



# Are you new to Canada?

## We can help with:

- learning English
- finding work
- adapting to life in Canada
- family support
- interpretation and translation



**MOSAIC**



**Our vision:** Empowering newcomers to fully participate in Canadian society.

**Our mission:** MOSAIC delivers services and engages in community building and advocacy to facilitate meaningful participation of immigrants and refugees in Canadian society.

**Our values** drive our relationships with clients, funders, community partners, staff and volunteers.

We Value:

- excellence
- innovation
- inclusion
- commitment
- integrity

[mosaicbc.org](http://mosaicbc.org)



### Programs in Vancouver

5575 Boundary Road  
Vancouver, BC V5R 2P9  
T: 604 254 9626

- Culture Connections Social Mentoring
- I Belong
- IM.POWER.ED
- Legal Advocacy Program
- Refugee Settlement Support Projects
- Seniors Club
- Settlement & Integration Program

### Programs in New Westminister

519 7th St., 2nd Floor  
New Westminister, BC V3M 6A7  
T: 604 522 3722 ext. 154

- Settlement & Integration Program
- Settlement Workers in School District 40 (New Westminister)\*

\* On-site at all schools on designated days.

### Programs in Surrey

200A-7134 King George Blvd.  
Surrey, BC V3W 5A3  
T: 778 591 9334

- I Belong
- Culture Connections Social Mentoring
- India2Canada
- Settlement & Integration Program

### Burnaby

5902 Kingsway  
Burnaby, BC V5J 1H2  
T: 604 438 8214  
F: 604 438 8260

- Culture Connections Mentoring
- IM.POWER.ED
- Seniors Club
- Settlement & Integration Program

2055 Rosser Ave.  
Burnaby, BC V5C 0H1  
T: 604 292 3908

- IM.POWER.ED
- Seniors Club
- Settlement & Integration Program

Crystal Mall, 2nd Floor  
4533 Kingsborough  
Burnaby, BC V5H 4V3  
T: 604 877 8606

- Settlement & Integration Program

310-7155 Kingsway  
Burnaby, BC V5E 2V1

- Moving Ahead

### Programs in Port Coquitlam

Unit 206, 2540 Shaughnessy St.  
Port Coquitlam, BC V3C 3W4  
T: 778 730 0171 ext. 2810

- Settlement & Integration Program



**New to Canada?** You probably have many questions and concerns. It can take many years to adapt to your new community; to understand and feel comfortable with English, to meet new friends, to understand Canadian culture and laws, and to find work. Moving to a new country can be very disruptive, but we are here to help.

### Settlement & Integration Program

One-on-one information and referral services as well as group workshops on permanent residency, citizenship, government benefits, education, housing, transportation, health, financial literacy, basic employment, childcare benefits, MSP, income tax, essential documents, etc. Support groups such as conversation circles, mother's circle, and youth afterschool homework club are available.

Newcomers who need more intensive support may receive Guided Pathways case management support. Services are provided in: Arabic, Azeri, Cantonese, English, Farsi, French, Korean, Kirundi, Kinyarwanda, Kurdish, Mandarin, Spanish, Swahili, and Tagalog.

### IM.POWER.ED for Temporary Foreign Workers, Naturalized Citizens and Students

Participants have access to ESL drop-in sessions, settlement and labour market information and access to legal advice. Clients can attend workshops, support groups and participate in community connection activities.

### Settlement Workers in Schools

Provides support to newcomer students in New Westminister School District #40 and their families in their adaptation to Canadian life and education system. Free workshops, one-on-one services, youth leadership training, volunteer opportunities, mentoring and support groups.





### Refugee Settlement Support Projects

Support is provided through various activities to private sponsors and privately sponsored refugees. Services include: helping complete refugee sponsorship applications, providing orientation to refugees, organizing networking sessions for private sponsors and others interested in supporting refugees, and connecting refugees to community services.

### Community Outreach Support Groups

Newcomers gather together regularly to talk, cook, learn about new programs and resources, and participate in many different activities at MOSAIC sites and in the community.

The groups provide a safe and welcoming environment for newcomers to make friends, share experiences, gain access to community resources, learn more about Canadian culture and the Vancouver community, and build self-confidence.

### Seniors Club

Tailored for participants aged 55 years and older, this program empowers immigrant and refugee seniors through information learning, social connections and civic engagement.

One-on-one settlement assistance is offered in the areas of seniors' pensions, government benefits, health, housing, permanent residency, citizenship, wellness and living with dignity.

