

# M O S A I C



## Newsletter Summer 2001



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## MOSAIC Annual General Meeting

Date: 27<sup>th</sup> September, 2001  
Place: Van Dusen Gardens  
Floral Hall, 5251 Oak Street

Registration: 5:30 p.m.  
Meeting: 6:00 p.m.

Phone (604) 254-9626 for more  
information



### Welcome New Team Members!

by Eyob Naizghi, Executive Director

I am not new to MOSAIC nor are the refugee and immigrant experiences new to me. After working with refugee organizations in Africa, I settled in Canada as a refugee student. I began my Canadian work experience as a manager and freelance consultant with international development organizations. When I was invited to join the MOSAIC team and was thus given the opportunity to help new immigrants in Canada, I was overcome with emotions! Not only had I completed my graduate studies in the fields of migration and adjustment processes, I had also worked assisting refugees to settle in new countries and had undergone the experience myself! Little did I know that by joining MOSAIC all of my academic, professional, and personal experiences would eventually come together for an important purpose. Sure enough, eight years later, on December 18, 2000, I was appointed Executive Director of MOSAIC!

Almost a year has passed since changes began to be implemented in the organizational structure of the MOSAIC Management Team. Some former members moved on, new staff were hired, and innovative positions were created. Besides adding dedicated and talented new members to the team, these changes gave us an opportunity to assess and strengthen the structure of MOSAIC, in order to adapt to new issues and demands and to better serve our communities.

During this transition, Janet Riehm, our Comptroller,

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joined the management team in October 2000. She brings a wealth of experience and expertise that is invaluable to an organization that is committed to accountability and excellence in quality of service to communities, staff and funders. Before joining MOSAIC, Janet worked with the Open Learning Agency as their senior accountant. She is no stranger to the not-for-profit sector either, as she has worked with a number of community agencies including the Y.W.C.A. and Community Living.

Another new member of the management team is Sherman Chan. After an eight-year leave Sherman rejoins MOSAIC as Director of the Settlement Services, and manages our direct settlement and community outreach programs. Sherman previously worked at the Surrey/Delta Immigrant Services Society, an organization with a similar mandate, in a different senior managerial capacity. Along with his professional expertise Sherman has accumulated a wide range of contacts through various positions, including those on the boards of both the Canadian Council for Refugees and the Nisha Family and Children Services Society.

Also, a new addition to our management team is Ninu Kang, Director of Family Programs. Though the position is new, the fact is that Family Programs began their development more than twelve years ago. They have expanded in scope and variety over the past nine years by adjusting and responding to changing community trends and issues. Ninu has been with MOSAIC for over nine years in different capacities. Before she took the position of Director, Ninu was the Manager of the Family Counselling Services. Nine years ago Ninu initiated a culturally competent program for men attempting to end their violent behaviour and strengthen their families. Ninu's proven competence in the area of 'diversity communication' is instrumental in supporting organizational change.

My hope is that by highlighting these new additions to the MOSAIC family, the fact that our organization

is adapting and changing to better serve many diverse communities growing around us will be made clear. MOSAIC celebrates diversity, struggles for inclusion, and advocates for more and equal opportunities for everyone. We promote full participation both at community and an individual levels, and include ourselves in the fight against racism. These are fundamental social principles that require solid, capable leadership. MOSAIC is equipped to handle these mandates because we have the right people, staff and volunteers alike. I am honored to lead, but, more importantly, to be part of an organization that symbolizes great change, and stands strong in the face of adversity.



***Membership has its benefits...***

Join MOSAIC and share the good news and exciting developments. As a member you will receive all our newsletters and be entitled to vote at the Annual General Meeting.

To support MOSAIC's programs and advocacy work, fill out the form on page 4 of this newsletter and become a member today!

**Memberships are annual from April 1<sup>st</sup> to March 31<sup>st</sup>.**

If you were a member last year, it's time to fill out your renewal form!

