MOSAIC Newsletter and 2007/2008 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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Larry Chan (Manager, Employment Programs) and his family
Family, friendship, and community networks underlie much of the recent migration to industrial nations. Sometimes a relatively small event develops into a historic moment, laying bare the collective identity of a nation, questioning and redefining its essence. The event as such proves less significant than the response to it. The taser incident at Vancouver’s airport not only killed an innocent immigrant, but for many, the myth of a compassionate nation. In all my years in Vancouver, I have never experienced as much genuine public outrage and distrust of state authority in general and the RCMP in particular.

seventy three percent of all Canadians disapprove of the RCMP’s behavior on the day the Polish immigrant died. In B.C., the credibility of the RCMP plunged from eighty three percent to sixty one percent in a short time. Empathy with the innocent victim or the grieving mother alone does not explain the public revulsion. What then accounts for the emotional outcry, so that the four police officers implicated have to be reassigned “for their own personal safety?”

Above all, our romanticized national identity comes into question. For the whole world to see, Canada has been revealed as a soulless nation, administered by unaccountable bureaucrats, and policed by heartless brutes. An esthetic airport in a beautiful city proves utterly dysfunctional when it comes to human needs. The ongoing work of MOSAIC in anticipating the needs of newcomers at various entry points is therefore as critical now as ever before. What a tragedy that there was no one on hand to effectively communicate with a new immigrant so obviously confused, lost, and frustrated in a foreign place. Had an effective interpreter been on hand, who knows how differently events may have played out.

MOSAIC continues to strive to break down the many barriers that still impede the successful integration of newcomers. To strengthen our families successfully, ultimately means we must strive for strong community support, not just from our communities of origin, but within our local residential communities.

Every year I continue to marvel at this organization’s high standards, goals and achievements, and those who relentlessly seek to engage our community and serve our immigrants and newcomers day after day with such commitment and compassion. It has been a privilege to serve as president of such a noble organization.

This organization would not be the same without the most perceptive leadership of our executive director Eyob Naizghi, the members of our dedicated board, our hardworking executive and staff, and of course all of the members and communities we serve who continue to inspire us all on a daily basis.
This story, which garnered much media attention, demonstrates something most of us already comprehend: Family is not only important, it’s crucial. Even when life is at its most dismal, family seems to be the one hope that shines a path of light through the darkness.

The reality is, however, immigrants and refugees have an added reason to hold family above all else. With life in Canada so strange and new, and home miles away, many newcomers gain what may be their only solid foundation through their families, as they begin to rebuild a sense of belonging within a new community.

At MOSAIC, we recognize and promote the importance of family in many ways — through programs and services, as well as by engaging policy makers. Not only do we recognize and understand the intrinsic significance of relatives on newcomers’ settlement and integration, we also liken the family unit to a basic building block that helps construct a nation.

Though many of our programs and services may appear to focus on individuals, they more often than not operate for the benefit of those individuals’ families. From our settlement programs to language training and employment programs — all make an impact that goes beyond the individual participant, and are designed with the wellbeing of entire families in mind.

Consider these examples: By supporting a refugee in her pursuit of a new career in Canada (ArriveBC), providing interpretation services to non-English-speaking parents (Language Services), or teaching a husband that violence and threats are not acceptable forms of communication within any type of relationship (Men in Change), we’re in fact providing the kind of support and information that help whole families get through the hardships of immigration and settlement.

Of course, some of our projects and initiatives are more family oriented than others. This past year, for example, as a leader of a consortium of five expert organizations, we went through a discovery process to identify the best practices for supporting families that went through the refugee camp experience (Step Ahead: A Settlement Enhancement Project). Not only is this pilot project about families with special life experiences, but it is also about the collaborative work of different stakeholders with a vested interest in families. Furthermore, our micro-loan initiative, in partnership with Vancity Credit Union, aims to enhance the economic wellbeing of entire families by supplementing their earnings through micro family/friends enterprising.

Canada has a vested interest in investing in the health and wellbeing of every family, including newcomer families who decide to make Canada their home. However you slice it, “family matters,” and investing in families is a long-term strategic solution with a positive return!

Of course, we at MOSAIC are not alone in the trenches for families. Thanks to our members, partners, donors, and funders for helping us to accomplish so much. Moreover, I would like to acknowledge the hard working MOSAIC family — the Board of Directors, staff, senior management, and our committed volunteers. MOSAIC’s story is your story.
Nubia Mesa and her family arrived in Canada from Colombia as refugees in 2004. In Colombia she was a medical doctor specializing in gynecology and her husband, Pablo, was a lawyer. Despite their professional backgrounds, in Canada they felt they had to “start from the beginning.”

