

2001-2002 Annual Report



Cover art by Ormira Lulanaj



**Canadian Centre for Victims
of Torture (CCVT)**



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Mandate



"Hope after the Horror"

The Canadian Centre for Victims of Torture (CCVT) aids survivors to overcome the lasting effects of torture and war. In partnership with the community, the Centre support survivors in the process of successful integration into Canadian society, works for their protection and integrity, and raises awareness of the continuing effects of torture and war on survivors and their families. The CCVT gives hope after the horror.





A Message From the Executive Director



This past year, the Canadian Centre for Victims of Torture assisted 1141 survivors of Torture from 67 countries and provided a range of public education, and information activities to promote awareness of the problem of torture. Training programs were provided to Immigration and Refugee Board Members, LINC instructors, as well as private sponsors throughout Canada.

CCVT also participated in an international conference on Settlement in Sweden, a member of the board traveled to Rwanda to provide training and to participate in the June 26 UN International Day in Support of Survivors of Torture and CCVT staff traveled to Geneva to participate in the Annual Consultations with NGOs prior to the Executive Committee (ExCom) meeting.

The tragic attacks that took place in the United States of America on September 11 2001 have serious implications for the world as we know it. With increasing alarm, we are witnessing religion, ethnicity, and nationality being used in some countries as a basis for retaliatory acts - the burning down of mosques, discrimination against and even killing of fellow citizens. It is also becoming sadly evident that a number of governments are quick to take advantage of the climate of uncertainty, terror and suspicion created by September 11 by further brutalizing and oppressing their own populations. This clearly shows that, now, more than ever before, world governments must work at a global level to ensure respect for human rights for *everyone*. In light of the impact of September 11, it is all the more crucial that we work to reinforce and safeguard that respect for human rights.

In some countries, the question of whether it is acceptable to use torture to extract information from suspected terrorists has been raised. The answer is simple. It is prohibited under international law. It is also immoral, unethical and cruel. There is no excuse for torture. We must strive to preserve the basis of democracy and governance and we must work to promote justice when unspeakable acts of violence occur.

For twenty-five years we have advocated that torture is the most shocking of all human rights offences. It goes to the heart of a person's physical and psychological integrity, and it has long-term effects, not only for the victim but also for the victim's family and the whole community.

As Canadians, we must continue to work in partnership with other human rights organizations and associations nationally and internationally to:

- Raise awareness and mobilize support to safeguard human rights.
- Request our government to allocate resources to strengthen the CCVT and increase its capacity to provide the much needed services to survivors.
- Educate and train front line workers, health care professionals and others.
- Monitor, document and report individual cases of torture, methods of torture and effects of rehabilitation and globally report on the prevalence of torture, the actual rehabilitation needs of torture victims, and the measures required to strengthen prevention activities.
- Conduct research on the effectiveness of rehabilitation and to lay a foundation to secure the psychosocial support needed by populations in both conflict and post conflict situations.

Mulugeta Abai
Executive Director





A Message from the Chair



2001-2002 marks the 25th Anniversary of CCVT's existence. We have a great many achievements to be proud of as an organization that continues to provide exceptional services to survivors of torture. Today we stand on the shoulders of those humanitarians who had the foresight and determination to provide a respite for, to set up a system to care for, and to facilitate safe haven in Canada for torture victims, a particularly vulnerable section of our community.

On June 26, the Honourable Denis Coderre, Federal Minister of Citizenship and Immigration Canada together with clients, volunteers, families, past and present Board members joined us to celebrate the last 25 years of service. In particular, CCVT founding members Drs Federico Allodi and Philip Berger entertained us with a lively depiction of the story of CCVT's beginnings, outlining for the audience the unique position of an organization such as ours in any civil society

To continue in this spirit, CCVT decide this year to honour the work of two of its veterans, Trevor Bartram and Amina Malko by establishing two awards to be presented to deserving recipients as recognition and acknowledgement for service given unselfishly. I am happy to announce that the Trevor Bartram Award was presented to Tom Clark, while the Amina Malko Award was presented to Geraldine Sadoway

We have managed once more to balance our budget, despite the financial demands placed on our programs and the increasing constraints placed on funding. CCVT is in stable financial condition. We have thus been able to renovate some of the larger open rooms to provide increased privacy for counsellors and their clients, and more classroom and office spaces. Our staff continues to train frontline workers and educators, and also undertake the training of IRB members.

I wish to thank all retiring Board members for their many years of devotion to CCVT. They are Debbie Hill-Corrigan, Fred Case, Abbas Azadian, Magda Hatteb, and Catherine Brooks. CCVT appreciates your contribution, your personal time so unselfishly given, your ideas and your hard work.

As Chair of the Board of Directors for three years, and six as Board Director, I am also retiring from CCVT. It has been my pleasure to serve on this organization in many capacities. I have learned a great deal both from my colleagues on the Board, and CCVT's talented staff. They are hard working and without peer. They do a very tough job every day, and they have my confidence. The highlight has been the opportunities I have had to work with Mulugeta Abai, the Executive Director, over these many years. I have gained overwhelming respect for his management skills, his humanity, his thoughtfulness and his grace under pressure. CCVT has thrived under his stewardship and will continue to do so. It is lucky to have him as their leader.

Hari Lalla
Chair





Report of the Health and Program Committee



As a working group advisory to the Board, the Health and Program Committee is involved with promoting CCVT's mission in order to better serve survivors of torture and their families. According to its terms of reference, the committee develops and monitors implementation of procedures and guidelines for the assessment of clients and the provision of services. It collaborates with the Executive Director and other committees of the CCVT Board in fulfilling the mandate of the Centre. The committee collaborates with the Personnel Committee in staff development. It also works with the Public Education Committee and the Volunteer Advisory Committee to promote public education.

Over the past year, the committee reviewed and provided feedback in the development of conflict of interest guidelines, organized a number of debriefing sessions to assist staff in managing work-related stress and to prevent vicarious traumatization and actively participated in providing public education, documentation and treatment.

The committee discussed the possibilities of partnerships with other appropriate institutions and centres such as the mobile crisis intervention team at St. Michael's Hospital, trauma and crisis team at Mount Sinai Hospital, Gerstein Centre and other similar institutions. The committee also facilitated contact with the Ontario Psychiatric Association to allow relevant CCVT material to be displayed at their Annual Conference.

Health Committee members welcomed the plan of the centre to initiate and implement research projects in accordance with CCVT research ethics. Some of the topics CCVT prefers to do research in are: women as survivors of torture, youth, settlement issues, and so on. The committee members deemed these topics as well as other relevant issues helpful in promoting the organization and improving services.

This would not be possible without the support and dedication of CCVT staff, and the committee would like to thank them for their contributions. The committee looks forward to working together with other CCVT committees, staff and volunteers to assure an excellent quality of care for survivors of torture.

Mohamed Ahmed
Settlement Counsellor





Report of the Legal Committee



The CCVT Legal Committee is presently composed of five lawyers (in different fields of refugee/immigrants and human rights) and two staff members of the Centre who act as liaisons and bring the legal problems of the CCVT clients to the attention of the Committee. Two of the Legal Committee members are the CCVT Board members as well.

The Legal Committee deals with legal matters arising from CCVT's mandate with the view of making CCVT's work more effective in serving its clients. The Legal Committee is specifically active in the field of policy analysis, legal support and research. The Committee recruits its members from the CCVT Board, Legal Network, staff and volunteers. It provides recommendations to the Board and includes at least one person from the Board and one from CCVT staff.