# MOSAIC and Bill C-11

## “The Immigration and Refugee Protection Act”

by Elizabeth Briemberg

President of MOSAIC's Board of Directors

After considerable publicity had been given to the issue of Chinese boat migrants, the board of MOSAIC held a brainstorming session in May 2000 on our advocacy role in addressing concerns over the increasingly negative public attitude being expressed towards immigrants and refugees. The session also followed the introduction of the legislation of Bill C-31, designed to replace the current Immigration Act, into Parliament. The news release for this action focused largely on the curbing of the “criminal abuse” of the immigration and refugee systems. In our discussions we decided our advocacy should focus on:

- the refugee issue in the public and national agenda, and
- current trends in political attitudes towards immigrants and refugees.

To achieve these goals the Legislative Liaison Committee and the Community Outreach Committee were created. We began by considering the implications of Bill C-31. But after a Federal Election was called, Bill C-31 died and a revised form of the legislation, Bill C-11, was introduced in late February 2001. In mid-March, before even seeing this new bill, we were invited to participate in a Parliamentary Committee hearing on it in early April. This led to some panic among us, because in order to present our views to the Committee we needed to develop a brief on the revised bill and deliver it to the Committee before the hearing, along with a summary in French. All of this without having yet seen the proposed legislation!

The Legislative Liaison Committee, with exceptional effort, managed to get such a presentation together but, just prior to the hearing date, we learned it was adjourned until late April. We were able to continue our work with the help and expertise of Victor Porter and Christina Davidson, staff of MOSAIC.

The resulting brief focused on issues pertinent to MOSAIC and our clients, such as the barriers to settlement resulting from poverty, unemployment and under-

employment, and how Bill C-11 will only work to intensify those barriers. We chose not to concentrate on the legal process issues that were the focus of a brief developed by the Canadian Council for Refugees (C.C.R.). We endorsed the briefs prepared by the C.C.R. and Westcoast LEAF, but our submissions spoke to:

- a) the hardships—in particular, economic—imposed on refugees due to identification requirements and lengthy security checks;
- b) the need for refugee claimants’ overseas economic and social viability to be relevant in determining their status;
- c) the creation of unequal standards, selected overseas, for convention refugees, as opposed to those selected through the inland process;
- d) the determination of too many policies and processes relating to refugee applications occurring via regulation, rather than being enshrined in the statute where there has to be judicial and public accountability; and
- e) the need for minimum standards to govern all federal/provincial agreements under Section 9 of the Bill to ensure that Canada’s international obligations to protect refugees are met.

We appeared before the Parliamentary Committee at the end of April and received a sympathetic and inquisitive response. Chilwin Cheng, Vice-President of MOSAIC Board of Directors, created a (positive) stir when he responded in French to a question in French. He was the only participant to do so, and his response may well have compensated for our lack of a summary in French! I would like to thank him for his extensive work in writing the brief, thus enabling us to make this significant and valuable contribution to Parliamentary deliberations. The work of our Legislative Liaison Committee and the staff members of MOSAIC was also essential to the effectiveness of our submission. Although the Bill has yet to be passed, we hear through the grapevine that some of what we had to say did have some impact!

For more information check our website at [www.mosaicbc.com](http://www.mosaicbc.com).

# The Collaboration Roundtable Toolkit

## Tools for building and sustaining partnerships

by Dr. Martin Spigelman, Martin Spigelman Research Associates Ltd.

Since 1998, MOSAIC has been an active participant in and co-chair of the Collaboration Roundtable. This is an informal group of government and non-governmental organizations whose goal is to develop a culture of collaboration among community-based service agencies.

In May 2001, the Collaboration Roundtable unveiled its latest accomplishment: ***The Partnership Toolkit: Tools for Building and Sustaining Effective Partnerships***. The toolkit acknowledges that while partnerships promise certain benefits, they also present many very significant challenges. They require a great deal of time and effort to build and sustain. They can create new legal and financial liabilities. Importantly, partnerships that do not perform effectively can compromise an agency's credibility with both its funders and its community.

