MAMA MIA!
Najat Hamma Ali escaped war-torn Iraq with her children and launched a successful pizza business on Commercial Drive in Vancouver | Page 6
For more than 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 annual report for more great information online!

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Printed: 8/2014
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We would like to acknowledge the clients and staff who generously provided photographs.
On behalf of the Board of Directors, I am pleased to report on another successful year for MOSAIC. The organization’s mission, to empower immigrants, refugees and newcomers through leadership and innovation in service delivery, community building and advocacy, seems particularly important as immigration issues continue to be in the news on a regular basis—in particular, the proposed passage of Bill C-24, which will affect the eligibility requirements to obtaining Canadian citizenship, with a longer residency period and tougher language requirements. MOSAIC clients have expressed great concern and anxiety regarding these proposed changes and how they will directly impact their short- and long-term futures.

In light of all this, the services MOSAIC provides to support immigrants, refugees and newcomers have never been more important. The organization continues to work with all levels of government and the community to ensure that the needs of clients and the wider community are served. Of course, none of the important work we do would be possible without the efforts of our staff and more than 400 volunteers—they are the ones who make a direct impact on our clients on a day-to-day basis.

In September 2012, an organizational design project was initiated to increase the effectiveness of the work done at MOSAIC. The organizational changes that resulted were phased in over the past year. These changes included combining all family and settlement services under one department to better focus on client services. We also strengthened our internal support services by making key changes to the accounting, IT and human resources teams. Across all departments, directors strengthened their management teams to better focus on the strategic direction of the organization.

Additionally, I am extremely pleased to see the formation of the new Communications and Development Department, whose role is to work with client services departments—Employment and Language, as well as Family and Settlement—and with the Executive Director to provide internal and external communications that will help MOSAIC deliver on its mission. Part of this newly formed department’s mandate is to support the organization’s sustainability by actively fundraising, looking for partnerships in the community and supporting other departments in business development. Thus far, marketing support and services are already being delivered and fundraising and development plans are well underway. Interpretations and Translations, MOSAIC’s highly regarded social enterprise arm, also reports under this department.

Over the past several years, both as a Board Member and a Fundraising Committee Member, I have been involved with Festival MOSAIC—a gala event that was re-introduced in October 2011 to showcase multiculturalism through music and dance—and, of course, food! The event has evolved in the last three...
years and is now in the hands of the Communication and Development team for the next phase of its development.

The year seems to have flown by, due in part to the volume of activity that’s occurred. In addition to the activities cited above, MOSAIC received CARF re-certification, saw CIC proposals successfully achieved and transitioned the reporting process to the federal body. I have thoroughly enjoyed my first year as President of the Board, plus the seven years I have served as a Board Member. I thank my fellow Board Members for their passion, support and wisdom, and I am excited to see the new faces we are putting forward to join us. I have found my time with MOSAIC to be very rewarding, and I am continuously proud to be associated with this wonderful organization.
Executive Director’s Message

When I’m out and about I interact with diverse people in different settings throughout the Lower Mainland. The commonly asked questions are, “How is MOSAIC? Are you busy?” My response, without hesitation and always with a smile, is, “MOSAIC is doing great and, yes, we are very busy.”

These exchanges make two things clear: people care about MOSAIC’s well-being and, without exaggeration, are happy we remain busy because they know we’re in the business of helping others. As you read this annual report, you, too, will get a sense of how busy we are in making a difference in the lives of immigrants and refugees. The full extent of our many activities cannot be captured or conveyed in 48 pages, but it’s a good start.

In the past year MOSAIC has witnessed significant changes internally and externally, that required transition plans with a clear strategy and objectives. The repatriation of the management of settlement services from the Province of B.C. to Citizenship and Immigration Canada (CIC) saw us put together a team of senior leaders to plan, prepare and articulate the integrated services for the call for proposal, and successfully finalize six contribution agreements for a two-year period.

Internally, we initiated the implementation of our new organizational structure with a goal of maximizing the integration of client services, which would enhance our organization’s sustainability through business development, and new innovative opportunities. Though we continue to monitor the effectiveness of our new design, the clustering of services managed by senior management clearly gives us a new brand of leadership that will help us to develop distinct strategies in specific client service areas.

MOSAIC also produced some outstanding results in services provided to 7,300 clients per month over the past year, an increase over the previous year. Equally significant is the increase in the number of volunteers from 300 to 455, bringing the total volunteer hours in the area of services to clients up to 12,000. We are truly grateful for the contribution the volunteers make on a daily basis, which adds to the depth of support for clients.

As a CARF-accredited organization, we continued to...
look for ways to improve the quality of our client services through our semi-annual continuous learning analysis meetings. I am happy to report that, after three years under CARF, the practice of learning to improve is so entrenched in our organization that, when CARF external surveyors arrived at our various locations, staff barely noticed and work continued as usual. It’s no surprise that MOSAIC has been successfully accredited by CARF for another three years.

We’ve strengthened our client-centred services and experiences with new and innovative programs. This includes distance online pre-arrival services for potential newcomers, DIVERSEcity @Work for small-business employers, an innovative sliding-fee system for immigrant professionals seeking credential recognition and facilitation of a Somali Community Forum in Surrey to promote dialogue with “mainstream” institutions and the service sector.

Our investment in these and so many other innovative initiatives is heartfelt—we believe they bring positive results to individuals and entire communities. We are very appreciative of the partners who collaborated with us to bring these ideas to fruition.

The strong yearning for learning, the inherent aptitude for creativity and the adaptability of our organization are at the core of MOSAIC’s success. And there are so many more reasons to smile. For me, it’s the staff who diligently carry out the important work of supporting newcomers, the volunteers who enrich the newcomers’ lives and the clients themselves I meet outside our doors who take the time to tell me their success stories, some of which are shared in this publication.

Going forward, MOSAIC will continue working with the community and policy makers toward an informed, systemic change. As a learning organization, we will monitor the impact of the ever-changing immigration system and its implications to our clients in order to strategically position our organization. Our staff’s commitment to continuous learning will sustain our organization’s strategic relevancy. We will continue to engage the communities we work with throughout the Lower Mainland and help develop creative solutions to meet identified needs. It is MOSAIC’s ingrained culture of collaboration with others, coupled with the collective “social intelligence” of our staff, that will continue to chart the right course for MOSAIC in the years to come.

I’d like to thank all our staff members including the senior management team for their commitment to quality service, as well as the executive team for providing the leadership and vision to design balanced programs/services that meet community needs and, most importantly, for the smooth implementation of the massive organizational change. My deepest appreciation to MOSAIC’s dedicated Board of Directors, who guided our work around the change management and supported and motivated us as we went through tough periods of transition. It is indeed a delight to work with all of you, and I thank you for the opportunity.
Mama Mia!
A Kurdish refugee becomes a successful restaurateur in Canada

By Eris Lam, Client Engagement Worker, Family and Settlement Services, and Iris Zhang, Intern, Settlement Program

Najat Hamma Ali grew up in the Kurdish territory of Northern Iraq, one of the most war-torn regions in the whole of the Middle East. Married off at the age of 12, Najat became a target for assassination after she established the first women’s shelter in the area. Though fleeing Iraq became increasingly necessary, the decision to do so was agonizing. As a mother of four, Najat could only take her youngest son with her, and was forced to leave her three older boys behind.

“I cried every night,” she says, remembering how much she worried about the safety of her children. But she and her eight-year-old son had no other choice but to press on, making the dangerous trek across mountainous borders on foot until, finally, they arrived in Canada as convention refugees in September 2002.

In Vancouver, the goal of reuniting her family provided a strong motivation for Najat to establish herself in Canada as quickly as possible. With that in mind, she reached out to MOSAIC for help. And, settlement worker, Saleem Spindari, still carries a vivid memory of meeting the young, single, refugee mom.

