



Newcomer Family Resource Network

Annual Report 2021-2022

BOARD CHAIR'S MESSAGE

This past 2021/2022 was full of accomplishments and continued to be full of changes. Mosaic is no stranger to changes and adaptation, and year after year, the organization rises up to not only meet its challenges but surpass those unforeseen obstacles.

The board said good-bye to 2 members this year, Erika Frey and Jodi Funk-Clements left the board during the year. Jodi was Mosaic's board chair for 4 years and oversaw many changes and significant agency growth. Erika's contribution as someone who also works in the sector was valued by the board. We will miss both Erika and Jodi and thank them very much for their contributions to Mosaic.

Mosaic board members were engaged in many agency processes this year including the activation of the Nomination Committee which took on the selection of 2 new board members, as well as providing individual consultations with the ED and senior managers on our topics of expertise like HR. The board welcomed Tina Gouzecky and Bishal Chowdhury to Mosaic. Tina is an ECE III and has a keen interest in family programming that supports family and community health. Bishal, in addition to his lived experience as a newcomer to Canada, brings a variety of skills including IT and customer service. We welcome them both!

This year, the board of directors had the opportunity to participate in a Turtle Island Project immersive exercise. The TIP exercise increased our awareness of the Indigenous experience by relating the history of pre-contact, and colonization on the many nations of Turtle Island. It was wonderful to be part of Mosaic's journey toward reconciliation and to strengthen our agency's relationship with Knowledge Keeper Clayton Sandy, and the TIP Collective.

I would like to take this opportunity to thank the board of directors for your unwavering support towards Mosaic, and all of Mosaic's volunteers for the generous giving of your time. To the Mosaic staff and leadership: your dedication, commitment in uncertain times, and your demonstrated resiliency is nothing short of inspiring. Thank you for everything you have done and continue to do.

As we come out of a global pandemic that challenged us, taught us, and showed us our capabilities as individuals and as an organization, I am absolutely certain that in this new normal, Mosaic will thrive even more than ever.

NIDIA JONES - BOARD CHAIR

Board of Directors 2021-2022

Nidia Jones - Chair

Omena Babalola - Treasurer

Lisa Passante - Secretary

Ashley Stewart-Tufescu - Vice Chair

Baris Yilmaz - Director

Liz Huynh - Director

Ronke Adegunle - Director

Tina Gouzecky - Director

Bishal Chowdhury - Director



EXECUTIVE DIRECTOR'S MESSAGE

In some ways 2021/2022 was a repeat of the previous year. We held our breath through the fall hoping that we could continue in person programming and keep our employees and clients safe. In the end, Covid-19 case numbers determined our fate and we did have to resort again to virtual only programming, but only for a few weeks in the winter. The confidence that was built over the pandemic carried us through that period with few issues and we were then able to resume in person programs for the remainder of the year.

During all of this transition time our employees have responded with resilience and have shown amazing adaptability.

Mosaic implemented a successful vaccine policy, requiring all staff and clients to be fully vaccinated. Every effort was made to make it easy for people to comply including the creation of a vaccine team which co-ordinated and assisted all of our clients to get vaccinated and to get their proof of vaccination. There was overwhelming support for this program and Mosaic helped to “do our part” for the safety of the broader community.

This year Mosaic signed on to the City of Winnipeg's Indigenous Accord, pledging to acknowledge our responsibility to call to action #93 from the Truth and Reconciliation Commission to provide information to new settlers to Canada that is responsible and that helps to develop and maintain mutually respectful relationships between newcomers and Indigenous people. We also pledged to respond to the calls for justice for Missing and Murdered Indigenous Women and Girls. This work requires us to simultaneously educate ourselves and we undertook several staff and board PD events in collaboration with Indigenous leaders and sector partners.

Our collective efforts this year included offering an experiential exercise for board and staff that was Indigenous led and provided information on residential schools and the colonial history of Canada, a staff day in partnership with IRCOM and the Manitoba Museum that included sharing circles with Indigenous facilitators and a curated tour of the museum. Our learning continues and we are planning more events and seeking more partnerships with Indigenous communities and organizations.

