

# ANNUAL REPORT

## 2019 | 2020



MOSAIC is breaking  
down barriers to  
newcomer health  
*Cover stories*  
*pages 14-16*





Contents

Message from CEO & Board Chair.....	3	MOSAIC.....	19
Strategic Plan 2020 - 2025.....	4	Our Workplace.....	19
Organizational Summary.....	6	Our Clients.....	20
MOSAIC News.....	8	Our Volunteers.....	22
Social and Civic Engagement.....	9	Finance Report.....	23
Awards.....	10	Partnerships and Social Investments.....	24
Service Highlights.....	12	Looking Ahead.....	26
Employment, Language & Social Enterprise.....	12		
Cover Stories: Newcomer Health.....	14		
Family & Settlement.....	17		

Ninu Kang’s strong leadership will continue in anti-violence work

After close to 29 years with MOSAIC, long-time director Ninu Kang joined partner organization Ending Violence Association of BC (EVA) as its new Associate Executive Director.

Ninu began as a frontline settlement worker in 1991 before moving into MOSAIC leadership as Director of Family Programs, and eventually taking on the Communications portfolio as Director. She also oversaw MOSAIC’s first successful CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation process to meet internationally recognized standards for health and human services providers.

Ninu is one of the leading authorities on anti-violence, anti-racism, and addressing gender equality in the immigrant and refugee communities. She has developed culturally and linguistically sensitive violence prevention programs for immigrant and refugee women and children.

We wish Ninu all the best and look forward to future partnerships between our organizations, knowing that she will continue to thrive and be a strong advocate for justice and anti-violence through her new position.



Annual Report Acknowledgements:

Editor – Ariela Friedmann

Contributing writers – Ariela Friedmann, Samantha Matute, Mischa Milne, Olga Stachova

Design – Samantha Matute

Contributing design – Junie Chow

Cover Photo – Rachel Pick Photography

Thanks to the following content providers, and everyone who helped contribute to this Annual Report –

Zarif Akbarian, Daisy Au, Sharon Butler, Sara Cameron, Nova Chamberlin, Sherman Chan, Erin Chen, Alexandra Dawley, Christian Duff, Bessy Ferris, Vania Ganacheva, Laurie Koch, Darae Lee, Matthew Levan, Chantelle MacIsaac, Michael Radano, Kiana Reyes, Etah Saad, Saleem Spindari, Sue Trevor, Linda Van Raes, Zarghoona Wakil, Olga Zamudio. As well, a special thanks to all staff who helped gather statistics, and to Zarif Akbarian, Ebru Merkepçi and Ifi Moutsokapas for graciously allowing us to feature their personal stories.

For feedback and comments about the Annual Report, please email [communications@mosaicbc.org](mailto:communications@mosaicbc.org).

Message from CEO & Board Chair

Our strategic direction remains strong, even during the pandemic

It is with pride – and gratitude – that we reflect back on our 2019-2020 fiscal year, and beyond: pride for the many firsts this past year saw; and gratitude for our incredible staff and volunteers who enable us to do our work with excellence.

This Annual Report and the stories within will demonstrate our leadership in launching many initiatives, our new and ongoing partnerships to help those most in need, and the impact we have had on the lives of thousands of newcomers and individuals from diverse backgrounds who have turned to MOSAIC for services, both prior to and since the COVID-19 pandemic.

New Strategic Plan to guide us

This past fiscal year has also seen the Board of Directors’ approval and launch of updated Mission and Vision statements and a new Strategic Plan that will guide MOSAIC until 2025 (see pages 4-5).

Shortly after its release, the new direction charted in the Strategic Plan was tested by the onset of the pandemic. We also had to ask whether our Strategic Goals were still relevant in the face of growing racism and hate, and the surge of the Black Lives Matter movement. The answer was a resounding yes – our first goal is to advocate for and engage communities in the creation of a just and inclusive society.

Inequities in the age of COVID-19

The pandemic has further highlighted existing inequities and vulnerabilities in our society. It placed a spotlight on the digital divide – the lack of access to technology which continues to create barriers for many who seek important information and government services. It disproportionately impacted the employment rates of recent newcomers, and underlined the importance of equitable healthcare access for immigrant and refugee communities. More than ever, it demonstrated the need to include diverse voices when seeking solutions for rebuilding our economy and strengthening the resilience of our society.

MOSAIC has been here for our clients, not only helping them navigate the rapidly evolving pandemic, but also providing support through anxiety, depression and misinformation in the community.

Acknowledgements

Our incredible staff have ensured continued levels of excellence and innovation in service delivery with a willingness to adapt and refine as needed. Furthermore, we are grateful to our volunteer Board of Directors for their consistent leadership and support at a time when the organization needed to pivot and adjust.

Finally, we thank you – our supporters and partners, our funders and our clients – for working so effectively with us. Our aspiration to work together to help make Canada an inclusive and thriving country is ongoing, but we are much stronger because you are with us every step of the way.

Olga Stachova, CEO

Dr. Christian Duff, Chairperson



Olga Stachova



Dr. Christian Duff

MOSAIC 2019 - 2020 BOARD OF DIRECTORS

- Dr. Christian Duff, PhD, CPA, CA Chair
- George Somerwill, MA Vice Chair
- Bark Kong, CPA, CA, CBV Treasurer
- Barbara West, BCom Secretary
- Sylvia Ceacero, MBA, MA
- Paul Chai Peng Cheng
- Dr. Gillian Creese, PhD, MA, BA
- Meeru Dhalwala
- Petra Kuret, CMC, BA
- Wendy Ma, BSc, MBA
- Serena Mawani, MBA
- Yijin Wen, AIBC, PMP

Additional information at [mosaicbc.org/board](https://mosaicbc.org/board)



# Our organization's plans for the next five years

In the summer of 2019, the MOSAIC board and management team commenced the process of developing a new strategic plan to guide our focus and direction for the next five years.

The process included engaging with representatives of our key stakeholder groups to identify external trends, opportunities and threats in the social services and settlement sectors. Their feedback was necessary for us to refine our Mission and Vision moving forward. Throughout this process, we also engaged with staff and clients to examine our core competencies and to identify areas of improvement in context with evolving needs.

Our 2020-2025 strategic plan will ensure that, as an organization, we continue to build on our values of excellence, innovation, inclusion, commitment and integrity and move forward as a leader in enriching communities through services and advocacy for newcomers and individuals from diverse backgrounds.

This plan will be considered a living and guiding document over the next five years, and will be updated as needed to reflect the changing world we live in. We will monitor our progress and adjust course as conditions warrant to ensure the sustainable delivery of services for our clients.



The Hon. Marco Mendicino, Minister of Immigration, Refugees and Citizenship, met with MOSAIC staff and leadership to discuss the work of the ministry and MOSAIC's services and capacity.

## VISION

Together we advance an inclusive and thriving Canada.

## MISSION

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

## VALUES

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

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

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

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

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



### Strengthening MOSAIC through our strategic goals

In October 2019, MOSAIC held its strategic planning workshop drawing on the key themes from our engagement process and an analysis of Strengths, Weaknesses, Opportunities and Threats (SWOT). This analysis helped us define where we are now and scan the horizon for the gaps and opportunities we want to address over the next five years.

With the input from the management team, board, staff, volunteers, clients, partners, other settlement organizations, funders, the strategic planning workshop and the SWOT analysis, we outlined four goals to govern our direction over 2020 – 2025.

The full Strategic Plan can be found on our website at [mosaicbc.org/strategicplan20-25](https://mosaicbc.org/strategicplan20-25).