“She had a strong personality, was determined, had a passion to advocate for others and was a hardworking mother,” Saleem recalls. Indeed, the formidable spirit and courage that led this diminutive woman to risk the wrath and hostility of officials by opening a shelter for abused women and children in Iraq was re-applied to her settlement process in Vancouver.

Najat enrolled in ESL classes and soon developed enough skills to take her first job with a local pizza chain. After two years, she had saved enough of her earnings to sponsor her other sons to come to Canada. In the days leading up to their arrival, she cooked a splendid feast to welcome them. For Najat, this reunion was when Canada finally began to feel like home.

“We were together again and now I was finally happy here,” she says.

Her sons found work in construction but, without adequate English skills, found it challenging to understand workplace safety regulations and their rights as employees. When one of her sons came home with an

The recipes for many of 4 Brothers’ signature pizzas were developed by Najat, with feedback from her sons.
eye injury and another hurt his arm on the job, Najat realized they had to find an alternative: “I brought them here to be safe and now they were getting hurt.”

The answer came when Najat realized her survival job at the pizza place could be cultivated into a business for her family. Pooling their savings, she and her sons purchased the business from her employer in 2005, renaming it 4 Brothers’ Pizza—now a well-known fixture in Vancouver, with two locations (the second restaurant was opened by Najat’s son in 2011) on bustling Commercial Drive.

Despite her success, Najat still works very hard serving customers and preparing food in the kitchen of the original 4 Brothers’ location at 1417 Commercial Drive, seven days a week. Although three of her children are no longer actively involved in the family business, their influence is felt in the menu’s delicious range of pizza toppings, many of which Najat prepared with feedback from her boys.

Reflecting back on her experience, Najat feels that learning English was her greatest obstacle to overcome as a newcomer. While she is more confident now with her language skills, she feels she could do more for women in her community if she had better communication skills—her passion to help others and desire to advocate for women remain strong to this day. Though she feels women here “can make choices,” she has observed that Canadian women have problems, too.

Najat still receives news of abused women through friends and, occasionally, is sought out by newcomer women from her community who need support. She knows her work is not being continued back in Iraq, and thinks often of the women she left behind.

“I still have a book [of stories and photographs of the women] and I look at it sometimes,” she says.

Though she’s come a long way, Najat dreams of being able to return to school, improve her English and find ways of working to help women. In the meantime, she has turned her business into a starting point for helping other newcomers like herself.

“Many of my staff, they are women; they are new to Canada and they need jobs,” says Najat. “I ask them if they have experience, if they want to learn and then I train them.”

“Many of my staff, they are women; they are new to Canada and they need jobs”
Mentoring Makes Sense
Volunteers help newcomers find meaningful employment in Canada

By Paola Quiros, Program Facilitator, Workplace Connections Mentoring Program

At some point in life we’ve all encountered a mentor: music teachers, sports coaches, work colleagues, individuals who have inspired us and made a difference in our lives. MOSAIC’s Workplace Connections Mentoring Program connects internationally trained professionals with volunteer career mentors like Mihaela Rozor, who arrived in Canada as an international student from Romania in 2006.

“My life was a little hectic at the beginning of my immigration to Canada,” Mihaela remembers. “I did not have much time and also had a hard time finding a place to volunteer that was meaningful to me.”

She discovered Workplace Connections while searching for volunteer opportunities on Govolunteer.ca in 2012. The program resonated with her own experience looking for work as a newcomer. Though Mihaela did not benefit from the guidance or support of a mentor, her hands-on style and drive to succeed helped her find avenues to build her career.

“It can be overwhelming for newcomers to stay focused on their goal when it is so hard to open the doors that lead them there.”

“Culturally, Canada is very different with the hiring process than many other countries,” she explains. “It can be overwhelming for newcomers to stay focused on their goal when it is so hard to open the doors that lead them there.”

Shortly after immigrating to Vancouver, Mihaela enrolled in a practical nursing program with the goal of becoming a licensed practical nurse. After working for two years at Burnaby Hospital, she applied for permanent residency under the Provincial Nominee Program and became a landed immigrant in 2010. At that point, she started studying sciences at UBC, graduating with a bachelor of science in nursing degree earlier this year. She is now a registered nurse working in St. Paul’s Hospital’s Cardiology Department.

In the two years since she started mentoring with Workplace Connections, Mihaela has helped six internationally educated nurses from different corners of the world. She has offered informational interviews and three-month mentorships. Generally, Mihaela meets with her mentees once a week for two to three hours in order to make and follow a plan that helps each newcomer learn about job-search tools and accreditation and gain an
understanding of Canadian workplace culture.

Mihaela has gained many benefits from mentoring, too. She has expanded her cultural and professional knowledge as well as her leadership skills thanks to honest feedback received from the program’s participants. In all, she has found her volunteer experience and the mentorship program very meaningful and rewarding.

“It means a lot to me when my mentees tell me how helpful our sessions are and when I hear back from them that they got hired,” she says, adding that one of her mentees, Anais Martin Caruncho, who immigrated from Spain two years ago, was recently hired as a licensed practical nurse in residential care at Vancouver General Hospital. Though their mentorship has ended, Mihaela and Anais remain good friends.

 “[Anais] has also been a great resource for other international-educated nurses [by] sharing her experience and knowledge about the process of becoming a nurse in Canada, but especially due to her kindness and willingness to help others,” Mihaela says with admiration and pride.

Though she is aware that her mentees may not immediately find the job they want, what matters most to Mihaela is that internationally trained professionals find work in their fields and be well supported on their journey to success in Canada.

Even with her busy nursing schedule, Mihaela continues to volunteer. Last year, as a nursing student, she created a fitness group for her peers, which continues to run to this day. In addition to being a stellar mentor at Workplace Connections, she volunteers her time with Vancouver Coastal Health—there are simply no limits to her generosity. Her future plans involve medical school and continuing to make a difference in the lives of internationally skilled immigrants—plus, to discover more about herself as a professional through the process.

DID YOU KNOW?

MOSAIc’s Workplace Connections Mentoring Program includes about 140 volunteer mentors.

Learn more at www.mosaicbc.com/looking-work/workplace-connections-mentoring-program
A Dream Comes True

Nadine Belhomme dreamed of a career in education; employment staff helped her dream become a reality

By Georgiana Qin, Case Manager, Vancouver Northeast Employment Centre

It’s a beautiful spring day. Nadine Belhomme walks into the Vancouver Northeast Employment Centre with confidence. She looks extremely professional in her light-green suit—the colour perfectly reflects the leaves that shine in the golden sun outside of our office windows.

“When my children heard that I would be interviewed for my success story, their eyes became so wide and they did not believe it,” Nadine says with a smile. “To them I am just an ordinary mom.”

Maybe so but, to Employment Centre staff, she is one of the extraordinary heroes whose lives have been changed and career dreams have been fulfilled through the services we provide and their own incredible efforts.

Nadine worked as a teacher’s aide for about 14 years before she had to leave the profession she loved in order to take care of her two young children. After her kids started to attend school, Nadine—a mature worker with a long unemployment history and no current certification—wasn’t sure what her future held.

What she did know was this: every time she saw work being done by special needs teacher’s aides at her children’s school, her passion was ignited. Others, Nadine knew that she could opt to pay the bills with a job in a store or a restaurant—but deep down she felt she could contribute much, much more.

Advised by Service Canada, Nadine approached the Employment Centre for help. She was assigned a case manager, who worked with her to design a personalized action plan and apply for skills-training funds, which, after a careful financial assessment, covered her tuition fees and basic living allowances.

