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 photos in our Annual Report/Newsletter depict memorable moments from the past year involving MOSAIC staff, volunteers and clients, including a visit by the Governor General, Festival MOSAIC (celebrating our 30th anniversary) and the Citizenship Ceremony. Since we are a part of Commercial Drive’s distinctly diverse flavour, there is even an image captured during soccer’s World Cup celebrations on the Drive.

Staff Profiles
Khalid Al-Seragi
Phung Ho
Flora Lung
Iryna Lynnik
Mambo Masinda
Kim Ton

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Printed: 8/07
President’s Message

The year which followed our thirtieth anniversary was a tough act to follow in terms of maintaining the excitement and energy generated by our past celebratory events and the inspiring reflections on 30 years of progress. Nevertheless the year started off with a bang at our Annual Board Retreat where we set the agenda for the coming year.

One of the priorities identified from the retreat was the need to enhance our support base in terms of membership, both as supporters and potential sources of alternate revenue and to assess opportunities with various like-minded corporations for long-term relationships. We’ve made positive progress in this area as we continue with new and exciting long-term initiatives into the coming year.

Public engagement remains one of the organization’s priorities for systemic change and through the consistent efforts of members of our Outreach Committee we managed to engage with key level policy makers including VANOC/2010, the Ministry of Economic Development, as well as presentations to the Standing Committee on Citizenship on immigration and citizenship.

In the area of financial sustainability we aimed for a balanced budget and I’m pleased to report that we exceeded this expectation. Thanks to all the committees who performed such meticulous work in different areas from financial diligence to developing terms of reference as needed. MOSAIC continues to strive to break down the many barriers which still impede the successful integration of newcomers. The federal government has set immigration targets for 2007 at between 240,000 and 265,000 new permanent residents, up approximately 15,000 over last year’s target. This is largely the result of expected labor shortages in the context of an aging population. One of the critical areas continues to be the recognition of the international experience and credentials of immigrants. Our partnerships with regulatory bodies, professional associations and policy makers continue to keep us engaged in this critical area.

The ongoing work of MOSAIC in such areas therefore is as critical now as ever before. Every year I continue to marvel at this organization’s high standards, goals and achievements, which continually strives to engage our community and serve our immigrants and refugees day after day with such commitment and compassion.

Thank you to all the members of our board, our hardworking executive and staff and of course to all of the members and communities we serve who continue to inspire us all on a daily basis.

Executive Director’s Message

Despite certain challenges — including financial and budgetary issues — 2006/07 ended on a high note for MOSAIC and the clients we serve. But before discussing the year’s end, let’s look at the beginning…

The year started with our banner 30th anniversary celebration, which profiled newcomers’ positive contributions to society. Full of optimism and hope, the project recharged our commitment to making Canada a better place for all.

With this fresh in mind, staff strived to enhance service delivery through innovations in accessibility. Essential services were brought closer to the communities that use them by building on existing co-location arrangements, and were delivered at times more convenient to clients by adjusting business hours based on need and interest.

Program content was also broadened, particularly that targeting families and youth. Projects like the award-winning Nu Yu Theatre Project and Burnaby’s Family Law Pilot Project exemplify the year’s achievements, as does MOSAIC’s certification as a Canadian Language Bench Mark Assessment Centre. We continued building our capacity to offer a full and wide range of programs and services to clients, communities, employers, accreditation bodies and government offices.

This year’s national agenda focused on labour shortages and the role of immigration in meeting demands brought on by an aging workforce, MOSAIC placed much emphasis on enabling clients to participate fully in the growing job market. Despite government and industry regulators showing more appreciation for these issues, international skills and education are still not being recognized on a practical level, leaving much work to be done on behalf of immigrants and refugees.

At MOSAIC, inspiration came from several sources this year. First, those who supported us, including the high-school group that secured a $5,000 foundation award to fund our Family Law Pilot Project, the young professionals of Korean descent who held a fundraising event on our behalf and the local corporation that helped finance youth programming. Then there are our clients, who took great steps toward accomplishing their goals and filled our halls with their smiling faces, including a young Afghani mother, a member of our Afghan Women’s Group, who courageously wrote her first book — a memoir of her personal experience.

Of course, the commitment, compassion and creativity of our community partners, who helped us reduce the permanent residency fee by 50 percent and increase investment in Settlement Services, among other things, must be acknowledged. Thanks to our Board members, staff, directors and volunteers — none of our good work could be accomplished without you.
Grouping Together

Ten years after its inception, the Afghan Women’s Group creates something priceless

When a member of the Afghan Women’s Group decided to try and write a book about her life in Afghanistan — pre- and post-war — she found it difficult putting pen to paper. A fellow participant, also a writer, offered to start recording this woman’s story for her. It took many years and many tears to overcome her grief and anger and get to the point where she could write out her story, but she did it with the help and support of the women around her.

