Vision & Mission

**MOSAIC’s vision is of a Canada that welcomes and empowers immigrants, refugees and newcomers.**

**MOSAIC empowers immigrants, refugees and newcomers through leadership and innovation in service delivery, community-building and advocacy.**

Credits & Thanks

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Brook Greenberg, President

This year commenced with the unveiling of a new statement of MOSAIC’s mission, vision, values and strategic goals at our AGM. I am proud to be a member of an organization whose stated mission is to empower immigrants, refugees and newcomers through leadership and innovation in service delivery, community building and advocacy.

Achieving this mission is in everyone’s best interests. In a report about diversity and the Canadian economy in the 21st century, RBC asserted, “If foreign-born workers were as successful in the Canadian workforce as those born in the country, personal incomes would be about $13 billion higher each year than at present.” The economic benefits of immigrants achieving their full personal potential will only increase going forward, as immigration will likely soon be the sole source of labour-force growth in the province.

On a personal level, the thousands of stories of individual accomplishment that can be traced directly back to MOSAIC illustrate the importance of providing people with the tools to succeed.

In the past year we also continued to focus on improving MOSAIC’s institutional strength, largely through our application for accreditation by CARF International, which creates standards for service providers worldwide to ensure they continually improve services, encourage feedback and serve the community through best practices. In preparing for accreditation, we’ve reviewed all aspects of our policies and procedures and sought ways to improve and standardize our operations. The top-to-bottom examination of our organization provided opportunities to make the MOSAIC experience even better for clients, volunteers and employees. We look forward to a successful survey result in the fall of 2010.

As always, MOSAIC’s ongoing success is attributable to the significant contributions of many people. Our staff, and particularly executive director Eyob Naizghi, consistently go above and beyond all expectations and, in doing so, ensure MOSAIC continues to provide a wide array of outstanding programs and services. We are also fortunate to have the invaluable contribution of a dedicated and excellent body of volunteers. Without the assistance of our generous funders, who recognize the importance of MOSAIC’s work and its ability to deliver on its promises, we could not achieve our mission. Finally, I appreciate the continuing diligence and hard work of our devoted and industrious board members.

I look forward to the coming year and the opportunities for MOSAIC to further advance its vision of a Canada that welcomes and empowers all newcomers.
Executive Director’s Message

For MOSAIC, change in response to internal and external forces is a constant and necessary driver. It is this change that makes programming relevant, as we strive to better serve our clients, enhance our resources and create new and meaningful partnerships with like-minded organizations.

The economic crisis of the past two years had a negative impact on the lives of many immigrants and refugees. But it was also a chance for MOSAIC and its clients to grow stronger – together. The significant jump in the number of clients we served – over 50,000 in 27 languages – may be directly attributed to the new economic reality. And, with so many newcomers out of work due to the recession, it was critical for us to redouble our efforts in connecting clients with employers and helping them through their various transitions.

In the past year, MOSAIC focused on strengthening its Burnaby presence. Our Newcomers’ Centre was opened as part of a collaborative effort with Burnaby community organizations and institutions. We expanded our original Burnaby location to accommodate more programs and services, and developed it into a multipurpose service hub for our communities. In line with our commitment to client service in the Lower Mainland, we also invested in new learning technology for our Language and Employment resource centres.

Another significant investment made last year has invigorated both MOSAIC staff and board. By committing to the process of accreditation through CARF, we have successfully created an environment of learning for collective change and for client-centred services. Having recently completed a mock survey for compliance with standards, we are eagerly awaiting the real survey.

In the 2009/2010 fiscal year MOSAIC’s staffing increased by more than 26 per cent and our budget grew by 36 per cent. In the same time period, programs targeting new issues and demographics were created, and new and non-traditional partners in program development were engaged. In most cases, the unique programs for seniors, refugee women with children, and youth were catalysts for attracting new forms of inter-ministerial and inter-funder collaboration.

On a personal note, it was an honour and privilege to be invited to share my own story with MOSAIC program participants. I, too, came to Canada as a refugee and experienced first-hand the early years of survival. It was humbling to share common experiences with our clients, gratifying to hear about their milestones and wonderful to witness their achievements and growth, which can’t be presented in graphs and numbers. The feeling of belonging to a community, with hope and aspirations still intact, was palpable during these sessions.

