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For over 35 years MOSAIC, a multilingual non-profit organization, has worked to strengthen communities, push for positive change and support people in building their new lives in Canada.

Our vision is of a Canada that welcomes and empowers immigrants, refugees and newcomers.

Our mission is to empower immigrants, refugees and newcomers through leadership and innovation in service delivery, community building and advocacy.

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

We value:
• Excellence
• Innovation
• Respect
• Integrity

Visit us at www.mosaicbc.com and look for the mouse icon throughout this newsletter for more great information online!
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## ANNUAL REPORT

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Cover photo: shutterstock.com

We would like to acknowledge the clients and staff who generously provided photographs
I am honoured to put forward this year’s President’s Message on behalf of the Board of Directors, and to proudly recount just a few of MOSAIC’s many collective accomplishments. We have remained committed to fostering the knowledge, strength and potential that each possesses within, thus enriching the diversity of our lives and society as a whole.

This year, we offered approximately 50 programs and services housed in 30 community-based sites across Metro Vancouver. This represents a 25 percent increase in our direct client-service delivery and exemplifies the type of complexity MOSAIC is able and committed to offer to clients. We would not be able to deliver any of these services were it not for the contribution of more than 350 active volunteers who, last year, contributed over 14,000 hours of their time. We sincerely and greatly appreciate every minute of those many, many hours.

To effectively lay out the plan for the year, the Board and Management Retreat, held in October 2012, allowed us to analyze various pieces of organizational data, including client makeup, organizational growth and the future sustainability of the organization. Considering both the growth and complexity in programming and the organization that’s occurred over the last five years, we took the opportunity to reflect on present organizational systems as well as structure for the future, which includes organizing resources and capacity to make MOSAIC modern and receptive for the new millennium.

As part of our commitment to engagement, MOSAIC hosted a number of high-profile events in the past year, including:

- the Welcome to Canada Guide launch with B.C.’s Minister of Children and Family Development Stephanie Cadieux; and
- our partnership project with Langara College on “Engaging Young People to Prevent Violence Against Women on Post-Secondary Campuses,” with federal Minister of Justice Rona Ambrose.

The marquee event of the year, however, was Festival MOSAIC 2012 – a sold-out event at the Cultch theatre. This annual extravaganza of sight and sound showcases the vibrant contributions made by Vancouver’s diverse cultural groups and celebrates our commitment to diversity as a strength of our society. I am pleased to announce that the next Festival MOSAIC will be held at the Telus Studio at the Chan Centre at UBC on October 24, 2013. We look forward to seeing you all there in your personal vibrancy!

I am also pleased to report that, after searching for more than 10 years for a “MOSAIC Space,” we were fortunate to obtain a Community Amenity Space in the heart of Vancouver.
We are very thankful to the City of Vancouver, who guided us through this complex process, and to Mayor Gregor Robertson and the city councillors who approved the development with a community amenity proviso.

On a personal level, this is a somewhat bittersweet message as I will be stepping down as president after six years of working with a fantastic, highly committed and talented board and a first-class management team. I know that MOSAIC’s next president will continue to build on this work and make British Columbia and Canada even more welcoming to the world. As my term as president comes to a close, I offer the following words from Franklin Roosevelt: “Remember, remember always, that all of us, and you and I especially, are descended from immigrants and revolutionists.”

Let us all, then, continue to be revolutionists, never daunted by the challenge of forging a new way forward, a new path to opportunity for everyone who arrives at our shores. May we continue to support them by whatever means we can, drawing upon and never forgetting our own experiences and history as immigrants ourselves.

Gabrielle Smith, Sue Trevor, Karina Briño, Mehran Kiai and Yijin Wen at the Board and Management Retreat, October 2012

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Executive Director’s Message

It would not be an understatement to describe last year’s work as a “plate full to the rim.” It’s been a year of tremendous growth and gratification for MOSAIC. In response to the needs of the communities and in building our strategic strength of collaboration, we were able to open new sites throughout the Lower Mainland and serve an increased number of clients by bringing on additional staff. Among the growth indicators: a 25 percent-plus increase in clients served per month (from 6,000 in 2011-12 to 7,200 in 2012-13), over 50 new full-time employees added and a volunteer pool that grew by about 25 percent. All of these enhanced capacities have enabled staff to deliver over 45 unique programs/services that vary from tens-of-thousands to millions of dollars in funding.

With so much growth and expansion, and in line with our strategic goals, it’s important to step back and take stock of our capacities and resources. Management, with support from the Board of Directors, has spent a considerable amount of time assessing the organizational structure in order to find ways to enhance and deliver more client-centred services. A new model of executive and program leadership has been envisioned to create capacity throughout MOSAIC; services have been re-aligned and ways to increase efficiency and efficacy of operations have been uncovered.

Service integration remains a key part of our vision. We’ve invested time and resources to help staff better understand our Integrated Service Delivery approach, taking our continued expansion into consideration. Whether solely ours or shared with other organizations, our new service sites – known as HUBS – necessitate a look at how we are mobilizing our services. Avoiding duplication, breaking silos and ensuring multiple services are offered to clients at any given site – these are the main objectives at the heart of our work, confirming our commitment to accredited standards.

Notably, we are preparing for the second CARF survey, which will help form a strong set of service and organizational standards. I am deeply indebted to the Client Advisory Committee for its support in this matter and for challenging us to “think outside the box” when it comes to organizing and delivering services to clients.

Speaking of client services, the success experienced by our Employment Programs has been incredible. At this time last year I was uncertain what role we would play within the province’s new Employment Program of B.C. Not only did this new approach force us through a competitive bidding
process, it challenged us to look at – and for – partnerships in a new way. The payoff for clients and MOSAIC was huge. We are now the only immigrant-serving organization in B.C. to hold and manage a contract with the ministry and we’re currently working in nine catchment areas with over 30 partners to bring our services to communities like Coquitlam and Port Coquitlam, Langley, Richmond and Surrey for the first time. Pending a final report, we’ve also championed a study with other service providers, which looks at the effectiveness of the new employment-services model for immigrants and refugees. We plan to share our findings with policy makers.

Another success, this time from Language Programs: blended online and in-class instruction has made learning more effective for adult clients in MOSAIC’s English for Work programs. Clearly, continued investment in this and other technology is crucial.

I would regret it if I didn’t talk of change – and there have been quite a few changes that are worth mentioning. For nearly 12 years, the B.C. government has managed provincial settlement and integration resources through the B.C.-Canada Agreement. In early 2013 that all changed when the federal government announced its decision to “repatriate” the management and execution of these resources effective March 2014-15. The transition has already started, with staff from Citizenship and Immigration Canada making decisions on proposals that will determine its contribution agreements with service providers.

Additionally, changes to the Immigrant Act first introduced through the omnibus budget bill are still pending. What we do know is that Canada will welcome more temporary workers and place more emphasis on young newcomers with language proficiency for the independent economic class. Also, employers will play a critical role in the selection of immigrants, family re-unification will continue to shrink due to administrative restrictions and parent/grandparent sponsorship will be limited or non-existent. For refugees, inland claims will continue to decrease due to border activity being made a Canadian policy priority.

