

# VISION

Together we advance an  
inclusive and thriving  
Canada.



# VALUES

## **Excellence**

We value the delivery of the best,  
person-centred services informed by the people served.

## **Innovation**

We value relevant, responsive, and systemic solutions,  
embracing creativity and adaptability.

## **Inclusion**

We value and advocate for inclusiveness in shaping  
our communities and workplaces.

## **Commitment**

We value the passion and contributions of our staff, contractors,  
volunteers, partners, and people served in fulfilling our mission.

## **Integrity**

We value accountability, transparency, justice,  
and ethical and thoughtful decision-making.

# MISSION

MOSAIC enriches communities  
through services and advocacy,  
furthering the success and sense of  
belonging of newcomers and  
individuals from diverse  
backgrounds.

# GOALS & STRATEGIES



1

## Advocate for Inclusivity

As a recognized leader, MOSAIC will advocate for and engage communities in the creation of a just and inclusive society

- Equitable access to healthcare, housing, and justice system
- Strong newcomers' voices around decision-making tables
- Support of Canada's humanitarian initiatives
- Inclusive societies and workplaces
- Meaningful employment of newcomers

2

## Enhance our Services

MOSAIC will enhance the scope and depth of our services to respond to clients' evolving needs locally, provincially, and nationally

- Holistic client-centric settlement services
- Evidence-based practice and change
- Capacity building
- Client leadership
- Research partnerships

3

## Enhance our Work Environment

MOSAIC will be the employer of choice within the social services sector

- Recruitment, engagement, and retention of talent
- Ongoing professional development
- Leadership and mentoring opportunities
- Long-term infrastructure plan
- Efficiency and effectiveness

4

## Diversify our Funding

MOSAIC will increase and diversify the funding available to meet the evolving needs of our clients

- Diverse portfolio of government funders
- MOSAIC's brand recognition
- Corporate partnerships and social investment
- Culture of philanthropy
- Thriving social enterprises