This year’s newsletter’s theme is about collective strength and unity. Hence, it is paramount that we stop and take stock of all that we have accomplished together. Of course, without the support of our board and staff, none of the positive change we accomplish with our communities and partners would be possible. Special thanks to the directors for the support they provided to both staff and board through the year. Most importantly, thank you to our funders and community partners, who believe in our work and are committed to seeing us grow.
MOSAIC has a strong commitment to its clients. Here are some interesting facts about our services, which are provided:

- to approximately 5,200 clients a month;
- in 19 different languages; and
- to clients from over 80 different language groups.

MOSAIC Client Rights & Responsibilities:

- can be found on our website;
- are posted in all reception areas, and
- are available in 10 different languages.

**Ved Prakash Pareek**
Accounting Manager, Operations

*Birthplace:* India

**What do you do at MOSAIC?**
Prepare departmental budgets and cash flows, supervise accounting and operations staff, manage cash and accounts receivables, produce donation tax receipts and acknowledgment letters, reconcile accounts, prepare and review monthly financial statements, create program reports for funders and assist the comptroller.

**How has your work helped you grow?**
I love the people I work with; my colleagues are very co-operative and friendly and make the work environment warm and optimistic. Sue
Trevor, my supervisor and comptroller, guides me and helps me improve the quality of my work. I learn a lot every day. I am doing what I am good at in the best environment possible; what else does a person need?

How does MOSAIC help newcomers achieve their goals?
I was born in India. After arriving in Canada in 2006, I wanted to upgrade my accounting skills.

I approached MOSAIC and met a friendly case manager, Sheldon Hajar, who enrolled me in the accounting and payroll administrator course, which helps newcomers upgrade their skills to find a suitable job and continue in their original career. I was successful in that and received regional and national awards from the Canadian Payroll Association.

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HELP TO Get Hired

A MOSAIC Direct to Work employment program graduate was a speaker at this year’s Immigrant Professionals Conference, organized by MOSAIC, ISSofBC and Diversecity.

Joining two other newcomers on the Successful Immigrants panel, Paulami Das described her journey to employment in Canada.

Originally from India, Das immigrated to Canada in 2009 as an electronics and communication engineer with five years’ domestic and international experience. Upon arrival, she was surprised to learn how much emphasis Canadian employers place on past work experience. In India, she said, employers are most interested in your academic achievements.

To navigate a path to employment that was foreign to her, Das turned to MOSAIC for help. Through the Direct to Work program, she learned how to present herself to Canadian employers in a meaningful way. She told conference delegates that it’s not enough to believe you can do anything; you must also be able to prove it by quantifying the impact you’ve had.

Additionally, Das learned how to tailor her résumé to suit each individual job application, writing 100 different versions in total. She also discovered the importance of knowing what “key words” to put in your résumé, in case employers use software to filter applications.

Das is now happily working in Vancouver Community College’s IT department.

www.mosaicbc.com/employment-programs/working/direct-work-program
Workplace Connections

By Gurinder Mann

Burnaby is home to thousands of immigrants from every corner of the globe. The recent economic downturn meant that, more than ever, the city needed programs that could help guide its newcomers back to work. MOSAIC Employment Programs answered the call, implemented case management services in Burnaby in 2008, followed by the Immigrant Access Centre for Training (iACT) and Skills Connect for Immigrants Program (SCIP).

Over the past year, hundreds of immigrants have accessed employment counselling and government-funded training from our Burnaby location. Many obtained meaningful work and received training to upgrade their skills and make them more marketable in the current labour market.

But something else became evident in the past year, too: the poor economy made it a challenge for employers to hire and retain workers. In fact, the decrease in hiring and increase in individuals being laid off directly resulted in an unemployment rate that the province hadn’t seen in decades. MOSAIC’s clients, many of whom already faced multiple barriers, were especially vulnerable to the crippled labour market.

