



CANADIAN CENTRE FOR VICTIMS OF TORTURE

**40 YEARS**  
**SERVING SURVIVORS OF TORTURE**

**TRIUMPH  
OVER  
TORTURE**



**Annual Report 2016-2017**

# WORLD REFUGEE DAY 2016



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# CCVT'S MANDATE

*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 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.*

## CANADIAN CENTRE FOR VICTIMS OF TORTURE

### *Triumph Over Torture*

#### **Main Office**

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Toronto, Ontario, Canada M5B 2B7

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

Website: [www.ccvt.org](http://www.ccvt.org)

#### **Scarborough Office**

2401 Eglinton Ave. East, 3rd floor, Unit 310

Scarborough, Ontario, Canada M1K 5G8

Tel: 416-750-3045      Fax: 416-750-4990

#### **The Hub**

1527 Victoria Park Avenue

Toronto, Ontario, Canada M1L 2T3

Tel: 416-750-9600      Fax: 416-750-9200

#### ***Itinerant Services***

##### **CCVT at Pan-AM Building**

20 Palace Road

Toronto, Ontario, Canada

M5A 1G4

##### **We Welcome the World Centers**

Peel District School Board

100 Elm Drive West

Mississauga, Ontario, Canada L5B 1L9

# SPECIALIZED SERVICES AT CCVT

## Settlement Services

- Information/Orientation
- Language Instruction & Skills Training
- Senior/Women Programs
- Employment Support
- Interpretation/Translation
- Computer Training (Basic/Intermediate) and Secretarial Training

## Mental Health

- Counseling/Crisis Intervention
- Individual and Group Therapy
- Coordinated Professional Services
- Documentation and Public Education

## Children/Youth Program

- Group Activities and Peer Support
- Mentoring and Leadership Development
- After School Programs
- Recreational & Empowerment Activities
- Counseling
- Conflict Resolution

## Volunteer Program

- Befriending
- Escorting, Interpreting and Translation
- ESL Tutoring
- Administrative Support
- Citizenship Classes, Conversation Circles and Social Events
- Fundraising

## Public Education

- Information Dissemination
- Consultations on torture and its effects
- Publications & Research
- Educational Seminars and Presentations

## International Projects

CCVT is associated with a coalition of Centres which support victims of violence, repression and torture, in exile or in their own countries. CCVT is also a member of the IRCT Council.

## Message from the Chair of the Board and the Executive Director



**Fanta Ongoiba**  
Chair, Board of Directors



**Mulugeta Abai**  
Executive Director

The world is facing its biggest refugee crisis since the Second World War, and the need for torture rehabilitation is greater than ever. A large number of people world wide have been subject to torture, but torture victim's right to rehabilitation is far from being a true entitlement. During 2016-2017, CCVT continued, under enormous pressure, to provide trauma informed care to 2,873 torture victims from 96 countries.

As an organization working with survivors of torture, war genocide and crimes against humanity our key distinctive feature lies in providing holistic, client centred, inclusive, accessible, welcoming and accountable services to those that seek our support.

In 2016-2017, we continued to support and build initiatives that would make CCVT a Centre of Excellence. This initiative builds on the organization's existing profile and expertise to create a hub for research, education, and training to support formal and informal organizations across Canada and internationally in their efforts to manage and maximize achievements in helping those who are directly or indirectly impacted by torture, war, genocide and crimes against humanity.

Unfortunately, the challenges we face are also extreme. Torture, war, genocide, and crimes against humanity are serious problems in many countries. We are witnessing how the absolute nature of the prohibition of torture has suffered from oversimplified political narrative, a lack of understanding by the general public and the reluctance of states to maintain it as a priority in public policy.

In the face of these challenges, CCVT continues with its determined focus, well thought strategic direction, committed members of the board, staff, health professionals, service users and volunteers to chart a direction that will enable it to play a role as a national voice in the rehabilitation movement.

We continue building staff skills, developing policies that support staff wellbeing, and increasing partnerships with the sector at local, provincial, national and international levels. It is only through these partnerships and coalition building we can triumph over torture and redirect the states that use it to create fear, fracture communities, silence people and create a circle of silence.

Our role as individuals, our mission as agencies, all of our elected officials, faith groups, and people from all walks of life should be able to walk in a journey of hope and triumph over torture.

Even though we know more remains to be done, we are proud of our accomplishments and would like to thank the board, dedicated staff, volunteers, donors/funders and of course the service users who put their trust in us.

# Report from the Program Manager



*Teresa Dremetsikas—Program Manager*

CCVT has finished one more year of successful service, reaching 40 years of continued service to survivors of torture. It has been a demanding year and the number of clients participating in our programs continues to grow. The strategic plan for the upcoming years is already in its second year of successful implementation; as such, the overarching Priorities and Strategies include:

- ◆ **Excellence and Enhancement** - Strategic Direction: Promote the effectiveness of CCVT's services and maintain the centers client centered-holistic approach to service delivery, program evaluation and research.
- ◆ **Centre of Excellence** - Strategic Direction: Create a Centre of Excellence for knowledge where CCVT is recognized as a national and international knowledge and practice leader on 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.

To that effect, several activities have taken place within the different programs and partnerships/collaborations with other agencies. As a snapshot, it is relevant to mention the following highlights:

## *Settlement Program*

The staff have been very busy providing most needed settlement services to new arrivals as well as trauma counseling to many clients. Information sessions on settlement topics are a main feature of this program as well. Services have also included recreational activities such as the Annual Picnic, Holiday Party, Family Day, and International Women's Day.

## *Mental Health Services*

The services provided within this program incorporate a series of strategies that allow the clients to receive individualize and group attention. Services involve: Support Groups and one on one trauma counseling by highly trained trauma counselors who are fluent in several languages. CCVT senior mental health trauma counselors are able to provide: CBT and Narrative Exposure Therapy and the team also involves several health professionals including Psychiatrists, Psychologists, and Nurse practitioners. During the past year, 250 clients were assisted by the Health professionals at CCVT and provided with documentation or treatment. In addition, CCVT has been working for the past three years on a project to deliver Mental Health services through a partnership with Women's Health in Women Hands at the Sherbourne Clinic, as well as CAMH to deliver mental health services. A total of 64 clients received thorough mental health services at CCVT within this project.