“When my children heard that I would be interviewed for my success story, their eyes became so wide and they did not believe it. To them I am just an ordinary mom”

Nadine also attended a series of well-designed job-search workshops at the centre. One of these, which covered the current labour market, confirmed that a career as a special
needs teacher’s aide was a good choice. The support of resource centre staff gave Nadine the extra boost of confidence she needed to pursue her dream.

Her next step was to enrol in the education assistant certificate program at Langara College. Thanks to the funding she received, she was able to concentrate on her studies without having to take a part-time job. Nadine graduated from the program with distinction, on the dean’s honour roll. One week after graduation, she was interviewed by the Vancouver School Board and hired as an on-call special needs teacher’s aide. Now, she uses her knowledge and experience to help special needs children who are cognitively and physically challenged.

Nadine is very thankful for the support she received from staff at the Vancouver Northeast Employment Centre—thanks in part to the help she received, she feels that her potential can come to full bloom. Asked about her future dreams, she smiles and says that, with her current career and income, she and her children can begin to plan a trip to Peru to discover a part of her kids’ ethnic roots.

“I can now say that my career dream has come true,” says Nadine at the end of our interview. “My life is full of hope again.”

DID YOU KNOW?

AGES OF VANCOUVER NORTHEAST EMPLOYMENT CENTRE CLIENTS*

<table>
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<tr>
<th>Age Range</th>
<th>18-30</th>
<th>31-44</th>
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*April 2013 to March 2014

Learn more at www.employmentworks.ca
Job Fair Success
For Chinese immigrant Rain Lei Xiao, a mentor and a volunteer position at MOSAIC’s Job Fair made all the difference

By Joan Andersen, Director, Employment and English Language Programs

Rain Lei Xiao didn’t even know how to power up a computer when he finished high school in China. As a computer sciences student at the University of Jiang Han, he relied on borrowed computers to do his coursework when he couldn’t afford to purchase one of his own. Now, at age 32 and just seven months after arriving in Vancouver, he’s landed a job as a quality assurance engineer at a major network security provider—and he credits much of his success to MOSAIC’s Workplace Connections mentoring program.

“If you’re not ready for an opportunity, you can’t grab it,” Rain explains, adding that, before immigrating to Canada with his wife in 2013, he’d worked at two of the world’s largest telecommunications companies in China. The hours were long and, when his mother and his wife’s parents encouraged the young couple to relocate to Canada for a cleaner environment, better social insurance programs and a healthier work-life balance, it seemed like a good idea.

Rain didn’t think he’d have trouble getting a job in Canada; he spoke some English and had work experience in the technology field. But it didn’t take long to learn that finding work in a new country wouldn’t be easy. Rain had a tough time communicating in English and, when he used his six-page résumé to apply to two dozen or so jobs, he didn’t hear back from a single hiring manager.

He decided to take matters into his own hands, joining an employment program, enrolling in English classes and registering with a recruitment agency. He started getting some interviews, but still no job offers. He didn’t know how to answer the behavioural questions that are so common in Canadian interviews and felt he lacked “insider” knowledge about the local tech sector that could help him land a job.

Rain’s frustration grew, until a WorkBC Centre case manager referred him to MOSAIC. After speaking with Workplace Connections employment

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Job fair tips from Rain Lei Xiao:

> Before the job fair, research the employers who will be there. Check out their websites and see what job openings are available.

> Tailor your résumé to a specific employer and a specific job opening.

> On the day of the job fair, introduce yourself to the company you’re interested in, describe why your experience is a good fit and give your tailor-made résumé to the hiring manager. Show that you’re a good communicator and that you’re interested in his/her company.

> After the job fair, follow up with an email to the hiring manager.
staff and expressing his desire to get “plugged into” the local industry, he was connected with a mentor—an IT manager at Telus.

Once a week for the next three months, Rain and his mentor met weekly to polish Rain’s résumé and help prepare him for job interviews through role play. Rain’s mentor gave him practical tips on emailing with Canadian employers, advising him to stop using “happy faces” and reduce his font size. His mentor also explained various aspects of Canadian workplace culture—for example, Rain learned that employees and employers are on more of an equal footing here than in China and, while Chinese colleagues tend to be closely bonded, Canadian co-workers are more likely to keep each other at arm’s length.

During his mentorship, Rain was encouraged to volunteer at MOSAIC’s third annual Job Fair by Workplace Connections staff. Eager to help out, Rain noticed a desired employer would be at the event and decided to seize the opportunity to pitch his skills. He researched the company and the vacancies it had posted online and, before his volunteer shift began, handed his résumé to the hiring manager, outlined his qualifications and described why he’d be a good fit for the firm. Soon after the fair, Rain was called in for an interview—and then he was brought back for two more meetings. Finally, he was offered a great job in his field—just as he dreamed would happen when he came to Canada.

“My mentor helped me a lot,” he says. “He got me ready to apply for professional positions I was interested in. I thank MOSAIC for my good fortune and recommend that newcomers seek out a Canadian mentor to help them achieve their goals in their new country.”

Rain Lei Xiao: “If you’re not ready for an opportunity, you can’t grab it”
The anticipation was high as more than 60 youth eagerly awaited players from the BC Lions to speak at the “VOYAGES: Taking Action” conference on April 12, 2014, at Simon Fraser University’s Surrey campus. When offensive lineman Dean Valli and fullback Rolly Lumbala finally took the stage, the roar of the crowd could nearly have been mistaken for a sellout home game at BC Place Stadium.

The Lions, however, were not there to play football. They’d come to share an important message about social media awareness as part of their team’s “Be More Than a Bystander” project, which empowers youth to act against cyberbullying and harassment. Valli and Lumbala’s stories and advice were a perfect fit for the theme of this year’s VOYAGES event.

Produced by MOSAIC for a fourth consecutive year as part of National Victims of Crime Awareness Week (NVCAW), the main goal of the full-day youth conference was to take a look at the consequences—

“This event allows us to do something in our own community and create a more inclusive community for youth”

~ Mario Herrera, Youth Leader
both positive and negative—
of sharing through social media and to give attendees
real tools and resources they
could use to address online victimization.

The day opened with
a heartfelt welcome by
the four youth leaders
who assisted with the
planning and execution of
the conference. One of the
leaders shared her personal
story of social media bullying and harassment and
encouraged each participant
to think twice before hurting
someone else’s feelings—
online or off.

The youth also had a
chance to participate in a
popular theatre activity that
saw them create images
and write and act out scenes
that represented how social
media sharing has affected
them. Many attendees
focused their creations
around cyberbullying and
the consequences of sharing
photos and other materials
online. Also, through this
activity, youth were able to
see how others have been
impacted by negative social
media sharing, which in
turn should deter them from
victimizing other youth.

The event concluded with
an educational presentation
by the Safe Online Outreach
Society on various social
media applications and how
they are misused, facts
about online privacy and
resources youth can access
if they experience online
victimization.

Due to the success of
this initiative, the federal
Department of Justice
invited MOSAIC staff to
attend the NVCAW national
symposium. Perminder Flora
and I travelled to Ottawa
on April 7, 2014, where we
gave a presentation to more
than 50 government officials,
youth workers and anti-
v暴 violence workers on issues
of youth victimization in
immigrant communities. Our
hope is that the information
shared that day will influence
policy in the area of youth
victimization and crime
prevention.
Collaborative Relationships

A young, immigrant mother becomes a vessel for teamwork

By Zelly Teferra, Volunteer Program Coordinator, Children and Family Programs

Originally from Syria, Lina arrived in Canada via the U.S. in 2012 with her husband, Husam; the two settled in Burnaby. When she became pregnant, public nurses with the Fraser Health Authority referred Lina to the MOSAIC Newcomers’ Centre for Children and Families, which provides support to encourage the healthy growth and development of young refugee/newcomer children with an aim to eventually integrate those children and their families into mainstream programs and services.