As a learning organization that has used the “continuous learning assessment” strategies very effectively, and as an organization bestowed with strategic executive leadership experienced in “change management,” there is more work awaiting us. First, we have to acknowledge that the two changes described above are significant, if not dramatic. We have to go through a quick learning curve to understand them so that we can continue being leaders and innovators in our business. Whatever the changes, MOSAIC will continue to stay relevant to newcomers and the public through the delivery of innovative services and by engaging with public policy as a two-way (learning and informing) opportunity.

Of course, we couldn’t do it without the participation of everyone involved: our board members for their support and due diligence, our directors for their committed leadership to manage change and support staff and our staff and volunteers for making a lasting difference in the lives of our clients. We are proud of each and every one of you – and I thank you for your support.
Guided Pathways
How small steps lead to the bigger picture

By Eris Lam, Client Engagement Worker,
& Rosy Janze, Guided Pathways Coach,
Settlement Services

Settlement is all about “BIG.” After all, you can’t leave behind all you know to start a new life in a new country without dreaming big. And accompanying that big dream of becoming a fully participating member of your adopted community is an equally big to-do list: learn English while juggling survival jobs, find stable housing, look after your kids and, of course, hope to one day re-join your original field of work.

All these goals, common among newcomers, are big steps in their own right; it’s easy to see how focusing on one accomplishment at a time can cause you to “lose sight of the forest for the trees.” But no step in the settlement process is self-contained; they all fit together and, often, impact each other.

For newcomers with a wide range of settlement needs, it’s useful to have a coach to help clarify your vision and cheer you on as you take the small steps necessary to make your bigger dream of life in Canada a reality.

Guided Pathways is a case-management process specifically tailored for new immigrants. Guided Pathways workers help clients identify their needs in order to create an action plan. With myriad community resources available, having a single point of contact to help defragment the process is practically a necessity.

In October 2011, after settlement workers found that many clients require follow-up visits, Welcome BC initiated the Guided Pathways model to establish formal protocols for extended follow-up case management. The new model allows clients to collaborate with their settlement worker for up to six months to further explore assets and strengths and set tangible, achievable objectives from a holistic perspective.

In October 2011, after settlement workers found that many clients require follow-up visits, Welcome BC initiated the Guided Pathways model to establish formal protocols for extended follow-up case management. The new model allows clients to collaborate with their settlement worker for up to six months to further explore assets and strengths and set tangible, achievable objectives from a holistic perspective.

Since February 2013, when Settlement Services expanded the Guided Pathways approach to include over 14 languages, clients have achieved many meaningful outcomes. Among these accomplishments: finding work in their field, engaging in meaningful volunteer work and building friendships with long-term Canadian residents. We look forward to more big success in the future.

DID YOU KNOW?
The Guided Pathways model allows clients to collaborate with their settlement worker for six months.
“By setting goals and action steps, one client was able to transition from factory work to a restaurant job. With increased social interaction, the new job is more meaningful and sustainable”

– Settlement Worker

“Having a goal is uplifting. Wanting to work as a daytime cleaner rather than at night, my client created a corresponding action plan to fulfil her objective. She is feeling happier and safer simply because she is pursuing her vision”

– Settlement Worker
Dreams Really do Come True

One newcomer’s personal and professional journey in Canada

By Paloma Pacheco, Receptionist, Northeast Employment Services Centre

On October 1, 2009, Fatemeh Bejaei disembarked from her flight to Vancouver and found herself in a city thousands of miles away from the life she’d left behind. A physician with over six years’ experience, Fatemeh started her career managing a health centre prior to opening and running her own practice in Iran.

Her choice to settle in Canada’s Pacific Northwest was based on several factors. She believed Canada was a peaceful country, and had heard that the immigration process for skilled professionals was less difficult here than in other places. Though she spoke fluent French and was presented with the option of settling in Montreal, she opted instead for Vancouver, where several members of her family were already settled.

Though she left her home country with high expectations, Fatemeh had little information about the requirements for medical licensure or residency programs for internationally trained physicians in Canada. Her first encounter with MOSAIC was upon arrival at YVR, where she was given an information package containing details about the Skills Connect for Immigrants program (previously called ArriveBC). A few days later Fatemeh attended an orientation and gained the information she needed to get started on her path.

Setting the stage

While Fatemeh initially did not meet the English-language level required for participation in the Skills Connect program, she was soon enrolled in an ELSA class in order to strengthen her written and oral communication. Within four months her English had improved dramatically; she rewrote the English Language Placement Test (CLBPT) and was accepted into Skills Connect as an internationally trained health-care professional.

Together with her employment counsellor, Shirin Karmali, Fatemeh worked to set short- and long-term objectives that she would aim to complete during her participation in the Skills Connect program. Fatemeh’s first goal was to improve her English to the point where she could meet the language-skill level required by the BC College of Physicians and Surgeons. She enrolled in a private English school to prepare for the TOEFL and, at Shirin’s suggestion, registered for an English course for internationally trained health professionals at Kwantlen University.

Fatemeh’s ambitions didn’t end there, however. After having her credentials...
translated (thanks to financial assistance and support from MOSAIC and Skills Connect), she was determined to complete the medical exams required for practise in Canada, with the eventual goal of establishing herself as a general practitioner. Another short-term hurdle that had to be cleared in the meantime was securing temporary or part-time work while studying for and completing all of the specified requirements.

Connecting the dots

While preparing to write the Medical Council of Canada’s evaluation exam in March 2011, Fatemeh began volunteering as a fitness instructor with the Stroke Recovery Association of B.C. (SRABC), helping stroke victims in their process of rehabilitation. Her commitment to and enthusiasm for the role eventually led to a part-time paid position with the association—a job that helped her build her professional network, improve her English and expand her skills. Fatemeh was also given the opportunity to shadow a local GP as a medical-clinical trainee in order to further her knowledge of medicine and gain valuable exposure in a relevant work environment.

After participating in Skills Connect for the maximum two-year period and scoring perfect results on all her exams, Fatemeh continued to work toward a medical residency at a Canadian university. Failing to meet this goal, her plan was to move to the United States, Australia or even Qatar, where she’d already been offered a surgical residency.

A dream come true

Fatemeh’s extraordinary news came after a few short months of waiting: following her application to the University of Toronto’s School of Medicine residency program, she was informed that she’d been awarded one of just 20 available spots—a prestigious distinction, considering the competitive selection process.

When asked about her success, Fatemeh credits her employment counsellor, Shirin, who provided the support and encouragement she needed to believe in herself and meet her goals: “Shirin was amazing – an angel in front of me. She helped me from the start … from English classes to preparing for my residency interview, [she] was always there supporting me.”

As far as achieving her own goals, Fatemeh’s message to other newcomers is simple and positive: “You just need to dream it, and it will happen.”