## *Children and Youth Services*

This program has seen important additions in the number of activities including the more customary “Summer Quest” which has now become very popular at the three locations and new mentorship activities aiming at providing youth with opportunities to exchange with more experienced individuals who act as guides and supporters of our young clients.

## *Language Instruction and Skills Training Program*

The English classes at CCVT continue to be very well attended at both the main CCVT branches: Downtown and Scarborough. Clients are assessed following the Canadian Language Benchmark (CLB) system using the Portfolio Based Language Assessment, which includes attention to individual learning needs. In addition, the computer skills classes are very popular among clients and are imparted in two levels: Basic Computer Skills course and Administrative Computer Skills Course.

## *Community Engagement Program*

CCVT Community Engagement Manager has worked very hard upgrading the website, recruiting volunteers for new mentoring services, developing the ground work to enhance the participation of CCVT using social media as well as participating in several community events to promote CCVT services and delivering public education presentations to potential volunteers and the public at large.

## *Public Education*

CCVT's mandate includes direct services and public education. Responding to direct requests coming from several organizations and through several partnerships CCVT was able to fulfill this part of its mandate. Partnerships for this purpose have included Thorncliffe Neighborhood Office (TNO), Ontario Council of Agencies Serving Immigrants (OCASI), Local Immigration Partnership (LIP), Canadian Council for Refugees (CCR), and Mount Sinai Hospital. In addition, several more presentations were delivered at different service providing organizations by CCVT staff on topics related to torture and war: Women and Torture, Effective Children Programming, and many more.

## *International Program*

One of the most important highlights of this program is that the Executive director of CCVT, Mr. Mulugeta Abai, was elected to serve on the International Rehabilitation Council for Torture (IRCT) for the 2016-2019 term representing North America and attended the IRCT international council meeting held in Mexico in December 2016.

## *Staff Professional Development*

Staff have been able to enjoy a retreat for the second consecutive year and a most welcome and collegial environment. CCVT staff shared good times through different fun activities including storytelling, icebreaker exercises, dancing, and cooking for each other. This event fulfilled a goal of creating a friendly and supportive atmosphere to enhance an already good and rewarding working relationship among all the employees and management. In addition, staff received training on several areas.

Some highlights included:

- ◆ Practical one day session to apply Narrative Exposure Therapy
- ◆ Session to enhance writing and documenting cases
- ◆ Violence against Women
- ◆ Several sessions on Refugee Mental health
- ◆ Several sessions on Databases used at CCVT
- ◆ Training on Trauma Informed Care
- ◆ Working with survivors of Torture
- ◆ Putting it into Words: Writing Effective Support Letters (Reports)
- ◆ Consent of Release of Information. Session delivered by a delegate of ICHA: Privacy 101 safeguarding personal health information in Ontario
- ◆ Anti-Human Trafficking (on line training by the Ministry of Attorney General)
- ◆ LGBTQ training by OCASI
- ◆ Women with precarious status and immigration law (Barbara Schliffer)



*Staff Development Session with Dr. Clare Pain*



*Youth Leadership Workshops*



*CCVT Staff Retreat at Regina Mundi Centre*



# LEGAL COMMITTEE

The CCVT Legal Committee is presently composed of six lawyers and one staff member who acts as a liaison to bring any legal problem CCVT clients may have to the attention of the Committee. The Legal Committee is also 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, and impunity. The Committee actively follows the activities of parties 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 must include at least one person from the Board and one CCVT staff member.

## *Intervention with the Supreme Court of Canada*

The CCVT responded to a request from Adriel Weaver and Louis Century, lawyers at Goldblatt Partners LLP in Toronto. They were seeking leave to intervene at the Supreme Court on behalf of the Canadian Lawyers for International Human Rights (CLAIHR). The case was focused on the question of whether Canada can extradite persons to a risk of torture based on diplomatic assurances.

We made an intervention with the Supreme Court of Canada in early 2017 and received intervening status along with the Canadian Council for Refugees and the Canadian Lawyers for International Human Rights (CLAIHR). CCVT responded positively to the request for intervention, because the Supreme Court's decision in the Badesha case would have a significant impact on the situation of persons in Canada facing extradition or deportation to a risk of torture, especially in cases where Canada has requested 'diplomatic assurances' against torture. We wanted to avoid a damaging decision in Badesha. Our unparalleled expertise working with torture survivors has given us credibility that would have made human rights focused arguments more persuasive.

The Badesha case involved two Canadians of Indian descent, Mr. Badesha and Ms. Sidhu, who were alleged to have orchestrated, from Canada, an honor killing that took place in Punjab, India. After the Indian government sought their extradition to face charges for murder, the Canadian Minister requested assurances from India that the accused persons would not be tortured or mistreated in custody. The Minister requested these assurances based on extensive evidence of torture and abuse in Indian and Punjabi prisons. Ultimately the assurances were given, and accepted by the Minister, who decided to surrender the accused persons for extradition. However, a majority of the British Columbia Court of Appeal rejected the Minister's decision to accept the assurances, because the assurances did not "respond in any practical way to the serious concerns giving rise to them." The Court of Appeal found that the assurances amounted to "empty promises" that the accused persons would not be tortured or mistreated. The Minister's decision to extradite was therefore unreasonable. The Crown appealed this decision to the Supreme Court.

Our intervention did not address the facts of this case or the situation of torture or abuse in India. As interveners, we limited ourselves to the legal issues. We made submissions on the approach that courts should take when considering deportation or extradition where there is a risk of torture, with a focus on the issue of diplomatic assurances.

The Supreme Court had never dealt with the issue of diplomatic assurances before in respect of torture or mistreatment. We wanted to urge the Court to adopt an approach that required the Minister to respect his obligations under international law and the Charter. This included recognizing that diplomatic assurances against torture were ineffective and unreliable; reaffirming the principle of *non-refoulement* and Canada's obligations under the UN Convention Against Torture (CAT) and ensuring that governments could not easily rely on diplomatic assurances as a way to get around their legal obligations to prevent torture.

The Supreme Court of Canada released its judgment in Badesha on Friday, September 8, 2017 at 9:45 am. The following is the conclusion of its ruling on this very important case:

"In my opinion, the Minister considered the relevant facts and reached a defensible conclusion on the basis of those facts: *Lake*, at para. 41. The Minister's decision to order the surrenders of Mr. Badesha and Ms. Sidhu therefore fell within a range of reasonable outcomes: *Lake*, at para. 41.

