



# CANADIAN CENTRE FOR VICTIMS OF TORTURE



**CCVT NIMMATHY Support Group**  
U.N. International Day in Support of Victims of  
Torture, June 26th, 2007

# 2007-2008 ANNUAL REPORT





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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



**Mulugeta Abai,  
Executive Director**

**T**he past year was marked by a significant increase in violence globally. This demonstrates a continued failure by world leaders to deliver on the promise of justice and equality in the Universal Declaration of Human Rights adopted some 60 years ago. Many governments continue to abuse power and pursue political self interest rather than show respect for the rights of their people. The fact remains that injustice, inequality and many governments' lack of international accountability are still the hallmarks of our world today. This is spite of a degree of progress made in developing human rights standards internationally, regionally and nationally.

In 1948, in an act of extraordinary leadership and vision, world leaders came together to adapt the Universal Declaration of Human Rights. They showed great foresight and courage by putting their faith in global values. In a genuine exercise of leadership and vision, they rejected any government's limiting the individual's right to free speech, the right to education and the right to be secure and free from torture. They overwhelmingly recognized the universality of human rights- every person is born free and equal and all rights must be respected and fulfilled and used to promote people's dignity and welfare.

Despite the vision 60 years ago, we still witness restrictions of liberties, discrimination and prejudice among governments and people alike. Torture is widespread and brutal regimes still operate with impunity.

In the face of the grim reality, the Canadian Centre for Victims of Torture (CCVT) strives to create "hope after the horror" for those who have come to Canada seeking a safe place to rebuild their lives. In the last year CCVT assisted 1030 new clients from 58 countries. The branch office in Scarborough has been staffed to meet the needs of survivors of torture and victims of war that reside in that previously under-serviced area. The Centre has also continued its public education through workshops, public speaking engagements and the bi-annual publication of *First Light* and with a letter writing campaign to decision makers both at home and overseas designed to create awareness and advocacy work for policy changes. We have partnered with the Centre for Refugee Studies and Atkinson College at York University in a new initiative to provide a certificate program for front-line workers in the settlement sector.

The work of the Centre would have not been possible without generous financial support from Citizenship and Immigration Canada, the Ontario Ministry of Citizenship and Immigration, United Way Toronto, the City of Toronto, the United Nations Voluntary Fund for Victims of Torture, various faith groups and individual donors. Nor would the work have not been possible without the dedication of the Centre's staff and the sound policy direction of the board for which I am most grateful.





## A MESSAGE FROM THE CHAIR



**Tony Boston**  
Chair,  
CCVT Board of Directors

**C**CVT goes in to 2009 from a place of strength. The organization is reaching more people, both in the downtown location and in Scarborough, through a very intentional process of outreach and engagement. We have new partnerships and collaborative initiatives – for example, the joint certificate program for front line workers offered in conjunction with the Centre for Refugee Studies and Atkinson College at York University, and the CCVT-led inter-agency discussions about coordination of services in the downtown east. CCVT staff are at numerous key planning tables. Staff have presented at conferences locally, nationally and internationally. All have served to build service relationships, opportunities for CCVT to contribute to public policy debate, and further consolidated the unique role, skills and approach that CCVT brings to the sector.

On November 27<sup>th</sup>, Mulugeta was presented with an Innovation and Creativity award at the first annual Bhayana Family Foundation Awards. This peer nominated award is a tribute to the tireless commitment that Mulugeta has shown to CCVT.

In terms of the board, in 2008, in addition to Mulugeta's monthly Executive Director's report, Teresa Dremetsikas, Program Manager, has started attending board meetings and brings additional insight to the table. We have also initiated a monthly presentation from staff, updating on their program areas, and providing an important opportunity for board members to connect with staff and build the understanding of operations that allows us to make informed governance decisions. Hopefully this also reassures the staff that the board is effectively engaged in the life of the organization.

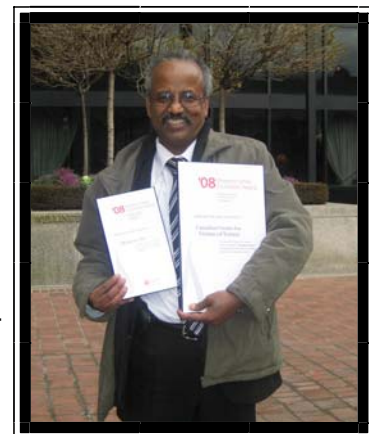
The board is also well into a strategic planning exercise, which will be concluded in February, and which will give board and staff focus for our planning for the coming year. Board and staff are coming together in January for a joint exploration of the history, unique role and current context, and this will be used, along with information from an environmental scan, to allow us to determine priorities.

We are also going to work in 2009 on building awareness and opportunities for current and former clients and for broader community members to become members of CCVT. Membership of the non-profit corporation is one of the pillars of accountability; it also provides opportunities for CCVT's clients to learn about and explore civic engagement in Canadian society.

The First Light celebration on November 14<sup>th</sup> was another demonstration of the strength of the CCVT network of supporters. Our 2008 awards winners, Paola Gomez Restrepo and Loly Rico, gave compelling acceptance speeches that reinforced the reasons to celebrate the strength of commitment to the work.

I'd like to acknowledge the contribution of the board, committee members, of staff and volunteers for working together to keep CCVT on this path.

Tony Boston  
Chair,  
Board of Directors



Mulugeta Abai, Executive Director, was given a Bha-yana Family Foundation Award





## REPORT FROM THE LEGAL COMMITTEE



**T**he CCVT Legal Committee is currently composed of three lawyers working in different fields of refugee, immigration and human rights law and three CCVT staff members who act as liaisons bringing legal problems encountered by CCVT clients to the Committee's attention. In addition, the committee deals with legal matters emanating from CCVT's mandate with the goal of making the Centre work more effectively for its clients. Specifically, the committee is active in the fields of policy analysis, legal support, and research. It is also involved in monitoring national and international human rights legislation regarding torture, survivors, refugees and other uprooted people. The committee recruits its members from the CCVT's board, its legal network, staff and volunteers. The Legal Committee provides recommendations to the CCVT Board and its membership always includes at least one person from the Board and one CCVT staff member.

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

### **Canada's Compliance with the *Convention Against Torture (CAT)***

Along with the CCVT International Committee, the Legal Committee is involved in the ongoing monitoring of Canada's compliance with the provisions of the UN Convention against Torture. The monitoring resulted in the preparation of a detailed report sent to both the Canadian Government and the UN Committee against Torture. This important document analyzed the weak and strong points of Canadian compliance in the following areas:

- Canada's contribution to the UN Voluntary Fund for Survivors of Torture.
- Anti-terrorism Act and the Security Certificates.
- Immigration and Refugee Protection Act.
- Non-citizens awaiting official decisions.
- Absolute prohibition of torture.
- Protection against refoulement.
- Diplomatic assurances.
- Independent oversight of the law enforcement officials.
- Impunity.
- Extradition.
- Protection of Canadian citizens against torture.
- Training.
- Provision of compensation to victims.
- Protection of non-citizens.

The above document was published in INSCAN, the journal of International Settlement Canada: Research Resource Division for Refugees. It is available at the CCVT website: [www.ccv.org](http://www.ccv.org).

### **Clients' refugee and immigration problems**

Throughout the year, the Legal Committee provided CCVT with advice on the following issues related to its clients: Immigration limbo, legal obstacles to family reunification, and various kinds of inadmissibility problems. With the close assistance of the Legal Committee, the centre made its best efforts to accelerate the landing process for vulnerable survivors





of torture. The following are some specific problems encountered by CCVT clients dealt with assistance from the Legal Committee:

- Feedback to a client who was severely tortured in Turkey before coming to Canada. His case will be heard by the European Court of Human Rights.
- The Legal Committee provided advice regarding one client's sponsorship problem caused by marriage break down. With the help of the CCVT, she should be able to stay in Canada.
- The Legal Committee provided legal advice to clients who intend to sponsor their parents.
- The committee assisted in a complicated case involving a client who was having difficulty renewing her Permanent Residence Card. With the help of the CCVT, the client was able to renew her card.
- With regard to cases of clients in limbo due to security concerns, the Legal Committee briefed CCVT about possible remedies including mandamus and Ministerial Relief. The centre is presently helping five clients in this category.
- The Committee provided legal advice pertaining to the situation of a client who is inadmissible, but accepted under PRRA. The CCVT continues to maintain its holistic support for the client who is still in a state of limbo.
- The Legal Committee has undertaken frequent discussions about a mentally disabled client in limbo for 17 years, whose lack of immigration status is a result of multiple criminal charges. The CCVT is working closely with his lawyer towards establishing his landing status.
- The Committee provided feedback to the CCVT staff about survivors of torture who did not declare their children before coming to Canada as government assisted refugees. Unfortunately, this is an unresolved problem that needs legislative change. The CCVT is working with the Canadian Council for Refugees towards ensuring solutions to this issue.
- The Committee advised CCVT staff how best to work effectively in tracing disappeared children of two clients.

#### Legal Aid Ontario

The CCVT staff continues to act as a member of the Legal Aid Ontario's Immigration and Refugee Law Advisory Committee and keeps the Legal Committee posted about the new developments, especially those that may affect the centre's clients.

Co-chairs: Richard Wazana, Hilary Evans Cameron

Members: Ezat Mossallanejad, Aislinn Clancy, Selamawait Yohannes



WITH ITS EXPERTISE ON NATIONAL AND INTERNATIONAL REFUGEES AND HUMAN RIGHTS LEGAL INSTRUMENTS, THE CCVT LEGAL COMMITTEE PLAYS A MAJOR ROLE IN RESOLVING THE LEGAL PROBLEMS OF OUR CLIENTS ON THE ONE HAND AND THE PROMOTION OF PUBLIC AWARENESS ON THE OTHER

-- EZAT MOSSALLANEJAD --  
CCVT POLICY ANALYST







# REPORT FROM THE PUBLIC EDUCATION COMMITTEE



## **M**andate

The role of the Public Education Committee is to assist in 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, focusing on issues related to torture and human rights. Activities include research, production and distribution of learning materials, onsite training and education programs for staff, volunteers, students and the community, as well as public forums and presentations - locally and globally.

