



# MOSAIC

*Read  
Sandrine's  
Story on  
page 11*

**2017 | 2018**

## **Annual Report**

Empowering newcomers to fully participate in Canadian society



**Dr. Mehran Kiai**

## **MOSAIC 2017-2018 BOARD OF DIRECTORS**

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- Bark Kong, CPA, CA, CBV  
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- Yijin Wen, AIBC, PMP
- Barbara West, BCom

Learn more about  
MOSAIC board members at  
[mosaicbc.org/board](http://mosaicbc.org/board)

# Message from the Board Chairperson

In the past few years, there seems to be an escalation of populism around the world. In the US, and in some democratic countries in Europe, “immigrants” and “immigration” have become the common and convenient scapegoat for many of the economic and social problems.

And yet, overwhelming evidence shows that immigration is a boon to economies, and that it has positive outcomes for destination countries, departure countries and for immigrants themselves.

The Conference Board of Canada this past spring released a study which predicts that immigration will account for 100% of this country's growth by the year 2034. Without immigrants, the study found that Canada's population would age more rapidly and the labour force would shrink, resulting in tax increases to pay for social services which would then negatively impact business investment and economic growth.

Fortunately, most Canadians, and the government, have recognized and understand the value of immigration as a bedrock of economic and human capital development. Yet, there is still a need for more work to be done in some sectors of society.

MOSAIC will continue to underscore this important, fundamental truth and help to dispel misinformation and confusion around the significance and impact of immigration. In the years to come, MOSAIC is committed to continue advocating for, and empowering refugees and newcomers to realize their potential and fully participate in Canadian society.

. . . . .

The Board of Directors expresses its gratitude to Eyob Naizghi for his commitment and leadership to the organization over the past 25 years. Under Eyob's stewardship, MOSAIC has become an effective, multi-million dollar immigrant services organization respected by its funders, by Metro Vancouver communities, and above all, by its clients.

We are now on the threshold of a new chapter in the process of growth and development of MOSAIC in the years to come under the leadership of our new CEO, Olga Strachova, who joined the organization in July 2018.

Olga has the experience and energy to lead MOSAIC into the next stages of its development. As Canada and BC respond to an unprecedented number of international migrants, MOSAIC will need to become more efficient, innovative, and expand its sources of funding. Olga's outstanding organizational skills, strategic planning, financial acumen and experience in developing partnerships will be invaluable to MOSAIC.

# Message from the Executive Director

All good things must come to an end and so it is that I am writing my last report as Executive Director of MOSAIC. As I look back on my 25 years at MOSAIC, I remember being challenged, but never discouraged. It was a journey of learning and leading, debates and disappointments, trials and triumphs. Through it all, I witnessed amazing resilience and unwavering commitment to achieving MOSAIC's goals. I'm leaving with mixed feelings, knowing I will miss my colleagues, partners and our clients, but grateful for the experience, and satisfied with what we have achieved.

Here are highlights from the past year.

## New headquarters

After 17 years in our previous location, MOSAIC opened its new headquarters and we love it! The new facility is a City of Vancouver Community Amenity Contribution and 300 attended the Grand Opening Celebration. Our spacious new facility has become a hub for community meetings and public forums.

## Working with clients

MOSAIC increased the number of programs it offered in 2017/18 and provided a wider range of services to a more diverse population (including youth, refugees and women), over a larger geographic area. Funders and donors increased their support as our staff and volunteers continued to provide innovative and high-quality services.

## Government engagement

MOSAIC puts a high priority on ensuring that federal and provincial leaders are aware of the important work of the organization and the critical role it plays in fostering the meaningful participation of newcomers in all aspects of Canadian life.

## Community engagement

MOSAIC works with community allies and partners to achieve systemic change that benefits our clients and other vulnerable populations. Some of our community engagement activities are listed on pages 8 and 10, and other notable events during 2017/18 include:

- The City of Vancouver's Town Hall meeting on Refugee Resettlement and Anti-Racism
- The Multi-Agency Partnership for Refugee Claimants (MAP), co-chaired by MOSAIC
- Hosting a workshop, "Islam Unravelled" with the BC Association of Social Workers
- Participating in the Premier's commemoration of the Quebec City mosque shooting

These three components — client services, government and community engagement — make MOSAIC a uniquely effective voice for immigrants and refugees. This approach has sustained and enriched me and my colleagues.

It has been an honour to have worked with so many dedicated individuals for the last 25 years. To the staff, volunteers and MOSAIC's Board of Directors, thank you — you're the best! To funders and community partners, it was my pleasure to have worked closely with you over the years.



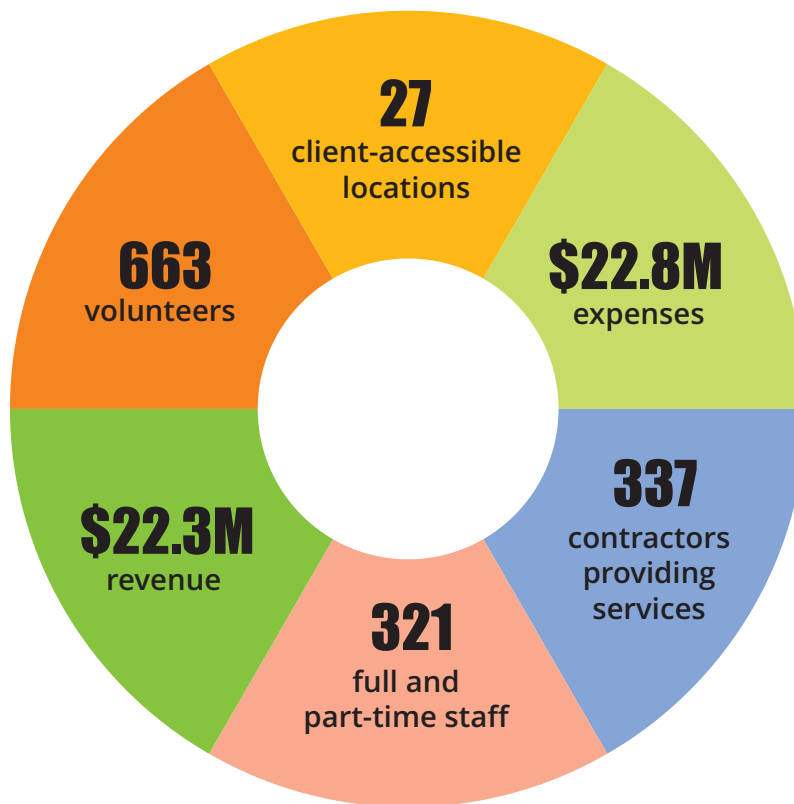
***Eyob Naizghi***

## **MOSAIC 2017-2018 DEPARTMENT DIRECTORS**

- Sherman Chan  
*Family and Settlement Services*
- Ninu Kang  
*Communications and Development*
- Michael Radano  
*Employment and Language Services*
- Sue Trevor  
*Finance and Administration*