Accordingly, I would allow the appeal and restore the Minister's surrender orders for Mr. Badesha and Ms. Sidhu."

Unfortunately, we lost the case, but we learned positive lessons in the process.

### *Optional Protocol to CAT*

CCVT participated in a nation-wide teleconference about the Optional Protocol to the Convention against Torture on January 12, 2017. The participants were representatives from the Ministry of Justice, Ministry of Foreign Affairs, Heritage Canada, CBSA and Immigration, Refugee and Citizenship Canada. Civil society agencies like Amnesty International, and civil liberty organizations were also present. The agenda covered a wide range of areas including Introduction, Background on OP-CAT, treaty accession process and timelines, what we've heard so far and what's next in addition to how civil society should be involved going forward. Based on feedback from the government, it seems that it would take at least 3 years for the government of Canada to ratify this marvelous piece of international law.

### *Highlights*

- ◆ 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.
- ◆ Requested the government of Canada for the quick ratification of Optional Protocol to the Convention Against Torture (OPCAT).
- ◆ Monitoring the implementation of various guidelines of the Immigration and Refugee Board (IRB).
- ◆ Global refugee crisis with special attention to the plight of Syrian and Iraqi refugees and the role of the Canadian government in resettlement and sponsorship of 30,000 Syrian refugees with special attention to legal problems of their protection, sponsorship and family unification.
- ◆ The plight of hundreds of refugee claimants who have been waiting for more than four years for their refugee hearing following the introduction of changes to the refugee determination system in December 2012, that provided scheduling priority to newly arrived claimants. Claimants who arrive before the implementation of these changes, thus called "legacy" cases, are totally neglected.
- ◆ Overall attempts by the Canada Border Service Agency (CBSA) to impose vacation and cessation applications against Convention refugees and Protected Persons living in Canada.
- ◆ Prolonged waiting period (currently up to 3 years) for those who are accepted by the Immigration and Refugee Board as Protected Persons in Canada applying for permanent residence.
- ◆ Limitation on family reunification and the visa officers' obsession in 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.

### *Specific Problems of Clients*

The following are some specific problems of the clients that were addressed with the help of the Legal Committee:

- ◆ The CCVT served at least 15 clients who are languishing in Immigration limbo for years.
- ◆ CCVT client in limbo received his permanent resident status with special legal support of the Refugee Law Office and involvement of the Legal Committee.
- ◆ CCVT provided advice to clients who intended to file lawsuits against the governments and institutions they felt responsible for their predicaments.

Co-chairs: Andrew Brouwer and Richard Wazana

Members: Christian Marshall, Paulina Wyrzykowski, Christina Adrienne, Jonathan Aikman, Seble Makonnen

Staff Support: Ezat Mossallanejad

# PUBLIC EDUCATION COMMITTEE

## *Mandate*

The function of the Public Education Committee is to contribute to the implementation of the organizational mandate to raise awareness of the continuing effects of torture, 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 partnerships with universities, colleges, and hospitals as well as refugee and human rights agencies to promote its mandate.

## *Collaboration*

In its public education endeavors, the CCVT maintained a close collaboration with the Canadian Council for Refugees, Ontario Council for Agencies Serving Immigrants, Toronto Refugee Affairs Council, the Canadian Centre for International Justice, York University, University of Toronto, Ryerson University, University of Ottawa, Wilfrid 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 in 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 and crimes against humanity while paying special attention to the need for rehabilitation of survivors.

## *Partnership with Shahravand Publication*

Shahravand Publication is a weekly journal that has been produced in Farsi for the last 25 years. The CCVT Policy Analyst and Researcher is the contributing editor of this journal. He normally contributes an article per month to this journal in the Farsi language. He uses this platform to provide a Farsi version of the articles published by CCVT for the Iranian clients and supporters.

## *Continuing Partnerships*

The CCVT has worked closely 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 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.

The CCVT continues with its collaboration with the Centre for Ethics, at the University of Toronto. CCVT's collaboration has worked as a link between community and academic research. Along with University of Toronto professors, we supervised students doing research on topics pertaining to the CCVT mandate.

## *Certificate Course*

Throughout the year, the CCVT conducted a certificate course on *Torture, Trauma, Psychological Impact and Mental Health: Meeting the Needs of War and Torture Survivors*. CCVT affiliated psychiatrists, physicians and other professionals provided participants with useful presentations on a wide variety of topics. The course focused on the scourge of torture, refugee mental health, women survivors, LGBTQ, children & youth, family impacts, addiction, resilience and vicarious trauma.

## *Syrian Refugees*

The CCVT continued with its involvement in the following educational and training programs:

- ◆ Usage of social media to promote public awareness about the need for protection and effective settlement of refugees in general and Syrian refugees in particular.
- ◆ Organizing workshops for volunteers wanting to help Syrian refugees and giving presentations and information sessions about Syrian refugees. The CCVT care-givers and counsellors shared their experiences about best practices to serve refugee survivors.
- ◆ The CCVT continued with its membership at the Ontario Consultation Committee for Mental Health of Syrian Refugees and a similar consultation committee on their resettlement with the involvement of two provincial ministers.
- ◆ On January 11, 2017, the CCVT participated in the Annual General Assembly of Unicef at York University and gave a presentation on “*challenges faced by Syrian newcomers with a focus on language as a barrier.*”

## *June 26<sup>th</sup> Public Awareness Event*

Since 1998, the Canadian Centre for Victims of Torture (CCVT) has celebrated June 26<sup>th</sup> as a commemoration of the United Nations International Day in Support of Victims of Torture. On June 26<sup>th</sup> 2016, CCVT once again celebrated this important day. Our celebration took place during the day with a series of activities intended to empower our clients, as well as a panel discussion. The panel addressed the use of torture and the need for rehabilitation and included CCVT Staff, Volunteers and Supporters. The panel was combined with a performance entitled Retributive Justice.

## *Refugee Rights Day*

For years, the Canadian Centre for Victims of Torture (CCVT) has celebrated April 4<sup>th</sup> and June 20<sup>th</sup> as the Canadian and international day in support of refugees. This year, the CCVT collaborated with sister agencies and refugee rights communities to celebrate these important days. A community walk was held with sister agencies to raise awareness of refugee rights within the city.

