



mosaic

Newcomer Family Resource Network

**Annual Report 2020-2021**

# BOARD CHAIR'S MESSAGE

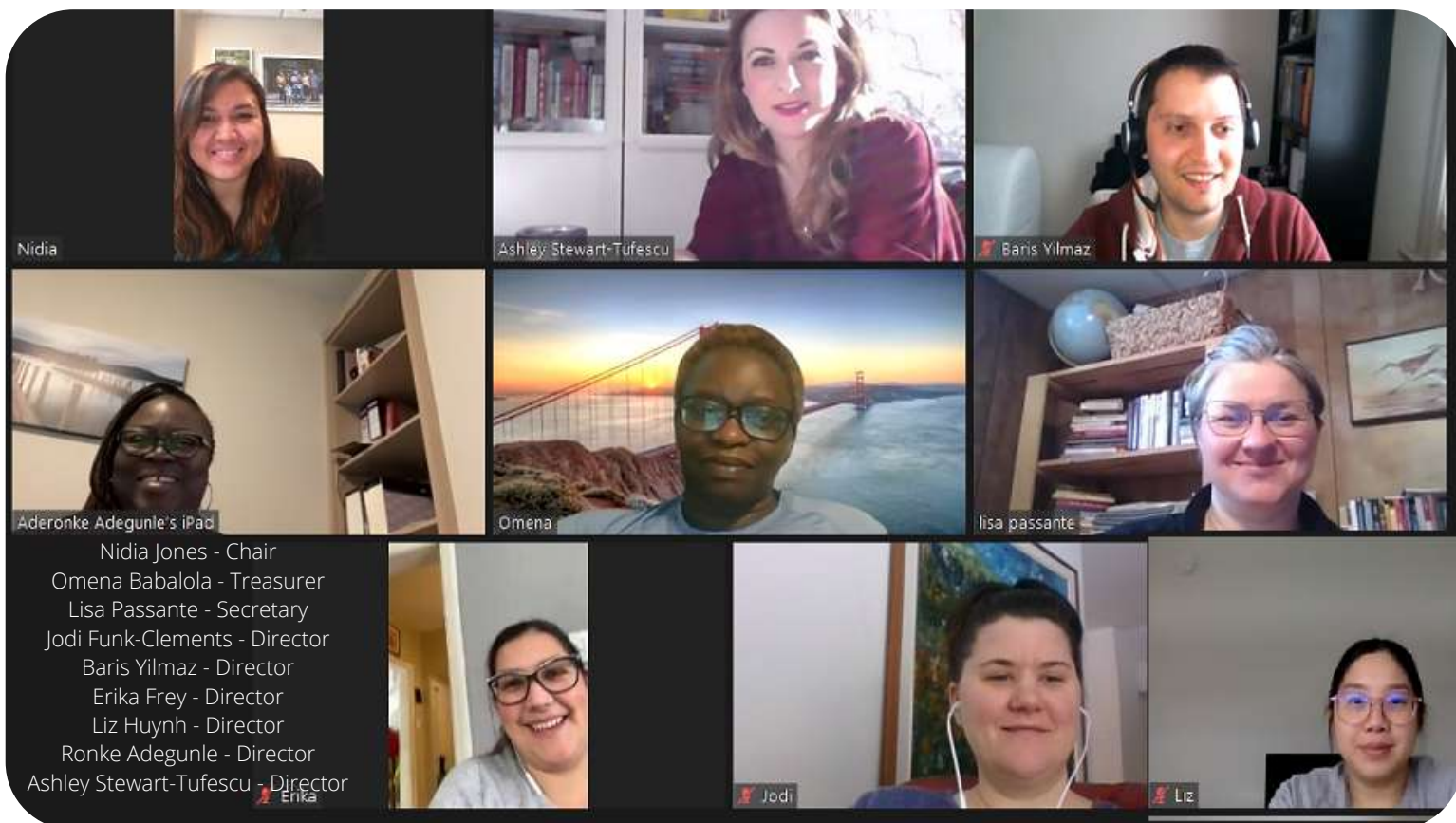
Looking back on 2020/21 there is a sense of real accomplishment from an organization that is no stranger to change and adaptation. This was a year like no other with extraordinary and unique challenges, but as usual, Mosaic seemed to find and pursue the opportunities.

For the first time in Mosaic's 12-year history, we had a full board of directors. All 9 members have been actively engaged and committed to continuing for another year. We took on the full revision of the organization's By-laws, assisted in the selection of a new auditor, and participated as a support in an employee training on human rights related to gender identity and sexual orientation.