This toolkit is intended to help organizations build and sustain effective partnerships. It is targeted to the full range of agencies working in our communities including both large multicultural organizations like MOSAIC and small, volunteer based ethno-cultural organizations.

The toolkit includes a *Primer on Partnerships* and twelve different practical tools covering every aspect of working in partnership. One tool, for example, will help agencies identify potential partners, while another will help partners work with funders. Another tool outlines different management models that partners can use. There is also a model Partnership Agreement that several agencies have already used. There are tools that help partners promote their activities, resolve conflict, evaluate their relationship and even dissolve their partnership

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### YES, I'LL SUPPORT MOSAIC

Charitable Reg. No. 13017-8130-RR001

Here is my donation of  \$25  \$50  \$100  \$250  Other \$ \_\_\_\_\_

Check if you do not wish a portion of your donation to be applied to membership  
(Membership fees: Individual - \$10 Professional Individual - \$25 or Group/Organization - \$100)

*My cheque to MOSAIC is enclosed*

*I wish to pay by VISA: Card # \_\_\_\_\_ Expiry Date \_\_\_\_\_ Signature \_\_\_\_\_*

Please fill in the following information:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Tel: \_\_\_\_\_

*Make Cheque Payable to: MOSAIC 1720 Grant Street, 2<sup>nd</sup> Floor, Vancouver BC V5L 2Y7 Tel: (604) 254-9626*  
All donations of \$10 or more will receive a receipt for income tax purposes. Other donations will receive a receipt upon request.

# “Celebrate 2001”

Annual event organized by the Family Support Institute

by Victor Porter

Manager of Community Outreach Programs

The Family Support Institute (F.S.I.) is a provincial organization committed to ‘strengthening families faced with the extraordinary circumstances that come with having a family member who has a disability’ and to ‘providing information, training, and province-wide networking to assist families and their communities to build upon and share their strengths.’

In January 2001 I was invited to participate as a keynote speaker and workshop presenter at the Family Support Institute’s “Celebrate 2001,” an annual event organized for its members. I was honored by the invitation, and after a few phone calls I arranged to meet with Dawn Proudlove, Executive Director, to discuss my presentation and the workshop that I was to deliver. I asked Dawn why, among so many knowledgeable and wise people available in the community, was MOSAIC approached to participate in the event?

“We constitute a body of approximately two hundred Regional Resource Parents,” she explained. “Only *two* are recent immigrants. In British Columbia that is unacceptable. We need to do a better job reflecting the diversity of our communities. Currently, we are not reaching newcomers who require support for their disabled children. We approached MOSAIC because we need a practical, down-to-earth strategy that includes *all* members of the community, including newcomers to British Columbia.”

Dawn’s response inspired me to include in my presentation MOSAIC’s own experience in learning how to respond to communities’ concerns surrounding diversity and inclusion. I shared with Family Support Institute staff, board members, and clients the different

approaches MOSAIC has taken to assist other community agencies address these issues. I reminisced on times when we were approached by agencies wondering how to deal with specific ethnic or cultural communities and our struggles in conveying the message that these communities are not inanimate entities, but vibrant and dynamic groups of new Canadians settling and finding their way in a new country. I touched on the idea of ‘sensitivity training’ that resulted in MOSAIC’s own Cross-cultural Training Team’s workshops and the training of partners in the community. And, finally, I presented our current practice that is still in the process of being perfected—‘Organizational Change Through Exposure’. This takes the opinion that the communities that need to be reached must *themselves* be active participants in processes of organizational change and diversification, rather than simply being the objects of training and scrutiny. That is, if an opportunity to work jointly on common goals is created between any particular community and an agency or institution, the level of interaction, exchange, trust, and accountability created will result in the appropriate conditions needed for inclusion, diversification and organizational change to take place.

