

2019-2020



CANADIAN CENTRE
FOR VICTIMS OF TORTURE

Annual Report

Land Acknowledgement

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabek, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississauga as of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands. Ontario is covered by 46 treaties and other agreements, and is home to many Indigenous Nations from across Turtle Island. These treaties and other agreements, including the One Dish with One Spoon Wampum Belt Covenant, are agreements to peaceably share and care for the land and its resources. Other Indigenous Nations, and all settlers, including us are invited into this covenant in the spirit of respect, peace, and friendship. We remain mindful of broken covenants and we strive to make this right, with the land and with each other.

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CCVT's Mandate

The Canadian Centre for Victims of Torture (CCVT) aids survivors of torture, war, genocide and crimes against humanity to overcome the lasting effects of torture and war. Working with the community, the Centre supports 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.

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Message from the Chair & Executive Director

Torture continues to be a global epidemic. Brutal governments, death squads, and para-military groups still continue to fan the flame of conflict, torture and indiscriminate bombing in many countries throughout the world.

The indifference, apathy and impunity that allow violence against innocent people is quite shocking. At a state level, the ability of states to protect human rights is in serious crisis and unless concerted effort is made, further global crisis will inevitably develop and might be impossible to stop.

The past year was a year of change and achievement. The Centre provided torture survivors health, legal and rehabilitation services. The Centre assisted a total of 2,816 clients from 94 countries by facilitating the healing journey through a range of holistic, client centered services.

Our collaborative work with several agencies both at home and abroad to strengthen human rights movements and to hold governments accountable to the international human rights treaties they signed and agreed to implement on our behalf is bearing fruit, and we hope to further strengthen this collaborative effort as we move forward.

We continue our advocacy work to break the deafening silence on torture, war, genocide and crimes against humanity both at home and throughout the world. Public education is one of our key activity in creating awareness of the scourge of torture so that communities around us move into collective action to stop torture everywhere. We work collaboratively with the International Rehabilitation Council for Torture, and all Centers in Canada and in the United States.

We are committed and continue to pledge to ensure that torture survivors, victims of war, genocide and crimes against humanity drive our vision, shape our strategy and are represented in all walks of our work.

The following report is a synopsis of activities for the year and contains a clear picture of our efforts in the rehabilitation of survivors. This significant accomplishment would have not been possible without the guidance of the board, and the unwavering commitment and hard work of staff, volunteers and community supporters to whom we all are grateful.

Mental Health & Well-being Report

The Mental Health & Well-being Program has expanded: it consists of language specific Mental Health Counselors, Settlement & Mental Health Counselors, and Youth Mental Health Counselors who looked forward to supporting clients and their families using a holistic approach where settlement and mental health needs are covered to improve the determinants of health. We understand that in addressing issues of mental health, employment, housing, social support networks, and health among others, we are working to improve the wellbeing and mental health of survivors of torture, war and crimes against humanity. The program looked forward to empowering and providing clients with tools, so they can cope with the daily stressors that impact their health and mental health. The Mental Health & Well-being Program worked with a medical network that included psychiatrists, psychologists and doctors in order to provide a comprehensive service to clients in need. These partnerships are with the following agency and independent individual health care professionals:

- Mount Sinai Hospital
- Inner Health Associates
- Women's Health in Women's Hands
- CAMH
- Sherbourne Health Clinic
- Crossroads Clinics
- Canadian Centre for Refugee & Immigrant Health Care
- South East Toronto Family Health Team

We believe that early intervention is a key factor for the healing process of survivors. We ensured that clients have access to needed internal and external services that promote health and mental wellbeing.

CCVT's mental health programming included:

- One-on-one on-going counseling support in various languages.
- Crisis intervention that required the resources available within all programs to support clients and their families experiencing mental-health crisis;
- Therapeutic and wellness groups for clients;
- Confidential assessment by in-house psychiatrists, psychologists, and family doctors;
- Public education with a focus on mental health;
- Assessment and documentation to validate and advocate for clients with government agencies and access to community resources.

CCVT is one of the lead agencies in Toronto South Local Immigration Partnership (TSLIP) and leads the Settlement and the Mental Health Working Groups.

-As well, CCVT sits on the Advisory Committees of 2 main mental health projects aiming at providing services to newcomers, at CAMH and OCASI.

Certificate Course

Every year, CCVT facilitates a trauma-informed certificate course. This course comprises a series of tailored individual seminars addressing key aspects of refugee mental health. Each seminar is a realistic and up-to-date appraisal of the topic, which includes resources for the attendees. Each topic is addressed across the life course (from childhood to later life) and incorporates understandings and information of best approaches with special need groups. 30 participants successfully completed a minimum of six seminar sessions and received a Certificate.

After completing this course the participants were able to:

- Outline the key determinants of refugee mental health.
- Discuss the impact of pre- and post-migration experiences on refugee mental health.
- Describe the effects of politically organized collective violence, war, intimidation and targeted individual violence on survivors and their families and communities.

Topics for these sessions included:

- Broad Aspects of Torture
- Determinants of Refugee Mental Health
- Mental Health Needs of LGBTQS
- Cultural Psychiatry Approach to Women's Mental Health
- Growing Older as a New Canadian
- Fostering Adaptation in Families, Children & Youth

Mental Health Stats 2019-2020



Number of assessment/reports	213
Number of clients seen for follow-up	173

Number of clients seen by family doctors (2019)	♂	♀	Adult	Youth	Total
TOTAL	21	13	30	4	34

Number of clients seen by psychiatrists	♂	♀	Adult	Youth	Total
TOTAL	140	212	326	26	352

Client Countries of Origin:



Trauma Informed Care Report

STRATEGIC DIRECTION 2015-2020

CCVT continued working on achieving the goals of its 5-year Strategic Direction:

Promote the effectiveness of CCVT's services and maintain its client-centred, holistic approach to service delivery, program evaluation, and research.

Centre of Excellence — Strategic Direction:

Create a Centre of Excellence whereby CCVT is recognized as a national and international leader in knowledge and practice in the rehabilitation of survivors of torture and war.

Public Education & Community Engagement — Strategic Direction:

Actively expand CCVT's community connections and create welcoming communities by significantly increasing the visibility of CCVT

Workplace Wellness/Internal Capacity Enhancement — Strategic Direction:

Maintain a safe, caring environment that facilitates optimal performance.

CCVT's day-to-day activities have led to numerous achievements: The number of clients served this year continued to increase reaching 2816 clients coming from 94 countries. This is an increase from our previous years and a result of our expansion outside of the greater Toronto area to Mississauga. Despite the anticipated arrival of the COVID-19 pandemic in the last two months of the fiscal year there continued to be a high demand for our services.

Using a trauma-informed and client-centred approach our services this year have been provided at full capacity and enhanced to adequately meet the unique needs of our clients. These services were provided by our diverse Mental Health and Settlement counselors providing trauma-informed care. Specialized services were also provided for the children and youth survivors including youth mentorship, leadership and civic engagement. In addition to the trauma experienced by many of our clients and its intersectionality of social determinants of health such as discrimination, affordable housing, poverty, racism, unemployment, homophobia, lack of access to healthcare, challenges navigating a complex immigration system, it was imperative that we continue working from a wholistic approach and with our community partners. CCVT has formal and informal partnership with several institutions and community agencies as well as individuals.

Having this network and contacts with institutions and individuals, facilitates meeting our goals efficiently and effectively when addressing settlement needs related to access to a number of services: health health services, educational services, legal services, fulfilling responsibilities (income tax) and many more.

To support and help moderate the effects we responded to the dynamic needs of our service users, through therapeutic support group sessions in various languages, gender and specialized topics to help buffer the lasting effects of pre-migration and postmigration challenges. Empowerment-focused topics, including but not limited to: immigration issues (e.g., Permanent Residence applications and family reunification); financial literacy; employment; housing rights and responsibilities; stress management tools; human rights and gender-based violence; family conflict; and mindfulness & meditation. These sessions often took place with the sharing of food, dance, sewing etc. Incentives to support clients were TTC tokens distribution, networking opportunities and certificates of completion at the end of the group's term. Despite COVID-19 we were able to conduct 6 workshops with 90 participants in attendance.



Farsi/Dari Support Group Settlement services provided by CCVT included individual needs assessments and plans. Information and referrals both are also part of our settlement activities. Both individual and group settlement activities substantially increased. Over 40 information topics in support group sessions were conducted including employment, language assessment, mental health, Children's Aid Society, family sponsorship, stress management, mindfulness, systemic racism/classicism, gender-based violence, human rights and more.

The number of crisis interventions related to our clients' trauma and mental health, family separation, financial constraints, lack of appropriate housing and jobs was also elevated. CCVT also continued to recruit psychiatrists and other mental health professionals to ensure clients receive the attention they deserve and need. As part of the self care and team building activities CCVT also organized a retreat for the staff.



Another highlight of the year was June 23 – Pride In support of 2SLGBTQIA+ during which CCVT clients, staff, and volunteers marched together in the Toronto Pride Parade on the 50th anniversary of the Stonewall Riots. At CCVT, Pride is political and allyship is a year-round commitment. In our efforts of promoting positive spaces at CCVT we enacted a gender inclusive washroom policy and all-gendered washroom.

Staff Professional Development:

CCVT ensured that all new and existing staff have opportunities to increase their capacity and improve their skills. Staff was provided with the opportunity to apply for an allowance within the Professional Education and Training Fund (OCASI's PET Fund) to take a course related to their work. Topics reviewed yearly as refresher for existing staff and as mandatory for new staff included: Trauma Informed Care, LGBTQ Positive Spaces, Self Care, Suicide & Crisis Intervention and First Aid.

CCVT continued to honour refugees and involve the community through events aimed at promoting a sense of belonging among clients and fostering a better understanding within the host community. Events included: World Refugee Day Walk, UN International Day in Support of Victims of Torture, AGM, Staff Picnic, and First Light Gala. In particular, our keynote speaker was Lindsay (Swooping Hawk) Kretschmer, from Six Nations of the Grand River Territory, Executive Director of the Toronto Aboriginal Support Services Council (TASSC).