This year, because it was so different, the board of directors held only one in-person meeting, the rest were on Zoom. In one way it made it easier for members to attend the meetings, but the time spent with one another before meetings was mostly lost. Despite that, we formed a respectful bond with each other, and collaborated wonderfully on several projects, attended training, and contributed in any ways that we could.

I would like to take this opportunity to thank the board of directors, the Mosaic staff and leadership for your dedication and commitment in a time of change, and all of Mosaic's volunteers. I look forward to the year ahead with optimism. It was a challenging year, a once in a century experience. It was one where we learned, grew together, and showed us our capabilities as individuals and as an organization.

## NIDIA JONES - BOARD CHAIR



# EXECUTIVE DIRECTOR'S MESSAGE

At the start of 2020/2021 Mosaic launched an emergency service continuation plan in response to the Coronavirus pandemic. We suspended all in-person programs and services and moved to online and phone delivery. We continued to offer 25 LINC classes with settlement support on a variety of platforms; and our CNC staff continued a virtual connection to the kids. Our family programs offered 17 on-line parenting groups that were highly successful and well attended. Our HIPPY home visitors continued connection in whatever manner possible and had materials mailed to participants' homes. Our admin team worked tirelessly behind the scenes to implement a series of new procedures.

I would like to take this opportunity to express my deepest admiration for my co-workers and the work that they contributed to this year. I am enormously proud and humbled to work alongside this group of 80+ people who were committed, and skilled enough to not only pivot to virtual programming but to excel in it and take it on as a challenge and opportunity while still being committed to delivering the high quality programs that Mosaic is known for.

Our foundation of respect for one another, trusting relationships, combined with skill and expertise, made it possible for us to take on the enormous challenge set before us in 2020/2021.

I'd like to thank our childcare staff. They held on through thick and thin, they found themselves doing jobs they'd never imagined. They got training to use online tools and expanded their computer skills. They planned, shopped, assembled and in some cases delivered, thousands of activity kits for kids, so that their parents could continue to learn at home.

While some of our classes resumed for some weeks in person, many of our classes never came back in-person and those teachers spent 1 and ½ school years fully online. This is an exhausting job, not having the energy of your students in-person to keep you going, not having your colleagues close by for reflections, this was a tough year, and my heart goes out to our teachers this year who struggled, and then mastered online teaching.

Family programs are always pushing the envelope and what an opportunity to do so! Transforming all of our family programs to be offered online was a formidable task. Our team took on the challenge and offered almost as many programs as a normal in-person year, and in doing so they gained new skills, passed on those skills to new facilitators and built new partnerships and relationships with communities in Winnipeg and beyond. There are some advantages to offering online programs and the family programs team found them all!

Our administration is the backbone of our organization. They keep us all organized and on track and they make sure that all of our systems keep running even during a pandemic. This year challenged all of our systems, it put us to the test, and I'm very proud to say that we maintained our integrity, we weathered the storm.

Our volunteer program blossomed over the year, and we can't thank our team of dedicated volunteers enough for their contribution.

Mosaic's delivery model of locating programs as close as possible to where newcomers live means that our on-site settlement workers play a critical role providing a layer of convenient support services for our clients. Our two settlement workers were an essential part of our online delivery, keeping in contact with clients struggling to understand and navigate the pandemic. The trusting relationships developed on-site played a role in our ability to continue our high level of client support.

Thank you to the board of directors for your unwavering support, your enthusiastic approach to everything that came up, and your commitment to Mosaic's mission and vision. Thank you also to our funders, your flexibility and support allowed us to reinvent ourselves and continue to serve our clients in the most appropriate way.

# FINANCIAL OVERVIEW

Last year was a very challenging year for everyone as we were facing a once in a hundred year global pandemic.