From the moment I arrived at “Celebrate 2001” I experienced the kindness and solidarity generated by the members of the Family Support Institute. I expressed these sentiments in my closing statement, and added that I was very optimistic about the F.S.I.’s ability to achieve their goals in the area of community diversity due in part to the clarity of thought and strength of will of the Executive Director, the board of directors, and the staff. Undoubtedly, if there is one group of people in British Columbia that has a clear understanding of what inclusion is, it was the group of people I had in front of me that day.

# My participation in the 'Windows of Opportunity'

by Sohaila Rezazadah  
Member of the Afghani Women's Group

There were four of us: Nguyen from the Vietnamese group, Jane from the African, Baljinder from the Punjabi, and I, Afghan. We wanted to make a presentation at an upcoming forum held by the Windows of Opportunity group on November 1<sup>st</sup> and 2<sup>nd</sup> of 2000. We hoped to discuss the challenges that we face preparing our children for school. We met at MOSAIC three times to discuss our ideas. At these sessions I noticed that people from different communities understood and answered questions on the subject much differently. However, we also had many similarities. We shared similar experiences and issues, and we sought similar solutions.

We discussed our children who, having learned their first language at home, did not know English when the time came to begin school. We talked about parents who cannot communicate with staff at their children's schools because of the language barrier. We agreed that many parents new to Canada cannot help their children with their homework assigned in English. We concluded that there is an urgent need to help children and parents study and learn English, to translate information, and to help children maintain the knowledge and use of their first language in order to narrow the gap between themselves and their parents.

Many of the youths we consulted spoke of the frustration they felt being caught between two cultures. Their parents, they said, hold expectations based on the culture of their homeland, while the expectations of teachers and peers are based on Canadian culture. Parents also seemed troubled by this division of expectations faced by their children. In my own homeland, for example, the school system was not co-ed and students wore uniforms. Teachers were viewed as people who should be treated with respect and they were obeyed without question. There was much homework assigned and the schools held many drills. It seems different in the Canadian

school system because the students and the teachers seem to have different expectations. Children seem to speak to adults here in a manner that would be considered disrespectful in my homeland. Parents are very worried about drugs, alcohol and smoking among youth, and they find it difficult to teach their children to be respectful.

We spoke of the issue of unemployment and low wages. Local employers often disregard the credentials earned by new Canadians in their homeland. People are undervalued because of their accents. It is obvious that parents are struggling with their own self-esteem problems (in addition to financial stress) while trying to support their children who may be feeling excluded in school. We shared our experiences on issues of racism in different places and at different levels. But we did not all agree that racism is the main problem. Many of us felt that the language barrier, along with the current school system, were large contributors to the difficulties faced by both parents and students new to Canada.

I had mixed feelings at the forum. After listening to other presentations and discussing our differences and similarities with other participants, I felt a little comfort knowing that my community is not the only one with problems. I was saddened when I contemplated the notion that *most* Canadians are, in fact, foreigners (that is, with the exception of the First Nations Peoples), no matter how many generations their families have spent in Canada, and yet newcomers to this land are continually treated as 'different' than everyone else.

I believe that if we all cooperate, we can achieve our goals and be successful. Sometimes, just knowing that others have gone through similar experiences, and that they have developed a coping mechanism, provides all the support and comfort needed to endure and to persist.

# The Experience of Working with Groups

(from a facilitator's point of view)

by Mercedes Mande  
Latin American Family Worker

MOSAIC started working with groups of new immigrants who have children and families more than twelve years ago. Many participants in these sessions are women who share a desire to belong and to be contributing members of Canadian society.

Facilitators of these groups have the responsibility to share their own experiences with participants, to offer them coping mechanisms to aid a smoother transition, and to give them the opportunity to practice putting these into effect. To achieve our goals it is necessary to have the following in place:

- (a) possess a philosophy that supports this approach;
- (b) be skilled, dedicated, and professional; and
- (c) be backed by the commitment of the organization.