During the past year, the CCVT Legal Committee has been involved in the following areas of policy support:

Immigration and Refugee Protection Act

The Legal Committee has helped CCVT in its efforts to provide feedback to the government and the community on the new Immigration act. The Committee has been involved in this process for the last four years (with the introduction of the Bill C-31 to its change to Bill C-11). The Centre has benefited from the Legal Committee's recommendations in its efforts to attend various Immigration and IRB consultation meetings and in providing the Minister with feedback on refugee protection and protection of survivors of torture. The Legal Committee is working with CCVT staff in monitoring the implementation of the Immigration and Refugee Protection Act since its implementation on June 28, 2002.

Immigration Regulations

The Legal Committee has studied regulations attached to the Immigration and Refugee Protection Act long before the implementation of the Act especially in the following areas:

1. Safe Country agreement between Canada and the government of the United States of America: the CCVT has joined other organizations at the Canadian Council for Refugees to urge the government of Canada not to strike an agreement to send back refugee claimants who arrive via the United States until it receives guarantees that the United States will treat the asylum-seekers much like Canada does. The Legal Committee was keen to ask for special attention to survivors of torture and their families in any upcoming agreement.
2. Refugee Appeal Division: On the basis of advice from the Legal Committee, the CCVT raised its deep concern with the Minister of Citizenship and Immigration over his announcements regarding a potentially indefinite delay in the creation of the Refugee Appeals Division. The CCVT shared its fear that in combination with single member panels and the impossibility of launching more than one claim in a lifetime, the lack of an appeal on the merits significantly, and perhaps disastrously, disadvantages refugee claimants who may not be able to present their full story at the first hearing. This is of particular concern to our clients, many of whom are suffering from the long-term effects of the war, torture and general brutality they suffered in their countries of origin.
3. Pre-Removal Risk Assessment (PRRA): the implications of the implementation of PRRA were discussed at length by the Legal Committee. The Committee also provided the CCVT staff with feedback on the secondary refugee claims. Helping CCVT clients who may apply for PRRA will be the Legal Committee's challenge for the months to come.
4. Consultation with the Minister of Immigration: The Committee recommended a consultation with the Minister regarding the above and other issues related to the clients of the Centre. In absence of such consultation, CCVT wrote a detailed letter to Minister on March 11, 2002 and raised its concerns about gaps in Immigration policies and practices with regards to victims of torture

Terrorism and Absolute Prevention of Torture

In its struggle towards the prevention of torture, CCVT has been active in monitoring national and international instruments relevant to survivors of torture, war, and organized violence. The Legal Committee has provided timely and effective feedback to CCVT in this important area. Right after the September 11th terrorist attack, the Legal Committee advised CCVT to work on the need for fighting terrorism while sticking to the principle absolute prohibition of torture. CCVT followed up with:



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1. CCVT letter to the honourable Prime Minister John Chretien;
2. CCVT letter to His Excellency Paul Celluci, the U.S. Ambassador to Canada;
3. Letter of encouragement to the then Minister of Citizenship and Immigration to continue with Canadian commitments to refugee protection in the context of xenophobic sentiments resulting from September 11;
4. CCVT public education workshops and seminars with regards to terrorism and the need for protection of our clients;
5. CCVT letter to Mr. Art Eggleton, the then Minister of Defence;
6. CCVT Press Release on Afghan prisoners at Guantanamo Bay (assisted also by the Education and International Committees);
7. Feedback to CCVT staff on participation at the meeting of Executive Committee of the United Nations High Commissioner for Refugees (September 24 to October 5, 2001).

The principle of non-refoulement to torture

Through providing regular advice, the Legal Committee has contributed towards CCVT efforts in preventing people from being returned to torture. CCVT has initiated some intervention with the Supreme Court of Canada in the case of Suresh and assisted the intervening human rights agencies. Suresh is a Convention refugee in danger of return to torture who has exhausted all legal remedies in Canada to overturn his deportation order. The Court stayed the deportation of Suresh pending a full investigation by the Minister of Citizenship and Immigration. Although the Supreme Court of Canada failed to recognize the absolute nature of the principle of non-refoulement to torture, its ruling still involves positive provisions for the protection of CCVT clients. The Committee continues to actively monitor them.

Implementation of CAT and other human rights instruments

With the help of the Legal, Education and International Committees, the CCVT has collaborated with the government of Canada in monitoring the implementation of the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (CAT). With the help of the Legal Committee, we have also followed human rights developments in different countries of the world through regular communication and participation in annual consultations with the Ministry of Foreign Affairs. We have also collaborated with the UN Committee against Torture on the implementation of CAT in Canada.

Optional Protocol to the Convention against Torture

The Legal Committee has assisted CCVT in intervening with the government of Canada, The United Nations, NGO colleagues and U.S. sister organizations with regards to the Optional Protocol to CAT. Our efforts, among many others, resulted in the UN Commission for Human Rights voting in favor of this significant new international instrument on April 22, 2002. We hope that this new treaty will assist states in the effective implementation of their existing obligations under the CAT. It will, hopefully, enable the creation of a global system for the inspection of jails and detention centers with a view to ensuring that torture and other cruel, inhuman or degrading treatment or punishments do not take place. Based on our experience as a Centre involved in the rehabilitation of torture survivors, we strongly believe that an effective inspection mechanism can make a big difference in reducing and preventing the crime of torture at a global level.

Meeting Regarding Detention

The Legal Committee has regularly advised CCVT staff to effectively participate at the CCR meetings on detention. A network has been established across the country to address concerns regarding the privatization of the detention centres, to share information about the centres and coordinate policies. CCVT is the network's liaison in Toronto.

Prosecution of torturers and war criminals in Canada

With the help and participation of the Legal Committee, CCVT has monitored the Statute of Rome for International Criminal Court. This important document has been entered into its enforcement now. The CCVT is also addressing the question of impunity with special reference to the establishment of a Canadian Centre for International Justice. There is ongoing work with other organizations including Amnesty International. The Legal Committee has also provided direction to CCVT in protecting clients from their torturers and war criminals, if they ever end up in Canada.

Limbo Project

CCVT has also provided support and public education services to people in limbo, i.e. Convention refugees and many others who are falling between the cracks due to gaps in the Immigration Act and/or the bureaucratic nature of our system (e.g., due to lack of ID documents). Being caught in limbo results in prolonged anguish and separation from loved ones, and aggravates the impact of the torture experience on survivors. In such cases, our support has included ongoing contact with Canadian and UN officials, providing education, information and special counselling to refugee clients, influencing the government for policy change, and on-going collaboration with sister organizations in Canada and all over the world. The Legal Committee has provided support to the CCVT staff in helping clients in limbo.

Ezat Mossallanejad
Policy Analyst





Report of the Public Education Committee



Mandate

The function of the public education committee is to contribute to the implementation of the organizational mandate to raise awareness of the continuing effects of torture and war on survivors and their families and to work for their protection and integrity. The committee strives to increase public awareness of torture, its effects and its global dimensions and to contribute to the development of human rights theory and practice. CCVT is a learning centre on issues related to torture and human rights. Activities include research, the production and distribution of learning materials, onsite training and education programs for staff, volunteers, students and the community, and public forums and presentations - locally and globally. During the past year, the committee focussed particularly on the events of September 11 and on the 25th anniversary of CCVT.