# Executive Summary

## CAPACITY .....



## ..... IMPACT

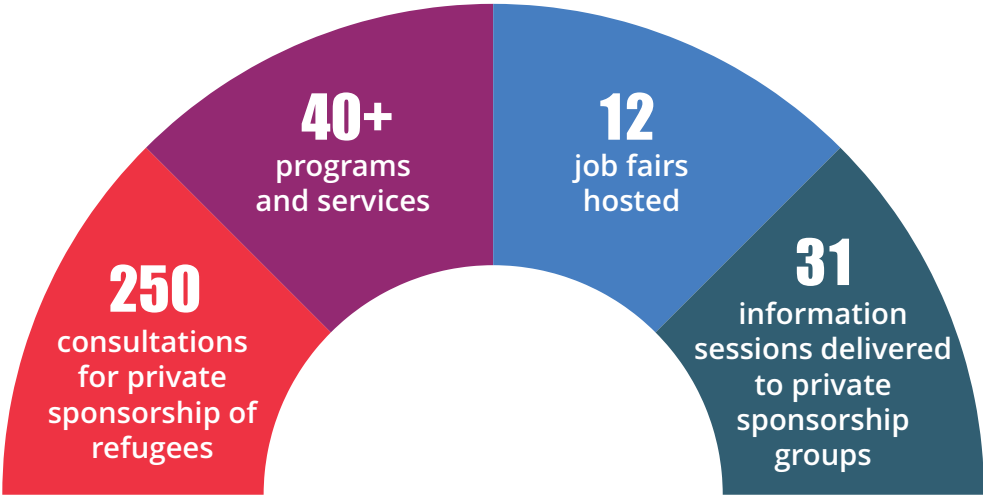
**28,226** clients received services

**\$1.51M** financial assistance to clients

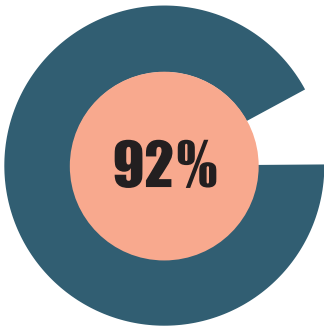
**7,140** clients assisted through settlement programs

**1,054** employer partners engaged in working with newcomers

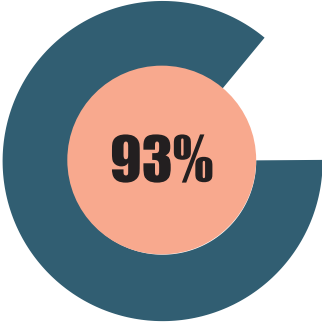
ACTIVITIES .....



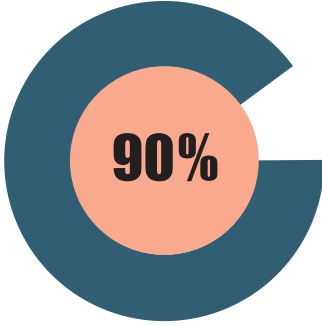
..... PERFORMANCE INDICATORS



of clients  
indicate that MOSAIC has  
helped their integration  
into Canadian society



of clients  
express satisfaction  
with services received



of staff  
are proud to work  
at MOSAIC

COMMUNITY LEADERSHIP .....

- Leading the Refugee Response Team for Metro Vancouver
- Leading the Organizing Against Racism and Hate (OARH) forum in Surrey
- Hosted community information fairs for newcomers, seniors and LGBTQ youth
- Hosting unique refugee-related support services and programs

# 2017/18 Notable News

## RELOCATION OF HEADQUARTERS

MOSAIC's new headquarters is owned by the City of Vancouver and designated as a community amenity with MOSAIC as the operator.

The new facility at 5575 Boundary Road was built, fully finished and furnished to meet the needs of MOSAIC and its clients by Wall Financial, the developer of the Wall Centre Complex.

Mayor Gregor Robertson cut the ribbon at the Grand Opening Celebration in September 2017.

We are grateful for the support of the following sponsors for the Grand Opening Celebration:

- Automation One Business Systems Inc.
- BC Salmon Farmers Association
- Dehoney Financial Group
- GBL Architects
- North American Telecommunications Group
- Pacific Blue Cross

**23,000**

square  
feet

**2**

floors

**\$12M+**

facility

**150+**

capacity  
meeting space

**100+**

offices and  
work stations



*Pictured L-R: MP Jenny Kwan, Executive Director Eyob Naizghi, Mayor Gregor Robertson, Board Chairperson Dr. Mehran Kiai, Minister and MLA Shane Simpson, Director Ninu Kang cut ribbon at MOSAIC's new HQ in September 2017.*

## HONOURABLE MENTIONS

- Five MOSAIC programs highlighted by the Centre for Addiction and Mental Health in an upcoming video to profile innovative programming and promising practices to inform settlement, community and health works across Canada
- MOSAIC staff featured in a video commemorating the 2017 Premier's Award in the partnership category won by staff in the Ministry of Jobs, Trade and Technology for innovation in addressing refugee issues
- MOSAIC selected as a finalist by the Burnaby Board of Trade's Excellence Awards in the category of Not-for-Profit Organization of the Year

Learn more about MOSAIC awards at:  
[mosaicbc.org/awards](http://mosaicbc.org/awards)



*Coquitlam Mayor Richard Stewart accepts the MOSAIC Human Rights Award from Board Chairperson Dr. Mehran Kiai.*

### Secondary School Bursary Awards

Daniel Hor & Sally Nguyen  
 (Britannia)  
 Omar Abbas & Sanchit Garg  
 (New Westminster)  
 Eileen Faraon & Sandra Zhen  
 (Windermere)  
 Raman Alhamid  
 (Burnaby South)

### Dr. Kes Chetty Education Awards

Fadilla Louis  
 Azam (Sonia)  
 Zargham Zanjani

### Employer Recognition Award

LUSH  
 Fresh Handmade  
 Cosmetics

### Human Rights Award

Richard Stewart  
 Mayor of  
 Coquitlam



*Jamie Gummo and Ashley Feist (pictured in centre) from LUSH Fresh Handmade Cosmetics accept the Employer Recognition Award from Employer Relations Specialist Maria Poe, and Board Member Bark Kong.*

# Unique Initiatives fill community resource gaps

## YOUTH

### *Voyages Youth Conference*

Anti-crime initiative

### *Forum for LGBTQ Newcomer Youth*

*I Belong* participants provide insights to high school students (see page 9)

### *Homework Club*

Tutoring assistance for newcomer students in New Westminster combined with leadership and social skills development

