able to participate and integrate into our society with greater ease.

The diversity in our province and nation is our strength. The Association's anniversary theme, "Giving and Receiving: Building and Enriching Canada Together," is revealed through the contributions made by new Canadians in every area of our society. Arts, academia, agriculture, music, literature, language, business, industry, medicine and cuisine have all been enhanced through the sharing of culture.

I understand that to celebrate this achievement, MOSAIC has planned a week of artistic performances and exhibitions that will be presented by emerging immigrant and refugee artists. It will be a wonderful opportunity, not only for the artists, but also for members of the community who will be entertained and enriched by these events.

On behalf of the people of British Columbia, please accept my congratulations on reaching this milestone anniversary.

Sincerely,

Gordon Campbell
Premier

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September, 2006

Dear Friends,

I wish to express my warmest congratulations to MOSAIC on the most special occasion of its 30th Anniversary.

Canada is largely a nation of immigrants, and our cities are home to talented, skilled, and creative people from around the world who have come to our nation for social unity, economic prospects, and political freedom. So, too, has our nation benefited profoundly from the social enrichment and economic strength provided by immigrants.

For the past 30 years, MOSAIC has been at the forefront of welcoming thousands of new neighbours who find themselves in a strange land, and supporting them to become full participants in Canadian society. Because of MOSAIC's outstanding work, we are widely known as a society that is distinctly respectful of diversity. Canada is set apart in the eyes of potential immigrants because of organizations like MOSAIC.

Thank you, to all MOSAIC volunteers, staff, board of directors, and clients for your exceptional contribution to our community and my very best wishes for the future!

Sincerely,

Libby Davies

Libby Davies, MP (Vancouver East)

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RECEIVED MAY 10 2006

Province of
British Columbia
Legislative Assembly

Shane Simpson, MLA
(Vancouver-Hastings)

May 9, 2006

Eyob Naizghi
Executive Director
MOSAIC
1720 Grant St., 2nd floor
Vancouver, BC
V5L 2Y7

Dear Eyob,

I am writing to congratulate you and the staff at MOSAIC for a remarkable 30 years of serving the immigrant and refugee population of Vancouver. MOSAIC is a truly inspirational agency that provides valuable and necessary programs and services for newcomers to our community. The invaluable contribution MOSAIC offers to so many individuals and families is matched only by the passion and dedication so apparent in your staff. I am grateful to the team at MOSAIC for the work you do and offer my heartfelt congratulations to you during this anniversary year. I wish MOSAIC much success for future years as you expand upon the work you do for the people of Vancouver and I look forward to continuing to work with you on these important issues.

Sincerely,

Shane Simpson

Shane Simpson, MLA
(Vancouver-Hastings)
New Democrat Official Opposition

SLS:tt
BCGEU

MOSAIC is well known for working in partnership with various organizations, including police, to ensure that battered immigrant women and their families have support and access to a variety of services. It is a key agency that has been involved in various training initiatives for police and other justice system personnel, and provides services to immigrants and refugees who come in contact with the police. The Vancouver Police Department is proud of its partnership with MOSAIC and wishes it the happiest of anniversaries.

– Doug LePard,
VPD Deputy Chief Constable

Jenny Wai Ching Kwan, MLA
(Vancouver-Mt. Pleasant)

Province of
British Columbia
Legislative Assembly

September 2006

Eyob G. Naizghi
Executive Director
MOSAIC
1720 Grant Street
Vancouver, BC V5L 3Y2

Re: MOSAIC's 30th Anniversary

To the Board, volunteers and staff:

It is a great pleasure to send this letter of congratulations to MOSAIC on the occasion of your 30th anniversary.

The services and advocacy provide by MOSAIC are vital to our community. You offer a welcoming atmosphere and core services to new immigrants, refugees and people with English as a Second Language. MOSAIC has been a leader in promoting, supporting and celebrating diversity and developing an appreciation for our multicultural society.

It has been an honour and a privilege to work with MOSAIC for the ten years I have represented Vancouver-Mt. Pleasant and I look forward to our continuing collaboration.

Sincerely,

Jenny Wai Ching Kwan, MLA
Vancouver Mt. Pleasant

VANCOUVER
CANADA

OFFICE OF THE MAYOR
SAM SULLIVAN
MAYOR

CITY OF VANCOUVER
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July, 2006

GREETINGS

On behalf of the City of Vancouver, I want to extend warm wishes and greetings to the Multilingual Orientation Service Association for Immigrant Communities (MOSAIC) on your 30th Anniversary.

As Mayor, I am pleased to recognize the valuable contributions organizations such as MOSAIC make towards enhancing the quality of life for new citizens of our great city. I commend all of the staff and volunteers who are part of MOSAIC. The time and effort you dedicate to assisting new immigrants has a positive impact not only on those who receive your help, but also on the entire community.

Congratulations on your 30th anniversary and I hope you have a wonderful celebration.

Yours truly,

Sam Sullivan
MAYOR

President's message

Dr. Kanya Adam

As we approach thirty years of proudly serving our communities of immigrants and newcomers, the work in which MOSAIC engages is perhaps more relevant now than ever before.

Despite the fact that Canada relies on immigration for population and labour market growth, the successful integration of immigrants and the continuing social isolation of many remain huge issues for all of us. While newcomers are now better educated than ever, they continue to have an even more difficult time obtaining employment, reuniting their families, and getting language training, proper housing and even health care. Every year Canada welcomes between 230,000 and 260,000 immigrants – the highest rate of newcomers per capita. Yet a number of recent studies have pointed out that immigrants who arrived during the past two decades have a difficult time catching up to their Canadian-born counterparts, a trend attributed in part to cutbacks in settlement services and difficulty finding employment. According to a 2006 Statistics Canada study, one in six young, highly-educated, male immigrants leaves Canada due to the job market. The difficulty immigrants face in getting their foreign credentials recognized has long been a factor. While a number of initiatives have been undertaken to begin to address these barriers most efforts fail to address a host of other obstacles. Many immigrants now wait a long time for family reunification as the selection system can be onerous. It can take as long as a decade to bring in parents and grandparents. The federal government currently faces a lawsuit accusing it of discriminating against certain types of applicants and causing unacceptable delays. The recent inspiring visit of Governor General Michaëlle Jean to MOSAIC earlier this year also highlighted the need to engage immigrant youth. Many experience discrimination in schools, feel isolated and alone or are simply disengaged.

Canada has been immeasurably enriched by the contributions of succeeding generations of immigrants and refugees and what we must continue to do is break down the barriers which still impede the successful integration of newcomers. The ongoing work of MOSAIC in all of these areas, therefore, is as critical now as ever before. I am so proud to be a part of an organization with such high standards and goals, which continually strives to engage its community and serve its immigrants and newcomers day after day with dedication, determination, compassion, and zeal.

Thank you to all of you who have put your energy, passion, time and resources into this magnificent and worthy organization. I wish all of us at MOSAIC, our partners and the communities we serve, continued success for the next thirty years and well beyond!

Executive Director's message

Eyob Naizghi

More than the Sum of its Parts

The 30th anniversary in the life of an organization is a watershed – an opportunity to look to the road ahead while reflecting on the journey so far.

MOSAIC always has been as much "of the people" as "for the people". Over and above an able staff and hardworking board, MOSAIC is blessed with myriad volunteers whose dedication inspires both admiration and pride. This has enabled MOSAIC to provide effective collaborative leadership for the immigrant and refugee communities, setting the standard within the sector.

MOSAIC's organic approach targets services to communities in all their aspects. For example, recognizing that issues of women, children and families are the foundation for a healthy community, in 2000 MOSAIC set up the Family Programs Department. Deserving of mention too are the paralegal advocacy and family counselling services, creatively combining the expertise of bilingual counselors with that of legal and/or counselling professionals.

Being immersed in the society it serves, MOSAIC is especially responsive to the needs of each wave of immigration. On the issue of internationally trained professionals, MOSAIC has not only added a well-informed voice to the public discourse, but has taken a lead through creative activism. Past collaborative initiatives include the Alternatives to Engineering and the Immigrant Loan Programs.

MOSAIC's immersion in the local communities is further illustrated by other initiatives: the celebration of diverse musical traditions (ethno-fusion) and the publication of the first Multicultural Workers' Directory in the early 1980's; the later production of Table Talk: MOSAIC's Guide to International Restaurants; the development, in the early 1990's of a cross-cultural communication team for systemic change; and, in 2006, Festival MOSAIC, showcasing the contribution of immigrant and refugee artists to the life of the city.

MOSAIC's social legacies include our Human Rights Award, the Dr. Kes Chetty scholarship, the Britannia Secondary School scholarship, the Translation Access Fund, and the Employer Recognition Award.

Building on MOSAIC's strengths and knowledge, we must remain responsive to the ever-evolving needs of newcomers, while promoting our principles of cooperation and respect with a commitment to making Canada a better place.

MOSAIC exists as it does today largely because of the hard work of staff, board, and volunteers, past and present. It is also the result of the support of our work by partners and funders. To all of you, my warmest thanks! It is due to your efforts that MOSAIC is far greater than the sum of its parts.

A Place in the Community

Across three decades of serving immigrants and refugees in the Lower Mainland, MOSAIC has developed a range of services and a capacity for adaptation that has allowed it to change when change is needed. But the core objective of the organization has remained remarkably constant.

The variety of services and programs offered through three decades hints at the diversity of the clientele the agency serves. Over the years, MOSAIC has offered support programs, examples of which include job clubs and resumé-writing, family programs, as well as community-specific offerings like Hindi-Punjabi senior women's and men's groups, Kurdish youth programs, a Japanese mothers' group and Italian and Portuguese seniors' groups.

Social activities are gateways to integration, through which newcomers, young and old, can learn about their new country's culture while surrounded by people in parallel circumstances.

Central to MOSAIC's mission of assisting in the settlement of new Canadians is an emphasis on settlement and integration support. Programs have been offered in a host of languages, tailored to meet the changing demographic needs of newcomers. For example, Portuguese, Italian, Romanian and Japanese services, which were once central to MOSAIC's work, have been discontinued because those communities have become largely integrated. In their place, MOSAIC has developed extensive programming in the languages used by today's newcomers: Persian, Arabic, Korean, Spanish, Cantonese and the African languages, among others. In all, MOSAIC offers settlement services in 26 languages. Providing English as a second language and employment training has been an ongoing responsibility for MOSAIC as well.

MOSAIC responds to the times not only through the language of delivery, but in the substance of its programming as well. As cultural issues have emerged, MOSAIC has responded. For example, in 2004, MOSAIC made specific efforts to inform the public about, and provide support to, women who wear a hijab, the traditional Muslim headcovering.