Language & Skills Development Program

For the past 29 years, CCVT's specialized Language and Skills Development Program has been a key component in the recovery and rehabilitation of survivors of torture, war, and organized violence. In collaboration with the many other services at the centre and in partnership with the community, CCVT's Language and Skills Development Program enables and supports survivors in the process of successful integration into Canadian society.

To achieve the highest quality and best outcomes, we partnered with community groups like Second Harvest Food Bank to provide needed nutritional support and decrease client food insecurity. The key objective was to reduce barriers faced by survivors of torture and war by aiding students in their acquisition of the English language.



FOSTERING INTERPERSONAL SKILLS

The language instruction program went beyond language and provided an opportunity for clients to network by breaking their isolation and connect with volunteer from the community in their everyday life interactions, including access to information sessions and counselors and the on-site health-care professionals that support their wellness in helping facilitate language and skills development.

Every year CCVT provides language and skills training for approximately 300 clients from 80 countries.

Community Engagement Program

The goal for the Community Engagement Program remains in creating a welcoming and inclusive community. The involvement of the community is crucial in the successful integration of survivors of torture. For survivors who are new to the country and have lost all their social networks and support systems, CCVT's community engagement program is a social network that is inclusive and promotes successful social integration and citizenship. CCVT connected the clients to different organizations and networks including ethnic and immigration associations and community organizations. Religious groups are also important sources of support for recent immigrants in the integration process.

Public Education is a key component to the work of the centre as it creates welcoming communities and raised awareness of the lasting effects of torture, war, genocide and crimes against humanity.

Volunteers are CCVT's core support strategy in engaging the community to support survivors of torture and war. They enhanced the pool of resources and services at the centre. These services included interpretation in several languages, escorting clients to a variety of appointments, identifying domestic crisis, and with client's permission bringing them back to the centre for professional support. They also provided services such as income tax preparation, after school programs, conversation circles, citizenship classes, in-class language training program support, and assisting in several events organized by CCVT including fundraising, picnics, and a Holiday Party. Other important achievements for this year have been: organizing the First Light gala, International Women's Day, Refugee Rights Day, the CCVT Annual Picnic, International Day in Support of Victims of Torture, Pride Celebrations, World Refugee Day, the Holiday Party and the free Income Tax Clinics.

Volunteers are the heart of CCVT.

Child & Youth Program

The Child & Youth Program in the Downtown and Scarborough locations have had an engaging fiscal year. There have been information sessions, trainings, recreational events and other activities for our young clients at CCVT. The additional events served many roles in our community. As the majority of our clients are new to Canada, our sessions aim to provide knowledge and education that best support their settlement needs. CCVT also strives to bridge cultural gaps with unique programming to give newcomers the tools they need to be successful in their daily interactions.

Our trips into the community were educational, while also orienting the clients to resources in their neighbourhoods. Lastly, recreational programming is a means to provide social experiences to the children and youth without a financial cost to their families to ensure they are also staying active, making new friends and practicing their English language skills.



After School Programs

CCVT Scarborough Homework Club

The Homework Club at CCVT Scarborough was our core program for children and youth. The program's aim was to provide academic support for children 7 to 24 years of age. The participants worked on assignments with staff and volunteers in order to get the support they needed with schoolwork. This program was initially started as a means to overcome language, financial and intellectual barriers that newcomer parents experience in Canada. On average, the children's program had 15-20 participants each month.

CCVT Downtown Homework Club

The CCVT Children's Homework Club Downtown provided academic support for children ages 7-13. Children were provided with a healthy snack and a safe and quiet space to work on their homework. Children were assisted by volunteer tutors. Every Monday from 3:30pm-5:15pm youth were able to access computers and volunteer tutors to work on school projects, or to work on necessary life tasks such as resume writing and job hunting.

Youth Mentorship Scarborough & Downtown

CCVT facilitated a program that matched newcomer youth between the ages of 12 to 24 with a mentor who is more familiar with the local systems. It had been a successful measure that allowed our clients to get to know people in the community that can offer guidance and advice on issues of education, recreation and the community. It had allowed our clients to improve socialization with the community. It has allowed our clients to improve socialization with direct benefits to their settlement journeys.

Information Sessions & Group Programs

Information sessions were held throughout the year to provide information to supplement the education our young clients received in school. The purpose of these sessions were to help participants gain life skills. Below are the following information sessions held for children between the ages of 6 to 13 at both locations.



The information sessions for youth aimed to build practical skills that would better equip our clients in the challenges they would face in their particular stage of adolescence. There were two training series offered as well as two individual workshops geared towards employment opportunities for the 14 to 24 age group.



1. Self-Portraits with Vibe Arts
2. Nutrition: Eating the Raining with Access Alliance Multicultural Health
3. Cooking & Learning: Leadership in the Kitchen for Kids- Cooking School
Coordinator Loblaw's Cooking School

1. Youth Leadership Development with Toronto Public Health (6 sessions)
2. Financial Aid with University of Toronto
3. Self-Care Strategies with Planned Parenthood
4. Post-Secondary Education with Recruitment at Seneca College
5. Sexual Health with Women's Health in Women's Hands
6. Spoken Word/ Expressive Arts (3 sessions)
7. Educational Programs with Parkdale Community Legal Clinic
8. Legal Rights with Tom Howells
9. Youth Mental Health and Sexual Health with Planned Parenthood (2 sessions)

Youth Network & Ambassador Program

The Youth Network group was held every second Thursday from 5:00pm – 7:00pm at the downtown location. This group was designed to provide a safe space to learn about important settlement resources which help to reduce isolation, discuss relevant issues, build community, and develop new skills. Many did not have access to affordable sources of entertainment or recreation among people their own age. The Network was able to offer a variety of events and skill building activities including games nights, arts events, and graphic design workshops to newcomer youth at CCVT.

Youth who have attended the network have given positive feedback about the program; that they experienced reduced isolation and became friends with other participants, meeting outside of CCVT programming. Many who attended programs at CCVT are unaccompanied, thus building a sense of community that is vital to their mental health. Youth were able to access important information about everyday issues that they face such as finding stable housing, work, and knowing their rights in housing and employment settings. Youth who attended these sessions reported having a greater sense of agency and empowerment.

This group is funded by Toronto Public Health and is currently in its second funding partnership with CCVT. The youth applied for the positions and use the time together to participate in advocacy initiatives that are of interest to them and their communities.

Summer Quest Child & Youth

CCVT hosts an annual Summer Quest for children and youth each year. The children's program took place three days a week for the month of July. For 2019, they visited Cineplex Odeon for a 3D film screening of Spider Man: Homecoming. They went to local favourites including Kidstown Water Park, Christie Pitts, Thompson Park, Bata Shoe Museum and the Ontario Science Centre. Additionally, they visited Skyzone Trampoline Park and Laser Quest.

The purpose of the trips is to be both educational and help orient participants to the city. Summer Quest 2019 kicked off with a brand new collaboration between the Maple Leaf Sports Entertainment (MLSE) Launch Pad. MLSE had provided the community with a state-of-the-art recreation facility as part of their efforts for improved corporate social responsibility in the Toronto area. CCVT was very fortunate to be offered a place on their summer camp roster for 3 sessions on July 9th, 16th and 23rd for our Scarborough and Downtown participants. For recreational purposes, the youth took a trip to Centre Island, CN Tower and Woodbine Beach, as otherwise these locations can be difficult to visit due to transportation and financial barriers.

Summer Quest Activities at the downtown location were run by the Child and Youth Counselor at the CCVT downtown office, held in July and August. Additional activities for newcomer children included: a music circle from Music from Hope and an Olympic Day at CCVT. Trips and activities for newcomer youth included a visit to the TIFF Lightbox for a film screening, indoor rock climbing and a canoeing adventuring at Harbourfront.



Toronto South Local Immigration Partnership

Local Immigration Partnerships (LIPs) are federally funded planning bodies focused on developing and implementing local settlement strategies. LIPs coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources. We seek to engage various stakeholders in the partnership development process, including employers, school boards, boards of trade, levels of government, local associations, ethno-cultural associations, faith-based organizations and the community, legal, health and social services sector. There are 77 LIPs across Canada, with four quadrant community LIPs in Toronto (East, West, North and South) and one municipal LIP (The Toronto Newcomer Office) covering the entire city. The 40 official City of Toronto neighbourhoods that comprise the Toronto South area occupy the central/southern part of the city that generally runs from Lake Ontario north to St. Clair Avenue, and from Victoria Park Avenue west to Parkside Drive/Keele Street.

Our vision is of LIPs as a valuable resource for the local community, facilitating access to information and resources, and fostering partnership

building and collaboration. As structures that are uniquely connected to a wide range of stakeholders, LIPs have an important strategic role to play in advising on and implementing Canada's immigration and settlement policy.

In support of this vision, the Toronto South LIP's member organizations are committed to exploring new ways of communicating, collaborating, coordinating and partnering for the benefit of newcomers in the Toronto South area. We are committed to working together to provide a collaborative network of coordinated information, programs, supports, and services for newcomers that reflect our Service Values by being: Accessible, Anti-oppressive, Seamless, Comprehensive, Timely, Easy to Navigate, Innovative, Accurate, Client-centered, High-Quality, Results-oriented, Holistic, Safe, Welcoming, Accountable to newcomer communities, Responsive to Changing Needs, and Inclusive.

Every Year the Toronto South LIP honour collaboration and awards a project that emphasizes such. The recipient in 2019-2020, was the Mental

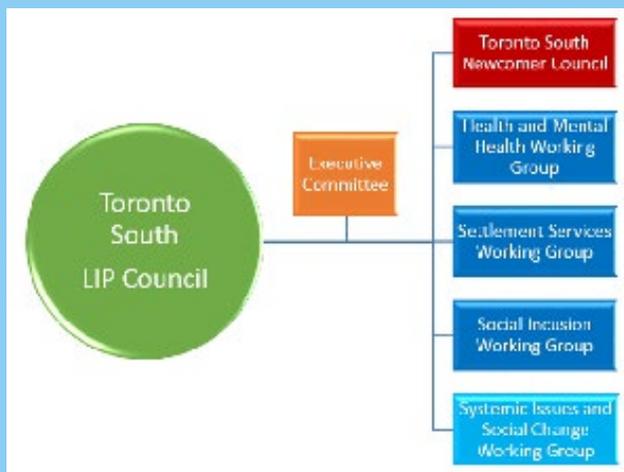
Health Forum Organizing committee which involved the collaboration of 6 agencies in organizing, fundraising and collaboration to make a successful event. In light of the elections that were held in October, the TSLIP helped organize a workshop for agencies to coordinate their communication to media, social media, and the public. The workshop was organized for executive directors and upper management to better prepare them in organizing their message.