### *Burnaby Immigrant Youth in School Program*

Providing employment-related support to newcomers in grades 9-12



## LEADERSHIP

### *MOSAIC hosts Surrey anti-racism forum*

with the Organizing Against Racism and Hate Network

### *MOSAIC hosts the annual community Multicultural Settlement Fair*

providing information and resources for newcomers in an entertainment filled day

### *MOSAIC hosted a Refugee Rights Day public forum*

UBC professor Dan Hiebert presented new research about refugees' economic contribution

### *MOSAIC hosted the Immigrant Professionals' Conference*

providing strategies and inspiration to newcomer professionals looking to re-start careers in Canada

*MOSAIC co-hosted a community Multicultural Senior's Day* providing seniors with information about community resources and supports, and featuring cultural performances and a delicious lunch



*MOSAIC's annual Multicultural Settlement Fair features a variety of performances that are diverse, colourful and entertaining. Pictures from the February 2018 event.*

# MOSAIC brings unique perspective to LGBTQ Youth Forum

"There is a gap in services for immigrant and newcomer youth who are LGBTQ." Masashi Yoshida, Facilitator for MOSAIC's *I Belong* program, also states that while services are available for LGBTQ youth who are Canadian-born, or who have good English-language skills, kids from non-Westernized cultures face different challenges.

"There are many cultures where homosexuality or changing gender markers is taboo, or even illegal. For youth who identify as LGBTQ, it's often difficult for them to talk to their family members about sexual or gender identity issues. And if they have a language barrier as well, it's challenging to utilize community assistance."

In November 2017, the Canadian Centre for Gender and Sexual Diversity invited MOSAIC to participate in the full-day event held in Burnaby, saying, "MOSAIC's *I Belong* program is an excellent way of creating a dialogue about a very important topic and they do an incredible job at creating inclusion and respect".

Three program participants and one former volunteer shared their intersectional experiences as LGBTQ newcomers, including settlement and immigration challenges as well as homophobia and transphobia within their own cultural

communities or home countries. Over 20 secondary school students attended the workshop and described it as an invaluable opportunity to learn about the diversity among the LGBTQ community. It also hits home to many of the students since they are recent newcomers themselves.

Yoshida recalls a newcomer student from Vietnam, who approached his team after the workshop and thanked the members for speaking at the event, because she had never previously seen an LGBTQ newcomer representation before then.

***"She had only been in Canada for a few years but this is the first time she saw people like her on a stage, talking about their own experiences and who were relatable."***

"She was a queer newcomer student who really inspired us that day to continue our work. She said that she had only been in Canada for a few years but this is the first time she saw people like her on a stage, talking about their own experiences and who were relatable."

MOSAIC's *I Belong* program supports LGBTQ (Lesbian, Gay, Bisexual, Trans, Queer/Questioning) immigrant newcomers by facilitating discussions around sexuality, gender, race, culture, and class.

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



MOSAIC addresses immigrant and newcomer issues for LGBTQ youth in Burnaby during the fall of 2017.

# Supporting Refugee Initiatives

31

information sessions provided to private sponsorship groups

250

private sponsorship enquiries followed up with

6

programs delivering specialized services

795

legal issues undertaken

500+

employers engaged with recruitment of refugee clients

## LEADERSHIP

- Led 40+ partners with the Metro Vancouver Refugee Response Team on behalf of the province of BC
- Granted official status as a Sponsorship Agreement Holder (SAH)
- Piloted multiple employment programs (in partnership with employers) to train and hire refugee clients
- Hosted a Needs Assessment Forum for Amharic, Oromo and Tigrinya speaking communities to address service gaps in community resources (April 2017)
- Partnered with the UBC School of Public Policy and Global Affairs to organize the Refugee Symposium (October 11-19, 2017)

*MOSAIC brought 250 refugees to a Halal-inspired Chinese banquet hosted by the Business Association of Richmond in September 2017. The association provided the welcome gala as an introduction in hopes of hiring the refugees to fill a chronic labour shortage.*



# Sandrine's Story

Sandrine Ekoko became a MOSAIC client shortly after her 2009 arrival in Canada as a Government Assisted Refugee.

Born in the Democratic Republic of Congo, Sandrine was hit by a car at the age of 14 which left her with a twisted spine. Since a wheelchair was not practical where she lived, Sandrine's mobility was dependent on walking with heavy metal braces, and she was often carried from one place to another.

At the age of 19, she was married just as violence broke out in the Congo. Her husband was rounded up with the other men in the area and she was told that he had been lined up to be shot, along with the others.

Shortly after, Sandrine fled rebel soldiers who were going house to house on a killing spree. She had been alone and tried to crawl away to safety. Then Sandrine was saved by a wonderful stranger — a woman who stopped and picked her up, and carried her on her back. Although this woman had five children of her own to care for, she carried Sandrine every day for six weeks with help from a daughter. The group sought refuge at a Burundi camp and Sandrine was there for eight years before coming to Vancouver.

In 2010, Sandrine received the wonderful news that her husband had been found alive in Tanzania!

In 2012, her husband Jean Pierre Kigonga joined her in Canada and they have been blessed with 2 daughters, and are expecting another in November 2018.

The family has had many struggles and successes since their arrival in Canada, but have benefited from many MOSAIC services over the past 10 years. These have included: English language instruction; intensive case-management support offering life-skills development and settlement assistance; parenting support; employment programs support; legal assistance; income tax assistance; and many referrals to community resources and programs.

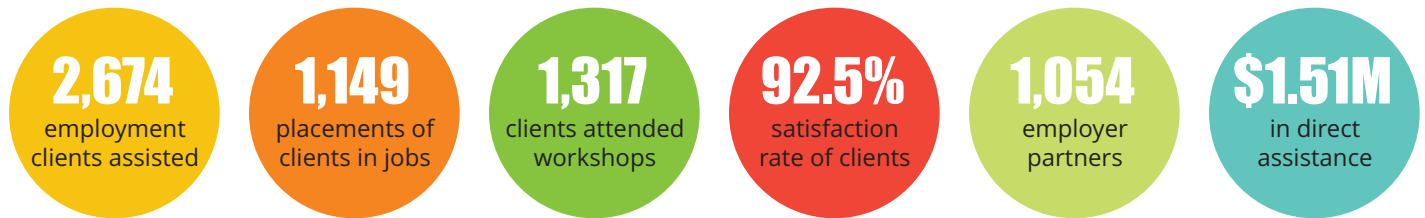
Both Sandrine and her husband can now communicate in functional English and Jean Pierre has found full-time employment. Sandrine said she is grateful to Canada and very much appreciates the way she is treated here: "When I was in Africa, they don't care about disabled people, but Canada has shown me that I can do whatever I want as a person. I feel free and can do things that able-bodied people can do."