Workshops, presentations, and field trips to local attractions are offered. The program occasionally offers English conversation classes, calligraphy, tai chi, arts and crafts, photography and smartphone/ computer training for seniors.

### Culture Connections Social Mentoring

Be matched with a volunteer mentor and meet once each week for two hours to improve your English, meet new people, try new activities and learn about Canadian life and culture.

### Moving Ahead

Serves newcomers facing multiple barriers to their settlement through intensive case-management support, outreach and accompaniment, orientation, service-bridging and linking, life-skills development and practical assistance.

Separate programming tailored for refugee and immigrant youth and young adults (ages 16 to 28) is delivered under the banner of Moving Ahead FreeRunning.

Orientation sessions target the interest of these younger clients who are connected via social events and fun activities.

### India2Canada

India2Canada is a free service designed for applicants still residing in India who have been approved for permanent resident status. Online webinars, mentorship and customized support from a settlement worker is provided.

### I Belong

The I Belong Program offers a safe and welcoming space for LGBTQ immigrants, refugees and newcomers to meet new people, share experiences and explore ways to make positive changes.

I Belong offers settlement support with information and orientation, community connections and advocacy, one-on-one social mentorship, group counselling and a peer support group. Language support is available.

### Legal Advocacy

Provides information on immigration and poverty law, summary advice referrals and representation to low-income immigrants and refugees.



### Vancouver Northeast WorkBC Employment Services Centre

312-2555 Commercial Dr.  
Vancouver, B.C. V5N 4C1  
T: 604 708 9300  
F: 604 708 9314  
Website: employmentworks.ca

- Self-Serve Resource Centre
- General Employment Services
- Customized Employment Services

### WorkBC Services in Vancouver

5575 Boundary Road  
Vancouver, BC V5R 2P9  
T: 604 708 9300

- General Employment Services
- Customized Employment Services

### WorkBC Services in New Westminister

519 Seventh St.  
New Westminister, BC V3M 6A7  
T: 604 522 9701

- Customized Employment Services

### WorkBC Services in Surrey

200A-7134 King George Blvd.  
Surrey, BC V3W 5A3  
T: 778 591 9334

10334 152a St.  
Surrey, BC V3R 7P8  
T: 604 580 9740

- Customized Employment Services

### Vancouver South

YWCA  
Ground Floor, 7575 Cambie St.  
Vancouver, B.C. V6P 3H6  
P: 604 263 5005

### Burnaby

GT Hiring Solutions / Fraser Works  
7297 Kingsway  
Burnaby, B.C. V5E 1G5  
P: 604 636 1124

### Coquitlam

AVIA Employment Services  
221-3030 Lincoln Ave.  
Coquitlam, B.C. V3B 6B4  
P: 778 730 0177

### Langley

AVIA Employment Services  
101-20316 56th Ave.  
Langley, B.C. V3A 3Y7  
P: 778 726 0288

### New Westminister

Fraser Works Co-operative  
519 Seventh St.  
New Westminister, B.C. V3M 6A7  
P: 604 522 9701

### Port Coquitlam

AVIA Employment Services  
206/208-2540 Shaughnessy St.  
Port Coquitlam, B.C. V3C 3W4  
P: 778 730 0174

### Richmond

AVIA Employment Services  
290-3631 No. 3 Road  
Richmond, B.C. V6X 2B9  
P: 778 732 0285



**Looking for work? We have many free programs and services to help you with your job search needs. For more information email [employmentprograms@mosaicbc.org](mailto:employmentprograms@mosaicbc.org)**

### Career Paths for Skilled Immigrants

A program that helps newcomers find jobs that best suit their pre-arrival qualifications and gain Canadian work experience through advanced level supports (language, career planning and financial). Services include career planning, credential assessment, practicum and mentorship opportunities. MOSAIC will be working with administration and accounting professionals throughout BC and residents of Burnaby/New Westminister for regulated or unregulated occupations.

### Immigrant Women's Employment Readiness Connections (IWERC)

The IWERC Program is specifically designed to assist eligible women with backgrounds in the administrative, financial, and business sectors through free pre-employment skills training, employment assistance customized to each individual, intercultural competency training to better understand cultural viewpoints and intensive job-development coaching.

### Refugee Employment Services

Looking for work can be a challenging task for anyone. MOSAIC's Refugee Employment Services helps refugees who are ready to begin job hunting by providing one-on-one employment counselling, information about the Canadian labour market and opportunities with employer partners.