### ADVOCATE FOR INCLUSIVITY

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

### ENHANCE OUR SERVICES

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

### ENHANCE OUR WORK ENVIRONMENT

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

### DIVERSIFY OUR FUNDING

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



Organizational Summary

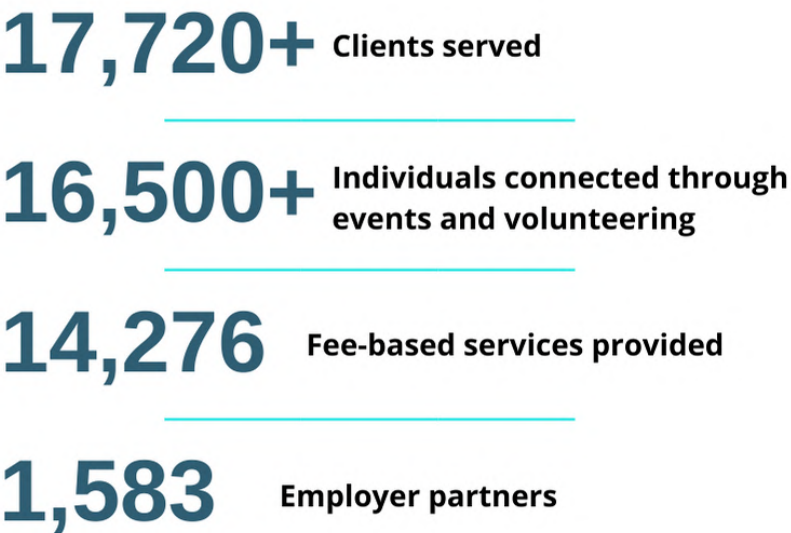
MOSAIC at a glance

No matter what a person's journey, all have the same dreams and hopes upon arrival in Canada.

MOSAIC is one of Canada's largest settlement and employment organizations made up of deeply committed people who support newcomers and those with diverse backgrounds. Guided by our values, collective expertise, lived experiences, and through strong partnerships,

MOSAIC has gained and established trust using a person-centred approach to walk alongside people as they start their new life in Canada.

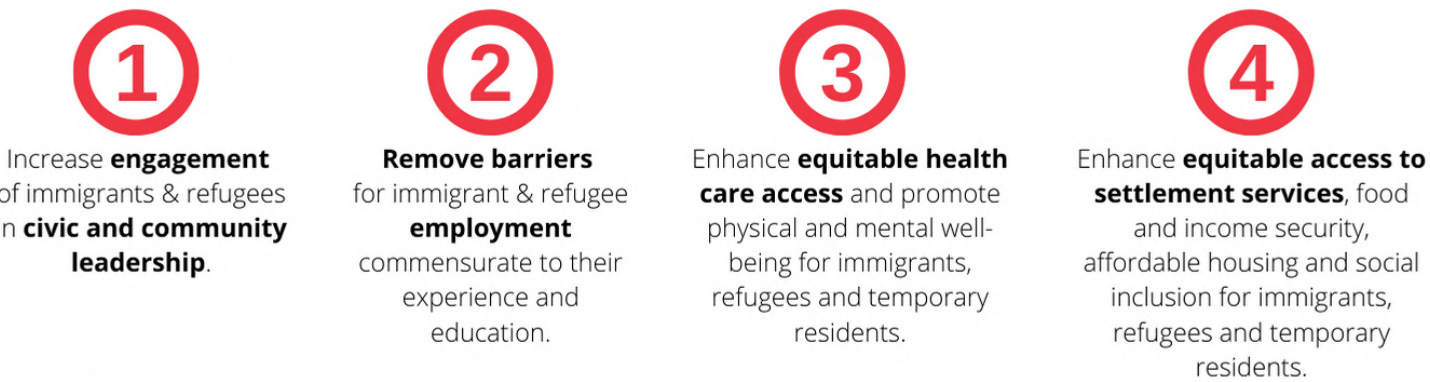
In these two pages, you will find a summary and overview of MOSAIC's capacity and services based on our fiscal year April 1, 2019 – March 31, 2020.



New funding and projects approved

- One-year Funding from Canadian Heritage for the SCENE pilot project
- Fast Track to Manufacturing launched with funding from BC Ministry of Advanced Education, Skills & Training
- Care Pathways for Visible Minority Newcomer Women Pilot (SRDC/IRCC)
- Career Paths for Skilled Immigrants (BC Ministry of Jobs, Economic Development & Competitiveness and IRCC)
- Implemented TB Health Prevention for Newcomers Community (Public Health Agency of Canada)
- Musical Ambassadors to Prevent Dementia (ESDC/New Horizons)
- CARES for Metrotown (United Way of the Lower Mainland)
- Health Navigators (Vancouver Foundation)
- MOSAIC leading the BC branch of the Canadian Council for Refugees Youth Leadership network
- Funding from BC Ministry of Jobs, Economic Development & Competitiveness for Refugee Housing Referral & Data Management System (in Partnership with the Multi-Agency Partnership)

Four Advocacy Areas for 2019/20



MOSAIC representation at community tables\*

- BC Health Coalition
- BC Poverty Reduction Coalition (BCPRC)
- Canadian Council for Refugees Executive Committee
- City of Vancouver's Climate & Equity Working Group
- Co-Chair of Education and Information Working Group of ESDC's Migrant Worker Support Network
- Leading the Migrant Worker Support Network
- Local Immigration Partnership Tables
- Multi-Agency Partnership (MAP)
- National Poverty Advisory Council
- RISE Community Health Centre Advisory Committee

\*MOSAIC's representation at community tables for the fiscal year April 1, 2019 – March 31, 2020 totals 43 tables. This is a selection to showcase engagement.



# Key highlights from the year

## PEER CAFES launched

MOSAIC staff, members from community organizations, and faculty from educational institutions in BC, gathered Jan. 13, 2020 to launch PEER CAFES – Peer Creating Awareness to Facilitate Education and Support Initiative. PEER CAFES address the issue of sexual assault and its impact on international students in Canada. The mandate of this initiative is to increase international students’ safety in Canada and provide information about reporting/disclosing, and how to access support services.

## Career & Job Fair attracts 2,000+

Approximately 2,250 job seekers sought interviews with recruiters at MOSAIC’s 8th Annual Career & Job Fair, held April 9, 2019 at the Croatian Cultural Centre in Vancouver. More than 200 recruiters were on site representing 75 companies from multiple sectors.

## Multiculturalism celebrated

MOSAIC’s annual Multicultural Settlement Fair was organized by Moving Ahead Program, and the Newcomers and Community Building Program May 4, 2019. The event was attended by over 280 people.

Several community service providers attended including MP Peter Julian’s office, Burnaby Family Life, SUCCESS, Vancity, Burnaby Public Library, REACH Multicultural Family Centre and ISS of BC, providing information and resources to newcomer clients.

The event was also honoured by the presence of the Member of Parliament for New Westminster and Burnaby, Peter Julian, and City of Burnaby Mayor Mike Hurley, who underscored how diversity strengthens our community.

## On the Silk Road

MOSAIC was proud to be the charity partner for the inaugural Silk Road Festival, which took place in downtown Vancouver July 2019. The multicultural event was created to bridge cultures, inspire discovery, and engage communities by showcasing art, cultures, food, travel and technology. Entertainment was inspired by cultures whose civilizations formed part of the Silk Road routes.



**IRCC Minister tours MOSAIC**  
MOSAIC was proud to host Minister of Immigration, Refugees and Citizenship Marco Mendicino, who visited MOSAIC’s central office to hear from refugee youth, and seniors and families to better understand their immigration experiences. A visit highlight was the Minister serenaded by the Seniors Club Choir.



**Tackling hate together**  
Minister of Diversity and Inclusion and Youth Bardish Chagger (6th from left) and MP Terry Beech (4th from left) were welcomed to MOSAIC to discuss key issues including: the rise in hate crimes; need to engage communities further on diversity and inclusion; LGBTQ1A2+ issues; services for immigrant youth; and facilitating immigrants into leadership roles. Pictured here with MOSAIC Staff.



**Legal Advocacy Program celebrates 25th anniversary**  
BC’s Attorney General David Eby and approximately 100 guests helped MOSAIC’s Legal Advocacy Program celebrate its 25th anniversary at a special event Nov. 14, 2019. The occasion included a welcome from BC’s Human Rights Commissioner Kasari Govender, and remarks from UBC Law Professor Efrat Arbel.