*Sandrine, husband Jean Pierre Kigonga and daughters Esther (4) and Naomi (2) enjoy a beautiful day in their East Vancouver neighbourhood.*

Cover photo and principal photography for MOSAIC's 2017-2018 Annual Report by Aziz Dhamani

# Helping newcomers find work



## MOSAIC JOB FAIRS

### *What jobseekers said:*

"It's a great opportunity to meet employers and learn about job opportunities, and the best way to apply for those jobs."

"It's awesome! There are many opportunities and I felt confident after meeting people."

### *What employers said:*

"There's a great mix of potential candidates, from those starting out to professionals."

"There's a diverse applicant pool, and many who are bilingual."



## JOB FAIR SURVEY RESULTS

**54%** attendees have been in Canada less than 5 years

**40%** attendees have permanent resident status

**88%** attendees have post-secondary education

**84%** employers will follow up with candidates

**60%** employers felt candidates were "prepared" or "very prepared" for interviews

0 10 20 30 40 50 60 70 80 90

# Newcomer continues on career path in Canada

## STEVE FOUND A GREAT JOB JUST WEEKS AFTER ARRIVAL

"As a new immigrant to Canada, I spent my first few days doing the essentials – getting my social insurance number, applying for a Medical Services Plan, getting a local mobile number and opening a local bank account. But on top of all the paperwork, most of those days were actually filled with questions, which had no sure answers. And the darkest question of all was – how do I get a job?"

Steve Paulo Dela Rosa, 33, recalls the flurry of activity after arriving in Vancouver on January 26, 2018 to reunite with his husband, who had previously re-located to Vancouver. Born and educated in the Philippines, Steve took his Fine Arts degree to Dubai, where he worked in the retail industry for 7.5 years before emigrating to BC.

Having worked his way up to the position of Display Designer and Visual Merchandiser in the UAE, Steve hoped to find similar work in Canada, but wasn't sure what to expect. Then he met staff from MOSAIC, which operates the NE Employment Services Centre. Steve was effusive about the help he received.

"When you are new here, you feel scared, but MOSAIC gave me back my confidence. All the information, training, seminars, workshops were very helpful. I always thought I am already good, but that changes when you step into a new place and MOSAIC made me a better candidate to help me find a job I wanted. After getting a job, MOSAIC extended financial assistance with a job-start support package. It really helped me a lot and I am very grateful."

Steve began his new job as a Visual Merchandiser in the retail sector on March 4th, just five weeks after his arrival to Vancouver. He's extremely pleased to continue along his same career path, and already looking at ways to advance in his field.

"Moving to Vancouver is one of the smartest decisions I have made in terms of developing my career. This place gives equal opportunity to everyone. No one is measured or valued based on nationality, gender preference, religion, status or even the physical appearance. People are respectful and friendly. I'm so in-love with Vancouver."

[mosaicbc.org/services/employment](https://mosaicbc.org/services/employment)

*"When you are new here, you feel scared, but MOSAIC gave me back my confidence."*



Steve Paulo Dela Rosa was able to resume his career as a Visual Merchandiser just over a month after arriving in Vancouver.

# MOSAIC ON THE MAP WITH 27

Since 1976, MOSAIC has worked to strengthen communities by supporting newcomers in building their new lives in Canada.

Today, our services are available throughout BC and overseas as well, thanks to programs which are delivered online.

In Metro Vancouver, settlement support, English language learning, employment assistance, family and youth programs, and our Seniors Club are all accessible at a variety of locations, as shown on the map. Sites are operated by MOSAIC, or partner organizations where MOSAIC delivers services for newcomers and immigrants.