The Afghan Women’s Group meets every Tuesday morning in MOSAIC’s Community Room. There’s a big mural on the wall, and the curtains that hang from the windows were all hand-made by the women themselves. The room is warm and cozy and gives the women a sense of home, acceptance and belonging. With all the different activities we do, the most important things of all are the time spent socializing with each other, brainstorming new ideas and learning how to support one another. Slowly but surely, trust is built, and the women are bound together and with MOSAIC staff members. It’s a community.

With the many barriers Afghan women face today, they struggle to lead normal lives after having endured so many hardships in their home country. In Canada, they try to settle both physically and emotionally, often with difficulty. Through the Afghan Women’s Group, where a strong bond has been formed between participants and staff, these women are overcoming their obstacles and achieving their goals. The trust they share with each other allows them to open up and talk (or write) about their pasts, and release the pain and suffering.

Over the last 10 years, members of the group have come and gone, have laughed and shared, have learnt and grown. As each woman leaves the Afghan Women’s Group, she leaves better prepared and able to integrate into society, find a job or go to school. To us, these accomplishments are priceless.

—Sedi Hendizadeh, Settlement Services

Web Resources
Bilingual Counselling Services: www.mosaicbc.com/programs_bilingual-counselling.asp

Award-winning Theatre

The Nu Yu Theatre Project raises issues and eyebrows

In the past, MOSAIC had referred some of the young newcomers to existing youth-specific programs. But, after the success of a Popular Theatre training involving Korean and Somali teens, we decided to engage other groups of young clients in a similar way. By partnering with the Broadway Youth Resource Centre and obtaining funds from the National Crime Prevention Strategy, the Nu Yu Theatre Project (NUYU) was launched to explore and share participant’s experiences through Popular Theatre.

The new program attracted 18 participants from Somalia, China, Iran, Korea and Bangladesh. Session activities reflected the program’s main goals: To explore the experiences of newcomer youth, develop team-building and theatrical skills, and communicate an important message to the wider community.

As the program progressed, the participants became close friends. Exploring the challenges and barriers they faced, realizing they’d all experienced similar obstacles, and understanding no one was expected to overcome these alone created a bond of respect, friendship and solidarity among the teens.

The youth explored issues around family, racism, isolation, school, being an “ESL kid” and “not having a clue what is going on around you,” and other themes. The final production was staged at the Round House Community Centre, Gladstone School and South Vancouver Neighbourhood House.

Feedback was extremely positive: The project won the 2007 City of Vancouver Youth Award and one teacher said the English and class-participation skills of her student, an NUYU participant, improved dramatically. Perhaps most rewarding of all, however, was feedback from the youth themselves. One young man’s comments reflect the essence and spirit of the program particularly well: “I like this project because no one is trying to fix us. It’s about us contributing our experience to the community.”

—Ninu Kang, Family Services, and Victor Porter, Settlement Services

Web Resources
Family Programs: www.mosaicbc.com/programs_family_programs.asp
Nu Yu Theatre Project: www.mosaicbc.com/programs_nyu_theatre.asp
Diverse is the Word

2 Austrian social-work students from FH Joanneum University + 4 months in Vancouver = 1 amazing experience with MOSAIC

Diversity. If we had to pick one word to describe our stay with MOSAIC, it would be diversity. The programs and assistance MOSAIC offers its clients, combined with the variety of ethnic restaurants, the natural and varied beauty, and the different cultures and ways of life, were all essential parts of our time here and have made a lasting impression on us both.

It’s important to remain aware of the problems and challenges newcomers face when immigrating to Canada. For us, it was interesting to listen to the thoughts, ideas and experiences of our colleagues at MOSAIC, as well as to visit other organizations in Vancouver and attend workshops. We were given the opportunity to not only observe different projects, but also to help with the work and have direct contact and interaction with clients. We really appreciate the many opportunities we were given to learn more about MOSAIC’s work and projects, and are really grateful for the support and experiences we received during our stay.

We want to thank all of our MOSAIC friends and colleagues, especially Settlement Services, for everything we learned from you, the great conversations and the good times we had with you. You made our time in Vancouver very special.