Shirin, who is now based at the Employment Program of B.C. and continues to be an ongoing mentor to Fatemeh, has only good things to say about her former Skills Connect client. Besides being consistently hard-working, enthusiastic, determined, optimistic and always supportive of others who required her assistance, Shirin says Fatemeh was “a joy to work with,” and a model of the dedication required to achieve such incredible success.

Learn more at www.skillsconnect.ca
MOSAIC Job Fair a Hit

Successful job fair delights and excites job seekers and employers, refreshes staff

By Anna Blackledge, Executive Assistant/Marketer, Employment & Language Programs

On April 18, 2013, 2,871 job seekers flooded the Croatian Cultural Centre for MOSAIC’s 2nd Annual Vancouver Job Fair, much to the surprise and delight of organizers and exhibitors, making it one of the most well-attended MOSAIC events to date.

Before doors had opened for the event, eager job seekers lined up around the block, in the rain, to ensure they met with their choice employers – in fact, within the first hour the job fair saw over 400 attendees. Tim Hortons, a job fair participant for the second year running, once again provided staff, volunteers and job seekers with free coffee and Timbits for the first three hours of the event, helping set the tone and warm up those coming in from the wet weather.

“This was an amazing event,” says Christian Saint Cyr, who co-ordinated the job fair. “The team really came together through a shared vision of showcasing outstanding employers, preparing job seekers on what’s needed to be successful in the job-fair environment, as well as giving attendees the unique opportunity to get face-time with the hiring teams and practise those networking skills we’re always talking about.”

At least 28 employers representing an array of different industries participated, giving attendees the opportunity to connect directly with hiring teams, learn more about their cultures and networks and find information about hidden job prospects. With the rising unemployment rate in Vancouver, it is now taking job seekers an average of three to five months before finding their next job, and it’s no longer enough to just apply online. Employers are receiving hundreds upon hundreds of applications for any given job and when there are a number of applicants with the same qualifications employers are now putting a bigger emphasis on fit and personality.

Among the employers were a number of familiar faces from the fair’s debut, including Bayshore Home Health, Fairmont Hotels & Resorts, Garden Protein International, Health Match BC, Manpower, Natural Factors, Paladin Security, Purdy’s Chocolates, Sun Life Financial, UPS, Vancity and Vancouver Coastal Health.

“I had never been to a job fair before,” says MOSAIC client Mariana. “MOSAIC helped me prepare by giving me really helpful advice like choosing some employers I want to work with, researching those companies and finding what job openings they have posted online so that I could also submit my application in person and I could learn more about those positions and their company culture.”

“I was also told to use LinkedIn to try and find people who work at the company and see if we have any mutual connections, experience and interests,” she adds. “It can be overwhelming to be in a room with hundreds of other people and companies.”

Check out tips for immigrant job seekers at www.metronews.ca (search for “MOSAIC Job Fair”)
people and a short amount of time to make a good first impression, but I really felt that by following their advice I was much more confident

“I was much more confident and prepared to speak to employers about what I was looking for”

and prepared to speak to employers about what I was looking for and why I would be a great addition to their team. I met a lot of recruiters and picked up a few business cards, so we’ll see what happens.”

Employers were impressed not only by the turnout but also with the professionalism of attendees, who were dressed for interviews and had obviously done their homework about the companies so that they were able to do on-the-spot interviews. In fact, most employers have already confirmed that they would like to participate in next year’s fair thanks to the hard work of the 22 volunteers from the Mentorship Program, the staff from Job Options, Skills Connect the Vancouver Northeast BC Job Centre, Language Programs, Settlement Services and Family Programs, all of whom worked hard to make sure that employers and applicants felt welcome.

The organizing team also deserves recognition for all of its work in planning and executing such a great event.

The MOSAIC job fair organizing team already has its sights set on an exponentially expanded 3rd Annual Job and Career Fair in 2014 to accommodate these employers along with a number of companies that got in touch with the team after hearing about the event and its huge success.

Notably, the majority of attendees at this year’s fair were not MOSAIC clients, with a whopping 43 percent residing in the three Vancouver neighbourhoods we serve: Hastings-Sunrise, Renfrew-Collingwood and part of Cedar Cottage-Kensington.
We all Have a Role
Conference teaches teens about bullying and abuse

By Amol Thind, Youth Team Leader, VOYAGES Youth Conference 2013

The lecture hall at Kwantlen Polytechnic University’s Surrey campus was completely silent as the first of two guest speakers rose to address an audience of youth at MOSAIC’s “VOYAGES: We All Have a Role” conference, held on May 5, 2013. As the young man bravely described his painful experiences with bullying during his teenage years – and the suicidal thoughts that ensued – at least 80 pairs of eyes stayed squarely glued on him.

The conference – part of the federal government’s National Victims of Crime Awareness Week – aimed to teach young people about bullying and sexual exploitation through info sessions and interactive activities. The day-long event kicked off with a presentation by the Canadian Red Cross about its RespectED program; fun games and role-playing exercises were used to drive home a message about violence and abuse prevention.

Next up was a popular-theatre activity that had participants recreate scenes and produce still images from their own life experiences. Not only did the exercise teach youth about their peers’ struggles with bullying and sexual victimization, it also gave them a chance to really see and feel the impact of these issues on their friends.

The two guest speakers capped off the day, relaying their personal experiences with bullying and abuse. After the first speaker described how poetry and art helped heal some of his emotional pain, a young woman shared her story of childhood sexual abuse. Both speakers encouraged the youth to seek help when in need and to assist others facing challenges. After all, when it comes to crime, we all have a role to play.

DID YOU KNOW?

Regardless of visible minority status, youth often experience the highest rates of violent victimization.
Info sessions and interactive activities helped youth see – and feel – the impact of bullying and sexual exploitation on their peers at MOSAIC’s “VOYAGES: We All Have a Role” conference on May 5, 2013.

Read stories and access resources at www.victimsweek.gc.ca
Moving Ahead

A unique settlement program capitalizes on newcomers’ natural strengths

By Brittany Huizenga, Youth Case Manager, Settlement Services

Moving Ahead serves refugees and immigrants in Burnaby and New Westminster who have unique service needs or face significant barriers to successful settlement and integration.

The program’s newly renovated office overlooks bustling Kingsway in Burnaby. With a high percentage of newcomers living nearby, HighGate Village is the perfect place to deliver services to immigrant and refugee youth and young adults facing multiple barriers in their settlement. The more clients staff can reach and assist, the better.

“What I love best about the Moving Ahead Program is that it’s a tool to empower newcomers and keep their hope alive for a new life in Canada,” says Youth Case Manager Rafi Charif. “By connecting clients to community resources, we help ensure a supportive network for the future.”
Beyond linking clients with long-term supports, the Moving Ahead Program empowers young newcomers to use their own natural strengths and abilities to overcome obstacles.

Beyond linking clients with long-term supports, he and other Moving Ahead staff place much emphasis on empowering newcomers to use their own natural strengths and abilities to overcome some of their obstacles.