Training and Education

The terrorist attacks on the United States on September 11, 2001, concerns for the stressful effects on members of our community, and the subsequent rush by the Canadian government to implement legislation on terrorism and security issues became a focus of the committee in the fall. Our goal was to keep awareness of the impact of torture and the needs of survivors in the public domain. The committee wrote the CCVT Declaration on Terrorism and the Protection of Needs of Survivors of Torture, which was approved by the Board of Directors and adopted by participants at the Canadian Council of Refugees conference in November. The text has been widely distributed and is available at our web site. On December 10, International Human Rights Day, CCVT held a public forum on Terrorism and Torture. The meeting room at CCVT was jammed with people eager to hear the four panel members.

Staff, volunteers and board members frequently made other presentations in a variety of settings (both locally and globally) on torture and the work of the Centre. The sites during the past year have included local high schools, universities, human service agencies, and national and international conferences. Learning activities included placements for students of law, medicine and social work, public forums by local and international guests, monthly education sessions by and for volunteers, and special celebrations such as the June 26 United Nations Day in recognition of survivors of torture.

Research

CCVT continues its research partnership with the schools of social work at the University of Toronto, York University and St. Thomas University. Presentations based on the befriending research project were made at the Fourth International Conference on Transformative Learning in Toronto in November and at the Narrative Matters Conference in Fredericton in May. An article based on the research entitled "From Interpersonal Links to Webs of Relations: Creating Befriending Relationships with Survivors of Torture and War" was published in the international Journal of Social Work Research and Evaluation 2(2) in November.

Learning Materials

CCVT's journal First Light continues to provide valued and critical commentaries on current issues along with information on the Centre's programs and activities. Two double issues have been published during the past year. One addressed torture and human rights in Africa and the second was a 25th Anniversary Edition documenting the history and work of CCVT through the voices of the participants. This edition will serve as a valuable record of the concerns and efforts that resulted in the creation of CCVT. First Light along with other research reports and public education materials are available at the CCVT web site.

The Committee

Mulugeta Abai, Michele Millard, Teresa Dremetsikas and Ezat Mossalanejad are the active staff members on the committee, Susan McGrath represents the board.

Susan McGrath
Chair, Public Education Committee



Report of the International Committee

The CCVT is associated with a network of organizations that support survivors of war and torture through its International Committee. This committee is also working towards monitoring and responding to the global issues related to prevention, exposure and eradication of torture.

In 2001-2002, the International Committee continued with its previous efforts with regards to Nigeria and Rwanda. With the involvement of the chair of the Committee, Prof. Fred Case, CCVT collaborated with the Nigerian organization, Prisoners Rehabilitation and Welfare Action (PRAWA). So far, we have not been able to receive funding from CIDA with regards to Nigeria. The Committee will hopefully engage in further collaboration with a similar centre in Rwanda, the Forum for Activists Against Torture (FACT), with the help of the CCVT Board member, Prof. Susan McGrath. We continued with our information sharing relationship with the International Rehabilitation Council for Torture Victims (IRCT), an umbrella organization of Centres treating survivors of torture

The CCVT was also actively involved in monitoring, research, letter writing campaigns, press releases, presenting submissions, and publishing articles both at home and abroad. We continued with these activities either independently or in collaboration with the UNHCR, UN Commission on Human Rights, Amnesty International, and the Canadian Council for Refugees:

- Establishment of the Canadian Centre for International Justice (CCIJ) with the aim of addressing the global problem of impunity and bringing torturers, war criminals and people who have committed crimes against humanity to justice in Canada (the CCIJ is now incorporated).
- Monitoring and researching on the terrorist attack of September 11, 2001 on an ongoing basis;
- Writing detailed letters to the Prime Minister of Canada, the Canadian Minister of Citizenship and Immigration and the U.S. Ambassador with regards to September 11th terrorist attack and the need for combating violence by using non-violent means.
- Participating in the annual meeting of the Executive Committee of the United Nations High Commissioner for Refugees in Geneva (September 24 to October 5, 2001).
- Organizing a panel discussion on terrorism and survivors of torture (December 10, 2001) and active participation in national and international conferences to that effect.
- Declaration on Terrorism and Protection Needs of Survivors of Torture;
- Letter to the Prime Minister of Australia in connection with refugee protection in that country;
- Press release Re: Afghan prisoners at Guantanamo Bay (January 2002);
- Letter to the then Minister of Defence regarding application of the Geneva Conventions (International Humanitarian Law), Minimum standards of treatments in Guantanamo Bay, and the abstention of the Canadian troops in possible human rights violations;
- Active participation at the annual consultation of the Ministry of Foreign Affairs in preparation for participation at the 58th session of the UN Commission on Human Rights (January 25 to 27, 2002);
- Research on development of the Rome Statute for International Criminal Court and a supporting letter to the Canadian Minister of Foreign Affairs;
- Research and monitoring of the development of the UN Optional Protocol to the Convention against Torture and frequent correspondence with the Canadian Federal and provincial governments in partnership with the Amnesty international.

Ezat Mossallenajad
Policy Analyst





Intake and Settlement Program



During the fiscal year CCVT was approached by 1141 clients from 67 countries. 924 of them were new clients, 185 were previous clients. A total of 575 were females, and 566 males including 381 children and youth (193 girls and 188 boys). The number of languages spoken by the clients reached 92.

Needs of clients have been defined carefully by clients themselves, staff, volunteers, funders and community at large. Different lists compiled under particular criteria have been put together by the above mentioned groups and it is a challenge to match them in a inclusive way that make sense to all the players. Settlement is not a synonym of Mental Health, nevertheless they are connected and individuals have a different understanding of the intricate relations among the two.

Caring for a newcomer in need of settlement takes a new dimension when the individual is suffering from the effects of torture. Information about housing, employment, child care and education, access to health care and many other issues is conveyed at CCVT in a supportive fashion and intertwined with elements and practices that ensure acknowledgment and validation of the experience as well as restoration of a sense of normality. Without being “therapy” in the strict sense of the word, this “strategy of re-empowerment” achieves healing and promotes integration, independence and a sense of safety.

This year six counsellors provided services in 9 different languages: Albanian, Arabic, Azari, Bosnian, Dari, Farsi, Spanish, Somali, and Tamil.

The Support Groups held at CCVT provided the participants with information about topics of interest to newcomers such as job search strategies, the school system, housing, etcetera. They also offer a safe environment to rebuild trust and begin healing.

The Supports Groups that were carried out during this year in 11 clusters:

- Two groups of Iranian men & women
- Two family groups from Kosovo
- One African youth group
- Two Somali women groups
- Two African women Group

In total, there were 106 sessions (the number of sessions of each group varied from 12 to 16 in each set).

Every group is unique and evolves in a particular way; its participants make each group distinct. Some are more interested in life skills and others in social issues. This year for example, the Somali groups initiated “sewing circles” and as a result they were connected with a professional in the field that provides training. This allowed some of the participants to enroll in a program to acquire a trade. The Iranian group decided to have a mixed group of men and women, different from the format of a family group. In addition, CCVT provided 24 orientation sessions for groups of diverse clients.

Numbers and statistical graphs are not the best tools to describe CCVT’s work, but we cannot skip the urge of quantifying everything we do or give. The numerical part of this report take cares of it.