The Toronto South LIP through the Health and Mental Health working group held the Fostering Connections: A Forum on Social Isolation Programs. This event was held at city hall and it had the presentation of 3 programs that help curb social isolation. They presented the organizations program and method as well as a participant's point of view and lived experience. The forum then had a discussion break out session where the organizations that participated talked about the issues for agencies running programs like working in silos, and no inter-program communication.

The outcome of the forum was to create a network to help coordinate and aid programs to reach more clients and use innovative approaches to help in this sensitive topic.

In Light of the Pandemic the TSLIP in Collaboration with the Health Network for Uninsured Clients created a Covid-19 resource to help newcomers and uninsured clients be aware of all the changes to the health system and have equitable access to prevention against the pandemic. The resource was hosted on a website and is translated into 8 languages.

The Toronto South LIP Newcomer Council grew this year with added funding from our funders and moved to implement the Newcomer Speakers Bureau. They were trained to help them in their aspirations of speaking on newcomer issues and bringing lived experience to the immigration conversation. They engaged in speaking opportunities and will work in the coming year to be more vocal and present on newcomer issues.



Financial Report

CONDENSED AUDITED REPORT: APR.1,2018 - MAR.31, 2020

INCOME	2019-2020	2018-2019
	\$	\$
Immigration, Refugees & Citizenship Canada		
- Settlement	1,604,054	1,615,413
- TSLIP	83,885	107,199
Ministry of Citizenship & Immigration		
- Newcomer Settlement Program	76,911	76,911
- Innovative Settlement & Integration Project	-	90,000
- Pay Equity	23,311	23,311
City of Toronto		
- CSP	28,200	27,595
- Toronto Public Health	5,000	9,305
Ministry of Children & Youth Services	58,214	58,214
Ministry of Health-LHIN	46,092	46,092
HRSDC - Canada Summer Jobs	8,860	8,664
United Way of Greater Toronto	265,751	265,751
Donation\Fundraising	269,844	117,395
Foundations and Other Agencies	11,187	5,861
Honoraria\Fees	2,844	9,950
Interest	2,813	2,061
TOTAL INCOME	2,486,966	2,463,722

CONDENSED AUDITED REPORT: APR.1,2018 - MAR.31, 2020

EXPENSES:	2019-2020	2018-2019
	<u>\$</u>	<u>\$</u>
Wages and Benefits	1,721,557	1,706,118
Rent	155,965	129,833
Program Supplies & Expenses	95,596	78,221
Common Expenses	53,786	53,786
Maintenance & Cleaning	40,416	50,149
Funded Capital Purchases	9,329	46,529
Bookkeeping	62,553	59,573
Fundraising Expense	47,988	45,078
I.T. Support\Web Hosting	49,271	40,689
Telephone	20,850	38,767
Professional Fees	43,548	34,162
Printing and Photocopying	24,508	26,160
Utilities	19,858	24,550
Staff Development	28,476	23,518
Conference & Meetings	22,517	21,753
Amortization	22,811	16,682
Insurance	14,252	12,921
Stationary & Supplies	7,553	10,100
Volunteer Support	9,963	8,990
Consulting	5,025	8,207
Postage and Courier	4,608	5,994
Mortgage Interest	4,534	5,564
Sponsorship & Partnership	6,174	5,425
Membership Dues	3,788	3,946
Interest & Bank charges	3,055	774
Publicity	6,183	364
TOTAL EXPENSES	2,484,164	2,457,853
NET INCOME	2,802	5,869

International Committee Report

The CCVT International Committee monitors the activities and services of a network of organizations that support survivors of torture, war, genocide and crimes against humanity. They make any necessary recommendations to the CCVT Board of Directors. This committee is working towards monitoring and responding to global issues related to the prevention, exposure and eradication of torture, war, genocide and crimes against humanity. During the fiscal year of 2019-2020, the International Committee was involved in the following activities.

Collaboration with IRCT

The Canadian Centre for Victims of Torture (CCVT) is an accredited member of the International Rehabilitation Council for Torture Victims (IRCT). Mr. Mulugeta Abai, the Executive Director of the CCVT, has been appointed as the Canadian representative of the IRCT in North America.

Children's Torture in Nigeria

On October 15, 2019, CCVT wrote to the Nigerian president Mr. Muhammadu Buhari about torture and corporal punishment against children and adults at religious schools in Kaduna and similar institutions in Nigeria. In September 2019, more than 300 male students, among them 5-year-old children, were saved from a boarding school in Kaduna state. Later, another 67 students, who had been found chained, were freed by police. The most shocking forms of torture were perpetrated in these traditional schools as a form of discipline - to reform children and correct their supposedly wicked conducts. Some had experienced a technique of torture known as "Tarkila", in which hands were tied up and the victim was left hanging from the ceiling. Some students were forced to beg on the roads due to the lack of nutritional support. It is reported that some traditional schools resembled jails, surrounded by high walls and barbed wires. In some schools, parents had been prevented from visiting their children. In some cases, children had not seen the outside world for years. As we congratulated the president on his democratization efforts, we requested him to continue with his personal intervention and save the life, health and well-being of other children who may live under similar conditions. We appealed to the president to consider CCVT's following demands:

1. Urgent treatment and rehabilitation of survivors through the use of the holistic method and the involvement of the community;
2. Addressing the impunity of the perpetrators;
3. Close supervision of schools, in general, and boarding schools, in particular, by the government as well as the independent human rights agencies in Nigeria. An effective monitoring system is a guarantee for prevention.
4. Special attention to children's education by allocation of adequate resources in national budgets.

Turkish Invasion Against Northeast Syria

Based on the advice from the International Committee, CCVT wrote to the Prime Minister on July 26, 2019 and raised its concerns about the military aggression from the government of Turkey against northeast Syria. Their proclaimed goal was to expel the Kurdish population from the area by penetrating 32 kilometers into the Syrian territory along a border line of 480 Kilometers. This military invasion happened following the announcement of the US president, Mr. Donald Trump, in early October 2019 that he would withdraw 1000 US troops from Syria. The Turkish aggression created a deep humanitarian crisis with the prospect of more destabilization of the entire region and the possibility of genocide against the Kurdish people. The aggression resulted in civilian casualties, including the killing of war captives in cold blood by the pro-Turkish militia. The invasion has made 160,000 people homeless. The invasion disrupted the United Nations relief support to 700,000 people in northeast Syria, within the population of around 1.7 million people. In an attempt to justify their actions, the Turkish government used its propaganda machine to mastermind a nationalistic hysteria in Turkey, depicting war as a necessary measure to protect the Turkish interest and that of the Syrian refugees there. The Turkish who disapproved their government's policies were intimidated by the government's use of anti-terrorism laws, strict censorship of social media and unscrupulous detention of journalist and dissidents.

The CCVT urged our government to take a position about the Turkish aggression against the northeast region of Syria and its violation of the international law including the four Geneva Conventions (the International Humanitarian Law) and the Rome Statute of the International Criminal Court. We made an urgent appeal to the Prime Minister, and rely on the moral authority of the Canadian society.

The State of Emergency in Chile

On 25 October 2019, CCVT wrote to Mr. Sebastian Piñera Echeniqu, the President of the Republic of Chile. CCVT raised deepest concerns about the state of emergency in Chile that provided free hands to the Chief of National Defence (Jefatura de la Defensa Nacional, JDN) to suppress peaceful demonstrations of people and impose a curfew in Santiago and other parts Chile. We called his statement of October 20th, 2019, a declaration of war against the peaceful demonstrations of his own people: “we are at war with a powerful enemy who is willing to use violence without limits”. We also objected to his presidential decrees that violated such fundamental rights as right to physical integrity, liberty and life.

We urged the President to respect his people’s peaceful demonstrations and address their demands. We asked for his immediate interventions in putting an end to the military operations and releasing all political prisoners. We warned you against the perpetration of torture and other cruel, inhuman or degrading treatment. Additionally, we demanded an immediate end to the practice of impunity of enforcement officials in Chile.

Suppression of Peaceful Demonstrations in Iran

On November 22, 2019, the CCVT wrote to the Prime Minister of Canada and raised its deepest concerns about peaceful demonstration of Iranian people and the violent reaction of the clerical regime of Iran. The Supreme Leader, the ruling theologian, Ayatollah Khamenei, had openly given free reign to the security forces, including plain clothes agents, to shoot people at random, at their own discretion. They chose to shoot on demonstrators' head, as a result of which hundreds of people were killed in different cities of Iran. Armed plain-clothes agents invaded Tehran University and, in some cases, fatally injured demonstrators were removed from hospitals to be taken into custody.

The uprising began on November 15, 2019, when the government announced the rationing of fuel and increased the price by almost 50%. People, who had been suffering with abject poverty for decades, reacted with their mass demonstrations throughout the country. The Regime responded by the use of live ammunition and suppressing the initially peaceful demonstrations. The government refused to deliver the bodies of murdered demonstrators to their families for burial, fearing that the funerals would provoke more protests. It was also a means of cover up and keeping the world in dark about the severity of the suppressions. The strict censorship was imposed through the government's attempts to shut down the internet throughout the country. We appealed to Mr. Prime Minister to utilize unilateral, bilateral, regional and multilateral means and pressure the government of Iran to put an end to its suppressive operations and releasing all political prisoner. We strongly recommended that he would utilize his legal and moral authorities within the system of the United Nations Organization and activate the UN Security Council to address the government's violence in Iran as a threat to the peace and security of the family of nations.

