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.

**Newcomers and Community Building 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, Russian, Spanish, Swahili, and Tagalog.

**IM.POWER.ED for Migrant Workers, Naturalized Citizens and Students**
Participants have access to ESL drop-in sessions, settlement and labour market information and access to our pro bono legal clinic (when available). Clients can attend workshops, support groups and participate in community connection activities.

**Settlement Workers in Schools**
Provides support to newcomer students in New Westminster School District #40 and their families in their adaptation to Canadian life and education system. Free workshops, one-on-one services, youth leadership training, mentoring and support groups.
Private Sponsorship Program
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.

**I Belong**
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, summary advice, referrals and representation on immigration, poverty and family laws matters to low income immigrants and refugees.

**Refugee Settlement and Integration Program**
Supports refugee claimants throughout the Fraser Valley, Surrey, and Vancouver. Services include: settlement support, customized employment services, and mental well-being support.

**Migrant Workers Program**
MOSAIC is leading a new federal initiative to educate and support migrant workers, employers and resource agencies serving both groups within the province of British Columbia. Some of the services provided to migrant workers include: one on one settlement support, group sessions, resource fairs, legal clinic, conversation circles and more.

**Trans Newcomers Online Resource Hub Project**
The online hub provides information and support to folks who are gender-diverse. trans.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
• Private Sponsorship Program
• Refugee Settlement and Integration Program
• Seniors Club
• Newcomers and Community Building Program

Programs in New Westminster
519 Seventh St., 2nd Floor
New Westminster, BC V3M 6A7
T: 604 522 3722 ext. 154
• Newcomers and Community Building Program
• Settlement Workers in School District 40 (New Westminster)*

* 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
• Newcomers and Community Building Program
• Refugee Settlement and Integration Program

Programs in Burnaby
5902 Kingsway
Burnaby, BC V5J 1H2
T: 604 438 8214
F: 604 438 8260
• Culture Connections Mentoring
• IM.POWER.ED
• Seniors Club
• Newcomers and Community Building Program

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

Crystal Mall, 2nd Floor
4533 Kingsborough
Burnaby, BC V5H 4V3
T: 604 877 8606
• Newcomers and Community Building Program

310–7155 Kingsway
Burnaby, BC V5E 2V1
T: 604 636 4712
• Moving Ahead
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

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 Westminster for regulated or unregulated occupations.

Planning for Canada (PFC)
The PFC pre-arrival program helps prepare newcomers for moving to Canada. The program provides information and an orientation to life in Canada and British Columbia in particular. Clients participate in a needs assessment the result of which is a personalized plan with links to in-Canada resources. Participating in the program prior to departure from their home country better prepares immigrants for settlement in Canada and helps them to secure and maintain employment upon arrival.

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.

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.
**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.

**Fast Track to Manufacturing (F2M)**

F2M is a group-based program designed for job seekers wanting to work in the manufacturing sector. Participants receive pre-employment services and support, pre-employment counselling/coaching, job search workshops, and occupational skills training. Following the training, participants are employed in the sector for a minimum of 12 weeks. During employment, participants continue to benefit from staff support towards sustained employment.

**Programs in Vancouver**

5575 Boundary Road
Vancouver, BC V5R 2P9
T: 604 254 9626
F: 604 2543932
- 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
- Career Paths for Skilled Immigrants
- Fast Track to Manufacturing (F2M)
- Planning for Canada (PFC) Pre-Arrival Services
- 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 Skilled Immigrants
- Refugee Employment Services
WorkBC Centres

WorkBC Employment Services are available to all unemployed British Columbians (including new Canadians) who are seeking employment and legally eligible to work in BC.

WorkBC Centres offer 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 your skills and confidence through services tailored to suit your specific abilities and objectives.

MOSAIC delivers a range of WorkBC services at 12 WorkBC Centres:

• We operate the **Vancouver North East, Delta, South Surrey-White Rock and Surrey Cloverdale WorkBC Centres**, 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, New Westminster and Fraser North East.

WorkBC Employment Services

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 Self-Serve Resource Areas 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, Canian 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
WorkBC Centres operated by MOSAIC

Vancouver North East WorkBC Centre
312-2555 Commercial Dr.
Vancouver, B.C. V5N 4C1
T: 604 708 9300
E: info-vancouver-commercial@workbc.ca
workbccentre-vancouver-commercial.ca

Delta WorkBC Centre
3rd Floor 11861 88th Avenue
Delta, B.C. V4C 3C6
T: 604 591 9116
E: info-delta-88th@workbc.ca
workbccentre-delta-88th.ca

Ladner WorkBC Centre (Part-Time)
4899 Delta Street
Delta, B.C. V4K 2T9
T: 604 591 9116
E: info-delta-delta@workbc.ca
workbccentre-delta-delta.ca

Surrey Cloverdale WorkBC Centre
202-17700 56th Avenue
Surrey, B.C. V3S 1C7
T: 778 547 5020
E: info-surrey-56@workbc.ca
workbccentre-surrey-56.ca

South Surrey - White Rock WorkBC Centre
108-1688 152nd Street
Surrey, B.C. V4A 4N2
T: 604 531 3331
E: info-surrey-152@workbc.ca
workbccentre-surrey-152.ca

WorkBC Employment Services are provided by MOSAIC at the following locations:

Vancouver
MOSAIC
5575 Boundary Road
Vancouver, BC V5R 2P9
T: 604 254 9626
E: info-vancouver-commercial@workbc.ca