Rafi gives the example of a client who suffered with depression and was having difficulty finding community resources that could help her. “We were able to direct her to the necessary resources, but the real source of success was her emotional strength through it all,” he explains. “She no longer isolates herself from her peers and is learning to make new friends and engage in the community around her. She has aspirations to become a nurse and is on her way to achieving this goal.”

A second client approached Moving Ahead for assistance in sponsoring her daughter to join her in Canada after years of separation. After helping her find suitable housing and appropriate health care for herself and her child, staff members report the young mother continues to take initiative in meeting her personal goals and is committed to making a good life for herself and her daughter.

“What I have learnt from my clients is how resilient they are, and that from a hard life they can adjust themselves to a successful life,” says Rafi.

Mustafa Delsoz, another Youth Case Manager within the Moving Ahead program, agrees: “Making a change like coming to Canada has huge impacts on mental health and self-confidence, but if you work hard enough to achieve something, anything is possible.”

A Vulnerable Immigrant Populations Program, Moving Ahead is provincially funded by B.C.’s Immigrant Integration Branch and offers services in Burnaby and New Westminster through partnerships with Burnaby Family Life and the Immigrant Services Society of B.C.
Worried that she didn’t have the skills to begin teaching her two young children the basics of reading, writing and math, a single mother without the funds to pay for preschool was among the first participants to join MOSAIC’s HIPPY (Home Instruction for Immigrant Parents of Preschool Youngsters) Program.

The program, launched in February 2013 with 20 Chinese, Spanish, Vietnamese and Rumanian families, aims to teach parents how to be their children’s first teachers. In order to help newcomers develop their own and their children’s personal skills (thus bettering their chances for success in school and society), HIPPY provides structured lessons and practical information through home visits and group meetings.

Among the educational activities in which parents and children participate: puzzles, story-telling and

“I consider myself lucky to get involved in a program that is teaching me how to be my children’s first teacher”
MOSAIC’s HIPPY Program teaches immigrant parents to provide their preschool children with the skills needed to begin school with confidence and a positive attitude toward learning.

“I consider myself lucky to get involved in a program that is teaching me how to be my children’s first teacher,” says one HIPPY participant who greatly appreciates the helpful home visits from HIPPY staff. “My children and I work together for about 15 minutes a day with storybooks, puzzles and learning games. [We] have a lot of fun doing these activities, but the most important thing is that I feel more connected with them.”

The program, which also links families with other community resources, believes that parents play a critical role in their children’s education. As such, HIPPY offers support that builds upon personal strengths so that immigrant mothers and fathers can provide their children with the necessary skills to begin school with confidence and a positive attitude toward learning.

DID YOU KNOW?

MOSAIC launched its HIPPY Program for Multicultural Parents in February 2013 with special guest Stephanie Cadieux, Minister of Children and Family Development.

Watch info videos at www.hippycanada.ca
DID YOU KNOW?

You can read the first issue of the ELSA 5 newsletter by visiting www.mosaicbc.com and searching for “ELSA 5 newsletter.”
Through a variety of new learning methods, including the creation of a newsletter and blog, ELSA (English Language Services for Adults) 5 students in two different classes have become journalists. Not only are these students being given a chance to practise English in a “real life” setting, they are learning to use new technologies to make a finished product they can be proud of.

The first group of students, led by Instructor Willow Rodgers, decided to create a class newsletter. In doing so they worked as a team and learned new skills. “We were all very excited and eager to work as a team,” says Shalini, who worked on the newsletter. “We divided up the tasks between six people to get it done easily. It was a very good learning experience, and we improved our writing, communication and teamwork skills.”

A second student, Tanya, helped with the layout. Though she’d never used Microsoft Publisher before, she was eager to put her other skills, including her knowledge of Microsoft Word and some past design experience, to the test. “During the process of doing layout, I found it was not that easy as I imagined,” she says. “I decided the overall style, chose the pictures which matched the topics and style, adjusted the size and positions of pictures and texts again and again. After much hard work, also with the help of my partner, I accomplished the task at last. I really enjoyed the sense of achievement. My hard work was worth it.”

Tanya adds, “I’ll never forget how our teacher and all the students of ELSA 5b pulled together, cooperated and fulfilled the work successfully.”

Other ELSA 5 students opted to create their own blog. Administered by Instructor Stephanie Warner, the blog is a forum for sharing student experiences, restaurant tips and photos. Each week, selected students write about what happened during their classes, on a field trip or in their life in general. Though blogging was a brand-new experience for all the students, within days of learning how to publish a post they were all blogging away.

“This is the first time I wrote on a blog,” says Annie. “It’s a very nice place for friends and classmates. We can share our life and express our real feelings here. We feel like we are family members. We feel warm here, and also we can improve our English faster. I hope to learn more about blogging. I like it very much!”

Tom, who also blogs, adds, “This is the first time I wrote on a blog, too. I totally agree with Annie. My English is improving so much since I’ve joined this class blog.”
Working Together

Two Burnaby Language Centres show how collaboration yields student success

By Diana Ospina, Team Leader, Burnaby English Language Centres

When it comes to teamwork, staff members at MOSAIC’s two Burnaby English Language Centres have it mastered. By working together in a co-operative, cohesive, creative manner and actively sharing their skills, this group provides a truly exceptional learning experience for immigrants wishing to improve their English.

Maggie Chan, a Level 3 ELSA Instructor at the North Burnaby Learning Centre, uses her experience with a classroom tool called a Smartboard to create picture stories with the lesson activity toolkit for her students. And she’s never too busy to share tips and tricks with other instructors.

"Many students tell me that although they are very tired after work, they don’t feel tired in my class; instead, they have fun in my evening class," says Maggie. "I would like to credit this to my use of the Smartboard. By using it I feel my teaching is more interactive and effective. Through showing vivid pictures to explain vocabulary to lower-level students, I found that students catch the idea more quickly and meaningfully."

Taslim Damji, a Level 3 ELSA Instructor at the Brentwood Learning Centre, develops process-writing lessons – like a series called “Life Stories” – that require her students to get creative. Her success has inspired other instructors to follow suit.

"I do it because it gives validity to what we’ve learned and because it becomes a wonderful souvenir of our shared experiences," Taslim says.

Meanwhile, several Burnaby instructors have collaborated to come up with ways to accommodate students who need extra assistance. For instance, by getting together to record theme-specific dialogues,
the teachers have been able to increase the number of listening activities done each month.

And let’s not forget the program assistants and volunteers, whose energy and enthusiasm bolsters staff and students alike. From a warm smile that makes a new client feel instantly connected to friendly conversations that encourage students to practise their English skills outside the classroom, every member of the Burnaby team is a necessary part of the whole.

“I think it’s a great team because everyone is so open and sharing,” says Taslim. “The students are open to collaborating with each other; I think this is because they can feel the co-operative spirit among the teachers.”

Maggie agrees. “Take my example,” she says. “I was inspired a lot by the teachers’ use of technology in their classroom when I was volunteering in our learning centre. I feel I should help my colleagues as much as I can since I was inspired by them, too.”

DID YOU KNOW?

Every MOSAIC classroom has an electronic Smartboard with instant access to a wide range of online learning tools.