## *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 across the country.

## *Human Rights Education*

On December 10, 2016, the CCVT organized a program on the occasion of the anniversary of the adoption of the UN Declaration of Human Rights. Our clients and volunteers were educated about the developments of the UN human rights system since December 10, 1948. Clients asked relevant questions about the significance of the fundamental rights of humankind and our duties to uphold them.

On Wednesday January 18, 2017, the CCVT traveled to Campbellford, Ontario and attended the staff assembly of the parole officers at Warkworth Institution. This is a Federal male prison working with offenders serving two years to life sentences. The audience included frontline Correctional/Parole/Programs Officers, administration, support staff and management. The goal of the presentation was to raise Human Rights Awareness, as a part of their Diversity education. The CCVT provided an educational session on human rights with special focus on torture and the need for rehabilitation of survivors.

### *Workshop on Torture and Human Rights*

On November 4, 2016, the CCVT provided a workshop to Centennial College as a part of the human rights course of the International Development Program. The presentation focused on the principal international instruments against torture, the gaps in international human rights law and information about the right to rehabilitation. He also mentioned the unique services of the CCVT.

### *Workshop on Trauma & Social Inclusion*

In the evening of December 6, 2016, the CCVT held a panel discussion on Trauma & Social Inclusion. It was to the honor of beloved deceased friends of the CCVT, Ursula & Fred Franklin as well as Mr. Peter Meier. The panelists included Dr. Haleh Doulatyariazar, a family physician practicing in Toronto, CCVT volunteer Mr. Chas Lawther, Ms. Paulina Wyrzykowski, a lawyer and member of the CCVT Legal Committee and Mr. Ezat Mossallanejad, CCVT Settlement and Trauma Counsellor/Policy Analyst and Researcher. The panel was facilitated by Aron Zaltz, a lawyer practicing in Toronto.

### *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 contained articles and research by 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 website.

Members: Marina Nemat, Ezat Mossallanejad, Mbalu Lumor, Mulugeta Abai, Teresa Dremetsikas

# HEALTH COMMITTEE REPORT

The Health Committee had a number of highlights to share for the 2016-2017 year including:

1) Looking into the recruitment of new psychiatrists to replace doctors that have moved out of Toronto or have gone to fulfill other full time positions in different facilities. As a result of this search the committee has been able to recruit a number of new doctors.

- ◆ Dr. Afarin Kohan, a former resident who is now a fully licensed psychiatrist
- ◆ Dr. Ana Drandic, who has known CCVT for quite a while as she was a volunteer in our homework club and supported several children attending that program
- ◆ Dr. Funmi Ogotoyinbo who is able to provide vital mental health services for our clients

2) The committee was able to carry out the certificate course with 30 regular attendants and initiate the subsequent year's course concluding with the successful registration of 30 participants. Topics delivered in the course include:

- ◆ Trauma, Stress & Resilience in Refugees
- ◆ Broad Aspects of Torture
- ◆ Fostering Adaptation in Families, Children and Youth
- ◆ A Cultural Psychiatry Approach to Refugee Women's Mental Health
- ◆ Growing Older as a New Canadian: Intersections of Life Events and Life-Stage Issues
- ◆ Determinants of Refugee Mental Health
- ◆ Mental Health Needs of LGBTQ+ Refugees
- ◆ Recognizing the Risks & Signs of Addiction
- ◆ Self-Care: Vicarious Traumas & Secondary Traumatization

3) The committee was busy revising guidelines of the counselors at CCVT and finalizing the *Mental Health Protocol* developed at CCVT, which has now been distributed among several organizations and has been well received.

4) The committee has also considered important practices in exchanging client information such as ensuring proper consent forms are signed and secure methods of exchanging information are used to adhere to client confidentiality in accordance with the Privacy Act.

5) The committee would like to thank the links established with the Intercity Health Associates (ICHA) for making funding available to cover some of the activities of the new additions of doctors in our health network.

6) There are some considerations and discussions underway to produce educational modules on topics of Mental Health of Refugees in collaboration with George Brown academics and our own mental health network.

7) Our doctors are involved in a discussion with the Canadian Medical Association (CMA) to include an explicit statement in the new CMA Code of Ethics that Physicians must not participate in torture. Dr. Wendell Block published an article to that effect entitled: *Our Code of Ethics Must Prohibit Physicians Participation in Torture* for the Canadian Medical Association Journal (article can be found on this link: <https://cmajblogs.com/tag/torture/>).

8) Another publication includes *Mercy for money: Torture's link to profit in Sri Lanka*, a retrospective review by Wendell Block, Jessica Lee, Kera Vijayasingham published in the International Rehabilitation for Victims of Torture Journal and can be accessed in this link: <https://irct.org/publications/torture-journal/128/past-reports/1>

## HEALTH COMMITTEE MEMBERS



*Dr. Branka Agic*

*Manager of Health  
Equity (CAMH)*



*Dr. Lisa Andermann*

*Psychiatrist*



*Dr. Wendell Block*

*Family Doctor*



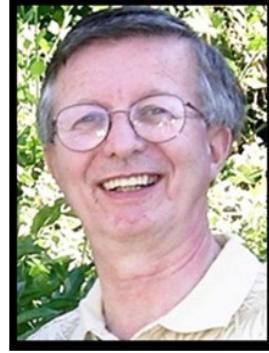
*Dr. Rosemary Meier*

*Psychiatrist*



*Dr. Clare Pain*

*Psychiatrist*



*Dr. Donald Payne*

*Psychiatrist*



*Dr. Marlinda Freire*

*Psychiatrist*



*Dr. Simone Levey*

*Psychologist*



*Vanessa Wright*

*Registered Nurse*

# INTERNATIONAL COMMITTEE

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 and makes 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 2016-2017, 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). Last year, the Executive Director of the CCVT, Mr. Mulugeta Abai, was appointed as the Canadian representative of the IRCT in North America. He attended the IRCT conference and symposium in Mexico in December 2016.

## ***In Defense of Educators, Journalists and Human Rights Activists***

The CCVT continued monitoring the condition of human rights and the prevalence of torture in different countries. It has responded to the requests of sister agencies and intervened with the government of Canada as well as perpetrating government and inter-governmental agencies for release of prisoners of conscience specifically educators, journalists and human rights activists.