During the past year, the committee focused particularly on sensitizing the Canadian public (specifically youth) against torture and the need for its prevention and eradication. We paid a great deal of attention to the issue of protecting Canadian citizens overseas from torture, and indeed the need for an absolute prohibition of torture, acceptance of the principle of non-refoulement particularly with regard to victims of torture and the holistic rehabilitation of survivors of torture, war, genocide and crimes against humanity.

## **T**rainning and Education

It is a sad fact that in the first decade of the 21st century torture is being perpetrated in two-thirds of the world's countries. The continuing impact of the September 11, 2001 terror attacks on the United States has led some states, including advanced industrial ones, to sanction torture in the name of "excessive measures" against suspected terrorists. While the public needs to be warned about the evils of terrorism, we also need to work against the continued practice of torture. To this end, CCVT continues to increase its efforts towards public education.

During the past year, CCVT examined public education regarding refugee protection. This was prompted by the fact that a large number of refugees and other categories of uprooted people are survivors of torture and other heinous international crimes.

In its public education endeavor, CCVT maintains a close collaboration with the Centre for Refugee Studies at York University, the Centre for Ethics at the University of Toronto, the Canadian Council for Refugees, the Canadian Centre for International Justice, Ryerson University and Amnesty International. The CCVT staff continues to play a major role as a member of the Speakers' Bureau of the United Way. It has been a wonderful training opportunity to educate non-profit agencies as well business communities about the scourge of torture and the need for rehabilitation of survivors.

The following are some of the workshops and presentations CCVT made in the past year:

- Workshop on Torture and Forgiveness with special focus on torture, rehabilitation and mental health problems of the CCVT clients.
- Workshops to different ethnic communities in Toronto about meaningful settlement services for refugees and survivors of torture.
- Presentation on Torture in the Age of Fear to graduate students at the Summer Course of Centre for Refugee Studies, University of York.
- Presentation to the staff of a group home in Pickering, Ontario, on best practices serving people with trauma.





- Ongoing workshops to CCVT clients on various issues affecting their lives: migration, refugee process, mental health, life skills, sponsorship, etc.
- Workshop on *Healing After Displacement* to a large group of students at the University of Waterloo in Kitchener, Ontario.
- Frequent workshops to student groups at a number of Toronto high schools.
- Workshop on *Canada against Torture* at the International Relations Society 1<sup>st</sup> Annual Conference, Canada in the World; organized by Munk Centre for International Studies, University of Toronto.

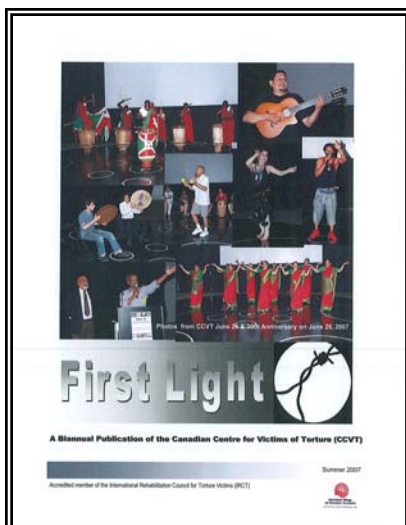
The following are some of the meetings CCVT attended during the fiscal year 2007-2008:

- Two consultation meetings with Legal Aid Ontario.
- Meetings specifically regarding severe mental health problems such as schizophrenia at the Centre for Addiction and Mental Health (CAMH).
- Two bi-annual conferences held by the Canadian Council for Refugees (CCR).
- A meeting focused on the mental health of newcomers and their families in Kingston, Ontario involving the Ottawa Community Immigration Services Organization, the Centre for Addiction and Mental Health, and Dr. Abdel Hamid Afana from McGill University.
- Meetings with the UNHCR legal office in Toronto on issues related to refugee protection and detention.
- Various meetings with and attending the conference of the Canadian Centre for International Justice (CCIJ) with whom CCVT maintains strong links.
- A series of meetings and a workshop of the FCJ Refugee Centre.
- A meeting of lawyers, community workers and immigration activists in the law offices at 181 Eglinton Avenue East, Toronto.
- A joint meeting of the Canadian Border Security Agency (CBSA), lawyers, paralegal workers, shelter counselors and community workers at Sojourn House in downtown Toronto.

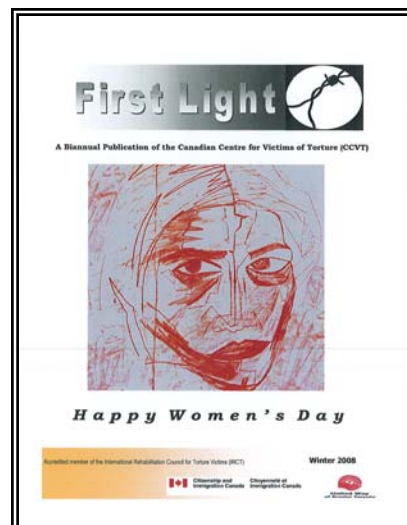
### Learning Materials

CCVT's journal *First Light* continues to provide valuable and critical commentaries on current issues along with information on the Centre's programs and activities. The latest issue contains articles and research works by CCVT staff, volunteers, clients and supporters. This edition serves 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 on the CCVT web site.

Member: Prof. Susan McGrath, Mulugeta Abai, Ezat Mossallanejad, Teresa Dremet-sikas, Chizuru Nobe



First Light Summer 2007

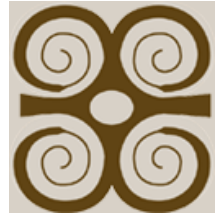


First Light Winter 2008





## REPORT FROM THE HEALTH COMMITTEE



**T**he Health and Program Committee has the following mandate:

- To develop and advise as needed in the implementation of guidelines for the assessment of, and provision of services to, clients.
- To collaborate with the executive director and other committees of the CCVT Board in fulfilling the mandate of the Centre.
- To collaborate with the Personnel Committee in staff development.
- To work with the Public Education Committee and the Volunteer Committee to promote public and professional education.

These are some highlights of the committee's work over the past year:

- A weekly provision of most-needed psychiatric services by Dr. Debra Stein to CCVT clients in-house.
- Dr. Debra Stein has also accepted to train CCVT staff in relaxation techniques and stress management.
- The committee initiated and implemented staff training on trauma issues. The training was conducted by Dr. Clare Pain and Dr. Lisa Andermann of the Mount Sinai Trauma Unit.
- A new brochure for doctors willing to join the network detailing guidelines for medical and legal documentation. This brochure is currently in draft stage and will be published in the near future.
- The committee provided feedback and advice on how to approach the request made by the Royal Netherlands Consulate regarding World War II victims of persecution.
- Teresa Dremetsikas, CCVT program manager and a member of health committee delivered a presentation at the international Society of Health and Human Rights Conference in Peru.
- The committee made minor amendments into the Terms of Reference of the Health and Program Committee.
- Mohamed Ahmed, staff support of the committee, delivered a presentation on mental health services to CCVT staff members.

Chair: Dr. Wendell Block  
Members: Dr. Donald Payne, Dr. Rosemary Meier  
Dr. Lisa Andermann, Dr. Marlinda Freire,  
Dr. Debra Stein and Rene Ferguson

Staff Support: Teresa Dremetsikas and Mohamed Ahmed



Teresa Dremetsikas, CCVT Program Manager, delivering a presentation at the International Society of Health and Human Rights Conference in Peru





## REPORT FROM THE INTERNATIONAL COMMITTEE



**T**he CCVT International Committee monitors the activities and services of a network of organizations that support survivors of war and torture and makes necessary recommendations to the CCVT Board of Directors. This committee is also monitors and responds to global issues related to the prevention, exposure and eradication of torture. During the year 2007-2008, the International Committee was involved in the following activities:

### **Canada's Compliance with the UN Convention against Torture**

In collaboration with the Legal Committee, and at the request of the Department of Canadian Heritage, the International Committee worked on a formal response to Canada's sixth Report on Compliance with the Convention Against Torture.

### **Protection of human rights workers and torture survivors**

The International Committee monitored the persecution of human rights workers across the globe and helped CCVT to intervene:

- Based on repeated requests from our Iranian clients as well as sister agencies, the International Committee monitored the cases of torture and gross human rights violations in Iran. CCVT wrote to the governments of Iran and Canada requesting they work towards the immediate release of a number of men and women detained in Iran for their support of human rights including Akbar Ganji, an Iranian journalist and Dr. Ramin Jahanbegloo, a Canadian-Iranian philosopher. The CCVT efforts along with the endeavor of our national and international partners resulted in some success stories. Both Akbar Ganji and Dr. Ramin Jahanbegloo were released.
- The centre expressed its shock and distress about the terrorists' bombs explosion of December 11, 2007, in central Algiers, that killed and wounded scores of innocent people, including U.N. workers. The CCVT sent a message of solidarity to the United Nations High Commissioner for Refugees, Sr. Antonio Guterres.
- CCVT made a number of interventions with the offices of the United Nations High Commissioner for Refugees in Turkey and Geneva as well the governments of Canada and Turkey about the plight of Iraqi, Kurdish, Syrian and Iranian asylum seekers and refugees in Turkey. Special cases were brought to the attention of CCVT by our clients whose relatives lived in Turkey without protection.
- The CCVT wrote to the British Home Secretary expressing concern about a female activist who had sought asylum in the U.K. on the basis of her sexual orientation. She was held in Yarl's Wood Immigration Removal Centre pending her deportation. She was later released and continued to stay in U.K.

### **Omar Khadr**

The International Committee has been monitoring very carefully the case of Omar Ahmed Khadr, who has been held in Guantanamo, without trial, for more than five years. In a letter to the Prime Minister of Canada, the CCVT reminded him of Canada's indefatigable endeavour in promoting the fundamental rights of humankind nationally and overseas. We shared our belief that Mr. Khadr's prolonged detention is grossly unjust and reprehensible. If proper and credible charges are laid against him, the least Canada should do would be to request his extradition, to provide him with the possibility of having his case processed in Canada. The CCVT concluded its letter to the Prime Minister by stating: "What is at stake here is Omar Khadr's life, since his most basic human rights have been denied from the moment he was imprisoned at Guantanamo. The detention of Mr. Khadr has reiterated the urgent need for the Canadian government to intervene and bring justice to this appalling case before it is too late."