Facilitators and participants must work together to identify areas of particular challenge and to find effective solutions. We, as facilitators, must acknowledge that participants in our groups have the strength, knowledge, and experience to contribute to their own projects. Having belief in the women's potential prevents us from patronizing them. The danger of patronization exists not only in partnerships between mainstream agencies and ethnic groups, but also among facilitators who belong to the same ethnic group as the participants.

We believe that the worker and the participants are equal, and that the relationship between them must be one of respect. Facilitators do not hold ownership over their groups. Though facilitators possess some power (they may have more information and they technically act as authority figures), once that knowledge is dispensed and, as much as possible, the responsibility of facilitation is given back to the participants, the relationship becomes one of 'partnership'.

We must work at the participants' own pace, and be available for support. It is important to remember that not all participants are at the same stage of integration to Canada. Workers and the other members of the group need to be supportive of those who need extra nurturing and encouragement.

In order to gain the participants' respect and maintain a high level of involvement, workers need to maintain their own levels of sincerity, professionalism, impartiality, cooperation, and flexibility, for these are the key ingredients for success. It helps a lot when we recognize our own limitations, because then we can work on our weaknesses. It is also helpful to have a co-worker or a supervisor with counseling skills—somebody whom facilitators can debrief with.

Participants need time to talk about themselves and among themselves, and to discuss group issues. The group needs to be provided with equal time and space for bonding, teamwork, and group self-care. When participants feel supported in a group, they are able to take more responsibility in the efforts of the group and in their own lives.

Workers and participants need a lot of support. Workers need to be able to reflect on their own experiences, to plan effective discussions and workshops, to learn more about the nature of the participants' issues, and to develop connections and contacts necessary to better carry out the demands of their jobs. A supportive organization is conducive to all of these requirements.

Any person who has facilitated groups is a fortunate person. To have an opportunity to learn from the participants and to witness their growth and development in a new environment is a wonderful experience. And to have the privilege to watch how participants persevere in order to achieve their goals is an inspiring and unique experience.

# Credential Brokerage Service

Offered by Case Management Services

by Peter Harnisch

Coordinator of Case Management Services

Most immigrants who come to Canada with professional or trade qualifications from their home countries expect to work, earn their living and contribute to their new land. A major barrier faced by these professional immigrants and refugees is that their foreign education and work experience are often not recognized. As a result, many settle for minimum wage 'survival' jobs, which frequently result in feelings of frustration and depression. But not only immigrants are affected. Canada as a whole is passing up the opportunity to use her human resources to its fullest potential. Immigrants feel that having their credentials evaluated would increase their chances of finding work in their chosen profession, which they spent many years studying and training for. The service would also increase their feeling of confidence and self-esteem.

Undoubtedly, having their credentials evaluated to comparable Canadian standards is a critical step in helping professionals among immigrants and refugees reach their career potentials. The Credential Brokerage Service is part of the Case Management Services for unemployed people who have immigrated to Canada and need assistance in finding employment-related programs or services. The Credential Brokerage Service sponsors eligible clients in the translation and/or evaluation of their post-secondary records. This service is funded by the federal government (Human Resources Development Canada) and is offered to clients who:

- (1) are legally allowed to work in Canada;
- (2) have English skills at levels required by the occupation;
- (3) are using the evaluation to find employment related to their own profession that is in reasonable demand in the Lower Mainland; and

- (4) are unable to pay for the evaluation on their own.

The following 'success story' is an encouraging example of the true value of MOSAIC's Credential Brokerage Service. G.T. arrived from Mexico City in February of 2001 with a B.A. in General Accounting, and four years of related work experience. The Credential Brokerage Service sponsored her after she had met the required criteria of the program. Her educational documents (degree and transcripts) were translated and the application was forwarded to the International Credential Evaluation Service (I.C.E.S.) run by the Open Learning Agency. G.T., a very determined and energetic person, actively sought employment while waiting for the completion of the evaluation. Prior to receiving her results, she excitedly called Case Management Services to announce that she was offered an excellent job with a reputable Vancouver accounting firm starting at \$40,000 per year plus benefits, with an increase when she completes her Certified Management Accounting designation.