## ***Appeal for the release of the Ethiopian Geologist***

The CCVT continued with its support for the release of the Ethiopian geologist, Mr. Yemane Haileselassie Abay, who had been held captive and incommunicado since August 2015 in Shanghai, China. Mr. Yemane Abay holds a Master of Science in Geology and is highly respected as a senior Geologist in Ethiopia, Africa and around the world. On April 22, 2016, CCVT wrote to the Ethiopian Minister of Foreign Affairs and called upon him to make necessary contacts with the international human rights agencies and use the services of his department to make an urgent appeal to the Chinese authorities to free Yemane Abay and provide him with access to necessary medical attention required by his condition.

## ***Optional Protocol to the Consultation Against Torture (OPCAT)***

The International Committee continued to monitor developments regarding OPCAT. The CCVT has written frequently to the Prime Minister of Canada about the utmost need of ratification of the OPCAT (March 20, 2014, April 15, 2014 and December 10, 2014, March 29, 2016). We have also written to the Premiers of all the Canadian provinces and territories and urged that Canada should sign and seek 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). The CCVT has collaborated with Amnesty International in this direction. On 10 December 2014, the CCVT endorsed Amnesty International's petition to this effect.

The statement of the then Minister of Foreign Affairs, Mr. Stephane Dion, in late 2016 that "optional protocol is no longer optional" created lots of hope for the rapid ratification of this marvelous piece of international law. We shared our frustrations with the Minister that "thus far, no action has been taken in this regard". We brought it to the attention of the Minister that apathy as such "is in stark contrast to the leadership that Canada showed during the early stages of the Protocol's development and adoption." We urged the Minister "to stand by Canada's commitment to the global promotion of human rights, and to finalize an agreement with the provinces and territories on Canada's ratification of the *Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment*."

In December 2002, the United Nations adopted the OPCAT, an international instrument that stands to make an important contribution to preventing torture and ill-treatment worldwide. The OPCAT lays out a framework for regular national and international level inspections of detention centers, with a view to identifying and remedying the conditions that encourage and allow torture and ill-treatment to take place.

The OPCAT entered the stage of enforcement in 2006. To date, 83 states have ratified the protocol. A further 18 states have signed but not ratified the protocol. The main challenge before the International Committee is working with sister agencies to persuade the Canadian government to accede to this marvelous piece of international law against torture.

### ***Canada's Contribution to the UN Voluntary Fund***

The Canadian Centre for Victims of Torture believes that the UN Voluntary Fund for Victim of Torture (UNVFVT) is instrumental to the rehabilitation of survivors of torture. It provides opportunity and access to remedies for victims and their family members through direct assistance including psychological, medical, legal, humanitarian, social, and vocational among others in order to support their independent livelihood. The support of UNVFVT is an opportunity for survivors to redress and to experience empowerment in their healing process. We have reiterated that Canada is one of the initiators of the UN Voluntary Fund for Torture Victims, but its contribution is minimal (\$60,000) in comparison with other industrialized countries. We have frequently brought it to the attention of the Canadian government that given Canada's prominence in the human rights movement, this is inexcusable. In November 2016, we raised this issue once more with the then Minister of Foreign Affairs. Unfortunately, the government has not yet considered our frequent requests. We continue to expect that the Canadian government increase its contribution to the UN Voluntary Fund and allocate more resources for the rehabilitation of torture services at home.

Chair: Marina Nemat

Members: Mbalu Lumor, Mulugeta Abai, Adriana Salazar

Staff Support: Ezat Mossallanejad, Teresa Dremetsikas

# Settlement Program Report



*CCVT Staff Picture*

## **Settlement Program**

Every staff person contributes to this program to enhance the impact in newcomers' lives with crucial information and resources for our clients. All of the activities at CCVT are interwoven and aim to work with the assets that our clients bring and provide support to enable them to reach their full potential. A total of 2,873 clients received settlement services at CCVT this year. Information sessions on settlement topics are a main feature of this program and in 2016-2017, there were 85 sessions delivered at three CCVT locations: Jarvis St. in Downtown, Eglinton St. East in Scarborough and at the Hub at Victoria Park and Eglinton. In addition, many clients received one on one service at our office located on 20 Palace Street.

The number of countries of origin of our clients this year reached 96. The clientele group is highly diverse and clients are served by 11 counselors fluent in a total of 14 languages and 7 additional languages among the rest of the staff. Languages include English, French, Amharic, Arabic, Dari, Farsi, Somali, Spanish, Tamil, Tigrinya. More than half of our clientele have secondary education and are in need of assistance to complete their journey of integration in the Canadian society. Thereby the need to have an integrated approach in the model of service delivery including assistance to have their skills upgraded and their qualifications validated.

The important role that each member plays in the delivery of a complex suite of services is one of the biggest strengths of the CCVT. The approach is an asset base approach and clients receive a careful individual assessment so they get assistance to formulate their plans. The former requires great dexterity from counselors who have to address both the traumatic experiences that our clients have had before coming to Canada as well as the humongous barriers that they face after arriving.

In addition to individual assessment and counseling, clients have the opportunity to engage in group activities and most needed recreational activities that allow them to gain a sense of normality in their disrupted lives and eventually a sense of belonging in the community. The journey from victim to survivor is not easy and providing hope after the horror is of critical importance. It is said easily but it requires expertise and knowledge as well as patience and skill.



*Annual Summer Picnic—High Park, Toronto*



*June 26—UN International Day in Support of Victims of Torture*



*CCVT Holiday Party and Annual General Meeting 2016*

# Mental Health Program Report



**Domine Rutayisire**  
Mental Health Counselor



**Alejandra Salgado**  
Mental Health Counselor

## *CCVT Mental Health Program*

CCVT's mental health programming includes:

- ◆ Supportive counselling
- ◆ Crisis intervention to individuals and families experiencing mental-health crisis
- ◆ Group counselling and support services for individuals who have experienced torture and/or war
- ◆ Confidential assessment by in-house psychiatrists, psychologists and family doctors
- ◆ Public education with a focus on mental health

The Mental Health program's objective is to ensure that the client has access to needed internal and external services that promote health and mental wellbeing.