Watch ELSA 5 student Robert talk about learning English at MOSAIC:

www.mosaicbc.com/english-language-centres
At a given time, 350 volunteers help MOSAIC deliver its services.

Take a look at the bubbles for a breakdown of where you can find our volunteers.

**16 Tax Clinic Volunteers**
- Helping newcomers find their way through the tax system

**15 Administrative Support Volunteers**
- 201 hours supporting staff

**3 Childminders**
- 33 hours caring for the little ones while the parents participate in programs

**111 Workplace Connections Mentors**
- 2,995 hours helping skilled immigrants move their careers to Canada

“At any given time, 350 volunteers help MOSAIC deliver its services.”

“I am so thankful for the many hours of joy you’ve brought to my life.”

Visit www.mosaicbc.com/volunteers/mosaic-language-centre-elsa-programs to read more.
At any given time, 350 volunteers help MOSAIC deliver its services. Take a look at the bubbles for a breakdown of where you can find our volunteers.

94 Seniors Program Volunteers; 2,560 hours showing seniors that they matter

39 Special Event Volunteers; 369 hours making MOSAIC events welcoming and fun

71 Language Centre Volunteers; 2,121 hours helping out at ELSA classes

7 Volunteer Interpreters; 46 hours making sure that the story gets told

3 Mock Interviewers preparing job seekers for Canadian-style interviews

77 Culture Connections Hosts & 1 Activity Leader; 2,277 hours helping newcomers feel safe and included in their communities

“I am so thankful for the many hours of joy you've brought to my life”; visit www.mosaicbc.com/volunteers/mosaic-language-centre-elsa-programs to read more
Man Among the Roses
How a male volunteer has helped change the lives of newcomer women

By Karen George, Program Facilitator, Volunteer Resources

Once a week, like clockwork, women from Vancouver’s Afghan and Iranian community gather at MOSAIC. It’s hard not to notice this lively group; the classroom that serves as their meeting space rings with lively chatter, laughter and song. Warm, welcoming smiles beam from every corner of the room, making each participant feel equally comfortable and important.

These newcomer women come together to socialize, learn, participate in fun activities and share their settlement experiences. The Afghan Women’s Group, which has been running for the past 18 years, stays on course with the help of a volunteer – usually a female.

Four years ago, however, the women were told that their new volunteer lead would be a man – an announcement that was met with skepticism from some of the participants.

The male volunteer in question, Karl Perrin, knew it would be up to him to teach and guide the women through their weekly sessions – but he felt well-prepared for the challenge.

Part of the American Peace Corps in Afghanistan in the 1960s, Karl had been a volunteer ESL teacher to schoolchildren in that country while simultaneously attempting to get a grasp on the Farsi language himself. In his own words, “I was learning to become Afghan while I was teaching them to become American.”

Semi-retired and living in Canada, Karl first heard about the need for volunteers for the Afghan Women’s Group through a speaker at his church; he says he literally jumped at the chance. “I was so happy to hear that there was this program out there,” he explains. “I wanted to reconnect with this community again after leaving the Peace Corps 40 years ago.”

As for the women who weren’t sure a man could lead their all-female group – they’ve since changed their minds, offering nothing but words of praise for Karl.

“He is kind, patient, intelligent, friendly; he understands our culture because of his experiences in Iran”
Karl Perrin first heard about the need for volunteers for the Afghan Women’s Group through a speaker at his church; he says he literally jumped at the chance.

“Karl Perrin first heard about the need for volunteers for the Afghan Women’s Group through a speaker at his church; he says he literally jumped at the chance. “He plans his lessons well and we see him as a good teacher. Karl has a wealth of knowledge and we appreciate him for sharing it with us.”

In fact, Karl’s impact has been so positive that, when asked if they would be open to other male volunteers at their weekly sessions, members of the Afghan Women’s Group answered nearly in unison: “No! Just Karl!”

For his part, Karl says the experience has been enjoyable.

“The women are so accommodating and warm. Their willingness to share and learn make my lessons easy to organize,” he says, adding that he couldn’t do it without the help of his two fellow volunteers, Dorcas Reimer and Mary Lage. “Each day ends with lots of sharing and learning, knowing we will come together again the following week.”

DID YOU KNOW?

MOSAIC recognizes the 350 volunteers who donated their time, skills and energy this year to help deliver services to immigrants, refugees and newcomers.

Thank you for your important contributions!

Turn the page to learn more
MOSAIC’s Client Advisory Committee (CAC) is a voluntary committee whose primary role is to assist MOSAIC in its continued improvement of services offered to its clients. We are a team of individuals from various walks of life who have received services from MOSAIC at some point in time and share the vision of contributing back to society through our engagement in this committee.

CAC’s journey started in MOSAIC’s Grant Street office on September 21, 2009. There were seven of us to begin with. John Dubé welcomed the group with his characteristic warmth and friendliness, making everyone feel comfortable right away. He had already shared with us, via email, some basic ideas regarding MOSAIC’s expectations from this committee, but we still had a long way to go. We decided to hold meetings on the last Monday of each month, which we continue to do.

As it turns out, CAC is unique to organizations like MOSAIC that operate in the Lower Mainland. As such, we had to be pioneers in outlining our vision, creating our own terms of reference, developing our annual work plan and determining our client-oriented services – the last of which had to be client focused and aligned with MOSAIC’s mission.

There have been challenges along the way, particularly in maintaining committee membership. Our longstanding chair, Patricia H. Otero Barwell, recently left for Chile, and we miss her. Another long-term member, Paola Quiros, is now working with MOSAIC. Despite an ever-evolving membership, every committee member has been very valuable in bringing us to where we stand today.

Time certainly flies, and here I am, three-and-a-half years later. Looking back, I realize a lot has been accomplished: 87 percent of our recommendations have been incorporated into MOSAIC’s client services; our visibility has increased tremendously within the MOSAIC family; and we have helped MOSAIC with its CARF accreditation – and we are doing the same this year in anticipation of the CARF on-site visit that’s scheduled for October 2013.

Today CAC is eight members strong; we hail from India, Chile, Romania, Afghanistan, Brazil, Mexico and the Philippines. Chaired by Santosh Mishra, with Iosefina Para as secretary, our mandate is to be the voice of the clients, continuously reviewing MOSAIC’s organizational processes and recommending improvements to the quality of its services. It has been an enriching journey thus far – as a voluntary group, we greatly appreciate MOSAIC’s willingness to listen and learn in order to better serve its clients.

Get involved with CAC! Contact jdube@mosaicbc.com
DID YOU KNOW?

MOSAIC’s Client Advisory Committee serves as the voice of clients influencing the organization at a strategic level.

Top: Environmental Immigrants Bridging Program graduates
Bottom left: Students attending an ELSA class
Bottom right: Mother and child graduating from MOSAIC’s HIPPY Program
MOSAIC has a strong commitment to its clients.

Here are some interesting facts. Our services are provided...
- to approximately 7,200 clients a month;
- in 23 different languages; and
- to clients who come from over 80 different language groups!