### Workplace Connections Mentoring

Matches skilled immigrants with local professionals working in similar fields. Industry professionals volunteer their time to provide personalized job-search coaching for up to three months. Newcomers learn about Canadian workplace culture, build professional networks and practise self-marketing techniques.





**Settlement Online Pre-Arrival (SOPA)**

SOPA provides free online facilitated and self-directed courses focusing on job search and communication skills to help prepare newcomers before they arrive in Canada. Completing the online courses prior to coming to Canada will better prepare immigrants to apply for, find, and maintain employment in Canada. Interactions with an intake worker and facilitators will also give them the opportunity to obtain valuable employment information and support in the province of their choice.

**Programs in Vancouver**

5575 Boundary Road  
 Vancouver, BC V5R 2P9  
 T: 604 254 9626  
 F: 604 254 3932

- Immigrant Women’s Employment Readiness Connections (IWERC)
- Refugee Employment Services
- Workplace Connections Mentoring

**Programs in Surrey**

200A-7134 King George Blvd.  
 Surrey, BC V3W 5A3  
 T: 778 591 9334  
 F: 778 591 9390

- Refugee Employment Services
- Settlement Online Pre-Arrival (SOPA)

**Programs in Burnaby**

5902 Kingsway  
 Burnaby, BC V5J 1H2  
 T: 604 438 8214  
 F: 604 438 8260

- Career Paths for Skill Immigrants
- Refugee Employment Services

**WorkBC Employment Program of British Columbia**

The WorkBC Employment Program of British Columbia (EPBC) is available to all unemployed British Columbians (including New Canadians) who are seeking employment and legally eligible to work in BC.

WorkBC offers a range of services which support job seekers in getting – and keeping – a job as quickly as possible. We can help if you are having difficulty finding work or ongoing employment. We will build up your skills and confidence through services tailored to your particular situation.

MOSAIC delivers a range of WorkBC services at 8 WorkBC Centres:

- We operate the **Vancouver Northeast WorkBC Employment Services Centre**, providing services to all British Columbians and specializing in working with New Canadians.
- We provide employment services in **WorkBC Centres** across the Lower Mainland, including specialized services in first language(s) for New Canadians. Locations include Vancouver South, Burnaby, Coquitlam, Langley, New Westminster, Port Coquitlam and Richmond.
- We provide individualized **Customized Employment Services** in multiple languages across the Lower Mainland for New Canadians with complex employment and support needs.

**Vancouver Northeast WorkBC Employment Services Centre**

We serve individuals who are seeking services and supports related to career exploration, job search and employment

Job seekers can access the free tools and resources available within our Resource Centre including:

- Current labour market information
- Job and job fair postings
- Job search resource materials
- Computers with internet access
- Access to equipment (telephone, fax, printer, photocopier)

Eligible job seekers can also access

- One-on-one employment counselling
- Services in French and other languages
- Job search assistance
- Workshops to assist with your job-search
- Assistance with foreign credential evaluation, document translation, Candian Language Benchmark Placement Test (CLBPT), Prior Learning Assessment
- Access to funding for short and long-term training and skills enhancement\*
- Access to wage subsidies\*
- Self-employment planning and support\*

\*Note: Some services have additional eligibility criteria

## Counselling & Support Programs



MOSAIC has played an active role in advocating for gender equality and reducing violence against women and girls through a variety of projects. Status of Women Canada has funded MOSAIC for two 3-year projects.

Our Grassroots Project to Promote Gender Equality within Visible Minority Communities has engaged with women across Metro Vancouver to develop innovative initiatives in their communities.

The Equal Press Project addresses news media gender representation and coverage of gender-based violence, taking an intersectional approach by also addressing diversity in terms of class, race and sexuality.

**For more information, including locations of programs and services, please call 604 254 9626**

June 2018



Questions?

Email [specializedservices@mosaicbc.org](mailto:specializedservices@mosaicbc.org)  
Visit [mosaicbc.org/counselling](http://mosaicbc.org/counselling)

# Counselling & Support Programs

## **Stopping the Violence Counselling Program and Multicultural Outreach Services**

Free and confidential services for women who have experienced, or are at risk of abuse; threats; or violence in an intimate relationship; sexual assault; or childhood abuse.

The program provides individual and group counselling support; safety planning; advocacy; and information and referrals to enhance women's safety and support women in their healing.

## **Multicultural Victim Services**

Free community-based specialized services for multicultural victims of all types of crime in Vancouver and Burnaby. The program provides criminal justice information and support, safety planning, information and referrals, and emotional and practical support to assist victims in their recovery.