—Jürgen Kafer and Jörg Pfennich

Legal Matters

Without support, dealing with the law can be a tricky business

MOSAIC’s Legal Advocacy Program provides consultation services (legal advice/representation and/or referrals) to low-income newcomers who qualify for legal aid but have issues not covered by the free tariff in the following areas:

- Public benefit programs, including income assistance
- Federal/provincial disability benefits (MEIA, CPP) and EI
- Employment law
- Residential tenancy
- Debt/credit matters
- Non-tariff immigration law
- Family law

Family Law is an under-funded legal area; those who can’t afford a lawyer have a hard time finding help. With a strong belief in the need to fill this gap and the proven success of the Legal Advocacy Program, a new project — the Family Law Pilot Project — was launched this year to help clients deal with such issues as divorce, custody and child support.

Supervised by a Legal Services Society lawyer, the Burnaby-based program runs twice weekly and strives to meet the needs of a very diverse client set by simplifying screening processes, increasing intake numbers and offering help overcoming language barriers.

Due to the program’s success, community workshops regarding the Canadian judicial system, immigration law, family law, poverty law and other legal issues of interest are being planned for the coming year.

—Saleem Spindari, Settlement Services

Web Resources

Legal Advocacy Program:
www.mosaicbc.com/PDF_files/Paralegal_Program_expansion.pdf
Family Law:
www.mosaicbc.com/programs_legal-advocacy.asp

Challenges: The human services sector is losing government funding. At this point, some newcomers are disappointed due to the limited services we can offer.

@ MOSAIC: I help many Chinese immigrants, refugees and long-time residents with limited English and knowledge about the system, adjust to life in Canada and integrate into society.

Job perks: Helping people overcome their challenges and start new lives in Canada brings me great satisfaction.

Challenges: Sometimes, the serious nature of my clients’ problems and the number of requests can be overwhelming. I try to enable clients I’ve helped to, in turn, assist others.

@ home: I help nonprofits plan and implement events and activities. I also sing, read, garden and travel; I’ve recently started to play golf. While I’m too busy to have my own dog, I love walking my neighbour’s dog. I enjoy my life in Canada.

@ MOSAIC: I deal mostly with francophone African immigrants, providing them with information, educating them on Canadian culture and advocating for them.

Job perks: Knowing first-hand the hardship newcomers face in pre and post migration processes, it feels I am a part of someone’s happiness with every step my clients take toward adapting.

Challenges: The human services sector is losing government funding. At this point, some newcomers are disappointed due to the limited services we can offer.

@ home: I have a wonderful spouse and five children. I like reading and biking with my little ones on the weekend.

Flora Lung, Bilingual Counsellor

Background: I was a social worker in Hong Kong for over 10 years before immigrating to Vancouver. Now, I am a registered social worker in B.C.

@ MOSAIC: I help many Chinese immigrants, refugees and long-time residents with limited English and knowledge about the system, adjust to life in Canada and integrate into society.

Job perks: Helping people overcome their challenges and start new lives in Canada brings me great satisfaction.

Challenges: Sometimes, the serious nature of my clients’ problems and the number of requests can be overwhelming. I try to enable clients I’ve helped to, in turn, assist others.

@ home: I help nonprofits plan and implement events and activities. I also sing, read, garden and travel; I’ve recently started to play golf. While I’m too busy to have my own dog, I love walking my neighbour’s dog. I enjoy my life in Canada.

Mambo Masinda, Settlement Worker

Background: I was born in the Democratic Republic of Congo and lived in a Tanzanian refugee camp before arriving in Canada in 1988. I moved to Vancouver to fill a post-doctoral position at UBC’s Centre for Policy Studies in Higher Education and Training.

@ MOSAIC: I deal mostly with francophone African immigrants, providing them with information, educating them on Canadian culture and advocating for them.

Job perks: Knowing first-hand the hardship newcomers face in pre and post migration processes, it feels I am a part of someone’s happiness with every step my clients take toward adapting.

Challenges: The human services sector is losing government funding. At this point, some newcomers are disappointed due to the limited services we can offer.

@ home: I have a wonderful spouse and five children. I like reading and biking with my little ones on the weekend.
Talking in Tongues

The evolution of translation and interpretation

Modern society is learning a lesson. Not everyone speaks the language of the country they live in. And — shockingly — not everyone speaks English! Worldwide, institutions are facing up to the need for professional interpretation and translation services to ensure public messages are relayed accurately across languages.

It’s encouraging to see governments, businesses and service providers try harder to communicate with Canada’s multicultural/multilingual population, but some don’t exercise much discretion in deciding who will do the job.

The idea that professional translation and interpretation is done by professionals (not just any individual who happens to know two or more languages) is far from mainstream.