MOSAIC Client Rights & Responsibilities:
- are posted at all reception areas;
- are available in 13 different languages; and
- can be found on our website.

www.mosaicbc.com
Age of clients served in 2012:

- Age 6-10: 9.0%
- Age 12-13: 0.6%
- Age 16-18: 1.2%
- Age 20-24: 5.8%
- Age 25-34: 23.3%
- Age 35-44: 26.3%
- Age 45-54: 17.3%
- Age 55-64: 8.7%
- Age 65+: 6.9%
- No Answer: 0.9%

Immigration status of clients served in 2012:

- PR - Convention Refugee: 14%
- PR - Family Class: 21%
- PR - Humanitarian: 15%
- PR - Resettled Refugee: 10%
- PR - War Zone Claimant: 1%
- PR - C.C.: 2%
- Other: 3%
- No Answer: 7%

Clients served per month in 2012:

- January: 14%
- February: 0%
- March: 2%
- April: 4%
- May: 6%
- June: 8%
- July: 10%
- August: 1%
- September: 19%
- October: 2%
- November: 3%
- December: 7%

Clients' education level reported in 2012:

- No info: 10%
- Under Grade 12: 32%
- Grade 12 or Equal: 12%
- College: 15%
- T.A.: 1%
- Under Grad: 1%
- Post Grad: 7%

Clients' top 10 languages spoken at home:

- Mandarin: 55.5%
- Spanish: 32%
- Farsi/Persian: 12%
- Cantonese: 15%
- Vietnamese: 1%
- Korean: 23%
- Tagalog/Filipino: 7%
- Arabic: 1%
- Punjabi: 2%
- Russian: 2%

Place of residence of clients served in 2012:

- Vancouver: 20.5%
- Burnaby: 6.4%
- Surrey: 4.5%
- Richmond: 4.5%
- New Westminster: 2.5%
- West Vancouver: 2.5%
- Coquitlam: 2.3%
- Other: 3.8%
MOSAIC’s Operations Department functions in a world where everything can be measured, calculated and recorded. All of this data, whether it represents dollars spent, hours worked or megabytes used, is a significant source of information collected by the department to maintain a reliable accountability system that can benefit our organization’s internal and external stakeholders.

The call for accountability is especially crucial for the Operations Department – which includes the teams in Accounting, Human Resources, IT and Facilities – due to its unique role within the organization. Our work, a majority of which is carried out behind the scenes, involves every other department’s assets and impacts the service delivery to clients, triggering close scrutiny of our efficiency and demanding accountability.

The most evident benefit of an elaborate approach to accountability is the evaluation of our performance, where various physical criteria are compared against the actual achievement of goals and expected results. Ongoing review of departmental and organizational performance helps keep our working standards high and sets a certain level of expectation for our team.

An example: this year we launched an improved request-tracking system that collects facility-related and purchase requests and classifies them by level of complexity, urgency and priority. This system can collect data about the time spent on each request, what challenges were encountered and what tools were used to address each item. In this way, the system is able to show the efficiency of the Operations team at any point in time.

The purpose of accountability, however, is bigger than the ability to report on our performance; it is an ongoing process of creating a repository of knowledge, where every experience or challenge is analysed to ensure further improvements in dealing with new tasks or achieving goals in a more efficient way. This helps to establish a foundation for a learning process that impartially tracks what works and what doesn’t, identifies the cause of issues and makes operational adjustments to rectify drawbacks.

In this way, the Operations department tries to maintain an internal process where staff members contribute to the accountability system by identifying problems, finding solutions and taking on new roles to address new challenges, ultimately making our team more capable. With this approach we are building a performance-oriented mindset, where employees care about their professional efficiency.

No doubt, accountability is a powerful tool and its value comes not only from the ability to look into what was achieved in the past but, rather, the ability to influence performance in the future. The repository of organizational knowledge helps us to operate proactively and gives insights into what we can do to keep the quality of our work up and increase the responsiveness of our department to the needs of MOSAIC’s constituents.
REQUEST-TRACKING SYSTEM

HOURS WORKED

DOLLARS SPENT

RELIABLE ACCOUNTABILITY SYSTEM
It was the first full year that MOSAIC provided employment services under the Employment Program of B.C. (EPBC), which includes one-stop Employment Service Centres (ESCs) for all job seekers. The only immigrant-serving organization contracted to operate an ESC, MOSAIC, with its local partners, now serves northeast Vancouver from Commercial and Broadway (plus a number of satellite service points). We’re also a partner in eight additional Metro Vancouver ESCs, including centres in East Burnaby and New Westminster where, with three other organizations, we formed the Fraser Works Co-operative to deliver EPBC services.

2012-13 also saw our Skills Connect and Job Options Burnaby employment services move to a new location at Bulter and Kingsway. Additionally, Employment Program staff organized, with two partners, a well-attended conference for immigrant professionals and offered the Environmental Industry Bridging Program to 17 internationally trained immigrants with backgrounds in the environmental sector.

In total, Employment Programs served about 4,000 clients in the past year, many of whom successfully found jobs. Among the many success stories, one Job Options client was able to get work as a software developer at a salary of more than $80,000 annually!

The past year also meant growth for MOSAIC Language Programs. Increased demand for services in North Vancouver (where we partner with the North Shore Multicultural Services Society) allowed us to add five new classes to that English Language Centre, including a Level 6 ELSA class – a first for MOSAIC. In North Burnaby we opened a second Learning Centre near Brentwood Mall – a location that’s proving very popular with students.

Language Programs also introduced online learning for higher-level students and paired more computer-savvy students with those needing help developing their online skills. We also developed, along with Camosun College, a language program for construction workers based on terminology used at actual construction sites. Newcomers who helped test the curriculum for this new program said they appreciated the authentic vocabulary that they learned.

Last year, MOSAIC Language Programs provided about 2,200 newcomers with English instruction – and more than 100 of their children with child-care services (including our new child-care facility in Surrey). Thanks to the hard work and enthusiasm of staff and the support of our many partners, it was a busy and productive year.

– Joan Andersen, Director
The year 2012-13 was a year for public dialogue and sustaining our commitment to serve immigrants, refugees and newcomers. It was also a year for change, as Citizenship and Immigration Canada (CIC) announced that the devolution agreements that allowed the province to manage B.C. immigration settlement programs would be terminated. A two-year transition is in place until CIC takes over on April 1, 2014. All of our current B.C. government contracts will end March 31, 2014.

In the past year we engaged with government and the Canadian settlement services sector to address policy issues relating to refugee law reform, family reunification, economic-class immigration, migrant workers, youth, gender justice and settlement programming vision, to name a few. We also continued our partnership with the REACH Multicultural Family Centre, YMCA of Greater Vancouver, Jewish Family Service Agency and Centre for Integration and College Educacentre. Together, with MOSAIC as lead, we will implement the BC Settlement and Integration Program together.

Our Volunteer Resources Program developed a comprehensive set of policies and procedures to guide staff and volunteers in maximizing their volunteering capacity and we continued to work with academic institutions to provide student practicum opportunities.