They soon realized that the key to their future success was to master the English language. For the first few years they studied “night and day.” Nubia decided to change her professional goal to become a nuclear medicine technologist. She discovered that working in the field was not going to be easy. She needed a certificate! Despite 12 years of university to become a doctor, the BCIT program required that she retake Chemistry 1, Physics 1, Biology 1, and Math 1.

Nubia joined the ArriveBC Program in October 2007, and with the guidance of her counsellor, focused on being accepted into the Nuclear Medicine Technologist Program in September 2008.

While studying, Nubia and her husband felt overwhelming pressure to financially and emotionally support their family. At the time, Pablo was also studying full-time, which meant both were very busy, with little time for their daughter.

With great determination, Nubia completed the required BCIT courses in eight months! It was something she “had” to accomplish, so giving up was not an option. Nubia felt that she and her husband were setting a good example for their daughter.

In May 2008, Nubia was formally accepted into the BCIT program: “Me at BCIT was sometimes the only happiness in my family, and that is thanks to MOSAIC.”

The coordinator of the ArriveBC Program at MOSAIC considers Nubia’s progress in such a short period of time to be a “remarkable achievement. Although she is very intelligent, her attitude was the key to her success. I have no doubt that Nubia will accomplish whatever she sets her mind to.”

—Peter Paul Harnisch, ArriveBC

Nubia Mesa’s Family

Perminder Flora, Coordinator, Violence Prevention Programs, Family Programs

Where were you born?
Tanzania, Africa

When did you move to Canada?
1974

How did you first learn about MOSAIC?
In my fourth year of university, I heard about the culturally specific programs at MOSAIC and wanted to be involved, since I eventually hoped to work within the South Asian community.

What does your daily work involve?
I provide counselling support and advocacy to women who have experienced relationship violence or abuse. I provide these women with resources and options, and advocate for the rights of my clients. I also attend community events

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Family Men

Last October, Family Programs, with funding from the Public Health Agency of Canada, launched Connecting Fathers — an initiative to bring immigrant and refugee fathers together to enhance their parenting abilities.

The project — co-facilitated by Angela Lam and myself — consisted of 15 two-hour sessions covering such topics as parenting models around the world; the challenges of parenting in a new country; the media’s portrayal of fathers and its impact on the experiences of real-life dads; parenting in Canada, with a focus on duties and responsibilities, and the definitions of abuse and neglect; local educational and recreational resources for kids and dads; and communication, priority setting, and action-plan development to enhance parenting.

The first challenge in launching the project was recruitment. After extensive outreach and publicity, two information sessions were held to explain the aim of the initiative and answer questions. When these sessions failed to attract enough attention, the decision was made to launch the project itself and start running the sessions. In this way, the program began with three participants and, by the third session, saw eight dads in attendance, all of whom successfully completed the remainder of the program.

According to evaluations completed by the participants, all were very satisfied with the project, and confirmed the importance of connecting with other fathers, as well as being given the opportunity to learn and think together. Which is, in a nutshell, the point of this project — it seems we have accomplished our purpose.

—Victor Porter, Community Outreach

Visit www.mosaicbc.com/programs_family_programs.asp for more on Family Programs

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relevant to violence against women, provide awareness, and raise concerns over issues that affect women. Since I speak Punjabi and Hindi, my primary clientele are South Asian women.

What do you like most about your job? The work I do with women is very rewarding. When one of my clients experiences success or a victory, it’s icing on the cake.

What are some challenges of your job? Cuts to funding of programs, legal aid, and welfare, as well as a lack of housing are all barriers, just to name a few.

How do you deal with these challenges? It’s difficult, but relationships developed over the years with workers in other mainstream agencies and community based programs have helped. It is always beneficial to know someone else out there who can also advocate on behalf of clients or complement the service we provide.

How is working at MOSAIC akin to family? I live and breathe this work, and my second home is MOSAIC, especially since I have developed working relationships with so many colleagues over the years.
Family First

Since the Immigration and Refugee Protection Act passed in 2002, B.C.‘s settlement sector has seen an increase in the arrival of government-assisted refugees (GARs). Now, newly arrived refugees are more likely to have spent years in refugee camps before arriving in Canada, with many of their children born in these camps. Also, refugee families are arriving from parts of the world that, in many cases, do not allow the opportunity to receive a formal education or adequate health care due to war, discrimination, or poverty.

In order to help GARs overcome multiple barriers to settlement and self-reliance, MOSAIC partnered with four other agencies (Immigrant Services Society of B.C., SUCCESS, DIVERSEcity Community Resources Society, and Burnaby Family Life) to create Step Ahead: A Settlement Enhancement Pilot Project. With funding from the Ministry of the Attorney General, Settlement and Multiculturalism Division, and Citizenship and Immigration Canada, the consortium designed a pilot project consisting of teams of mobile settlement enhancement counsellors to provide services in the homes, communities, and first languages of multi-barri ered clients.