# Increasing access to leadership positions for newcomers

Within leadership boards and local politics across Canada, a lack of diversity is prevalent – and MOSAIC has been working hard to change this.

For newcomers who are eager to participate in community leadership, it can be disheartening to see a lack of immigrant and refugee representation in community leadership roles. This gap is compounded by barriers faced due to immigrant identity and the undermining of newcomer skills due to a lack of Canadian credentials. In Metro Vancouver, the number of visible minorities in leadership positions is not representative of the demographics of the region.

In September 2019, the Honourable Harjit Sajjan, Minister of National Defence and Member of Parliament (Vancouver South) announced \$3.5 million in funding from the Government of Canada to be shared between 45 organizations in BC with the purpose of supporting multiculturalism, anti-racism initiatives and youth programs.

MOSAIC was one of those organizations and with the support of the Department of Canadian Heritage and Vancity, launched the Social and Civic Engagement for Newcomers and Immigrants (SCENE) project.

SCENE emerged from the need for innovative solutions to increase diverse voices that facilitate strong community attachment and equity in local politics, non-profits and businesses.

SCENE led 31 project participants of diverse backgrounds through four training sessions on Board Fundamentals, Diversity and Inclusion, Leadership and Board Recruitment, and Navigating the Relationship between the CEO and Board of Directors. During these sessions, participants started to build their networks and explore opportunities for voluntary leadership in various organizations.

Moving beyond settlement, this project works towards creating a deeper sense of belonging by assisting the participants through mentorship and board opportunities. SCENE participants are now in the process of applying for opportunities and starting new positions within boards, committees, councils, and tables in Metro Vancouver.

Additional information about SCENE, as well as member profiles and the resources created during the project, can be found at [mosaicbc.org/scene](https://mosaicbc.org/scene).

*“[The] training has activated a reflective process of what I think I can contribute – instead of blindly following tasks, I can now think of my purpose and the long-term strategy. I can adapt and consider different solutions at an enlarged capacity.”*  
– SCENE cohort member, 2020





## Awards

# Proud to receive these recognitions

### Recognition for excellent workplace culture

The Great Place to Work® Institute certified MOSAIC as one of Canada's "Best Workplaces Managed by Women" for 2019. Under Chief Executive Officer Olga Stachova's leadership, this marks the second time since 2018 that the organization has been recognized with this distinction. The recognition is determined by both employee input and an audit of MOSAIC's workplace culture.

### Ongoing partnership recognized by Douglas College

During the 20th anniversary celebration of the Language Instructors for Newcomers to Canada (LINC) program, MOSAIC was recognized by the Douglas College Training Group as a longstanding partner in providing childcare for LINC program participants.

In the LINC Surrey Centre, MOSAIC has licensed Early Childhood Educators introduce early linguistic skills and Canadian culture such as nursery rhymes, snacks and art to children in a safe play environment while their parents are on site learning English.

Valerie Lockyer, Executive Director of The Training Group at Douglas College, noted: "We've had a longstanding partnership with MOSAIC...We are truly grateful for this ongoing collaboration and would like to acknowledge [the ECE team] for your sincere devotion to helping these children get off to a great start in Canada."



**Emerging Leader nomination**  
'I Belong' Program Facilitator Kiana Reyes was nominated as an Emerging Leader at the Government of British Columbia's Multiculturalism and Anti-Racism Awards 2020 for her work with LGBTQIA2+ refugees and immigrants.

### Fourth consecutive CARF Accreditation



MOSAIC was re-accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for another three years, ending in 2022. This accreditation recognizes a service provider's commitment to continually improving services, encouraging feedback, and serving the community.

### SCENE project named finalist in Innovation Awards

MOSAIC's Social & Civic Engagement for Newcomers & Immigrants (SCENE) project was nominated for the Surrey Board of Trade Innovation Awards in the Large Business Category in 2019 – see story page 9.

(L-R: Rozali Telbis, Mariam Bilgrami, Catherine Ludgate, and CEO Olga Stachova)



# Congratulations to MOSAIC award winners

Congratulations to the following award recipients who were honoured and presented with MOSAIC Awards at the Annual General Meeting in September 2019.

### HUMAN RIGHTS AWARD

– Rob Milne

### DR. KES CHETTY EDUCATION AWARDS

– Krishnaveni Selvan  
– Mariam Abdikerim

### EYOB G. NAIZGHI SCHOLARSHIP AWARD

– Rhoda Akuol Philip

### EMPLOYER RECOGNITION AWARD

– Remedy'sRx Specialty Pharmacy

### SECONDARY SCHOOL BURSARY AWARDS

– Hoa Doan (Britannia)  
– Binson Li (Burnaby South)  
– Sanpreet Kaur & Rochelle Tri (Kwantlen Park)  
– Arash Saadati & Eric Chen (New Westminster)  
– Tegan Breker & Nathalie Giang (Windermere)

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

Top: Gillian Chetty, Mariam Abdikerim, Monica Navarro, and Wendy Ma (Board Member)

Middle: Christian Duff (Board Chair), Rob Milne and Diane Milne

Bottom: Christian Duff (Board Chair), Bark Kong (Board Treasurer), Ting Luu (Remedy'sRx Specialty Pharmacy Representative), Etab Saad, Larry Chan





# Transforming service delivery to support clients

MOSAIC offers many free employment and language services, but also believes in what we call Social Enterprise for Good – leveraging more than 35 years of experience delivering employment and language services in BC to generate revenue to reinvest in our social programs.

These next two pages highlight some of our free and for-fee services.

## Job search goes virtual at WorkBC centres

MOSAIC’s more than 35-year success as a leading employment service provider has resulted in a five-fold increase in service delivery, after being granted a major WorkBC contract expansion in April 2019.

Now with more than 80 staff operating five WorkBC centres in four communities in the Greater Vancouver area, the centres serve all British Columbians by providing financial support, career counselling, job search support, job placement and job sustainment support in order to enter or re-enter the labour market.

MOSAIC delivers WorkBC services in three ways: by operating WorkBC Centres in Vancouver, North Delta, Ladner, Cloverdale, and South Surrey-White Rock; through co-operating the Burnaby Edmonds and New Westminster WorkBC Centres with FraserWorks co-op; and by providing Employment Counsellors with immigrant and newcomer expertise to other WorkBC contract holders in South Vancouver, Burnaby Brentwood, and Chilliwack.

Throughout the COVID-19 pandemic, WorkBC has continued to offer in-person services by appointment to vulnerable clients, and to those who could not be well-served remotely. Staff also pivoted to remote service delivery through phone, email, video calls, virtual job fairs and workshops, and virtual counselling in order to ensure that more than 3,000 eligible clients were supported.

Highlights from the past include:

- Proactively engaging more than 20,000 EI clients, the majority of whom were immigrants, in order to support their prompt return to the labour force;
- Hosting virtual Job Search and Career Exploration workshops, with newly developed material and curriculum, with more than 250 clients in attendance; and
- Delivering five+ virtual Job Fairs monthly in all four catchment areas with the participation of many large employers, including Amazon, RBC, and Raymond James Ltd.

More information can be found at [mosaicbc.org/workbc](https://mosaicbc.org/workbc).



Michael Radano, Director of Employment, Language & Social Enterprise at MOSAIC, addresses guests at the South Surrey - White Rock WorkBC Centre opening.

## Language programs build confidence as English skills improve

MOSAIC provides free, high quality English classes from Literacy to Level 7 through the Language Instruction for Newcomers to Canada (LINC) program.

Through three MOSAIC Language Centres in the Lower Mainland, classes give students the support and confidence to participate in the community and at work or school as quickly as possible. The program has helped thousands of newcomers learn English since it was established in 1976.