After giving birth to a baby boy, Lina and Husam learned that their son, whom they named Adam, was visually impaired. Seeking help, Lina started to regularly attend programs at the Newcomers’ Centre. On her own initiative, Lina began to provide language support for other Arabic-speaking clients during the Newcomers’ Group sessions; eventually, she was asked to do so as a volunteer Arabic interpreter.

When Adam was eight months old, Lina asked if she could volunteer as the centre’s ESL Conversation Group leader—a position she hoped would further help her to reach her professional goal of becoming a certified interpreter, in addition to her bachelor’s degree in English literature.

Lina is a much-loved volunteer, and one of the most popular Conversation Group leaders the Newcomers’ Centre has ever seen. Soon, discussion developed among staff on how to best support her visually impaired son. Many felt that Adam would benefit from the Early Learning Orientation Program, which prepares children under three for entry into mainstream child care or preschool by addressing attachment issues, parenting challenges or specific developmental needs and making referrals for additional support/treatment if necessary.

To ensure Adam and Lina obtain the best possible outcome, Newcomers’ Centre staff expressed their desire to learn more about effectively guiding visually impaired children and supporting their families. Lina herself took the lead in this endeavour, becoming instrumental in forming a collaborative relationship between representatives from three agencies: a consultant from the Burnaby Association for Community Inclusion’s Infant Development Program (IDP), a vision consultant with the BC Provincial Health Authority and Newcomers’ Centre Family Support workers.

Lina set up the initial consultation between all three agencies at the Newcomers’ Centre. What resulted was an ongoing sharing of knowledge, skills, information and resources, bringing together a range of developmentally appropriate strategies and inclusive activities to augment the quality of early childhood education already practised at the centre.

Every Tuesday, for instance, the consultants visit Adam at the centre to observe him at play with his peers and staff. During these visits, the consultants make programming recommendations and suggestions to staff, ensuring that Adam and other visually impaired children are included in typical play. Additionally, staff create inclusive activities in community settings—field trips, outings to local parks and playgrounds, picnics and library visits, in which Adam often participates.

Lina’s advocacy on behalf of her family initiated a collaborative teaming that formed the foundation needed to ensure children like Adam and their families have an excellent chance at positive early childhood education experiences.
Besides our own experience, reading other people’s experience is also a good way of learning

At MOSAIC, English-language learners demonstrate their intercultural competency by showing empathy and giving support to their classmates, who represent a diverse range of cultures and backgrounds. The best evidence of this exists online, in our Internet classroom forums. These forums include numerous positive exchanges, in which students encourage each other and cheer each other on—there is no better motivation to develop one’s English writing skills! Here, we share some of the comments and conversations that are taking place between our students online:

“Hi Freda! I have just read your paragraph. I am really impressed about how you managed to control yourself emotionally in such an unpleasant situation. I agree that any kind of job we are going to do, there will be a chance of a difficult boss, and the most important thing is the ability to communicate with them. Have a great weekend!”

“Hi Tasuku; I can understand about your feeling and situation when you had to gain a lot of experience at that bad working situation. I agree with you that we have more effective strategies than before since we learned the language in class. Take care…”

“How English Language Programs clients benefit from online, collaborative learning

By Patricia Fahrni, Online Learning Developer, English Language Programs

Education

PHOTOS: BROCK WATSON
Learners are getting feedback that goes far beyond the teacher’s notes in the margin of their assignments. Not only do they receive their teacher’s feedback in full in their online classroom forum, they also benefit from seeing the teacher’s feedback to all of their classmates’ work. Best of all, their classmates often jump in and give suggestions and ideas, too! It’s a new way of teaching and learning—fortunately, both MOSAIC teachers and students are rising to the task. Although challenging and demanding at first, students are seeing first-hand how much they are learning through this approach; our English Language Programs clients seem to like this more collaborative, learner-centred model. Every one of MOSAIC English Language Programs’ 75 classes across Metro Vancouver gives MOSAIC language learners the best of both worlds—a lively, face-to-face classroom and 24-7 access to a parallel online classroom.

In MOSAIC’s English for Work classes, students complete authentic workplace writing tasks, write about their experiences and express their opinions. To have to write in English and post it where all your classmates and teacher can read it—well, it takes a leap of faith. Teachers report that learners often develop deeper bonds with and more empathy for individuals in their diverse student group, and are motivated to use their new language skills to support and encourage each other.

"To my teacher and classmates: I deeply appreciate your corrections and suggestions. Besides our own experience, reading other people’s experience is also a good way of learning. Thanks everyone for sharing your own experience.

"I agree with your opinion. Hussein should talk to his supervisor and clarify the situation. And also, thank you for reading my opinion, too.

"I am so proud of you, you finally broke the deadlock! I should learn from you.

"You know, as I was reading your posting, I observed that you significantly improved your English language.

"Thank you for posting your assignment early because I got an idea from you. The topic is really harder for me and I had no idea about mine. See you soon!

"Please do not give up. If you think you can, you can. Good luck!
Mental Health Matters

A MOSAIC-led initiative aims to help newcomers struggling with mental health

By Rubina Mudhar, Special Project Coordinator, Specialized Programs

MOSAIC, as a leader organization in settlement services, has a special understanding of the numerous challenges immigrants and refugees face during their integration into Canadian society. Aside from the struggles of adjusting to a new environment, newcomers are often burdened with pre-migration trauma and may experience difficulties during their settlement. The combined stress of migration and settlement may evoke many feelings—including depression—and may eventually lead to more serious mental health issues.

Mental wellness, then, is essential for newcomers to become actively engaged and contributing members of Canadian society. Research indicates that the prevalence of mental health issues is higher among immigrants and refugees in comparison with non-immigrant groups. Studies demonstrate a higher rate of depression, anxiety and post-traumatic stress disorder among migrant groups. As newcomers experience such challenges, their confidence and capacity to engage in Canadian life is often reduced.

"Newcomers must cope with the stress of integrating into Canadian society," confirms MOSAIC Specialized Programs Senior Manager Marc Larrivée. “Economic barriers—poverty, unemployment, poor housing—are often a significant issue for immigrants and refugees, [in addition to] the stress of a new language, culture and separation from family and traditional ways of life.”

Of course, he adds, “not all immigrants and refugees are coping with compromised mental health. For example, research has shown that ethno-cultural networks in Canada can be quite helpful as a protective factor for mental well-being.”

Yet few mental health support services exist specifically for immigrants and refugees in Metro Vancouver, and the rate of utilization of those that do exist is low. Though little research has been done to examine why, a lack of information about mental health resources coupled with language barriers may contribute to the low access levels. In addition, the fear and stigma associated with mental health—factors shown to be a major deterrent to accessing services among Canadian-born individuals—are amplified among newcomers who are still in the process of “fitting in” to Canadian life.

“Services are often not culturally adapted to meet the needs of immigrant and refugee populations,” Larrivée adds. “Traditional one-on-one therapy is completely foreign to many immigrants and, if even available, [they] would not see the purpose in accessing it. Moreover, often services are not linguistically accessible. Although there has been positive movement in this area in the Lower Mainland, to train interpreters in mental health interpretation skills, more needs to be done.”

Now, MOSAIC is taking a lead in examining why newcomers are not...
accessing available mental health services. Through funding received by the City of Vancouver, we are engaging immigrants from local Chinese, Filipino and South Asian communities to talk about traditional cultural and spiritual practices that can enhance mental health. These newcomers are participating in focus groups to share their experiences and approaches to wellness and discuss barriers to accessing existing mental health services in Vancouver.