Thank you to the incredible Mosaic staff – this is a group of the most dedicated individuals who give their best every day. Mosaic's success is built on the skills and love that each person contributes. This year in particular was proof of our commitment to the organization and to the families that we serve. Every thing we do is in honour of them.

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.

VAL CAVERS - EXECUTIVE DIRECTOR



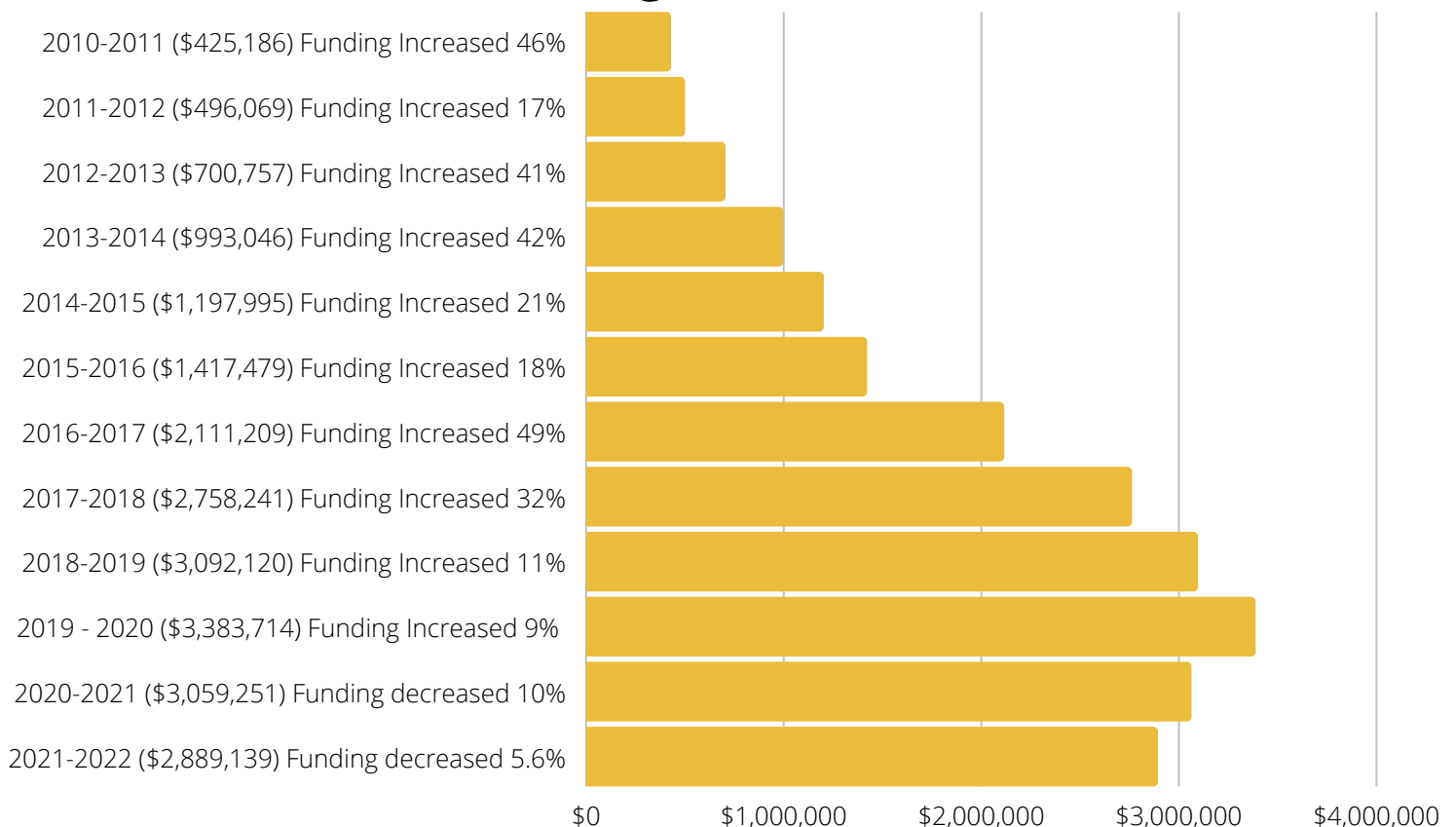
FINANCIAL OVERVIEW

2021-2022 was the second fiscal year of IRCC's 5-year funding cycle. The funding was significantly reduced by \$230,409 from the previous year, that made it the lowest funding year in the 5 year agreement. Due to the Covid-19 pandemic, the programs were mostly run online, which reduced some of the program costs and helped