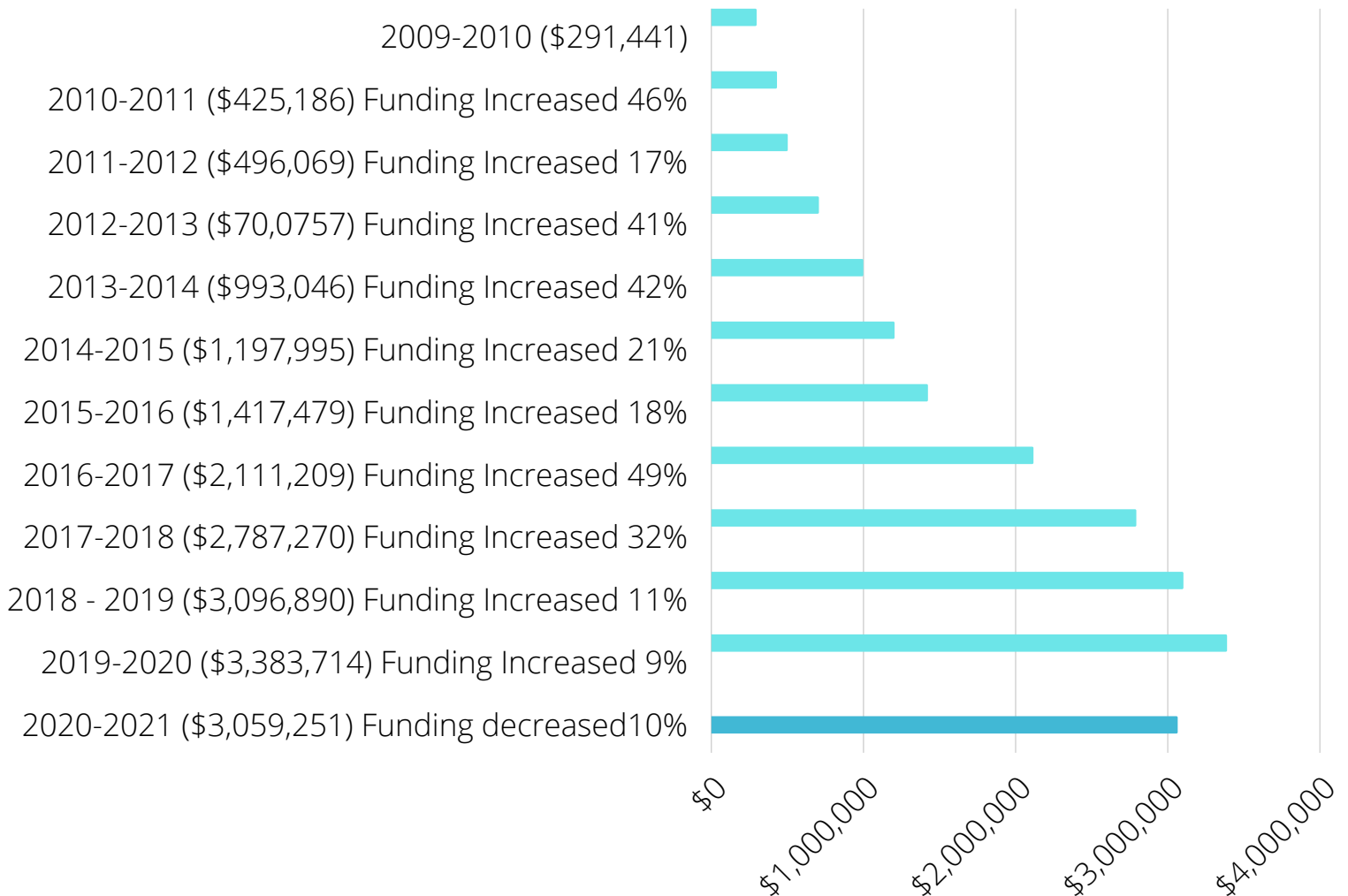
Financially, Mosaic was in the first fiscal year of a 5-year funding agreement. Our federal (IRCC) funding was reduced 10% from the previous year. We carefully re-arranged the work schedule with a limited budget to minimize the impact on staff and programs. With funding from the Province of Manitoba, the Winnipeg Foundation, and other funders and donors, we were able to keep all of our staff and continuously run 25 LINC classes, and dozens of family programs helping newcomers to cope with life in Canada and in the context of Covid-19.

The Finance Department was happy to welcome Accountant, Lily Shae to join our team last year.

Here is a glance of the funding received in last fiscal year:

Federal Government	\$2,724,733
Province of Manitoba	141,029
City of Winnipeg	25,000
Winnipeg Foundation	86,168
Other Funding/Donations	82,321