## *Collaborative Partnerships*

CCVT, in collaboration with Women's Health in Women's Hands, Sherbourne Health Centre and the Centre for Addiction and Mental Health, has worked to create a coordinated service delivery model intended to promote trauma-informed, culturally appropriate care to clients receiving mental health services.

## *Training*

CCVT mental health services continue to invest in skill building for staff including training in Cognitive Behavioral Therapy. CCVT has also provided training in Narrative Exposure Therapy last fall. CCVT's Certificate Course: *Torture, Trauma, Psychosocial Impact and Mental Health: Meeting the Needs of War and Torture Survivors* started this September and staff also have access to the course.

## *Research*

CCVT, in collaboration with George Brown College, the Centre for Addictions and Mental Health and the Wellesley Institute, has engaged in the final phase of research on the needs, barriers, and facilitators to post-secondary education for victims of torture and political oppression. From the first phase of the research, which involved interviews with CCVT clients, many challenges faced in accessing post-secondary education were identified. A 15-week pilot program tailored to the needs of participants' was offered to two cohorts in September 2016 and January 2017. This pilot program assisted participants in breaking down barriers to post-secondary education through preparation and collaboration in a supportive environment. Each 4-hour session was tailored to participants' needs and focused on preparing participants for their individual journeys to accessing and succeeding in post-secondary education.

## *Support Groups*

The Women's Wellness and Empowerment support groups provided an opportunity for adult and senior female clients to address some of the individual & collective challenges and systematic barriers they face as refugees and newcomers. Mutual support groups become a great resource for survivors who come together to develop new relationships, reduce social isolation and reclaim a sense of trust and social connection lost.

This group aimed to provide clients with relevant information in the areas of stress management, including wellness and mental health, assertive communication, healthy relationships, gender based-violence and sexual health.

Additionally, participants in the Women's Wellness and Empowerment support group engaged in discussions about individual rights, as well as community connections. The link between empowerment and mental health was emphasized and so this group worked to create discussion about the links between individual rights, mental health, and community health. The Women's Wellness Support group ran twice during the year to offer female identified clients at CCVT a safe environment to build a supportive community.

Throughout the year, 10 support groups ran at the downtown, Scarborough and Victoria Hub locations and these groups included:

### **Downtown Office**

- ◆ Ethiopian and Eritrean Women Group
- ◆ African Women Group (Other than Eritrean background and Francophone community)
- ◆ Francophone Parenting Support Group
- ◆ Farsi and Dari speaking women
- ◆ Spanish Speaking Women Group
- ◆ Mental Health Support group (2 cohorts)

### **Scarborough Office:**

- ◆ Tamil Senior Support Group
- ◆ Arab men Support Group

### **Victoria Park Hub Office**

- ◆ Arabic Speaking Women Support group
- ◆ Syrian Youth Group

Moreover, each of these groups created opportunities for clients to learn important information and resources related to their needs including housing, employment, immigration, parenting, education, and health. These groups also provided a safe space for clients to create and develop their supportive networks.

## Public Education and Outreach

CCVT continues to provide public education and outreach to community agencies, and post-secondary institutions including George Brown College, The 519, University of Toronto, The YMCA, The Salvation Army, and Centennial College.

Topics for these sessions included:

- ◆ Supporting Survivors of War and or Torture in acquiring higher education
- ◆ Supporting Survivors of War/Torture in the LGBTQ community
- ◆ Supporting CCVT clients with English Language Acquisition
- ◆ Providing information on Trauma survivors services
- ◆ Supporting Trauma survivors in acquiring emergency shelter
- ◆ Self-Care for Trauma survivors

### *Statistics for the AGM Fiscal year 2016 to 2017*

The following statistics reflect the work done by the health professionals who provide medical care within our center. Such services include psychiatric and psychological assessments as well as report writing. Some of our clients who are in need of treatment also receive the benefit of psychiatric and psychological therapy.

<b>2016-2017</b>	<b>Total</b>
Assessment/Reports	<b>256</b>
Assessment/Treatment	<b>30</b>
<b>Total New Clients</b>	<b>286</b>
Follow Up previous year	<b>52</b>
<b>Total # of clients this year</b>	<b>338</b>

<b>Age</b>	<b>M</b>	<b>F</b>	<b>O</b>	<b>Total</b>
Adult	<b>152</b>	<b>124</b>	<b>1</b>	<b>277</b>
Youth	<b>30</b>	<b>26</b>	<b>0</b>	<b>56</b>
Child	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>
<b>TOTAL</b>	<b>185</b>	<b>152</b>	<b>1</b>	<b>338</b>

<b>AGE</b>	<b>GENDER</b>			<b>TOTAL</b>
	<b>M</b>	<b>F</b>	<b>OTHER</b>	
Adult 26 and older	<b>152</b>	<b>124</b>	<b>1</b>	<b>277</b>
Youth 13 to 25	<b>30</b>	<b>26</b>	<b>0</b>	<b>56</b>
Child 0 to 12	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>
	<b>185</b>	<b>152</b>	<b>1</b>	<b>338</b>

**CLIENTS WHO RECEIVED MENTAL HEALTH SERVICES  
BY COUNTRY**

Country	# of Clients
Afghanistan	<b>20</b>
Albania	<b>2</b>
Azerbaijan	<b>1</b>
Bangladesh	<b>3</b>
Belarus	<b>1</b>
Brazil	<b>2</b>
Burundi	<b>5</b>
Cameroon	<b>16</b>
Canada	<b>2</b>
Chad	<b>3</b>
Chechnya	<b>1</b>
Chechnya	<b>1</b>
Colombia	<b>4</b>
Congo DRC	<b>4</b>
Cote d'Ivoire	<b>1</b>
Croatia	<b>1</b>
Cuba	<b>1</b>
Czech Repub- lic	<b>1</b>
Djibouti	<b>2</b>
Ecuador	<b>2</b>
Egypt	<b>3</b>
El Salvador	<b>3</b>
Eritrea	<b>14</b>
Ethiopia	<b>19</b>
Gambia	<b>1</b>
Georgia	<b>10</b>
Ghana	<b>1</b>
Guinea	<b>6</b>
Haiti	<b>1</b>
Hungary	<b>11</b>
India	<b>2</b>
Iran	<b>25</b>
Iraq	<b>6</b>