stretch our limited budget. We were able to minimize the impact of the reduced funding. With other funding from the Province of Manitoba, the Winnipeg Foundation, Bell Canada and other funders and donors, we have successfully kept all of our employees and maintained our program offerings. Next fiscal year, IRCC's funding is back to a normal level. We are looking forward to serving the newcomer community with the best quality programs and services!

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

Federal Government	\$2,533,278
Province of Manitoba	135,113
Bell Canada	63,501
Winnipeg Foundation	97,405
Other Funding/Donations	59,842
Total Funding	\$2,889,139

Funding 2009-2022



LINDA XIE - DIRECTOR OF FINANCE

SOME FACTS ABOUT OUR PARTICIPANTS



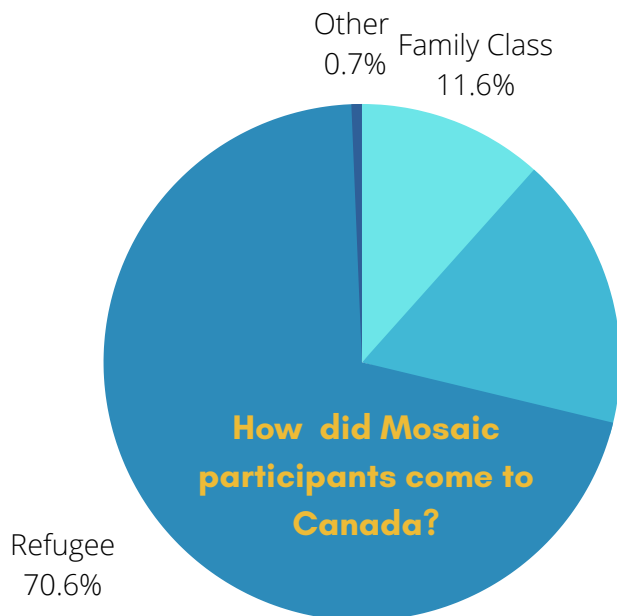
How many adult participants?