### Presentations at international events

Following are presentations made by CCVT at various international events:

- From September 21<sup>st</sup> until September 28, 2007, the CCVT participated in the NGO consultations with the United Nations High Commissioner for Refugees (Pre-Executive Committee) in Geneva, Switzerland. CCVT participated at various workshop and side meetings and networked with international NGOs. Our main intention was to raise awareness about the voices of millions of victims and survivors around the globe who have lost their roots due to, or as a result of, torture. Many are in jail or detention centres, while others live in refugee camps and thousands live underground or semi-underground in their own countries. We are able to serve a number of them at CCVT as our clients.
- The CCVT staff gave a workshop on Torture and Rehabilitation to a group of 35 people at the International Conference on Bio-ethics in Toronto (organized by the University of Toronto).
- The CCVT policy analyst gave a workshop on the Impact of Impunity on Survivors of Torture, Genocide and War at the 3-day Interpol Conference in Ottawa.
- The CCVT provided a comprehensive workshop on aspects of torture and rehabilitation of survivors at the Forum on Torture organized by the University of Buffalo in New York State.
- CCVT staff visited our sister agency in Sydney, Australia, the Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTT) and exchanged information about our programs and best practices in serving survivors of torture.

### Protection of Canadian Citizens against Torture

CCVT continued, through ongoing endeavours, to attract public and the Canadian government attention to the need for protection of Canadian citizens overseas.

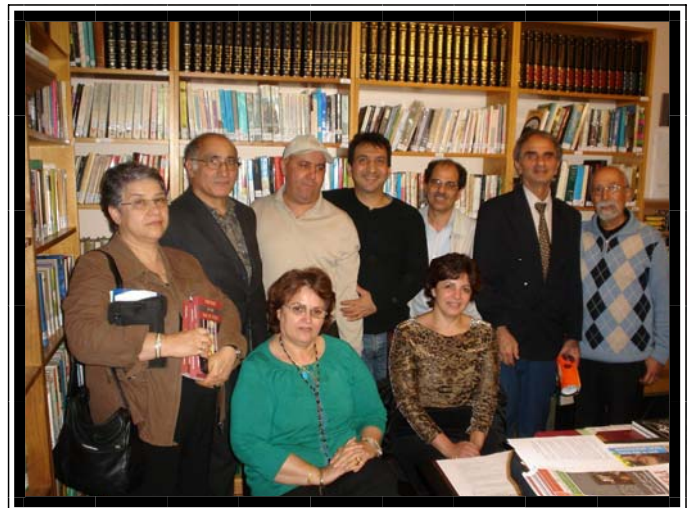
### Optional Protocol

The International Committee continued to monitor developments regarding *An Optional Protocol to the Convention against Torture*, dealing with the mandate of the UN Committee against Torture to enter and monitor conditions in places of detention. We will continue to urge the government of Canada for the ratification of the *Optional Protocol to the United Nations Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (Optional Protocol or OPCAT). In December 2002, the United Nations adopted OPCAT, an international instrument that stands to make an important contribution to preventing torture and ill-treatment worldwide. OPCAT lays out a framework for regular national and international level inspections of detention centres, with a view to identifying and remedying the conditions that encourage and allow torture and ill-treatment to take place.

### CCIJ

During the past year, the CCVT continued its collaboration with the Canadian Centre for International Justice (CCIJ). The CCIJ is now incorporated as a non-profit NGO. The mandate of CCIJ is to address the global problem of impunity and bringing torturers, war criminals and people who have committed crimes against humanity to justice in Canada.

Members: Regine King, Ezat Mossallanejad, Teresa Dremetsikas, Mulugeta Abai, Chizuru Nobe



In his trip to Australia, our Policy Analyst, Ezat Mossallanejad, made a public awareness campaign against the scourge of torture





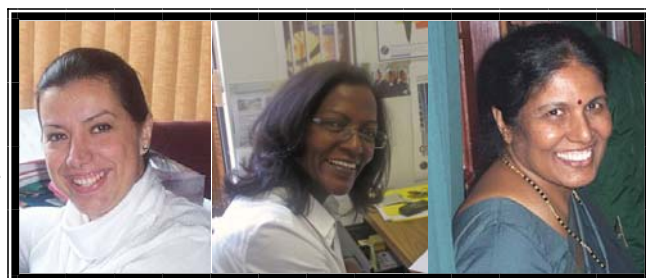
## SETTLEMENT PROGRAM



**N**ewcomer survivors fleeing war and torture seek the services of CCVT in the process of their settlement and adjustment to their new home. CCVT plays a critical role in this adjustment through its Settlement Program.

In order to meet the needs of these unique communities, CCVT uses an innovative approach in delivery and planning of services that supports and encourages the growth and development of those we work with.

CCVT's Settlement Staff is well-trained and equipped to meet these special needs. This year the counseling staff attended several training sessions to increase the already rich pool of skills and to improve cultural competence. A few examples of the many topics of training sessions attended by staff included:



Teresa Dremetsikas  
Program Manager

Huda Bukhari  
Settlement  
Coordinator

Thilaga Jeganathan  
Settlement  
Coordinator -  
Scarborough

- ◆ Mental Health Assessment and Management Issues in Refugee Children
- ◆ The Impact of War on Children and an Action Program for the Healer-Advocate
- ◆ Play Therapy for children
- ◆ Enriching your homework club
- ◆ Supporting Refugee Children with Special Needs
- ◆ Cross Cultural Communication and Cultural Competence
- ◆ Solution Focus counseling
- ◆ Crisis Intervention at U of T subsidized by PET
- ◆ Anti-Oppression – Anti-Racist Training
- ◆ Childhood trauma seminar
- ◆ Managing conflict in a Multicultural Environment
- ◆ Logic Model: “Assessing Settlement Programs”

Survivors, whether newly arrived or long established, need assistance in the process of settlement and adjustment to the Canadian cultural environment. CCVT staff provides such a service throughout the different phases of the settlement process. For survivors, this service is provided by supportive one-on-one counseling, referral to our unique network of physicians, consultants and lawyers, crisis intervention, as well as the provision of information and orientation sessions.

CCVT's trained Settlement Counsellors who speak Albanian, Amharic, Arabic, Dari, Farsi, French, Kinya-rwanda, Kirundi, Lingala, Luganda, Oromo, Pashtu, Runyankore, Spanish, Somali, Swahili, Tamil, Tigrinya and Urdu play a vital role in the progression of the settlement and adjustment process of the clients to overcome the challenges and barriers they face upon arrival in a safe environment. In addition, CCVT volunteers lend support. These volunteers who are trained and conversant in the languages in which the Centre operates form a strong base in which Settlement Staff are supported.. Settlement Staff assist clients in accessing the services that they need in order to re-establish their lives a timely manner with the assistance of our network of professionals.

In 2007-2008, CCVT provided service to a total of 1,030 new clients from 58 different countries. Of those 60% were female and 40% male. The makeup of those clients is as follows: 63% adults, 26% youth/children and 11% seniors. The top ten countries that our clients came from this year included: Sri Lanka, Ethiopia, Eritrea, Iran, Rwanda, Somalia, Afghanistan, Albania, Burundi and Mexico.

Settlement services include: orientation, counseling, interpretation, referrals, advocacy, housing, health, escorting, and employment counseling.





The orientation sessions this year included a variety of topics aiming at providing essential information for new comers. The following list is a sample:

- ◆ Women's Health
- ◆ Volunteerism for Teenaged Girls
- ◆ Food Banks and Nutrition
- ◆ Skills training
- ◆ Ontario Works Benefit
- ◆ CCVT Services
- ◆ Living with Others
- ◆ Family sponsorship immigration
- ◆ Interview Skills
- ◆ Family Reunification Session
- ◆ Domestic Abuse Prevention
- ◆ Housing
- ◆ Nutrition
- ◆ Child rearing practices
- ◆ Sexuality
- ◆ Education system
- ◆ Starting a small business
- ◆ Rights and responsibilities
- ◆ Tenant-Landlord Relations
- ◆ Family Sponsorship
- ◆ Applying for Health card, Social Insurance and Passport
- ◆ Banking System
- ◆ Social Assistance
- ◆ Ontario Election
- ◆ Applying for University

Teresa Dremetsikas, Program Manager  
 Huda Bukhari, Settlement Coordinator - downtown  
 Thilaga Jenegathan, Settlement Coordinator - Scarborough



Somali Women's Support Group - Sewing club



Individual Counselling Session



Scarborough Support Group - Yoga



Ethiopian/ Eritrean women's group





## CHILDREN'S PROGRAM



**C**hildren and youths are often the forgotten survivors of torture and war, but we must remember that they constitute a large part of the population forced to flee areas of conflict in search of resettlement. Over the past year, there have been noticeable changes and developments in the services asked for and provided to the increasing number of children and families from around the world seeking assistance from CCVT's downtown and Scarborough locations.

The following is a summary of some of the work that has taken place over the past year in the child and youth program, and some notes on what the coming year might bring.



Aislinn Clancy  
Child & youth Counsellor/  
Coordinator

The child and youth counselors provide settlement services on an individual and group basis to children, youths and their caregivers. For caregivers who raise their children in Canada, a new country, the demands are many. The centre continues to ensure that caregivers are given child-related support including information and orientation to the services available for families with young children, homework assistance for their children, paraprofessional counseling, summer field trips, advocacy efforts and connections to additional resources to meet their needs.

For young people who find themselves in Canada alone, life can seem difficult to understand and the system challenging to maneuver. While many of these young people remain admirably motivated in spite of these hurdles, others are faced with emotional struggles that keep them from reaching their full potential. The centre's objective is to ensure young people here alone or with their caregiver are as successful as possible. We help young people achieve their goals by connecting them with the appropriate health care services and other kinds of social and emotional support. The services provided to young adults include a homework club, paraprofessional counseling, summer youth outings, job search support, and post-secondary education initiatives. Young people are also given information and support on issues such as immigration, housing, social inclusion, mental health resources, and community groups and activities.

The Homework Club is the centre's most active group. Each year CCVT works to enrich and expand this service in order to meet increasing demands. In an effort to establish the child/youth program at the Scarborough office, the Homework Club was extended to 3 days a week, Tuesdays, Wednesdays and Thursdays. Each week, the groups are supported by between 10 and 15 volunteers, all highly trained and sensitive to the needs of the children. The groups enjoy enriching learning tools, healthy snacks, and most importantly, the emotional and academic support they need to be successful students. The Centre serves between 22-48 students each day and hosts over 200 Homework Club sessions at both the downtown and Scarborough offices.