As well as teaching English for everyday life and work use, instructors introduce students to Canadian culture and community resources while providing a safe and encouraging place for participants to learn, make friends, and improve their language skills.

For the last six years, the LINC program has offered English language instruction focused and tailored to the needs and interests of the participating students using an innovative, blended part online/part face-to-face learning program.

...continued on next page.

## Interpretation & Translation Services adapt to a new normal

Need an interpreter for an important meeting? Need to have legal documents translated into English? MOSAIC’s Interpretation and Translation Services (I&T) can help.

I&T has been offering professional interpretation and translation services on a fee-for-service basis since 1990. The team of 10 in the two sister departments coordinates the work of over 300 language specialists in more than 80 languages.

I&T is a \$2 million+ social enterprise which contributes financially to MOSAIC’s other programs, all while enabling newcomers to access medical, commercial, social and legal services.

With the onset of the COVID-19 pandemic, the distribution of work changed for Translation Services. There was an increase in demand from the commercial and institutional sectors, including several new clients.

There were significant impacts to Interpretation Services during the pandemic, as many clients initially cancelled non-emergency interpretation requests. However, demand began to increase – though the mode of service delivery changed in many ways.

To access I&T services, go to [mosaicbc-lsp.org](https://mosaicbc-lsp.org).

## Language programs build confidence as English skills improve

However, when COVID-19 began, MOSAIC’s Language Program Team was able to move all LINC classes to 100% online in less than 30 days.

For the most part, the students’ prior exposure to online platforms made the process relatively seamless. However, to acknowledge and respect that some learners may not have access to technology at home, instructors still connected with students by phone and traditional mail as needed.

Sharing materials, resources and skills in a collaborative environment across three language centres, while working remotely, contributed to a smooth transition to provide remote language learning opportunities for LINC students.

And students agree: “Online study helped me a lot during the pandemic. I have been looking forward to the Zoom class every day. I am grateful that the school continues to help me through online learning during this special time. My teacher is so considerate and helps everyone,” said Winni, a LINC 4 student.

More information can be found at [mosaicbc.org/linc](https://mosaicbc.org/linc).

## How to get an A+ without going back to school

When it comes to social enterprise, the MOSAIC engage team gets a top grade. Area highlights include:

- Assessment:**
- MOSAIC’s **International English Language Testing System** (IELTS) centres were the first to reopen for in-person testing after the COVID-19 shutdown. The safety plan has served as an example for other test centres in the country. Since reopening, MOSAIC engage has served more than 600 clients. A new paper-based testing venue for IELTS is now operating out of MOSAIC’s Boundary Road office.
  - **Canadian Language Benchmark Placement Tests** have rapidly increased from an average of 8.2 clients last fiscal year to 75 clients July 2020.

- Training:**
- The **Centre for Diversity** offers structured approaches to building awareness and understanding of the different values, beliefs and experiences associated with today’s global workplace with its Diversity and Inclusion workshops.
  - **ESL classes** have been switched to an entirely online format to give students the language and technological skills to navigate today’s world.
  - **Workplace Essentials Training** is a new online training program specifically targeted at WorkBC clients who have multiple barriers to employment, teaching the skills to find and maintain employment.

For more information on MOSAIC engage services, visit [engage.mosaicbc.org](https://engage.mosaicbc.org).





# From refugee to health coordinator

Walking into Zarif and Zohrah Akbarian's Burnaby apartment, one is immediately struck by the bare, white walls – except for one small area by the kitchen that is filled with framed photos of their four children.

That's because the couple's children are their world, and the reason they left their war-torn country of Afghanistan in 2015 with nothing, ready to start a new life in Canada.

"We're so hopeful for the future. We love Canada and are proud to be a part of this nation," says Zarif, now 40, who was a doctor in Afghanistan.

Zarif's medical work focused on serving vulnerable populations in remote areas of Afghanistan for more than 10 years. Now he is following his passion to help under-served populations here.

As an International Medical Graduate, his medical degree is not recognized in Canada, but that hasn't stopped Zarif from giving back both as a volunteer and as a health coordinator.

Recognizing his understanding and lived experiences in newcomer health, Zarif was hired by MOSAIC first as an outreach case manager, then a coordinator for health promotion focused on tuberculosis (TB) reduction. More recently, he volunteered his time to the health navigator initiative and now works as its coordinator.

"It doesn't matter how developed a country, there are always minorities who do not have equal access to services and resources, and if we don't address their needs, we will not be a prosperous country," says Zarif. "I use my lived experience to serve newcomers with information to be able to navigate and find health services they need, and I hope one day I can use my medical education to serve remote communities in Canada."

The Akbarians' desire to give back is thanks, in large part, to the support they received shortly after arriving in Canada through MOSAIC's Family Centre. The Centre offers refugee families help for one year with daily hot lunches, health and nutrition programs, classes for improving English language and parenting skills, and information on Canadian resources and culture.

At the Family Centre Zohrah, 33, so excelled in the sewing class that she eventually became a volunteer helper. Zarif attended a fathers' group, and loved the time he spent with other fathers while their children engaged in activities and projects.



*Zohrah and Zarif Akbarian with their children (eldest son absent) at their Burnaby apartment complex: "We are very proud to be part of this great nation."*

"Life is challenging for everyone, but for a newcomer refugee it is more challenging when you don't know the language, are not familiar with cultural norms, and don't have families and friends around," says Zarif. "You can experience huge loneliness, and feel depressed and disconnected. So programs like the Family Centre are a lifeline in connecting and helping newcomers."

Zohrah continues to study English and dreams of opening her own flower business. "I love Canada, because everyone is treated equally. Women have freedom and can make their own decisions, and have the right to education and work," she says.

Her husband echoes the remarks. "We so appreciate our welcoming and inclusive community, and giving back to our community is part of our lives now. We are very proud to be part of this great nation."

# Breaking down barriers to newcomer health

It's a shocking statistic: five years after arriving in Canada, the average newcomer is generally in worse health than when they first arrived.

The World Health Organization defines health as a state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity.

Factors impacting the social determinants of health after migration include poor living conditions, social isolation, unemployment and challenges adapting to a different language and culture.

Through advocacy and partnerships, programs and initiatives, and coalitions like the 25-member strong Community Alliance of Racialized Ethnocultural Services for Equitable Health and the BC Health Coalition, MOSAIC's Specialized & Innovative Programs team is working hard to change newcomer health outcomes for the better.

MOSAIC is advocating for health equity, supporting newcomers' social determinants of health, increasing their access to primary care and mental health services, and helping them to better understand and navigate the Canadian health system.

## Innovative Health Navigator initiative launched

As part of MOSAIC's commitment to improving newcomer health, a new, innovative Health Navigator initiative has been launched to help newcomers navigate through the health-care system, while giving International Medical Graduates (IMGs) unable to practice in Canada a meaningful way to give back.

Health Navigator links trained staff and volunteers with newcomers who need support navigating online portals.

This creative delivery service model was launched as part of a collaboration with the Burnaby Division of Family Practice to serve the healthcare needs of Burnaby's population who do not speak English, or don't have computer or internet access. It has since expanded to include the Surrey Division of Family Practice.

MOSAIC has 17 staff trained in the Health Navigator program, two of whom are IMGs, and one IMG refugee who is volunteering his time (see related story on Zarif Akbarian on page 14). All told, they can provide support in more than 18 languages.



*Zarghoona Wakil, Health Navigator Co-manager and Senior Manager of Specialized and Innovative programs at MOSAIC.*

The program is co-managed by Zarghoona Wakil, a Master of Public Health candidate at SFU. Back in Kyrgyz Republic, one would have addressed Zarghoona as Dr. Wakil – acknowledging her nine plus years of studies and medical training to become a doctor specializing in internal medicine.

Wakil joined MOSAIC in 2013, where she is Senior Manager of Specialized and innovative programs, including overseeing MOSAIC health promotion programs.

The first to jump aboard was the Burnaby Division of Family Practice; approximately 50% of the current Burnaby population are immigrants.