The information MOSAIC gathers may eventually be used to develop culturally informed and appropriate mental health practices for newcomers—though Larrivée says it’s important to clarify that the current research being done is focused on immigrant mental health, not service delivery.

“We hope this work will inform future opportunities to develop targeted mental health services,” he says, adding that educational initiatives and training may also be provided to sector staff to improve cultural competence when serving immigrants and refugees.

Larrivée has also committed to continue to forge community partnerships and find funding opportunities to grow this cause. He envisions launching a mental wellness program specifically designed for immigrants and refugees in the near future. By increasing access to mental health-care services, MOSAIC hopes to empower immigrants and refugees and enhance their personal and family wellness.

“Generally speaking, services that incorporate support for immigrant and refugees from within their ethno-cultural communities or the larger community can be helpful,” he says. “Clinic-based talk therapy in the Western tradition does not integrate this type of natural support. Therefore, group activities that connect people to one another and/or the community and are designed to utilize clients cultural understanding of healing, be it from a spiritual perspective or something else, are potentially promising.”

MOSAIC Specialized Programs Senior Manager Marc Larrivée: “Newcomers must cope with the stress of integrating into Canadian society”
MOSAIC on the Map!

With 30 sites across Metro Vancouver where clients can access programs and services, MOSAIC has the largest physical presence of any immigrant-serving organization in B.C. Concentrated primarily in Vancouver, Burnaby and New Westminster, MOSAIC delivers more than 40 programs to 7,300 clients per month. Please refer to the back page of this publication for the exact address of each location.
Learning to Lead

Why immigrant seniors are one of Canada’s most valuable resources

By Yumi Onozawa, Settlement Worker, Community Outreach and Advocacy

MOSAIC’s Seniors Club offers various learning and other useful opportunities for immigrant and refugee seniors through a wide range of indoor and outdoor activities … but this is not the whole story! Seniors have so much to offer! It is so much fun to be around seniors, and to tap into the hidden talents that they possess. Seniors are very dedicated and committed to the programs and activities that they attend. They come to listen and learn. They ask questions to make sure that they understand the topics that are presented to them—everything from social benefits to community participation, preparing wills, taking care of finances and staying healthy. Through the Seniors Club, they learn how to stay active, identify signs of elder abuse and to be excellent citizens.

But the most important thing that seniors do is LEAD. They don’t keep the things that they learn to themselves; rather, they use their new knowledge to empower others in their families, neighbourhoods and communities. One of these amazing, inspiring seniors is Sheila Aou, a 65-year-old who immigrated from Taiwan in 1996, “immediately fell in love with Canada.”

In 2012 and 2013, Sheila participated in MOSAIC’s English Conversation Classes, as well as its yoga and walking clubs. She also attended in
addition to the new skills that she acquired while attending various groups and activities, she continues to support her fellow seniors in many wonderful ways: providing language support at workshops, recruiting new clients and co-planning and facilitating a knitting class. She also helped to facilitate a workshop on seniors abuse in Mandarin.

At 65, Sheila’s life is like a rainbow now. She actively volunteers with many groups and organizations and, through these volunteer positions, she’s helping new immigrants learn about Canadian services and programs, teaches them how to abide by this country’s laws and regulations, promotes the green environment and encourages them to stay healthy. Sheila exemplifies the story of a newcomer senior who brings a wealth of knowledge to Canada, as well as the desire and dedication to learn and lead! We are so proud of her—and every one of our seniors’—achievements!
Continuous Improvement, Client Satisfaction

Understanding the important work of the CAC

By Sandra Colunga, Member, Client Advisory Committee

Client advisory committees (CAC) are not common in service-focused organizations. However, in 2009, MOSAIC encouraged the implementation of such a group to serve as the voice of its clients and influence the policies that impact the services provided to those clients. A recent addition to the committee, I am impressed by MOSAIC’s commitment to allowing our unit to perform independently in order to best improve customer (client) satisfaction.

I can personally attest that all CAC members are motivated to participate—they want to give back to the community and the organization. Acting as the voice that represents MOSAIC’s clients gives us a great purpose, while the fact that we are not clients means we can perform, with objectivity, an accurate evaluation to improve the quality of the organization’s services.

These two concepts, continuous improvement and customer satisfaction, form the foundation for the ISO 9001 standard. Any organization that wants to succeed, be productive and maintain positive customer feedback needs constant evaluation in order to identify areas for improvement. This is where the CAC plays an important role, working like a second set of eyes to evaluate how intended changes in policy could improve the quality of client services.

The ISO standard is focused on customer satisfaction—or, in MOSAIC terms, client satisfaction. This satisfaction comes from receiving needed services properly, accurately and in a timely manner with a respectful approach. The CAC performs its evaluations of services through client surveys and internal audit tools.

As I gain more experience through participation in the CAC’s monthly meetings, I find myself learning more and more about policies, services and even misconceptions the general public may have around immigration rules and immigrants in general. MOSAIC, for instance, offers services that many newcomers need but do not know exist. It is very rewarding to be a part of an entity that aims to improve these services and has the opportunity to make MOSAIC’s work better known and understood.

Coming to a new country with minimal language skills and, often, no relatives or friends, is a tremendous challenge. Integrating and settling on your own can be very difficult, and this is where MOSAIC’s value lies. If the CAC can help to improve these services and make the settlement experience easier and better, then we have fulfilled our purpose.

If you know people that would love to give back and participate with a friendly bunch, please, I encourage you to send them our way.
Our services are provided:

- to approximately **7,300** clients a month; and
- in **26** different languages.

**MOSAIC Client Rights and Responsibilities:**

- are posted at all reception areas, in every MOSAIC office;
- are available in **13** different languages; and
- can be found on our website, at [www.mosaicbc.com/clients/rights-and-responsibilities](http://www.mosaicbc.com/clients/rights-and-responsibilities).

Get involved with the Client Advisory Committee! Contact jdube@mosaicbc.com
Over the last five years MOSAIC has experienced significant growth and restructuring. This growth has affected almost all aspects of organizational life, requiring better efficiency in coping with increased complexity—and records management has become one of the topics requiring a more thoughtful approach and ongoing attention.

The increased scrutiny of the way we handle our documents and files is necessary not only to securely store the escalating volume of records, but to keep it easily manageable. The challenge is to design an organizational system that can ensure confidentiality and, at the same time, provide users who require records prompt accessibility so that client and stakeholder needs are met on a timely basis.

Don’t get me wrong—records management has always been an important part of MOSAIC’s operations. In past years, however, funder and/or legislative requirements were met at the departmental level. Now, we are building more centralized and consistent systems by establishing and refining organization-wide policies and procedures that clarify responsibilities and protocols for records creation, maintenance, retention, archival and destruction.

Providing an adequate level of security for records is always a high priority. All files, both physical and electronic, are categorized and separated and remain either password or lock protected. Access to files is given only to responsible staff members who require the information. Documents, especially those that are deemed confidential, are revealed to authorized constituencies only. This ensures that client and stakeholder information is kept private, and only accessed by authorized employees who need them in order to provide proper service.

Among the solutions to keep the load of MOSAIC records manageable, it is critical to review the relevance of each collected document and record. Conducting periodic file audits is an important practice that has been introduced across the organization in order to ensure proper documentation.

These recurring audits are becoming more and more closely connected with records retention decisions, as they help to identify what needs to be kept for what amount of time for legal, regulatory or contractual reasons. This work involves reviewing changes in legislation and accreditation standards on an ongoing basis to ensure record security and confidentiality are in compliance. As well, each contract must be checked to align agreements with our organizational practices.

DID YOU KNOW?