Country	# of Clients
Jamaica	<b>2</b>
Kazakhstan	<b>4</b>
Kazimia	<b>2</b>
Kenya	<b>9</b>
Libya	<b>4</b>
Namibia	<b>1</b>
Nepal	<b>1</b>
Nicaragua	<b>1</b>
Nigeria	<b>24</b>
North Korea	<b>1</b>
Pakistan	<b>4</b>
Palestine	<b>4</b>
Russia	<b>2</b>
Rwanda	<b>12</b>
Saudi Arabia	<b>2</b>
Senegal	<b>1</b>
Serbia	<b>1</b>
Sierra Leone	<b>2</b>
Slovakia	<b>1</b>
Somalia	<b>11</b>
Sri Lanka	<b>11</b>
St Lucia	<b>1</b>
St. Vincent	<b>3</b>
Sudan	<b>9</b>
Syria	<b>6</b>
Tanzania	<b>3</b>
Tunisia	<b>1</b>
Turkey	<b>13</b>
Uganda	<b>14</b>
Ukraine	<b>5</b>
Venezuela	<b>7</b>
Zimbabwe	<b>1</b>
<b>TOTAL</b>	<b>338</b>

# Community Engagement Program Report



*Mbalu Lumor—Community Engagement Manager*



*Juliette Ntege—Youth Counsellor & Volunteer Coordinator*

The 2016-2017 fiscal year was once again marked by many successes with a full schedule of community events, public education and active volunteerism. The volunteer base at CCVT is a great source of support both for the Community Engagement program as well as survivors of torture and war. In total, 208 volunteers gave 5,926 hours of service to various programs and events. This included support for English classes, office administrative assistance, youth mentorship, after school activities, and support groups as well as community events such as the annual picnic, First Light gala and toy gift wrapping for the holiday party.

## **Public Education & Outreach**

Our efforts in public education and outreach continued throughout the year with numerous trainings, panel discussions and workshops being provided to settlement agencies, universities, public libraries, and municipal organizations. On August 25, 2016, the Toronto Archdiocese and a high-ranking priest for New Mexico visited CCVT to discuss best practices for resettlement programs in Canada and around the world. Collaboration with partner agencies allowed CCVT to be active participants in raising awareness of refugee rights, support for victims of torture, mental health & wellbeing in addition to advocating for social justice and greater social inclusion.

## **Social Media Strategy**

Following the creation of a Social media committee in the previous year, the Community Engagement program led the creation of a Social Media Strategy that was implemented in December 2016. Along with the use of accounts on popular online platforms like Twitter and Facebook, the strategy will help guide CCVT in promoting its work and activities to a broader online audience. The planned upgrade of the website is anticipated to be completed for the summer of 2017.

## **Interpretation**

Interpretation, like in previous years, continued to be high in demand with requests in the following languages Arabic Farsi, Dari, Amharic, Tigrinya, Spanish, Urdu, French, Tamil, and Somali .



*Archdiocese of Toronto, along with a high ranking priest from New Mexico are hosted by CCVT.*

## Youth Engagement

This year also saw an increased focus on youth engagement with the creation of the Youth Mentorship Program and ongoing volunteer recruitment throughout the year aimed to meet the high demand for matching youth clients to mentors. In addition to existing youth programs of Summer Quest and after school programs, a new driver's licence class for newcomer youth was also introduced.

## United Way Partnership

As an anchor partner of the United Way of Toronto & York Region, CCVT continued to host funding partners and donors at the center. Employees from various businesses assisted in sorting food donations from Second Harvest and painting our ESL classrooms.



*Sunlife Financial donors from the United Way assist with food distribution to clients.*

## Volunteer Workshops & Trainings

Throughout the year, the community engagement program organized the following workshops and events:

- ◆ Social Inclusion and Befriending
- ◆ Sexual Orientation and Torture; a collaborative panel discussion with The 519 LGBTQ Refugee Program & Positive Spaces Initiative OCASI (Ontario Council of Agencies Serving Immigrants)
- ◆ Mary Akhbari - Immigration and Refugee Law; International Human Rights Lawyer, Akhbari and Associates
- ◆ Effective Interpretation by Dr. Wendell Block
- ◆ Youth Mentorship orientation and training sessions
- ◆ Income Tax Clinic preparation in partnership with Canada Revenue Agency

The purpose of these workshops were to enhance volunteer capacity and knowledge on various issues to better support clients.

*CCVT Volunteers attend a workshop on "Effective Interpretation" held by Dr. Wendell Block*



## Community Events

World Refugee Day, International Day in Support of Victims of Torture, Annual General Meeting, Annual Summer Picnic and the First Light Celebration and Awards Ceremony were among other community events that CCVT hosted this year.



*Annual Summer Picnic at High Park, Toronto*



*Mbalu Lumor (CCVT Community Engagement Manager), Carolyn Filteau (CCVT board member), Manya Koopal (CCVT Volunteer), Eglantina Bacaj (CCVT Volunteer) and Kidan Gebremedhin (CCVT volunteer) at the Refugee Rights Panel Discussion*



*EI-Farouk Khaki, Troy Jackson, Selamawit Yohannes (CCVT Settlement Counsellor), and Mbalu Lumor (CCVT Community Engagement Manager) at the First Light Gala 2016*

# Language & Skills Development Program Report



**Abdul Abubaker—  
Manager,  
Settlement Services**

For the past 26 years, CCVT's specialized Language and Skills Development Program has been a key component in the recovery and successful rehabilitation of survivors of torture, war, and organized violence. It is an organic part of CCVT's goal to offer survivors the will to live. In collaboration with the many other services at the centre and in partnership with the community, CCVT's English as a Second Language and Skills Training Program enables and supports survivors in the process of successful integration into Canadian society and promotes hope after the horror.



**Elena Solokhina—  
Skills Training Instructor  
& Employment Services**

The program aims to assist survivors of torture and war to learn language tools and develop the communications skills needed to achieve their recovery goals and start their journey to integrate into Canadian society. To this end, our Language and Skills Training Program works in conjunction with TDSB ESL classes and other CCVT services to provide a supportive learning environment and accessible delivery approach to maximize the learning experience of our students. To achieve the highest quality and best outcomes, we also partner with community groups like Second Harvest Food Bank to provide needed nutritional support and decrease client food insecurity.