In delivering its services, MOSAIC has never hesitated to reach out to partner with agencies throughout the province. Building bridges in the larger community is part of MOSAIC's strategy. Among the many joint projects undertaken by MOSAIC over the years, the agency has partnered within the immigrant-serving sector with Immigrant Services Society, Surrey Delta Immigrant Services Society, SUCCESS, Intercultural Association of Greater Victoria, Progressive Intercultural Community Services Society and others. Partners from the broader community include Vancity, the Canadian Bar Association, the Vancouver Police Department and Family Services of Greater Vancouver, among many others. In 1996, MOSAIC joined with 34 other organizations and formed the Working Group on Poverty (WGOP), to advocate for legislative change for immigrants and refugees living in poverty, which has been an issue of ongoing concern for MOSAIC.

In fact, informing public policy has been a key goal of MOSAIC and one that helps define both the agency's unique mandate and its perpetual success.

Integrated within each of MOSAIC's service-delivery departments is an advocacy component. MOSAIC staff and volunteers deal with the needs and issues of new Canadians on a micro level, providing on-the-ground services immigrants and refugees need. MOSAIC also operates as an advocate on a macro level, meeting with government officials and ensuring the public is informed on issues pertaining to immigrants and refugees. For example, as early as 1988, the agency was warning of the human and economic losses associated with the failure to speedily accredit internationally trained professionals. This issue remains key to the future of the Canadian economy and

1976
MOSAIC founded: Multilingual Social Services and Language Aid for Ethnic Groups amalgamated at the request of the Department of Manpower and Immigration

1976
Launch of 911 Emergency Interpretation Service

1978
Japanese Mothers' Group formed in partnership with Family Services of Greater Vancouver

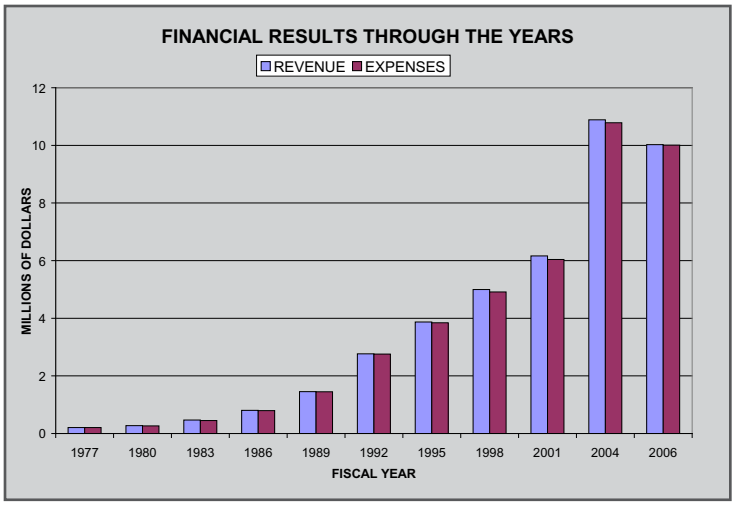
MOSAIC continues to advocate for removal of the barriers to accreditation and employment.

Serving immigrants and refugees on the front line, as well as advocating for their issues on a systemic basis, is a defining trait of MOSAIC's character. The implications of this dual mandate cannot be overstated. Because they are dealing directly with the service users, MOSAIC's staff understands the impact of government policy on individuals. In addition to guiding clients over these hurdles, MOSAIC confronts these challenges on a systemic basis, explaining to policy-makers the impact of policy on individuals and families. Through its network of frontline service providers, MOSAIC is able to identify issues early and alert government and policy leaders to their implications.

Many of the services MOSAIC delivers are mandated and funded by government. For this reason, a majority of MOSAIC's funding has always come from the various levels of government. Through the years, MOSAIC has delivered services in conjunction with local, provincial and federal governments. This interdependence with government can place the agency in a delicate position as government policy and the needs of MOSAIC's clients occasionally collide. But because of the respect and trust that it has nurtured among government and the non-profit sector over the years, MOSAIC's voice has become trusted by policy leaders. MOSAIC's staff, board and volunteers are among those sought out by leaders seeking insight into the issues facing refugees and immigrants in Canada. The breadth of this respect was evidenced earlier this year when Her Excellency Michaëlle Jean, the Governor General, visited the agency's offices to mark this anniversary and to recognize the ongoing contribution MOSAIC makes to Canadian cohesion.

Crucial to the work of MOSAIC is the commitment and involvement of its dedicated board members. In addition to the direction board members offer to the broader work of the organization, the board has initiated a series of breakfast meetings to inform and engage key policy-makers. Since 2003, keynote speakers have included Attorney General Wally Oppal and Minister of Economic Development, Colin Hansen. The board has also made submissions on behalf of MOSAIC to key federal and provincial standing committees on policies impacting immigrants and refugees.

Despite all, as government budgets have expanded and contracted over the past 30 years, MOSAIC, like others in the social service sector, has experienced the repercussions. In the past decade, MOSAIC's cost-recovery translation and interpretation services have provided a stabilizing and important non-governmental source of revenue for the agency, while also providing a needed service to the community. Other funds come from a small group of foundations and other donors such as the United Way.



While much has changed for MOSAIC in 30 years, the core mandate has not, though emphasis has shifted at times. For instance, in the past 10 years there has been increased emphasis on developing services that give support to immigrant and refugee families. But the agency remains focused on its purpose: to integrate individuals and communities into Canadian society and to promote multiculturalism, diversity and social cohesion.

Also remarkably unchanged is the defining culture of the organization. MOSAIC, which has seen its budget grow nearly fifty-fold in the past 30 years and which underwent a substantial "professionalization" in the 1980s, has successfully preserved the grassroots structure and attitude it had at the outset.

Founded on a vision of equality, social justice, equal access and democracy, MOSAIC's tools are advocacy, public education, community development, coalition-building and bridging with the broader community. The underlying objective of everything MOSAIC does is to

1981
Russian Seniors' Group formed

1981
"The owner of the BC Pizza Huts kindly provided us with approximately 30 colonial 'mate's' chairs which provides a pleasant uniformity to the work area."

1982
Community Translation Service established. 1000 documents, in 31 different languages, translated by 150 volunteers

create effective integration, strengthen individual communities as well as the broader multicultural society and to help Canada realize its ideal potential of cultural cohesion and diversity.

As the pages on the calendar turn and MOSAIC begins its next 30 years, the services it delivers will be no less crucial. Workforce growth will depend on immigration as Canada's natural birth rate will sustain neither our job market nor our social system.

Economics -- our aging population, our dwindling workforce -- will dictate the number of people Canada chooses to welcome in the coming decades. Whatever that number may be and wherever these people may be from, our success as a country depends on how effectively we integrate these newcomers into our society.

MOSAIC will continue to play an innovative role in this evolution, assisting new Canadians to integrate and working with governments and other stakeholders to ensure that the process is as smooth as possible.

As part of national and local networks of like-minded organizations, MOSAIC fulfills a critical role in Canada. Public policy sets as an objective a society that is welcoming to newcomers. MOSAIC turns policy into reality, providing the front-line services newcomers require to start a successful life in a new country, while advocating at a systemic level on behalf of immigrants and refugees. For three decades, MOSAIC has been the compassionate point of first contact for countless new Canadians. As Vancouver, British Columbia and Canada continue to benefit from the rich diversity of newcomers, MOSAIC will be here to ease the process of integration. The success of Canadians, as individuals and as a society, is founded on a national vision of inclusion. For 30 years, MOSAIC has helped turn potential into reality. As immigrants and refugees continue to make up the bulk of Canada's population growth, MOSAIC's success will remain deeply intertwined with the success of Canadian multiculturalism.

1982
MOSAIC Human Rights Award established

1983
"Table Talk: MOSAIC's Guide to International Restaurants in Greater Vancouver" developed by board member Sunny Lewis

1983
"Key Words for Health and Medical Care" published in 15 languages with the support of Health & Welfare Canada

30 Years of LEADERSHIP

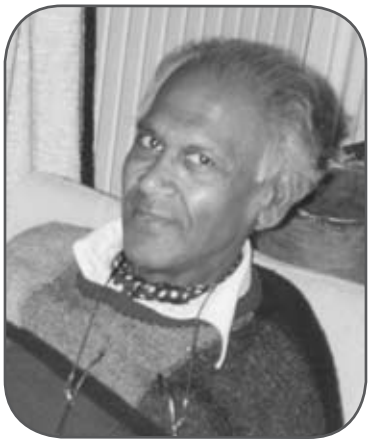
Ellen Clague: 1999-current

Elizabeth Briemberg: 1995-2002

Kes Chetty: 1985-1991

For 30 years volunteer board members have sustained MOSAIC's vision, mission, values and guiding principles. Some such as Ellen Clague were born in Canada whereas Elizabeth Briemberg came from England in 1966, and the late Kes Chetty came from South Africa in 1970.

Chetty was "always interested in the community and it was important to give back," says his wife, Gillian. As a doctor involved with South Asian newcomers Chetty was interested in the "plight of new immigrants." He had come to Canada via England where racial tensions disturbed him, so he left and was surprised to find that South Asians faced a similar situation here. His tenure on MOSAIC's board, which focused largely on managing a growing need for immigrant services, "deepened his concern to stand up for people's rights and strengthened his commitment," Gillian says. "He wanted to support people who were contributors."



That's why his friends remembered him by developing MOSAIC's Kes Chetty Award, an annual needs-based grant, when he died in 1991.

Elizabeth Briemberg, 67, thinks she had it both easy and tough. Easy because she spoke English and her professional social worker credentials were recognized here, and difficult because moving to another country always is. "I was surprised how traumatic it was. I was a young mother, with two young children and didn't have anyone here but my husband, who was Canadian," she says. "Your life gets divided into before and after so I've always had a great deal of concern for people who were making that transition, particularly when they had many more barriers than I had." That understanding brought Briemberg to MOSAIC.

One of her fondest recollections as former president is having shepherded MOSAIC through a change in executive directors, from Holly Whittleton to today's Eyob Naizghi, one of the few executive directors in BC who have gone through the refugee settlement process themselves. Briemberg is proud as well about the progress of the past 30 years. "I'm amazed at how professional MOSAIC has become but at the same time it has maintained its warmth," she says. "I'm also incredibly impressed with what the Interpretations Department has developed into because it has really supplied a great service to the community."

"It's become a beacon because people arrive off the airplane and know of MOSAIC, and that's the first place they go to feel connected to the community," agrees Past-President Ellen Clague. "People feel that they'll be spoken to in their own language and be helped. It provides hope and comfort."