To this end, there’s more work to be done: More language-service providers must be trained, more academic institutions must prepare students for the job, more foreign credentials must be recognized and we must be able to ensure decent wages in the language-service field. Many countries adequately pay and greatly value trained language-service providers; Canada still has a ways to go.

Phung Ho, Clerical Assistant

Background: I was in Saigon in 1985 when I got the opportunity to leave Vietnam. I first arrived in Quesnel, but couldn’t find a suitable job, so I moved to Vancouver.

@ MOSAIC: Taking intake requests from Vietnamese clients is one my daily tasks.

Job perks: I like being in contact with people of different ethnicities, particularly those from my Vietnamese community. Each day I have a chance to do well for this country, my family and everyone who lives here.

Challenges: As a human, I’m not perfect, but I always try to learn from my mistakes. I like what I’m doing now, but I’d also like to volunteer for a charity to share with and help unlucky people.

@ home: My hobby is to play and listen to music. I live with my 85-year-old mom and 18-year-old son. Keeping company with my mom is what I like to do, best.

Water, Water Everywhere!

A day in the life of MOSAIC’s Operations department

I was in the office late one evening, working on audit schedules, when I stopped to get a drink. As I neared the water cooler, I heard the sound of much more water than I’d bargained for. I quickly shouted for the network administrator, who was in the server room doing backup, and together we went to investigate.

When we finally found the source of the sound, we couldn’t believe our eyes: MOSAIC’s Classroom 2 had become a tropical rainforest, minus the animals! As water poured from the ceiling and steam rose off the carpet, we ran through the building looking for the hot-water shutoff. By the time we found it, other staff members putting in a late night had pushed up their sleeves and come to our aide, including the senior accountant, who was mopping up water in the storage room, trying to protect files that had been stacked there for “safekeeping.”

The math speaks for itself: An interpreter making $25 an hour can only charge for time spent interpreting (no travel). If she has four one-hour appointments a day, the most she’ll make is $100 (minus $10-$15 for travel). Considering the skills we expect interpreters to have and the liability, in terms of human life and legal issues, involved, this isn’t sufficient and it won’t attract more people to the profession. Just one more barrier to cross before we can say we are moving in the right direction.

—Jiri Adler, Language Services

Web Resources
Language Services Website: www.mosaic-trans.com

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@ home: My hobby is to play and listen to music. I live with my 85-year-old mom and 18-year-old son. Keeping company with my mom is what I like to do, best.

Iryna Linnyk, HR and Payroll Administrator

Background: My family immigrated to Canada from the Ukraine seven years ago. Through MOSAIC’s iAct program, I completed Grade 12 English and enrolled in an HR program at BCIT. I’ll always be grateful to MOSAIC for the help and support I received as a client.

@ MOSAIC: Five months ago I got the chance to give back to MOSAIC when I was hired to perform HR, payroll, attendance management and some other duties.

Job perks: The diversity and richness of culture and knowledge at MOSAIC make for a great learning opportunity. And not every job offers the chance to make a difference in people’s lives.

@ home: I love spending time with my husband and daughter, who are my greatest source of inspiration. We are all happy to live in Canada. I also enjoy dancing, piano, reading and travelling.
Excellent Work

Every newcomer deserves a good job

It’s been a busy year for Employment Programs. Besides working with past business-partner employers, we’ve forged new relationships to help newcomers obtain entry level and professional job opportunities in many local businesses. In fact, staff has noted a rise in the number of clients gaining more prominent positions in the last several months.

We’ve also been advocating supportive work environments and marketing the benefits of hiring immigrants. In response to a growing labour shortage, Canadian employers have started actively seeking immigrant candidates with relevant skills, language abilities and knowledge of international business practices. As such, certain organizations offer subsidized transportation expenses, benefit packages and English-language upgrade opportunities to help attract and retain new staff, often extending these extra benefits, plus increased hourly wages, to entry level positions.

We also celebrated multiple success stories this year. One client secured a position as a project engineer in the oil and gas industry (starting salary: $30,000), while another was hired as a .NET developer with an IT company (starting salary: $50,000). We wish these two well, and are certain they, as other immigrants have proven in the past, will make valuable contributions to the provincial labour market. As for us, we look forward to continuing to provide innovative programs and services for newcomers and employers that reflect B.C.’s shifting employment realities.