Teresa Dremetsikas
Program Coordinator



Volunteer Program

The Volunteers at CCVT are an absolutely essential part of the CCVT and its programs. They are escorts, accompanying clients to and from appointments with doctors, specialists, lawyers and social service agencies. They are interpreters, allowing a client to communicate with his or her child's teacher, or at a medical appointment. They are ESL tutors, giving students the opportunity to practice their English in a non-threatening environment. And they are Befrienders, where, as members of the community, they act as catalysts in the process of integration and help develop an atmosphere of trust and friendship in order to break the isolation of survivors. Befrienders offer basic information and advice on life skills and social skills, which help the survivor to adapt to life in a new country. Befrienders help survivors rediscover the joy, self-esteem, and confidence that has been inhibited or lost as a result of torture. The personal support provided by volunteer befrienders helps to empower the survivors and enables their integration into the community.

The following points illustrate the accomplishments of the Volunteer Program over the past year:

1. CCVT continues to invest in regular, on-going training sessions for all volunteers, new and old.
 - Over the past year, CCVT has offered 7 workshops to volunteers. These sessions dealt with befriending survivors of torture, skills development for ESL volunteer tutors and an anti racism/anti discrimination workshop. A total of 76 volunteers attended the workshops.

The Volunteer Program also presented 9 volunteer information meetings on topics relevant to their experiences and needs. The topics included: *Augusto Pinochet: The Difficult Task of Evaluating a Cruel Dictator*, *The Development of Torture Rehabilitation in Central Europe*, *The Use of Art Therapy in Healing Trauma, Housing, Discrimination and Refugees*, *Bill C-11: Canada's New Immigration Bill*, *World Conference Against Racism (WCAR): Stories from Durban*, *Sudan: Torture, Resistance and Rehabilitation*, *Children and Trauma*, *Amnesty International : Working Locally, Nationally and Internationally*. One hundred and sixty-three volunteers attended the meetings and contributed some lively discussion. These meetings were reported on in the monthly CCVT Newsletter sent out to volunteers, Board members and the Health and Legal Network members.

1. Sixty-eight new volunteers were recruited and trained in eleven orientations given by the Volunteer Coordinator and CCVT Staff. Altogether, CCVT has 77 volunteers involved as Befrienders, 64 as Interpreters (representing more than 38 languages) and 47 as ESL Tutors. Volunteers were also active in the Newsletter Committee, the Volunteer Advisory Committee and in Public Outreach.
2. The Volunteer Program organized the CCVT Summer Picnic in August and the CCVT Holiday party in December. Both events were extremely successful and very well attended by CCVT clients and volunteers alike. June 26, 2001 marked the United Nations International Day in Support of Victims of Torture and CCVT held a concert in honour of the day. "Hope After the Horror" was the theme for the event, and the Toronto Tabla Ensemble were our special guests. Many groups from the community and professional musicians from the CCVT client base performed to great appreciation.
3. The Volunteer Program continued to do public outreach by hosting information tables, attending fundraisers and other community events, as well as through advertising and volunteer recruitment. As a new public education initiative, CCVT volunteers and clients were involved in co-creating, producing and performing a short play about the experiences of living as and working with refugees.
4. CCVT also held its second annual Volunteer Appreciation Dinner to celebrate the hard work and accomplishments of CCVT Volunteers. The party was at Free Times Café, there was live music, dancing and great food. A wonderful time was had by all.

This year has been a busy one. The coming year will also be very active. As CCVT reaches its 25th Anniversary, the Volunteer Program will undertake special projects in addition to its regular activities of Befriending and Tutoring. Outreach will become an ever-more important component of the Program and CCVT will continue to nurture the skills and development of its Volunteers.

Michele Millard
Volunteer Coordinator





Children/Youth Program



The Children/Youth Program provided settlement assistance and support to children/youth and their families on various issues, including education, employment, health care, immigration, mental health and counselling, parenting, and recreation services. This year, CCVT provided services to 381 children and youth from 42 countries. Children/youth comprised approximately a third of CCVT's entire client population. The majority of them came from 3 main regions: (1) Africa (e.g., Angola, Zimbabwe, Somalia), (2) the Middle East (mainly Iran & Afghanistan) and the former Yugoslavia (mostly Albania and Kosova).

The need for childcare and recreational programs, particularly in the summer months, was also addressed through several initiatives. In August 2001, the Summer Childminding Program was initiated: parents were able to continue attending ESL and computer classes, while their children enjoyed games and arts/craft activities. From March to July 2002, the Children/Youth Program also helped several families with registering their children/youth for summer camps through the City of Toronto Parks and Recreation Department.

Support group sessions for Albanian children/youth continued, as in the past few years, incorporating settlement, therapeutic and recreational elements. A support group was also organized for African youth, since a substantial percentage of CCVT's youth clients last year were unaccompanied older youth from countries such as Zimbabwe and Angola. This group was unique from other CCVT groups, in that it was both a mixed-gender as well as a mixed-cultural support group. The African Youth support group was a success and other similar groups will be further explored in the future.

Public education remains a priority for the CCVT Children/Youth Program, especially in promoting awareness of the unique needs of child/youth survivors. Over the course of the past year, the Children/Youth Program organized information sessions and training workshops for various groups, including settlement counsellors, high school/post-secondary students, SEPT/SWIS workers, community workers and volunteers. Future workshops will also be aimed at educating parents and workers about parenting issues and needs of child/youth survivors. Outreach activities to TDSB schools, the SEPT/SWIS program and Child/Family agencies were also conducted.

As CCVT celebrates its 25th anniversary and as the CCVT Children/Youth Program expands, further initiatives (such as youth empowerment and leadership, and peer programs) will also be explored. For the first time in 25 years, children and youth now make up 30% of CCVT's client population. This increase is due the current outreach and expansion efforts in the program. As the client demand continues to rise, it is expected that added resources will be required to sustain the continued growth of this program.

Joan Borja
Children/Youth Counsellor





English Language Program



In the past 13 years, the CCVT English language program has been delivering a key component in the successful rebuilding of the lives of survivors of torture and organized violence. Our English Program caters to the needs of adult learners who suffer from debilitating imprints that make the learning process hard and strenuous. Our ESL classes are specially adapted to the learning abilities of CCVT clients. Our teachers are specially trained and our curriculum modified to assist students in the acquisition of various language skills related to their immediate life goals. The classroom atmosphere and the supportive environment we foster in the program provide the clients with the encouragement, hope and the help they need to progress with their language and social skills.

The class levels available to our clients range from low beginner to high intermediate. Every year CCVT provides language training for approximately 300 clients from 60 countries. Clients stayed with our English Language Program for an average of 3 to 18 months, moving through the language proficiency levels at various paces. Classes are provided strictly on CCVT premises in order for clients and teaching staff to have access to counselors in case counseling on emotional or other kinds of difficulties become necessary. The ESL program is funded partly through the Federal Government's Language Instruction for Newcomers to Canada (LINC) project and partly through the Toronto District School Board and through CCVT fundraising efforts.

We are constantly seeking for ways to improve on our programs through collaborative work with the instructors, counselors and CCVT volunteers. The CCVT language program has accumulated significant expertise in providing workshops and seminars for other English language and education professionals on delivering services to traumatized refugee learners. CCVT has provided such training in the past five years and will continue to do so in the coming years. CCVT has already developed its reputation as an active and leading organization that can provide professional insight into working with traumatized newcomer and refugee learners.