Clague, 37, who has a Masters in Leadership from Royal Roads University, says MOSAIC is also a connector. "It provides such a diversity of services, some are provided within the organization but we also do a great job of connecting people with other resources, and those other organizations help people connect to the community too."

No doubt those meaningful connections are in part what inspired Governor General Michaëlle Jean's recent visit. Clague hopes that MOSAIC will build on such valuable attention and help established Canadians "to understand the experience of newcomers so that they too will do their part to help them."

1984
Loss of Provincial Resettlement Program resulting in 10% wage reduction for staff

1986
MOSAIC Employment Programs established

1986
Participation in the NDP Task Force on Race Relations and Human Rights

The Heart of MOSAIC

"Our volunteer program is a mini-United Nations," says Laurie Winter, Coordinator of Volunteer Connections for Newcomers.

Volunteers range from Canadian-born to new and established immigrants, from 14 to 74 years old, from students to professionals. In 2005, 210 of them gave 6000 hours, assisting with special events, leading a conversation club, or minding children, for example. "Established Canadians meet others from around the world and newcomers gain confidence, workplace experience, and enhance their English," Winter says.

MOSAIC encourages and supports newcomers to volunteer "as a settlement tool," and their work enhances or fills gaps in services. The recent focus has been development of the Kindness Club Host Program, which matches newcomers with volunteers, who share information about local systems and culture, and support participation in Canadian life.

"The unifying element is the desire to help and give to the community," Winter says. "Volunteers are deeply moved by the immigrant experience. They admire and respect newcomers who succeed in making Canada their home."

Phillip Chau, 36, who volunteers teaching English for MOSAIC's Persian (Afghani/Iranian) Women's Group, says "It's satisfying to help people." Chau was nine years old in 1979 when he, his father and three siblings came from Vietnam as boat refugees. He says, "Growing up in East Van meant multiculturalism was the norm."

Chau's volunteer position as a computer assistant morphed into a teaching position when "the women became bored" with the computerized ESL program. "I started teaching them English and about Canada," Chau says. "It's pretty interactive. For example, during the election we talked about politics in Canada, the different parties, and how voting works. We've talked about geography and the Northern Lights." And, they take field trips and watch documentaries. "They're keen to learn not just English, but about Canada and Canadians in general," he says. "And, I've learned things about Persian culture, language and life in Afghanistan and Iran."

The "biggest revelation" for Agnes Garaba "is how brave these people are to give up their countries when most haven't even been here before and yet they chose Canada as their new home. It isn't easy for them." It was easier for her.

Garaba, 28, immigrated from Hungary in 2001, with a "good command of English" and a bike during Vancouver's bus strike. But, she couldn't find immediate work and wanted to do "something valuable" with her time. So, she volunteered helping other newcomers and got Canadian work experience. "My position at MOSAIC worked with my long-term career plans in the human resources field," she says. Indeed. Today, Garaba is an employee recruiter. And she still volunteers giving mock-interviews to clients of MOSAIC's employment program.

Clients practise applying for a particular position and Garaba plays the employer and offers feedback. Then the videotape can be analyzed; it improves performance in real interviews. "Sometimes they take on jobs they haven't done before, and it takes a long time to get back to where their career was," Garaba says, "But they're so upbeat about it. Their positive outlook on life always gives me a boost."

Garaba also credits staff. "People at MOSAIC are motivated and passionate about their work. They're very respectful. The experience is really good for both clients and volunteers."

Winter, on the other hand, credits volunteers. "They capture and reflect the whole of MOSAIC. Each one contributes to the richness of the organization."

1987
Agency moves to 1720 Grant St. "These new premises are by no means luxurious," wrote James Barber

1988
"The Inland Refugee Experience in BC" research paper published

1989
Kim Campbell, Minister of State for Indian Affairs and Northern Development, keynote speaker at Employment Programs graduation ceremony

Going to Great Lengths: Upholding the Rights of Refugees

Traversing frozen mountain peaks, risking capture at the hands of a dictator's army, jumping a crowded boat to reach freedom, navigating dangerous combat zones in search of missing relatives, withstanding torture and isolation in clandestine detention centers, hiding in thick forests praying the baby won't cry and alert border guards… It may sound like the plotline of the latest Hollywood thriller, but these are the stories that so often resonate through MOSAIC's halls: the real-life experiences of our clients, volunteers and staff members.

At MOSAIC, upholding the rights of refugees goes beyond understanding the UN's Geneva Convention or feeling sympathy toward the plight of "others." For us, upholding refugee rights is an intrinsic part of our daily work. From enrolling a child in school to advocating access to services and policy change, supporting refugees has been a proud part of our past 30 years. Beyond the day-to-day provision of employment, language training and services, volunteer opportunities, and settlement and family services, MOSAIC – as the following examples show – is constantly engaged in special projects and initiatives that support refugees.

In 1987, MOSAIC launched Transitions – an interactive theatre piece that toured Vancouver high schools. The play portrayed a young Central American refugee as he struggled to settle and adapt to life in Canada. The performance included a social simulation game that let students walk in the shoes of the main character and successfully challenged young Canadians to look at immigration through a new lens.

In late 1995, the Government of British Columbia imposed a three-month residency requirement for all individuals seeking income assistance. Foreseeing a detrimental impact on refugee claimants, MOSAIC and various community partners met with provincial cabinet ministers to try to exempt refugees from the new policy. When the message did not register, there was only one thing left to do.

One cold February morning, MOSAIC hosted an outdoor press conference in Victoria Park; later, advocates, refugees and community members set up tents and spent an entire week protesting in the bitter cold. Finally, the government agreed to reexamine the issue and refugees were eventually excluded from the regulation.

And in 2004, when legal aid for refugees became the target of brutal budget cuts, MOSAIC led the efforts of a community-based coalition wanting to ensure claimants had proper legal representation at their hearings.

Individual members of MOSAIC's staff also go to great lengths to protect the rights of their refugee clients. Several of our employees hold prominent positions within the Canadian Council for Refugees, serving as executive-committee members, working-group chair, treasurer and representative to the Immigration and Refugee Board's Consultative Committee on Policies and Procedures.

Upon this, our 30th anniversary, we at MOSAIC renew our commitment to making valuable, relevant programs and services available to refugees, and to ensuring that those seeking protection in this country are able to fully exercise their rights, as established by the UN Convention to which Canada is a signatory country.

1989
Partnering with local restaurants, "Night of 100 Dinners" raised $8,000

1989
First issue of the "Vancouver MOSAIC" Newsletter

1991
MOSAIC Interpretation and Translation Services established

Our Changing World

Immigrants and refugees want to actualize their full potential. "But that can't happen in a vacuum," says Executive Director Eyob Naizghi. "It has to happen in the larger context of society's social systems."

The problem is that even optimal systems have unintended barriers within them. "That's why MOSAIC has worked to change multicultural policies throughout its existence," says Naizghi. "It's our responsibility to inform policy-makers about what happens on the ground because society benefits most when immigrants and refugees have the opportunity to do their best." That happens when obstacles are removed from and best practices are implemented into our systems.

Naizghi says positive change must occur at the community service level and within pieces of legislation at federal, provincial, and municipal levels because those laws define Canada as an inclusive civil society. That's a tall order, and taking it on at MOSAIC is a bottom-up process.

"Clients inform our frontline staff about barriers they encounter, a conversation happens and becomes articulated at our senior management level," says Naizghi. "Then we engage other stakeholders, strategize with them, and work toward solutions." Sometimes making change is akin to tidying up a house; other times it's more like building a team from various disciplines and pulling resources together for a major, time-consuming renovation. Either way it's comparable to improving family life by making a home more hospitable and functional.

Just a few calls, letters or meetings create change when the hitch is something as straightforward as how government workers interpret particular regulations. In complex instances, such as addressing poverty for example, creating change requires much more. "In those cases, forming a coalition is not only about a network," Naizghi says. "It's about engaging policy-makers in direct dialogue, using our knowledge of grassroots issues to produce practical, doable, and cost-effective solutions. It's about implementing meaningful change by maximizing use of the resources in community and government systems."

Naizghi points to the late nineties as a time when community development was encouraged throughout Canadian systems; that's when MOSAIC gathered interested parties to discuss refugee claimants' issues. After 150 stakeholders met several times a coalition called the Working Group on Poverty formed. It organized a poverty forum at APEC 1997 People's Summit, and made submissions to the federal government's Standing Committee on Immigration and Citizenship on several occasions. Consequently, refugees who were not allowed employment and

1991
Seven Certificates of appreciation awarded to Bilingual Community Workers by Canada Employment and Immigration Commission

1991
English Language Centre relocated to Gastown

1992
Family Violence Prevention program established – first program of its kind in Canada

could not receive income assistance now get hardship allowances while their claims and work permits are being processed. "It's improvement but correcting poverty is slow and incremental," says Naizghi. "Governments could capitalize on this collective goodwill and comprehensive coalitions such as this, and best practices would result in substantial progress on the ground."

Naizghi describes stubborn issues such as poverty as the consequence of unaddressed compounded barriers within our systems. If we do not eliminate the smaller, obvious obstacles, we'll create and entrench intractable problems. Some of the social problems with which MOSAIC deals are misunderstood and heartbreaking in their brutality.

"Human trafficking is equivalent to modern day slavery even if it's hard to see," says Victor Porter, MOSAIC's Community Outreach Manager. "Regardless of the country of origin, the desperation, violence and intimidation take place here. A civilized, democratic society acknowledges the suffering of victims of crime, so we need to respond compassionately and not treat them as criminals."

Unsympathetic officials can hand victims to the Canadian Border Service Agency for deportation, a situation that, ironically, protects traffickers. "Victims are very fearful and will only cooperate with police if they feel protected," says Sister Deborah Isaacs, seconded from the Sisters of the Good Shepherd to coordinate the Separated Children Intervention and Orientation Network (SCION) project. "As a service agency we must keep focused on the victim."

MOSAIC's involvement with human trafficking issues began through its membership in the Canadian Council for Refugees, an umbrella agency for about 180 organizations. "None of this work happens in isolation," says Porter. Police, government officials, lawyers, faith and community groups, discussed the experiences of and barriers faced by victims, and developed strategies to provide support and services at different levels when MOSAIC hosted regional consultations in Vancouver. This resulted in the Council's 2003 Trafficking in Women and Girls report, which includes guiding principles for working together to advocate for victims. Consequently, Canada is beginning to fulfill its obligations to the United Nations' Palermo Protocol, which is an international agreement committing governments to prevent human trafficking, to prosecute offenders, and to protect victims of it.