1,224

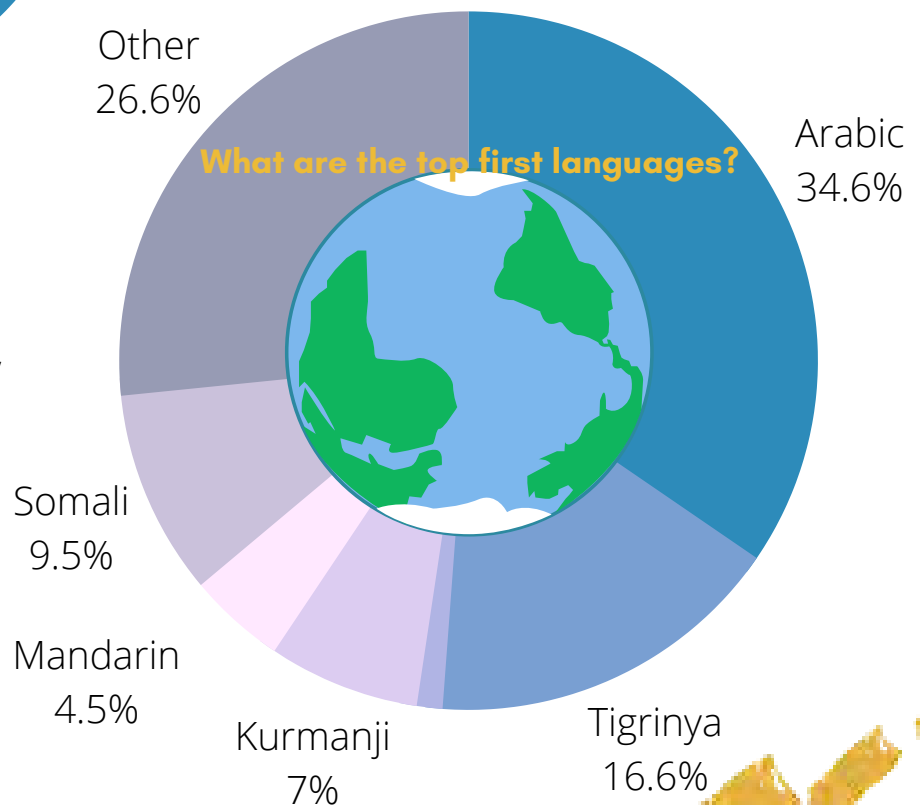
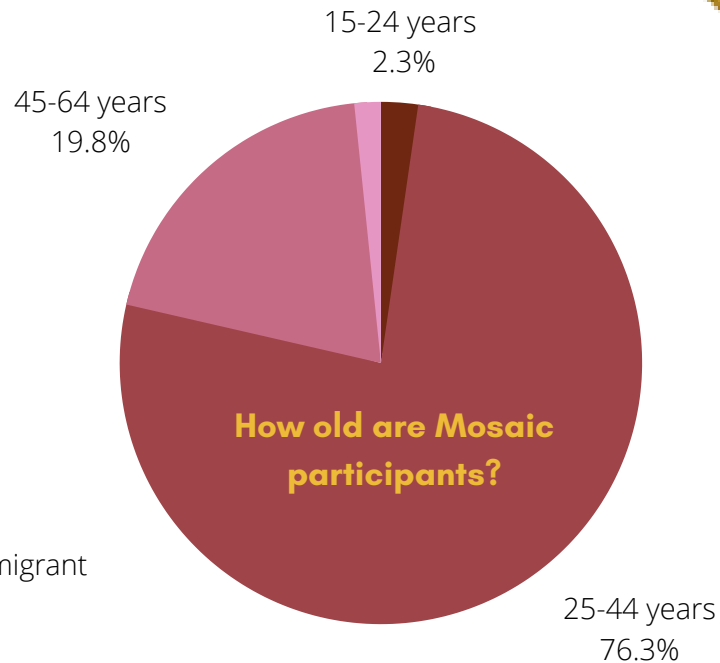


How many child participants?

407



Other = Farsi, Spanish, Portuguese, Bengali, Oromo, Swahili, Cantonese, Amharic, Gujarati, Punjabi, Hindi, Urdu, Korean, Karen, Yoruba, Tagalog, Russian, Sinhala, Nuer, Ukrainian, Vietnamese, Belen





FAMILY PROGRAMS Highlights

Energy and persistence conquer all things. Despite the pandemic changes and restrictions that changed season after season, as well as the shuffle and changes on the Family Program team, this incredible team demonstrated their strength, flexibility, and resiliency in bouncing back, continuing, and maintaining their mission. This year, we successfully provided 89 high-quality drop-in, literacy, and parent groups, as well as over 1,650 one-to-one home visits, including Positive Discipline in Everyday Parenting (PDEP), Home Instructions for Parents of Preschool Youngsters (HIPPY), and Thriving in a New Home – a newly developed home visit program in participant's first language. All this work would not be possible without our fantastic, committed team, which includes Neveen Fanous, who recently joined our team, as well as Reem Abdulkader, Gabriela Galli, Melinda Pascual, and 20 other committed term employees.

Our team's unique strength in being able to be with our participants, connecting heart to heart, and taking their hands and supporting them until they find their way and are ready to fly on their own, is the highlight of our work. This is achieved through the mentorship program and scaffolding, which we include into all our programs to build community capacity. This year, the Family Program team celebrated the grand opening of our Family Resource Centre at Knox United Church, which serves not only newcomers in our program but all families in the downtown.