**Total Funding** **\$3,059,251**



# SOME FACTS ABOUT OUR PARTICIPANTS

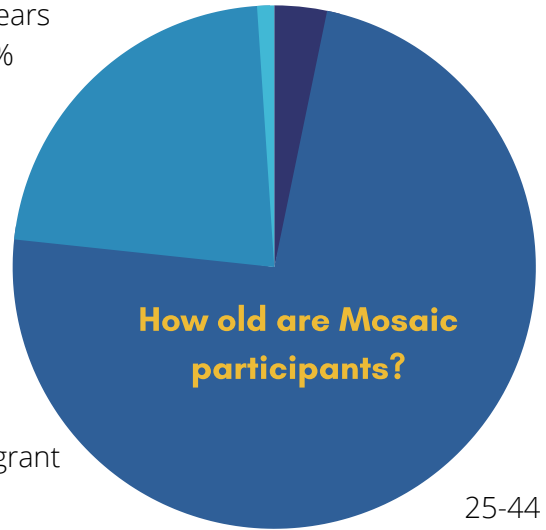
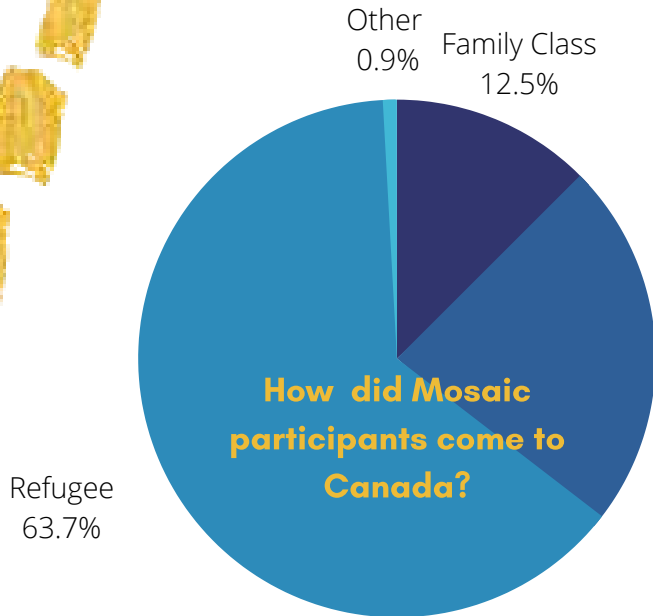