The number of clients served by our Legal Advocacy Program increased significantly in the past year. The demand for poverty law and immigration services were consistently high. Our Community Outreach Program continued to provide support and drop-in service to temporary foreign workers and do community development work with the Afghani and Arabic communities.

With funding from the Ministry of Justice, we partnered with the West Coast Domestic Workers’ Association to help combat human trafficking by creating awareness and providing education around this issue within various groups of migrant workers, including live-in caregivers. Our Micro-Loans Program with Vancity was successfully replicated with DIVERSECity in Surrey, and we led the redesign of specialized regional services to vulnerable refugee and immigrant youth and families. We started delivering the Moving Ahead Program in Burnaby and New Westminster and are helping to coordinate a Moving Ahead Alliance in Metro Vancouver, the Fraser Valley and Victoria.

In partnership with the Ministry of Health and Ministry of Children and Family Development, United Way, Burnaby School District and early childhood development organizations, we continued to implement the Newcomers’ Centre for Children and Families (a United Way Community Spirit Award recipient) in Burnaby. And, with funding from the Vancouver Foundation, we continued to partner with posAbilities and the Simon Fraser Society for Community Living on the Can You Dig It project, which gives immigrants and refugees a plot of land in a city-owned community garden. The project’s interactive website includes tips about gardening.

— Sherman Chan, Director
In the past year, Family Programs has worked to provide comprehensive integrated services for families, partnering with various entities and organizations to develop programs that address issues like health, child development and safety for newcomers.

In the realm of women’s safety, we partnered with Langara College on a project called “Engaging Young People to Prevent Violence against Women on Post-Secondary Campuses.” In addition, we received funding from the Honourable Rona Ambrose, Minister of Public Works and Government Services and Minister for the Status of Women, on a second project entitled, “Preventing and Reducing Violence Against Women and Girls in the Name of ‘ Honour.’”

Last December, Family Programs staff conducted the initial at-home client assessment to launch MOSAIC’s HIPPY Program. We continued to work closely with HIPPY CANADA to train staff to work with mothers and children in their homes. Recently, HIPPY Canada secured Citizen and Immigration Canada funding for the next three years to implement the Vancouver HUB at MOSAIC, which will allow us to start more HIPPY programs in partnership with other organizations across the Lower Mainland.

Our Building Blocks Vancouver program worked with more than 150 families, providing comprehensive in-home support to first-time parents. Program staff members met regularly to identify the top issues facing clients, like poverty and family conflict. We continued working closely with other MOSAIC departments and programs to ensure that the multiplicity of clients’ needs are met.

This spring, we held another successful youth conference in partnership with Surrey’s Acting Together: Community University Research Alliance. VOYAGES, funded by the Department of Justice Canada, was a one-day conference focused on youth victimization and violence prevention that provided valuable information and resources for youth.

Family Programs staff continuously strives to improve the quality of service to clients and community; I thank them for their commitment and dedication to immigrant and refugee families.

– Ninu Kang, Director
In 2012-13, Interpretation & Translation Services continued to help our clients connect with their clients using the art of language and to recruit qualified interpreters and translators for new and existing language groups. Our simultaneous interpretation service has been gaining ground, with recognition at the local, national and international level from event and conference organizers alike.

On the interpretation side, we received 11,166 requests from 441 entities (excluding walk-in clients) in 52 languages and acquired 78 new commercial, institutional and legal clients between April 1, 2012, and March 31, 2013. On the translation side, the fiscal year yielded 4,425 new intakes, 130 new commercial and legal clients and, on average, 55 languages requested each month.

An active participant in the Interpretation and translation fields, we advocated for the establishment of standards and increased training opportunities and raised awareness around the need for professional language services through: Critical Link International, which advocates for the advancement of the community interpreting field in the social, legal and health sectors; the Canadian Coalition of Community Interpreting, which aims to professionalize the community interpreting field; and the Language Industry Association, of which we are a translation committee member.

Sadly, 2012 saw the suspension of Vancouver Community College’s (VCC) interpretation programs at a time when there appears to be a shortage of qualified interpreters in Canada. Our department was active in calls for the programs’ reinstatement. VCC and the Justice Institute of B.C. have reportedly partnered to explore the redevelopment of the school’s court and health-interpreting programs, which MOSAIC actively supports.

The 2012-13 fiscal year ended with the departure of the department’s director, Jiri Adler. Jiri worked at MOSAIC for over 24 years in different capacities. We offer our sincere thanks to Jiri for his contributions over the years. He will continue to be associated with MOSAIC as a freelance translator and interpreter.

Looking ahead to 2013-14, Interpretation & Translation Services has renewed a long-term contract with BC Procurement Services and is now listed as one of three principal translation and interpretation services suppliers to the B.C. government until 2017. The team worked hard to win this contract against some stiff competition.

Our thanks to our customers, who choose to do business with and support our social enterprise, which, in turn, supports our communities, as well as our translators and interpreters, who contribute to MOSAIC’s excellent record with their professionalism and expertise. Finally, a huge thank you to our staff members, who give their best daily to ensure our success.

– Bessy Ferris, Manager, Interpretation Services
– Tanja Krzman, Manager, Translation Services
MOSAIC FUNDS

Each year, MOSAIC’s Board of Directors sets aside funds to provide assistance to immigrant and refugee communities, in the following manner:

- 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; and
- 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.

Complete audited financial statements are available upon request.
Thank you for your support!

The support of our funders is essential to MOSAIC’s ability to deliver quality services and programs to our communities. MOSAIC gratefully acknowledges the commitment and support of the following funders, who have made significant financial contributions during the past year:

- BC Gaming Policy and Enforcement Branch
- City of Vancouver – Community Grants
- Coast Capital Savings Credit Union
- Justice Canada
- Law Foundation of B.C.
- Minister of State for Multiculturalism
- Ministry of Children and Family Development
- Ministry of Jobs, Tourism and Skills Training
- Ministry of Justice
- Ministry of Social Development
- Ministry of Public Safety and Solicitor General
- North Growth Foundation
- Ontario Law Foundation
- Public Health Agency of Canada
- Status of Women Canada
- 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, organizations and partners who supported MOSAIC through their memberships, generous donations and relationships over the past year.
Staff Recognition:

CONGRATULATIONS!

The Annual Employees Recognition event took place on March 13, 2013, at the Vancouver Public Library – Alice McKay Conference Room. MOSAIC staff gathered at 3 p.m. to mix and mingle before the ceremony started. Sherman Chan, the emcee,
kicked the event off by introducing Eyob Naizghi, who made a few introductory remarks with welcoming words.

Vice-president of the Board of Directors, Gabrielle Smith, attended the event, expressing appreciation on behalf of the entire board.
MOSAIC HOSTS UNVEILING EVENT
Minister Jason Kenney of Citizenship and Immigration Canada was at MOSAIC, on April 2, 2013, for the national launch of the revamped Welcome to Canada Guide and new Living in Canada online tool.