The CCVT ESL Program has welcomed a new coordinator and a new instructor this past year. We are pleased to see that CCVT continues in the tradition of attracting people with interest and dedication in its overall objectives.

Despite challenges, the CCVT Program continues to be an irreplaceable component of a successful recovery program for our clients. It has become a source of regained strength and support that helps our clients resume their lives independently with dignity and confidence.

Abdul Abubaker
LINC Coordinator



CCVT Annual Report 2001-2002

COMPUTER TRAINING

In 2001, the computer training continued to be an interesting program for CCVT clients.

Due to the increasing number of people who registered for the course and were on the waiting list, the classes have been extended. Now we have three 2-hour computer classes and one practice hour for four days a week, between 10:00 am and 5:30 pm.

The software was updated, offering our students a good opportunity to learn MS Office 2000 Professional. Lessons are also taught in French when required by French speaking learners. While the main course still offers the basics of MS Office and Internet (providing learners with guidelines for job searching and applying online), as previewed in the initial curriculum, the instructor has experimentally introduced an intermediate level module of MS Excel, which was successfully completed by ten people. Unfortunately, because of the high number of clients registering for the basic program, we could not offer an intermediate course continuously.

Twenty-five students completely finished the basic program and we have had good feedback from some of them who are happy to use this knowledge to further their professional studies or by volunteering in different organizations.

Most of the clients who could not complete this computer training were women who were facing health, family or settlement problems.

Carmen Zbarciog
CCVT Computer Instructor



Computer class at CCVT



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Member, Program and Health Committees*

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*Lawyer
Member, Legal Committee*

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*B.Sc., Psychiatric Nursing
Co-Chair, Health and Program Committee*



Financial Report

Consolidated Schedule of Operations Year Ended March 31, 2002

Revenues	2002	2001
Citizenship and Immigration Canada – ISAP A	260,525	243,739
Citizenship and Immigration Canada – ISAP B	-	83,349
Citizenship and Immigration Canada – LINC	179,313	157,514
Donations	129,772	141,469
United Way	154,390	117,351
United Nations	45,000	36,250
City of Toronto	21,000	25,600
Ministry of Citizenship		
- NSP	35,300	30,106
- Pay Equity	23,311	23,311
Canadian Centre for Foreign Policy Development	15,000	40,000
Interest and sundry income	16,014	4,358
Foundations	39,125	51,200
C.A.W.	13,891	6,100
Honorarium	825	5,233
	<u>933,466</u>	<u>965,580</u>
Expenses	933,307	937,459
Excess of Revenues Over Expenses	<u>159</u>	<u>28,121</u>



**Consolidated Statement of Expenses
Year Ended March 31, 2002**

Expenses	2002	2001
Wages and benefits	682,380	649,443
Fundraising expenses	36,176	44,263
Program supplies and expenses	46,777	54,083
Contract fees	-	6,781
Stationery and supplies	7,884	10,260
Common expenses	14,363	16,613
Traveling expenses	23,822	26,350
Conference and meetings	5,283	7,049
Telephone	5,881	5,768
Maintenance and cleaning	18,026	16,359
Bookkeeping	12,327	13,207
Resource Production	161	1,945
Mortgage interest	7,394	7,658
Utilities	7,013	6,986
Postage and courier	6,484	5,716
Insurance	3,627	4,210
Printing and photocopying	14,104	19,107
Interest and bank charges	5,360	2,802
Professional fees	4,480	5,944
Equipment rental	7,171	3,502
Development and travel	4,637	9,854
Dues and fees	2,524	1,951
Publicity	2,284	1,733
Amortization	15,149	15,875
	<u>933,307</u>	<u>937,459</u>
Total	933,307	937,459

Note: To view the complete audited financial report, please contact CCVT at 416-363-1066



CCVT Programs

1. Settlement Services

- Includes information/orientation, interpretation/translation, counselling, employment-related issues and referrals to resources relating to the economic, social, cultural, educational and recreational facilities that could contribute to the initial settlement of the client.

2. Mental Health

- To assist in developing trust and promoting healing through a strategy of re-empowerment.
- **Counselling**
- **Individual and Group Therapy, Mutual Support Groups**
- **Crisis Intervention:** suicide prevention, breakdowns, family problems, etc.
- **Art Therapy**
- **Coordinated professional services:** The centre coordinates a medical network of experienced physicians, psychiatrists, psychologists and other specialists, lawyers, social service workers who provide treatment, documentation and legal support. Referrals of survivors of torture are accepted and the staff will arrange for a client assessment.

3. Children/Youth Program

- Intake/assessment, settlement services, mental health services, recreational and empowerment activities that incorporate conflict resolution, mentoring, peer support and story-telling.

4. Volunteer Program

- **Befriending** to assist survivors in rebuilding their connections to others as well as to the greater community.
- **ESL Tutoring and Conversation Circles** to help students learn and practice their English.
- **Escorting and interpreting** for survivors at different appointments (medical, legal, social).

5. Public Education

- Responds to numerous requests for information, education, assistance and consultations on torture and its effects by delivering workshops, seminars and presentations. Also regularly produces resource materials, undertakes research and publishes a semi annual publication, "First Light", to inform the public about torture and its effects.

6. Refugees in Limbo

- Services to refugees in limbo that include counselling, assisting in sponsorships, family reunification and other immigration-related issues.

7. Language Instruction and Training

- LINC/ESL classes specially designed to address the needs and realities of survivors of torture (concentration, memory, depression, triggers).
- Computer training: basic and intermediate levels.

8. International Projects

- CCVT is associated with a coalition of Centres which support victims of violence, repression and torture, in exile or in their own countries.



CCVT Health and Legal Networks

PSYCHIATRISTS, PSYCHOLOGISTS

Dr. F. Allodi
Dr. R. Baruch
Dr. R. Berdichevsky
Dr. M. Freire
Dr. Fornazzari
Dr. S. A. Hassan
Dr. Ted Lo
Dr. R. Meier
Dr. Clare Pain
Dr. D. Payne
Dr. J. Pilowsky
Dr. R. Ruskin
Dr. Sooriabalan
Dr. Santa Barbara
Dr. Patti Schabas
Dr. Richard Stall
Dr. Stewart

OTHER SPECIALISTS:

Dr. Degani, General
Surgeon
Dr. Singer, Ophthal-
mologist
Dr. Sliwin, Plastic Sur-
geon
Dr. Wade, Hearing
Specialist
Dr. Ryhanian, Dentist

GENERAL PRACTITIONERS

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Dr. J. Blakeney
Dr. P. Berger
Dr. Wendell Block
Dr. Borgono
Dr. N. Degani
Dr. M. Del Junco
Dr. W. Etzkorn
Dr. J. Flynn
Dr. Bob Frankford
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Dr. Sidiq Janjua
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Dr. D. Thow
Dr. A. Vaezi
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Dr. Miriam Wiebe

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Marianne P. Kroes
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Lorne Lichtenstein

Cynthia Mancia
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Roderick H. McDowell
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Jegan N. Mohan
Dennis S. Morris
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Norris J. Ormston
Pamila Bhardwaj Po-
hani
Joel Rosen
Lisa Rosenblatt
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Geraldine Sadoway
Harvey Savage
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Donald C. Simmons
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Helen Turner
Paul Vandervennen
Patricia Wong
Ian Wong
Rodney L.H. Woolf
Susan J. Woolner
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David P. Yerzy