Prevention of War between USA and Iran

On Friday January 03, 2020, the US airstrike in Baghdad's airport killed Mr. Qassem Soleimani, the commander of Iran's elite Quds Force. The Iranian authorities, including Iran's Supreme Leader, Ayatollah Ali Khamenei, threatened revenge against the US military installations and the US President, Mr. Donald Trump, announced the deployment of 3000 US forces to the Middle East and warned Iran of the US military strike of 52 Iranian cultural targets. This created a deep concern across the globe about the prospect of more destabilization of the entire region and the possibility of a full-fledged war in the Middle East. The CCVT wrote to the Prime Minister of Canada January 6, 2020 and urged him to contribute towards a peaceful negotiation between the governments of Iran and the United States of America.

Shooting Down of the Ukrainian Jetliner In Iran

We, at the Canadian Centre for Victims of Torture (CCVT), were shocked and distressed by the news about the crash of the Ukraine International Airline, Flight number PS752 on Wednesday January 8, 2020. After three days of denial the Iranian government admitted that its military forces had "unintentionally" shot down the Ukrainian jetliner, killing all 176 aboard, including 57 Canadians.

CCVT Requests to the Prime Minister

1. Pressure the Iranian government to accept full investigations by an independent international team with the involvement of Canada, Ukraine and other countries.
2. The Iranian regime must accept full responsibility for shooting down the plane. Justice must be served; perpetrators must be prosecuted. This may need the intervention of an international judicial team.
3. Affected families must fully be compensated financially. Financial compensation should be extended to the Ukrainian government for its irreparable damage.
4. The bereaved families in Iran must be given full freedom to organize mourning services in their own traditions.
5. The Iranian government must publicly and unequivocally apologize to all parties concerned including affected families, the Ukrainian and Canadian people.
6. Freedom of speech and protest with regards to this tragic event must be guaranteed in Iran. It is unfortunate that the Iranian government has already taken steps to suppress peaceful demonstrations of people in connection with this event.
7. The Iranian government must respect its obligations under international human rights instruments and guarantees that it would prevent similar tragedies in the future.
8. Canada must provide full support to agencies such as the CCVT in facilitating debriefing sessions for the affected families, the Iranian community and the community at large.

Rohingya's Genocide in Myanmar (Burma)

We learned with great pleasure that following two years of extensive investigations, the United Nations International Court of Justice (ICJ), on Tuesday 21st of January 2020, ordered the government of Myanmar (Burma) to take urgent measures in protection of its Rohingya population from the crime of genocide. The ICJ case against Myanmar had been filed by the government of the West African nation of Gambia following the ethnic cleansing of the Rohingya community by the Myanmar army's in 2017. This tragic act of genocide forced 740,000 Rohingya to leave everything behind and escape to the neighboring country of Bangladesh. In its submission to the this top-most international court, the government of Gambia stated that Myanmar's actions against the Rohingya population of this country "include killing, causing serious bodily and mental harm, inflicting conditions that are calculated to bring about physical destruction, imposing measures to prevent births are intended to destroy the Rohingya group in whole or in part".

It is unfortunate that the Nobel Prize laureate Aung San Suu Kyi, the de facto president of Myanmar, attended the ICJ's session denying the crime of genocide in her country and extending her practical support to the Myanmar's military. Fortunately, the ICJ rejected her excuses and based its ruling on objective facts.

The ICJ's ruling was a breakthrough and a great moral victory for the family of nations, as it addressed the global problem of impunity and served the ideal of justice to thousands of victims and survivors. It is a very significant ruling, as it is a global confirmation that the monstrous crimes had been perpetrated against a totally innocent minority Moslem community in Myanmar.

Public Education Committee Report

Mandate

The function of the Public Education Committee is to contribute to the implementation of the organization's mandate to raise awareness of the continuing effects of torture, war, genocide and crimes against humanity on survivors and their families, and to work for their protection and integrity. The Committee also strives to contribute to the development of human rights in theory and in practice on a domestic, national, regional and global scale. The CCVT is also a learning centre, focusing on torture, other international crimes, and protection and rehabilitation of survivors through activities that include research, production and distribution of learning materials, onsite training and education programs for staff, volunteers, and students and the community, as well as public forums and presentations - locally and globally. The CCVT is involved in a partnership with universities, colleges, hospitals as well as refugee and human rights agencies to promote its mandate.

Collaboration

In its public education endeavours, the CCVT maintained a close collaboration with the Canadian Council for Refugees (CCR), Ontario Council for Agencies Serving Immigrants (OCASI), the Canadian Centre for International Justice (CCIJ), York University, University of Toronto, Ryerson University, University of Ottawa, Wilfred Laurier University, George Brown College, Humber College, Seneca College, FCJ Refugee Centre, Amnesty International and the branch office of the United Nations High Commissioner for Refugees. The CCVT staff continued to play a major role at the Speakers' Bureau of the United Way. It has been a wonderful training opportunity to educate non-profit agencies as well as business communities about the scourge of torture, war, genocide, crimes against humanity and human trafficking while paying special attention to the need for rehabilitation of survivors. The CCVT staff attends consultation meetings of the Immigration and Refugee Board (IRB), Canada Border Service Agency (CBSA), and the Immigration, Refugees and Citizenship Canada (IRCC) and provide them with feedback about government policies and regulations.

Continuing Partnerships

The CCVT has been in close partnership with Mount Sinai Hospital as well as the Centre for Addiction and Mental Health (CAMH) in a training program on issues related to after-effects of torture, war, genocide and crimes against humanity. We are also in collaboration with the Barbara Schlifer Clinic. We have addressed issues such as trauma, Post-Traumatic Stress Disorder, depression, vicarious traumatization, etc.

The CCVT continued its partnership with a number of settlement agencies affiliated with the Local Immigration Partnership (LIP). The Scarborough branch of the CCVT collaborated with the Toronto East Quadrant as well as Eglinton East/Kennedy Park Network. The latter includes a network of many agencies such as the YMCA, Tropicana, Public Health, the City of Toronto, etc. The CCVT is collaborating with almost all member agencies with regards to public education on health and legal services.

Certificate Course

Throughout the year, the CCVT conducted a certificate course on Torture, Trauma, their psychological Impacts and Mental Health: meeting the needs of survivors. CCVT-affiliated psychiatrists, physicians and other professionals provided participants with useful presentations. The course focused on the scourge of torture, refugees, women survivors, LGBTQ, children & youth, family, addiction, resilience and vicarious trauma.



June 26th Public Awareness Event

Since 1998, CCVT has celebrated June 26th as a commemoration of the United Nations International Day in Support of Victims of Torture. On Wednesday June 26th 2019, CCVT celebrated the international commemoration of this important day. Our celebration took place during the day at the Innes College Auditorium with a series of activities by our clients and supporters with the intention of empowering our clients. The program included stories by survivors, music, dancers, poems, and a skit by a Syrian theatre group. A client of the Centre shared her story in a PowerPoint presentation "From a Refugee Child to a Working Mother". A young client of CCVT shared her tragic episode in a presentation with the title of "The Saga of a War Survivor". The CCVT June 26th program was highly appreciated by members of the audience.



Clients had the opportunity to showcase their talents with the community.

Refugee Rights Day

For years, the Canadian Centre for Victims of Torture (CCVT) has celebrated April 4th and June 20th as the Canadian and international day in support of refugees. This year, CCVT collaborated with sister agencies and refugee rights communities to celebrate these important days. There was a parade with the participation of over 200 refugees and human rights workers that started at Queen's Park and ended at the Toronto City Hall.



The Bi-annual Conference of the CCR

The CCVT attended two bi-annual conferences of the Canadian Council for Refugees and exchanged information with settlement agencies and protection groups all over the country.

Presentation on Organ Harvesting in China

CCVT hosted a public education event about Forced Organ Harvesting and Medical Genocide in China on Wednesday May 22, 2019 at 6:00 at our downtown branch. In this event, Dr. Norman Epstein provided the audience with a presentation and video. In the second half of the program, questions and comments were welcomed. Dr. Epstein is an Emergency Physician & Human Rights Activist as well as the Chair of the Student Action Committee, International Coalition to End Transplant Abuse in China.

On August 29, the CCVT Policy Analyst provided a detailed workshop in 2 sessions to a group of social and community workers affiliated with Iranian Cultural Association in Washington D.C. He spoke about the definition of collective trauma, its historical examples, impacts and best practice in alleviating the durable effects of collective trauma.

Learning Materials

CCVT's journal, the First Light, continues to provide valued and critical commentaries on current issues, along with information on the Centre's programs and activities. The last issue topic was Children and Youth. It contained articles and research by the CCVT staff, volunteers, clients and supporters. First Light has and will continue to serve as a valuable means of education and public awareness. First Light, along with other research reports and public education materials are available on the CCVT web site: www.ccv.org

Legal Committee Report

The CCVT Legal Committee is presently composed of six lawyers (in different fields of refugee/immigration law and human rights) and one staff member who acts as a liaison bringing any legal problem CCVT clients may have, to the attention of the Committee. The Legal Committee is also specifically active in the field of policy analysis, legal support and research as well as being involved in monitoring national and international human rights instruments dealing with torture, genocide, war crimes, crimes against humanity, impunity as well as activities of bodies involved in protection and rehabilitation of survivors, refugees and other uprooted people. The Committee recruits its members from the CCVT Board, Legal Network, staff and volunteers and it provides recommendations to the CCVT Board; it includes at least one person from the Board and one CCVT staff member.

CBSA and Show Actors

Following consultation with the Legal Committee, the CCVT wrote to the Prime Minister of Canada and the Minister of Public Safety raising its concerns about the media reports on the attempt of the Canada Border Services Agency (CBSA) searching a company to supply it with show actors to be thrown down, handcuffed, searched and beaten to help train new CBSA's border guards. According to the report, the stunt actors were expected to act out up to 15 situations a day, using "pain compliance techniques" and hit by trainees' fists, feet or batons.