In 2013, the volume of secure destruction and recycling was 6.06 tonnes of MOSAIC confidential documents. It helped to save:

- 103 trees from being harvested for pulp and paper production;
- 24,000 kilowatts of power; and
- 42,000 gallons of water.
When records become inactive they are processed for archiving. However, sending files to storage is not as simple as putting boxes in a locked warehouse. Carefully thought-out storage practices are critical to the smooth operation of any organization, as they help to retrieve wanted files without delays. As we continue to experience organizational changes at MOSAIC, such practices are continuously being revisited and remodelled in order to improve the efficiency of the system and be able to locate, identify and return virtually every file on a timely basis.

“Sending files to storage is not as simple as putting boxes in a locked warehouse”
EMPLOYMENT AND LANGUAGE PROGRAMS

More than 5,000 individuals received services from the department in 2013-14. They learned English, found jobs, pursued training and acquired credentials with the support of MOSAIC’s dedicated and talented employment and language program staff. MOSAIC was able to retain all of its services during the year and complete several special projects to enhance participants’ experiences.

MOSAIC and its partners celebrated the first year of operation of the WorkBC Vancouver Northeast Employment Services Centre. MOSAIC is the only immigrant-serving organization (ISO) contracted to run a WorkBC Centre. Using its experience and expertise serving newcomers in this program, MOSAIC published a research study, *The Immigrant Lens*, which identifies best practices for providing employment services to immigrants in a one-stop centre.

The language centres in Vancouver, Burnaby and on the North Shore focused on developing complementary online resources and activities for 76 classes. MOSAIC decided to add online content after newcomers gave feedback that they wanted to be able to practise English at home and take more control over their own learning. Students at MOSAIC can now do listening exercises, develop vocabulary, take quizzes and practise reading at their level any time and anywhere online.

Employment Programs undertook several initiatives during the year that deepened and built new relationships with employers. Several employers took part in the MOSAIC-sponsored BC Immigrant Professionals Conference and the (second annual) MOSAIC Job Fair, the latter of which attracted nearly 3,500 job seekers. MOSAIC also teamed up with three business-improvement associations on Vancouver’s East Side to work with nine local businesses to develop workplaces where newcomers to Canada are welcome. MOSAIC supported these businesses by: revising job descriptions and postings; providing workshops on diversity in the workplace and appealing to a broader customer base; and offering accent reduction, coaching and mentoring for leadership.

MOSAIC Works, which builds on the success of the organization’s English for Work program offering customized training to employers that want to improve the communication skills of their staff, developed a new workshop called Introduction to Intercultural Competencies. The workshop was delivered online and face-to-face to more than 120 staff members at MOSAIC. The response was so positive that the workshop is now one of the organization’s core training programs for staff.

The year ended with MOSAIC preparing to transition its language programs from being provincially funded to federally funded. Thanks to the administrative staff, program leaders, instructors and partners, everything was ready to move to the new system on April 1, 2014.

The accomplishments of the year and the progress made by participants demonstrated once again the commitment that MOSAIC staff members have to providing top-notch language and employment programs.

—Joan Andersen, Director

*Read *The Immigrant Lens* and other recent publications at [www.mosaicbc.com/settling-canada/research-development](http://www.mosaicbc.com/settling-canada/research-development)*
FAMILY AND SETTLEMENT SERVICES

MOSAIC’s new, integrated services approach, which came into effect September 2013, saw Family Programs and Settlement Services combine into a single Family and Settlement Services department with three program clusters: Settlement, Children and Family, and Specialized Programs. The change has created new, positive synergy—for example, we’ve seen an increased capacity for youth services due to the addition of Settlement Workers in Schools (SWIS) and have been able to extend mental health support to immigrants and refugees thanks to the addition of victim services and Stopping the Violence (STV) Counselling to our vulnerable population (VP) programs.

We saw a strengthening of our department’s engagement in public policy dialogue with all levels of government, educational institutions and the settlement and community sectors. We took a leadership role in the Canadian Council for Refugees and the National Settlement Council, and are now well positioned to address issues relating to vulnerable populations, immigrant women, violence against women and girls, migrant workers, refugee resettlement, youth, children and seniors. Additionally, our staff attended the Annual Tripartite Consultations on Resettlement in Geneva, made presentations at the National Metropolis Conference and Canadian Council for Refugees Consultation and delivered STV workshops in Ottawa, Northern B.C. and the Interior.

The past year saw the completion of the settlement funding transition from the provincial to the federal level under Citizenship and Immigration Canada. Contribution agreements were signed for settlement services in Vancouver, Burnaby and New Westminster, the VP Moving Ahead program, the Newcomers Centre for Children and Families and the SWIS program with the New Westminster’s school district. We met all service deliverables and quality standards during the restructuring and funding transition.

Our B.C. Settlement and Integration program served 4,022 unique clients. VP Moving Ahead supported 393 unique clients and the Newcomers’ Centre worked with 205 unique children and parents. All of our family-oriented programs—Building Blocks Vancouver, CAPC, HIPPY, Vietnamese Individual and Family Counselling, Engaging Young People to Prevent Violence Against Women on Post-Secondary Campuses, Preventing and Reducing Violence Against Women and Girls in the Name of Honour, NUYU Popular Theatre, VOYAGES, Redirecting Youth through Empowerment, Multicultural Victim Support, STV, Connecting Fathers and Men in Change continued to excel in servicing clients and their families. New projects were generated, as well.

Our community outreach and advocacy programs continued to serve temporary foreign workers and work with Afghani, Arabic and other ethnocultural minority communities. The number of clients served by our legal advocates remained high.

I’d like to take this opportunity to thank our staff members for their commitment and dedication and our many partners for their support during the past busy and successful year.

—Sherman Chan, Director
COMMUNICATIONS AND DEVELOPMENT DEPARTMENT

Last year’s organizational development plan led MOSAIC to a new structure, designed to improve services to clients, support staff in integrating programs across departments and enhance our ability to engage with the community at large. An integral part of that plan was the creation of a brand-new department, whose focus is on social enterprise, fundraising, development, marketing and communications.

On October 1, 2013, I stepped into my new role as director of the Department of Communications and Development with a feeling of joy, excitement and, yes, some nerves, despite having been with MOSAIC for more than two decades. Over the last 20 years, I have had the great privilege of taking on many roles and being afforded many wonderful opportunities, from working directly with clients on the front line to training and supporting staff, implementing the organization’s strategic vision and mission as part of the leadership team and, of course, collaborating with many amazing individuals within the agency itself, from other organizations and in the community, all with an aim to create systemic change leading to social justice for all.

An important part of our new department is MOSAIC’s social enterprise arm, which includes our Interpretation and Translation Services. As such, I’ve spent much time learning from Tanja Krzman, Manager of Translation Services, and Bessy Ferris, Manager of Interpretation Services, about their business. One of the pioneers responsible for growing Interpretations and Translations from a small program to a social enterprise is Chava Glouberman, our current Production Manager. I rely strongly on Chava, who holds the critical corporate history necessary to move forward. I can always count on her to “tell it as it is.” This area of our new department has a tradition of independent work and proven success, fostered by the efforts of its very experienced and dedicated staff.

Dianna Lee, with vast media and marketing experience, has joined us as Manager of Marketing and Communication. She is busy working with staff across the organization to assess marketing needs and develop practices that will assist us in our efforts to better communicate with stakeholders. As well, McKay Savage, Manager of Development and Fundraising, brings years of international experience in building partnerships, campaigns and helping organizations grow. In addition to organizing Festival MOSAIC, he is also developing our overall fundraising strategy, working closely with the board and staff. Together, Dianna and McKay will play a key role in expanding our engagement efforts with our communities and the general public.