**How many participants?**

1,141

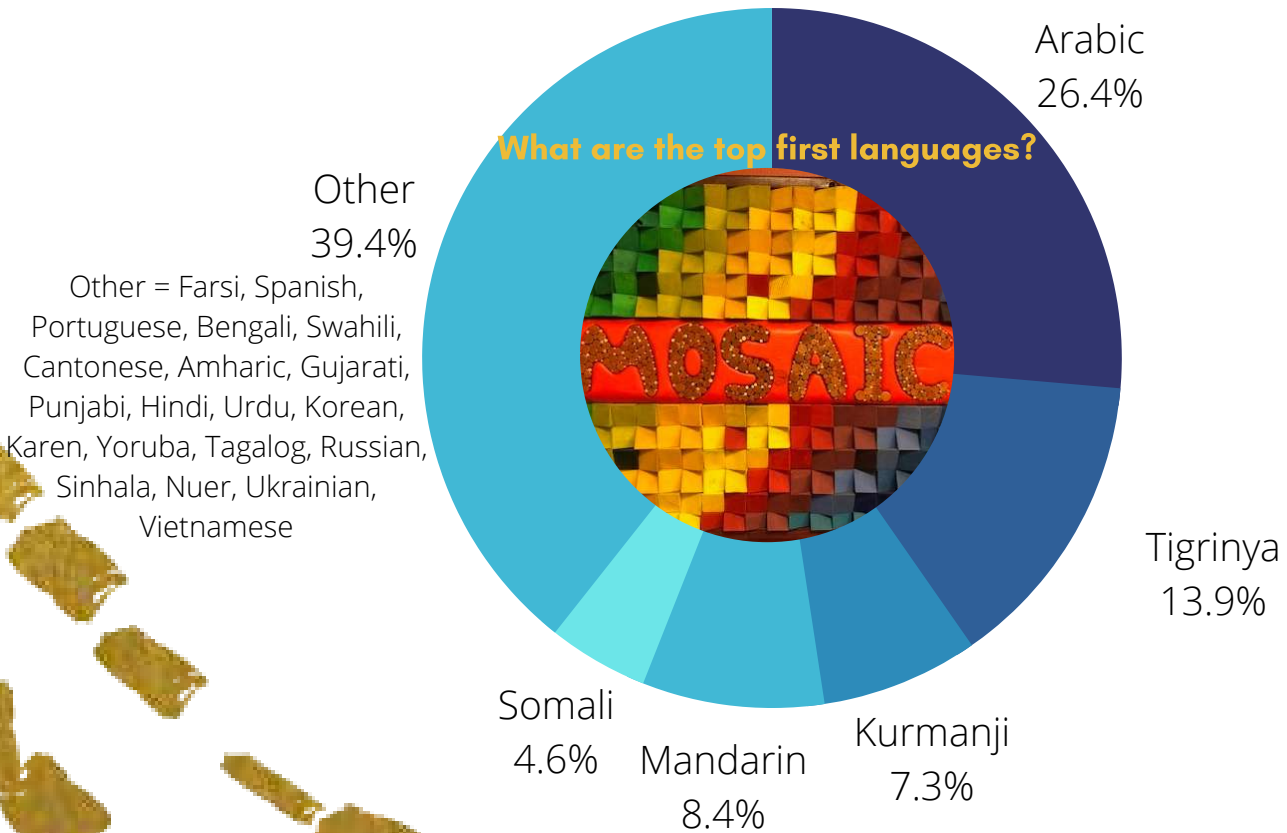
45-64 years  
22.3%

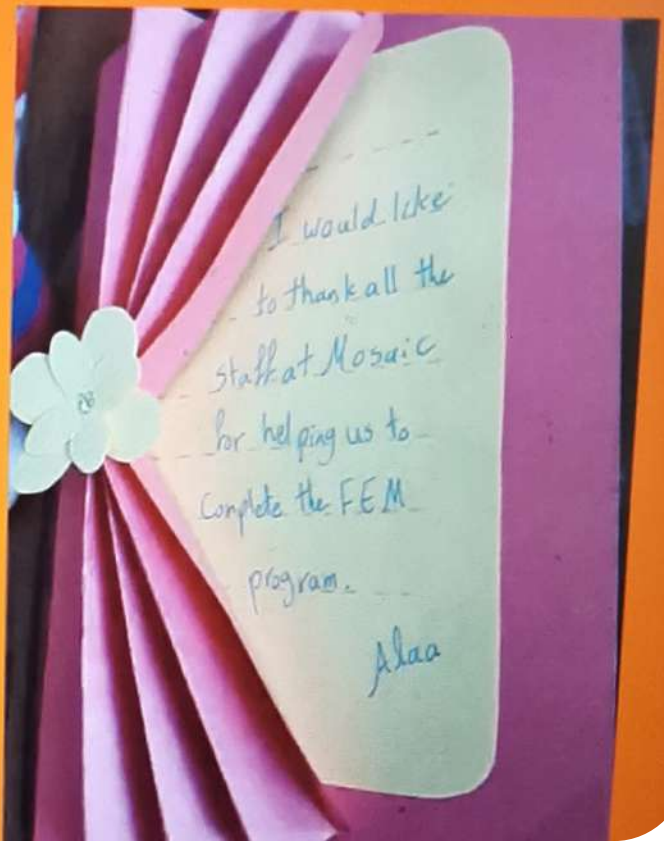
15-24 years  
3.2%



Economic Immigrant  
22.9%

25-44 years  
73.4%





## FAMILY PROGRAMS Highlights

This year has been unlike any other. Despite all the pressures of the pandemic, Family Programs has flourished! Our amazing team, consisting of Reem Abdulkader, Gabriela Galli, Maisa'a Haj Ahmad, Melinda Pascual and over 15 dedicated term employees offered 77 high-quality parent and family literacy groups, each 6 – 10 weeks, and 1,310 one-on-one home visits primarily in first language, for families facing multiple barriers. We even held 24 virtual drop-ins in 5 languages!

Our team has walked in the shoes of our participants and each shows a deep commitment to “giving back” through excellence in programming and a profound commitment to mentorship and capacity-building. Despite the pandemic, we grew new and exciting programs! Through a wonderful partnership with Communities 4 Families, we hosted Outdoor Play where we encouraged newcomer families to enjoy the outdoors in pandemic-safe ways! The HIPPY Program, through Mothers Matter Centre, received over 40 tablets to bridge the gap for lower-income parents. We offered new Nobody's Perfect mentorship sessions and were happy to see dads join in. Positive Discipline in Everyday Parenting was adapted and delivered by Mosaic using a trauma- and violence-informed lens; Mosaic is the only site globally that can run these innovative programs.

Thanks to the support of many partners, the South Winnipeg Newcomer Community Hub was funded for another year. Through the Safe at Home grant we delivered 71 Family Fun Boxes and Wellness Kits to isolated families, giving them materials and ideas for fun at-home activities during the difficult days of winter lockdown.

We are proud to have been invited to speak nationally and locally, sharing best practices on virtual programming.

Newcomer communities were disproportionately affected by the pandemic in terms of job loss, the technological divide, and many other inequities. Our families told us that Family Programs helped reduce isolation, gave them a sense of community, and provided them with new tools, skills and knowledge for positive parenting. As a new staff at Mosaic I would like to express my deep appreciation for the warm welcome and generous support provided by each and every person. Truly, relationships are at the heart of everything we do in Family Programs.