In addition to the Homework Club, the Centre provides outings for children, youths and their families during school breaks. This year, CCVT child and youth staff hosted seven child outings and six youth outings. The groups visited a variety of locations including Harbourfront Canoeing Centre, Ontario Science Centre, Riverdale Farms, Black Creek Pioneer Village, the Maple Syrup Festival at the Kortright Conservation Centre, High Park Midsummer Night's Dream, Concerts at Yonge and Dundas Square, and movies at the Rainbow Cinema. As many as 57 children and caregivers attended individual activities and the staff hope to continue to increase the number of special events for youth and families in the coming year.

Overall the past year has been successful and enriching for the participants of the Centre's programs and services. During the year 2007-2008, CCVT saw 91 children and youths at the Scarborough office and 99 at the downtown office. The majority of the children and youth participating in the Scarborough programs came from Sri Lanka and Somalia, whereas downtown the majority of families were from Ethiopia and Somalia.







In order to build awareness of our services throughout the community more outreach will be done this year in schools, shelters, and community agencies serving newcomer families. Furthermore in the coming year, additional youth engagement initiatives will be conducted to strengthen the Scarborough and downtown child and youth programs.

Aislinn Clancy, Child & Youth Counsellor/ Coordinator  
Mbalu Wembo, Child & Youth Counsellor - Scarborough



Canoeing at the Toronto Island



Homework club participants performing at the June 26th event



Summer youth outings



Holiday party





## VOLUNTEER PROGRAM



*She is my best friend now. I know who to call when I feel alone.*  
(A client in a befriending match)

*He is a great teacher. Thanks to him, I got 80's in my math test!*  
(A Homework club student)

*I was afraid of going to an appointment with my lawyer, but she came along and interpreted in my language. I was so relieved.*  
(A client who utilized interpretation/ escorting service)



Chizuru Nobe  
Volunteer Coordinator

**T**hese are just some examples of what our clients have to say about CCVT volunteers. CCVT volunteers play a variety of roles in the process of rehabilitation and resettlement for survivors of torture and war. They are friends to those who feel lonely and disoriented; ESL tutors to those struggling with a new language; interpreters for those requiring communication assistance; homework mentors for children and youth needing extra help with their homework; event organizers creating opportunities for clients to socialize with others; and public educators raising awareness of the issues of torture and human rights violations around the world.

At the same time, CCVT volunteers learn tremendously from our clients who bring the spirits of courage, humanity and resilience to our community. The CCVT Volunteer Program is founded on a community development model, connecting community members in order to promote understanding, friendship, trust and solidarity between our host community and the survivors of torture.

The highlights outlined below demonstrate how this past year's work provided a secure basis for needed services - performed by the tireless and selfless volunteers on behalf of CCVT.

### Training/ Workshops

- Initial training for new volunteers: Between April 2007 and March 2008, seven orientation sessions were held for the eighty nine new volunteers recruited for the program.
- Volunteer Meetings on relevant topics: Topics for this year's sessions included: Genocides and their impact on future generations, Aftermath of 9/11, Crisis in Burma, an ESL Tutoring Workshop, and an Interpretation Workshop.

### Volunteer-led program

- Seventy six befriending/ ESL matches made during 2007-2008.
- Five weeks of tax clinic sessions attended by a total of one hundred and five clients both in the downtown and Scarborough offices.
- Three English Conversation Circles held on a weekly basis at both CCVT locations (downtown and Scarborough) giving clients the opportunity to practice their speaking skills in a fun and safe environment.
- A weekly homework club for elementary and high school students at both the down town and Scarborough offices.

### Social Events

- World Refugee Day celebrations held at Dundas Square on June 20<sup>th</sup>, 2007.





Two successful events on June 26<sup>th</sup>, 2007 to mark the United Nations Day in Support of Survivors of Torture with theme of Trauma of Exile and the Challenge to Settlement one-day panel discussions and an evening of cultural performances.

- The Annual Picnic in High Park on July 29<sup>th</sup>, 2007.
- The fifth First Light Celebration & 30<sup>th</sup> Anniversary Gala held at The Grand Hotel on November 24<sup>th</sup>, 2007.
- The Annual General Meeting and Holiday Party held at the Bickford Centre on January 13<sup>th</sup>, 2008 (Originally scheduled for December 16<sup>th</sup>, but cancelled due to a snow storm).

Overall, this year has been a very successful one for the Volunteer Program at CCVT. In 2008-2009, we hope to solidify and expand our programs as more community members join our family.

Chizuru Nobe  
Volunteer Coordinator



Volunteer-run CCVT information booth



Homework club volunteer tutor



Volunteer-run Income Tax Clinic



June 26th - community forum





# ENGLISH AS A SECOND LANGUAGE & COMPUTER TRAINING PROGRAM



In the past 18 years, the CCVT English Language program has been a key component in the recovery and successful rebuilding of the lives of survivors of torture and organized violence. Our English program nurtures the individual and caters to the needs of adult learners who suffer from debilitating imprints that make the learning process harder and strenuous. Our classes are specially adapted to the learning abilities and needs of CCVT clients. Our teachers are qualified and specially trained and the curriculum is adapted to help students acquire skills related to their immediate and long term life goals. The classroom atmosphere and supportive environment provides clients with encouragement and hope as well as a community and social context which combine to provide the help they need to progress with their language and social skills.

Class levels available to our clients range from low beginner to advanced. Every year CCVT provides language training for approximately 300 clients from 60 countries. Clients stay with our English language Programs for an average of 3 to 18 months, moving through language proficiency levels at their own pace. Classes are provided solely on CCVT premises so that clients and teaching staff will have access to counselors in case counseling for emotional or other kinds of difficulties becomes necessary. The ESL program is funded in part by the Federal Government's Language Instruction for Newcomers to Canada (LINC) project, the Toronto District School Board, and through fundraising efforts.

We are constantly seeking for ways to improve our programs through collaborative work with instructors, counselors, the CCVT computer program, CCVT volunteers and partner agencies in Europe. The CCVT language program has accumulated significant expertise in delivering services to traumatized immigrant and refugee learners, and in providing workshops and seminars for ESL and educational professionals. CCVT has already developed its reputation as an active and leading organization that can provide curriculum and delivery practice as well as professional insight into newcomer and refugee learner issues.

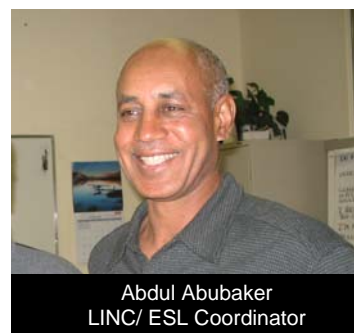
In cooperation with the volunteer program, we have enhanced our English tutoring and befriending program to include a significant number of our students. We have also introduced two conversation circles -facilitated by volunteers- to assist low beginner and intermediate level students in their communication skills. And we now have a successful Computer Assisted Language English Language Course that benefits our students tremendously.

Despite some challenges, the CCVT language program continues to be a critical component of a successful recovery program for our clients. It is also the first point of contact for our clients with their new home in Canada. The English program at the CCVT has become a source of strength and support that helps our clients resume their lives with independence, confidence and dignity.

This year the CCVT's Computer Program provided basic and advanced instruction in MS Office, the internet, e-mail, and office procedures –all to educate our clients in the new technology, and help them find employment. A total of 87 students, (56 women, 31 men), attended these computer classes.

Abdul Abubaker  
LINC/ESL Coordinator

Elana Solokhina  
Computer Instructor



Abdul Abubaker  
LINC/ ESL Coordinator



Computer Class



LINC Class with a guest speaker



LINC classes





## BOARD OF DIRECTORS



**Tony Boston**

*Social Worker, Consultant  
Strategic Planning and Community Development  
Chair, Board of Directors  
Member, Fundraising and Personnel Committee*

**Regine King**

*Doctoral Candidate  
Secretary  
Member, Health Committee*

**Prof. Susan McGrath**

*Associate Professor, Faculty of Social Work, York  
University. Director of the Centre for Refugee  
Studies  
Member, Public Education*

**Tina Lopes**

*Organizational Development Consultant  
Member, Personnel and Strategic Planning*

**Shannon Ryan**

*Executive Director, The Black Coalition for AIDS  
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**Imara Ajani Rolston (Resigned)**

*Member, Public Education Committee*

**Caleb Mabano**

*Financial Specialist  
Treasure*

**Renee Ferguson**

*Social Worker/Client Care Coordinator  
Access Alliance Multicultural Health and Com-  
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Member, Health Committee*

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*Community Worker and Advocate  
Member at Large*

**Aberra Mekonnen**

*Executive Director, Oromo Canadian Commu-  
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Member, Personnel and Strategic Planning*

**Hilary Evans Cameron**

*Lawyer  
Co-chair, Legal Committee*

**Richard Wazana**

*Immigration Lawyer  
Co-chair, Legal Committee*

**Dr. Marlinda Freire**

*Psychiatrist, Hospital for Sick Children,  
Assistant Professor, Faculty of Medicine, De-  
partment of Psychiatry, University of Toronto  
Co-chair, Health Committee*





## FINANCIAL REPORT



### Consolidated Schedule of Operations Year Ended March 31, 2007

<b>Revenues</b>	<b>2008</b>	<b>2007</b>
Citizenship and Immigration Canada – ISAP A	933,581	469,905
Citizenship and Immigration Canada – LINC	335,953	251,954
Donations/ Fundraising	183,503	174,859
United Way	244,797	183,522
United Nations	24,511	27,785
City of Toronto	22,500	22,500
Ministry of Citizenship		
- NSP	71,116	78,336
- Pay Equity	23,311	23,311
Interest and sundry income	(3,703)	(-186)
Honorarium	875	718
<b>Total</b>	<b>1,836,444</b>	<b>1,204,919</b>
Expenses	1,773,051	1,158,349
<b>Excess of Revenues Over Expenses</b>	<b>63,393</b>	<b>46,570</b>