## LEGEND

Multiple services

Family and Children services

Settlement services

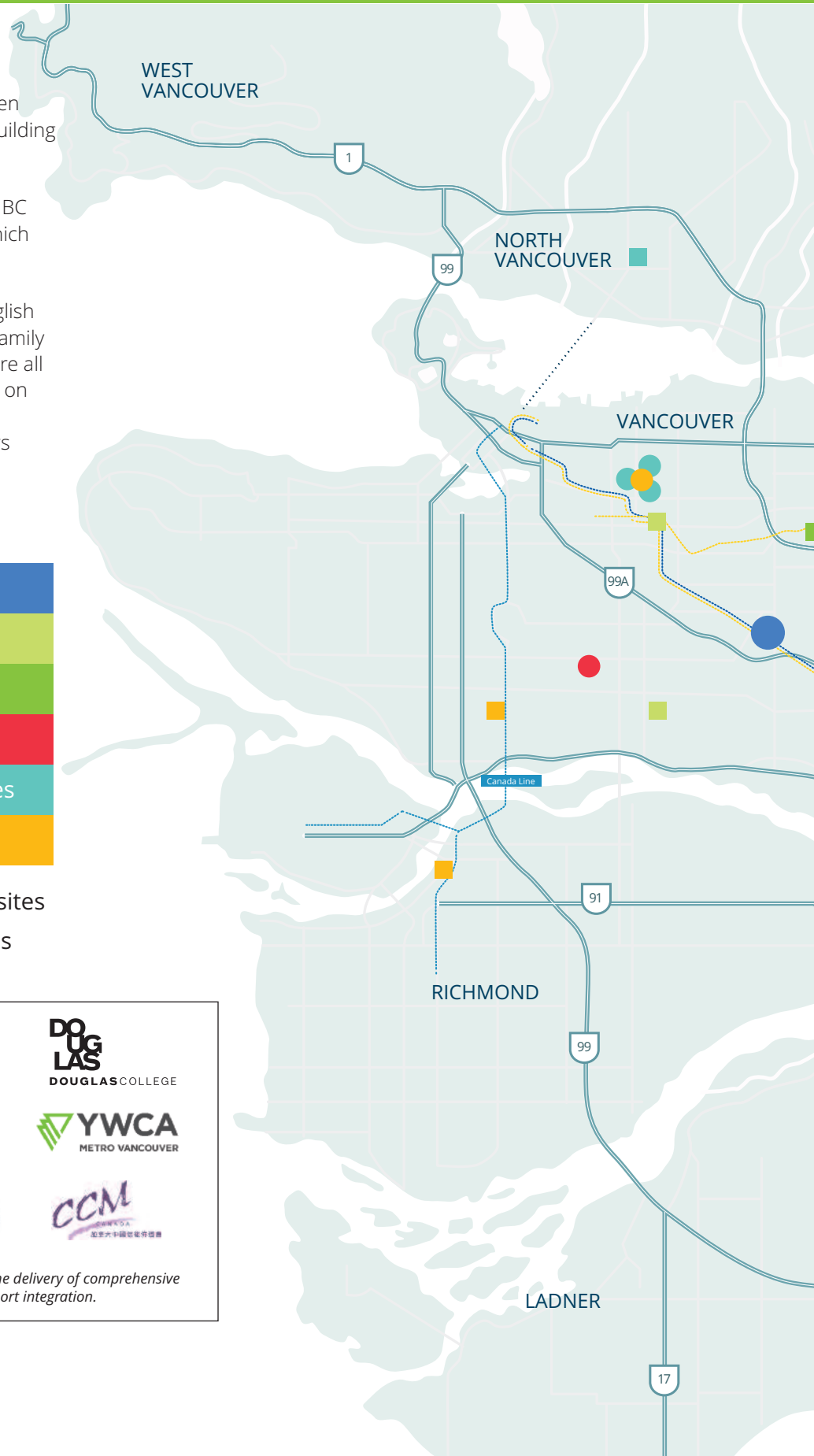
Youth services

Language and Childminding Centres

Employment services

● ● ● ● ● MOSAIC operated sites

■ ■ ■ ■ ■ Partner-operated sites



# CLIENT-ACCESSIBLE LOCATIONS



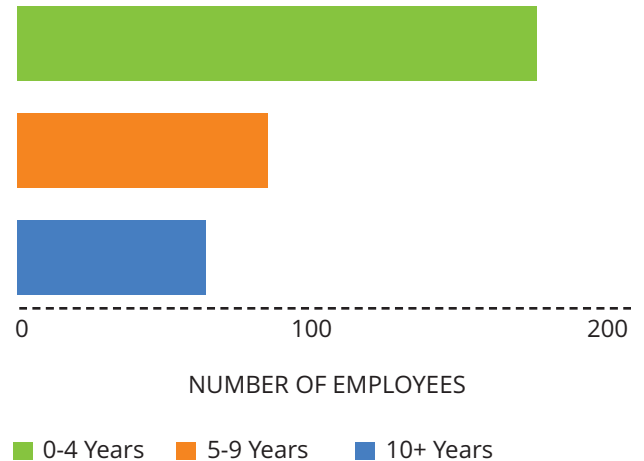
# MOSAIC – A great place to work!



## MOSAIC STAFF

MOSAIC has long credited its outstanding reputation in the immigrant serving sector to the quality and dedication of its staff members. The organization is frequently recognized for the quality of services delivered to clients; best practices in the development and execution of programs and services; and collaboration and cooperation with other community resource providers.

We're pleased to report that a recent survey indicated 90% of MOSAIC staff are proud to tell people where they work.



Staff pictured celebrated 5, 10, 15 and 25 year milestones in 2018.

# We salute our volunteers!



Volunteers are critical to MOSAIC’s success. Every year, we are fortunate to attract quality volunteers who donate their time, knowledge, and expertise to help further our vision of empowering newcomers to fully participate in Canadian society.

Over 650 volunteers this past year helped staff to deliver programs and services, assist with events, and provide internal administrative support.

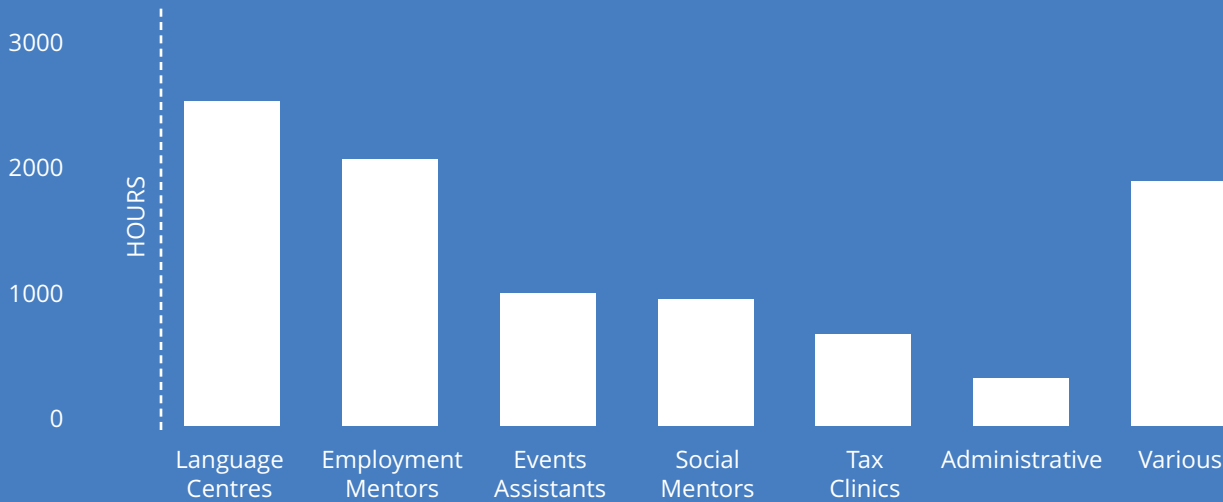
Volunteers are the backbone of MOSAIC and the achievements we celebrate today would not be possible without the dedicated efforts of the remarkable people who choose to devote their energy to our clients and staff. We thank each and every one of you!

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



*MOSAIC volunteers contribute greatly to MOSAIC’s success by donating nearly 10,000 hours to a variety of tasks.*

## AREAS OF ASSISTANCE

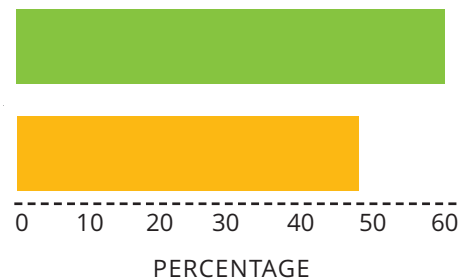


# Clients



## CLIENT NUMBERS

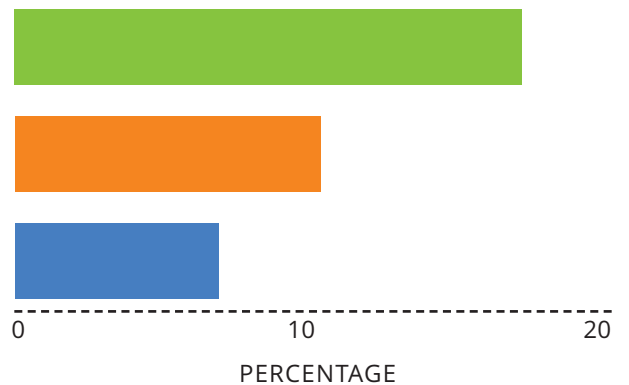
**28,226** clients received MOSAIC services in the 2017/18 fiscal year



- 60% of registered clients were new
- 47.9% of registered clients were referred to MOSAIC through family and friends