Since January, 10 Step Ahead Settlement Enhancement Counsellors have been working in Vancouver, Surrey, Burnaby, and New Westminster, providing services in Dari, French, Swahili, Kirundi, Arabic, Vietnamese, and S’gaw (Karen language). Multi-barriered GARs, immigrants, and some refugee claimants are referred to the Step Ahead program by various other agencies; if they meet certain requirements, a counsellor conducts a comprehensive assessment of the client’s family situation (employment, health, education, housing, etc.), and develops an action plan to confront the obstacles that family faces.

The main goal of Step Ahead is to move clients toward greater self-sufficiency and employment. On a step-by-step basis, counsellors show the clients how to access crucial resources that will help eliminate barriers to settlement.

Step Ahead will run for two years and serve 120 families before wrapping up in October, 2009. At that point, an evaluation will determine the efficiency of the model, and recommendations will be made regarding the project’s continuation, as well as the geographic region in which it operates.

—Marc Larrivée, Step Ahead

Visit www.mosaicbc.com/programs_settlement.asp for more on Settlement Services

Contact Marc Larrivée at mlarrison@mosaicbc.com for more on Step Ahead
Many of us can’t imagine a pain worse than being separated from our family members by an ocean, thousands of kilometres, and an immigration system that may make it difficult to reunite with one another.

Sadly, we see this scenario often at MOSAIC’s Legal Advocacy Program. While we’re inundated with requests for service, we make it our priority to look after those heart-wrenching situations where families are forced apart.

Staff of the Legal Advocacy Program is incredibly fortunate to assist and support clients through this tumultuous process. The media attention we often get for our successes is just icing on the cake — our real success lies in seeing families go to Vancouver’s International Airport to welcome the arrival of relatives they haven’t seen in years. The joy experienced is bittersweet, as the struggle and sacrifice have been enormous.

As the coordinator of the program, I witnessed a major success this spring, when we finalized the case of a mother and son, reunited after five years of separation. Two years earlier, we helped the same client reunite with her other son after three years of separation.

And there are more stories like this one. In a real record-breaker, we helped five siblings separated for eight years reunite; the youngest boy was just 15 months old when the family was forced apart, and was shy to meet his mother at the airport after so many years. While most family reunification cases do not span this length of time, any number of years spent separated from loved ones are unbearable.

Every case that comes to Legal Advocacy is unique, and we assess each one separately. Though we can’t promise to help everyone, once we determine we can make headway on a file, we commit completely to helping our clients overcome the numerous obstacles preventing their family from being reunified. While the paperwork seems endless and the process arduous, our staff is tenacious in cracking the largest immigration nut — bureaucracy.

Over the years, we’ve become experts at getting to the core of these types of problems, and bringing positive resolutions to destitute families. The process is reminiscent of a famous Leonard Cohen line: “Everything has a crack in it — that’s how the light gets in.”

I’d like to believe we bring light to the families we have assisted.

—Miriam Jurigová, LLB, Legal Advocacy Program

Visit www.mosaicbc.com/programs_legal-advocacy.asp for more on the Legal Advocacy Program

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Family Ties

Imagine a Grade 6 student accompanying his parents to social services, not only as their child, but also as an interpreter for his mother and father, who do not speak English? The little guy is probably a bit nervous, but he knows he’s got a job to do — his family’s well-being rests on his narrow shoulders. He has to help his parents convince the government to give them assistance. It seems a lot to ask of such a young boy, a mere child who should be playing with friends or doing his homework.

Picture a court proceeding with a non-English-speaking defendant and, again, a family member acting as interpreter. Even if we were to leave the need for impartiality out of this scenario, it would make anyone shudder to think this defendant’s fate is in the hands of an untrained individual, one who also happens to be a relative with feelings and obligations to the family.

Envision a 10-year-old girl interpreting for her non-English speaking mother at the doctor’s office. The level of embarrassment is enormous for both sides — no one knows how much important information is left untold as a result. And, despite the best efforts of the child, there are, most likely, quite a few things that are misinterpreted — or, “lost in translation” — as well.

It seems just yesterday these practices were the norm, not considered improper in the least. People were mistreated in hospitals and by doctors, social services did not supply adequate help, and questionable verdicts were rendered by the courts. Countless families were affected. While some of the consequences were tangible, others were not. The emotional scars left on children and other family members must have been enormous.

We at MOSAIC are proud of our efforts in advocating against these types of practices; as a result of our efforts, the aforementioned scenarios are more an exception than the rule in Vancouver. While our work is far from finished, we are certainly moving in the right direction.