**Consolidated Statement of Expenses  
Year Ended March 31, 2008**

<b>Expenses</b>	<b>2008</b>	<b>2007</b>
Wages and benefits	1,256,225	788209
Exchange loss	13,596	0
Fundraising expenses	76,870	51,807
Program supplies and expenses	61,102	68,512
Stationery and supplies	13,520	9,418
Common expenses	29,557	20,972
Traveling expenses	33,031	36614
Conference and meetings	17,920	9,562
Telephone	16,483	17,403
Maintenance and cleaning	25,326	21,975
Bookkeeping	30,989	27,433
Resource Production	100	0
Mortgage interest	5,287	5,528
Utilities	10,072	12,971
Postage and courier	7,289	5,991
Insurance	9,960	9,518
Printing and photocopying	7,019	8,206
Interest and bank charges	521	(-952)
Professional fees	4,826	22,188
Equipment rental	11,139	11,005
Development and travel	3,202	2,279
Dues and fees	3,206	2,344
Publicity	823	556
Amortization	8,851	9,271
Funded Capital Production	97,071	20,880
Rent	29,066	24,444
<b>Total</b>	<b>1,773,051</b>	<b>1,186,134</b>

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





## CCVT PROGRAMS



- Mental Health:** mutual support groups, crisis intervention, individual and group therapy, coordinated professional services including legal, medical and social care which provide treatment, documentation and legal support. The use of group therapy assists survivors in learning to cope with the torture experience and transforms it into one that is understood and objectified.
- Settlement Services:** employment, housing, language, skills training, social assistance, applications for family reunification, sponsorships, orientations based on the client's needs are provided to assist in settlement, Volunteers also facilitate the settlement process by providing interpretation, escorting, Befriending and English tutoring.
- Children & Youth Program:** individual and family counselling, specialized settlement services for children, crisis intervention, homework club, support groups for children, youth and parents, recreational and empowerment activities that incorporate conflict resolution, mentoring, peer support and story-telling.
- Volunteer Program:** a Befriending Program that assists survivors in rebuilding their connections to others as well as to the greater community; an ESL Tutoring Program to help students learn and practice their English; Escorting and Interpreting for survivors at different appointments (medical, legal, social) More than 200 volunteers assist in all programs of the CCVT and hold monthly meetings, usually with a guest speaker. A structured orientation program prepares volunteer befrienders to work with torture survivors within a context of community understanding of global issues. The "CCVT Newsletter" is sent to all volunteers each month, which provides information on CCVT events, volunteer opportunities and job postings. A volunteer guide has also been prepared.
- Public Education:** responds to numerous requests for information, assistance and consultations on torture and the effects of torture as well as regularly producing resource materials. CCVT's semi-annual publication "First Light", is produced which discusses issues related to the CCVT's mandate and ongoing work.
- Language Instruction and Computer Training:** English as a Second Language courses which are specifically designed to meet the needs of survivors and include a strong life skills component. Classes include all levels of literacy: beginners, intermediate and advanced. Computer courses in Microsoft Office and Windows are provided at introductory and intermediate levels.
- International Projects:** CCVT is associated with a coalition of Centres which support victims of organized violence, repression and torture, in exile or in their own countries







## CCVT HEALTH NETWORK



Psychiatrists,  
Psychologists

Dr. F. Allodi  
Dr. L. Andermann  
Dr. R. Berdichevsky  
Dr. G. Devins  
Dr. M. Freire  
Dr. X. Fornazzari  
Dr. M. Gholamain  
Dr. O. Gozlan  
Dr. S. A. Hassan  
Dr. T. Lo  
Dr. R. Meier  
Dr. C. Pain  
Dr. D. Payne  
Dr. J. Pilowsky  
Dr. R. Ruskin  
Dr. J. Santa Barbara  
Dr. R. Stall  
Dr. P. Stewart  
Dr. D. Stein

Other  
Specialists

Dr. C. Degani, General Surgeon  
Dr. S. Singer, Ophthalmologist  
Dr. S. Sliwin, Plastic Surgeon  
Dr. P. Wade, Hearing Specialist  
Dr. M. Ryhanian, Dentist

General  
Practitioners

Dr. E. Alemayehoo  
Dr. J. Blakeney  
Dr. P. Berger  
Dr. W. Block  
Dr. N. Degani  
Dr. H. Getu  
Dr. W. Black  
Dr. W. Etzkorn  
Dr. M. del Junco  
Dr. S. Gazeley  
Dr. T. Kiran  
Dr. K. Ruleau  
Dr. M. Goodman  
Dr. J. Irazusta  
Dr. R. Klein  
Dr. A. Pyper  
Dr. L. Richmond  
Dr. A. Stern  
Dr. J. Sugiyama  
Dr. A. Vaezi  
Dr. J. Weinstein  
Dr. M. Wiebe





## CCVT LEGAL NETWORK



Michael F. Battista  
 Raoul Boulakia  
 Michael Brodzky  
 Larry Butkowsky  
 David Buzaglo  
 Michael Campell  
 Juan F. Carranza  
 Tollis Chan  
 Laurence Cohen  
 Nancy Elliot  
 Lorne A. Faratovitch  
 Joseph S. Farskas  
 Daniel M. Fine  
 Monica Franklin  
 Jeffrey Goldman  
 Mendel Green  
 John Grice  
 Isak Grushka  
 John M. Guoba  
 Peter E. Haber  
 Marchand Hagan  
 Kenneth N. Hagan  
 Kenneth Hahn  
 Toba Hamersfield  
 Marc Herman  
 Rita Hisar  
 Barbara Jackman  
 Douglas A. Johnson  
 Anthony Kako  
 Sergio Karas  
 Catherine Kerr  
 El-Farouk Khaki

Mitchell E. Korman  
 Michael Korman  
 Benjamin A. Kranc  
 Marianne P. Kroes  
 Peter J. Kroshak  
 Douglas Lehrer  
 Lorne Lichtenstein  
 Cynthia Mancia  
 Harry Mann  
 Harvey S. Margel  
 Kristin Marshall  
 Jack Martin  
 Caroline McChesney  
 Lisa McCullough  
 Adam McIver  
 Kevin McTavish  
 Jegan N. Mohan  
 Dennis S. Morris  
 Connie Nakatsu  
 David Orman  
 Norris J. Ormston  
 Pamela Bhardwaj Pohani  
 Patrick Roche  
 Joel Rosen  
 Lisa Rosenblatt  
 Roger Rowe  
 Geraldine Sadoway  
 Harvey Savage  
 Regina L. Senjule  
 Geary B. Shorser  
 Maureen Silcoff  
 Donald C. Simmons

Catherine Smee  
 Belva Spiel  
 Thampiah Sripathy  
 Nathan Sritharan  
 William A. Sullivan  
 Leonard Susman  
 Byron J.M. Thomas  
 Helen Turner  
 Paul Vandervennen  
 Patricia Wong  
 Ian Wong  
 Rodney L.H. Woolf  
 Susan J. Woolner  
 Peter J. Wuebbolt  
 David P. Yerzy  
 Leon Damonze  
 Richard Wazana  
 Hilary Evans Cameron  
 Mehras Yousefi  
 Chantal Desloges  
 Ameend Sherazee  
 Carole Dehan  
 Andrew Brouwer  
 Tim Wichert  
 Hedayat Nezami  
 Mary Thatam  
 Ann Bergenstein  
 Avvy Go  
 Marjerie Hailey  
 Lena Anani  
 Robert Blanshay  
 Aida Abraha





## PARTNERING ORGANIZATIONS



- ◆ Abasaruzi Missionary Church
- ◆ Access Alliance Multicultural Community Health Centre
- ◆ ACCESS Employment Toronto
- ◆ Accessible Community Counselling and Employment Services
- ◆ Across Boundaries
- ◆ Adam's House
- ◆ Adelaide Resource Centre for Women
- ◆ Afghan Association of Ontario
- ◆ Afghan Women's Counselling & Integration Community Support Organization
- ◆ Afghan Women's Organization
- ◆ African Community Services of Peel
- ◆ Africans in Partnership Against Aids
- ◆ Albanian Community
- ◆ Albert Campbell Public Library
- ◆ Applegrove Community Centre
- ◆ Arab Community Centre of Toronto
- ◆ Auberge Francophone
- ◆ Barbara Schlifer Commemorative Clinic
- ◆ Berhan Semai-Pastor Onatan
- ◆ Bickford Centre - TDSB
- ◆ Birkdale Women's Shelter
- ◆ Bloor Information & Life Skills Centre
- ◆ Brampton African Community Services
- ◆ City Adult Learning Centre (CALC)
- ◆ Campagne Voisin-es, ami-es et Families
- ◆ Canadian African Newcomer Aid Centre of Toronto (CANACT)
- ◆ Canadian Arab Federation
- ◆ Canadian Centre for International Justice
- ◆ Canadian Council for Refugees
- ◆ Canadian Tamil Youth Development Centre
- ◆ Canoraaa (Centre Francophones des jeunes de Toronto)
- ◆ CAS North York
- ◆ Casa de las Americas
- ◆ Catholic Community Services of York Region
- ◆ Catholic Cross Cultural Services
- ◆ Catholic Immigration Centre
- ◆ Cedrabrae Library
- ◆ Centre for Ethics
- ◆ Centre for Information & Community Services of Ontario
- ◆ Centre for Refugee Studies, York University
- ◆ Centre for Spanish Speaking Peoples
- ◆ Centre Francophone du Toronto Metropolitan
- ◆ Centre Medico-Social Communautaire
- ◆ Centre Neighbourhoodbound
- ◆ Charity Village - COSTI Branch
- ◆ Chinese Family Services of Ontario
- ◆ Christie Refugee Welcome Centre