## COUNTRY OF ORIGIN

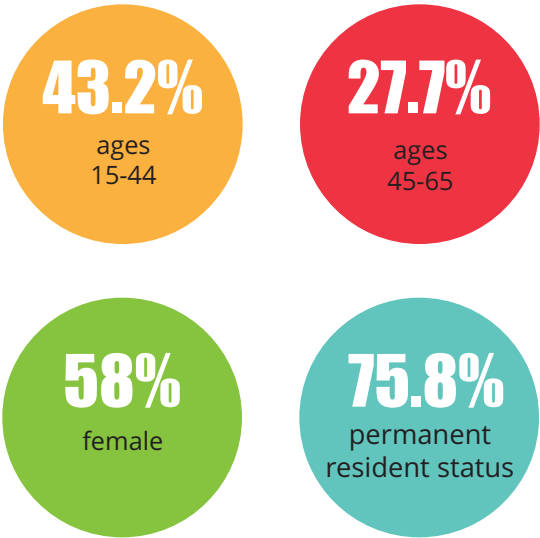
**138** countries represent birthplaces of MOSAIC clients



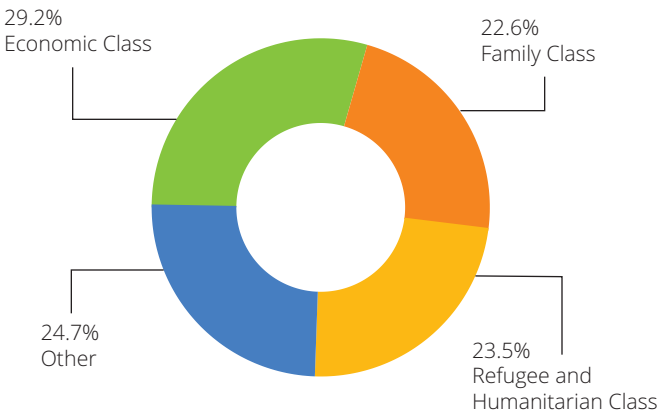
China Iran Syria

*\*Graph represents top three countries only*

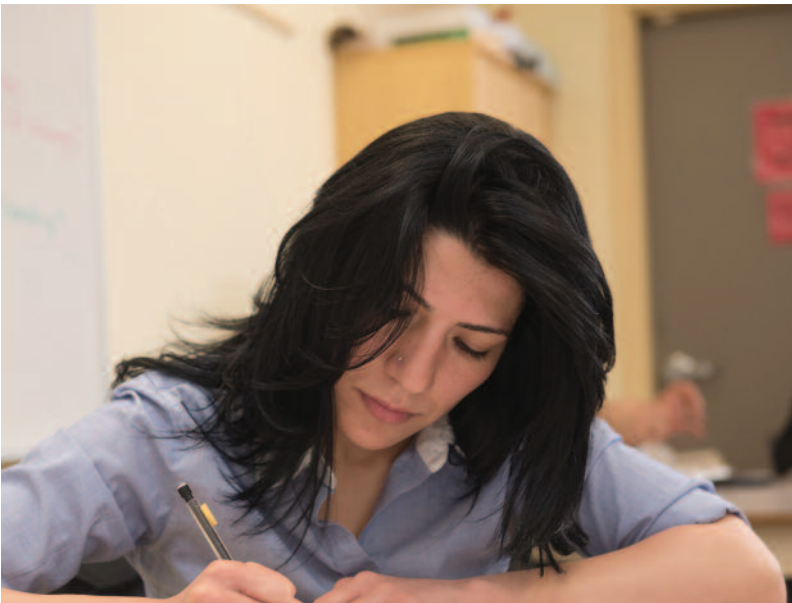
# DEMOGRAPHICS



# IMMIGRATION CATEGORY



*\*Information shown here does not include Interpretation and Translation clients*



# Enterprising Initiatives

## MOSAIC'S INTERCULTURAL COMPETENCY TRAINING

**600+**  
have completed  
training

**34**  
sessions  
delivered

**90%**  
of participants  
can utilize  
training



We are surrounded by people who look, speak, think or feel differently than we do. Differences exist on many dimensions, including cultural and personal. Sometimes, these differences get in the way of open and positive communications, though we may not even realize it.

Intercultural competency training helps to explain behaviours that appear unfamiliar, surprising or possibly upsetting. It effectively develops cultural intelligence and provides strategies for dealing with culturally diverse behaviours and approaches. Studies have shown that building cultural intelligence helps us to form more constructive relationships and yields better results in our interactions.

Increasingly, organizations, institutions and corporations are offering IC training to help their diverse employee workforces interact more successfully with each other as well as with their often diverse client base.

MOSAIC provides specialized training to fit different industries and needs. Having worked with hundreds of cultures, we are able to customize workshops to address specific cultural challenges and concerns. Over 90% of participants have told us that they feel better able to manage cultural differences as a result of the training.

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

*Intercultural Competency Training offers both online and classroom instruction.*

## CUSTOMIZED EMPLOYMENT

Customized Employment Services provides individualized services to clients who have complex employment support needs. This new program works closely with employers to help newcomers find and maintain sustainable employment.

Our approach to customized employment includes individualized assessments and utilizes a discovery process to build an employment profile matching the client's strengths to the work environment. Services are delivered by specialized MOSAIC staff in various WorkBC centres throughout Metro Vancouver.

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



*Customized Employment Services provides individual assessment and creates an employment profile for each client.*

# Interpretation and Translation Services

With over 40 years of expertise, MOSAIC's signature social enterprise has grown into one of Canada's leading and most respected interpretation and translation service providers. Here is information from 2017/18:

**4,200**

active  
accounts

**17,186**

single service  
requests

**280+**

interpreters  
and translators

**75+**

languages

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



*MOSAIC interpreter Adam Tan interprets for Premier John Horgan at the 9th Conference of the World Guangdong Community Federation, held in Vancouver May 2018.*



*MOSAIC interpreter Kian Ghaffari interprets conversation between Shakila Zareen and Prime Minister Justin Trudeau. Zareen fled Afghanistan in 2012 after she was shot in the face by her husband. She had expressed a wish to thank the Prime Minister for Canada granting her refugee status in 2018, after she was turned away by the United States.*

Photo provided by the Office of the Prime Minister

# Finance and Administration

## FUNDS

In line with MOSAIC's Strategic Plan, the Board has restricted certain funds for investment in MOSAIC's services for its communities, and to safeguard its financial sustainability. For 2017-2018, the Board made a strategic decision to fund identified operating expenses from these restricted funds, including scholarships, bursaries, and refugee programming, as well as capacity-building for language classes, fund development, and relocation of services to client communities.

Dedicated funds are set aside to provide assistance to immigrant and refugee communities:

Scholarships for immigrants and refugees are provided through the Dr. Kes Chetty MOSAIC Scholarship Fund, the Secondary School Bursary Fund, and the Eyob G. Naizghi Scholarship Award Fund.