We shared our experience as an organization involved in the rehabilitation of torture survivors for the last 43 years and strongly opposed to this move that is not warranted in the time of war, let alone in the time of peace:

1. Pain compliance method via painful stimulus (whip, electric shock, piercing a sharp object on the wounds, etc.) is used by the most tyrannical regimes in an attempt to control or direct a detained suspect or a disobedient adversary. It is a component of their use of force policy and their strategy of torture.
2. Stunt actor paid to be beaten severely and frequently (15 times a day) is a brand of both physical and psychological torture. This practice is combined with humiliation and degrading treatment that is outlawed under Article 16 of the UN Convention Against Torture (CAT) that Canada is party to it. Those who beat, even if it is for training purposes, also receive the implicit role of torturers. They are at risk of developing a personality as such. This is contrary to the national and international instruments against torture and other cruel, inhuman or degrading treatment or punishment.

1. Using a stunt actor as human shields for enforcement training creates a torture mentality and a culture of violence among CBSA staff members who may approach force as a short-cut in achieving their goals.

2. The move as such is nothing but normalization of the crime of torture. Under Article 2 of the CAT: "Each State Party shall take effective legislative, administrative, judicial or other measures to prevent acts of torture in any territory under its jurisdiction."

3. This move may lead to the propagation of violence at the public level and the creation of a culture of apathy and violence.

4. Looking for a company to recruit show actors can be considered as an encouraging business in Canada in the area of violence and inhuman practice.

We, at the CCVT, reiterated our position that training should be conducted as a package that includes antiracism, anti-harassment, standards of enforcement and human rights codes. We requested for the human rights training of all enforcement officers based on the Article 10 of the UN Convention Against Torture.

Cessation of Refugee Status

One of the greatest challenges of the CCVT during the fiscal year 2018-19 was helping a client who was at risk of her refugee status being vacated by the CBSA. This challenge continued in the fiscal year of 2019-2020. A senior client of the CCVT also received a letter from the CBSA about vacation of her status due to her emergency visit to her country of origin. With the help of the Legal Committee we have prepared reports of their exceptional cases of returning on the one hand and have supported them with face-to-face settlement and trauma counselling on the other.

Canadian Citizens' Experience of Torture Overseas

During counseling sessions, we came to know about clients who had experienced torture and other degrading treatment or punishment while travelling to other countries. With the help of the Legal Committee the CCVT Policy Analyst brought the cases to the attention of the responsible authorities at the Ministry of Foreign Affairs and requested them to protest to the perpetrated governments and ask them to compensate our clients.

Clients in Limbo

With feedback from the Legal Committee, we have been continuing to help clients in immigration limbo. Our greatest success last year was regarding a client who received her Permanent Resident status after 32 years of living in Canada. We have been collaborating with the Refugee Law Office supporting another client who has been accepted under Pre-Removal Risk Assessment, but is considered inadmissible to Canada and therefore lives in a tormenting limbo.

Collaboration with Barbara Schlifer's Clinic

The Barbara Schlifer's Clinic has agreed to provide legal consultations to two clients of the CCVT every month by its legal experts. Under this program the female clients of the CCVT, who are survivors of domestic violence, will receive legal information about their refugee and immigration problems as well as other legal issues.

Family Unification

For the past eight years, the CCVT has been involved in the case of a vulnerable woman whose husband is a client of ours. She lives under tremendous hardship in a refugee camp in Africa with two small children. We have had the support of the UNHCR branch office in Ottawa and we have written to the relevant Immigration Section of the Canadian Embassy. The case is in process and the family has gone for medical examination. We continue with our efforts to accelerate the process.

Gaps in Canada's Mental Health Act

Through monitoring the case of a CCVT client in the Centre for Addiction and Mental Health (CAMH), we found inconsistencies and gaps in the Federal and Provincial mental health acts as a structural problem in protection of the human rights of mental health patients. In a submission to the UN Committee against Torture, we shared our concerns. A minor offence by mentally irresponsible persons in hospital can leave clients in limbo indefinitely. In our submission to that UN body, we mentioned the disproportionality of this practice. The CCVT client who was in the limbo of trial was acquitted of the police charge during the fiscal year of 2019-2020. She remained in the hospital due to the damages received during the ten years of her tormenting limbo.

Optional Protocol to CAT

Under the guidance of the Legal and International committees, the CCVT is monitoring the position of the Canadian government with regards to the ratification of the Optional Protocol to the Convention against Torture (OPCAT). Based on feedback from the government, it seems that it would take some more years for the government of Canada to ratify this marvelous piece of international law.

Clients' Refugee and Immigration Problems

Throughout the year, the Legal Committee provided CCVT with advice on the following issues: Immigration limbo, legal obstacles to family reunification, and different kinds of inadmissibility problems. With close assistance from the Legal Committee, the CCVT made its best efforts to hasten the landing process of vulnerable survivors of torture, war, genocide and crimes against humanity. We also wrote to the Immigration Section of the Canadian embassies asking for acceleration of the process of family reunification of our clients' close relative. We also requested protection by the branch offices of the United Nations High Commissioner for Refugees in different countries to that effect. The Legal Committee has also helped with problems resulting from client's application for Canadian Citizenship.

Issues

During the past year, the CCVT Legal Committee dealt with the following refugee and immigration problems:

- Careful monitoring of the national and international legal instruments against torture with the view of prevention, exposure and eradication of torture in Canada and across the globe.
 - Monitoring Canada's refugee determination process and practice with special attention to protection of survivors of torture, war, genocide and crimes against humanity.
 - Monitoring the implementation of various guidelines of the Immigration and Refugee Board (IRB).
 - Global refugee crisis with special attention to the plight of Syrian, Iraqi and Yemeni refugees and the role of the Canadian government in resettlement and sponsorship of Syrian refugees with special attention to legal problems of their protection, sponsorship and family reunification.
 - Overall attempts by the Canada Border Service Agency (CBSA) to impose vacation and cessation applications against Convention refugees and Protected Persons living in Canada.
 - Limitation on family reunification and the visa officers' obsessions with the outcome of making eligibility more difficult and prolonging the process.
 - Tragic predicaments of people with no status and refugees in immigration limbo.
 - Working against deportation to torture and other cruel, inhuman and degrading treatment or punishment.
- Working with different community and legal groups as well as the branch office of the United Nations High Commissioner for Refugees on urging the government to use immigration detention as the last resort specifically for children.

Board of Directors

Fatoumata (Fanta) Ongoiba

Fatoumata (Fanta) Ongoiba is the Executive Director of Africans in Partnership Against Aids. She is a leader in the African community and a former member of the Ontario Advisory Committee on HIV/AIDS and the current co-chair of African/ Caribbean Council on HIV/AIDS. She holds a Masters in Cooperative Business Development and Management, a Masters in Business Administration, a PhD in Economics, former board chair of CCVT she was on many boards such as PASAN, CAS, Women's Health in Women's Hand , CANORA, ASDC and she is currently a PhD candidate on social justice education at University Of Toronto.

Richard Wazana

Richard Wazana holds an LLB from Osgood Hall Law School, York University, and MSW and a Masters of Education from the University of Toronto. He is currently working as an immigration and refugee lawyer. Mr. Wazana brings extensive social policy and social services experience. He was actively involved in the following organizations: Parkdale Community Legal Services, Kids Help Phone, the Centre for Addiction and Mental Health, the Laidlaw Foundation and Family Services Association of Toronto. He is currently the Chair of the Board.

Dr. Branka Agic

Dr. Branka Agic is Director of Knowledge Exchange with the Provincial System Support Program (PSSP) at the Centre for Addiction and Mental Health (CAMH). She is an Assistant Professor and Associate Director of the Master of Science in Community Health (MSCHS) in Addiction and Mental Health Program at the Dalla Lana School of Public Health, University of Toronto. Branka holds PHD in Health and Behavioral Sciences along with a Medical Degree from the University of Sarajevo, Bosnia and Herzegovina. Branka has extensive experience in counselling, research and service development with immigrants and refugees. Her primary research interest is in the area of mental health and substance use among immigrants, refugees, ethno-cultural and racialized groups.

Monika Franklin

Monika Franklin has been involved in newcomer and settlement issues for many years. She is a lawyer and worked for more than 20 years in the Ontario legal clinic system, most recently as staff lawyer and social assistance team lead at Flemingdon Community Legal Services in the Thorncliffe Park area of Toronto. She provided services to low income, vulnerable and marginalized populations, particularly on social assistance/disability, human rights, housing and immigration issues. She is currently on the Board of MCIS Language Solutions, which provides interpreters to many courts, tribunals, hospitals and legal clinics and also trains newcomers to work as interpreters. She was on the Board of CCVT between 1998 and 2001 before rejoining again and currently, she is the Vice Chair of the Board.

Wajeeha Rafat

Wajeeha Rafat is a passionate finance professional, has a splendid career of over 15 years in Finance, Audit and Consulting across large global companies such as Ernst & Young, Siemens, Royal Bank of Canada. She is CPA (Canada), CMA (UK) and SAP CO Certified (Germany) and has a Bachelors in Commerce and Masters in Economics degrees.

She started her career with Ernst & Young, conducted external audit of clients in multiple industries including non-profit organizations. She was able to get her first job in Canada with Scotia Bank as a Manager Reporting and Analysis and thereafter served Royal Bank of Canada for over 3 years as Manager Financial and Regulatory Reporting. She took active part in various volunteering activities hosted by or sponsored by RBC. Recently she raised funds for RBC Race for the Kids and was recognized as the top 10 fund raisers of the CFO Group. Wajeeha is very passionate about volunteering, has been associated with CCVT for almost five years.

Ruba Ali Al-Hassani

Ruba Ali Al-Hassani is a PhD candidate at Osgoode Hall Law School, York University, studying post-conflict state sovereignty and state-building. She holds a Masters Degree in Criminology from the University of Toronto that focused on cases of torture at Guantanamo Bay & Abu Ghraib, and a Masters of Law from Osgoode Hall Law School that focused on the Saddam Hussein trial. She has taught Sociology at York University and at her alma mater, Trent University, where she had majored in Psychology and Sociology. Ruba is a co-founder and former Board Member of the Canadian Association of Muslim Women in Law. She is also a member of the Board of Directors at the Canadian Alopecia Areata Foundation. During her free time, she is an interpreter for the Iraqi Refugee Assistance Project, and a regional representative of the Iraqi Cooperative Orphan Aid Foundation. Her research interests are many, but focus on Iraqi Studies, terrorism and counter-terrorism, digital Sociology, the Sociology of storytelling, as well as the Sociology of law, crime, and social control.