**SHEREEN DENETTO - DIRECTOR OF FAMILY PROGRAMS**

# LINC Highlights

This school year we did things we never thought possible.

I never thought that we could run classes online for our low literacy students, give out over 80 laptops and Chromebooks and train students how to use them; and I never imagined that I would have to visit almost 20 classes on-line to inform students how to get a vaccine.

It was a difficult year, but at the same time, we learned so much. We learned how to play a YouTube video during a Zoom class and change the audio settings, how to create small videos and online games for students. We also printed whole booklets for classes that were handed out for in-home study. We experimented with H5P modules on a Moodle platform, set up Zoom on various cell phone types, and we registered new students completely online without meeting them.

Over the course of this school year we tried all kinds of approaches; face-to-face, blended instruction, and all online, to make sure that we could offer the best and safest instruction for our students.

Mosaic's teachers are fabulous – they embraced the challenge and cared for their students. They shared ideas and materials and supported each other. Our teachers worked so hard and so many extra hours! Our wonderful volunteers provided valuable extra language support for our students.

I wonder how it will feel once “we are back to normal” let's hope it won't take too long to get there.

## STEPHANIE STETFELD - DIRECTOR OF LANGUAGE TRAINING



# CNC Highlights

What an amazing year we have had at our CNC childcare sites our childcare staff were our front line essential staff and we are incredibly proud of them all.

The childcare teams have met all the challenges of this Covid-19 year and been positive and supportive role models for our participants and their families.

The childcare teams had to make many adjustments to meet the provincial requirements of Covid-19 to ensure the safety of the children, families and staff. Childcare staff worked in-person, from home only and a combination of both. Work from home staff engaged in many professional training opportunities to enhance our programs and shared learnings within the staff meetings.

Provincial requirements were met at all levels of program delivery from screening, cleaning and sanitizing protocols and providing educational opportunities within designated child cohorts and ensuring safety of social distancing was maintained while still providing a loving, warm, and inviting environment where children could enter and be free of the worry and restraints of Covid-19.

Our childcare teams were called on to create activity kits. The kits provided age appropriate activities to keep the kids busy while their parent was in a LINC class or in another program. This included a partnership with Family Dynamics and was an incredible project that included planning, shopping, assembling and sometimes delivering hundreds of kits.

Many childcare staff supported the teachers in the LINC program acting as language assistants and reading buddies. Many took the opportunity to improve their computer skills, taking workshops and practicing their skills in online platforms.

Childcare teams also had great supports in place to stay connected and meet the challenges of this year together. Our childcare teams at Mosaic are valued essential workers and they are heroes standing up to the challenge of Covid and shining.

**Kym Bottomley CNC Co-ordinator**





# TRAINING & MENTORSHIP Highlights

What a strange and challenging, but also, in many ways, exciting year this has been. We have all been missing in-person contact as we spend many hours talking to little video boxes. As much as that has been challenging it has also pushed us to be more creative and thoughtful about how we interact with each other.

I had the privilege of working with the whole staff on our communication skills through a rights-based, trauma-informed lens.

Our supervisors team meetings have been an opportunity to learn together about how to understand the difference between intent and impact, how to communicate effectively, practicing our communication skills, and learning and practicing consensus decision making. We have included a focus on 2SLGBTQ+ rights as a priority this year.

I worked closely with the Family Program team assisting with the training and mentoring the Family Engagement Mentees and the Peer Mentors as well as our incredible Facilitators.

I am so impressed with the commitment to caring, the kindness and the resiliency of all Mosaic staff, parents, participants, and students. We are all hoping next year will look different I'm so thankful to have been part of this incredible group of people and walk hand-in-hand as we journey through this difficult time together.

**Jean Tinling Director of Training and Mentorship**



A photograph of a handwritten note on a piece of paper. The text reads: 'Thank you Mosaic for teaching me new things and helping me throughout the F.E.M. Program!' The handwriting is in blue ink.

# MOSAIC EMPLOYEES

Adelaida Ramos  
Albina Bushueva  
Allison Wilcox  
Amelia Bordeos  
Amna Burki  
Anita Cohen  
Ashley Mary Sleva  
Barbara Coombs  
Barbara Sewrjugin  
Bebe Tao  
Belinda Duncan  
Bethany Stephens  
Boutaina Berrado  
Cale McLellan  
Carolyn Braun  
Christensen Charlene  
Christiane Voss  
Cora Llorico  
Cynthia Fines  
Dhela Al-Dulaimi  
Diane M. Labelle  
Elsa Gebreamlak  
Eun Ah Lee  
Eunhee Song  
Faiza Khawar  
Farhana Helal