Previous victims had no legal status and were immediately deported upon detection or self-identification. New federal regulations allow victims temporary visas for a 120 day "reflection period," and human trafficking is now a criminal offense. Because it provides a wide range of services, MOSAIC is being considered as the lead agency of a pilot project to offer victim services. The idea is to manage cases, and connect victims with interim housing, medical, legal, language and other supports.

"We're experienced in developing trusting relationships and providing a safe environment through which we can advocate and facilitate protection for victims," Sister Deborah says. "A successful pilot

1993
Policy Governance model adopted by MOSAIC Board

1993
MOSAIC's 14th Annual Human Rights Dinner

1995
Project 222 Main launched in partnership with Law Courts Education Society, ISS, the Attorney General's office, and SUCCESS

could mean more victims working with police, and police identifying other victims and prosecuting more offenders." Change in the legal system creates opportunity for change on the ground.

MOSAIC has broken other ground too. Kelly Pollack, Director of Employment and Language Programs, says skilled immigrants' issues are far-reaching, complex and systemic. Barriers to realizing their potential and working in their professions are pervasive: within government and bureaucracy, within professional bodies, within the education system, and within the business community.

"MOSAIC, along with the Immigrant Services Society and Surrey Delta Immigrant Services Society, mobilized skilled immigrants through the BC Internationally Trained Professionals Network project," Pollack says. "That allowed them to speak for themselves." Together with a number of BC regulatory bodies MOSAIC produced a 2005 report called "Solutions for Access," which identified potential human rights and Canadian Charter challenges related to accessing professional licensure here. In April 2006, the group reviewed the report recommendations and determined a priority action list. It's the first time BC's regulatory bodies have worked collectively and with a community organization on this issue. "Regulators were amazingly open to hearing how their policies and practices were impacting skilled immigrants," Pollack says. "They understood that there were problems but didn't know how to address them. The process clarified laws, crystallized the issues, and produced strategies. Now, they can go to their respective boards with concrete suggestions for action so stay tuned."

Closer to the ground, skilled immigrant workers often don't qualify for student loans to upgrade or have no funds for the licensing fee, for example. So, MOSAIC approached Vancity. The credit union then developed a "new loan product," available through the Immigrant Loan Program that offers skilled immigrants "character-based loans." That means those without a credit history or with a foreign one can qualify for the loan. It's the only such program in BC but Pollack hopes other lending institutions will follow.

1995
Launch of Paralegal Advocacy Program

1996
Coalition for Refugee Access to Income Security formed in response to introduction of 3-month residency requirement for refugees

1997
Coalition holds"Refugee Camp" in Victoria Park

HUMAN TRAFFICKING

"What we've done through these initiatives is effect systemic change," says Pollack. "We do it by addressing individual access issues and the broader systemic problems with government, regulatory bodies, and other organizations within the community."

Ninu Kang, Director of Family Programs, says newcomers can be victimized by barriers in the systems, by human traffickers, and within their domestic context. Because they are a marginalized group their experience of domestic violence is different from the norm. Social or religious mores can prevent disclosure, language barriers and cultural differences can prevent access to services, and newcomers may distrust the system or not be believed within it. "There are some policy problems and a lack of social service networks that are culturally sensitive and responsive, which means victims can remain in or return to violent situations, or be left destitute," she says.

For instance, permanent residents who sponsor spouses for immigration must financially support them for 10 years, and most fulfill those legal obligations. But, in situations where a marriage is violent, the woman is the sponsor, and her spouse leaves and goes on welfare, she will owe the Ministry of Employment and Income Assistance whatever he collects before they divorce. "This leaves some women and children living in poverty and owing thousands of dollars," says Kang. "Though the policy is gender-neutral the consequences of it are not."

Kang's department supported such clients in contacting Burnaby-Edmunds MLA Raj Chohan. He called a meeting to learn about the topic, MOSAIC and other stakeholders made submissions, and a townhall that attracted 200 people, including victims and their families, support workers, community leaders, and media, resulted. "This process raised awareness and that led to meetings with officials from the Community Services, Employment and Income Assistance, and Attorney General Ministries," says Kang. "We're taking the lead in direct talks with the ministries to determine the next steps to tackle this issue."

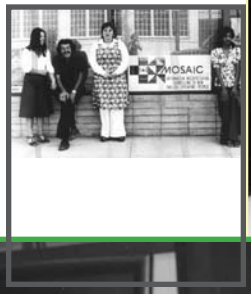
Executive Director Eyob Naizghi says the key to systemic change is looking through a different lens. "We look at issues through gender, disability, and poverty lenses and we need to look through the lens of immigrants and refugees as a community with particular challenges but that can make particular contributions." Systemic change, he says, is a long-term social investment that makes Canada a better place.

We can all get behind that and behind MOSAIC's leadership toward it.

1997
Working Group on Poverty formed. MOSAIC and 34 other organizations advocate for legislative change for immigrants and refugees living in poverty

1998
Somali Women's Health Project launch in partnership with Women's Hospital

1998
Establishment of Building Blocks Vancouver program at MOSAIC



MOSAIC Photo Gallery

Board members, staff, volunteers, and guests over the years.

MOSAIC

Language Barriers

Then and Now

Only during the late seventies and early eighties did people in the industry come to the sharp realization of how very formidable the language barrier was to newcomers to Canada. At the time, MOSAIC was already active in supplying volunteer interpretation and translation services to those who had recently arrived. On the basis of MOSAIC's experience in delivering these services to immigrant and refugee communities, the organization, more than other providers, was conscious of the liabilities of relying on volunteers. Since the thought of professionalizing the services was near-revolutionary in the NGO environment of the time, it took a great deal of courage and determination on the part of MOSAIC's staff and board members to embark on the journey. Two goals were set: first, to provide to newcomers the services needed to ensure that they have access to resources equal to that enjoyed by English-speaking Canadians; second, and equally important, to develop a "business" within the not-for-profit sector that would support MOSAIC's other programs. Many questioned whether a not-for-profit agency, consistently with the principles of social responsibility that animate it, could house a "money-making" entity. MOSAIC, however, was convinced of the need for the shift in a professional direction, and confident of its vision. Yet the question remained: could long-term funding be secured?

In 1989, the City of Vancouver granted MOSAIC $30,000 to provide affordable translation services. This source of support, while certainly most welcome, ceased after two years. It was obvious to us that the Translations Department had to become self-sustaining in order to survive and flourish. That being the case, the Department began targeting the corporate and government sectors while preserving the principle of affordable translation services for newcomers. The success of these efforts is evident. Today, the Translations Department uses state-of-the-art tools. Client-relations-management software is employed to administer an extensive database and to direct every aspect of the customer life cycle: preparing estimates to ensuring the quality of work, using tracking and reporting systems that generate, integrate, and deploy reporting solutions, and providing clients with optimal customer service. A computer-assisted translation system manages both present and past translations to ensure the quality and consistency of current projects.

The Interpretations Department was also born from a need for a financially viable operation capable of delivering a service that newcomers sorely needed. The beginnings were as humble as those of the Translations Department. The major breakthrough here came in October 1990, when the first major service agreement was signed with the Ministry of Social Services and Housing. The transition from volunteer bilingual speakers to professional interpreters accelerated as the Interpretations Department secured larger contracts, contracts that required quality service and professional support. MOSAIC took one more step forward in 1994, when it adopted the Ministry of Attorney General's fee schedule and professional accreditation guidelines. Today, the Interpretations Department, like the Translations Department, uses the sophisticated client-relations-management software, supported by web-access scheduling for interpreters. Also, it provides high-quality, effective interpretation using accredited interpreters. The department offers consecutive interpretation in 50 languages, simultaneous interpretation in all major languages, sight translation services provided in person or by phone, videoconferencing, and emergency response interpreting.

MOSAIC's Language Services Department coordinates the work of over 300 language specialists in more than 70 languages and is the largest provider of interpreting and translation services in British Columbia. Our journey has been long and arduous. Happily, we have met with success in achieving our objectives. But most exciting of all is that – or so we are convinced – the best is yet to come!

1999
English Language Centre moves to 2730 Commercial

1999
Opening of the MOSAIC Community Room with mural by Nora Patrich/ Juan M. Sánchez

Families First

A walk in the park, meeting with a friend over coffee; these are activities we often take for granted. For Tina, however, a young, first-time mother newly arrived in Vancouver without family or friends and unable to speak the language, these basics were impossible. Tina could not even leave her house for fear of getting lost. Physically exhausted and emotionally overwhelmed, Tina was finding it difficult to meet the demands of a new infant on her own.

Fortunately for Tina, a health nurse referred her to MOSAIC's Building Blocks program. A homecare visitor from the program started calling on Tina to assess her needs and supply information and support to help in her parenting. Tina and the home visitor walked around the neighbourhood to locate parks and activities. They also attended a parenting group and Mother Goose program together, where Tina connected with other mothers who spoke her language and discovered ways to relate to her child through songs, hand play and rhymes. Tina has since gained confidence in her parenting abilities, as well as access to the resources she needs to raise a healthy and secure child.

Every child needs a strong connection with his or her parent. Current research shows the parent-child bond, from birth to six years, shapes our basic sense of self and determines much of how we interact with the world. As such, MOSAIC places great importance on its family and childcare programs; by helping families during this crucial life stage, problems are solved before they turn into tragedies.

The MOSAIC Building Blocks program includes seven homecare visitors who provide culturally sensitive, first-language support to approximately 135 first-time parents (from pregnancy to age five). They work intensely with parents – who may be facing such challenges as poverty, mental illness, family violence and isolation – helping them connect to a myriad of community resources and build their parenting skills.

MOSAIC's Childcare Centre supports parents who attend the English Language Services for Adults (ELSA) program. While parents learn to speak "survival English," access community resources and manage their lives in Canada, their toddlers and preschool children are immersed in a rich and varied childcare program.

When Sam, a two-year-old from a war-torn country and refugee camp, first came to childcare, he would hang on to the teacher's leg, cry and not speak a word. MOSAIC Early Childhood Educators began to assess Sam's language development. Through the consistency and caring of the childcare staff, Sam began to develop trust and eventually came out of his shell. He is now a bright, smiling child who plays actively with other children.

This example is typical of the roughly 40 children that attend the Childcare Centre. In cases where MOSAIC childcare workers identify real developmental delays or other mental or health concerns, they link families to professional community resources and work closely with parents in carrying out learning plans with their children. With such major challenges under control, these children can then successfully enter kindergarten.

Lynn, a young mother of four (three under the age of five), has been in Canada for a number of years. She speaks English at an intermediate level and takes employment training and English classes. She also attends one of MOSAIC's family resource programs, where she can retreat from life's daily demands and spend quality time with her children and other parents. In the parenting group, Lynn is able to share her concerns with helpful facilitators who introduce her to community resources and parenting information.