She was adamant that having her credentials evaluated was a critical step toward her 'landing' the job. In each of the four interviews with the company executives (including the senior Vice President), she was asked whether her credentials had been evaluated. After presenting her translations and a letter verifying that the evaluation was under way, all interviewers were impressed and confident enough to offer her the position.

We are grateful to Human Resources Centre Burnaby for continuing to fund this valuable service. For some Canadian newcomers it is a positive step toward fulfilling their dream.



## Reflections on Volunteers and Volunteering

by Laurie Winter  
Volunteer Program Coordinator

2001 marks the 'International Year of the Volunteer.' It is a time to reflect on the impact of the work done by volunteers around the world, and an opportunity to devise new strategies to encourage and support volunteering. To celebrate the occasion, MOSAIC, the Chinese Family Services of Greater Montreal, and members of the Multicultural Volunteer Program spent an afternoon exchanging thoughts and ideas about volunteering. Testimonials by active volunteers allow us to better comprehend how their work benefits society as well as enriches their own lives.

*"I want to volunteer because I think I can get acknowledged in society, in the whole culture. Besides that, I would know the real office environment. Canada is a multicultural country. In every organization there have to be people from other countries. That means everyone from every country has a part, a role in the society. If I am in MOSAIC I am also representing the people from China to be involved. I think it is quite natural [to volunteer]. It is part of my life. I don't think it is a waste of time or anything. I just feel I like doing it, even when I have a job. I think being helpful is not a bad thing. If I have the time and energy I like to help, because people need to be helped. One for all and all for one."*

Zeyan Bu, Office Assistant Volunteer

*"My first experience with MOSAIC was when I came to the organization as a client. The second one—when I spent my one-month college practicum there. After my practicum, I continued as a volunteer until I found work. From the first day till the last one I was so thankful to work over there as a volunteer. I felt I am a part of MOSAIC, I did not feel any difference between my colleagues and volunteers. It was a great opportunity for me to see how the organization treats immigrants, how many services it has, how many languages the counsellors speak, how free and secure you can feel yourself if you need support and help. I learned lots of things. And they were not just practical things, but about humanity, respect, and acceptance of*

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## Sharing of Cross-cultural and Social Service Expertise Project

by Ninu Kang  
Director of Family Services

MOSAIC and the Nisha Family and Children's Services Society have partnered to develop interagency staff training opportunities that help prepare employees of both organizations to meet the growing needs of Vancouver's culturally diverse community. This project is funded by the City of Vancouver, Cross-cultural Expertise Grants.

With over 25 years of providing settlement and cultural adjustment counseling to newcomers, we at MOSAIC are finding that staff increasingly faces challenges in new areas such as youth violence, intergenerational conflict, domestic violence and family counseling. Nisha has over 16 years of experience providing service to 'at-risk' youth and their families, a significant number of them being recent immigrants. This poses a new challenge: developing cultural competency among staff to better serve this ever-diversifying population. Both MOSAIC and Nisha have specific expertise that may be shared in an effort to enhance the ability of each organization to work with these new immigrants and to tend to their needs.

In a training assessment workshop, MOSAIC settlement staff identified various training needs such as working with adolescents, working with families, traumatized children of refugees, assessment skills, and knowledge of systems such as Mental Health, Ministry of Children & Family Development, School Boards, etc. The focus of the training provided by Nisha to MOSAIC staff will be based on issues related to trauma and assessment skills. Reciprocally, MOSAIC will train Nisha staff by providing opportunities to reflect on issues of diversity in the work place. Victor Porter will lead Nisha staff through a workshop using popular theater techniques to explore employment experiences related to diversity. The workshop will create a forum for Nisha staff to share their experiences, reflect on them, and articulate the effect of these experiences on their jobs. The staff will have an opportunity to analyze how diversity and cross-cultural issues affect them as individuals, the agency as a whole, and the clients they serve.