Kemi Jacobs

Kemi Jacobs is Executive Director of the Delta Family Resource Centre and has also been director of property management at one of the largest social housing companies in North America, with a focus on quality housing, the engagement of tenants and building a healthy organization. In her work in the west of Toronto, her team is focusing on capacity-building, good customer service, clean buildings and a strong operational performance. Previously Kemi lead the Children and Youth section at TCHC. Under her leadership, there was a total re-orientation of the dept. As the focus changed to youth development approaches and on the integration of anti-oppression framework into work with children and youth. With over 20 years of community involvement, Kemi is a past President of the Canadian Council for Refugees, former Executive Director of Culture Link Settlement Services and past chairperson of the National Anti-Racism Council of Canada.

Dr. Carolyn Filteau

Dr. Carolyn Filteau recently completed a PHD at Osgoode Law School in Toronto, Canada. Her PHD thesis title is Rights and Responsibilities: What are the Prospects for R2P in the International/Transnational Arena? She also holds an LLM in Law specializing in Dispute Resolution from Osgoode Law School and BA, MA in Anthropology from the University of British Columbia. She taught Conflict Resolutions at Seneca College in Toronto and is currently teaching Negotiation at the Life Institute Ryerson University. Her research interests include international law, humanitarian intervention legal theory, global conflict, the responsibility to protect, global governance, nongovernmental organizations and conflict resolution. She has presented papers at International conferences and published in conference proceedings and journals. She is currently a Member of the Board of the Canadian Centre for Victims of Torture and is also working as a Senior Researcher for the Canadian Centre for Equality.

Jehan Teja

Jehan Teja was born in Toronto to first-generation East African Indian immigrant parents, and grew up very aware of the challenges around resettlement in a new country. Since her early teens, she has volunteered in many capacities with the Shia Ismaili Muslim institutions, including extensive work with youth from families that had recently fled Central Asia (Afghanistan in particular). She has an undergraduate degree in Economics and Political Science, and a Masters degree in Economics, both from McMaster University. For four years, she was a capital planner with the Ontario Ministry of Training, Colleges and Universities, but in early 2014 she left this position to pursue her current endeavours as the owner and artist behind Azki Jewelry, through which she designs and creates ethical jewelry and fashion accessories. Most recently her work has become a permanent feature at the Aga Khan Museum shop.

Dr. Jaswant Kaur Bajwa

Dr. Jaswant Kaur Bajwa is a Professor and Research Coordinator in the Centre for Preparatory and Liberal Studies (CPLS) at George Brown College. In her work as academician, clinician, anti-violence advocate, and community researcher she uses an intersectional lens and is passionate about the use of education as a tool for social change and empowerment. Both her research and practice since the early 1990s have focused on the impact of violence and mental health issues on learning and the educational changes (both at micro and systemic levels) that need to be made in order to foster a safe and inclusive learning environment for students. She has worked with students with histories of violence, refugees, people marginalized as a result of mental health issues and other systemic barriers. In her role, she provides leadership to staff and students and is responsible for the development of the research capacity within the division. She leads number of research projects at the college. She has a PhD in Clinical Psychology with the focus on psychological burnout in caring professionals.

Hope Masika

Hope Masika is a Funder at TD Auto Finance Bank. She holds a Masters` degree in Public Affairs from Sciences Po – Paris Institute of Political studies (Institut d`études politiques de Paris), France and majored in Policy Analysis, Human Security and research. Her most noticeable research was strategies for building leadership networks in Hong Kong and London for Untied Way worldwide. She has a PGD in Public Administration and Management from Uganda Management Institute and a Bachelor`s degree in Office Administration from Makerere University. She is also a trained HIV/AIDS Counsellor from Family Planning Association of Uganda (FPAU). She worked with the Electoral Commission as an Election Officer and Program Coordinator for the National Political Parties Forum in Uganda. She also worked with the Central Bank of Uganda in Administration before relocating to Canada.

Dr. Haleh DoulatyariAzar

Dr. Haleh DoulatyariAzar is a physician, currently practicing Family medicine, psychotherapy and counselling. She also is president of Canadian-Iranian Medical Association. In regards to administrative experience, she acted as provincial Chief of family health in Iran and as Vice President of medical services and Chief Medical Officer, in Northern Region of Manitoba.”

Fiona C. Thomas

Fiona C. Thomas PhD in the Clinical Psychology program at Ryerson University and Vanier Scholar (2017-2020). Her academic interests are in cross-cultural mental health, including adaption, delivery, and evaluation of mental health interventions for individuals often overlooked by mainstreams mental health services. Fiona`s PHD dissertation examines the impact of daily stressors and coping mechanisms on trauma symptoms severity in post-conflict Northern Sri Lanka. Her doctoral research builds on her academic and fieldwork with refugee populations in transit countries, including Nepal and Malaysia. Fiona also remains actively involved in supporting newcomer populations settle in Canada.

First Light Awards

Trevor Bartram Award

Trevor Bartram was a founding member of CCVT and remained integral throughout the years. As a founding member and legal advisor, Trevor undertook the tedious and unglamorous tasks that a developing organization requires. He wrote (and rewrote) the agency's bylaws, negotiated leases, contracts and other related agreements. He served as the Secretary, Chair of the International Committee and as a member of the Fundraising Committee. Over the years, Trevor contributed much to the organization, befriending newcomers and inviting many new friends into his active social life. He traveled to Africa, Latin America and Europe to attend international conferences on behalf of CCVT.

The Trevor Bartram Award is given to individuals who have made a significant achievement in organizational development, particularly in setting up new community-based organizations consistent with the human rights mandate of CCVT, as well as having experience in developing programs, policies, and structures, and success with funding initiatives.

ABDUL ABUBAKER is the 2019 recipient of the Trevor Bartram Award.

Abdul spent 17 years with CCVT, acting as Language and Skills Training Program Coordinator and later the Manager of Settlement Services. Abdul is multilingual, speaking eight languages, and has facilitated numerous trainings and presented on Specialized Second Language Acquisition for Survivors of Torture and War. Before joining CCVT, Abdul honed his skills as a TDSB ESL/ LINC and ESL Bilingual Literacy Instructor for 12 years. Abdul has coauthored 3 bilingual English as Second Language Literacy photo story books.

Above all, Abdul is an advocate, educator, and champion of human rights.

First Light Awards

Amino Malko Award

Amina Malko was one of the first CCVT staff members and worked as Office Manager for over five years. She was an extremely hardworking, tireless and committed staff member. Her particular interest was improving the lives of refugee women through her dedication and perseverance. She advocated on behalf of women refugees, working for policy changes at the local, national, and international level, and was a key member in organizing Refugee Rights Day. With CCVT funding and support, Amina undertook organizing an “African Women in the Community” conference in an effort to have women’s voices expressed directly. After CCVT, Amina moved to OCASI.

The Amina Malko Award is awarded to those who have significant involvement in policy, advocacy, and settlement services for newcomers.

INEZ CALDWELL Inez is the 2019 recipient of the Amina Malko Award.

Inez came to Toronto in 2005 from the east coast of Canada. She has a BA in English Literature and a Master’s in Business Administration. She has always worked in paid and volunteer positions in the non-profit and education sectors. Her activities are usually driven by interests in lifelong learning, basic education for all, and volunteerism. Her key beliefs are that every person, no matter what has happened, started out as someone’s child. She embraces the philosophy that life is an experiment.

She is retired and is joyfully creating another stage of life, with those activities she never had time for.

CCVT Staff & Student Interns



EXECUTIVE DIRECTOR:

Mulugeta Abai

MANAGERS:

*Abdul Abubakar
 Adriana Lilib
 Elena Sen
 Huda Bukhari
 Mbalu Lumor
 Michelle Collier
 Teresa Dremetsikas

*No longer at CCVT

STAFF:

David Burt
 Domine Rutaysire
 Elena Solokhina
 Ezat Mossallanejad
 Gabriela Beltran
 Giovanni Rico
 *Helen Baker
 *Inez Caldwell
 Isela Martinez
 Ismail Elnour
 Julliette Ntege
 Kubra Zaifi
 Leah MacDonald
 Lee Corlett
 Margret Forsyth
 Merissa Gladys Pena
 Mildred Fidele
 Mona Kalil
 Nadia Umadat
 Nisreen Al-Khatib

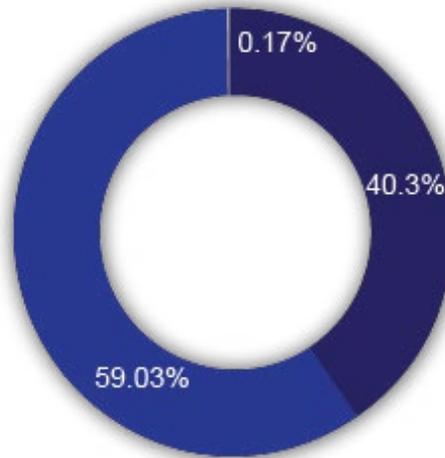
Rahel Gebrechristos
 Rahel Hailemariam
 Rigbe Tsige
 *Rose Coulton
 Rosy Bossoke
 Samar Ahmed
 William Porter
 *Vilma Oliveros

STUDENT PLACEMENTS & INTERNS:

Allie Sarchin
 Delima Khalid
 Nura Robale Barguad
 Sheana Correia

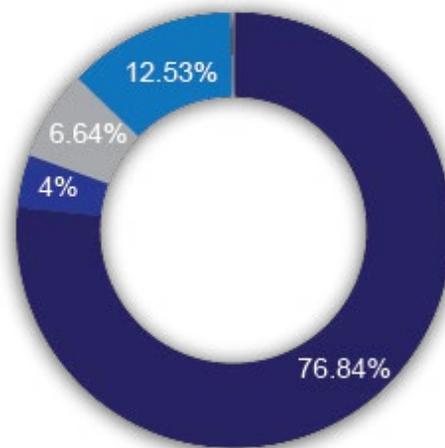
CCVT Statistics

- Male: 1,142
- Female: 1,669
- Transgender: 5



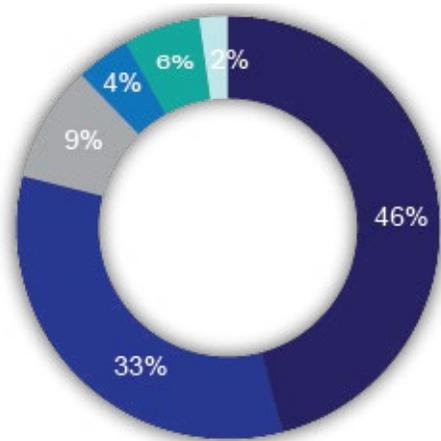
GENDER
TOTAL: 2,816

- Adult
- Seniors (65+)
- Children
- Youth

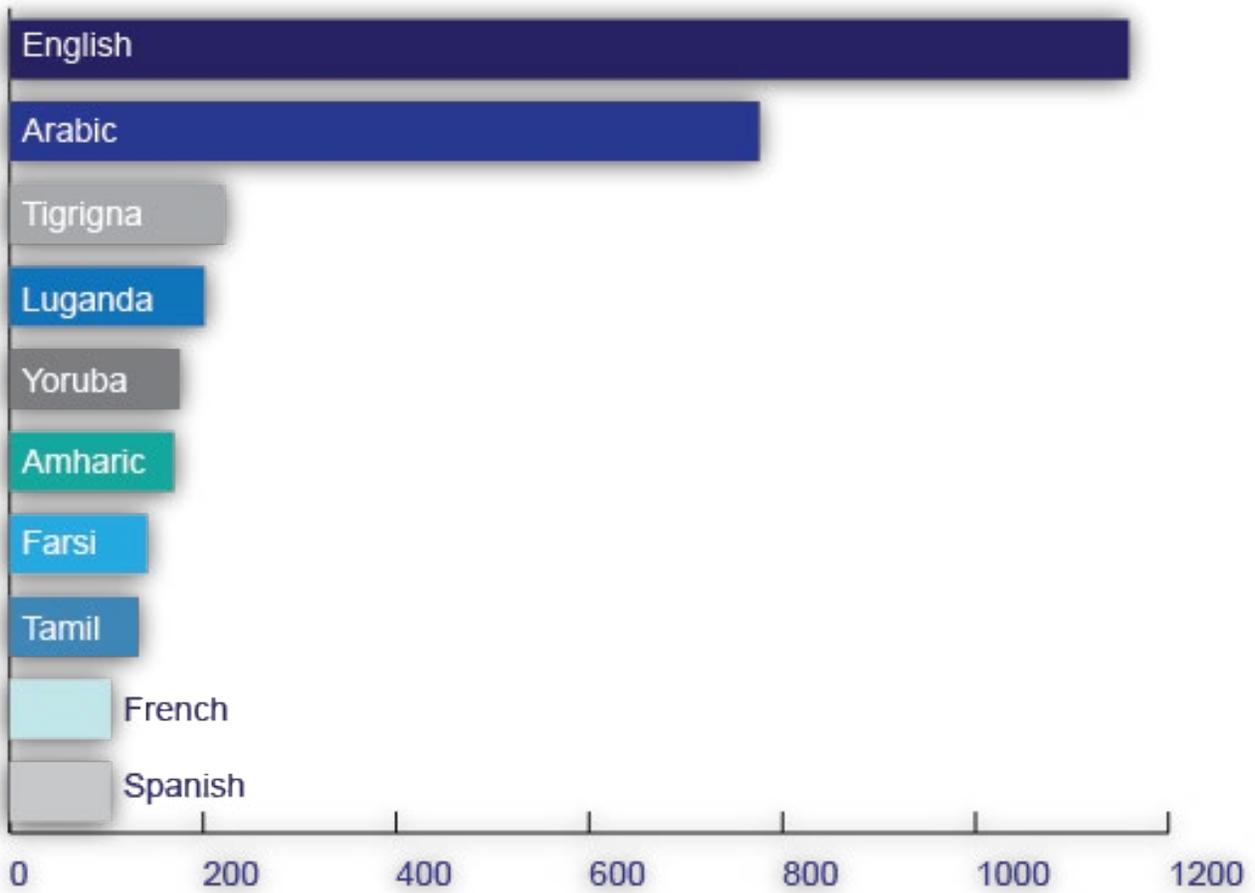


AGE

- Married
- Single
- Separated
- Widowed
- Divorced
- Common Law

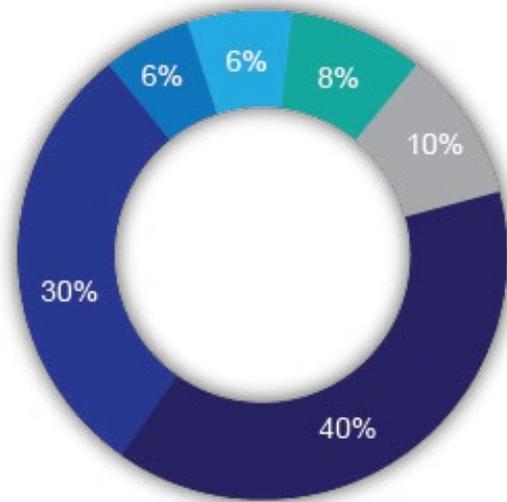


MARITAL STATUS

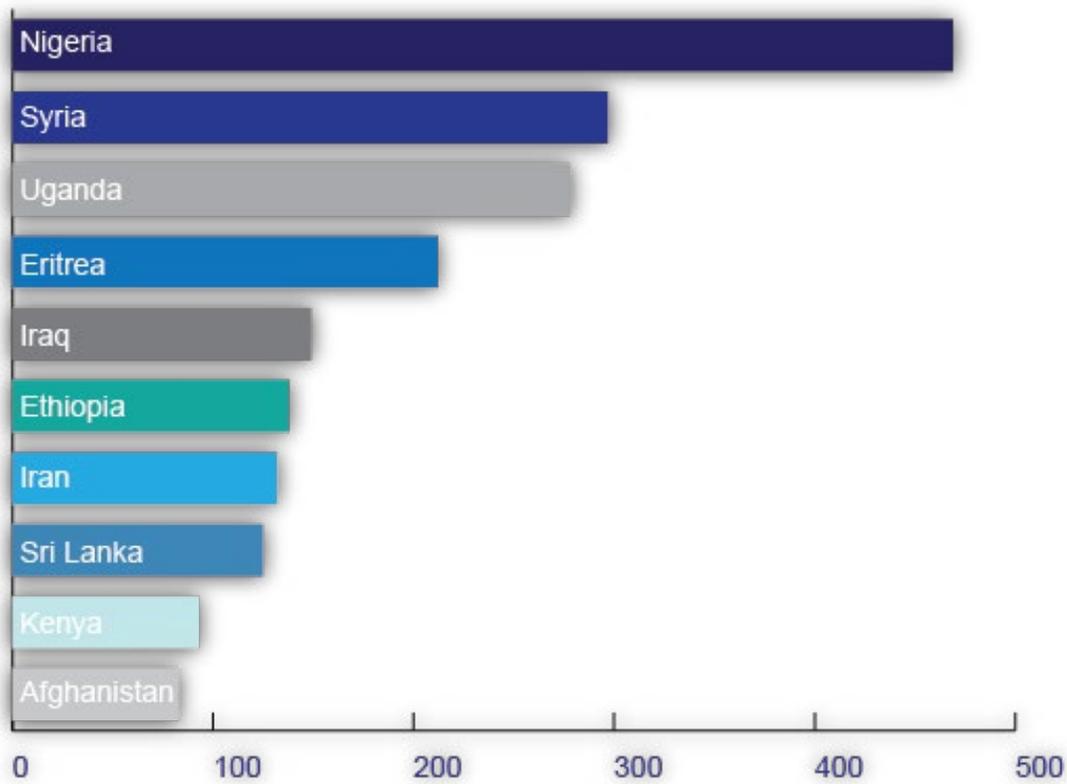


TOP TEN LANGUAGES SPOKEN BY CCVT CLIENTS

- Secondary (Grades 8-12)
- Post Secondary (Bachelor's Degree)
- Certificate, Diploma, or other credits
- Below Elementary (Below Grade 8)
- Post Grad (Masters and PHD)
- Not Available