- ◆ Community Microskills Development Centre
- ◆ Community Resources Connections of Toronto
- ◆ Cornwall & District Immigrant Service
- ◆ Corvette Family Resource Centre
- ◆ COSTI
- ◆ Council of Agencies Serving South Asians (CASSA)
- ◆ Covenant House
- ◆ Culture Link
- ◆ Davenport-Perth Neighbourhood Centre
- ◆ Dixie-Bloor Neighbourhood
- ◆ Downsview Family Health Centre
- ◆ Dr. Roz's Healing Place
- ◆ East End Community Health Centre
- ◆ East Metro Youth Service
- ◆ East Scarborough Boys and Girls Club
- ◆ East Scarborough Community Festival Market
- ◆ Eglinton - Kennedy Public Library
- ◆ Eritrea Canadian Association of Ontario
- ◆ Eritrean Canadian Community of Toronto
- ◆ Ethiopian Association in Toronto
- ◆ Family Residence - Lido Motel
- ◆ Family Service Association in Scarborough
- ◆ FCJ Hamilton House Refugee Project
- ◆ Fife House Foundation
- ◆ Flemingdon Neighbourhood Services
- ◆ Frontline Youth Network
- ◆ George Brown College
- ◆ Goodwill Employment Centre
- ◆ Greenwood LEAP
- ◆ Hamilton Urban Core Community Health Centre
- ◆ Highbrook Learning centre
- ◆ Hong Fook Mental Health Association
- ◆ Humber College
- ◆ Humber River Regional Hospital
- ◆ Inter-Cultural Neighbourhood Social Services
- ◆ International Charity Association Network (ICAN)
- ◆ Iranian Canadian Newcomer Association
- ◆ Islamic Community of Afghans in Canada
- ◆ Islamic Social Services & Resources Association
- ◆ Jane Alliance Neighbourhood Services
- ◆ Jewish Vocational Services
- ◆ Job Start (Formerly C.A.W.L)
- ◆ Jones Avenue School - TDSB
- ◆ JVS Toronto
- ◆ Kensington Bellwood Community Legal Services
- ◆ KWCA Family & Social Services
- ◆ LAMP Ask Community Health Centre
- ◆ Latino-Canadian Community Association of Scarborough
- ◆ Lawrence Heights Community Health Centre
- ◆ Le Regroupement des Femmes Immigrantes Franco-phone
- ◆ Legal Aid Ontario
- ◆ Madina Mosque
- ◆ Malton Neighbourhood
- ◆ Mathew House
- ◆ Maytree Foundation
- ◆ Mennonite New Life Centre of Toronto
- ◆ MIDAYNTA Association of Somali Service Agencies
- ◆ Mount Sinai Hospital
- ◆ Mujer
- ◆ Multi-Cultural Inter-Agency Group of Peel
- ◆ Neighbourhood Legal Services
- ◆ New Experiences for Refugee Women
- ◆ Newcomer Women's Services Toronto
- ◆ North American Muslim Foundation
- ◆ North York Community House
- ◆ OASIS Centre des Femmes
- ◆ Ontario Council of Agencies Serving Immigrants (OCASI)
- ◆ ODSP - Scarborough
- ◆ Omar Bin Khattab Mosque
- ◆ Ontario Institute for Studies on Education
- ◆ Ontario Works Offices
- ◆ ON-TRACK for Women
- ◆ Operation Springboard
- ◆ Parkdale Community Information Centre
- ◆ Parkdale Community Legal Services
- ◆ Policultural Immigrant Community Services
- ◆ Polycultural LINC Program
- ◆ Red Cross
- ◆ Regent Park Community Health Centre
- ◆ Reh'ma
- ◆ Rexdale Women's Centre
- ◆ Riverdale Immigrant Women's Centre
- ◆ Romero House
- ◆ Salahedin Islamic Centre
- ◆ San Lorenzo Latin American Community Centre
- ◆ Scarborough Community Residential Area
- ◆ Scarborough East Community Festival market
- ◆ Scarborough East Ontario Early Years Centre
- ◆ Scarborough Goodwill
- ◆ Scarborough Housing Help Centre
- ◆ Scarborough Village
- ◆ Second Base Youth Shelter
- ◆ Settlement and Integration Services Organization (SISO)
- ◆ Shelton Institute for Mental Health
- ◆ Sick Kids Hospital





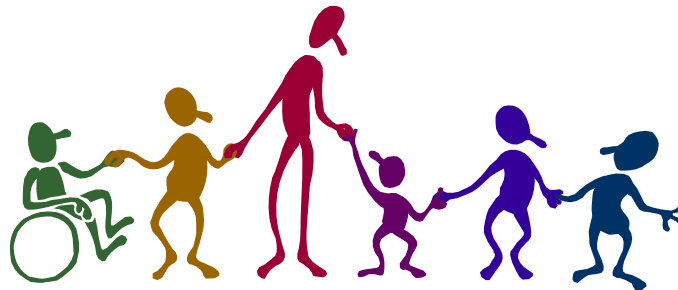
## PARTNERING ORGANIZATIONS CONTINUED



- ◆ Sistering
- ◆ Skills for Change
- ◆ Sojourn House
- ◆ Somali Canadian Association of Etobicoke
- ◆ Somali Immigrant Aid Organization
- ◆ Somaliland Canadian Society
- ◆ South Asian Family Support Services
- ◆ St. Christopher House
- ◆ St. James Town Library
- ◆ St. Joseph Immigrant Women's Centre
- ◆ St. Michael's Hospital
- ◆ St. Paul Trinity Church
- ◆ St. Stephen's Community House
- ◆ Storefront
- ◆ Sudanese Settlement Community
- ◆ Tamil Eelam Society of Canada
- ◆ Toronto District School Board (TDSB)
- ◆ Thorncliffe Neighbourhood Services
- ◆ Toronto Chinese Community Services Association
- ◆ Toronto Hostel Services Unit, Family Residence
- ◆ Toronto Public Health
- ◆ Tropicana Community Services Organization
- ◆ Vision Africana 2000
- ◆ War Child Canada
- ◆ Warden Woods Community Centre
- ◆ West Hill Community Services - Family Resource Centre
- ◆ West Scarborough Legal Services
- ◆ West Scarborough Neighbourhood Centre
- ◆ West Way Medical Clinic
- ◆ Wilfred Laurier University
- ◆ Winston Churchill Collegiate Institute
- ◆ Womens' College Women's Health in Women's Hands
- ◆ Woodgreen Community Centre of Toronto
- ◆ Working Skills Centre
- ◆ Working Women Community Centre
- ◆ YMCA
- ◆ YMCA LINC Assessment Centre
- ◆ Yonge Street Mission
- ◆ Young Diplomats
- ◆ Youth Assisting Youth
- ◆ Youth Frontline
- ◆ Youth LINK
- ◆ YWCA of Greater Toronto

"COMING TOGETHER IS THE BEGINNING. KEEPING TOGETHER IS PROGRESS. WORKING TOGETHER IS SUCCESS."

-- HENRY FORD --





## CCVT STAFF



**Mulugeta Abai**  
Executive Director

**Abdurahman Abubakar**  
LINC/ESL Coordinator

**Mohamed Rabi Ahmed**  
Settlement Counsellor

**Dave Burt**  
LINC Instructor

**Teresa Dremetsikas**  
Program Manager

**Thilaga Jeganathan**  
Settlement Coordinator/ Counsellor

**Ezat Mossallanejad**  
Policy Analyst/ Researcher/ Settlement Counsellor

**Ermelina Balla\*\***  
Settlement Counsellor

**Catherine Raine**  
LINC Instructor

**Jose Noyola**  
Maintenance Worker

**Elena Solokhina\*\*\*\***  
Computer Instructor

**Munni Subhani**  
LINC Instructor

**Delfina Vega de Paiz**  
Administrative Assistant/ Office Coordinator

**Mbalu Wembo\*\*\*\***  
Child/Youth Program Counsellor

**Jackie Gakumba**  
Settlement Counsellor

**Chizuru Nobe**  
Volunteer Coordinator

**Selamawit Yohannes**  
Settlement Counsellor

**Juliette Ntege**  
Administrative Assistant

**Henry Scott Cowan\*\*\***  
Computer Instructor

**Marina H. Bihi**  
Group Facilitator

**Malini Pararajasingham**  
Group Facilitator

**Jane Desmond**  
LINC Instructor

**Daniela Alfaro Lili\***  
Settlement Counsellor

**Aislinn Clancy**  
Child & Youth Coordinator/ Counsellor

**Diep Nguyen\***  
Settlement Counsellor

**Emma Firsten-Kaufman\*\*\***  
Child & Youth Counsellor

**Viola Byegeka**  
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**Diana Lika (As of July 2008)**  
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**Gabriela Agatiello (As of Oct. 2008)**  
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\*terminated  
\*\*maternity leave  
\*\*\*contract ended  
\*\*\*\* returned from maternity leave

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VOLUNTEERS DON'T NECESSARILY HAVE THE TIME,  
BUT THEY HAVE THE HEART.

-- ANONYMOUS --







## CCVT SURVIVORS



*Figure 1. New Clients by Country:  
April 2007 - March 2008*

**Total new clients: 1030 Countries: 58 Female: 454 Male: 277 Children/youth: 299**

Country	Adults		Children/ Youth		Total	Country	Adults		Children/ Youth		Total
	F	M	F	M			F	M	F	M	
Afghanistan	13	12	11	11	47	Liberia	1		1		2
Albania	16	11	4	8	39	Jamaica	4	1		1	6
Algeria	1				1	Jordan			1		1
Angola	1		2	3	6	Kenya	1	1		1	3
Bangladesh	1		1		2	Kosovo		1			1
Bolivia				1	1	Mexico	18	7	4	4	33
Botswana	1				1	Mozambique	1				1
Burma		1			1	Nigeria	6	3		1	10
Burundi	15	10	9	5	39	Pakistan	6	8		3	17
Cameroon	13	3	2	1	19	Russia	5				5
Canada	3	1		5	9	Rwanda	20	12	14	12	58
Chechnya	3	1	4	2	10	Senegal	1				1
Chile	1	1			2	Singapore		1			1
China	2	1	1		4	Sierra Leone	1				1
Colombia	5	7	4	4	20	Somalia	24	13	11	9	57
Congo Dem. Rep.	21	13	11	10	55	Sri Lanka	125	62	17	14	218
Croatia	1			1	2	Sudan		6	1	1	8
Egypt	5	2	1	1	9	Syria	1		1	1	3
Eritrea	30	14	12	9	65	St. Vincent	1				1
Ethiopia	47	22	18	18	105	Tanzania	1		1	1	3
Ghana				1	1	Tibet		1			1
Georgia	1			4	5	Trinidad & Tobago			1		1
Guatemala	3	5	3	3	14	Turkey	4	1	2		7
Guinea		1			1	Uganda	8	2		2	12
Haiti	4	1	1		6	Ukraine	1				1
India	1	2		1	4	Uzbekistan		3			3
Iran	21	30	7	6	64	Yemen	1				1
Iraq	10	14	4	3	31	Zimbabwe	3	2	1	2	8
Italy	1	1			2						
Lebanon	1				1	<b>Grand Total</b>	<b>454</b>	<b>277</b>	<b>150</b>	<b>149</b>	<b>1030</b>