Our fabulous team also developed a new program called Living Healthy that covers different topics and helps to promote Mental Health alongside all our programs that focus on well-being and healthy relationships. We also continued to collaborate with other organizations to offer our programs, developing new partnerships with Active Living 55+ and Women Counselling Services, and becoming a part of new projects like the Shoe Project with C4F and other agencies.

I want to express my gratitude and satisfaction to keep working with this diligent, compassionate, and devoted team. I am certain that we will continue to grow and extend our services and networks year after year.

MAISA'A HAJ AHMAD - FAMILY PROGRAMS MANAGER

LINC Highlights

Our second pandemic school year...

Looking back at our second school year during a pandemic...vaccines and new teachers come to my mind.

Mosaic's vaccination policy extended to our LINC students who had to be fully vaccinated by November. Our vaccine team and Family Programs teams worked collaboratively with LINC/CNC to assist our students. We offered a lot of support to the students to make sure they received their two vaccinations, including an on-site vaccination clinic, interpretation, and numerous information sessions with a doctor trusted by many newcomer communities. Everyone worked hard to comply with all vaccination requirements, and it paid off: there were no outbreaks or situations where anyone contracted the virus while working at Mosaic.

At the beginning of the new school year, we welcomed several new teachers to our team: Silky Bhandari (Foundations at FG), Sara Scales (CLB 3,4 and 4,5 at Fort Garry and Bethel), Anita Cohen (CLB 3,4 at Knox) and Angie Enns (CLB 5,6 at Knox). They are all wonderful additions to our LINC team! Mariam Rezkalla has taken over the role of lead teacher from Barbara Coombs, which is certainly no easy task, but she has done a great job!

From September to December all our 27 classes ran in person. Due to the Omicron wave, we went online in January and February 2022, which was a little easier because we were able to use all the "online experience" we had gained during the previous closures. 40 new students started in January! They successfully joined their online classes – thanks to the hard work of the LINC administrative team Queehyung Nam, Shler Ali and Nebila Abdusaid, our new Mosaic settlement worker.

We've all improved our digital literacy skills a lot, and I'm confident we'll continue to use those skills in the future. (And I'm sure there will be a few more Colorado lows - where it's nice to stay home and teach online.) This has been another year of excellent teaching, lots of planning and preparation, teamwork, and listening to each other.

STEPHANIE STETEFELD - DIRECTOR OF LANGUAGE TRAINING



CNC Highlights

The Mosaic childcare teams have had another incredible year! There were closures due to Covid-19 and then re-opening with most sites at full capacity.

Through the many challenges and schedule changes, the childcare teams provided and maintained very close relationships with their children and families and continued to provide high quality childcare.

Programs were enhanced this year as a result of all of the additional professional development opportunities that our staff teams took part in during the work from home times. Our teams used their new knowledge to create welcoming environments and an inviting array of learning opportunities for our children.

We are very proud that two of our childcare staff are now in the middle of obtaining their ECE certification through Robertson College, and others have shown leadership and growth in many areas and have taken on new responsibilities as room leads.

We have been involved in the wider sector through representation on MANSO committees and in the delivery of a workshop on gender identity in an early years setting for sector partners.

Some things that we learned from Covid will stay, our cleaning procedures for one, as well as utilizing the Teams platform to stay connected and join each other in meetings has been a great asset, especially on our new iPads. Our short term care program has been busy, and our Short Term Co-ordinator, Eunhee Song and her team are happy to be back in person to assist Family Dynamics to delivery these very critical programs to the newest newcomers.

This has been an incredible year in childcare with a lot of professional development opportunities and enhanced team building which has all resulted in Mosaic childcare teams providing high quality care to the Mosaic children and families.

KYM BOTTOMLEY - CARE FOR NEWCOMER CHILDREN CO-ORDINATOR



TRAINING & MENTORSHIP Highlights

Another year has passed and with it, not surprisingly, more changes. My job this year has consisted primarily of supporting the Family Program Lead team as they successfully transitioned into new roles where they each have more responsibilities. It's not surprising that each of these skilled women; Melinda, Gabriela, Reem, Neveen and Maisa'a, demonstrated leadership, cooperation, collaboration, and creativity as they worked together to offer both online and in person programs to newcomers across the city and programs in Mosaic's new Family Resource Centre at Knox Church.