## **Relationship Violence Prevention Program-Cultural Edition (RVPP-CE)**

A culturally/linguistically appropriate group program for men who have used violence in relationships. The objective of the program is to provide participants with the knowledge and skills to eliminate or significantly reduce relationship violence. Referrals are made by Probation Officers.

## **Men in Change**

A program that provides culturally-sensitive counselling and psychoeducation to immigrant, refugee, and visible minority men who have used or are at risk of using violence in intimate relationships. The program focuses on preventing the occurrence or recurrence of domestic violence through supporting men to take responsibility for their actions and work toward changing their behaviour.

## **Vietnamese Family Support Program**

Family support services for the Vietnamese community including psycho-social support, advocacy, support groups, topical workshops, and community outreach and engagement. Services are offered in one-to-one, family, and/or group settings.

## **I Belong**

The I Belong Program offers a safe and welcoming space for LGBTQ immigrants, refugees and newcomers to meet new people, share experiences and explore ways to make positive changes. I Belong offers settlement support with information and orientation, community connections and advocacy, one-on-one social mentorship, group counselling and a peer support group. Language support is available.

# Learning English



## Vancouver Locations

MOSAIC English Language Centres:  
301–2730 Commercial Dr.  
Vancouver, BC V5N 5P4  
T: 604 684 8825

206–2555 Commercial Dr.  
Vancouver, BC V5N 4C1  
T: 604 708 3905

## North Vancouver Location

North Shore English Language Centre  
205–123 E 15th St.  
North Vancouver, BC V7L 2P7  
T: 604 998 1065

## Burnaby Location

Brentwood Learning Centre  
101–1899 Willingdon Ave.  
Burnaby, BC V5C 5R3  
T: 604 298 8201

## Surrey Location

MOSAIC Surrey Newcomers' Centre  
200A-7134 King George Blvd.  
Surrey, BC V3W 5A3  
T: 778 591 9334



Questions?

Email [linc@mosaicbc.org](mailto:linc@mosaicbc.org)  
Visit [mosaicbc.org/linc](http://mosaicbc.org/linc)

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# Learning English

## LINC Literacy

These classes focus on reading and writing skills for people who cannot write in English and/or in their own language. The classes are small and the teachers are supportive.

## LINC 1 to 7

In the LINC program you will improve your English skills, learn to use English in many everyday situations and learn what you need to know about Canadian life and culture. Certificate can be used for citizenship language requirements. Free childcare services are available at all MOSAIC language centres.

All potential LINC clients must first register at an Assessment Centre:

Vancouver Assessment Centre  
208-2525 Commercial Dr.  
604 876 5756

Surrey Assessment Centre  
202-7337 137th St.  
T: 604 507 4155

## Canadian Language Benchmarks Placement Test Service (CLBPT)

The Canadian Language Benchmarks is a national standardized system of measuring a person's English- language proficiency. MOSAIC offers a licensed testing service using the CLBPT.

## MOSAIC English Language Institute

English classes for people ineligible for LINC, with professional and experienced teachers. Afternoon and evening classes are available. Great value: six week sessions starting at \$240 (class materials included).

E: meli@mosaicbc.org  
T: 604 298 8201

## Community English Conversation Circles

Free community English conversation circles are offered to people in Metro Vancouver who are ineligible for LINC, such as seniors and temporary foreign workers. Call 604 254 9626 for more information.



# Family Programs



## Family Centre (Burnaby)

This centre provides activities, arts and crafts, and integrated health screening for children; and information sessions for parents as well as prenatal clinics and general discussion groups about early childhood, parenting, health and nutrition. The participants are also encouraged to develop their English-language skills.

## Family Centre Location

7009 Kingsway  
Burnaby, BC V5E 1E5  
T: 604 636 0120  
F: 604 636 0123

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Questions?

Email [childfamily@mosaicbc.org](mailto:childfamily@mosaicbc.org)  
Visit [mosaicbc.org/familyprograms](http://mosaicbc.org/familyprograms)

# Family Programs

We have many free programs and services to help newcomer families transition to life in Canada.

## Building Blocks Vancouver

Free home-based parenting-support services, in collaboration with Vancouver Coastal Health and the Ministry of Children and Family Development, to vulnerable first-time parents of newborn-to-five-year-old children are offered in English, Spanish, Vietnamese, Mandarin, Cantonese, Hindi, Punjabi, Urdu, Korean, Tagalog, and Tamil.