—Caroline Poole, Employment Programs

Web Resources

Employment Programs: www.mosaicbc.com/programs_employment.asp
Employer Information: www.mosaicbc.com/programs_employer-info.asp

The Phone Call

How a single telephone call made a very large difference

Last fall, I received an extraordinary phone call. A ringing telephone was nothing new to me; it was the nature of the call that made it stand out. After I’d picked up the receiver and said hello, the man on the other end of the line stated: “My name is Andrew. I work for an engineering firm, Urban Systems. Our company has a charitable foundation, and we’re looking for ways to support multi-cultural youth in the community. Does MOSAIC happen to work with this demographic?”

The call could not have come at a better time. With the launch of the new Nu Yu Theatre Project (NUYU) just underway, I was able to fill Andrew in on our aims and objectives in working with immigrant and refugee youth. I was soon invited to make a presentation to Andrew and his colleagues at their Richmond office. The meeting was a success; I was asked to submit a request for funding. A few weeks later, Andrew phoned again — this time, to inform me the Urban Systems Foundation had approved 50 per cent more than the original sum we requested.

In March 2007, NUYU teens attended an exchange at Urban Systems’ office. The engineering firm’s staff had organized activities to show the youth what planners and civil engineers do for a living.

In turn, our group presented the Popular Theatre scenes they had developed through the NUYU program. This led to a lively and heartfelt discussion about the nature of the program and the positive impact it had on participants.

We are maintaining an ongoing dialogue with Urban Systems. Beyond its generous financial contribution, we are exploring other opportunities to involve the company’s staff in MOSAIC initiatives. Because the Urban Systems Foundation is relatively new — as is our own experience in partnering with the private sector — both organizations are excited as we develop a strong and meaningful relationship. Judging by the results so far, however, it seems we have found ourselves an extraordinary new friend.

—Victor Porter, Community Outreach

Web Resources

Community Outreach Program: www.mosaicbc.com/programs_community-outreach.asp
Nu Yu Theatre Project: www.mosaicbc.com/programs_nuyu_theatre.asp

In Memoriam

On November 8, 2006, Marina Yelchinko, a MOSAIC settlement counsellor for over 20 years, passed away. Marina devoted her life to helping newcomers to Canada. For her, work was not just a job — it meant much more than that. Countless testimonials from her clients attest to that effect, and one in particular says it all:

“When I met Marina in 1984, I was a scared 14-year-old girl who didn’t speak a word of English, and the teachers did not know what to do with me at school. Meeting Marina changed my life. After we met, I knew I was no longer alone in a foreign country, and I could turn to her for anything I needed. No matter what I needed or how big my problems were, Marina always found a solution and, if she could not help me herself, she always found someone who could. The way I see Marina is as a destiny shaper, because through help and guidance she shapes people’s lives and makes them better. I would like to thank Marina for making my dreams come true.”

We lost a wonderful colleague, our clients lost an incredible “destiny shaper” and, most of all, we lost a dear friend.

Khalid Al-Seragi, Employment Counsellor

Background: I moved to Canada from Yemen in 1999. I hold a degree in Laboratory Sciences but, facing the usual difficulties utilizing my foreign credentials, I never returned to my original profession.

@ MOSAIC: A former Employment Programs client, I’m now a counsellor helping clients find work.

Job perks: Being an immigrant myself, I know the challenges newcomers face in looking for a job. It feels good knowing my work helps them become part of Canadian society.

Challenges: It can be hard getting clients to participate fully in employment programs; they may suffer from low confidence due to real or perceived language barriers, or feel they aren’t “good enough” for Canada’s job market. In reality, they’re often more than qualified for many jobs out there.

@ home: I enjoy being with my wife and two children, exercising, and meeting my colleagues outside work. They’re a great bunch — it’s nice to share some of our free time together.

E. Briemberg at Festival MOSAIC

In Memoriam — Caroline Poole, Employment Programs

In Memoriam — Victor Porter, Community Outreach

In Memoriam — NuYuBrochure.pdf

In Memoriam — NuYuTheatreBrochure.pdf
English Language Programs

Last December, English Language Programs became officially certified in the delivery of the Canadian Language Benchmarks Placement Test, given to clients upon referral by an employment counsellor. This could not have come at a better time, as more and more funders — Service Canada, the Ministry of Economic Development, etc. — set language benchmarks as criteria for program entry and training access. Additionally, English Language Programs will now be able to work more closely with the Employment Program department to ensure clients flow through our entire continuum of services.

January marked the start of a new ESL program — Labour Market

¡Hola Canada!
Virtual museum tour takes off

Last October, MOSAIC was asked to join an exciting and unique initiative: The creation of an online museum. The Simon Fraser University Museum of Archaeology and Ethnology planned to make their extensive collection of Latin American artifacts and archival images more accessible to the public with the creation of a Web site. MOSAIC’s role was to engage the Lower Mainland’s Latin American community in this project.