Working with MOSAIC, the partnership relies on medical clinics and settlement agencies to direct Burnaby-based immigrants to a dedicated phone line where they leave their name, phone number and language-support needs.

The information is then relayed to staff, where the person is matched to someone who can virtually walk them through the Burnaby Division's online self-assessment process.

Ultimately, MOSAIC's objective is to build partnerships that allow for and contribute to equitable health care for newcomers, while optimizing the knowledge and skills of IMGs.



Cover Stories: Newcomer Health

Seniors Choir sings & dances for health

Music can be a powerful tool to prevent or slow the onset of dementia among seniors. For the Multicultural Seniors Choir at MOSAIC, it's also an important source of community connection, friendship and laughter.

The choir program began in April 2019 as an innovative program combining English instruction with music, inspired by Daisy Au, Seniors Club Coordinator.

As one of MOSAIC's goals is to provide outreach to isolated seniors, the Multicultural Seniors Choir began focusing on seniors in assisted living, taking the program into the community and performing at seniors centres while inviting seniors to participate as fully as able.

The choristers are now known as Musical Ambassadors, and are a mix of newcomer seniors and those who have lived in Canada for a long time – but they are all committed to the same goal of addressing isolation, depression, and dementia in the refugee and immigrant seniors' community.



Advocacy & research key to healthy outcomes

The MOSAIC Health Promotion team is involved in ongoing efforts to advocate for better newcomer health outcomes. The team is committed to addressing complex barriers that newcomers experience when accessing healthcare including discrimination, language barriers, and lack of access to a family physician.

MOSAIC is co-chair of the Community Alliance of Racialized Ethnocultural Services for Equitable Health (CARES for Equitable Health) under the BC Health Coalition, an alliance of more than 25 organizations from the settlement, academic and health sectors.

In addition to advocacy efforts, MOSAIC is also involved in a number of newcomer health research and development projects with academic stakeholders. Partners include: BC Centre for Disease Control, UBC, SFU, University of Victoria, Kwantlen Polytechnic University, and Western University.

Through advocacy and research, MOSAIC is committed to achieving access to equitable healthcare for all by identifying, addressing, and proposing solutions to the barriers that newcomers experience in navigating the healthcare system.

Increasing TB literacy in newcomer populations

Although the rate of tuberculosis in Canada is relatively low, newcomer communities are disproportionately at risk.

MOSAIC is collaborating with healthcare providers, service organizations and diverse ethnocultural communities to develop and provide culturally and linguistically appropriate TB education and resources to at-risk communities – as well as advocating for equitable access to TB services and treatment.

In 2019, the Public Health Agency of Canada (PHAC) funded MOSAIC's Tuberculosis Literacy Project – a year-long initiative to raise awareness and reduce stigma about tuberculosis amongst Metro Vancouver newcomer communities.

As part of MOSAIC's Specialized and Innovative Programs team, the project provided TB education, outreach, and resources to service providers and community organizations, as well as educational material for vulnerable communities.

Staff also developed two sets of educational materials – a presentation for service providers and community organizations, as well as culturally and linguistically targeted information pamphlets for distribution at the community level.



Zarif Akbarian (2nd from Left), Health Navigator Coordinator, along with members of the TB Literacy focus group

For information on newcomer health & health equity, contact Zarghoona Wakil at [zwakil@mosaicbc.org](mailto:zwakil@mosaicbc.org).

Family and Settlement

Making a difference in everyday lives

The Settlement and Integration Programs (SIP) cluster at MOSAIC works hard to ensure that the transition to a new life in Canada is as smooth as possible for immigrants and refugees.

At the beginning of the COVID-19 pandemic, the SIP team quickly pivoted to remote service delivery in order to meet the needs of their clients. Despite the unprecedented situation, the SIP cluster was able to continue serving newcomers over the phone, email, and online.

Here are some of the program highlights over the past year:

- The **Moving Ahead Program (MAP)** served 300 multi-barriered clients and provided intensive case management services. In October 2019, the MAP team welcomed Assistant Deputy Minister Fraser Valentine to our Highgate office in Burnaby and delivered an impressive presentation underscoring the successful case management model that MOSAIC has been spearheading. For more information, visit [mosaicbc.org/moving-ahead](https://mosaicbc.org/moving-ahead).
- The **Newcomers and Community Building Program (NCBP)** continues to be the leading program within the organization that serves the largest number of clients. A team of 13 settlement workers served over 2,200 clients and offered over 300 group sessions this last fiscal year. The NCBP was the first program in the organization that started an online peer support group, which was quickly introduced after the COVID-19 lockdown started in March 2020. The NCBP also continues to create meaningful connections between newcomers and local mentors through its Culture Connections Social Mentoring activity. For more information, visit [mosaicbc.org/ncbp](https://mosaicbc.org/ncbp).
- The **Settlement Workers in Schools Program (SWIS)** has four settlement workers helping newcomer families and their children who are registered at any of the 12 schools in the City of New Westminster. Normally, settlement workers run workshops, act as liaisons and provide help and information that supports a smooth transition to the Canadian school environment. In this fiscal year, the team served 225 families and offered 977 direct service sessions. When COVID-19 hit, the team rapidly reconfigured a new system and provided critical support to newcomer families and teachers. For more information, visit [mosaicbc.org/swis](https://mosaicbc.org/swis).



Top: Moving Ahead Program open house March 2020.  
Middle: (L-R) Mayor of Coquitlam Richard Stewart with MOSAIC's Director of Family and Settlement Sherman Chan and CEO Olga Stachova at the MAP open house.  
Bottom: SWIS Program gets into the fun of Halloween in 2019.



# Aiding newcomers with family support



## Early childhood programs for parents

- The **Community Action Program for Children (CAPC)** offers family support services to immigrants and refugees who have children from under age 1 to age 6, and who live anywhere in the Greater Vancouver area. Weekly Family Support Groups are offered to parents and children. The groups are run by a MOSAIC facilitator and two Early Childhood Workers who lead play-based activities for children while parents receive information on settlement and family support services.
- The **Building Blocks Vancouver (BBV)** program works with parents who are expecting their first child, or who have a baby under 6 months old. Staff work with the family until the child enters kindergarten.

## Wraparound Program reaches at-risk youth

As part of the Children & Families (C&F) cluster, the Wraparound Program offers visible minority youth (age 13-17 living in South and East Vancouver) wraparound support to develop their strengths and to build on their resilience. Certified facilitators work with these at-risk youth to engage in pro-social activities, develop healthy attachments to their communities, and make progress toward personal goals.

Since the onset of the COVID-19 pandemic, staff provided services remotely, and started meeting clients in-person for outdoor visits and walks in local parks while maintaining physical distance. C&F staff also developed a COVID-19 screening tool, completed with families before any in-person visit.

## Family Centre celebrates 10th anniversary

It was a birthday-less birthday for MOSAIC'S Family Centre due to the pandemic, as it marked its 10th year of existence April 15, 2020. Even so, COVID hasn't stopped Family Centre staff from adapting and continuing to provide service excellence.

The MOSAIC Family Centre offers a variety of online information, programs and resources on parenting and childhood development to support the 48 families who currently use the Centre's services.

Here are some of the key programs:

- The **Newcomers Group** runs weekly Zoom sessions on topics ranging from mental health, accessing community resources online, COVID-19 government support, self-care, and activities and tips for parents to engage children at home during the pandemic.
- The **Early Learning Orientation Program** runs weekly online sessions as caregivers and their children participate in age-appropriate activities including storytelling, interactive games, and circle time with a focus on Early Childhood Development domains.
- The **Adapted Preschool Program** is a newer program for children aged 4-5, with priority given to those starting kindergarten. The program's focus is school readiness, including English language development, social-emotional wellness, self-regulation, and problem-solving skills. Children learn to follow simple instructions, use English as a means of communication, take turns, and share ideas.

Find out more at [mosaicbc.org/family-centre](https://mosaicbc.org/family-centre).