Working with the team this year, we created a strategic plan to guide Family programs for the next five years. This plan incorporated our shared values of equity, compassion, respect, and empowerment, with long term action plans to go with each of these values. I look forward to watching this plan play out in ways that I know will benefit many newcomer communities.

As part of my role this year I was also able to offer training and mentorship to the lead team and facilitators in an in-depth mentorship program for our unique home visit program where peer mentors offer family programs in homes in first languages.

Another highlight of the year was having the opportunity to offer an overview of Positive Discipline in Everyday Teaching to all of Mosaic's LINC teachers. It has been exciting to support all of Mosaic in adopting the Positive Discipline approach, I continue to feel honoured to work within our Mosaic Community.

JEAN TINLING - DIRECTOR OF TRAINING AND MENTORSHIP



MOSAIC EMPLOYEES

Adelaida Ramos	Geraldine Gruszczyk	Linda Xie	Rim Abraha Gebrehiwet
Albina Bushueva	Gina Denby	Lois Goertzen	Roula Assaf
Allison Wilcox	Gordon Stenberg	Luzviminda N. Guzman	Rukhsana Rukhsana
Amelia Bordeos	Hamda M. Ahmed	Mahasen M. Mohamed	Sabrina Deforest
Amna Burki	Hanna Lynn Fiesta-Reyes	Maisa A Haj-Ahmad	Saima F. Ali
Angela Marie Enns	Hayat Abbas	Mariam Rezkalla	Samrawit Abrha Kidane
Anita Cohen	Henghui Chen	Marilyn Patricia Hardy	Sandhyakumari Patel
Ashley Mary Sleva	Htoowah Hserhtoo	Masoma Behsodi	Sandra Sikora
Asmahan Abdirahman	Hugh Mclean	Maureen Spearman	Sara Scales
Barbara Coombs	Hyunjung Lee	Medhanit Gilamichael	Sarah Thiessen
Barbara Sewrjugin	Intisar Mohamed	Melinda Pascual	Satinder Kahlon
Bebe Tao	Irina Loginova	Merlina Jimenez	Sheila Indar Singh
Belinda Duncan	Jagdish Kaur Bharwal	Mihret Tekie	Shereen Denetto
Boutaina Berrado	Jane Yee	Milena Stefanovska	Shler Ali
Carolyn Braun	Jean Tinling	Mingming Fu	Shoko Arakawa
Christensen Charlene	Jena Mae D. Deferia	Monika Chakraborty	Silky Bhandari
Christiane Voss	John Freddy Vasquez Saiz	Nadia Awasif	Sofiya Volosozhar
Cora Padilla Llorico	Katherine Cullihall	Nebila Abdu Said	Souada Bauer
Dhelal Al-Dulaimi	Khounaf Khalaf	Neil Jonathan Block	Sriyani Kuruppu Achchillage
Elsa Gebreamlak	Kirsten Freed	Neveen Fanous	Stephanie Stetefeld
Eun Ah Lee	Kit Lin Chin	Patrice Poirier	Tetiana Makhmud
Eunhee Song	Kym Bottomley	Patricia MacRae	Truptiben Patel J.
Faiza Khawar	Latifat Oyewole	Phebe Dawoud	Tsega Ghezehey Weldegebrial
Farhana Helal	Laura Wischnewski	Purnima Mandal Singha	Valerie Cavers
Florence Skakum-Lewis	Letifa S Abajobir	Queehyung Nam	Wah Eh
Friba Ghafari	Lilian H.K. Wasef	Rabeeya Mohsin	Yaofang Jiang
Gabriela Galli	Lily Paw	Rania Nasser	Yuan Tian
Genet Gebrekal	Lily Shae	Reem Abdulkader	



MOSAIC VOLUNTEERS

This year started differently, not only the long and harsh winter, but we were also missing the in-person presence of volunteers. We were not able to celebrate in person and show our appreciation for the second year in a row. We did manage to show our volunteers our appreciation and let them know that they are a very important part of Mosaic in other creative ways.