—Jiri Adler, Language Services

Visit www.mosaic-trans.com/services.asp for more on Language Services
Family Growth

New programs, new places, new people — can we pay for them? Where do we put them all? Can we get them the right equipment at the right price at the right time? With limited staffing, MOSAIC’s Operations team must be both innovative and efficient to accommodate our new and rapidly expanding programs.

Show me the money! Every bid or budget submitted requires detailed calculations and negotiations between program management and Operations accounting and finance staff to ensure costs will be covered, while meeting the needs of funders and clients. This year’s expansion has been remarkable, with nearly continuous new programming requiring ongoing budgeting and tracking of costs.

Location, location, location... It is so important to have the right facilities. Bright modern classroom space, comfortable private places to meet clients, efficient offices, kitchen facilities — all of these need to be available for our programs. This year has kept the Operations team reacting quickly, as we re-purposed many of the spaces at our existing facilities. A lot of work has also gone into lease negotiation and renovation of new spaces at our two Commercial Drive locations to accommodate more English-language classes. Expansion has also taken place in the English Language Centre in North Vancouver.

It takes the right people... Once new program staff are hired, Operations, human resources, and payroll staff take over the administration to ensure each employee has a comprehensive employment contract, has access to our policies and procedures, and gets paid correctly and on time. With more than thirty percent growth in staffing, this has kept us very busy!

You need connections... To do the work, program staff need to be hooked up through the phone lines, the Internet, and the internal networks as quickly as possible. Our purchasing and IT staff must work fast to get new employees what they need to get them working. And our receptionists efficiently and seamlessly connect all the MOSAIC sites together with the push of a button.

Getting the job done... As MOSAIC’s exciting expansion continues, our Operations team is also growing — adding two new staff this year and making plans for additional staff to support the ongoing expanded programs and services of the organization.

—Sue Trevor, Operations

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service provider in Vancouver. In 1995, I started working with MOSAIC as a freelance translator and interpreter; later that year I was offered a full-time job.

What does your daily work involve?
I do project management and coordination of daily operations for personal and legal translations.

What do you like most about your job?
I like working with people, and I like dynamics of my job. I am never bored. Stressed — yes; happy — yes; but never bored! Also, having a chance to learn more about languages and their intricacies, and how other translators face the common challenges are benefits of my work.

What are some challenges of your job?
One of the greatest challenges is to deal with people who have to go through many frustrating situations in their settlement process, the language barrier usually being the first and most difficult. Making this first challenge as easy as possible for them is difficult, but usually comes with a reward in the end.
Family Way

Ever wonder what a day in the life of MOSAIC’s Child Care Program is like? Here is your chance to find out…

7 a.m. My day starts with a phone call: A sick teacher needs a substitute.

8:30 a.m. The teachers prepare for the day, set up the rooms, organize crafts, shop for groceries, do laundry, etc.

8:55 a.m. I discover a preschooler is dropping out of child care — his mother got a new job. I wish we’d known a few days earlier, so we could have said goodbye.

9 a.m. Everything’s ready (or so it seems). Children begin to arrive; we open the doors to welcome them. Parents give us updates: “He’s been a bit sick,” and “She didn’t eat breakfast, can you feed her?” One toddler cries when his mother leaves. Maybe bubbles will help? Yes!

9:15 a.m. The last child arrives. We have seven toddlers and 16 preschoolers today.

9:25 a.m. A toddler gets sick; we call his mom to pick him up.

9:30 a.m. A special treat: Story time with the Mount Pleasant librarian, who has brought new books and songs!

9:35 a.m. A family arrives late — the bus driver wouldn’t let their stroller on board.

10 a.m. We clean up and wash hands — snack time! Today it’s cheese and crackers, and fruit.

10:15 a.m. We dress the toddlers in their jackets, lift them into the strollers, and head to the park to see the dogs and birds, and feed the ducks. The preschoolers go out, too, but work in our garden, beside MOSAIC. They pull the weeds away, and plant tomatoes and herbs.

10:45 a.m. I meet with the parents of a child who’s been acting odd. I try to find out why, and what we can do to help.

11:45 a.m. The kids return, and some babies go down for a nap.

You can hear singing coming from both rooms. It’s circle time!

“Clean up, clean up, everybody, everywhere!”

“The more we get together, the happier we’ll be!”

12 p.m. Time to go home. Parents start to arrive, and we share feedback with them: “Your daughter painted a wonderful picture today;” “Please observe your son, he’s not feeling very well;” “Can you please bring more diapers next time?”

12:10 p.m. The last family leaves,
Care Program is like?

and the staff eats lunch.

12:40 p.m. The afternoon shift starts. A second group of children arrive: Another set of problems and concerns, more conversations with parents, more dancing and singing, more diaper changes, and, of course, more coffee for the staff!

4 p.m. The day ends; once again, it’s time to clean up, time to go home.