## Family Support Programs (CAPC)

Free parenting support groups for immigrant and refugee families with children under six years of age. Sessions in Korean, Somali and Vietnamese are currently available.

This program runs three times each year from various locations.

## Staff Contact Location:

5575 Boundary Road  
Vancouver, BC V5R 2P9  
T: 604 254 9626 | F: 604 254 3932



# Interpretation & Translation Services



## Interpretation Services

5575 Boundary Road  
Vancouver, BC V5R 2P9  
T: 604 254 8022  
F: 604 254 4606  
E: [interpretationservices@mosaicbc.org](mailto:interpretationservices@mosaicbc.org)

## Translation Services

5575 Boundary Road  
Vancouver, BC V5R 2P9  
T: 604 254 0469  
F: 604 254 2321  
E: [commercial@mosaicbc.org](mailto:commercial@mosaicbc.org)

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# Interpretation & Translation Services

## Interpretation

We offer high-quality, effective and competitively priced interpretation services rendered by professional, accredited and/or certified interpreters.

Our services include:

- Consecutive interpretation in over 50 languages for interviews, investigations, court sessions, examinations for discovery, tribunals, labour arbitrations, medical and psychiatric assessments and treatments, etc.
- Simultaneous interpretation in all major languages
- Sight interpretation
- Services provided in person or by phone/videoconferencing

## Translation

When you need your documents professionally translated and prepared for print and/or web, we will provide best quality services at competitive rates.

- Linguistically and culturally appropriate translations
- Document rendering in over 70 languages and 40 alphabets
- Regular and rush services
- Multilanguage typesetting
- Formatting in popular Windows and Mac desktop publishing applications
- Source material translated with special attention to cultural nuance and style
- Free quotes

## Workplace Training



### **MOSAIC Works**

MOSAIC Works provides customized workplace communication training for businesses and companies seeking to improve communications with and between staff who may have diverse backgrounds. The training uses a combination of face-to-face workshops and online learning tailored to meet specific needs and objectives.



[mosaicbc.org/works](https://mosaicbc.org/works)

# Workplace Training

**Contact us to talk about the needs of your business and receive a customized plan and quote!**

## **Intercultural Competency Training**

This training builds awareness and understanding of different cultural behaviours. It helps to create a workforce where people of diverse cultures work together more easily and effectively.

E: [mosaicworks@mosaicbc.org](mailto:mosaicworks@mosaicbc.org)

## **MOSAIC English Language Institute**

Professional and experienced teachers specializing in adult learning! We can travel to our client's business locations, or have participants come to our Vancouver location. Afternoon or evening classes are available. Great value: six-week sessions starting at \$240 (class materials included).

T: 604 298 8201

E: [meli@mosaicbr.org](mailto:meli@mosaicbr.org)

312-2555 Commercial Dr.  
vancouver, BC V5N 4C1

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# Youth Programs



## Staff Contact Location

MOSAIC – Youth Centre  
201 - 5838 Fraser St.  
Vancouver, BC V5W 2Z5  
T: 604 324 7979

## Hours of Service

Monday to Friday:  
9:00am - 5:00pm

*Staff may work flexible hours outside  
regular working hours to meet the  
needs of clients and the program*

June 2018



[mosaicbc.org/youth](http://mosaicbc.org/youth)

# Youth Programs

## **Redirecting Youth Through Empowerment (RYTE) Program**

Provides various crime prevention initiatives that engage youth ages 14 to 24. The free services include individualized support, community outreach and education and group programs for youth who are engaged in anti-social activities and are identified as at-risk for anti-social behaviour.

## **NuYu Popular Theatre Program**

Offers youth an opportunity to use their own life experiences to create a theatrical play. The play encourages conversation between the audience and the young actors as a way of looking at challenges and finding possible solutions. Meeting sites can vary.

## **Wraparound Program**

This free, crime prevention program initiative is targeted to visible minority, at-risk youth ages 13-18 who reside in Vancouver. The program utilizes an effective evidence-based Wraparound model to build a support team which will assist youth to identify and focus on individual needs and goals to achieve. The program offers opportunities for positive engagement to increase strengths and resiliency.



MOSAIC is a non-profit organization and registered charity with offices in Vancouver, Burnaby, North Vancouver, New Westminister, Tri-Cities, Richmond, Surrey and Langley.

Since 1976 MOSAIC has worked to strengthen communities by advocating for positive changes and supporting newcomers in building their new lives in Canada.

Funding provided in part by:



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Charitable Reg. No. 13017-8130-RR0001

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