The solution was obvious: we needed to link our clients with potential employers. As such, a co-ordinator dedicated to building such connections was brought on board. Employers forwarded job postings to the co-ordinator that were specific to the skills and experience of our clients – a service that supplemented the work done by our counsellors, as it opened up a “hidden” job market. Employers from various industries were also invited to MOSAIC to conduct trade talks that could serve as a first step to potential recruitment of our clients.

Employment Programs plans to continue to reinforce its relationships with employers and broaden the above-mentioned services in the hopes of more immigrants gaining the chance to build valuable working connections.

How does MOSAIC help newcomers achieve their goals?

Moving to a new country can mean starting over in just about every way imaginable. Our vision is to create a place where newcomers have every opportunity to fulfill the promise of their new life in Canada: new career, new life!
Birthplace: Vietnam

What do you do at MOSAIC?
Some of my duties are to promote and recruit Vietnamese parents who are immigrants and newcomers with children age zero to six, provide life and parenting skills information, especially about childhood development, and support and assist parents’ needs.

I also organize and facilitate the weekly Vietnamese CAPC group at Strathcona Elementary School.

How has your work helped you grow?
My work has helped my personal strength grow. I am happy to see parents becoming more confident and more outgoing. Seeing them gradually adapt to their new life and their children have fun, and helping them integrate into their new environment and gain confidence before going
On April 6, 2010, Minister of Children and Family Development Mary Polak visited the centre; parents, who prepared the agenda, and children, who baked banana bread, greeted her. Polak heard about the development of the project, and listened to the parents’ stories of how the centre had benefited them in raising their children, adapting to Canadian culture and settling into their new home. It was an occasion for sharing information and acknowledging that growing stronger together means learning, living and appreciating each other’s diversity.


“How does MOSAIC help newcomers achieve their goals?

The Vietnamese CAPC program has helped newcomers overcome their barriers, empower their own abilities and reduce their low self-esteem. The program provides a place for parents and their children to connect with other parents in the community once a week, helps them become more outgoing and feel less isolated, and teaches them ways to adapt to life in Canada.

“When I came to Canada, I didn’t know any English. I was so sad, but now I’m happy. I have a job and I’m able to communicate with other people, thanks to MOSAIC”

~ Rosario del Carmen Quintanilla, El Salvador

Minister Mary Polak accepts flowers and artwork from (left to right) Oureal, Luli, Nyat and Naomi
Recipe for GROWTH

By Sabina Cheng

As a little girl, I dreamed of working at a place where I could help people. Teaching at the Language Centre for the past 11 years, my goal has not only been to teach students survival English but also promote the notion of living a full and meaningful life by being a useful person to the community. If everyone contributes in small ways, big changes can occur.

In Level 3 ELSA classes I like to challenge students through individual and group projects. This year, one such project turned into something far beyond my expectations.

Our theme was “food.” I thought it would be a good idea to do a class recipe calendar students could take home as a souvenir. Each student wrote out a recipe, took a photo of the dish and described the reason for their choice.

Doris Del Cid from El Salvador chose her country’s national food. She learned to make Pupusas from her grandmother and says almost everyone in El Salvador knows how to prepare them. Khady Tall from Senegal

“We learned how to make food from many countries. We felt very good because we can learn much about food and we can help other students”

~ Anna Liu, China
~ Salina Ling, China
~ Ngun Men Luai, Burma

Sadia Bakhshi
Assistant Teacher, Child Care

Birthplace: Afghanistan

What do you do at MOSAIC?
My job involves assisting teachers, preparing healthy snacks, ensuring a safe child-care environment and preparing international food for our education sessions every Wednesday for parents and children.

How has your work helped you grow?
Every child comes from a different culture and background; working with
the child-care crew and clients gave me knowledge and information on how to provide a positive atmosphere that makes the families and children feel welcomed, safe and not lonely.

How does MOSAIC help newcomers achieve their goals?
Most of our teachers are bilingual so we help the newcomers if they speak little or no English. Their goal is to learn English, and ESL provides that course when their children are under our care. Through child-care workshops they learn more about child education, discipline, how to raise children, rules and regulations and more. Once they learn English, as well as the rules and regulations of children, the newcomers are ready to find jobs.

wrote about Mafe, her favourite dish as a child. She told us in Canada, Senegalese call it peanut-butter sauce. And Mark Hao from China chose Ma Po Tofu, a dish from Si Chuan province that’s become popular all over the country.