The children are gone, the Child Care rooms locked, but we can’t forget the day’s challenges and victories. Annie drew her first picture, and Michal ate a watermelon; Eva walked her first steps, and Jackie remembered to say “thank you.” Our world is small — its events may seem unimportant. But it’s our world, a place where we can (and often do) make a difference.

I make a list for tomorrow: Call the licensing officer to check references, make an appointment with the speech therapist, and... oh! I almost forgot; write an article for MOSAIC’s Annual Newsletter!

—Halina Mickiewicz, English Language Centre

Visit www.mosaicbc.com/programs_elsa.asp for more on Language Programs

To find out about Child Care, visit www.mosaicbc.com/elsa_what.asp

What are some challenges of your job?
I find the biggest challenge is teaching English to a class of adult students from many different countries, cultures, faiths and educational backgrounds, mainly in terms of finding ways to present information that’s clear and easily understood.

How do you deal with these challenges?
The challenges we face in the Language Center are often complex and require much insight and compassion. We continually discuss at staff meetings and informally the difficulties of both the educational and settlement experience.

How is working at MOSAIC akin to family?
The MOSAIC staff is a very dedicated group; we support each other and are committed to offering our students the best ESL education and settlement support we are capable of giving. Working at MOSAIC is a unique and endlessly rewarding experience that allows me to continuously expand my own family to include many people from all walks of life. This is a rare and wonderful gift that daily renews itself, and one that I never take for granted.
Together, we build and enrich our community...

**MOSAIC** is a place of understanding and empowerment. We were founded in 1976 by people who faced the challenges of transitioning to a new life, and who saw the need to bridge economic, cultural, and language hurdles to fully transition immigrants and refugees into their new communities. MOSAIC is now recognized as an influential and effective advocate, community builder, and resource. We are guided by a vision of equality, social justice, equal access, and democracy.

**MOSAIC** is a place where relationships reward both giver and receiver, whether clients, volunteers, partners, or our language-service customers. The reward is especially true for our committed staff, whose professional skills and compassion touch the lives of individuals and families in all aspects of their transition — from legal advocacy, settlement services, and family and language programs, to skills training and employment services.

**MOSAIC** is a place that helps organizations bridge communication gaps. Our professional, fee-based translation and interpretation services are offered in over 70 languages. This self-sustaining service — accessed by a growing roster of businesses and organizations — drives revenue back into MOSAIC to further support our non-profit work.

**MOSAIC** is a place of heart. Thanks to governments, foundations, businesses, and individuals who generously fund, contribute, or use our fee-based language services, MOSAIC can continue to help immigrants and refugees transform challenges into opportunities and fully contribute their knowledge, skills, and unlimited potential to Canada’s vibrant multi-ethnic society and economy.

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**Peter Dung,**
**Network Administrator/Technician,**
**Operations Department**

**Where were you born?**
Hong Kong

**When did you move to Canada?**
April 1, 1989 (no joke!) to be closer to relatives.

**How did you first learn about MOSAIC?**
The manager of the company I used to work for had a sister who needed some IT help, and also happened to work for MOSAIC. I was hired by MOSAIC in 2002.

**What does your daily work involve?**
I provide internal and off-site IT support to staff, and setup and maintain the MOSAIC network.

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What do you like most about your job?
I enjoy helping people in general to solve their problems and make sure they can do their jobs well and smoothly. I’m also grateful I get to practice what I learned about computers at BCIT on a live network that requires tightened security and privacy. It’s also great whenever I see MOSAIC grow as a result of some of my work.

What are some challenges of your job?
I’m extremely overloaded with work at times, and can’t often take a day off.

How do you deal with these challenges?
I sacrifice some personal time and work extra hours to get things done.

How is working at MOSAIC akin to family?
MOSAIC is like a big family to me, and I’m part of this family. Doing my work is like helping out at home. And, because I’m responsible for IT, I feel like the guard to defend this family.
Bao-Van Hill,
Direct to Work
Program Coordinator,
Employment Programs

Where were you born?
Saigon, Vietnam

When did you move to Canada?
1975, after the fall of Saigon (Vietnam War)

How did you first learn about MOSAIC?
I knew of MOSAIC and its various programs when I worked in another job providing information and referrals to immigrants and Vietnamese-speaking clients. In 2000, I started working for MOSAIC as a program assistant in Employment Program, and later became an instructor/counsellor within Career Connections.

What does your daily work involve?
I develop the curriculum, and implement, supervise, and evaluate the DTW program. I also meet with clients and help them prepare for job searches.