As a result of our efforts and the incredible contribution and effort of the community, The Latin American Collections at the Simon Fraser University Museum of Archaeology and Ethnology Web site features video clips highlighting some of the ways the traditions and cultural heritage of modern Latin American Canadians contribute to the fabric of Canadian culture.

— Victor Porter, Community Outreach

Web Resources

The Latin American Collections at the Simon Fraser University Museum of Archaeology and Ethnology: www.sfu.museum/hola

Employment & English Language Programs

Employment Programs

This year, Employment Programs served over 2,000 new clients through a variety of programs. Our Employment Assistance Services and Immigrant Access Centre for Training saw a slight decrease in clients as the local economy and labour market strengthened and newcomers got work more quickly and in areas commensurate with their home-country education and experience. Nothing makes our staff happier than seeing clients obtain meaningful work.

ArriveBC — a provincially funded program for skilled immigrants seeking work in construction and transportation — was formed as a partnership between MOSAIC and Back in Motion, a disability management company that helps people get back to work. With four service locations, clients of ArriveBC move through a combination of career planning, training upgrading and work experience into employment. We are thrilled to be delivering this program with Back in Motion.

The BC Employment Program, also new this year and funded by the Ministry of Employment and Income Assistance, sees MOSAIC acting as subcontractor to GT Hiring Solutions, delivering intake and case-management services to immigrant clients in receipt of income assistance.

Web Resources

www.mosaicbc.com/programs_employment.asp

@ MOSAIC: I provide information and make referrals to programs and services, register ELSA students, and maintain student files and databases.

Job perks: I like my job; it covers many things and I’m never bored.

Challenges: I meet different people every day, all with their own concerns. It’s important to be patient to find out what the clients need.

@ home: My family in Vancouver is simple: Just my husband and son. We like trying foods from different countries and travelling. I try to visit my mom every two years.
Family Programs

Many Family Programs clients face barriers in accessing government and other services. They cite insufficient language skills and a lack of understanding of Canadian systems as major hindrances to accomplishing certain daily tasks. Some newcomers express frustration over the way they’re treated when trying to access the same services all Canadians rely on.

Because such barriers can be perceived as personal flaws, they often lead to feelings of embarrassment, inadequacy and incompetence. Treating someone differently because of their immigrant status or skin colour can result in societal alienation and a feeling of “otherness.” Individuals who have experienced such discrimination usually feel hurt, angry and powerless. As a result, some possess serious mental-health issues like depression, anxiety and post-traumatic stress.

Though a new client may approach Family Programs with such basic service needs as filling out a form, searching for work or discovering how to get legal aid, it may become apparent to our staff that there are more serious health issues at hand that need to be dealt with.

Looking back on the past year’s work, a clear theme emerges: Prevention. In providing early detection, education and support services to clients, we aim to strengthen their capacity to deal more effectively with the stressors in their lives — before things take a turn for the worse. Facing the future, we will continue to provide, expand and improve upon our early childhood development, parenting and violence prevention programs for immigrant and refugee families.

Family Programs provided in-depth counselling and support to more than 2,000 clients in 2006/07.

—Ninu Kang, Director

Language Services

Each year, those responsible for writing annual departmental reports are told to summarize 12 months in 250 words or less. This presents the writers with a dilemma. Keep it short and omit the details, or include every detail and exceed the word limit? There is no best-case scenario here. One cannot leave out all mention of the past year’s accomplishments, nor can one hope to include every single person and action that contributed to this year’s many successes.

Looking forward, we realize any further development will require a better marketing effort combined with technological improvements. In this vein, we are sure to succeed. This certain success stems from the many ways in which MOSAIC differs from other language-service providers. Perhaps the most important difference of all is our steadfast goal to run a successful social enterprise that never compromises our social consciousness.

Several marketing projects have already been launched, including the development of a new brochure, an updated Web site and a series of smaller-scale campaigns. New tools have been acquired to improve our operation technologically. This will help us complete the most complicated translation projects more efficiently and with better quality control measures.

We are also in the process of conceptualizing new, interesting ways to improve our interpretations services — practices that would enable us to serve communities that, in the past, have been underserved. Our video-conferencing system is a part of this initiative, and other tools are being brought in to help us and our interpreters utilize time more efficiently.