CCVT Staff



Mulugeta Abai
Executive Director

Marion Abel
LINC Instructor

Abdurahman Abubakar
LINC Coordinator

Mohamed Ahmed
Intake/Settlement Worker

Dave Burt
LINC Instructor

Joan Borja
Child/Youth Program
Worker

Tsering Choedon
Administrative Assistant

Dasantila Dajti*
LINC Coordinator

Teresa Dremetsikas
Intake/Settlement
Coordinator

Jo Furley
LINC Instructor

Ambaro Guled
Group Program Facilitator

Nazlije Isufaj
Intake/Settlement Worker

Elizabeth Jones
ESL Instructor, Toronto Board of
Education

Thilaga Jeganathan
Intake/Settlement Worker

Peri Matthew
Teaching Assistant

Michele Millard
Volunteer Coordinator

Sandra Monteath
ESL Instructor, Toronto Board of
Education

Ezat Mossallanejad
Policy Analyst

Afsaneh Shafai
Intake/Settlement Worker

Jorge Pombo
Maintenance Worker

Mary Sanderson
Art Therapist

Munni Subhani
LINC Instructor

Delfina Vega de Paiz
Administrative Assistant

Sean Watson*
LINC Instructor

Carmen Zbarciog-Faciu
Computer Instructor

* Resigned

Interns and Students

George Brown College

Department of Nursing
Kate Darbyshire
Jamie McDonald
Woitek Kostecki

**Assaulted Women and
Children's Advocate
Program**
Ann Marie Scheffel

University of Toronto

Faculty of Medicine
Ambika Aneja

Faculty of Social Work
Paulina Wyrzykowski

Humber College

**Community Worker
Program**
Lucilla Barreto

Volunteer Management
Abdoulie Darbo



CCVT Volunteers

Joycelyn Adams	Shannon Collins	Mara Herscovitch	Mary Theresa Ngure
Rheba Adolph	Maria Cordero	Chantal Hilaire	Mohammad Zahir Ofuq
Aref Agheli	Diosdado Corrales	Laura Hodgson	Lara Okihiro
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Mirella Alic	David Crean	Franklin Irwin	Elaine Paz
Anke Allspach	Diane Dadian	Fello Jarvis	Tunde Pelyvas
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Judy Andrew	Leon Damonze	Carolyn Kienholz	Shirrin Perston
Maureen Anglin	Abdoulie Darbo	Hang-Sun Kim	Claudia Ponce
Pari Aram	Kevin DeJesus	Regine King	Renate Pratt
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Azhry Ateeg	Jesse Demb	Margaret Knittl	Toni Pringss
Wendy Ayala	Ana Drandic	Nerrida Kogitz	Ella Raffi
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Ursuline Sisters of Bruno
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Rein R Weiler

Irit Weiser
William Ross Weldon
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Canon L. G. Westman
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Audrey B Zimmerman
Guenther Zuem





Source of Funders: Government/Foundation



Citizenship and Immigration Canada

- Immigration Settlement and Adaptation Program – ISAP – A
- Language Instruction for Newcomers to Canada - LINC

Canadian Centre for Foreign Policy Development

Foundations

- Maytree Foundation

City of Toronto

- Community Services Grant

Ministry of Citizenship, Culture and Recreation

- Newcomer Settlement Program (NSP)

Toronto Board of Education

United Way of Greater Toronto

- Membership allocation

United Nations Voluntary Fund for Torture Victims



CCVT Survivors

New Intake and Previous Clients

April 2001 to March 2002

TOTAL NUMBER: 1141 COUNTRIES: 67 MEN: 385 WOMEN: 375 CHILDREN: 381

COUNTRY	Adults		Children/ Youth		Total	COUNTRY	Adults		Children/ Youth		Total
	M	F	M	F			M	F	M	F	
Afghanistan	13	6	19	9	47	Kosova	22	16	29	17	84
Albania	60	51	42	30	182	Liberia	2	1			3
Algeria	1				1	Libya	2				2
Angola	6	4	7	16	33	Macedonia	1	1	1	1	4
Argentina	7	6	2	6	21	Mali		1			1
Armenia	1				1	Mexico	14	6	2	3	25
Azerbaijan	2	5	5	1	13	Moldova	2				2
Bangladesh	5	3	3	1	12	Nigeria	7	4	1	2	14
Bolivia		1	1		2	Pakistan	6	4	1	3	14
Bosnia	5	6	2	1	14	Palestine	2				2
Burundi	2	5	2	1	10	Peru	1	1		1	3
Cameroon		1			1	Romania	1			1	2
Canada	1				1	Russia	12	13		1	26
Central African Rep.			1		1	Rwanda		7	4	4	15
Chad			1		1	Sierra Leone	1	2	4	3	10
China	1				1	Singapore	1				1
Colombia	4	2	2	1	9	Somalia	9	49	5	13	76
Congo Dem.	12	19	2	9	42	S. Korea		1			1
Croatia		2			2	Sri Lanka	24	13	6	3	46
Djibouti		1			1	Sudan	4	2	2		8
Ecuador		1	1		2	Syria	2	1			3
El Salvador	1	1		1	3	Tajikistan			1	1	2
Eritrea	3	3		1	7	Tanzania	9	6	8	3	26
Estonia	1	1			2	Turkey	17	4	1	2	24
Ethiopia	3	17	3	7	30	Uganda	1	3			4
Georgia	3	1			4	Ukraine	9	4			13
Grenada		2	2		4	Uruguay	1	1			2
Guatemala		1			1	Venezuela		1			1
Guinea	1				1	Yemen	1	2		1	4
Hungary	3	6	1	7	17	Yugoslavia	2			1	3
India	2				2	Zimbabwe	6	8	6	9	29
Iran	69	51	16	24	160						
Iraq	16	11	4	1	32	TOTAL	385	375	188	193	1141
Jamaica		1			1						
Kazakhstan	1	2		2	5						
Kenya	3	13	2	6	24						