Vancouver South
YWCA
Ground Floor, 7575 Cambie St.
Vancouver, B.C. V6P 3H6

Burnaby
WCG Services
Operated by Fraser Works Co-operative
7297 Kingsway
Burnaby, B.C. V5E 1G5

WCG Services
600-4211 Kingsway
Burnaby, B.C. V5H 1Z6

WCG Services
101-3999 Henning Drive
Burnaby, B.C. V5C 6P8

New Westminster
Fraser Works Co-operative
519 Seventh St.
New Westminster, B.C. V3M 6A7

Fraser North East
WCG Services
200-45905 Yale Road
Chilliwack, B.C. V2P 2M6

For more information visit:
www.mosaicbc.org/services/employment/workbc/
Vietnamese Family Support Program

Family support services are tailored to the needs of the Vancouver Vietnamese community.

This free program is offered to individuals and/or families and can include psychosocial support, advocacy, support groups, topical workshops, and community outreach and engagement.

Services are offered in one-to-one, family, and/or group settings.

For more information, including locations of programs and services, please call 604 254 9626.
Counselling & Support Programs

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 court 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.

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.

Enhanced Settlement Services for Women
ESSW is a unique program available for vulnerable newcomer women who may be facing challenges and/or may be in an unhealthy relationship.

The services provided are free and confidential and include basic counselling and emotional support, information and orientation, information and referrals to additional community resources.
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 5T1
T: 604 298 8201

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

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 Engage
English classes for people ineligible for LINC, with professional and experienced teachers. Afternoon and evening classes are available. Great value starting at $594 for 10-week sessions.

E: english@mosaicbc.org
T: 604 708 3905

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.

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 4150
MOSAIC Engage

MOSAIC Engage provides professional services with an expertise gained from 40+ years of assisting newcomers with integration into Canadian communities. Companies, organizations and groups can benefit greatly from MOSAIC’s deep knowledge and understanding of diverse cultures and how that impacts everyday interactions with immigrants, while newcomers and visitors to Canada can gain meaningful insights into Canadian customs and values through our experienced teaching staff.
Intercultural, Diversity & Inclusion Training

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

The training uses face-to-face workshops and/or online learning tailored to meet specific needs and objectives.

E: ic@mosaicbc.org

English Language Testing

Canadian Language Benchmarks Placement Test Service (CLBPT)

The Canadian Language Benchmarks Placement Test is a national standardized system of measuring a person’s English-language proficiency.

MOSAIC offers a licensed testing service using the CLBPT.

International English Language Testing System (IELTS)

MOSAIC Engage provides IELTS testing in Newton, Surrey BC. IELTS is recognized worldwide as a leader in language proficiency tests. We offer testing dates in both academic and general IELTS on Saturdays. E: ielts@mosaicbc.org

MOSAIC Engage – English Language Classes

We offer dynamic, student centred English classes that give students the language tools to succeed in Vancouver. All categories of newcomers are eligible to take our classes from visitors to citizens (Permanent Residents only eligible if on LINC waitlists). We offer general training that improves overall English, as well as specialized classes that enhance different aspects of language. We offer classes that cater to different schedules with afternoon, evening, or weekend classes available. We offer unbeatable value: ten-week sessions starting at $792 for afternoon classes or $594 for evening classes. For more information about our classes please feel free to get in touch.

T: 604 708 3905
E: english@mosaicbc.org

206-2555 Commercial Drive
Vancouver, BC V5N 4C1
Interpretation & Translation Services

**Interpretation Services**
5575 Boundary Road
Vancouver, BC V5R 2P9
T: 604 254 8022
F: 604 254 4606
E: interpretationservices@mosaicbc.org

**Translation Services**
5575 Boundary Road
Vancouver, BC V5R 2P9
T: 604 254 0469
F: 604 254 2321
E: commercial@mosaicbc.org

mosaicbc-lsp.org
Interpretation & Translation Services

Interpretation

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

Translation

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

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
- 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

MOSAIC Interpretation and Translation Services received the Canadian Lawyer Readers’ Choice Award as one of the best in the country in the area of interpretation and translation. The award speaks to our commitment to excellence and our continued success in assisting with the easier and faster integration of newcomers into Canadian society.
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
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.
Innovative and Health Promotion Projects

In addition to client services, MOSAIC’s work has evolved to include innovative projects that develop and test interventions for core programming and advocate for systemic change. Findings from these projects are used to inform government and community about best practices and necessary change to improve policy for immigrants, refugees, and visible minorities. Several educational and awareness projects have been successfully delivered to people in diverse communities and to front-line service providers to enhance their capacity to better serve multi-barriered, culturally diverse individuals. All Innovative and Health Promotion Projects utilize an integrated model of service delivery encompassing a culturally sensitive approach.
Equal Press
This project aims to: promote gender equality in news media content; enhance local news media capacity to appropriately address gender-based violence; and increase the representation of women as experts and leaders in news media – using an intersectional lens that takes into account the diversity of our society.

Multicultural Youth & Safe Relationships
This project engages immigrant, refugee and visible minority youth and their caregivers in collaborative educational activities to address teen dating violence. The project will respond to the unique needs of multicultural communities by ensuring cultural sensitivity and language accessibility.

TB Literacy Project
This project works to raise awareness and reduce stigma about tuberculosis at a community level within foreign-born Metro Vancouver populations. The project will provide education, training, and resources on the topic to service providers and community organizations, as well as educational material for vulnerable communities.