# Critical Link 4

## International Community Interpretation Conference

by Jiri Adler

Director of Language Services

Over the years, the Critical Link conference has evolved into a traditional international forum where many agencies and individuals involved in community interpretation gather to discuss common problems and conceive innovative solutions. As an agency devoted to providing sound interpretation services to the community, MOSAIC participates in the conference for two main reasons: to gain insight into new developments in the field and to find out how we are faring in comparison to others.

This year Critical Link 4 took place in Montreal, and I found myself preparing to go with a certain degree of apprehension. The anxiety caused by an inherent fear of flight was heightened by the foreknowledge that this time the Community Interpretations Department of MOSAIC would be compared not only to local agencies, but also to service providers on national and international levels.

I attended many international presentations, including several from Australia, the United States, and Europe. I left these seminars with mixed feelings. I was satisfied that MOSAIC met all global standards. In the past eleven years we have taken incredible strides, creating an agency whose services to the community are considered among those of the leading companies in the world. And we continue in our dedication to excellence in community service, making every effort to show local institutions, such as hospitals and provincial ministries, that equal access to public services also means ensuring that all linguistic barriers are

removed. On the other hand, I learned from the Australian representatives that despite excelling in the areas mentioned above, we still have a task ahead of us to tackle.

In Canada, the need to provide services to newcomers in languages other than English or French is usually met through community agencies like MOSAIC that initially respond by providing interpretation services. The task of advocating on behalf of these agencies' clients for equal access to public institutions and services only comes later in the process. The Australian approach *begins* by lobbying on behalf of their clients at different government levels, in order to create a structure of systems that ensures aid to newcomers who do not speak the native language is available in the best and most professional fashion. Such an arrangement makes it clear that interpretation and translation services are *not* simply incidental add-ons to other professional services (e.g. interpreters in the health care system, or in the legal system). Rather, they are an integral part of *any* professional service that may be easily accessed by non-English speakers. The Australian system also often includes the education, testing, and accreditation of interpreters. In this way, professional standards in interpretation and translation services are upheld.

In comparison with the rest of the world, MOSAIC provides community interpretation services that we can all be proud of. The Australian example showed, however, that we have a lot of work ahead of us, if we mean to excel on a global level.

## Where are you from?

by Elaine Bao Ling Han  
ESL student, Level 3

*Yesterday, my English teacher Pamela gave me some homework to make small talk with Canadians to practice my English.*

When I finished class, I sat on a bench in the lobby and waited for my husband to come and drive me home. One young girl sat next to me. Five minutes later I thought this was a good chance to finish my homework. So I started a conversation with the young girl.

I asked the girl some questions. One of those was "Where do you come from?" I saw the girl wasn't white. She answered "Richmond". I was surprised. Is any country called 'Richmond'? I had never heard of it. Then I asked another question. I asked her "What is your native country?" She was confused and unhappy. She said slowly and loudly, "I am a Canadian. I was born in Canada."

I was very embarrassed. After a while she spoke again. "But my mother came from Burma." Now I understand. Canada is a multicultural country. You must be careful when you ask some questions.

**Did you have a chance to visit  
our newly developed website?**

Everything you wanted to know about  
services provided by MOSAIC is posted at

**[www.mosaicbc.com](http://www.mosaicbc.com)**

**Are you curious about  
our interpretation  
and translation services?**

For a comprehensive description of our services,  
practices, policies, and languages, visit us at

**[www.mosaic-trans.com](http://www.mosaic-trans.com)**

## Obituary

Hernan Mendoza, a former member of MOSAIC's Board of Directors, passed away on July 8, 2001. Hernan's passion and persistence and his dedication to the promotion of multiculturalism and inclusion played a key role in creating awareness about the struggles that many immigrants and refugees face. His commitment to these causes made the implementation of numerous essential services and programs possible in several new communities.