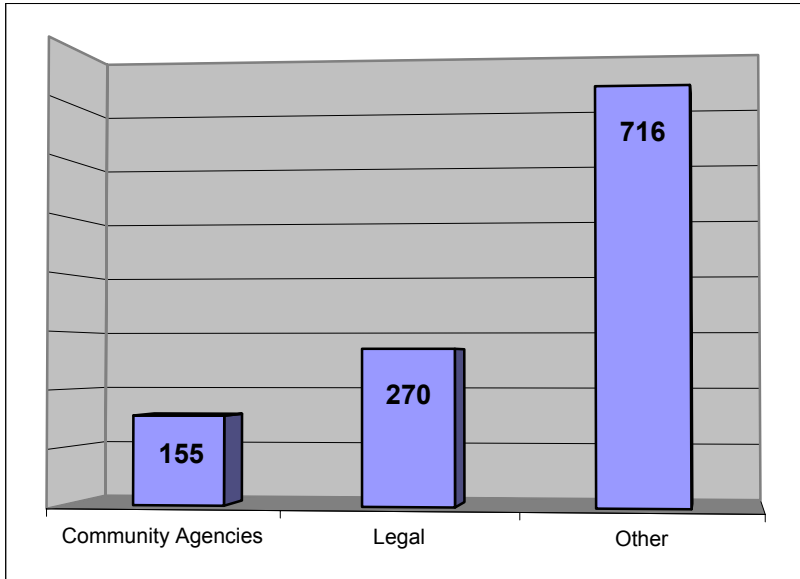


Figure 1: Source of Referrals

Figure 2: Age

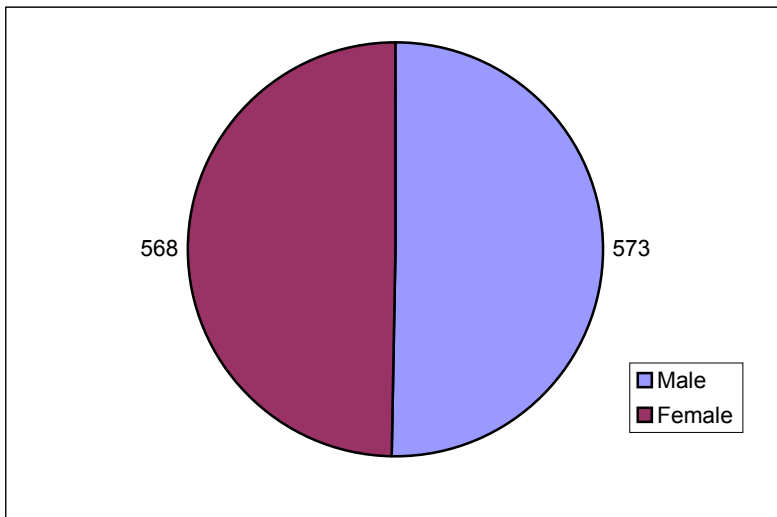
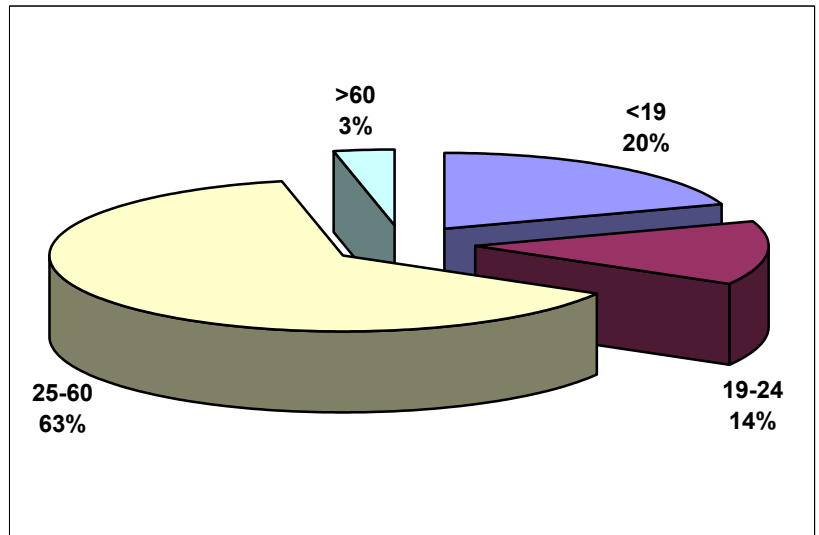


Figure 3: Gender



Figure 4: First Language

COUNTRY	LANGUAGE	COUNTRY	LANGUAGE	COUNTRY	LANGUAGE
Afghanistan	Dari, Pashtu	Estonia	Russian	Palestine	Arabic
Albania	Albanian	Ethiopia	Amharic	Peru	Spanish
Algeria	Arabic	Georgia	Russian	Romania	Romanian
Angola	Angolan, Kimbund, Portuguese	Grenada	English	Russia	Russian
Argentina	Spanish	Guatemala	Spanish	Rwanda	Lingala, French
Armenia	Armenian	Guinea	Malinka, French	Sierra Leone	Limba, Krio, Mandingo
Azerbaijan	Azari	Hungary	Hungarian	Singapore	English
Bangladesh	Bengali	India	Hindi, Punjabi	Somalia	Somali, Bajuni
Bolivia	Spanish	Iran	Farsi	S. Korea	Korean
Bosnia	Bosnian	Iraq	Arabic	Sri Lanka	Tamil
Burundi	Kirundi	Jamaica	English	Sudan	Arabic
Cameroon	Baganti, French	Kazakhstan	Azari	Syria	Arabic
Canada	English	Kenya	Swahili	Tajikistan	Russian
Central African Rep.	Sango	Kosova	Albanian	Tanzania	Swahili
Chad	Arabic	Liberia	Bassa	Turkey	Turkish
China	Cantonese	Libya	Arabic	Uganda	Swahili
Colombia	Spanish	Macedonia	Macedonian	Ukraine	Ukrainian
Congo Dem. Rep.	Lingala, French	Mali		Urguay	Spanish
Croatia	Croatian	Mexico	Spanish	Venezuela	Spanish
Djibouti	Somali	Moldova	Turkish	Yemen	Arabic
Ecuador	Spanish	Nigeria	Yoruba, Ibo, English	Yugoslavia	Serbian, Croatian
El Salvador	Spanish	Pakistan	Urdu	Zimbabwe	Shona
Eritrea	Tigrinia				