The students did such a wonderful job producing the calendar I decided to take the project a step further. As some students at our school struggle to cover the cost of getting to and from class, I asked my students if they’d like to use the calendar to raise funds for transportation assistance.

They took on the challenge with an enthusiasm that amazed me, choosing not only to sell the calendar but also hold a food fair where fellow students could taste the featured dishes. They made a poster, sold tickets and cooked up a storm! Since there was a lot of interaction with students from various levels of learning, everyone got to practise their English outside the classroom, using it to state opinions, negotiate compromises and make decisions.

The food fair and calendar fundraising event was a success. Over $600 was raised! The entire Language Centre supported the project, from administrative staff to teachers and students from all levels. Student confidence increased through interacting in English and highlighting their culture through their food. They took pride in being able to help others in their new country of Canada.

www.mosaicbc.com/english-language-centres
Community Enlightenment

By Sandy Bachra-Shergill

The launch of MOSAIC Family Programs’ Legal Education and Preventing Violence Project was celebrated with an event – JAAGO, which means “awaken” in Punjabi – designed to educate and raise awareness about the many services available to the South Asian community.

JAAGO – A Community Enlightenment was attended by more than 400 people, including South Asian children, seniors and adults. The event showcased 15 community organizations/agencies, which provided guests with on-site information, as well as an exhibit that showcased the works of such South Asian artists as Jarnail Singh and Shajila Singh.

The evening began with opening remarks by various speakers, including MLA Raj Chouhan and MP Ujjal Dosanjh. MOSAIC executive director Eyob Naizghi and Family Programs director Ninu Kang, along with community activists Ajmer Rhode and Harminder Sanghera, spoke about domestic violence.

Speeches were followed by a video synopsis of the Legal Education and Preventing Violence Project’s own TV show, Disha. Thereafter, a one-act play directed by Gurdeep Arts Academy began. Entitled Teesri Akh (“third eye”), the play highlighted some of the issues South Asian women and their families struggle with, including the effects of unhealthy relationships on children, pressure to sponsor relatives from abroad and inequality between men and women. The play received rave reviews from the audience.

Through entertainment, this innovative event succeeded in educating a community on the services and legal resources that are available to help create healthier relationships. According to project co-ordinator Sandy Bachra-Shergill, there are many community partners, volunteers and staff members to thank for the event’s success, especially Perminder Flora and Rubina Mudhar.

ADJUSTING
Our Sails

By Roman Guramishvili

In the pursuit of growth, it’s crucial to consider whether you have enough wind power in your sails to keep up. MOSAIC’s journey in providing services to immigrants and refugees has been long. Now the organization is on its way to meeting new goals and challenges, using its initial momentum to multiply and diversify the range of life-changing programs it provides to newly arriving waves of newcomers.

While MOSAIC’s departments develop and modify their services, Operations focuses on accommodating the growing needs of the organization and managing its core assets. As organizational needs diversify, our department must deal with the increased complexity, modifying and systemizing its procedures, reinforcing policies and taking a more professional approach to its daily work.

MOSAIC has grown from three leased offices in 2005 to seven locations throughout Vancouver, North Vancouver and Burnaby. Its staff has also grown – by 65 per cent. To cope, Operations has expanded, adding three new crew members in the last three years.

Hiring more people isn’t the only solution. All Operations employees (accounting, HR, IT, facility management) are continuously challenged to improve their efficiency and productivity. It’s no exaggeration to state that every member of our department excels at the ability to produce the greatest outcome using the least amount of resources.

We also realize the efficiency of our department doesn’t rest solely on personal effectiveness and staff productivity. We work hard at refining our internal and interdepartmental processes and procedures in order to simplify our operations.

And though at present our department works at full pressure, we know that working smart is much better than working hard, and we try to put this belief into effect every day.

Operations is an integral part of MOSAIC and our efficiency depends on the co-operation of the other departments. Working together to implement procedures and learning to collaborate will keep helping us to adjust our sails smoothly in any new winds and waters.

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How has your work helped you grow?
It’s helped me build a good network of contacts and gave me the opportunity to pursue and advocate for issues that interest me.