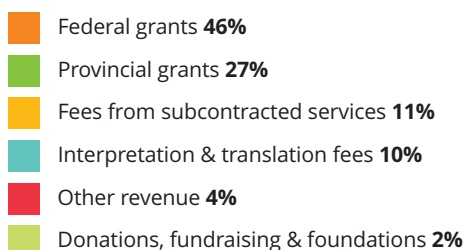
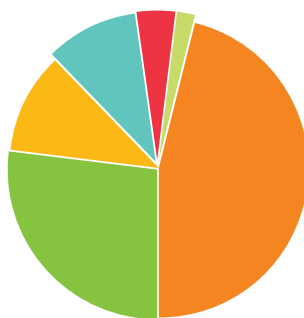
Individuals without financial resources to access translation services are assisted, upon referral by MOSAIC staff, through the Translation Access Fund.

Keywords of common medical terms have been produced in various languages through the Multi-Lingual Guide Fund.

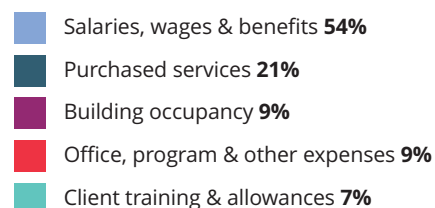
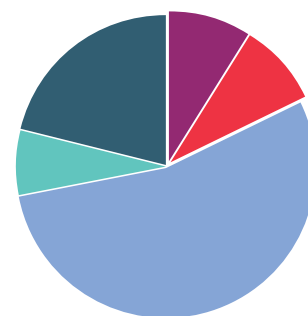
Other funds are established to enhance MOSAIC's capacity to deliver innovative and ongoing programming to meet the needs of clients in the communities where they access services. These funds are the Program Innovation Fund, the Service Commitment Fund, and the Geographic Optimization Fund.

To ensure that the organization and its programs and services are sustainable, other funds provide for stability in the face of known or unforeseen circumstances. These are the Stabilization Fund, the North Foundation Fund, the Leadership Succession Fund, and the Facility Maintenance Fund. Unrestricted net assets are maintained for contingency purposes.

**REVENUE 2018**  
\$22.3M



**EXPENSES 2018**  
\$22.8M



*Complete audited financial statements are available upon request.*

# Thank you for choosing MOSAIC

MOSAIC is grateful for the commitment and generosity of the individuals and organizations who have supported MOSAIC over the past year. Your support helps empower new immigrants and refugees to fully participate in Canadian society. A special thank you to the following supporters who have made significant contributions during the past year (April 1, 2017 – March 31, 2018).

## Government Funders

City of Burnaby  
City of Vancouver  
Employment & Social Development Canada  
Immigration, Refugees & Citizenship Canada  
Justice Canada  
Ministry of Advanced Education, Skills & Training  
Ministry of Children & Family Development  
Ministry of Jobs, Trade & Technology  
Ministry of Municipal Affairs & Housing  
Ministry of Public Safety & Solicitor General  
Ministry of Social Development & Poverty Reduction  
Ministry of Tourism, Arts and Culture  
Public Health Agency of Canada  
Public Safety Canada  
Status of Women Canada

## Visionaries \$50,000+

Law Foundation of BC  
United Way of the Lower Mainland

## Champions \$25,000-\$49,999

Vancity Savings Credit Union

## Ambassadors \$10,000-\$24,999

Anonymous  
Coast Capital Savings Credit Union  
TELUS

## Leaders \$5,000-\$9,999

Foundation of Hope  
Royal Bank of Canada

## THANKS TO ALL OUR CONTRIBUTORS

MOSAIC would like to thank the many donors who have supported our activities with gifts totaling less than \$500. We are also grateful for those who have supported us through memberships, building relationships and the contribution of in-kind resources. Your support is truly appreciated.

<b>\$50,000+</b>	VISIONARIES
<b>\$25,000 - \$49,000</b>	CHAMPIONS
<b>\$10,000 - \$24,000</b>	AMBASSADORS
<b>\$5,000 - \$9,999</b>	LEADERS
<b>\$500 - \$4,999</b>	FRIENDS

## Friends \$500-\$4,999

Anonymous  
Arab Student Association at UBC  
Automation One Business Systems Inc.  
Bandidas Tacqueria Restaurant  
BC Salmon Farmers Association  
CLICK – Contributing to Lives of Inner City Kids  
David Tam Namkung  
Dean W. McDonald  
Dehoney Financial Group  
Dr. William J. Koch  
Earl Warner  
GBL Architects  
John Sawyer  
Joy Miller  
Lido Public House Ltd  
McCarthy Tetrault Foundation  
Methanex Corporation  
Metro Vancouver  
Michael Noble and Krysha Derbyshire  
Ninu Kang  
North American Telecommunications Group  
Pacific Blue Cross  
Paragon Testing Enterprises  
Paul Pedersen  
Susan M. Adams  
The Chinese Canadian Military Museum Society  
Tracey McVicar

## Independent Fundraising Events

Biniyam Woldegabir's 30th Birthday  
Falafel Filled with Love  
Metro Vancouver Book Sale  
Sarah Herriott's Run for Hope

## Monthly Donors

Anonymous  
Jeremy Powell  
Karen Larsen  
Leith Blachford  
Marta Filipski  
Mary Patricia Doherty  
Susan Rae

**To donate,  
please visit:  
[mosaicbc.org/donate](http://mosaicbc.org/donate)  
or phone  
604 254 9626**

**Media  
Partner**



*Every effort has been made to ensure that this list is accurate. Please accept our sincere apology if your name has been missed, or a mistake has been made. We ask you to call us at 604 254 9626.*

# Event and Crowdfunding Champions

## A GIFT OF HOPE ON BINIIAM'S BIRTHDAY

Biniiam Woldegabir turned his milestone 30th birthday into an amazing crowdfunding opportunity, and with help from his family and friends, he raised \$5,300 for MOSAIC! Biniiam and his mother came to Canada as refugees when he was only three years old, and through support programs and other help, their family was able to rise above challenges to build successful lives in Canada.

*"The best gift you can give in life is opportunity. The helping hand my mother received as a refugee in this country has touched my life. Generations of opportunity were granted by helping just one person. I am inspired to make an impact half as monumental."*

— Biniiam Woldegabir

*"I was deeply saddened by all the news about the refugee crisis and wanted to help but was unsure how until I found out about MOSAIC's Surrey Project for Refugee Families. The types of services it offers I believe are key in giving immigrants the skills to be able to thrive in Canada."*

— Sarah Herriott

## A GIFT FOR CHILDREN AND FAMILIES FROM SARAH

Sarah Herriott took her love for running and transformed it into a crowdfunding platform, raising almost \$6,000 for MOSAIC! Empowering newcomer children and families was her inspiration and our Surrey Project for Refugee Families received this generous gift!

If you have a cause you would like to support and have a group of friends who want to help you, then you can crowd fund or host your own event, just as Biniiam and Sarah did.

CONTACT

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Development Officer

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# Your gifts empowering others

## EMPOWERING YOUTH

The NuYu: Newcomer Youth Popular Theatre program creates a safe space for newcomer youth to articulate and resolve issues they face through interactive theatre forums. Thanks to the generosity of funders like TELUS, the NuYu program is helping youth thrive.