Florence Skakum-Lewis  
Friba Ghafuri  
Gabriela Galli  
Genet Gebrekal  
Geraldine Gruszczyk  
Hamda Ahmed  
Hanna Fiesta-Reyes  
Hayat Abbas  
Heather Marshall  
Henghui Chen  
Htoowah Hserhtoo  
Hyunjung Lee  
Intisar Mohamed  
Irina Loginova  
Jagdish Kaur Bharwal  
Jane Yee  
Jean Tinling  
Jena Mae D. Deferia  
Jessica Reimer  
John Vasquez Saiz  
Khounaf Khalaf  
Kirsten Freed  
Kit Lin Chin  
Kym Bottomley  
Laura Wischnewski  
Letifa S Abajobir  
Lilian H.K. Wasef

Lily Shae  
Linlin Xie  
Lois Goertzen  
Luzviminda Guzman  
Mahasen Mohamed  
Maisa'a Haj-Ahmad  
Maria Laura De La Rosa  
Maria Shah  
Mariam Rezkalla  
Martha Helgerson  
Masoma Behsodi  
Medhanit Gilamichael  
Melinda Pascual  
Merlina Jimenez  
Mihret Tekie  
Milena Stefanovska  
Monika Chakraborty  
Moolweh Bright  
Nadia Awasif  
Nebila Abdu Said  
Neil Jonathan Block  
Neveen Fanous  
Olutope Babalola  
Patrice Poirier  
Patricia Macrae  
Patricia Hardy  
Purnima Mandal Singha

Queehyung Nam  
Rabeeya Mohsin  
Reem Abdulkader  
Rim Abraha Gebrehiwet  
Roula Assaf  
Rukhsana Rukhsana  
Sabrina Deforest  
Saima Ali  
Sandhyakumari Patel  
Sandra Sikora  
Satinder Kahlon  
Sheila Indar Singh  
Shereen Denetto  
Shler Ali  
Shoko Arakawa  
Sofiya Volosozhar  
Souada Bauer  
Sriyani Kuruppu Achchillage  
Stephanie Stetefeld  
Tetiana Makhmud  
Truptiben Patel  
Valerie Cavers  
Viktoria Bokova  
Wah Eh  
Yayan Sudradjat



# MOSAIC VOLUNTEERS

Early March 2020, when the pandemic hit us, we had to suspend all our volunteer programs, as all of them were in-person programs. This caused an impact not only on our programs, but also on our volunteers.

Mosaic volunteers have a commitment from their hearts, and they really feel being a part of Mosaic. They were impacted by the isolation at home and missing the interaction with Mosaic's students, children and staff.

Overtime, our staff started feeling more comfortable with the technology and this made incorporating volunteers in our on-line programs easier. In retrospect, we can see that there were also some silver linings along the way. Our staff gained new knowledge and computer skills, but also, we were able to integrate isolated volunteers who may have barriers to volunteering in-person.

In addition, Mosaic was able to launch a new and successful set of online volunteer programs, offering our students some extra classes focusing on different skills and levels, such as: language buddies, reading buddies, conversational groups, online virtual coffee clubs, writing club, pronunciation classes, book clubs, and grammar clubs. All of these were led by our amazing volunteers.