Employment and English Language Programs

English Language Centres

For the first time this year we delivered ELSA 4 and 5 language training (English Language Services for Adults), funded by the Ministry of the Attorney General, Settlement and Multiculturalism Branch. Higher-level language training has long been a need in British Columbia, and we are very pleased to now have the ability to offer this service to our clients at both our Vancouver and North Shore English Language Centres. Classes were immediately full, as many students graduating from ELSA 3 were waiting to move to the next level. However, while we had space in Vancouver at our main building to locate the new service, we soon realized it was not ideal for the burgeoning ELSA 4 and 5 classes, and quickly acquired additional space in our building at 2555 Commercial Drive. By early 2008, we had a fully renovated space with four large, bright classrooms, a teachers’ prep room, an office, and a reception area. This additional space for our Language Programs also allowed us to expand our Canadian Language Benchmarks (CLB PT) testing service from one to three days per week. The CLB PT is a nationally used language test for speakers of English as a Second Language.

We also expanded our Language Programs location at 2730 Commercial Drive, due to an increase in the number of our ELSA 1-3 classes. As the immigrant population grows in this Vancouver core area, there is an increased demand for the services MOSAIC offers, in particular our language classes. Therefore, we added two more classrooms, and more room for staff on the second floor. Instructors say that part of their fitness regime is running up and down the stairs to the main space on the third floor!

This year we served over 1,100 students through our English Language Centres in Vancouver and the North Shore, 99 children of our students in our Childcare Centre, and almost 500 clients accessed our language assessment service.

Employment Programs

This year we responded to our clients’ increased demand for more short-term, focused services. With the stronger economy, many of our clients had more opportunities to access the labour market. Some clients were working in part-time or subsistence jobs, and saw their chance to move into more meaningful employment. Often all that is needed for these clients to get meaningful employment is some help with interviewing skills, an updated résumé, or access to job boards and a resource centre.

To meet this need we created Direct to Work, a service that has the option of workshops,
Family Programs

This year has been an exciting and eventful year in Family Programs. We celebrated the 10th anniversary of the Building Block Program; we piloted a Fathering Program for immigrant men; we added a new worker to the Multicultural Victim Services Program; and we started the Legal Education and Preventing Violence (LEAPV) project in the South Asian community.

The Building Blocks celebration brought together over 100 parents (clients) and their families, including those clients who graduated from the program. Our program partners, including South Vancouver, Kiwassa, and Mount Pleasant Neighbourhood Houses; Ministry of Children and Family Development, Vancouver Coastal Health, and Native Health Society, as well as many other community organizations, came along to celebrate with us. This was a wonderful opportunity for us to acknowledge the outstanding leadership of Janice Greenidge, the manager of Building Blocks, and give back, despite leaving behind so much.

What do you like most about your job?

My clients’ success gives me great satisfaction. Having grown up between two different cultures and languages myself, I understand the frustrations and challenges they face, and am always in awe at how well they adjust and give back, despite leaving behind so much.

What are some challenges of your job?

At times it’s frustrating seeing so many professionally trained immigrants unable to work in their field. The process can take years, and keeping clients motivated can be a bit of a challenge.

How do you deal with these challenges?

My colleagues are very supportive, and I do ask them for support or just to touch base. Self-reflection and music also help me focus on the challenges and handle them.

How is working at MOSAIC akin to family?

The relationships I’ve developed with my colleagues have created a second family for me. They’re definitely a part of my life. Also, seeing my clients succeed in getting work and launching into their own careers, then reuniting with their families when they’re finally able to sponsor their relatives to come to Canada gives a sense that I’m helping many new families in Canada.
identified the need to focus on prevention programs for immigrant and refugee families, along with intervention programs that tend to take most of our attention. Prevention was defined by our team as early detection, education, and support of clients, in hope we can strengthen the individuals’ capacity to deal with the stress factors in their lives more effectively. I am pleased to report that we were able to implement our strategic plan and start the LEAPV project, a three-year initiative funded by the Law Foundation.

From the ongoing devotion to service delivery by our amazing staff, I would like to share the following feedback from one of our clients: “I was really confused when I first went to speak to my counsellor. I was in a 10-year abusive marriage, had two small daughters, and was now also sharing my house with my abusive in-laws who we had just sponsored. I came to MOSAIC to open up. I had never opened up to anyone and was now at a point where I needed to. I started having confidence in myself and believing how strong I could become. I wanted a better life for me and my kids. I knew I deserved a better life, as I was told many times by my MOSAIC counsellor. I would have never guessed that after three-and-a-half years, I am living in my house with my two daughters, being a single divorced mother, with an excellent career.”

A great big thank you to the Family Programs staff for your commitment and dedication in the work of improving the lives of immigrant and refugee families.

—Ninu Kang, Director

Language Services

Our Language Services Department has completed the last fiscal year on a high note. We met and exceeded our budget predictions; and we received the coveted Customers’ Choice Award for 2007, and served thousands of clients in the process. All of this would have been virtually impossible without our devoted staff, who managed, despite some extraordinary challenges, to persevere and make the Language Services Department a place where people come for quality and reliable service.