How does MOSAIC help newcomers achieve their goals?
My program provides education and support to temporary foreign workers; empowers and educates women from ethnic communities; provides language and computer learning opportunities for immigrant and refugee seniors; and gives presentations to mainstream groups about immigrants and refugees in B.C.
SYMBIOSIS Spells Success

By Jiri Adler

MOSAIC Interpretation and Translation Services exemplifies a symbiotic relationship. Our success depends on our relationship with our contractors – the interpreters and translators. They, in turn, enjoy numerous advantages by being associated with us: we provide them with assignments, give them the information needed to do their work and co-ordinate the complex (and sometimes challenging) relationships between, for instance, translators and proofreaders. We also make translations look good through quality control. In other words, we do the behind-the-scenes work that’s vital for successful interpretation and translation.

While this represents an external symbiotic relationship, our Translation and Interpretation Services department also contains internal symbiosis. Years ago, these were two separate departments with one unifying feature: they were both under MOSAIC’s roof. To an outsider, this approach may have seemed illogical; after all, translation and interpreting share many commonalities. The truth is they’re very different, from the skills sets needed to perform each activity to the unique processes required to manage them in our office.

Still, it’s hard for some clients to look beyond the fact that both services are tied to language; where they find one, they expect to find the other. That’s why many companies offer both translation and interpretation services, housing them under one roof and letting them feed off each other. It’s a matter of convenience and making the client happy. It’s also another form of symbiosis.

Far from revolutionizing this practice, MOSAIC simply followed suit when we unified the two departments under one umbrella. And though they take turns generating more revenue, combined they’re doing better than ever. However, we remain aware that there is always room for improvement and that we must remain vigilant. Thus, we look toward the future, cognisant of the fine balance and hard work required to maintain the symbiotic relationships we are currently enjoying – and hope to enjoy for many years to come.

www.mosaicbc.com/mosaic-interpretation-and-translation

Bessy Ferris
Manager, Interpretation Department

Birthplace: Canada

What do you do at MOSAIC? I am the manager of Interpretation Services.

How has your work helped you grow?
I have grown as an individual through the incredible people that I’ve met through my work at MOSAIC. Their approach to their
On the Right Track

By Rubina Mudhar

The South Asian Community Coalition Against Youth Violence (SACCAYV) has been working hard in its efforts to keep South Asian youth on the right track. The group meets on a regular basis to identify the issues that impact the lives of youth and develop action plans to seek solutions.

On February 9, 2010, the group decided to watch Mani Amar’s documentary, A Warrior’s Religion, which investigates possible reasons why South Asian youth join gangs. Nearly 50 youth attended the screening and participated in a stimulating Q&A session. The discussion led the youth to dedicate their next activity to a different demographic: their parents.

Around this time, the India Mahila Association (IMA) was planning its International Women’s Day celebration, offering an excellent opportunity to collaborate on such issues as communication problems between youth and parents, as well as domestic/dating violence. On March 5, the youth, along with members of IMA, performed a skit about these issues in front of a 400-person audience.

Alcoholism – another issue in the South Asian community – is a tragedy that affects all members of the family. Recognizing the gravity of the situation, Peace Arch Community Services produced a video entitled Khabar Daru – Bad Medicine. SACCAYV youth watched the movie on May 13 and participated in a facilitated discussion about alcohol use and abuse. Not only that, the youth were keen to explore ways to support families and friends who have problems with alcohol. It was a very useful and beneficial exercise for everyone involved.

The community has been very successful in working collaboratively to combat various youth issues. Though considerable progress has been made, a lot more needs to be done. We must continue to work together to keep our young people safe and productive.

www.saccayv.com
With the unemployment rate in the Vancouver area reaching its highest level in more than 10 years, 2009/2010 was a very busy year for Employment Programs at MOSAIC. It was the first full year offering employment services in Burnaby; in Vancouver, programs were restructured to meet the growing demand. In both locations, MOSAIC began offering its 2.0 Skills Connect program (for immigrants wishing to continue their profession in Canada or find work in a new field) after winning a contract with partner Back in Motion. Other employment services, programs and events included:

- Two drop-in self-serve Employment Resource Centres
- One-on-one case management
- New Start program for clients with lower-level English skills
- Career Connections program
- Direct to Work program
- iACT, which provides financial support for training
- BC Employment program for immigrants on income assistance
- Fifth Annual Connections to Employment Job Fair at the Vancouver Public Library
- Skills Connect for health professionals
- 2nd Annual Immigrant Professionals Conference
- 2009 Employer Recognition Award to Vancouver Coastal Health

With support from our partners and our community network, MOSAIC helped more than 7,000 immigrants in their job search.