While it may be too early to comment on the success of this new department (given that we are still in our first developmental year), our efforts are focused on assessing and understanding our marketing needs, our energy is fully invested in developing new policies and good practices and our sights are set on supporting and continually improving the services we can offer to all the departments within the organization. We look forward to a full departmental integration as we become an indispensable internal resource for MOSAIC.

—Ninu Kang, Director
MOSAIC
2014 Annual General Meeting

Date: Thursday, September 11, 2014
at 5:30 p.m.

Keynote Speaker: Victor Porter,
A Personal Journey

Floral Hall, VanDusen Gardens
Oak Street and West 37th Avenue
Vancouver

YOU ARE INVITED!

Festival MOSAIC 2014

Date: Thursday, November 20, 2014
at 6:30 p.m.

An interactive evening of sight, sound and taste
to celebrate our mosaic of cultures!

Roundhouse Community Arts and Recreation Centre
181 Roundhouse Mews
Davie Street and Pacific Boulevard
Vancouver
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 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.
Awards and Recognition Bestowed at the 2013 AGM

Human Rights Award
Sr. Deborah Isaacs, RGS

Dr. Kes Chetty Education Award
Siam Fisaha

Secondary School Bursary Award
Sariah Conor and Rachel Bwishe from Britannia Secondary School

Employer Recognition Award
Fortinet Technologies (Canada) Inc.

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:

- Ministry of Finance – Gaming Policy and Enforcement Branch
- City of Burnaby
- City of Vancouver – Community Grants
- Human Resources and Skills Development Canada
- Justice Canada
- Law Foundation of BC
- 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
- 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.
CONGRATULATIONS!

On March 19, 2014, 41 staff members were recognized for milestone years of service with MOSAIC. The annual Employees’ Recognition event took place at the Alice McKay Conference Room at the Vancouver Public Library.

The occasion provided an opportunity for staff from all our locations to socialize and pay tribute to colleagues achieving five, 10, 15 and 20 years of service, who received plaques from their respective directors. The event was emceed by Executive Director Eyob Naizghi and attended by Board President Gabrielle Smith, who offered congratulatory words as well.

5 years
John Dubé
Juan Olaechea
Linda Ragoonanan
Julia Nie
Amanda Takawira
Alberto Arechavala
Alvaro Garcia
Hilda Castillo
Hussain Luaibi
Astrid van der Pol
Lucinda Jones
Fay Mottahed
Mark Janousek
Eleanor Derreth
Sadia Bakhshi
Jenny Kang
Nadia Rabierad
May Salari
Alba Correa
Abshira Osman
Junghwa Kim
Astarte Sands
Sung Sook Woo
Angel Tse
Bita Nikraftar
Roman Guramishvili
Daniel Zhao

10 years
Shirin Karmali
Brett Button
Sabina Cheng
Ivy Chan
Violeta Madsen
Mai Hoang
Chung Tran
Mina Geranmayeh
Lam Dang
Daisy Au

15 years
Soraya Etminan

20 years
Perminder Flora
Rosi Bernini
Sashi Dutt

DID YOU KNOW?

AVERAGE JOB TENURE

According to Statistics Canada’s Labour Force Historical Review, the average tenure for British Columbians remaining on the job with the same employer is just over eight years—a few months shy of the 8.55-year average across Canada.

To see stats for each province, visit www.gov.mb.ca/jec/invest/busfacts/workforce/wf_stability.html
Festival MOSAIC 2013 was a wonderful and thrilling celebration of diversity, featuring multiple talented and emerging performers. On October 24, 2013, the TELUS Theatre Studio at the Chan Centre for Performing Arts was filled with international music, dance, sounds and beats.

Thank you to all Festival MOSAIC 2013 sponsors!

**GOLD**

**SILVER**

**BRONZE**

Ming Pao  
RED FM  
GBL Archtiects  
BDO Canada  
URS Canada  
AJ Graphics

Watch a video of this incredible event at http://youtu.be/A1G2XgDrbWk
MOSAIC’s third annual Job Fair, held at the Croatian Cultural Centre in Vancouver on April 8, 2014, was a resounding success. Approximately 3,500 job seekers of all ages, backgrounds and ethnicities attended the event, which featured 50 employers in the areas of finance, IT, hospitality, food service, retail, business, health and law enforcement, among others. Attendees received leads and even did on-the-spot interviews with the employers at the fair.

This marked the first time that the trades and skills sector was represented at the fair, with more than a dozen companies actively recruiting in this year’s expanded space.

MOSAIC job fairs have traditionally attracted well-educated candidates—and this year was no different, with more than 85% of candidates possessing some type of post-secondary schooling or training. Because many MOSAIC clients are encouraged to attend the job fair, most of this year’s attendees were born outside of Canada and, not surprisingly, are bilingual or multi-lingual.

Other interesting statistics from this year’s job fair:

- job seekers were almost evenly split between men and women;
- 30% of attendees indicated that they had previously been to a job fair; and
- 28% of attendees already had some type of employment. The majority of job seekers who attended this year’s fair indicated that they had a “good” or “very good” experience at the event; 92% of employers at the fair indicated that they were “satisfied” or “very satisfied” with the event. According to one employer, “It was well-attended, the set-up was great, MOSAIC was very supportive and accommodating and most of the employers there were high quality.” Another employer said, “Access to candidates was appropriate for the industry,” and a third commented, “Very good flow of interested job-seekers, very good venue.”

Among the feedback received from job-fair attendees:

- “It was a good opportunity to meet lots of big companies;”
- “Lots of companies, better than other job fairs;” and
- “Lots of information, many companies. Beyond [my] expectations.”

“It’s the most successful job fair we’ve had in the three years we’ve hosted the event”

~ Najah Hage, Manager, Employment Programs

TIPS TO IMPROVE THE JOB FAIR EXPERIENCE:

- **Arrive early**
  Recruiters are more fresh and might spend more time with you.

- **Research opportunities in advance**
  Employers respect candidates who have done some homework.

- **Develop an “elevator pitch”**
  Be prepared to summarize your background and career goals in 45-60 seconds.

- **Take notes after each meeting**
  Include suggestions or next steps that the recruiters recommend.

- **Say thank you**
  Send a followup note after the fair to reiterate your interest, and remind recruiters who you are.

  Good luck!
These results have a 95% confidence level, with a 7.22% margin of error.
Twenty-one families showed up on July 5, 2013, to support and celebrate the “graduation” of six other families from the Home Instruction for Parents of Pre-School Youngsters (HIPPY) program. It was the first full year that MOSAIC has operated the HIPPY program, which is based on the principle of mothers working with mothers as Home Visitors and focusing on helping prepare their children for school through basic literacy teaching.

MOSAIC clients enjoyed a day out at Burnaby Fraser Foreshore Park on August 31, 2013. Staff and volunteers came together to organize activities, games and a barbecue for newcomers. There was fun for families, face painting and soccer for kids, a Russian music performance and Tai Chi for adults and seniors. The picnic provided a great opportunity for newcomers to meet and connect with one another and share their settlement experiences.
More than 250 seniors, mostly newcomers, celebrated the United Nations’ International Day of Older Persons and National Seniors Day on October 1, 2013, at a multicultural gathering at the Bonsor Recreation Complex in Burnaby. Thanks to Platinum Sponsor Vancity Savings Credit Union, this was a zero-waste event. Thank you also to the Bonsor 55+ Society, COBS Bread, IHOP on Kingsway, MLAs Kathy Corrigan, Raj Chouhan and Jane Jae Kyung Shin, MPs Peter Julian and Kennedy Stewart, Safeway on Kingsway, Save on Foods, Starbucks, the Real Canadian Superstore and VanDusen Botanical Garden for their generous contributions.