MOSAIC offers five such family resource and education programs, in Kurdish, Somali, Vietnamese, Spanish and English. "These programs are part of an empowerment process," explains Family Programs Manager Kim Ton. "We want parents to feel good about themselves and we want to encourage them to become leaders in their own networks." Lynn takes the information she has learned about parenting, nutrition, child development, child safety, etc. and shares it with her own friends in the community.

Indeed, the positive impact of MOSAIC's family and child programming is far-reaching. Janice Greenidge, Building Blocks Manager, speaks of a 16-year-old girl named Erin Canning, who walked into her office last November with a pile of adult-sized winter coats. She bought these for MOSAIC clients out of her own savings, because she had heard of the program and wanted to help. As Greenidge explains, parents often sacrifice to buy warm clothing for their children, and suffer in the cold themselves. But thanks to the kindness of this teenager, MOSAIC's parents stayed warm, too. And thanks to the support of MOSAIC programs, many children have felt the warmth of a strong and secure parent.

1999
Collaboration Roundtable formed to assess and evaluate power of partnerships

2000
"Coordination of Services for the African Community" project in partnership with African Frontline Workers' Networks

2000
MOSAIC Britannia Secondary School Bursary established

It's in Our Blood

"Essentially, partnership works most when you look at systemic change, effecting policy development and improvements."

MOSAIC began in 1976 when the informal partnership between Language Aid for Ethnic Groups and Multicultural Social Services was formalized. You could say partnership is in MOSAIC's blood. It is part of everything the organization does.

MOSAIC's partnerships forge on different levels. "As immigrants arrive we become a bridge to society but

we share the objective for them to become part of the community with participation and contribution in social, economic and political life, with their rights and responsibilities as citizens," says Executive Director Eyob Naizghi. "Partnership with other community or private organizations, or government is about establishing relationships for common good. It's about giving practical support to the immigrant and refugee communities, about contributing to a public knowledge and information base about their issues, and about making systemic changes."

Naizghi says compatibility in terms of values, vision, and organizational culture is important for partnerships. Ensuring that they "add value to MOSAIC clients and the community, and contribute to our mission and vision" is a founding principle the 2003 Strategic Plan reaffirmed. "Adding value could be streamlining services between agencies, changing policies and practice at the government level, expanding services and programs, while always being careful not to add a layer of bureaucracy," Naizghi says. "It's essential for working toward a continuum of articulated and integrated services."

Some partnerships such as the Collaboration Roundtable, which was co-chaired by MOSAIC and the Pacific Community Resources Society, draw a crowd of stakeholders and left a lasting legacy. The Roundtable developed the Partnership Tool Kit to standardize and help implement partnerships by clearly defining roles and responsibilities. It caught both national and international attention resulting in delegations visiting from Australia, Europe, and South Africa to explore this made-in-BC model.

Other successes are found in neighbourhoods where MOSAIC forms informal partnerships with schools, raising their capacity to support immigrants' children, or with neighbourhood houses to provide family services out of their location, for example. Often through MOSAIC's initiative some informal partnerships are later formalized through either a Memorandum of Understanding or Partnership Agreement.

"We've worked collaboratively for years with other immigrant-serving organizations, particularly the Immigrant Services Society (ISS), bidding together to provide joint programs because it prevents duplication. We are close geographically and it's better for clients," says Kelly Pollack, MOSAIC's Director of Employment and Language Programs. And for the first time MOSAIC has partnered in the private sector, with Back in Motion, a firm that rehabilitates and retrains people with workplace injuries or disabilities. That collaboration will deliver services to skilled immigrants.

"In many ways it's a first in BC, bolstering community capacity by bringing individual groups together to start their own organization for a united voice," says Pollack about a partnership between MOSAIC, ISS and Surrey Delta Immigrant Services Society. Together the three organizations, through the BC Internationally Trained Professionals Network project, offer supports and tools with which those professionals can form associations, lobby government and influence public policy. The federal government's Voluntary Sector Initiative Review cited the program as a best practice. "MOSAIC provides more individualized services where

2000
MOSAIC Family Programs department established

2000
Looking Ahead Initiative launched to improve the labour market integration of immigrants.

2001
BC Internationally Trained Professionals Network established in partnership with Immigrant Services Society and Surrey Delta Immigrant Services Society

possible and collaborative services where needed, and it's wonderful to have that recognized," Pollack says.

Sherman Chan, Director of Settlement Services, says adhering to an "informed practices" model can produce best practices. "We need information to identify service gaps, to substantiate that our services are needed and that they work." For example, in 2005 MOSAIC partnered with the Intercultural Association of Greater Victoria, Immigrant and Multicultural Services Society of Prince George, Kamloops Immigrant Services Society, and UBC's Institute on Health Promotion Research to produce 'Promoting Wellness and Action Research to Strengthen and Sustain Welcoming Communities for Immigrants and Refugees in BC.' "Based on those study results, the groups worked with city planners to better use existing infrastructure," says Chan, "and Vancouver, Victoria, Prince George, and Kamloops all developed their own initiatives to welcome immigrants and refugees."

MOSAIC also expanded its settlement services last year through "co-locations" in Burnaby and New Westminster. It partnered with SUCCESS, the Burnaby Association for Community Inclusion, Chinese Christian Mission Centre, and Fraserside Community Services to provide information and support for newcomers who need, among other things, to find housing, apply for healthcare, and register children for school. "Agencies can maximize services by partnering at the community, local and national levels," Chan says. "Each partnership is connected to an existing network which is attached to another network. That means clients can be informed about services they may need but haven't heard of yet."

Ninu Kang, Director of Family Programs, agrees. Her department runs in two streams. All early child development and education programs are partnered with one or more organizations or funders, sometimes in coalition. The largest, called Building Blocks, is formally partnered with South Vancouver, Kiwassa, and Mount Pleasant Neighbourhood Houses, the Ministry of Children and Family Development, and Vancouver's Coastal Health Authority, as well as informally partnered with the Aboriginal Friendship Centre. "These partnerships allow MOSAIC to provide services in every area of Vancouver; we have clients that frequent neighbourhood houses, which makes the program more accessible," Kang says. "And we share resources and intellectual property among agencies, which also raises awareness about issues that impact immigrants."

Stopping the Violence, Men in Change and Multicultural Victim Support Services programs provide prevention and/or intervention services for men, women, and children. They work through community, city, or provincial coordination tables. "We have access to the immigrant community and our finger on the pulse of the issues," says Kang. "So in addition to helping clients we support mainstream organizations and raise immigrant issues there, doing large "A" advocacy at the committee level and doing small "a" advocacy for individual clients." MOSAIC's family workers help clients access the court system, write impact statements, and provide probation officers with cultural and linguistic support, for example. Simultaneously, coordination tables identify barriers in the systems and facilitate policy changes: Income Assistance's two-week waiting period is now waived for battered women who have just left the relationship, and Facing Diversity, a cross-cultural awareness video was developed into a corresponding police training program at the Justice Institute.

"Essentially, partnership works most when you look at systemic change, effecting policy development and improvements," Naizghi says. "The Working Group on Poverty, which initially involved almost 150 different groups and individuals, is a good example." MOSAIC initiated it to inform policymakers about how a particular segment of the refugee population could be able to access support in their early stage of claims. Those refugees could not work nor could they access income assistance. Because of that coalition, they now receive hardship allowance and can access some services and programs. "The best way to effect change is to work together with organizations that share similar social justice values, which MOSAIC has done since its formation," Naizghi says sanguinely.

Yes, partnership is in MOSAIC's blood. And it pulses in its heart.

2001
"How High is the Bar" forum held in response to federal rules and regulations regarding immigrants and refugees

2002
Safety Awareness Project for International ESL Students coalition formed with other community based service agencies

2003
SCION (Separated Children Intervention and Orientation Network) formed in partnership with the Sisters of the Good Shepherd and other agencies

In the Beginning: a Story of MOSAIC's Founders

Michiko Sakata

In part, MOSAIC began as a seedling in Michiko Sakata's heart. She came from a traditional family and "wasn't into arranged marriages" so in 1963 Sakata, then in her twenties, left Nagasaki, Japan for the United Nations in New York. It was before women's liberation but 100 lively women from throughout the world found work there as tour guides. "We are still like sisters. I'm seeing them in London and Paris this year," Sakata says.

The UN assigned Sakata to Expo 1970 in Japan where "Canada had a strong presence" and where she met "tons of Canadians." Earlier in New York, she had gone "through the incredible turmoil of the United States: John F. Kennedy's and Martin Luther King's assassinations and the Vietnam War," and her American co-workers characterized Vancouver as a "conservative city with a hippie-hating-mayor." Undeterred Sakata visited, then moved to, Vancouver, lived in a commune, and applied for landed immigrant status.

A fledgling Greenpeace asked Sakata aboard its first voyage but she had just formed the Language Aid for Ethnic Groups with seven other immigrants. Initial funding came from the Local Initiative Programs under Pierre Trudeau. "You had to prove the program would be helpful to the community so we went to Riverview, the BC Penitentiary and courts to find people who didn't speak English, to determine their challenges and problems. We offered information, interpretation, translation and Counselling in eight different languages," Sakata says.

Based at Powell and Gore, Language Aid for Ethnic Groups workers went door-to-door in ethnic pockets around the city, taking immigrants to the doctor, writing letters for them, Counselling them about adjustment issues. "The wage was so little," about $300 a month, Sakata strains to recall, "so you had to be very committed to the community." Language Aid for Ethnic Groups and the Downtown Eastside Residents Association, particularly Bruce Erickson and Libby Davies, helped the Japanese Community Volunteers' Association become the Japanese Centre. And in 1976 "after realizing we were doing the same thing," Language Aid for Ethnic Groups and the YWCA's Multilingual Social Services, joined.

MOSAIC emerged from this and located on Commercial Drive, bringing people together and providing a place for them to feel part of the community: "When you are living as an immigrant without family here, you are sub-consciously looking for something, in my case my Japanese roots. I'm proud that I put the seeds down. The Japanese got together, put a history together. That photo exhibit went across Canada and to Japan and became a book, 'The Dream of Riches', by a group we called the Centennial Project. And the redress group came out of it and so did the Powell Street Festival."

But there were obstacles: "Even now, it's funding. It's always funding – just the scale of the problem. They had multi-layered problems," Sakata says. "We took courses at the People's Law School. We took courses about the Landlord Tenant Act. Advocacy. It's so important. So

2003
Immigrant Loan Program established in partnership with Vancity

2004
Multilingual Legal Website launched in partnership with LACC Latin American Community Council Society

2004
English Language Centre opened in North Vancouver in partnership with North Shore Multicultural Society

many groups don't know how they are being taken advantage of."