## CCVT SURVIVORS



*Figure 2. Previous Clients by Country:  
April 2007 - March 2008*

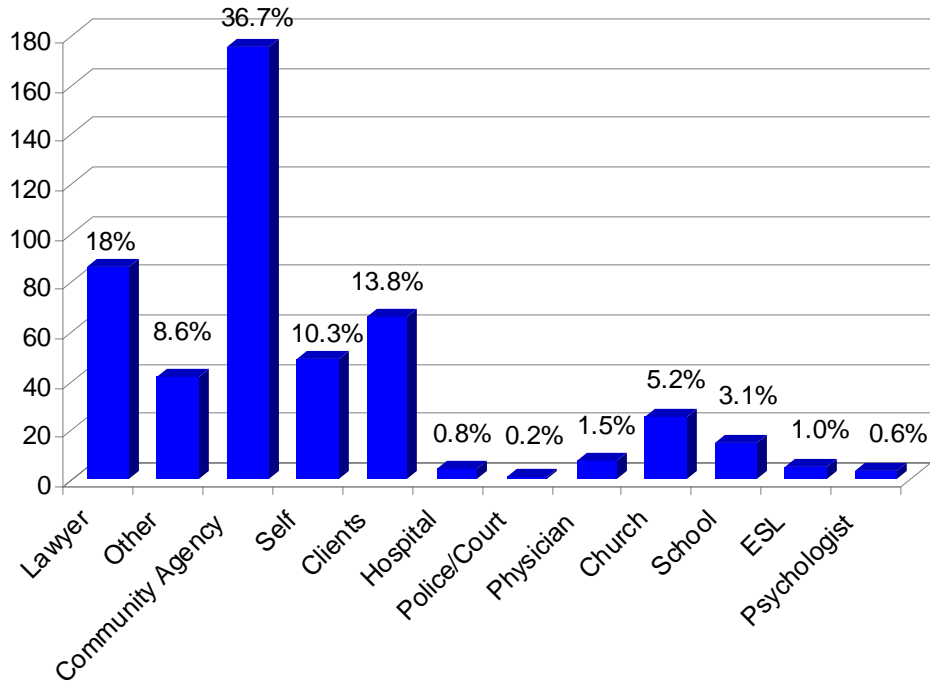
**Total previous clients: 459 Countries: 38 Female: 249 Male: 128 Children/youth: 82**

Country	Adults		Children/Youth		Total
	F	M	F	M	
Afghanistan	10	8	4	2	24
Albania	22	16	3	3	44
Angola	1	1		1	3
Burundi	15	5	3	1	24
Cameroon	2	2		1	5
Canada				2	2
Chechnya	2	1	4	2	9
Cuba	1	1	1		3
Congo Dem. Rep.	19	13	3	2	37
El Salvador		1			1
Egypt	1				1
Eritrea	13	4			17
Ethiopia	23	7	1	3	34
Guinea				2	2
Haiti			2		2
India	1	1			2
Iran	20	21	2	5	48
Iraq	4	7		3	14
Ivory Coast		1			1
Jamaica	1				1
Kenya		2		1	3
Kosovo	6	5			11
Macedonia		1			1
Mexico	9	6			15
Mongolia		1			1
Morocco	1				1
Nigeria		1			1
Pakistan	2	1			3
Romania	1				1
Russia	2			1	3
Rwanda	19	12	7	8	46
Somalia	43	3	6	5	57
Sri Lanka	22	3			25
Sudan	3				3
Tanzania	1		2		3
Turkey	1	1			2
Uganda	4	3		1	8
Zimbabwe			1		1
<b>Grand Total</b>	<b>249</b>	<b>128</b>	<b>39</b>	<b>43</b>	<b>459</b>

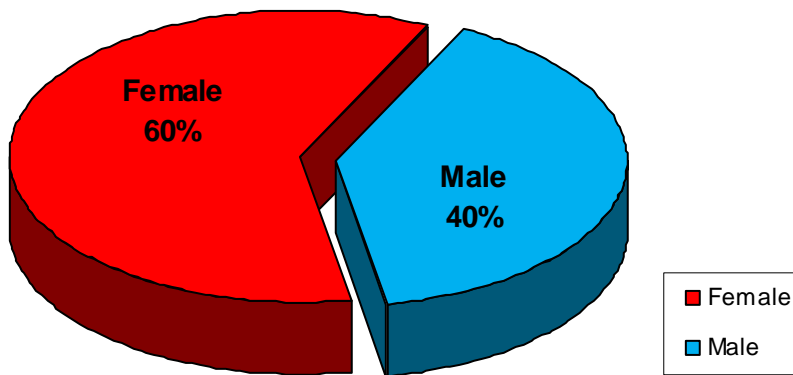


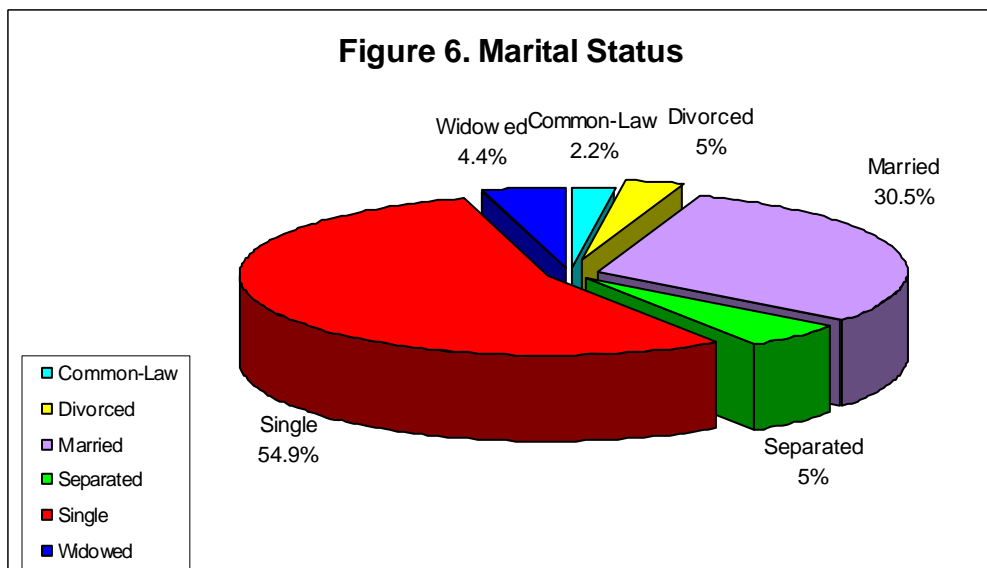
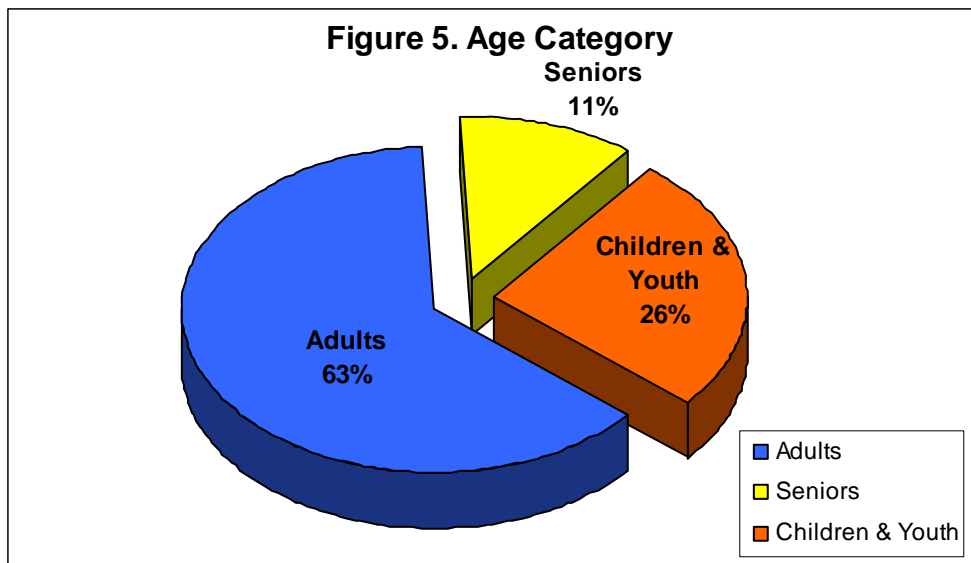