—Joan Andersen, Director
MOSAIC’s Vancouver Language Centre and North Shore Multicultural Society Language Centre saw over 1,600 students from more than 60 countries improve their English-language skills in 2009/2010, with 95 children attending the Enhanced Child Care program. Among the year’s highlights:

- MOSAIC worked with the community to raise money and build a new playground for the children at the Vancouver Centre.
- MOSAIC ran a Pre-literacy Pilot to test support for newcomers with very little or no formal schooling in their first language. The program became part of our Vancouver school offerings in July 2010.
- A Level 3 class in Vancouver produced and sold a cookbook calendar to raise money for MOSAIC’s Student Transportation Assistance Fund, which helps provide bus passes to students in financial need.
- Mobile computer labs were introduced and integrated into lesson plans to enhance learning.
- All language students were given the opportunity to get extra support from counsellors specializing in settlement issues.

These interesting and valuable activities reflect the high level of caring, enthusiasm and professionalism demonstrated by the staff members at the English Language Centres. Their hard work is clearly appreciated by the students: 97 per cent of students said they felt their English was improving and 98 per cent felt respected in the schools.

—Joan Andersen, Director

“MOSAIC changed my life. The English language classes helped me to go on and see many of my dreams come true”

~ Ionela Iuliana Soane, Romania

Randy Cronsilver and Kitty Kuk
Though not immune to market swings, MOSAIC Interpretation & Translation Services managed to meet its budget predictions – and even slightly exceeded them. Needless to say, this would have been impossible without our devoted staff members, who constantly provide quality, friendly and, above all, reliable service to our clients.

Today, we are still feeling the results of last year’s worldwide economic crisis. Governments are tightening their collective belts, business is still nervous and, as a result, we must continue to introduce new technologies into our system and showcase the incredible range of services MOSAIC has to offer through widespread, focused marketing efforts.

In that vein, our department will continue to co-operate with academic institutions that help bring issues related to equal access and the need for interpreter education to the forefront. Our board will continue its work with Critical Link International – a community interpreting organization. And, 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 access interpretation and translation services. We are determined to improve on the success we had in the past and we’ll continue to provide the quality service we’re known for in the future.

—Jiri Adler, Director

Family Programs provided direct services to over 3,000 clients through programs focused on parenting skills, domestic violence and youth issues. Building Blocks Vancouver and Family Support programs have assisted parents in raising healthy children, while Violence Prevention programs helped women and men develop healthy relationships and learn about the impact of violence in their lives.

The Connecting Fathers and Legal Education and Preventing Violence (LEAPV) programs for the South Asian community were both launched in the past two years. The former brings immigrant and refugee men together weekly to talk about and enhance their parenting skills – a process that also teaches additional skills to aid the settlement process. LEAPV completed its second year with a series of TV programs on education and community resources related to violence prevention, developed in partnership with Music Waves.

Building Blocks continues to be in great demand. As such, drop-in support groups were offered to clients waiting to start the program, where a nurse and other workers answered questions and provided support.

—Ninu Kang, Director
SETTLEMENT SERVICES

A number of consortia, programs and research and development projects were initiated to serve Metro Vancouver immigrants, refugees and newcomers. Much time and energy were allocated to accreditation and client engagement through social marketing. Among the year’s highlights:

- As the lead consortium organization, we continued providing information and support services for newcomers in Vancouver, Burnaby and New Westminster.

- We partnered with Early Childhood Development organizations to pilot a Newcomers’ Centre for Children and Families in Burnaby.

- We collaborated with the UBC School of Social Work to implement a FreeRunning demonstration project for older refugee youth and young adults as part of our Volunteer Programs delivery (which also includes the Cultural Connections and Workplace Connections programs, and welcoming community initiatives in New Westminster).