Top: NuYu Program participants receiving certificates of achievement.  
Bottom: TELUS donating \$12,000 for MOSAIC's NuYu program.

### PRIVACY POLICY:

MOSAIC will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law. This may include use or disclosure in order to protect MOSAIC's interests in civil proceedings and in proceedings involving criminal activity, fraud or misrepresentation.

Charitable Reg. No. 13017-8130-RR0001

*"Within MOSAIC's youth programs, youth creatively target how to build on their strengths and find ways to work through difficult challenges. They build their identity for adulthood in an environment that brings out the best in them. It's inspiring to see how these wonderful opportunities impact the youths' lives with meaning and new potential."*

— Michele Nadeau,  
Manager of Youth Programs

## YOU CAN EMPOWER NEWCOMERS

You can make a difference in the lives of newcomers! The need for support for refugees is growing and their stories of challenge and resilience have touched our hearts and minds. You can be part of the story. You can help reunite, welcome, and empower refugees. Contact us to get involved.

MOSAIC offers many ways for you to get involved and show your support. Together, we're changing lives!

- Cash, cheque, credit card, and online giving
- Monthly giving
- Gifts of securities
- Corporate partnerships
- Wills and bequests
- Host your own event

## CONTACT

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**[mosaicbc.org/donate](https://mosaicbc.org/donate)**

# Reuniting refugee families through legal advocacy

**1,166**

legal issues dealt with

**17**

areas of law

**40**

languages used with clients

**2-4 YR**

average time per case

Chaltu Mahmoud came to MOSAIC's *Legal Advocacy Program* for help in 2014, shortly after her arrival as a "non-accompanying dependent" of her father, a refugee who came to Canada a year previously. Unbeknownst to her father (and immigration officials), Chaltu had married and born a son in Yemen while waiting for approval of her application to enter Canada.

Under Canadian immigration law, Chaltu's status did not allow her to bring her husband and son, Fuad, to Canada and she began to despair. The only possible solution was to apply for sponsorship of her family under humanitarian and compassionate grounds – a procedure that has a very low success rate.

The case was further complicated when unrest broke out in Yemen and Chaltu's husband and son were forced to flee to Jordan, where they sought and received protection as refugees with the UNHCR.

Over the four years that it took for this case to be resolved, MOSAIC's Legal Advocate provided intensive emotional

support and assisted in navigating the complex and often confusing Canadian immigration system. Through the perseverance of the client and the advocate, immigration officials determined that this unusual and compelling case warranted that the sponsorship application be processed.

Al-Suraihi and Fuad arrived in Canada March, 2018 where they were reunited with Chaltu, and a second son who was born in Canada. Today, the family are enrolled with settlement and language programs and beginning life as a Canadian family.

MOSAIC's *Legal Advocacy Program* staff include qualified legal advocates who act on behalf of clients. Program staff liaise with clients, government officials and tribunal members. Staff handle applications, submissions and communications with various public benefits offices, and immigration offices in Canada and overseas embassies. The program has access to and is supervised by lawyers.

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



Thanks to a visionary grant of \$80,000 and a legacy of support from the Law Foundation of BC, refugee and newcomer families, like Chaltu's, are reuniting in Canada.

MOSAIC is the only non-profit organization in BC offering newcomers free legal and emotional support to navigate the family reunification of refugees. Our Legal Advocacy Program is a great source of hope for many refugee and newcomer families.

The Law Foundation of BC is making a significant impact. If you are passionate about helping to expand this program to help more families, contact us at 604 254 9626.



Chaltu and Al-Suraihi with sons Fuad (6) and Aiman (3) have been reunited since March 2018.

# Looking ahead to **2018-2019**

## **NEW CEO AT MOSAIC**

Olga Stachova assumed the position of Chief Executive Officer on July 1, 2018.

Board Chairperson Dr. Mehran Kiai lauded Stachova's leadership and organizational skills in his message to MOSAIC's membership, expressing confidence that the new chief executive has the experience and energy to lead the organization at a time when Canada is embarking on increasing levels of immigration and responding to the global crisis of international refugees.

Stachova moved to MOSAIC after a long career as a Chief Operating Officer at Mitacs, a national non-profit organization delivering research and training programs to graduate and postgraduate students in Canada through partnership with the private sector and the federal and provincial governments. Stachova is the recipient of the 2009 Business in Vancouver Top Forty Under 40 Award, as well as the Queen Elizabeth II Diamond Jubilee Medal.

## **INCREASED FUNDING TO SERVE REFUGEE CLAIMANTS**

MOSAIC was awarded with a 3-year contract to serve refugee claimants and non-eligible IRCC clients in Surrey and the Fraser Valley. The program begins July 2018 and represents a 435% increase in funding for this demographic group.

## **FOCUS ON TEMPORARY HOUSING FOR REFUGEE CLAIMANTS**

MOSAIC co-chairs the Multi-Agency Partnership (MAP), a group of 40+ organizations and individuals whose focus is providing assistance to refugee claimants. Two senior staff are actively involved in MAP's Subcommittee on Housing and will be investigating innovative programs and solutions to increase temporary housing and accommodations for refugee claimants.

## **MOSAIC HELPS DEVELOP PROTOCOLS FOR SETTLEMENT SECTOR**

MOSAIC is a founding member and sits on the Project Management Team for the National Settlement Sector Community of Practice for OCASI, a collective voice for immigrant-serving agencies. In 2018, two senior staff will assist in the development of protocols in order to build a Community of Practice where sector staff, leaders and those in related fields can: learn, share, connect and collaborate; facilitate the provision of consistent, innovative and coordinated services; and create a unique "Settlement Hub" where members collect, disseminate and find support and resources.

## **TRAUMA SUPPORT FOR REFUGEES**

MOSAIC has received first-time funding from the BC Government to provide psycho-social education, support and trauma counselling for all types of refugees and refugee claimants in the Fraser Valley and as needed in Surrey.



**Olga Stachova**

*"I immigrated to Canada 19 years ago and used MOSAIC services to help me with my permanent residency application shortly after my arrival. Over the years, I have been very fortunate to build a strong support network in Canada, both personal and professional, to help me successfully navigate the new environment and move my career forward. I am thrilled to be able to apply the experience I gained to support and shape MOSAIC's strategic direction and provide newcomers with the support systems that are so crucial to their integration, success, and sense of true belonging."*

## OUR VISION

Empowering newcomers  
to fully participate in Canadian society

## OUR MISSION

MOSAIC delivers services and engages  
in community building and advocacy to facilitate  
meaningful participation of immigrants and refugees  
in Canadian society

## OUR VALUES

MOSAIC is guided by values that  
inspire our operations, our actions,  
and our relationships

Innovation

Inclusion

Commitment

Integrity

Excellence



HEAD OFFICE

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