**Figure 3. Source of Referrals**



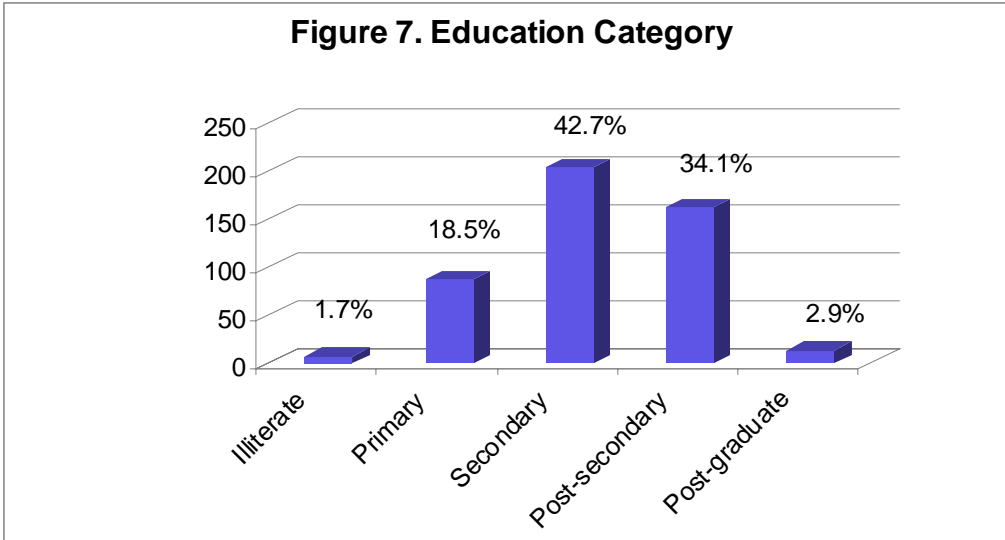
**Figure 4. Gender**



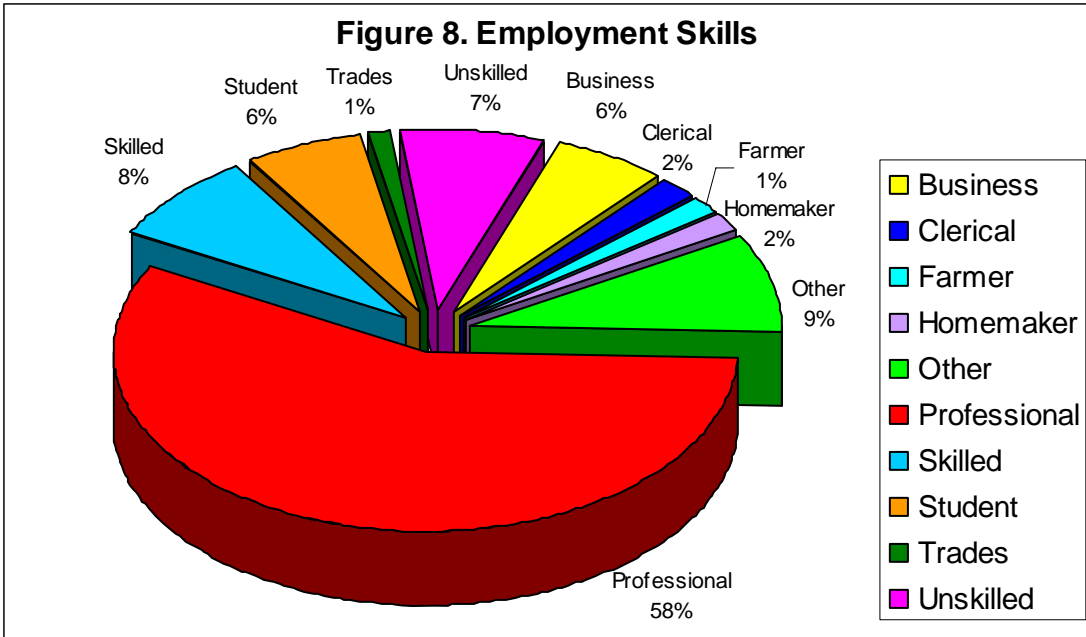


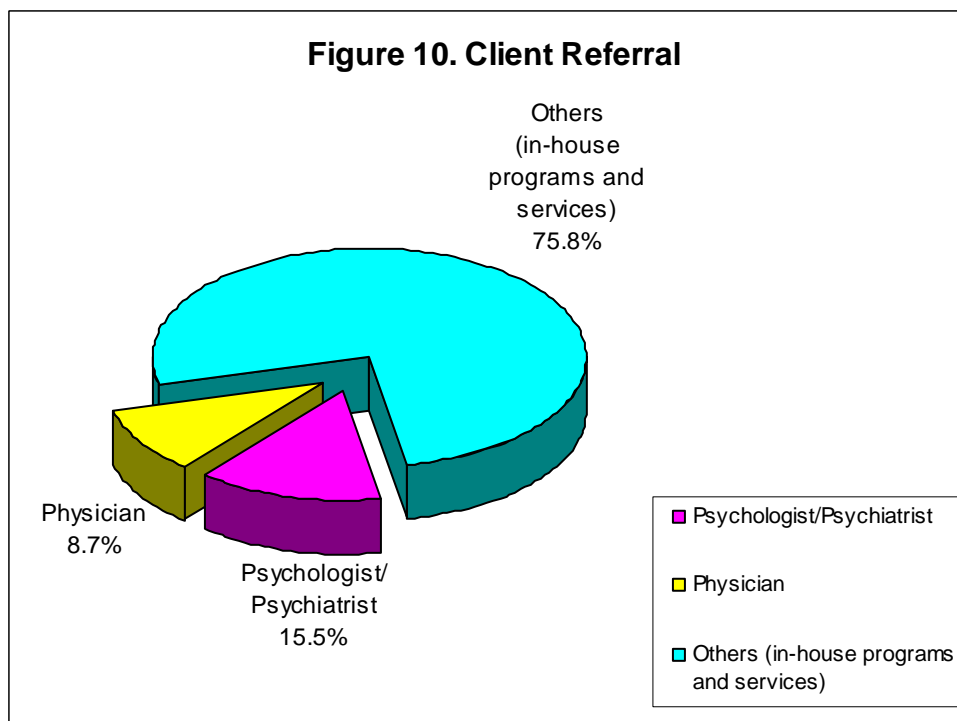
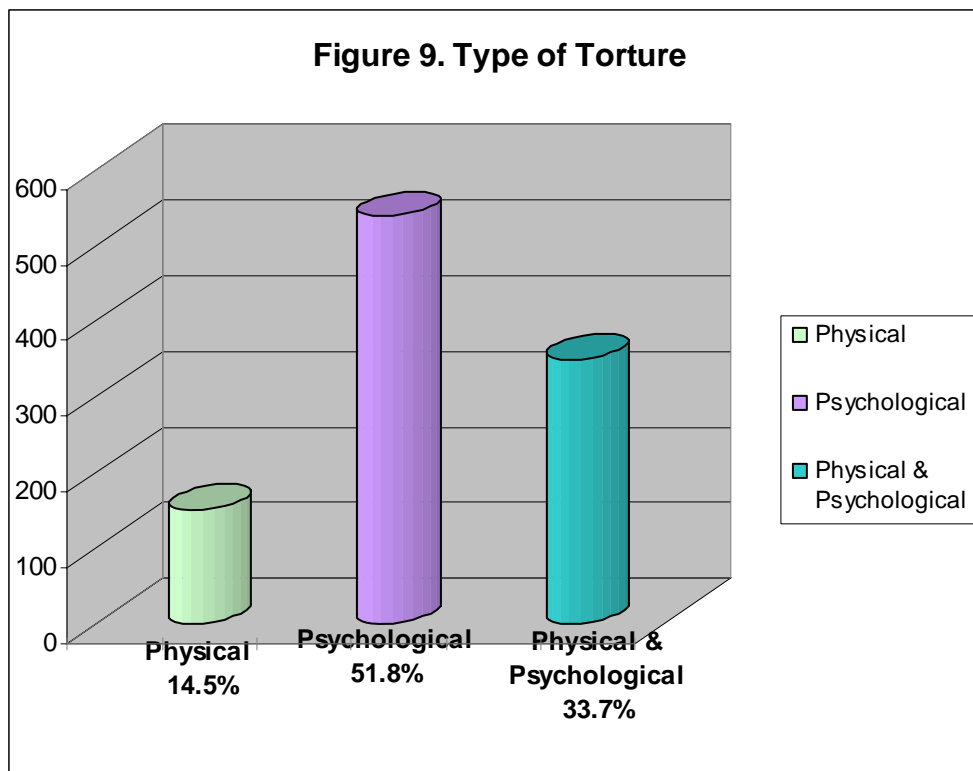


**Figure 7. Education Category**



**Figure 8. Employment Skills**







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## SPECIAL THANKS



LEAH PINSENT  
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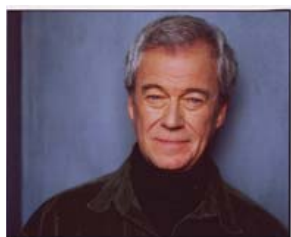
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## SOURCE OF FUNDS: GOVERNMENT AND FOUNDATIONS



### Citizenship and Immigration Canada

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

### City of Toronto

- Community Services Grant

### Ministry of Citizenship and Immigration

- Newcomer Settlement Program (NSP)

### Toronto District Board of Education

### United Way of Greater Toronto

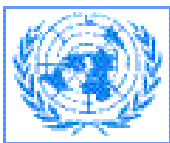
- Membership allocation

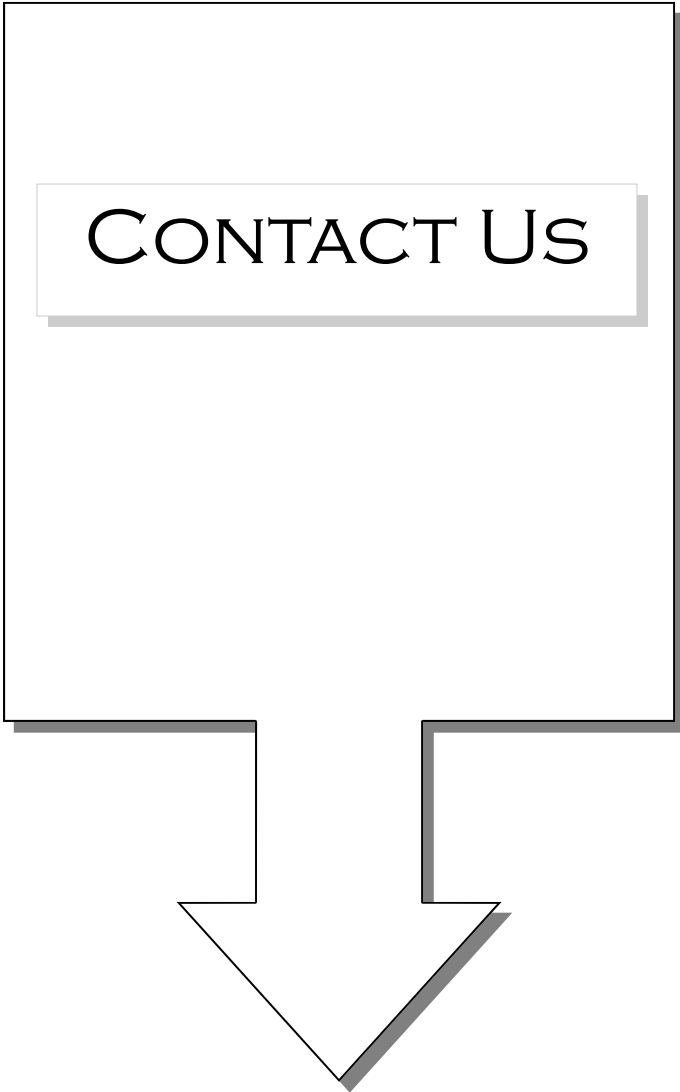
### United Nations Voluntary Fund for Torture Victims



Citizenship and  
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