## Our Workplace

# Instructor celebrates 30 years at MOSAIC

MOSAIC is proud to offer a welcoming work environment with more than 63 staff who have served for 10 years plus – including ESL instructor Ifi Moutsokapas, who is featured here.

For Ifi Moutsokapas, working at MOSAIC is more than just a job – it's like being with family.

And after 30 years, she can now proudly wear a badge of honour as the longest serving staff member of the MOSAIC family.

Ifi joined the organization in 1989 after arriving from Greece, working primarily as an ESL instructor with MOSAIC's Language Instruction for Newcomers to Canada (LINC) program.

Throughout the years, Ifi has seen tremendous change within the organization – most notably in the increase in size and number of programs offered. When she first began teaching, the language program looked very different than it does today.

"It was a small program – we didn't have a coordinator or a manager, so the instructors would answer the phone. If someone walked in, the instructor would stop the class to go out and give them information," she recalled with a laugh.

For Ifi, her favourite part of working at MOSAIC comes from being with her fellow instructors. "They have felt like family – I don't have my biological family here with me, but I have felt so supported throughout the years. They are always there for me."

Although Ifi had been teaching English since her college years in Greece, her first position at MOSAIC was actually as a daycare worker. After a year, she knew that she wanted to return to teaching English.

One attraction to the LINC program is the diversity of students that come from all different backgrounds and walks of life.

"The students are really highly motivated to learn English, so it's really encouraging and makes the teachers enthusiastic to see their interest. That invigorates me and gives me energy to give back to them."

Ifi's continued passion, dedication, and empathy for her students and colleagues are just a handful of the reasons she is an important part of the MOSAIC family.

**337**  
Full-time and  
part-time staff

**60+**  
Languages  
spoken by staff



**"They have felt like family – I don't have my biological family here with me, but I have felt so supported throughout the years. They are always there for me."**

Ifi Moutsokapas recognized for her years of service at Staff Recognition Ceremony on March 4, 2020.

(L-R): Michael Radano, Ifi Moutsokapas, Barbara West (MOSAIC Board Member), and CEO Olga Stachova.



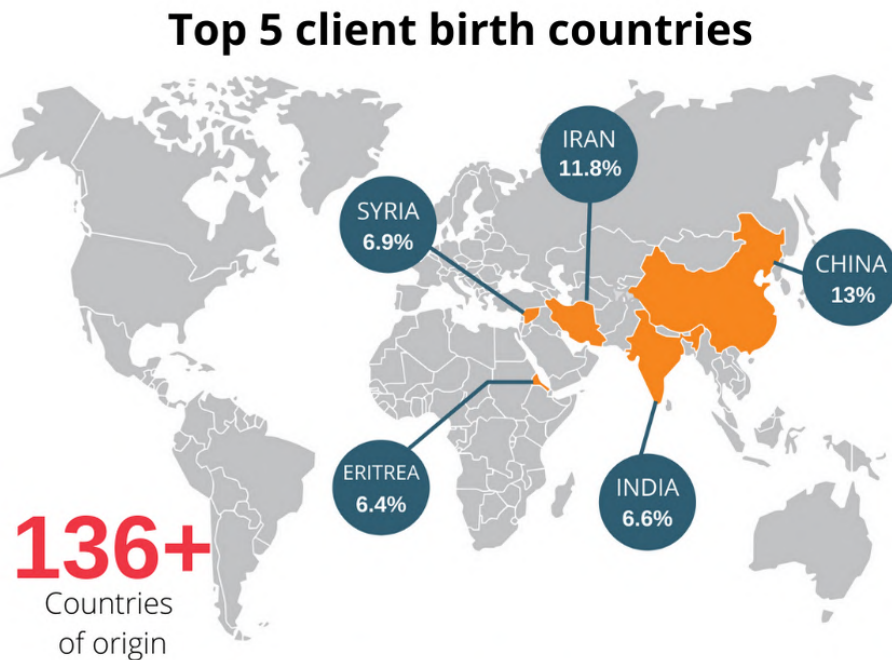
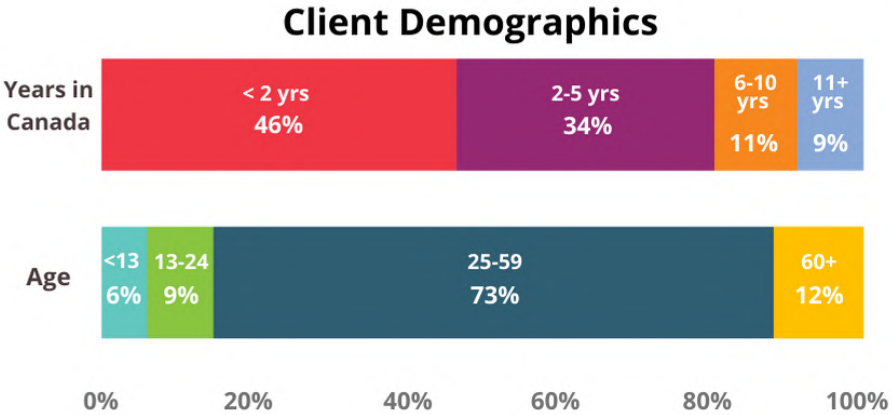
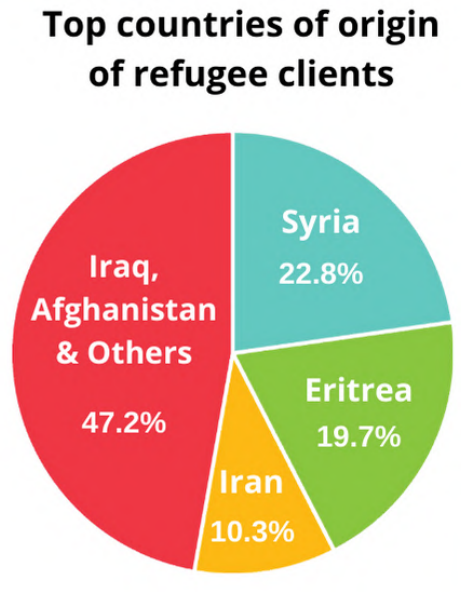
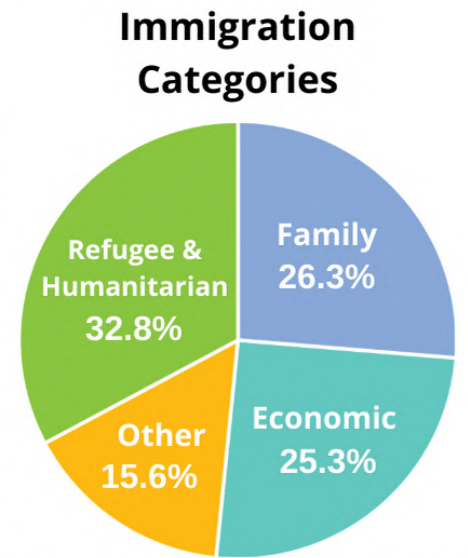
# MOSAIC's primary focus – our clients

MOSAIC provides comprehensive, person-centred services in multiple languages, understanding that each newcomer has their own story to tell and their own contribution to make.

Many of us have lived the journey of newcomers seeking a new life in Canada, and so through our collective expertise and partnerships we can make a true difference.

Ultimately, we aim to further the success and sense of belonging for people as they begin a new life here.

Opportunities and voice need to be given to newcomers who bring expertise, strength and resiliency to shape our communities and workplaces. These next two pages highlight the journey and makeup of MOSAIC clients during 2019-2020.





Our Volunteers

Indebted to our amazing volunteers



Volunteers have been the backbone of our organization from the beginning. It is thanks to the giving nature of our communities that we are able to continue providing the best support to immigrants, newcomers and refugees.

During 2019-2020 our Social and Employment Mentors saw the largest number of volunteer hours invested, with a total of 3,586 hours. The achievements we celebrate today would not be possible without them. Here is one volunteer's story.