What are her hopes for MOSAIC's next 30 years? Sakata gives a pregnant pause. "Vancouver is becoming such a huge multi-ethnic city and all these different groups, on one hand, are pursuing their own cultural, ethnic identity. I hope that MOSAIC can pull them all together in one common goal. It could be a contribution to society or fighting racial problems, to become a power for these different groups and to unite everyone in an improved Canadian culture." After all, once seedlings root, growing a strong single tree with hardy branches is the result.

Michiko Sakata left MOSAIC in 1978 to raise her son. She still lives in Vancouver and owns Kaya Kaya, a Japanese porcelain and crafts shop on Fourth Ave.

Rosemary Gill

Rosie Turnbull was Rosemary Gill back in the beginning. She'd immigrated from Ireland to Ontario in 1967 and later moved across Canada. A Master in Social Work, Turnbull coordinated 12 bilingual staff for Multilingual Social Services, a YWCA project.

"At that time, many Europeans and other immigrants had to relinquish their own nationality to become Canadian citizens," Turnbull says. "I didn't have to and I remember thinking that would be so hard to do."

When Turnbull arrived there was "plenty of work." She could speak English, her professional credentials were accepted and in demand, so her experience was good. It wasn't the same for other immigrants. "They had arrived in a new country, unable to speak English, unfamiliar with the new customs, wanting their children to do well, succeed and retain the customs of their own culture," Turnbull says. "Although many immigrants had already settled in Canada and contributed hugely in a variety of fields, there were those who had little or no English language skills. They had difficulty finding employment, housing, and medical services. They needed interpreters and support to navigate a whole new culture."

Counselling was still "a relative luxury," particularly for immigrant women. "This was the 1970s, the time of the Women's Movement, and YWCA programs were focused on empowerment of women, supporting and giving a voice to those who were marginalized, isolated, slipping through the net of other services," Turnbull says. "Some very forward-thinking women," such as the late Renate Shearer and Cleta Herman, who headed the YWCA, led the way.

It was also a time when numbers of Hong Kong Chinese people were immigrating to Canada, some to buy property, establish their children in schools and universities, or set up businesses in response to the uncertainty of life when the Island would be returned to the Chinese in 1999. It was during the Cold War; Eastern Europeans who escaped their regimes with nothing were seeking asylum in Canada, a large, under-populated country.

"For clients, MSS services were a great way to help them integrate during the first couple of years in Canada," Turnbull says. "We built trust and safety, and in this way helped people from their arrival into a strange and bewildering system to employment and empowerment."

"My experience at MSS was life-changing. I was in my twenties and learned a lot." She remembers the commitment of the people involved in immigrant service work. "I felt part of that dedication. We worked weekends and evenings to be there for clients. We were really just very flexible," she says. "It was very cutting edge. It was a great privilege to work in this organization, to look at what the real grassroots issues were, to be part of a larger team working for the betterment of society."

In 1976 Multilingual Social Services and Language Aid for Ethnic Groups formed MOSAIC. "The purpose was to streamline all of the services," Turnbull says. "I was there for the transition, which was a celebration and recognition that the services provided were warranted, appreciated and valued."

Turnbull left MOSAIC later that year to get married. She moved near Lillooet with her geologist husband and after having three children they moved to Scotland. She says immigrants still need services and the agency remains relevant. Indeed, her two daughters recently returned to Vancouver and both have been working with immigrants, particularly women and youth. Turnbull is a world away, but the seeds she planted bore fruit, and her apples didn't fall far from MOSAIC's tree.

Rosie Turnbull resides in the Findhorn Community near Inverness in Scotland with her husband. She works in its Outreach Education Department, offering workshops throughout the world.

2005
Kurdish Youth Forum hosted by Settlement Services

2005
Solutions for Access report on legal implications of access to regulated professions

2006
MOSAIC celebrates its 30th anniversary!

The Long Road to Immigration

"We keep chipping away at the impenetrable bureaucracy," says MOSAIC's paralegal advocate Miriam Jurigová.

"When we intervene, Immigration finally dusts off their file; it's like it's just been sitting there."

One dusted off-file resulted in the reunification of Hafifa Rasul's family. Her case was used as an example in evidence presented to the federal government's 2005 Standing Committee on Citizenship and Immigration and was also featured by the Surrey Leader and Vancouver Sun newspapers.

The road was long for Rasul's family. She'd run with her children from war-torn Afghanistan to Pakistan, a country that Jurigová says "does not acknowledge or give any kind of status to refugees, which means they had no access to medical services or schooling." From there Rasul went to the United States on a visa to see her dying mother, and she had hopes of making a refugee claim there. Rasul was advised that her claim would fail, so she came to Canada and listed her three daughters and two sons as dependents, believing that they could join her here in a few months. That's when she bumped into the bureaucratic backlog.

"Today's [refugee] system is internationally-recognized as one of the best in the world in terms of fairness and compassion," then-Immigration Minister Joe Volpe told the Standing Committee. "But it also results in large inventories and places lives in limbo."

Rasul's life and the lives of her children were placed in limbo for eight years. "Sometimes the requests are excessive by Citizenship and Immigration Canada," says Jurigová. "In this case it was constant security checks, then their medical checks would lapse, and five years into the process they asked for DNA testing to make sure the kids belonged to the mother." Some members of Parliament intervened at that stage and MOSAIC filed for a Mandamus, a legal process in which the federal court hears the case. That's when the Department of Justice read the statement of claim, asked Immigration to finish processing the case, and the children's visas were granted without a court hearing.

When her children arrived in August 2005, Rasul had not seen her youngest son since he was a baby. The two oldest girls had taken care of their siblings during those eight years and four of the five kids arrived here as teenagers.

Settlement has been hard for the family. The youngest boy didn't recognize Rasul as his mother and has struggled to make the shift, the many years of living in a refugee camp have created health issues for two family members, and formal education has been a struggle for all of the kids.

Jurigová says the Rasul family's experience is typical of many files that MOSAIC has handled during the years. "No matter the many struggles families have to go through to reunite they never give up, and MOSAIC never gives up on reuniting the families," Jurigová says. "We provide as many supports as we can. The process is often frustrating but the reward is seeing a family that has been through so much be reunited and have opportunities."

And as far as that impenetrable bureaucracy goes, Jurigová says, "We'll just keep chipping away at it."

MOSAIC

PROGRAMS & SERVICES

Employment Programs

Career Counselling
- Job Search 1:1
- Case Management Services

Credential Brokerage Service

Immigrant Access Centre for Training

Job Search and Career Exploration
- New Start
- Employment Access
- Career Connections

Family Programs

Early Childhood Development and Education Programs
- Family Initiative (CAPC)
- Family Place for Immigrant Parents (Open Doors to Learning)
- Parent and Child Time (Success by Six)
- Building Blocks Vancouver

Violence Prevention Programs
- Stopping the Violence Counselling
- Multicultural Victim Services
- Men in Change
- Vietnamese Family Counselling

Youth Programs
- Nu Yu Theatre Project
- Korean Immigrant Youth Project

Language Centres

English Language Services for Adults (ELSA)

Licensed Child Care

Language Services

Interpretation Services

Translation Services

Settlement Services

Community Assistance Program (CAP)
Community Outreach
Community Volunteer Program
Information and Support Services
Paralegal Advocacy Project
Peer Lending Program
Separated Children Intervention and Orientation Network (SCION Project)

MOSAIC has been an invaluable mentor to rebuilding the North Shore Multicultural Society over the past five years. It has been generous in sharing its expertise and time to assist us with developing programs and services new to the North Shore. I look to MOSAIC as a leader in the field of settlement, and it is innovative and responsive to the needs of immigrant communities. It was an honour to work with MOSAIC for 11 years in its English Language Department and to now work with it as a partner. Congratulations to MOSAIC for 30 years of excellent service to the community.

– *Elizabeth Jones,*
Executive Director ,
North Shore Multicultural Society

"It Ain't About the Money"

"It's like a magnet," says former MOSAIC staffer and current Yale-Lillooet MLA Harry Lali. "So many people know about it and go to MOSAIC; it's like a gathering place. "

After immigrating here from India with his family in 1966, being renamed Harry from Harbhajan by a teacher who couldn't pronounce his name, and smothering Canadian food with salt, pepper, HP sauce, ketchup, Tabasco, and extra gravy to make it more palatable, Lali, now 50, worked translating, interpreting, and advocating for Punjabi- and Hindi-speaking clients during the mid-eighties.

"I really appreciated working there. Having three languages to grow up with makes you open-minded and tolerant," Lali says, but the 30 languages represented at MOSAIC "were like windows into those cultures." He was one of only two men on staff: "That was wonderful too, learning about women's issues from other cultures. That opens you up even further."

And MOSAIC's workers opened doors for its clients. Along with co-worker Hemi Dhanoa, Lali helped Dhanpatia Butturu, an elderly Fijian woman who had been abandoned by her husband, get into an old-age home. As he helped her move she began to cry and said, "You are my son. Nobody else has taken care of me like this," and forced $10 on him that he took back to his office to turn in. There, then-executive director Vera Radyo told him to keep the "cultural tip."

Radyo, 56, headed MOSAIC from 1981 to 1992. Her Ukrainian parents were displaced persons, now called refugees, after World War II, and Radyo, who was born in Alberta, "felt the tensions of a cultural dichotomy, wanting to be a Canadian girl like my friends and trying to be a good little Ukraine girl too."

That early experience combined with work later as a South Vancouver Neighbourhood House program director drew her to MOSAIC. "I took the executive director job because I thought it would not be that demanding," she laughs. But it was and it became her life. "I knew every single day that we made a huge difference in bettering people's lives," Radyo says. "It became more than a job; it was a mission. It was a vision of a community."

Twenty-two mostly part-time staff were crammed into one partitioned room. The budget was $450,000 when, in 1983, MOSAIC lost a quarter of that to government cuts. "Other community services were cut too, so our demand for services went up while we had fewer resources to deal with it," Radyo says. "All staff took a 10% cut in pay. We didn't lay anyone off because we felt it would have been racist to cut services to a particular client group."

Under Radyo, who is now a Citizenship Judge, MOSAIC was the first in Western Canada to implement an employment program specifically for immigrants. Now they are a Canadian standard. Volunteer interpretation and translation programs were also professionalized during her tenure.

Marina Yelchinkos's term that ended with her retirement in 2002, began nine days before Radyo's. Yelchinko, now 58, came from the Soviet Union in 1979 where she had taught French, a skill that meant she did not qualify for English lessons when she landed in Montreal. She now speaks both of Canada's official languages along with the Russian, Ukrainian, and Polish ones she brought with her.