The guide and the online tool are intended to facilitate the early settlement and integration of newcomers into their new community and into the Canadian workforce. Twice as long as the previous edition, the new guide’s content has been built on the foundation of academic research in consultation with several federal partners and experts in the field of integration, and has been reviewed by new immigrants.

MINISTER VISITS MOSAIC LANGUAGE CENTRE
Minister of State for Multiculturalism, John Yap, visited MOSAIC’s Vancouver Language Centre on August 1, 2012.

The Minister heard about the innovative approach MOSAIC takes in providing the English Services for Adults (ELSA) and English for the Workplace (EFW) programs. Mr. Yap met with Level 4 and 5 students. He encouraged them to continue to work on their English in order to increase their chances of getting a good job and to improve the quality of their lives in Canada.

COMMUNITY CELEBRATES MOSAIC EMPLOYMENT CENTRE OFFICIAL OPENING
Community leaders, service providers and local politicians joined MOSAIC and its partners in celebrating the official opening of the Vancouver Northeast Employment Services Centre in April 2012.

Deputy Mayor Adriane Carr congratulated MOSAIC and its partners on the new centre and on all the work that is being done to help job seekers in northeast Vancouver find work. Local MLAs Jenny Kwan and Shane Simpson were also in attendance.
MOSAIC LAUNCHES HIPPY PROGRAM

MOSAIC welcomed the Honourable Stephanie Cadieux, Minister of Children and Family Development, along with community leaders to launch its Home Instruction for Parents of Preschool Youngsters (HIPPY) Program for multicultural parents.

The official launch, held at the MOSAIC’s head office in East Vancouver in February 2013, featured speeches from the minister and other guest speakers. The HIPPY program is based on the principle of mothers working as peer home visitors focusing on developing parents’ capacity to prepare their children for school through basic literacy education.

ENGAGING YOUNG PEOPLE TO PREVENT VIOLENCE AGAINST WOMEN ON POST-SECONDARY CAMPUSES

Tuesday, June 26, 2012: the Honourable Rona Ambrose, Minister of Public Works and Government Services and Minister for the Status of Women Canada, visited Langara College to announce Government of Canada support to MOSAIC for a two-year project, which focuses on the prevention of violence against women. This project engages students as well as the campus community in a dialogue about preventing violence against women on campus and in our communities.

NEW “HONOUR” PROJECT AT MOSAIC

On June 28, 2013, the Honourable Rona Ambrose, Minister of Public Works and Government Services and Minister for the Status of Women, announced support for the Preventing and Reducing Violence Against Women and Girls in the Name of “Honour” project at MOSAIC. This project will bring together women, girls, men and boys from various multicultural communities to talk about “honour-based violence.” We seek to gain a deeper understanding of violence perpetrated against women and girls in the name of “honour” and to help implement solutions.

For the latest news visit www.mosaicbc.com
1. **Automation One Business Systems Inc.**
   From left, John and Neil Achtem, both of Automation One Business Systems, accept a certificate of recognition from Sue Trevor and Eyob Naizghi for the company’s silver sponsorship of Festival MOSAIC 2012.

2. **Xenon Pharmaceuticals Inc.**
   Simon Pimstone, President and CEO of Xenon, accepts a certificate of recognition from Eyob Naizghi and Kanya Adam, Festival Committee Member and former Board President, for Xenon’s silver sponsorship of Festival MOSAIC 2012.

3. **Royal Bank of Canada**
   Carmen Ryujin, Royal Bank’s Manager of Cultural and Community Markets, presented with a certificate of recognition by Eyob Naizghi and Sue Trevor for RBC’s silver sponsorship of Festival MOSAIC 2012.

4. **Merck**
   Karimah Es Sabar and Eyob Naizghi present Norma Sebestyen, Merck’s Director of External Affairs, Policy and Patient Access, Western Canada, with a certificate of recognition for the pharmaceutical company’s gold sponsorship of Festival MOSAIC 2012.

5. **Ming Pao Newspapers Canada Ltd.**
   Agnes Wong, Regional Sales Director of Ming Pao Newspapers Ltd., accepts a certificate of recognition from Eyob Naizghi and Sherman Chan for the publisher’s media sponsorship of Festival MOSAIC 2012.
Thank You to Festival MOSAIC 2012 Sponsors

6. Equitable Life of Canada
   From right, Eyob Naizghi presents a certificate of recognition to Equitable Life of Canada’s Ryan Graham, Client Relationship Specialist, and Gerardo Maldonado, Group Marketing Manager, for the company’s bronze sponsorship of Festival MOSAIC 2012. With them is Sue Trevor.

7. Shaw Multicultural Channel
   Sandra Murphy, Senior Producer of the Shaw Multicultural Channel, accepts a certificate of recognition from Sue Trevor and Eyob Naizghi for the company’s TV sponsorship of Festival MOSAIC 2012.

8. The Cultch - Vancouver East Cultural Centre
   Jennifer Spry, Vancouver East Cultural Centre Rental Co-ordinator, accepts a certificate of recognition from Sue Trevor. The Cultch was the host sponsor of Festival MOSAIC 2012.

9. Canada Safeway
   Members of the Safeway Executive Team are presented with a certificate of recognition for the company’s silver sponsorship of Festival MOSAIC 2012. From left, Ryan Shannon, Labour Relations; Arlette La Freniere, HR Adviser; Terri Griffing, Director of Labour Relations; Michelle Reynolds-Tack, Training Generalist; Gagan Gill, Employment Co-ordinator; Mary D’Astolfo, Public Affairs Manager; Angie Gibson, Training Generalist; June Francis, Festival MOSAIC Committee Co-chair and former Board Member; Mike Nash, Vice-president, Retail Operations; Dave Robertson, Human Resources Director; Eyob Naizghi, Cliff Yeo, Human Resources Adviser; and Rick MacLeod, Store Manager.

10. AJ Graphics
    Alan Chan of AJ Graphics accepts a certificate of recognition from Sue Trevor and Roman Guramishvili for the print company’s sponsorship of Festival MOSAIC 2012.

SPONSORS NOT PICTURED:
   Wall Financial Corporation
   BDO Canada LLP
   Savvy Insider Vancouver

FRIENDS OF MOSAIC:
   Able Auctions
   Burntsand Contracting Ltd.
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   exp
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invites

FESTIVAL MOSAIC 2013

October 24, 2013, in the Telus Studio at the Chan Centre

Diversity

Strength

Celebrate

An extraordinary night of sight and sound to celebrate the cultures of our MOSAIC
YOU ARE INVITED TO ATTEND

MOSAIC’s
2013
ANNUAL
GENERAL MEETING

Date:
Thursday, September 26, 2013

Time:
5:30 p.m.

Keynote Speaker:
Catherine Dauvergne,
Trudeau Fellow,
Professor
Faculty of Law,
University of British Columbia

Venue:
Floral Hall,
VanDusen Gardens
Located at
Oak Street & West 37th Avenue
Become a friend of MOSAIC

Our multi-ethnic communities enrich our economy, experiences 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 at 604 254 9626

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