The gain is more than the give

Having "Canadian experience" was top of mind when Ebru Merkepçi turned to MOSAIC to volunteer.

Ebru had come to Canada in 2016 as an international student. Though she had a degree in chemistry in Turkey, and was working as a quality assurance manager, she wanted to improve her English. Her original plan to spend six months in Canada as a language student extended as she signed up for a two-year diploma course in business communications.

And then love got in the way – she met her now husband, Adem, just as she was finishing college (the couple are excited as they await the birth of their first child) – and her life plans changed yet again.

Settling down in Burnaby where her husband works as a mechanical engineer, Ebru, now 30, knew she wanted to give back and help other newcomers, and she wanted to continue to build her portfolio of experience.

In 2019, she became a volunteer with two MOSAIC programs: Moving Ahead, which helps newcomers who require more hands-on settlement support, and Culture Connections, which links newcomers with social mentors.

"I am happy to help people and non-profits," says Ebru. "And while volunteering, I am also getting something out of it, such as bettering my conversation skills."



Ebru Merkepçi has volunteered close to 100 hours of time as a way to give back.

With close to 100 hours of volunteer time, Ebru says she has gained more self-confidence and has become aware of how vulnerable newcomers can feel. "As a volunteer, you see things from a different perspective. You feel good helping people, and you gain so much."

She was also selected to participate in the SCENE (Social and Civic Engagement for Newcomers & Immigrants) project. "I learned about diversity and leadership, and realized the important work of non-profits. I feel MOSAIC is the best, and I can relate to its vision and mission!" (See related story on SCENE page 9).

Ebru hopes to go back to school one day to obtain her Canadian credentials in the field of Quality Assurance, or to work as a career development practitioner linking newcomers to job opportunities.

**"When people tell me how much they appreciate me for what I'm doing by volunteering, it means everything to me."**

More information on MOSAIC's volunteer program can be found at [mosaicbc.org/volunteer](https://mosaicbc.org/volunteer).

Finance Report

Fiscal snapshot

MOSAIC's fiscal year reported here reflects the period from April 1, 2019 to March 31, 2020.

A majority of revenue comes from an almost even split of provincial (42%) and federal (41%) funding to provide a broad range of services, while our traditional social enterprise of interpretation and translation services accounts for 7% of revenue. As a service-driven organization, it takes a significant number of staff to deliver our programming; as such, staff salaries and benefits account for the majority of expenses at 54%. Complete audited financial statements are available by request.

Restricted Funds

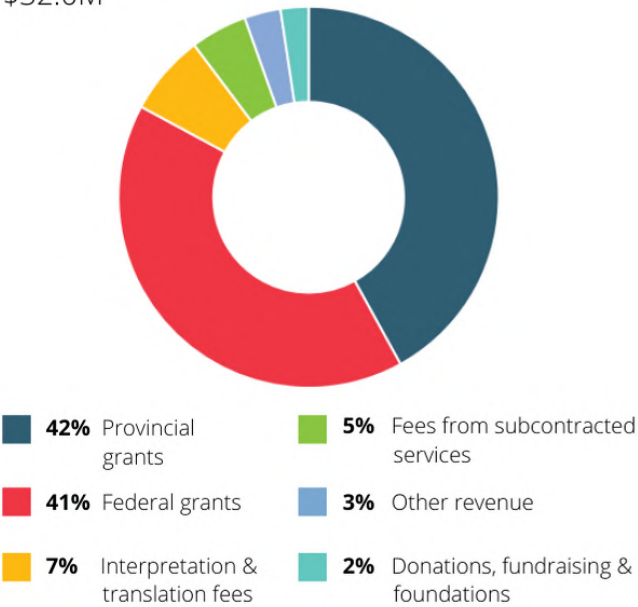
In line with MOSAIC's Strategic Plan, the Board of Directors has restricted certain funds to safeguard MOSAIC's services and financial sustainability.

Funds are set aside to provide assistance to immigrant and refugee communities as follows:

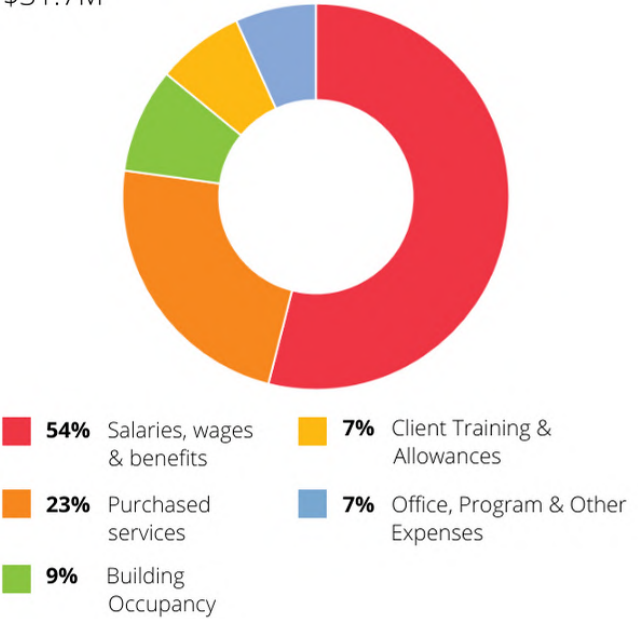
- Scholarships for immigrants and refugees are provided through the **Dr. Kes Chetty MOSAIC Scholarship Fund**, the **Secondary School Bursary Fund**, and the **Eyob G. Naizghi Scholarship Award Fund**;
- Individuals with limited financial resources are assisted, upon referral by MOSAIC staff, to access translation services through the **Translation Access Fund**;
- Keyword dictionaries of common medical terms have been produced in various languages through the **Multi-Lingual Guide Fund**;
- Other funds have been 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 and Technology Maintenance Fund**. Unrestricted net assets are maintained for contingency purposes.

Revenue 2019 - 2020  
\$32.0M



Expenses 2019 - 2020  
\$31.7M





# Thank you for your generosity!

MOSAIC is profoundly grateful for your support and generosity, which impacts the lives of so many people. These two pages recognize key donors and offer a few highlights from the year.

Thank you to the government funders, individuals, corporations, foundations and community event organizers that generously contributed between April 1, 2019 and March 31, 2020.

**Government Funders**

Canadian Heritage  
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, Economic Development & Competitiveness  
Ministry of Municipal Affairs & Housing  
Ministry of Public Safety & Solicitor General  
Ministry of Social Development & Poverty Reduction  
Ministry of Tourism, Arts & Culture  
Public Health Agency of Canada  
Public Safety Canada  
Women & Gender Equality Canada

**Visionaries \$100,000+**

Law Foundation of British Columbia  
Operation Not Forgotten  
– Generous donors from around the world  
United Way of the Lower Mainland

**Luminaries \$50,000 - \$99,999**

PayPal Giving Fund Canada  
  
**Champions \$10,000 - \$49,999**  
RBC Foundation  
Tineke Rijzinga  
Vancity Community Foundation  
Whole Foods Market Canada Inc.

**Partners \$5,000 - \$9,999**

CanadaHelps  
Causeway Law Corporation  
Charitable Impact  
Eleanor Gill and Matthew Walton  
Brian McCreery and Andrea Bolen  
Rainbow Foundation of Hope  
Salesforce  
Tides Canada  
Youth Philanthropy Initiative

\$100,000+	VISIONARIES
\$50,000 - \$99,999	LUMINARIES
\$10,000 - \$49,999	CHAMPIONS
\$5,000 - \$9,999	PARTNERS
\$500 - \$4,999	SUPPORTERS
\$200 - \$499	FRIENDS

**Supporters \$500 - \$4,999**

Benefaction Foundation  
Benevity  
Isabel Bliss  
John Conway  
Michelle Coombe  
Michael and Frances Corcoran Gallo  
Crissy George  
Michele Lee Hines  
The Jewish Community Foundation of Montreal  
Fakherdin Kalla  
Ninu Kang  
Malik Malikzada  
McCarthy Tétrault Foundation  
Dean William McDonald  
Nathanson, Schachter & Thomson LLP  
Remedy'sRx Specialty Pharmacy  
John Sawyer  
Windsor Secondary School  
WorkSafeBC  
YELP  
1442764 Alberta Ltd.