When Yelchinko began, 90 percent of MOSAIC's clients were European. "I was a translator, an advisor, a counsellor basically. Later on we helped people mostly from Africa and Asia, and coworkers changed as clients' countries of origin changed," she says. "But my section survived because of people from all over the world who spoke Russian."

Working at MOSAIC has been rewarding and life-changing for staff who have seen so many contributions to society from the people they helped, who recall the flowers that were dropped off, the recipes that were traded, and the friends that were made.

"It's people that make MOSAIC well-known and respected," Yelchinko says. Radyo says that's because the agency has "stayed with its roots as it has grown," and Lali sums up: "I'm very proud of telling people that I used to work at MOSAIC. It will keep doing good because that's what it does. For the people who work there it ain't about the money."

RECOGNITIONS

- The Dr. William Black Award
  1997, BC Multicultural Society

- Citation for Citizenship Award
  Presented to MOSAIC for outstanding leadership and partnership capacity in the immigrant services sector
  1998, Citizenship and Immigration Canada

- Certificate of Appreciation
  Presented to MOSAIC Volunteer Program
  2000, Ministry of Multiculturalism and Immigration

- Certificate of Appreciation
  Presented to MOSAIC Family Programs
  2000, Ministry of Multiculturalism and Immigration

- Certificate of Appreciation
  Presented to MOSAIC Child Care Centre
  In recognition of MOSAIC's dedication and commitment to fostering settlement and integration of newcomers to British Columbia
  2000, Ministry of Multiculturalism and Immigration

- Silver Award presented to MOSAIC Building Blocks Program
  2001, BC Public Service Agency

- Acknowledgement of MOSAIC's commitment to creating safer communities in Canada
  2001 and 2003, Martin Cauchon, Minister of Justice and Attorney General of Canada and Lawrence MacAulay, Solicitor General of Canada

- In recognition of valuable contributions to the settlement of Vietnamese refugees in British Columbia
  2004, The Vietnamese Canadian Community

- Spirit Award presented to MOSAIC's Immigrant Loan Program
  2005, Vancity Community Foundation

- Nominated by the Ministry of Employment and Income Assistance
  Chava Glouberman – for contribution to the Web Orientation Project
  2006, Nomination for a Premier's Award in the category of Service Excellence

in MEMORY...

Don Nelson, d. 2006
Staff Member

Nila D'Agnolo, d. 2006
Staff Member

Elizabeth Honsberger, d. 2005
Staff and Board Member

Dr. Rosemary Brown, d. 2003
Board Member

Hernan Mendoza, d. 2001
Board Member

Sylvia Arguello, d. 1999
Staff Member

Dr. Kes Chetty, d. 1991
Board Member

Renate Shearer, d. 1988
Founding Member

Ken Lutes, d. 1985
Board Secretary

Should this not be an exhaustive list we apologize for any omissions.

FESTIVAL MOSAIC

A celebration of MOSAIC's 30th Anniversary

September 26-30, 2006

MOSAIC and the Vancouver East Cultural Centre are proud to present a week-long series of performances and a gallery exhibition

Tuesday, September 26
Art Exhibit Opening

Wednesday, September 27
Benavides
Dharmakasa
Kutapira Youth Marimba Group
Mattias Hacker
Vanda Sidher & Sithara Thobani

Thursday, September 28
Kathara
Mattias Hacker
Raj Kaur Panu
Surinder Basi
Tiresias

Friday, September 29
Kokoro
Mattias Hacker
Silk Road
Sudanda
Yael Wand

Saturday, September 30
Comfort Ero
Fabiana Katz
Fusion Latina
Gena Perala
Mattias Hacker
Yayoi Hirano

Visual Artists

Farina Reinprecht: Writer, Artist & Social Activist, South Africa
Fatemeh Taheri-Vijouyeh: Sculptor, Iran
Ha Toan Phu (Stanley Ha): Artist & Magazine Editor, Vietnam
Khaled Fazl: Artist & Designer, Afghanistan
Kyo Dong Lee: Painter & Sculptor, Korea
Moko Chen: Freelance Photographer & Writer, China
Nguyen Quoc Hai: Writer & Artist, Vietnam
Sergio Plata: Visual Artist, Mexico

We gratefully acknowledge the support of the Vancouver Foundation

Performing Artists

Benavides Performs a vibrant new sound with a Spanish flair, an artful blend of traditional rhythms from several South American and Caribbean countries with elegant, jazz-inflected ballads.

Comfort Ero As a storyteller who was raised in a Bini chief's household in Nigeria, West Africa, Comfort has picked up and related folktales and songs from as early as she learned to talk.

Dharmakasa A unique collaboration between three widely divergent Asian musicians. Alcvin Ramos, Andrew Kim and Tarun Nayar.

Fabiana Katz Words like "chocolate" and "caramel" have been used to describe this native Argentinean's dark and lustrous voice. As a recitalist, Ms. Katz focuses on a repertoire that highlights her Spanish, Latin American and Sephardic background.

Fusion Latina The choir had its origins in a group of friends who used to get together each year to sing Venezuelan Christmas carols. The group has expanded its repertoire outside of Christmas themes to incorporate music from the rest of Latin America.

Gena Perala A singer, songwriter, and poet who is always out to challenge the way she and the people around her live and think. Her writing is raw, real, and relevant.

Kathara An exploration of indigenous identity in theatre, dance, music and martial arts, Kathara's members, who hail from the Philippines, Canada, and South Africa are passionate about their diverse Filipino heritage.

Kokoro Dance Formed in 1986 by Barbara Bourget and Jay Hirabayashi, taking its name from the Japanese word kokoro, meaning heart, soul and spirit, it is inspired by the Japanese modern dance form known as butoh.

Matias Hacker Born in Argentina, he started there his professional career as an actor and singer. In addition to a solid background in TV and movies, Matias has participated in several international theatre festivals in countries such as Spain, Portugal, the USA, Peru, Bolivia, Brazil and Costa Rica.

Kutapira Nine teens who are the vanguard of Vancouver's next generation of world music artists, play a percussion-driven style that is a fresh approach to the genre.

Raj Kaur Panu An accomplished poet and performer, Raj will be performing her own poetry-song compositions at Festival MOSAIC.

Silk Road Consisting of the husband-and-wife team Andre Thibault and Qiu Xia He, the duo has an innovative approach to classical Chinese music that results in a surprising, vivid, and colourful "world fusion" style.

Sudanda A repertoire, ranging from ancient songs from the Dafour region to recent compositions by Ala'aEldin Abdalla and other East African musicians, Sudanda combines influences from American and Eastern European folk music with South Indian and Middle Eastern percussion.

Surinder Basi A self-taught dancer and emerging playwright, she has been working with Puente Theatre since 1998. Her first play chronicles the immigrant experience and speaks to audiences of all ages and engages the viewer in an intercultural perspective.

Tiresias The flute and piano duo of Mark Takeshi McGregor and Rachel Kiyo Iwaasa symbolizes two very different perspectives with a single voice, with fresh insights into contemporary chamber music.

Vanda Sidher & Sitara Thobani Accomplished classical Indian dancers with diverse backgrounds, training and experience in the Bharata Natyam tradition.

Yael Wand A singer-songwriter inspired by nature. Yael's writing has been called "intense, sensual and mysterious," – simple melodies and dexterous words that quickly capture the head and then beguile the soul.

Yayoi Hirano One of the rare Japanese performers whose talent and creative spirit reach beyond the boundaries of their native land and whose contemporary productions showcase a sculpted sense of physicality engaged in recreating traditional and modern narratives.

For more information on the festival and participating artists and performers, please visit our website at www.mosaicbc.com/festival

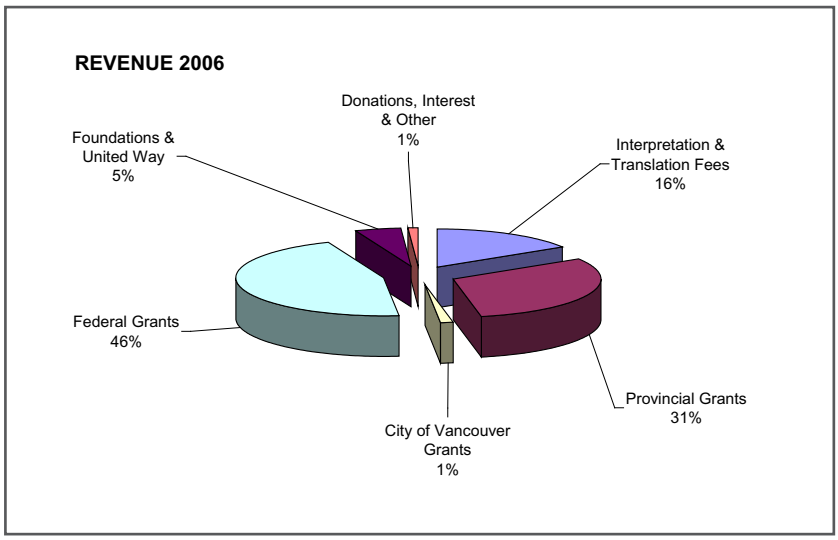
A SPECIAL THANK YOU

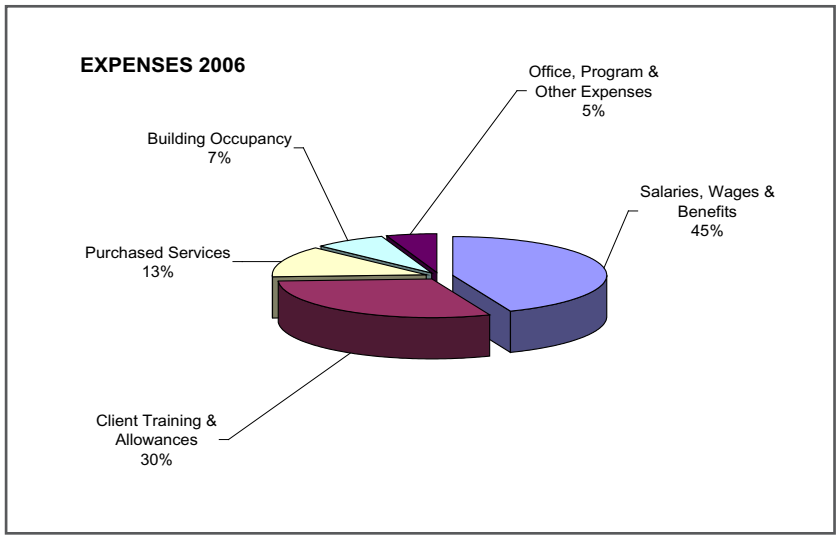
MOSAIC gratefully acknowledges the commitment and support of the following funders who have made significant financial contributions during the past year. Your support has enabled MOSAIC to maintain quality service and program delivery to our communities.