Keeping the spirit of social consciousness in mind, we will continue to work on helping newcomers to Canada enjoy equal access to services. We will continue to participate in community initiatives that help bring issues related to equal access to the forefront. In order to help immigrants and refugees as much as possible, we will replenish and utilize our Translations Fund, which helps people with limited financial resources. Overall, the past year has been a success, and we are presently determined to improve on that success in the future, providing the quality and service for which we are known to all those who require it.

—Jiri Adler, Director
MEMBERSHIP has its BENEFITS

Join MOSAIC and take part in our many and exciting developments. As a member, you will receive our newsletters and be entitled to vote at the Annual General Meeting. To support MOSAIC’s programs and advocacy work, fill out the form and become a member today!

Memberships are annual from April 1 to March 31. For more details please contact Sandra at 604.254.9626 or e-mail mosaic@mosaicbc.com.

—Sherman Chan, Director

S. Chan receiving the Cultural Harmony Award

Web Resources
Settlement Services:
www.mosaicbc.com/programs_settlement.asp
Family Law Advocacy:
www.mosaicbc.com/programs_legal-advocacy.asp
Promoting Wellness report:

YES, I’LL SUPPORT MOSAIC

Here is my donation of $________

☐ $25  ☐ $50  ☐ $100  ☐ $250  ☐ Other $________

☐ Check if you wish a portion of your donation to be applied to membership fees.

Membership fees: Individual - $10; Professional Individual - $25; or Group/Organization - $100

☐ My cheque to MOSAIC is enclosed.

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Check if you wish a portion of your donation to be applied to membership fees.

Membership fees: Individual - $10; Professional Individual - $25; or Group/Organization - $100

☐ My cheque to MOSAIC is enclosed.

Name ___________________________ Address ___________________________

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Postal Code _______ Phone _______ e-mail ___________________________

Make cheques payable to MOSAIC 1220 Grant Street 2nd floor, Vancouver BC V6L 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.

S. Chan receiving the Cultural Harmony Award

Dr. Kes Chetty
Education Award
Jennifer Sarkar
David Shoolestani

Human Rights Award
Pacific Immigrant Resources Society

Britannia Bursary Award
Yasmin Chaeichi
Ya Zhi Liu

Employer Recognition Award
Open Box Integration

Volunteer Awards
Phillip Chau
Joanne Chen
Margaret Dickson
Ana Lucia Granados
Graham Hallson
Claire Lloyd
Partow Mohammadi
Evelyn Moldowin
Susanne Mollenhoff
Mitsy Poirier
Gertie Rubio
Astarte Sands

The City of Vancouver awarded the Youth Award in the Best Program category to The Nu Yu Popular Theatre program implemented by MOSAIC Family Programs in cooperation with Broadway Youth Resource Centre.

Sherman Chan received the City of Vancouver 2006 Cultural Harmony Award (Individual category).

A recognition plaque was presented to Kelly Pollack and MOSAIC from the Association of International Medical Doctors of BC.
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 us to maintain quality service and program delivery to our communities.

- BC Gaming Policy and Enforcement Branch
- Canadian Mental Health Association
- Central City Mission Foundation
- Citizenship and Immigration Canada
- City of Vancouver — Community Grants
- Human Resources and Social Development Canada
- Justice Canada
- 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
- Public Health Agency of Canada
- Status of Women Canada
- United Way of the Lower Mainland
- Vancity Community Foundation
- Vancity Savings Credit Union
- Vancouver Foundation
- Western Economic Diversification Canada
- Windows of Opportunity Coalition

Our gratitude is also extended to those individuals and organizations who supported MOSAIC through memberships and generous donations over the past year.

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 is 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 — by the Translation Access Fund.

As per MOSAIC’s Strategic Plan, certain funds are only accessible with Board approval; this helps safeguard MOSAIC’s financial sustainability and ability to provide services to its communities. Unrestricted net assets are maintained for contingency purposes.
MOSAIC STAFF MEMBERS

Employment Programs
- Al-Seraj, Khalid
- Ayi-Bonte, Denise
- Bernini, Rosi
- Brookfield, Celia
- Button, Brett
- Chan, Larrar
- Chen, Rose-Shou-Ju
- Corsnroller, Randy
- Dassik, Lynda
- Eftriman, Soraya
- Hajar, Sheldon
- Harnisch, Peter Paul
- Jiang, Jessie
- Karmali, Shirin
- Kuk, Kitty S.
- Law, Catherine
- Le, Andrew
- Mak, Humphrey
- McCarthy, Josie
- Peckham, Lisset
- Poole, Caroline
- Potekhina, Ekaterina
- Schindel, Angela
- Sepahi, Hana
- Singh, Runami
- Strayski, Elizabeth
- Tsang, Dennis
- Vu, Bao-Van
- Wong, Judy
- Wong, Mayvan