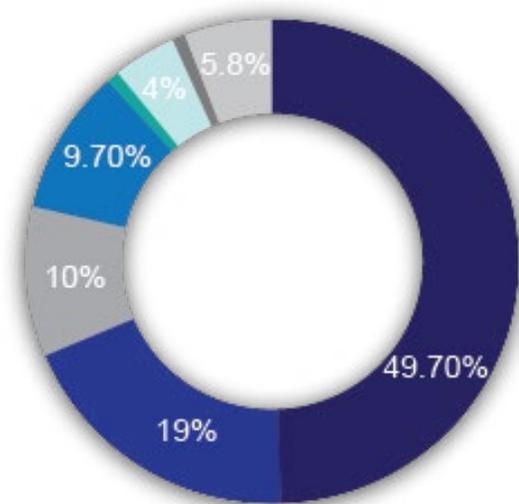
LEVEL OF EDUCATION



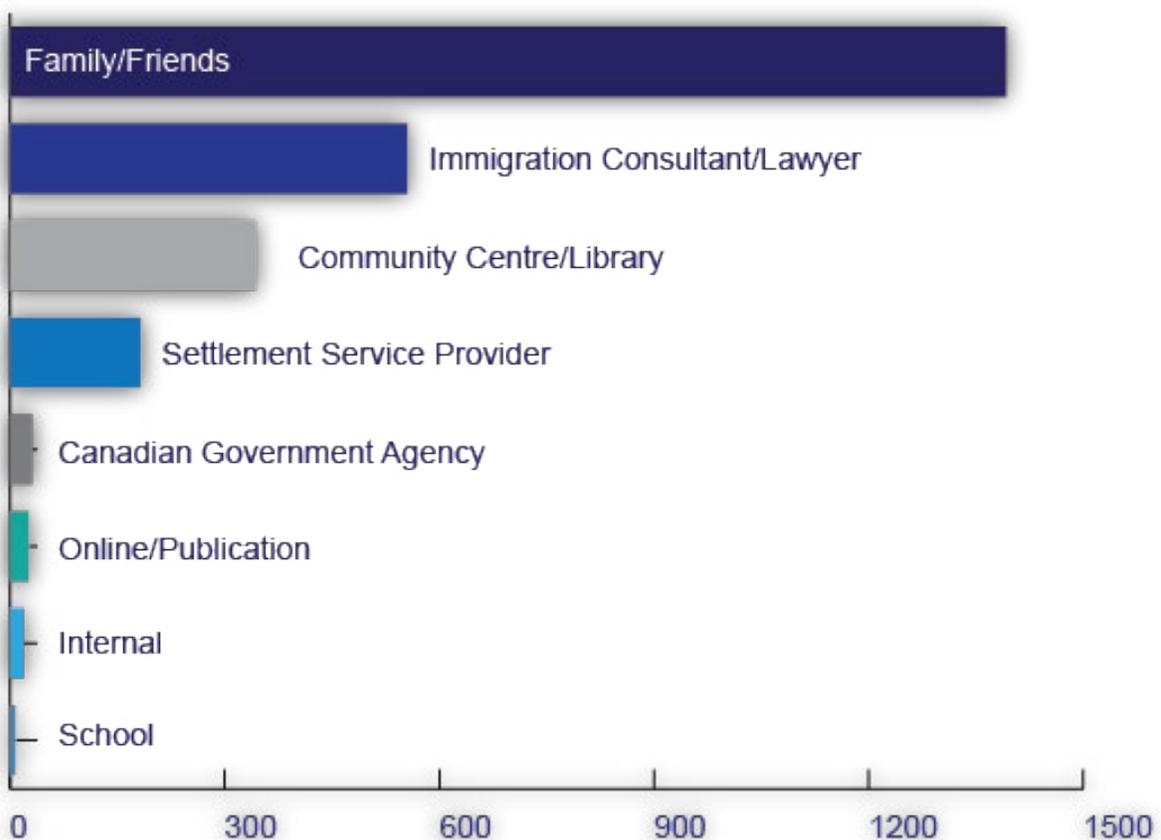
TOP TEN COUNTRIES OF BIRTH

TOTAL NUMBER OF COUNTRIES: 94

- Unemployed
- Student
- Employed Part-Time
- Employed Full-Time
- Retired
- Volunteering
- Stay-at-home Caregiver
- Other



EMPLOYMENT STATUS



TOP TEN SOURCES OF REFERRAL

Collaborating Organizations

Abaasarusi Missionary Church
Access Alliance Multicultural Community Health Centre
ACCESS Employment Centre
Adam's House
Afghan Association of Ontario
Afghan Women's Counseling & Integration Community
Africans in Partnership Against AIDS (APAA)
Albert Campbell Public Library
Applegrove Community Center
Amnesty International
Arab Community Centre of Toronto
Barbara Schlifer Commemorative Clinic
Bickford Centre - TDSB
Birkdale Women's Shelter
Bloor Information and Lifeskills Center
Brampton African Community Services
Black Creek Community Health Centre
CAMH (Centre for Addition and Mental Health)
Canadian Centre for International Justice
Canadian Council for Refugees
Canadian Red Cross
Canadian Tamil Youth Development Center
Canoraaa (Centre Francophone de Jeunes de Toronto)
Catholic Community Services of North York
Catholic Community Services of York Region
Catholic Cross Cultural Services
Catholic Immigration Center
Casa de las Americas
Cawthoura Park Secondary School
Cedarbrae Library

Centre for Ethics, University of Toronto
Children's Aid Society
Centre Francophone du Toronto
Centre for Information & Community Resources
Centre for Spanish Speaking Peoples
Centre Medico-Social Communautaire
Christie Refugee Welcome Centre
Chinese Family Services
City Adult and Learning Center (CALC)
Collège Boreal
Community Action Resource Centre
Community Resource Connections of Toronto
Cornwall and district Immigrant Service
COSTI
Council of Agencies Serving South Asians (CASSA)
Covenant House
CultureLink
Davenport-Perth Neighborhood Center
Dixie-Bloor Neighborhood Services
Dixon Hall Employment Services
Downsview Family Health Centre
East End Community Health Centre
East Metro Toronto Youth Services
East Scarborough Boys and Girls Club
East York Collegiate Institute
Elizabeth Fry Society
Eritrean Canadian Community
Centre of Metropolitan Toronto
Family Residence - Lido Motel
Family Service Association in Scarborough
Federation of Metro Tenant's Association
Flemingdon Neighbourhood Services
Florence Booth House
Salvation Army
Fred Victor

George Brown College
Good Sheppard Ministries
Goodwill Employment Centre
HALCO (HIV & AIDS Legal Clinic, Ontario)
Hamilton Urban Core Community Health Center
Hong Fook Mental Health Association
Iranian Canadian Newcomer Association
Iranian Community Association
Islamic Social Services & Resources Association
LAMP Ask Community Health Center
Latino-Canadian Community Association of Scarborough
Lawrence Heights Community Health Center
Le Regroupement de Femmes Immigrantes Francophone
Legal Aid Ontario
Madina Mosque
Madison Community Services
Madison House
Matthew House
Maytree Foundation
Mennonite Coalition for Refugee Support
Mennonite New Life Center
Metropolitan Community Church
Mount Sinai Hospital, Dept. of Psychiatry
Multi-cultural Inter-Agency Group of Peel
Neighbourhood Legal Services
Newcomer Women's Services Toronto
North American Muslim Foundation
North York Community House
OASIS Centre des Femmes
Ontario Council of Agencies Serving Immigrants
Omar Bin Khattab Mosque
Ontario Works Offices
ON-TRACK for Women
Parkdale Community Information Centre
Parkdale Community Legal Services

Polycultural Immigrant Community Services
Red Cross
Regent Park Community Health Centre
Reh'ma
Rexdale Women's Centre
Riverdale Immigrant Women's Centre
Romero House
Ryerson University Tri-Mentoring Program
Salahadin Islamic Center
San Lorenzo Latin American Community Center
Scarborough East Ontario
Early Years Centre
Scarborough Goodwill
Scarborough Housing Help Center
Scarborough Village
Second Base Youth Shelter
Seneca College
Shelton Institute for Mental Health
Sherbourne Health Centre
Sick Kids Hospital
Sojourn House
Sistering
Skills for Change
Somali Canadian Association of Etobicoke
South Asian Family Support Services
St. Christopher House
St. James Town Library
St. Joseph Health Centre Toronto
St. Michael's College
St. Michael's Hospital
St. Paul Trinity Church
St. Steven's Community House
Tamil Eelam Society of Canada
Times Change Women's Employment Service
Thorncliffe Neighbourhood Services

Toronto District School Board
Toronto Family Services
Toronto Public Health
Toronto Public Library
Toronto Rehab
Tropicana Community Services Organization
University of Toronto—Faculty of Social Work
War Child Canada
Welcome Centre Immigrant Services
We Welcome the World Center—Peel
Wellesley Community Centre
West Scarborough Legal Services
West Scarborough Neighborhood Center
Women’s College Hospital
Women’s Health in Women’s Hands
Woodgreen Community Centre of Toronto
Working Skills Centre
Working Women Community Centre
YWCA of Greater Toronto
YMCA Family and Social Services
YMCA Link Assessment Center
Yonge Street Mission
Youth Employment Services

CCVT Volunteers

Aamir Merchant	Jaghlastian Anjlik
Abdullah Akkostepen	Jasmik Saini Singh
Abraham Burak	Jemila Pirbhai
Adrienne Margie	Jessica Galbraith
Ahmed Mohammed	Joel Maneno
Alaha Hussein	John Donoghue
Alina Lyubavina	Josee Gauthier
Ameera Ahmed	Karem Martin
Amina Salibasic	Karthika Namasivayam
Anil Wazana	Kawan Mohammad Kareem
Anjlik Jaghlastian	Kevin Grant
Anne Shiela Nyaga	Khalil Rantissi
Asghedom Desta	Kristine Chen
Aster Tnsay	Laura Bugg
Badar A. H. Karama	Lina Ali
Bassem El Remesh	Linda Laughlin
Chloe Lampman	Lindsay Corlett
Cristina A. Radic	Lucy Mackay
Dina Kawar	Mahera Jabeen
Ece Mumcu	Mamuna Sarwar
Eloise Wyer	Martin Ross
Eman Gerais	Maryam Pandi
Emily Zbroinski	Masoudeh Honarian
Esther Nampijja	Mehreen Nayani
Flora Khatami	Michelle Khelawan
Franklin Cockshutt	Milad Ostovarravari
Gilberte Robitaille	Millaray Freire-Archer
Gokcen Salmanoglu	Mina Ghabrai
Hala Abdelrahaman	Mohamed Ibrahim Abdelaziz
Holly Winter	Narges Borghei Razavi

Nathaly Hansi
Naziha Mahmoud
Neslihan Memigüven
Nidhi Jhala Harrit
Nissaba Hido
Nitin Agarwal
Noha Masoud
Noor El-Husseini
Osama Abuzour
Ozge Dogan
Paula Camila Molina
Peter Goldman
Pooyan Sijani
Qin Wei
Rachel Al Rubai
Raushan Akhter
Ritu Dhar
Rochele Padiachy
Rodrigo Palacios
Sakana Gnanasegaram
Samantha Pramanick
Samita Ananthan
Samrawit Hailu
Semhar Gebramichael
Shaghayegh Farzanehkar
Shahida Islam
Shahra Gomesi
Shankari Balendra
Shruti Dutta
Suliana Embaye
Suliana Embaye
Taysir Malik
Tharaka Thurairajah
Tina Hafizy
Tracy Nelson

Valentine Afolabi
Vicki Sells
Youssef Rachid