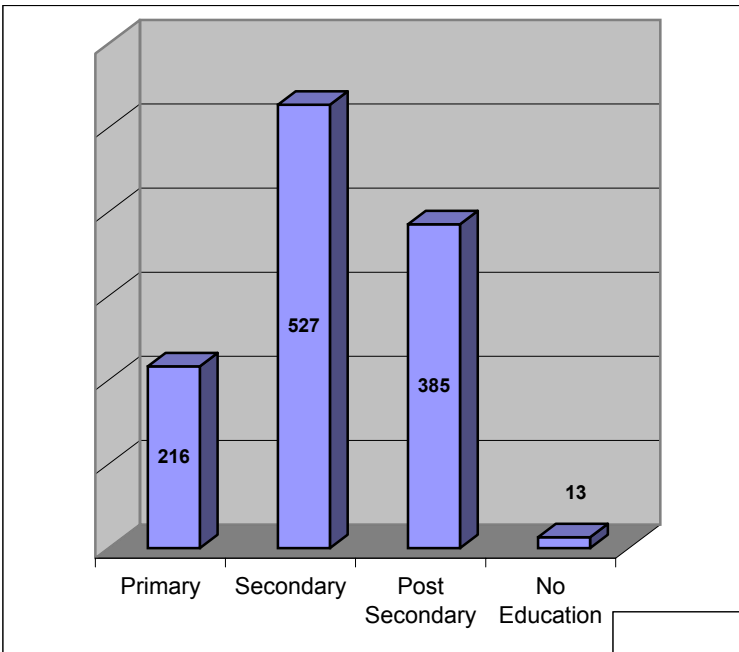


Figure 5: Education

Figure 6: Employment Skills

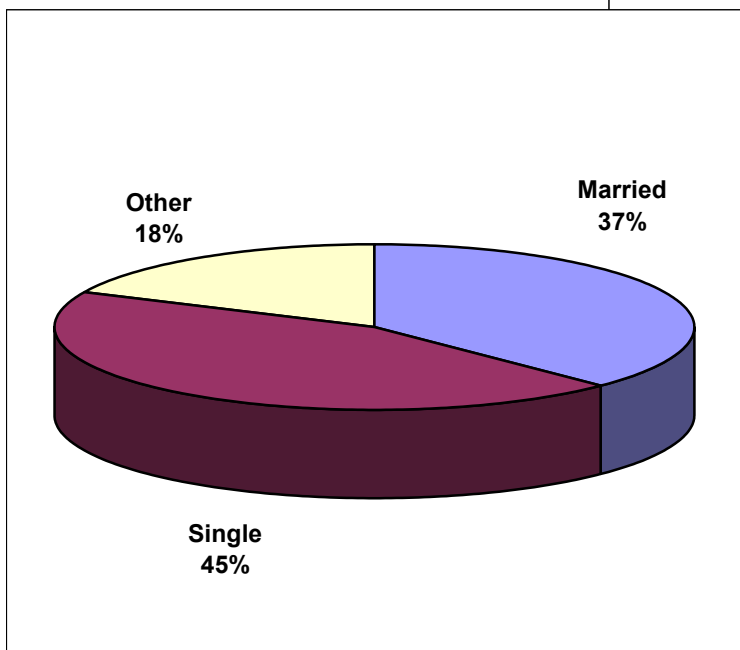
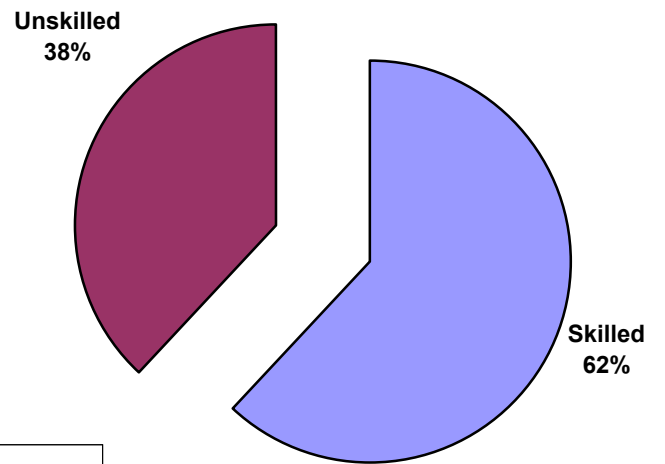


Figure 7: Marital Status



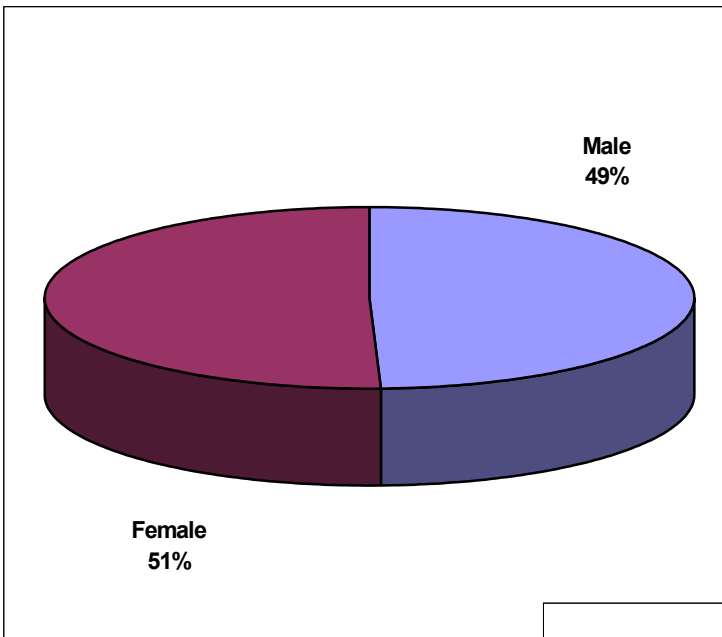


Figure 8: Gender of Children

Figure 9: Types of Torture

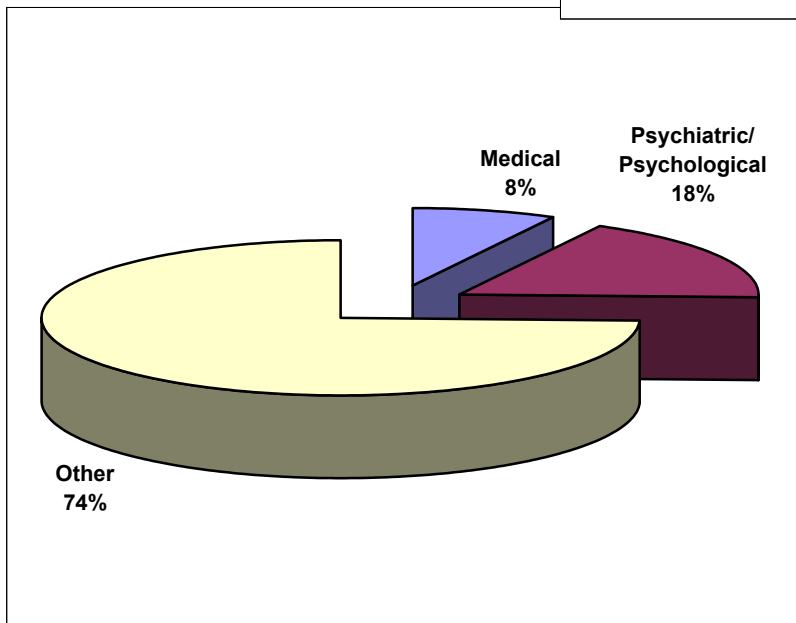
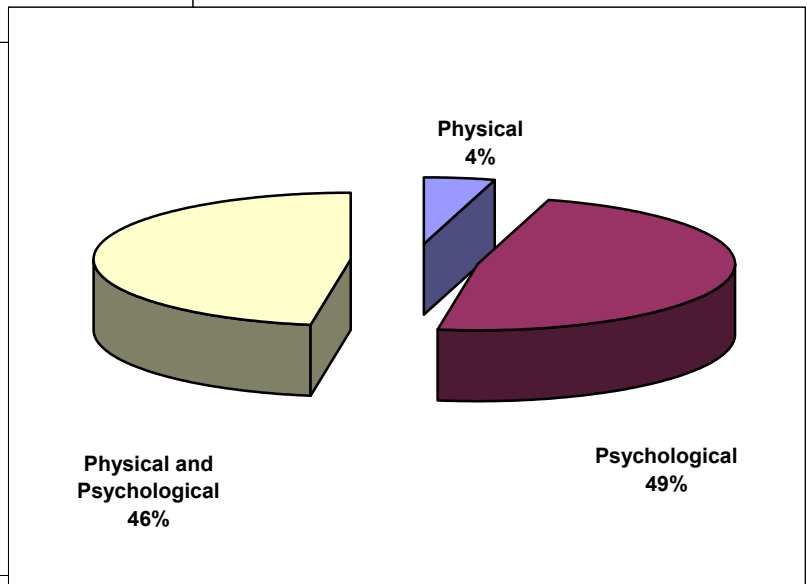


Figure 10: Client Referrals





Contact Us



Canadian Centre for Victims of Torture

**194 Jarvis St., 2nd Floor
Toronto, Ontario
M5B 2B7**

**Tel: 416-363-1066
Fax: 416-363-2122**

**Email: ccvt@icomm.ca
Website: www.icomm.ca/ccvt**