BC Gaming Policy and Enforcement Branch
Canadian Mental Health Association
Central City Mission Foundation
City of Vancouver – Community Grants
Correctional Service Canada
F. K. Morrow Foundation
Human Resources and Social Development
Law Foundation of BC
Ministry of the Attorney General
Ministry of Children and Family Development
Ministry of Community Services
Ministry of Economic Development
Ministry of Employment and Income Assistance
Ministry of Public Safety and Solicitor General
National Secretariat on Homelessness
Public Health Agency of Canada
Status of Women Canada
United Way of the Lower Mainland
Vancity Community Foundation
Vancity Savings Credit Union
Vancouver Foundation
Victoria Foundation
Western Economic Diversification Canada
Windows of Opportunity Coalition

Thank you also to those individuals and organizations who supported MOSAIC through their memberships and generous donations over the past year.

05/06 FINANCIAL REPORT





Complete audited financial statements are available upon request.

MOSAIC FUNDS

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

- *Keywords for Health and Medical Care* are 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 Britannia Secondary School Bursary Fund.
- Individuals or groups 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.

MOSAIC STAFF MEMBERS

Employment Programs

Andrew Loh
Angela Schindel
Bao-Van Vu
Brett Button
Caroline Poole
Catherine Law
Celia Brookfield
Dennis Tsang
Don Nelson †
Elizabeth Strayski
Hana Sepahi
Humphrey Mak
Jessie Jiang
Josie McCarthy
Judy Wong
Kelly Gao
Khalid Al-Seraji
Larry Chan
Lisa Brooke
Lisset Peckham
Lynda Dassiuk
Mayvan Wong
Peter Harnisch
Randy Cronsilver
Rosi Bernini
Rumani Singh
Sheldon Hajar
Shirin Karmali
Soraya Etminan

Family Programs

Ae Jung Kang
Anh Mai Hoang
Anna Tran
Binh Luong
Carmen Contreras
Chung Tran
Dascha Saville
Deeqa Mohamud
Dung Nguyen
Gloria Martin
Guillermo Comesana
Huong Le
Huong Truong
Hyewon Park
Ingrid Gomez
Iray Yu
Janice Greenidge
Kim Ton
Lida Amiri
Mai Hoang
Maritza Andino
Mina Geranmayeh
Morena Zaldana
Nelly Jaramillo
Osiris Aguilor De Lopez
Perminder Flora
Rachna Bhagi
Ruth Ortiz
Ruth Sepulveda
Setsuko Hirose

Language Centres

Agnes Dziurka
Aldona Kaminska
Aleah Gustafson
Anita Schuller
Barbara Peabody
Carmen Larsen
Chantelle MacIsaac
Chun Peng Wang
Halina Mickiewicz
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Nina Miller
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Rona Zhang
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Sheila Buchanan
Tanya Lebar
Theresa Tran
Vesna Bokic
Violeta Madsen
Virginia Yildirim

Language Services

Bessy Ferris
Chava Glouberman
Clara Mezghrani
Joyce Chan
Kalliopi Kefalas
Kian Ghaffari
Marianne Papadopoulos
Martina Sun
Patricia Turner
Phung Ho
Tanja Krzman

Settlement Services

Barbie Wu
Daisy Au
Dasha Prykhodko
Flora Lung
Gerardo De La Paz
Hawo Warsame
Hong Chen
Lam Dang
Laurie Winter
Mambo Masinda
Margherita Zorzetto
Michelle Park
Miriam Jurigová
Mustafa Ahmad
Patricia Turner
Saleem Spindari
Sedigh Hendizadeh
Victor Porter

Operations

Gary McFarlane
Gilles Brunet
Jennifer Low
John Merzetti
Kiyo Kiyooka
Peter Dung
Sandra Chua
Sandy Lam
Sashi Dutt
Sousan Forghani
Susan Yung

2005 – 2006

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Eyob Naizghi

Operations/Comptroller
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Employment Programs/ Language Centres
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Family Programs
Ninu Kang

Language Services
Jiri Adler

Settlement Services
Sherman Chan

Congratulations to MOSAIC on its 30th Anniversary! Over the years, Vancity has been pleased to work in partnership with MOSAIC to increase access to financial services for immigrants and refugees. Through implementing the Immigrant Loan Program and supporting the Peer Lending Program, MOSAIC has been a leader in the community in finding new ways to support immigrants and refugees. Thanks to the commitment of the MOSAIC staff, these programs have made a difference in the lives of individuals. Thank you for all your work in building a stronger community.

– *Vancity Credit Union*
Bob Craig, Branch Manager, Commercial Drive Branch
Elisabeth Geller, Manager, Community and Environment Programs
Sidney Sawyer, Senior Sustainability Programs Manager
Shaheen Tejani, Program Manager, Community Business Banking

MOSAIC Human Rights Award

Recipients:

2006	Dr. Lloyd Axworthy
2005	Catalina Hernandez – Inland Refugee Society
2004	Vancouver Cooperative Radio and The Refugee Lawyers Committee
2003	BC Mennonite Central Committee, Refugee Assistance Program
2002	Ken Lyotier – United We Can
2001	Harriet Nahanee
2000	Linda Morgan
1999	Alan Dutton
1998	Rosemary Brown
1997	Trinity United Church
1996	Jean Swanson – End Legislated Poverty
1995	India Mahila Association
1994	Nora Patrich
1993	VAST (Vancouver Association for the Survivors of Torture)
1992	Valmond Romilly
1991	Headlines Theatre Company
1990	Mildred Fahrni and Marta Torres
1989	Japanese Canadian Redress Committee
1988	Renate Shearer
1987	Sheila Shannon
1986	Bishop Remi DeRoo
1985	Dr. Joseph Katz
1984	Jill Weiss
1983	Charan Gill
1982	Justice Thomas Berger

Award Description:

Each year MOSAIC selects a recipient for its Human Rights award as part of an ongoing commitment to the importance of recognizing community citizenship. The award started in 1982 and was meant to recognize outstanding contributions to the advancement of human rights by an individual or an organization. The recipient is chosen from a call for nominations sent to community organizations.

The recipient must have made a significant contribution in the field of human rights and ethnic relations. The following characteristics are considered:

1. Their endeavors exemplify the values of integrity, determination and active leadership in volunteerism
2. BC residents only
3. Have not been recognized by other organizations

Britannia Bursary Award

Recipients:

2006	Bin Gao and Susan Salame
2005	Antonio Joao and Carter Zhang
2004	Rosa Chae Dong and Annie Chow
2003	Tongxin Feng, Jimmy Li, Samuel Liu and Andrey Luchnaninov
2002	Peter Zhang, Curtis Tsai and Can Huynh Ngo
2001	Lan Ngo and Siu Ching Tsui
2000	Ivana Vranic and Thai Ngo

Award Description:

The award commenced in 2000 and is given to at least two students from the graduating class in Britannia Secondary School, an educational institution in the East Vancouver neighbourhood. Students must be of immigrant or refugee background, who want to pursue post-secondary education.

Academic standing and demonstrated tenacity are considered. The award is made on the recommendation of Britannia's Scholarship Committee.

MOSAIC AWARD RECIPIENTS

Dr. Kes Chetty Education Award

Recipients:

2006	Nathalie Lozano and Shi Hui Zhang
2005	Natalya Smirnova and Farhiya Hassan
2004	Francisco Fernando Granados, Wagma Khawar and Nimota E. Uthman
2003	Regina Piotrowska, Marina Rojas de Rojo and Olga Shcherbyna
2002	Guzel Pistruga and Gladys Matilde Moreno
2001	Victoria Nevmerjitskaia and Lilia Berzner
2000	Tam Thien Nguyen, Sivapalini Kurooparan and Tamella Riabkova
1999	Kin Sung and Saeedeh Bitaraf Jafarabadi
1998	Janine Malikian and Amita Taneja
1997	Chloé Shen and Hana Solyman Tozy
1996	Lillian Abella Cuerques and Anita Slabikowska
1995	Eduardo Azmitia Prado and Albert Leung
1994	Jose Espinoza and Danesh Nahibzada
1993	Edward Mikhalkov and Adnan Obeyd
1992	Aracely (Cecibel) Martinez

Award Description:

The Kes Chetty Education Award was established in honor of the late Dr. Kes Chetty, a paediatrician of South African heritage. He was a passionate activist with a strong sense of social justice. This led him, amongst other things, to establish an aid group for South African refugees as well as to work to address health concerns among immigrant groups in BC. He also served on the Board of Directors of MOSAIC in the late '80's.

The award is made to a MOSAIC client – immigrant or refugee – who wants to pursue academic or vocational studies. Financial need, a commitment to enriching the Canadian community, and academic standing are considered in the selection. Nominations are made by MOSAIC staff.

Employer Recognition Award

Recipients:

2006	Small Potatoes Urban Delivery (SPUD)
2005	Granville Island Hotel
2004	SerVantage Services Corp.
2003	Savoury City Foods Ltd. & SGS Canada Inc.
2002	Que Pasa Mexican Foods Ltd.
2001	White Spot Ltd.
2000	The Metropolitan Hotel
1999	PMC-Sierra
1998	Golden Bough Herb Company
1997	Capers

Award Description:

The award is presented to an employer for leadership and commitment in providing a workplace that supports the principles of multiculturalism and equity by:

1. Having a diverse, multicultural staff.
2. Providing a work environment that acknowledges and works with immigrants and refugees with language barriers.
3. Supporting immigrants' and refugees' integration into the Canadian workforce by providing opportunities such as work placements, job shadowing, information interviewing, volunteering, and employment.

English Language Centres
301-2730 Commercial Dr
Vancouver BC
V5N 5P4
604 684 8825

207-123 E 15th St
North Vancouver BC
V7L 2P7
604 988 2931

Family Programs
1720 Grant St
Vancouver BC
V5L 2Y7
604 254 9626

Employment Programs
1522 Commercial Dr
Vancouver BC
V5L 3Y2
604 254 0244

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

Settlement Services
1720 Grant St
Vancouver BC
V5L 2Y7
604 254 9626

Interpretation Services
1720 Grant St
Vancouver BC
V5L 2Y7
604 254 8022

Translation Services
1522 Commercial Dr
Vancouver BC
V5L 3Y2
604 254 0469

MOSAIC

www.mosaicbc.com

MOSAIC 2006 ANNUAL GENERAL MEETING

6:00 p.m.
September 25, 2006
UBC Robson Square,
Campus (Lower Level)
800 Robson St., Vancouver

United Way
Member Agency