We know that there is still a lot of work to be done, be it better marketing of our services, or faster introduction of new technologies into our system. Our marketing efforts need to be more widespread and focused on our strengths. However, we also should not forget who we are and what organization we are part of, thus showing the public the incredible range of services we, at MOSAIC, have to offer.

We will continue to work on helping newcomers to Canada enjoy equal access to services. We will continue to participate in community initiatives, and in our cooperation with academic institutions that help bring issues related to equal access and education needed for interpreters to the forefront. In order to help immigrants and refugees as much as possible, we will continue to utilize our Translations Fund, which helps people with limited financial resources. The past year has been a success, perhaps more moderate than in previous years, but still a success. We are determined to improve on that success, providing the quality and service for which we are known to all those who require it.

—Jiri Adler, Director

Settlement Services

Settlement Services enjoyed a successful year in 2007/2008. Thanks to our staff, volunteers, funders, and co-location partners (particularly CCM Centre, Burnaby Association of Community Inclusion, and Fraserside Community Services), the department’s various programs, projects, and units exceeded all expectations.
In order to better meet client service requests, maximize sustainable funding allocations for MOSAIC, and meet the needs of newcomers, Settlement Services continues to move toward the formation of consortiums and partnerships with public and private sectors, such as the ones described below:

**Step Ahead: Settlement Enhancement Project**

Funded by the B.C. Ministry of the Attorney General and Multicultural Division and Citizenship and Immigration Canada, a consortium of five agencies (MOSAIC, Immigrant Services Society of British Columbia, S.U.C.C.E.S.S, DIVERSEcity, and Burnaby Family Life) have partnered to create Step Ahead, a two-year pilot project that uses mobile teams to provide services in the homes of newcomers facing multiple barriers toward settlement.

**Micro Loans Program with Vancity**

Micro Loan Program client James Shearer recently won Small Business B.C.’s B.C. Business Start-up Award. James, who immigrated to Canada in 2004, turned his idea into Canada’s largest online travel guide, boasting over 2.1 million visitors per year, 15,000 registered users, and 10,000 newsletter subscribers. James also started a web site dedicated to Canadian events and entertainment.

**Temporary Workers**

Temporary foreign workers face many hardships in Canada, including isolation, little understanding of the terms and conditions governing their employment contracts and migratory status, discrimination, and limited community contact. With funding from the City of Vancouver, Community Outreach Programs will address the issues affecting temporary workers, such as limited access to and understanding of information, services, and local systems; weak or non-existent social and support networks; and negative portrayal by the media.

—Sherman Chan, Director

[www.mosaicbc.com/programs_settlement.asp](http://www.mosaicbc.com/programs_settlement.asp)
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
- Central City Mission Foundation
- 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
- Toskan Casale Foundation
- United Way of the Lower Mainland
- Urban Systems Foundation
- Vancity Savings Credit Union
- Vancouver Foundation
- 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.

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.
2007/2008 MOSAIC Staff Members

**Employment Programs**
Al-Seragi, Khalid
Bernini, Rosa-Maria
Brar, Karamdeep
Brookfield, Celia
Button, Brett
Chan, Larry
Cronsilver, Randy
Dalton, Ashleigh S.
Dassiuk, Lynda
Etminan, Soraya
Forghani-Ashrafi, Susan
Hajar, Sheldon
Han, Leezah
Harnisch, Peter Paul
Hill, Bao-Van
Ho, Gina
Jost, Pam Park
Karmali, Shirin
Khalaf-Sepahi, Hana
Kuk, Kitty S.L.
Law, Catherine
Mala, Jana
McCarthy, Josefina
Mills, Justine S.
Poole, Caroline
Potekhina, Ekaterina
Sharma, Nishi
Singh, Rumani
So, Candice
Strayski, Elizabeth
Tsang, Dennis
Wong, Judy
Wong, Mayvan