*Thank you amazing volunteers!*

Anita Cohen

Anna Melizza

Ashley Stewart-Tufescu

Audrey Young

Baris Yilmaz

Carol Moeller

Carolina Almeida Arantes

Carolyn (Kerri) Bryan

Chantal Green

Cora Llorico

Cynthia Fines

Diane Wood

Donna MacKinnon

Dylan Pauls

Elizabeth Huyng

Erika Frey

Fran Friesen

Frank Friesen

Heather Marshall

Jacki Koven

Janice Kroeker

Jennifer Wiens

Jodi Funk-Clements

Khounaf Khalaf

Korellia S

Lisa Passante

Martha Helgerson

Maureen Monson

Maureen Spearman

Mieke Wernham

Nan Anderson

Nancy Stewart

Nidia Jones

Omena Babalola

Ronke Adegunle

Ruth Rennie

Shireen Seesahai

Syeda Safia

Fakhuddin

Wendy Boyd

Zeinab Ayache



# COMMUNITY PARTNERS & NETWORKS

A&O: SUPPORT SERVICES FOR SENIORS  
AFRICAN COMMUNITIES OF MANITOBA (ACOMI)  
AURORA FAMILY THERAPY CENTRE  
BETHEL MENNONITE CHURCH  
BOOKMATES  
BRIDGE CARE CLINIC (WRHA)  
CDI COLLEGE  
CENTRAL NEIGHBOURHOODS  
CHILD AND FAMILY ALL NATIONS COORDINATED RESPONSE NETWORK (ANCR)  
CMAS  
COMMUNITIES 4 FAMILIES - DOWNTOWN HEALTHY CHILD COALITION  
COMPUTERS FOR SCHOOLS  
EDULINK / LEARNIT2TEACH  
ENHANCED ENGLISH FOR SKILLS AND EMPLOYMENT (ESEE)  
FAMILIES CANADA  
FAMILIES FORWARD RIVER HEIGHTS HEALTHY CHILD COALITION  
FAMILY DYNAMICS  
FORT GARRY MENNONITE BRETHERN CHURCH  
GENERAL AUTHORITY OF CHILD AND FAMILY SERVICES  
GRAND MOSQUE, WAVERLEY  
HARVEST MANITOBA  
HEALTHY START FOR MOM & ME  
IMMIGRATION PARTNERSHIP WINNIPEG (IPW)  
IMMIGRANT AND REFUGEE COMMUNITY ORGANIZATION OF MANITOBA (IRCOM)  
KNOX UNITED CHURCH  
KOATS FOR KIDS  
MANITOBA ADOLESCENT TREATMENT CENTRE (MATC)  
MANITOBA ASSOCIATION OF NEWCOMER SERVING ORGANIZATIONS (MANSO)  
MANITOBA INTERFAITH IMMIGRATION COUNCIL - WELCOME PLACE  
MANITOBA ISLAMIC ASSOCIATION  
MANITOBA START  
MOTHERS MATTER CENTRE (HIPPIY CANADA)  
N4 - NATIONAL NEWCOMER NAVIGATION NETWORK  
NEWCOMERS EMPLOYMENT AND EDUCATION RESOURCE CENTRE INC. (NEEDS)  
NETWORK OF ORGANIZATIONS FOR WAR AFFECTED NEWCOMERS (NOWAN)  
NEW JOURNEY HOUSING  
NIJI MAKWA SCHOOL  
NOBODY'S PERFECT MANITOBA  
NOR WEST CO-OP COMMUNITY HEALTH  
OCCUPATIONAL HEALTH CENTRE (OHC)  
PEMBINA TRAILS SCHOOL DIVISION - RYERSON SCHOOL  
POSITIVE DISCIPLINE IN EVERYDAY LIFE (PDEL)  
RED RIVER COLLEGE - EARLY CHILDHOOD EDUCATION, SCIENCE OF EARLY CHILD DEVELOPMENT  
RED RIVER COLLEGE ADULT ESL  
REGIONAL CONNECTIONS INC.  
SEXUALITY EDUCATION RESOURCE CENTRE MB (SERC)  
SISTER MACNAMARA SCHOOL  
SOUTH WINNIPEG INFORMATION CENTRE (SWFIC)  
SOUTHLANDS COMMUNITY CHURCH  
SPENCE NEIGHBOURHOOD ASSOCIATION - CENTRAL NEIGHBOURHOODS  
UNIVERSITY OF MANITOBA, FAMILY SOCIAL SCIENCES, FACULTY OF SOCIAL WORK  
VERITUS DISABILITY & CAREER MANAGEMENT INC  
WEST END BIZ  
WINNIPEG ENGLISH LANGUAGE ASSESSMENT AND REFERRAL CENTRE (WELARC)  
WINNIPEG REGIONAL HEALTH AUTHORITY - ACCESS FORT GARRY, ACCESS DOWNTOWN EAST  
WINNIPEG SCHOOL DIVISION - ADULT EAL  
YOUVILLE COMMUNITY HEALTH CENTRE



## FUNDING PARTNERS 2020-2021

***Thank you to our many funders and donors for their continued support***

Bell Canada - Bell Let's Talk

City of Winnipeg - Community Incentive Grant Program

Communities 4 Families - Downtown Parent Child Coalition

Families Canada

Government of Canada - Accessibility Grant

Government of Canada - Canada Summer Jobs Program

Government of Canada - Immigration, Refugees and Citizenship Canada (IRCC)

Private Donations

Province of Manitoba - Building Sustainable Communities Program

Province of Manitoba - Economic Development and Training

Province of Manitoba - Safe at Home Grant

Winnipeg Foundation - Community Grant

Winnipeg Foundation - Wu Family Fund

Winnipeg Foundation - Youth in Philanthropy Grant

Winnipeg Regional Health Authority - Healthy Together Now

A decorative border made of small, irregular, golden mosaic tiles arranged in a circular pattern, framing the central text.

**m****osaic**

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Newcomer Family Resource Network