More than 450 attendees came to the BC Immigrant Professional Conference on February 22, 2014, in Burnaby. Registrants got great coaching and advice on navigating the professional job market through presentations, workshops, panel discussions and inspirational success stories. Lionel Laroche was the keynote speaker at the conference, which was organized by DIVERSEcity, ISSofBC and MOSAIC.
events

MOSAIC Welcomes Tibetans

On February 22, 2014, MOSAIC hosted a welcome orientation for newly arrived Tibetans. The newcomers who attended are part of the first wave of 1,000 Tibetans destined for Canada under a special public policy act that allows private sponsors, groups and organizations to bring the displaced Tibetans to Canada from India, where they had been living in exile.

Moving Ahead Multicultural Gala

On March 13, 2014, MOSAIC’s Moving Ahead Program held a Multicultural Gala for clients at the Royal Palace Hall. The event included a cultural fashion show, ethnic drumming and dance performances, a video of client experiences and certificate presentations to outstanding clients.
On April 23, 2014, Barbara Hall, Chief Commissioner for the Ontario Human Rights Commission (OHRC), paid a visit to MOSAIC and met with Eyob Naizghi, the executive leadership team and members of the Board. The 90-minute session focused on the OHRC’s recent policy on removing the “Canadian experience” barrier for immigrants seeking employment. The high rates of unemployment and underemployment among recent immigrants has been identified by the commission as a major barrier to finding jobs that correspond with the education, skills and experience of new arrivals.

May 2, 2014, marked the official opening of the Brentwood Community Resource Centre. The 6,100-square-foot space is centrally located on the corner of Lougheed and Rosser and is jointly operated by MOSAIC, Burnaby Meals on Wheels, Burnaby Community Services and the YMCA of Greater Vancouver, who together offer a variety of services for many sectors of the community. The new building features work and meeting space on the main floor and a large, modern kitchen to host food-related programs. The ribbon-cutting ceremony attracted politicians from three levels of government, funders, donors and the partner organizations.
MOSAIC staff and volunteers carefully plan activities and programs designed to support the health and happiness of immigrant and refugee seniors, providing them with opportunities to socialize, learn new skills and have fun via computer training, walking clubs, field trips, yoga classes, conversation circles and ... Mahjong!

When the idea of a Mahjong group for seniors was first conceived, I was sceptical. I wasn’t familiar with the game but, as soon as I learned what it was, I became a believer. Mahjong, extremely popular among elderly people in China, is played in groups of four, making it an excellent opportunity to connect with others. Gameplay is relaxing and helps seniors focus at the task at hand. Besides being fun, Mahjong is also seen as a mentally stimulating activity that requires use of multiple parts of the brain, exercising one’s logic, risk-management, decision-making, pattern-recognition and problem-solving abilities.

As people get older, it becomes more and more important to keep the brain active and healthy to avoid the risk of cognitive diseases. For example, a 2006 study by researchers in Hong Kong saw a significant improvement in dementia patients who played Mahjong two or four times a week for 16 weeks.

When we launched our Mahjong group, 66-year-old Shao Lian Chen was one of the first seniors to participate. An immigrant from China who became a permanent resident of Canada in January 2014, Mr. Shao was feeling lonely: “I didn’t know anyone in the community before joining Mahjong at MOSAIC. I made friends and we talk about many things including what we grow in our yards. We visit each other now.”

Although I’m still more of a sideline observer than a player, I know for certain that Mahjong is far more than just a game for seniors. It is an opportunity to bring them together to have fun, make friends and stay active. For Mr. Shao and many other senior participants, it helps immigrants in their golden years to “find a home” away from home.
Shao Lian Chen plays Mahjong with other seniors on Wednesdays at the Brentwood Community Resource Centre.
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

or visit www.mosaicbc.com

LOCATIONS

Employment Services
1. 1720 Grant St, 2nd floor
   Vancouver, BC V5L 2Y7
   604 254 9626
2. 5902 Kingsway
   Burnaby, BC V5J 1H2
   604 438 8214
3. 312-2555 Commercial Dr
   Vancouver, BC V5N 4C1
   604 708 9300
4. 205-123 E 15th St
   North Vancouver, BC V7L 2P7
   604 988 1065
5. 519 Seventh St
   New Westminster, BC V3M 6A7
   604 522 9701
6. 300/301-2150 W Broadway
   Vancouver, BC V6K 4L9
   604 688 4666
7. Ground floor, 7575 Cambie St
   Vancouver, BC V6P 3H6
   604 263 5005
8. 290-3631 No. 3 Road
   Richmond, BC V6X 2B9
   778 732 0285
9. 7297 Kingsway
   Burnaby, BC V5E 1G5
   604 636 1124
10. 221-3030 Lincoln Ave
    Coquitlam, BC V3C 6B4
    778 730 0177
11. 206/208-2540 Shaughnessy St
    Port Coquitlam, BC V3C 3W4
    778 730 0174
12. 101-20316 56th Ave
    Langley, BC V3A 3Y7
    778 726 0288
13. 101-1899 Willingdon Ave
    Burnaby, BC V5C 5R3
    604 298 8201
14. 103-4181 Hastings St
    Burnaby, BC V5C 2J3
    604 630 1070
15. 3981 Main St
    Vancouver, BC V5V 3P3
16. 3417 Euclid Ave
    Vancouver, BC V5R 6H2

Family and Settlement Services
1. 1720 Grant St, 2nd floor
   Vancouver, BC V5L 2Y7
   604 254 9626
2. 5902 Kingsway
   Burnaby, BC V5J 1H2
   604 438 8214
3. 312-2555 Commercial Dr
   Vancouver, BC V5N 4C1
   604 708 9300
4. 310-7155 Kingsway
   Burnaby, BC V5E 2V1
   604 636 4712
5. 7009 Kingsway
   Burnaby, BC V5E 1E5
   604 636 0120
6. 2055 Rossler Ave
   Burnaby, BC V5C 0H1
   604 292 3908
7. 519 Seventh St
   New Westminster, BC V3M 6A7
   604 522 3722 ext 155
8. 1653 Kingsborough, 2nd floor
   Burnaby, BC V5H 4V3
   604 877 8606
9. 7297 Kingsway
   Burnaby, BC V5E 1G5
   604 636 1124 ext 542 and 543
10. 601 Keefer St
    Vancouver, BC V6A 3V8
11. 800 East Broadway
    Vancouver, BC V5T 1Y1
12. 1669 East Broadway
    Vancouver, BC V5N 1V9
13. 4065 Victoria Dr
    Vancouver, BC V5N 4M9
14. 6470 Victoria Dr
    Vancouver, BC V5P 3X7
15. 3663 Penticton St
    Vancouver, BC V5M 3C9
16. 6060 Marlborough Ave
    Burnaby, BC V5H 3L7

English Language Programs
5. 304-2730 Commercial Dr
   Vancouver, BC V5N 5P4
   604 684 8825
6. 206-2555 Commercial Dr
   Vancouver, BC V5N 4C1
   604 708 3905
7. 205-123 E 15th St
   North Vancouver, BC V7L 2P7
   604 988 1065
8. 101-1899 Willingdon Ave
   Burnaby, BC V5C 5R3
   604 298 8201
9. 103-4181 Hastings St
   Burnaby, BC V5C 2J3
   604 630 1070
10. 3981 Main St
    Vancouver, BC V5V 3P3
11. 3417 Euclid Ave
    Vancouver, BC V5R 6H2

Interpretation Services
2. 1522 Commercial Dr
   Vancouver, BC V5L 3Y2
   604 254 8022

Translation Services
2. 1522 Commercial Dr
   Vancouver, BC V5L 3Y2
   604 254 0469

Visit the locations map on page 22!