Along with being a founding member of both the Chilean Housing Co-op and the Latin American Community Council, member of the board of the Collingwood Neighborhood House, and participating in the Province Advisory Committee on Multiculturalism, Hernan loved to contribute his knowledge and experience to new community initiatives. At MOSAIC, he will be forever remembered for his continuous support, unconditional friendship, and everlasting smile.

We at MOSAIC share the sorrow of Hernan's family, friends and colleagues, and the communities whom he loved and cared for. He will be greatly missed.

## MOSAIC/Britannia Secondary School Bursary

MR. STEVEN EMERY, AWARDS COMMITTEE  
M O S A I C

DEAR MR. EMERY,

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO EXPRESS MY SINCERE THANKS FOR BEING CHOSEN AS THE RECIPIENT OF THE MOSAIC AWARD. WHEN I HEARD MY NAME CALLED OUT BY ONE OF THE TEACHERS AT BRITANNIA, I WAS COMPLETELY SURPRISED! I COULD NOT BELIEVE SHE HAD CALLED MY NAME, I WAS ASTONISHED!

THE AWARD IS A PERFECT GRADUATION GIFT, AND IT IS IMMENSELY APPRECIATED. THANK YOU ONCE AGAIN FOR CHOOSING ME, FOR MAKING THE TRANSITION FROM HIGH SCHOOL TO POST-SECONDARY LIFE EASIER, AND FOR MAKING MY FAMILY AND I PROUD.

WITH SINCERE THANKS,  
SIU CHING TSUI

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in an honourable way.

Zena Simces and I developed the toolkit for the Collaboration Roundtable, with funding from Involve BC and the former Ministry of Multiculturalism and Immigration. We carefully tested both the toolkit idea and the tools, first, with the Collaboration Roundtable Steering Committee and then during six workshops sponsored by local agencies in Surrey, Vancouver, Victoria, Prince George, Kamloops and Cranbrook. Over 130 people and almost 90 organizations participated in these workshops and were tremendously enthusiastic about the toolkit's practical value. In June we presented the toolkit at a meeting of government agencies in the Lower Mainland region and received an equally enthusiastic response.

The toolkit is now being distributed to agencies around the province and will soon be posted on the MOSAIC, NISHA and City of Vancouver websites. Regional Offices of the Human Resources Development Canada and Canadian Heritage appear to show interest in using and promoting the toolkit. The Collaboration Roundtable is now requesting funds that will allow us to build an interactive Partnership Toolkit website and to facilitate a series of 'train the

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*diversity...these are some of the most important things in life."*

Eva Chiara Michielutti  
Publications Assistant/Office Assistant Volunteer

*"All my life I was helping in everything. I like to teach. I like to solve problems. Try new things. Because of a car accident in Canada, I was sick for two years. But now I am beginning my life again. I need to live, to do something. I need to work. I am a good citizen, very hard working, very strong, but I can't show everything that I can give, because of my situation. Volunteering is one way to show gratitude. Today I was in pain with my back but I said, 'I will go, I want to be there'. Volunteering is the most wonderful experience. I can say I made a big mistake because I didn't come before. It's what I wanted to do. I don't know another institution to volunteer, but I always heard about MOSAIC. I feel it is the right place for me. I feel everybody listens to me. I'm getting something. I am improving my English. It's my goal to someday help other people because I have my own experience of when I couldn't speak English. I had many troubles. I would like for other people not to get a bad experience. I want to give everything that I am now, [even] with my poor English. If I can help, I am going [to]."*

Monica Diaz  
Volunteer Appreciation Organizer



Deeqa Mohamud and Lida Amiri received a Certificate of Appreciation from the Honourable Sue Hammel, Minister of Multiculturalism and Immigration, on behalf of the workers of The Family Support Program.

Photograph taken by the Ministry, 9 November, 2000.