**Friends \$200 - \$499**

Mary Judith Barg	Deborah Ann Goodman
Ava Buckly	Serena Mawani
Sharon Butler	Joy Miller
Ho Yan Chan	Marie-Eve Onusko
Gillian Chetty	Ren Wong Qin
Ricky Cheung	Olga Stachova
Mary Patricia Doherty	Reuben Uwizeye
Dr. Christian Duff	Vancouver Guild of Fabric Arts
Stephan Gatien	

# Launching newcomer youth into future success

As a long-standing partner and supporter of MOSAIC, the **RBC Foundation** has contributed immensely to the inclusion and well-being of newcomers in the Lower Mainland.

Thanks to RBC Future Launch, a program dedicated to empowering youth to build career skills, MOSAIC has been able to fund two newcomer youth initiatives – the Youth Leadership Network and the NuYu Theatre.

The Youth Leadership Network is a new program that offers training on public speaking and presentation, mindfulness and self care, problem solving, cultural fluency, computer programing and facilitation skills. The NuYu Theatre offers a creative space for youth to collectively come up with positive solutions to challenges, using theatre as the medium.

“It’s really about ensuring that newcomer youth have equal access to career opportunities such as mentorship and networking, to help them to develop the necessary skills they need to thrive,” said Carmen Ryujin, Manager of Community Investment, BC Region, at the RBC Foundation.

## Salesforce employees give back

**Salesforce**, an international software company, is committed to giving back to the community through its *Salesforce for All* program. The program was created to help refugees and newcomers to Canada learn in-demand skills and find meaningful work. Salesforce offered a free two-week training session to MOSAIC clients that culminated in one participant being offered a full-time position with the company.

The Employee Giving program at Salesforce also sparked an incredibly generous individual contribution of \$1,000 from staff member John Conway, coordinator of *Salesforce for All* in Vancouver.

“When I met the newcomers, staff and volunteers, and saw the impact that MOSAIC was having on newcomers’ lives and the broader community, I had to donate,” he said.

We are so grateful to Salesforce for their commitment. Employees who are interesting in supporting MOSAIC through an employee giving program can learn more at [mosaicbc.org/about/donate/employeeegiving](https://mosaicbc.org/about/donate/employeeegiving).

The RBC Foundation is committed to removing barriers and providing access for young people to learn skills, gain valuable work experience, share knowledge, and increase mental wellbeing for the future of work. They believe that when young people succeed, we all win – parents, educators, governments, youth service organizations, employers, and society at large.

MOSAIC is extremely grateful to the RBC Foundation for this support, which will ensure that newcomer youth get appropriate support and mentorship.



**IKEA Canada supports refugees**  
*IKEA Canada's ongoing partnership with MOSAIC led to an incredibly generous in-kind donation. Nearly \$100,000 worth of IKEA kitchen, bed and bath items – as well as children's craft supplies – were put together in the form of 400 "essential item" kits and provided to clients and their families in the MOSAIC Refugee Employment Program.*



# Programs seek ways to enrich communities

With the support of a variety of funders, MOSAIC has partnered with many key organizations to pilot, trial or continue some innovative programs. All have the same aim: to further the success and sense of belonging of newcomers to Canada. Here are highlights of some key initiatives that we look forward to reporting on.

## Supporting seniors through social connection

Through funding from United Way, the MOSAIC CARES for Metrotown project aims to support frail seniors by increasing their sense of social connectedness, utilization of community-based wellness supports, improving quality of life, and decreasing use of healthcare services.

The original scope of the initiative involved comprehensive wraparound case management to seniors at risk of or experiencing frailty – including needs assessment, personal coaching, education, and referrals to community resources and support services.

In the midst of the COVID-19 pandemic, the project was brought under United Way's Safe Seniors, Strong Communities umbrella – this involves matching volunteers with senior clients to address non-medical essential needs such as meal preparation and delivery, grocery shopping and delivery, friendly phone calls and virtual visits.

Moving forward, MOSAIC will work collaboratively with the Burnaby Primary Care Network and other community stakeholders to deliver services to seniors in the community.



## Paving the way to becoming a health care aide

Care Pathways is a free program offered by MOSAIC that provides visible minority newcomer women with an alternative pathway to a career working in health care related to seniors. By helping to address the language, financial, and educational barriers that can exist, the program offers training, support, and entry-level job placement as a stepping stone to becoming a health care aide.

MOSAIC is offering this program as part of a national research project funded by Immigration, Refugees and Citizenship Canada that will end in December 2021. The results of this pilot project will inform federal policy in regards to career support for visible minority newcomer women.

## Customized employment services for newcomers

MOSAIC will be enhancing its WorkBC processes in order to offer customized employment services for newcomers to Canada.

With newcomers being one of the hardest hit populations during COVID-19, a personalized model will be used at WorkBC Centres to help identify unique gaps for each client and create an individualized action plan to bridge the gap between transferable skills and required competencies by supporting upgrading needs.



## When belonging matters to others

I Belong, MOSAIC's program to support LGBTQIA+ immigrants and refugees, is developing a new area of interest – helping educate other service providers.

By popular demand, I Belong is now providing orientation and training to service providers and community groups and presenting at conferences to build awareness about the unique challenges and barriers faced by this population.

Program facilitator Kiana Reyes has taken a leadership role in advocating for the rights and needs of LGBTQIA+ immigrants and refugees at multiple levels of government, as well as community organizations, healthcare providers, and various other service providers.

She has now delivered educational presentations and workshops at more than five major conferences and forums on the topic of LGBTQIA+ refugees and immigrants, and is working on fulfilling further speaking and teaching requests.

## Preparing for refugee arrival

Operation Not Forgotten (ONF) is a project that aims to sponsor 200 refugees currently held in detention in Papua New Guinea and Nauru. ONF has reached several recent milestones, including raising over \$2 million in donations to support the settlement of refugees and their families, thanks in large part to a partnership with the Refugee Council of Australia. Through this initiative, MOSAIC has also built a unique partnership with the United Nations High Commissioner for Refugees (UNHCR) in Australia that is based on cooperation and coordination of efforts.

Moving forward, the team is anticipating the arrival of refugees and their family members in 2021. To prepare, they are working to establish volunteer sponsorship support teams, training and supporting each team, finding housing and household items, and providing settlement support for refugees upon their arrival in Canada.

## Innovative project to serve refugee claimants

Upon seeking asylum in Canada, many refugee claimants encounter unforeseen challenges in accessing safe, suitable and affordable housing.

At present, there is not one centralized database system to ensure refugee claimants are being referred to emergency or transitional shelter availabilities, often resulting in duplication of services.

In late 2019, MOSAIC successfully became the lead agency for the BC Refugee Claimant Housing Referral and Data Management System Project. Along with partners at the Multi-Agency Partnership of BC (MAP BC) inter-agency collective, wheels are in motion to establish this important database system throughout the next two years.

Despite delays due to COVID-19, MOSAIC has worked with MAP BC to create a dynamic advisory committee, including the important voices of people with lived experience.

This system – the first of its kind in Canada – will positively impact the lives of many.







Together we advance an inclusive and thriving Canada.



MOSAIC is proud to print this Annual Report on mixed paper using sustainable forestry practices, as certified by the Forest Stewardship Council.

#### MOSAIC HEAD OFFICE

5575 Boundary Road, Vancouver, BC V5R 2P9  
604 254 9626 | [info@mosaicbc.org](mailto:info@mosaicbc.org) | [mosaicbc.org](http://mosaicbc.org)



@MOSAICBC



@MOSAICBC\_



@MOSAICBC



/company/mosaicbc