Family Programs
- Aguilar De Lopez, Osiris
- Amiri, Lida
- Andino, Maritza
- Bhagi, Rachna
- Cheng, Rosana L.Y.
- Comesana, Guillermo
- Contreras, Carmen
- Cortes Lopez, Beatriz
- Flora, Perminder
- Frstac, Luciana
- Geranmayeh, Mina
- Greenidge, Janice R.
- Hirose, Setsuko
- Hoang, Anh Mai
- Hoang, Mai Le, Huong
- Luong, Brinh
- Martin, Gloria
- Mohamud, Deeqa
- Nguyen, Dung
- Nguyen, Kim Oanh
- Nunez, Ruth Ivonne

English Language Centres
- Abranyk, Angela L.
- Ali, Meliabeen
- Bokic, Vesna
- Sowerman, Kris J.
- Buchanan, Sheila M
- Chan, Ivy
- Cheng, Sabina
- Chin, Yvonne
- Dzirka, Agnes
- Everaars, Wesley
- Garvin, Louise
- Gustafson, Aleah
- Kalmakkof, June D.
- Kaminska, Aldona
- Kosaka, Noriko
- Kyte, Lorraine
- Larsen, Carmen
- Lebar, Tanya
- Low, Jennifer
- Maciasc, Chantelle
- Madsen, Violeta
- Marille-Bodinar, P
- Mickiewicz, Halina
- Miller, Nina
- Moustokaplas, Ifi
- Muzur, Jelka
- Nazemi, Nasrin
- Peabody, Barbara
- Rahamanzada, Naja
- Reyes, Maria Elena
- Robles, Maritess
- Rodchkenko, Lila
- Samarasky, Minoli
- Schuler, Anita
- Sengara, Kim
- Shucard, Jeffrey
- Simpson, Lynn
- Tran, Theresa
- Vanon, Karen
- Wang, Chun Peng
- Yldirim, Virginia
- Zhang, Rona
- Zhou, Julie

Language Services
- Acquaye-Barthelemey, Mavis
- Saville, Dascha
- Ton, Kim
- Tran, Chung
- Truong, Huong
- Yu, Iray
- Zaldana, Moreno

Settlement Services
- Ahmad, Mustafa
- Aldosky, Veen
- Au, Daisy S.L.
- Bucci, Laura L
- Dang, Lam
- De La Paz, Gerardo
- Hendizadeh, Sedigh
- Jurigov, Miriam
- Lung, Flora
- Masinda, Mambo
- Mavick, Isaac
- Park, Michelle
- Porter, Victor
- Ptykhodko, Dasha
- Spindari, Saleem
- Tumir, Patricia
- Warsame, Hawo
- Winter, Laurie
- Wu, Barbie
- Yelchinko, Marina
- Zorzetto, Margherita

Operations
- Chua, Sandra
- Dung, Peter
- Dutt, Sashi
- Forghani, Sosusan
- Ho, Gina
- Kiyooka, KyO
- Lam, Sandy
- Lennyk, Iryna
- Low, Jennifer
- McFarlane, Gary
- Merzetti, John
- Sanchez-Blasco, Marta
- Yung, Susan

2006/07

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Tammy Young

A Special Thank You

Each year, I’m faced with the dilemma of recognizing who for what... and every year, I come up with the same resolve: Everyone at MOSAIC, from frontline staff and volunteers to management, deserves an individual thank you. Unfortunately, this is something time and space do not allow me to do.

Over the years, and last year in particular, MOSAIC underrun significant increases in several areas: Staffing, partnerships, locations, diverse report requirements, departmental budgets, and accountability protocols. Despite so much growth, the number of staff in Operations stayed constant. However, they remained cool, calm and consistent, like the eye in the centre of a storm.

So this year, on behalf of the directors, staff and volunteers, I’d like to thank the Operations department for pulling us all together and making everything run so seamlessly, despite whatever chaos may be happening around you. Your flexibility, adaptability and patience in responding to the ever-changing reality of our organization is very much appreciated, and does not go by unnoticed.

—Eyob Naizghi, Executive Director
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
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V5L 2Y7
604 254 9626

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

312-2555 Commercial Dr
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V5N 4C1
604 708 9300

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

Interpretation Services
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V5L 2Y7
604 254 8022

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

MO S A I C
2007 ANNUAL GENERAL MEETING
6 p.m.
September 11, 2007
The Floral Hall,
Van Dusen Gardens
Located at Oak & West 37th Ave.

www.mosaicbc.com