- Our Step Ahead consortium project, serving multi-barriered refugee families, entered its third year.

- Our Micro-loans Program with Vancity provided unique support to immigrants in need.

- We updated our Legal Advocacy Program’s web-based public legal education materials, provided public legal education in Burnaby and New Westminster and continued to co-ordinate the Frontline Legal Advocacy Workers’ Project in B.C.

- Our Community Outreach Program continued providing temporary foreign workers with IM.POWER.ED drop-in services in Vancouver and education workshops with organizations in Victoria, Prince George and Penticton. The program also engaged in development work with the Afghani and Kurdish community.

- Our Seniors Club and My Corner were so popular we extended the service to provide settlement outreach support to isolated immigrant seniors in Burnaby.

- We continued to engage with universities around the world in research development and student practicums, and to work on the SCION Project on separated children and human trafficking.

—Sherman Chan, Director
Each year, MOSAIC’s Board of Directors sets aside funds to provide assistance to immigrant and refugee communities.

- Keywords of common medical terms are produced in various languages through the Multi-Lingual Guide Fund.
- Scholarships for immigrants and refugees are provided through the Dr. Kes Chetty MOSAIC Scholarship Fund and the Britannia Secondary School Bursary Fund.
- Individuals without the financial resources to access translation services are assisted, upon referral by MOSAIC staff, through the Translation Access Fund.

As per the MOSAIC Strategic Plan, certain funds are only accessible with the board’s approval, in order to safeguard MOSAIC’s financial sustainability and its ability to provide services to its communities. Unrestricted net assets are maintained for contingency purposes.
A Special THANK YOU!

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

BC Gaming Policy and Enforcement Branch
City of Vancouver – Community Grants
Law Foundation of BC
Ministry of Advanced Education and Labour Market Development
Ministry of Children and Family Development
Ministry of Housing and Social Development
Ministry of Public Safety and Solicitor General
Public Health Agency of Canada
United Way of the Lower Mainland
Urban Systems Foundation
Vancity Savings Credit Union
Vancouver Foundation
Windows of Opportunity Coalition

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Candice So
Elizabeth Strayski
Amanda Takawira
Dennis Tsang
Elizeth Usaqui
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English Language Centres
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Become a Friend of MOSAIC

A multi-ethnic community enriches our economy, experience and lives. Together with our involved and supportive friends, we can provide a place where immigrants and refugees can transform challenges into opportunities and fully contribute their knowledge, skills and unlimited potential to our vibrant multi-ethnic communities.

Memberships are annual and free (from April 1 to March 31). Donations are welcome. For more details, please contact Sandra.

mosaic@mosaicbc.com
604.254.9626

MOSAIC Awards & Recognitions

Dr. Kes Chetty Education Award
Odette Moukolo
Sin Rocham

Human Rights Award
Shashi Assanand

Britannia Bursary Award
Divia Mattoo
Berny Siu

Employer Recognition Award
Vancouver Coastal Health

MOSAIC recognizes the 275 volunteers who donated their time and energy this year to help deliver services to immigrants, refugees and newcomers.

Thank you for your important contributions!
**English Language Centres**
301-2730 Commercial Dr
Vancouver, BC
V5N 5P4
604 684 8825

206-2555 Commercial Dr
Vancouver, BC
V5N 4C1
604 708 3905

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

**Settlement Services**
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Vancouver, BC
V5L 2Y7
604 254 9626

7009 Kingsway
Burnaby, BC
V5E 1E5
604 636 0120

7297 Kingsway
Burnaby, BC
V5E 1G5
604 636 4712

**Family Programs**
2nd Floor – 1720 Grant St
Vancouver, BC
V5L 2Y7
604 254 9626

7297 Kingsway
Burnaby, BC
V5E 1G5
604 636 4712

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

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Vancouver, BC
V5N 4C1
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7297 Kingsway
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V5E 1G5
604 636 4712

**Interpretation Services**
2nd Floor – 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 2010 ANNUAL GENERAL MEETING**

5:30 p.m.
September 29, 2010

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

www.mosaicbc.com