**English Language Centres**
Adler, Catherine
Ali, Mehabeen
Angene, Brian W
Ayers, Jessica R
Bokic, Vesna
Bonham, Ann P
Brendon, Beverly J.
Buchanan, Sheila M
Burrows, Sharon
Castillo, Hilda Perez
Chan, Ivy Ching
Cheng, Sabina
Cison, Katarzyna
Dahlberg, Debra A
Dunbar, Stephen
Dziurka, Marzena
Entwistle, Susan
Everaars, Wesley
Fahrni, Patricia
Fox, Nicholas
Francis, Sarah
Garvin, Louise
Kalmakoff, Jane D.
Kaminska, Aldona
Kulpas, Kathleen
Kyte, Lorraine
Lebar, Tanya
Linneberg, Loretta
Lockman, Sarah
Low, Jennifer
Maclsaac, Chantelle
Madsen, Violeta
Marilley-Bodner, P
McLellan, Kristeen P.J.
Mickiewicz, Halina
Miller, Nina
Moutsokapas, Ifi
Muzur, Jelka
Nazemi, Nasrin
Pawlak, Danuta
Peabody, Barbara
Peymani, Kamelia
Pirjaberi, Maryam
Potter-Mael, Gerhild Ursula
Rahmanzada, Naja
Reyes, Maria Elena
Robertson, Susan J.
Robles, Maritess
Samarakkody, Oosha
Sangwais, Geraldine
Santillian Carpio, Fanny R
Schuller, Anita
Sengara, Kim
Shin, Heesu (Joy)
Shucard, Jeffrey
Simpson, Lynn
Sparovec, Joe
Tessema, Julie A
Tran, Therese
Vanon, Karen E.
Zapecova, Hana
Zhang, Rona
Zhou, Julie

**Family Programs**
Amiri, Lida
Andino, Maritza
Bailon Morales, Guadalupe
Bassingthwaigthe, Tasha
Bhagi, Rachna
Cheng, Rosana L.Y.
 Comesana, Guillermo
Contreras, Carmen
Cortes Lopez, Beatriz
 Flora, Perminder
Frustaci, Luciana
Geranmayeh, Mina
Greenidge, Janice R.
Hirose, Setsuko
Hoang, Anh Mai
Hoang, Mai
Ibrahim, Shadan I
 Kim, Ji Hyeon
Lazo de Duran, Emma
Meredes
Le, Nga
 Luong, The Binh
 Martin, Gloria
Mohamud, Deeqa
Mohamud, Xalima
Nguyen, Kim O.
Nguyen, Lai Thi
Nguyen, Ngoc Dung
Osman, Abshira
Park, Ji Hyun
Phan, Hoa T.H.
Rai, Parminder
Saville, Dascha
Ton, Kim
Tran, Chung
Tran, Le Trinh
Truong, Huong
Villarreal, Nancy C.
Zaldana, Morena

**Language Services**
Acquaye-Barthelemy, Mavis
Chan, Joyce
Chau, DeeDee
Ferris, Bessy
Glouberman, Chava
Ho, Phung
Krezman, Tatjana
Mezghrani, Clara
Naito, Rei
Sun, Martina
Tang, Tara Ky
Turner, Patricia

**Settlement Services**
Ahmad, Mustafa
Aldosky, Veen
Au, Daisy S.L.
Bukihiro, Gidon
Dang, Lam
De La Paz, Gerardo
Hendizadeh, Sedigh
Jin, Wen
Jurigova, Miriam
Kago, Amal H
Kitengie Mbu, Ariane
Larrivee, Marc S.
Lung, Flora
McGaw, Triby
Park, Michelle
Porter, Victor
Qin, Xiaomei
Spindari, Saleem
Winter, Laurie
Wu, Barbie I-Huei

**Operations**
Chua, Sandra
Dung, Peter
Dutt, Sashi
Forghani, Susan
Kiyooka, Kiyoshi
Lam, Sandy
Linnyk, Iryna
Rudenko, Alla P.
Sanchez-Blasco, Marta
Yung, Susan
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Dr. Kanya Adam
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Ellen Clague
Co-vice Presidents
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Lisa Osoba
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Bark Kong
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Eyob Naizghi
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Sue Trevor, CA
Employment and English Language Programs
Kelly Pollack
Family Programs
Ninu Kang
Language Services
Jiri Adler
Settlement Services
Sherman Chan

ANNUAL REPORT

ANNIVERSARY

Congratulations to the Building Blocks Vancouver Program (BBV), on its 10th anniversary of providing early intervention and support to first-time parents.

An open house celebration was held at the Fraserview Hall, with special guest Hon. Linda Reid, Minister of State for Early Childhood Development.

BBV is a partnership between the Ministry of Children and Family Development, Vancouver Coastal Health, MOSAIC, Vancouver Native Health Society, South Vancouver Neighbourhood House, Mount Pleasant Neighbourhood House, and Kiwassa Neighbourhood House.

THANK YOU!

MOSAIC wishes to acknowledge the generous donation of $15,000 from a foundation that has requested to remain anonymous. The funds will be used toward our Family Support Program to enhance the quality of the early childhood education component in the program, and to enhance program delivery.
**English Language Centres**
301-2730 Commercial Dr
Vancouver BC
V6N 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

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**MOSAIC**

**2008 ANNUAL GENERAL MEETING**

5:30 p.m.  
September 11, 2008

**Keynote speaker:**  
The Honourable Wally Oppal, Attorney General and Minister Responsible for Multiculturalism

**The Floral Hall,**  
Van Dusen Gardens  
Located at Oak & West 37th Ave.