This year, after another year of pandemic, some volunteers started to return in person little by little, coming back to volunteer on-site. Some were more than ready to come back in-person, and those who were still hesitant continued online.

The silver-lining of this situation was that the online option brought not only new skills and new volunteer online roles; but also new faces to our volunteer team. People who were hesitant to volunteer in person, and those who had issues to commit or those who are far away, found themselves welcome at Mosaic.

After losing many of our volunteers due to the pandemic, we are slowly starting to build up our numbers again. Before the pandemic we had 80-90 regular volunteers! We hope we can get back to normal in all ways including offering valuable and rewarding volunteer opportunities.

Volunteers are the heart of our organization, assisting in all areas of program delivery and providing much needed Canadian experience for newcomers, as well as rewarding opportunities for seasoned teachers.

Thank you to all of the volunteers who helped us with new innovative online programs and helped to break isolation for newcomers stuck at home during the pandemic. Your visits and skill sharing are always much appreciated.

Thank you amazing volunteers!

Ashley Stewart-Tufescu
Audrey Young
Baris Yilmaz
Bishal Chowdhury
Carol Moeller
Carolina Almeida Arantes
Carolyn (Kerri) Bryan
Chantal Green
Cora Llorico
Cynthia Fines
Diane Wood
Donna MacKinnon
Elizabeth Huynh
Fran Friesen
Heather Marshall

Jacki Koven
Janice Kroeker
Jennifer Wiens
Lisa Passante
Martha Helgerson
Maureen Monson
Maureen Spearman
Nan Anderson
Nancy Stewart
Nidia Jones
Omena Babalola
Ronke Adegunle
Shireen Seesahai
Tina Gouszecky
Wendy Boyd

GERALDINE GRUSZCZYK - VOLUNTEER AND ADMINISTRATION CO-ORDINATOR

COMMUNITY PARTNERS & NETWORKS

A&O: Support Services for Seniors
African Communities of Manitoba (ACOMI)
Aurora Family Therapy Centre
Avenue.ca / LearnIT2teach
Bethel Mennonite Church
Bookmates
Bridge Care Clinic (WRHA)
Child and Family All Nations Coordinated
Response Network (ANCR)
Childminding Monitoring, Advisory and Support
(CMAS)
City of Winnipeg - Community Development
Division
Communities 4 Families – Downtown Healthy
Child Coalition
Computers for Schools
Families Canada
Families Forward River Heights Healthy Child
Coalition
Family Dynamics
Fort Garry Mennonite Brethren Church
Harvest Manitoba
Healthy Start for Mom & Me
Immigrant and Refugee Community
Organization of Manitoba (IRCOM)
Immigration Partnership Winnipeg (IPW)
ISANS Immigrant Services of Nova Scotia
iSTEADY
Knox United Church
Koats for Kids
Manitoba Adolescent Treatment Centre (MATC)
Manitoba Association of Newcomer Serving
Organizations (MANSO)

Manitoba Islamic Association
Manitoba Museum
Manitoba Possible
Minnesota Literacy
Mothers Matter Centre (formerly HIPPY
Canada)
N4 - National Newcomer Navigation Network
Network of Organizations for the Wellbeing of
Newcomers, Immigrants and Refugees
(NOWNIR)
Nobody's Perfect Manitoba
NorWest Co-op Community Health
Occupational Health Centre (OHC)
Positive Discipline in Everyday Life (PDEL)
Red River College
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)
South Winnipeg Information Centre (SWFIC)
Southlands Community Church
Trinity United Church
Turtle Island Project Collective & Knowledge
Keeper Clayton Sandy
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 2021-2022

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

Community 4 Families

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 – Stay at Home Grant

Winnipeg Foundation – Community Grant

Winnipeg Foundation – Professional Development Grant

Winnipeg Regional Health Authority – Healthy Together Now





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