Another key objective of the program is to reduce barriers faced by survivors of torture and war by aiding students in their acquisition of English language learning. Our English language courses as well as our Computer Skills training program is designed to be flexible and sensitive to the needs of adults who have experienced trauma and aware of the impact that such trauma can have on learning and memory. Our program offers alternative schedules and supportive learning environments while maintaining a high quality of teaching.

## *Nurturing*

The Language and Skills Training courses at CCVT are specifically adapted to the learning abilities and needs of our students and designed for the language proficiency and skills development of survivors of torture and war. Our courses nurture the individual and cater to the needs of adult learners who suffer from debilitating imprints of violence that make the learning process harder and more strenuous than other adult learners. Our teachers are highly qualified and specially trained, and our 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, hope, community, social context and the help they need to progress with their language and social skills.

Experiencing torture, war and other forms of organized violence results in isolation, stress and despair to survivors. Through the years, CCVT has met the challenge of teaching English as a Second Language, providing Skills Training and addressing resettlement issues by fostering and addressing the needs of our clients by creating a "safe haven" where clients are made to feel welcome and by creating an environment where virtually all services are delivered in a central location and found in one organization.

## *Fostering Interpersonal Connections*

A special feature of CCVT's Language and Skills Training Program is fostering interpersonal ties and connectedness as an objective, and as a mediating link between survivors and the host community. Clients attend LINC, ESL and Skills Training programs not only to learn the language and skills, but to make friends, network, socialize and be among others who have come from and experienced similar traumatic situations. They come to their "family" where they know they are

accepted. This is especially true for many of our ESL clients who are seniors and can develop social networks through interacting with the other students in the classrooms. This interaction aids in breaking their isolation and fosters a connection with our younger clients. In addition, our students also engage regularly with CCVT volunteers and teachers in the classes and together they all serve to become agents of change in the community.

### *The Classroom*

Involvement in Language and Skills Training activities gives our clients the opportunity to access our trained settlement staff, who provide other settlement needs and services which would otherwise be beyond their reach. You can see the effort put into language instruction at CCVT. It is not an ordinary class or learning environment but a unique and specialized classroom for people who are survivors and often suffer from post-traumatic stress disorder.

Class levels available to our clients range from low beginner to advanced. Every year CCVT provides language and skills training for approximately 300 clients from 79 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 on CCVT premises downtown and in Scarborough so that clients and teaching staff will have access to counselors and other CCVT services when emotional or other needs arise for themselves or their families.

### *Language Program Expertise*

We are constantly seeking for ways to improve our programs through collaborative work with instructors, counselors, computer and secretarial staff, CCVT volunteers and partner agencies in Europe. The CCVT language program has gained 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.

### *Tutoring, Conversation Circles, Citizenship Class*

In cooperation with the volunteer program, we have enhanced our English tutoring program to include a significant number of our students. We have also introduced a Citizenship Class to assist our students in preparing for citizenship tests. Conversation circles are facilitated by volunteers to assist low beginner and intermediate level students in their communication skills. We have increased the number and frequency of volunteer teaching assistants in class to provide more opportunities for our students to interact with other Canadians in English. We now also have a successful Computer Aided English Language Instruction that benefits our students tremendously.



*Computer Assisted Language  
Training Class*

### ***Success and Recovery***

Clients may also be in need of upgrading language skills to master the language and acquire basic computer skills to pursue long term learning in continued education. It is our aim to help students achieve their goals in skills training or higher education so that they can find work and live higher quality, independent lives and also become self-sufficient and active participants in Canadian Society.

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

### ***Employment Services and Skills Training Program***

This program helps our clients to be informed and equipped with the new technology on their journey to successful employment.

The program includes:

- ◆ Basic Computer Skills Course
- ◆ Introduction to Office Administration course
- ◆ One-on-one Employment Counseling
- ◆ Cash Register Skills Training Course pilot project

### ***Introduction to Office Administration and Basic Computer Courses***

Total students enrolled in computer programs:

**Enrolled: 82      Male: 22 /Female: 60      Graduated: 48**

Students in Introduction to Office Administration Course:

**Enrolled: 38      Graduated: 28**

Students enrolled in Basic Computer Course:

**Enrolled: 44      Graduated: 20**

# Children & Youth Program



**Abby Jackman**  
Child/Youth Counselor



**Nadia Umadat**  
Child/Youth Counselor

From April 2016 through March 2017, 741 children and youth survivors of torture and/or war were registered at CCVT, assessed for mental health and settlement needs, and referred to relevant internal and external resources, including the following CCVT programs and services:

## *Individual Mental Health and Settlement Counselling*

Rooted in CCVT's holistic model of service delivery, Children & Youth Counselors work in collaboration with the entire staff team to offer trauma-informed settlement support to children, youth, and families who have survived torture and/or war as well as forced migration. This includes comprehensive intake and assessment, as well as supportive counselling and appropriate referrals to address complex intersecting client needs, such as housing, immigration, social services, mental and physical health, education, employment, and community engagement.

Significant numbers of children and youth accessed psychiatric, psychological, and physical assessment, documentation, and treatment through referrals to the CCVT medical network. Many CCVT youth clients were also matched with volunteer mentors through the newly launched Youth Mentorship Program, who served to orient them to the Greater Toronto Area, provide social, educational, and pre-employment support, and oftentimes lend assistance in navigating local systems and in the development of English language skills.

## *Information Sessions/Leadership Development*

Throughout the past year, information sessions and leadership development trainings were coordinated to effectively address the needs of newcomer children and youth. The children learned about the Dangers of Tobacco Use, Healthy Eating, Halloween Tips for Being Safe, and Bicycle Rules of the Road. Workshops for youth were organized around such topics as Sexual Health, Community Leadership, Self-Defense, Post-Secondary Education, Racial Profiling/Policing, and Healthy Relationships.



*Syrian children at Victoria Park Hub head to March Break activities in downtown Toronto*

### *Youth Workshops, Events and Recreational Activities*

CCVT hosted a wide range of activities and events for youth throughout the year. Youth met in March 2017 to plan the development of a Youth Network, where youth can come together to discuss issues that are important to them, learn about advocacy, and ways to make youth voices heard. Youth continue to organize activities and workshops as part of the Youth Network. In June 2016, CCVT Youth met for the CCVT Youth Forum where youth developed leadership skills, shared peer resources, as well as the products of a youth photo project. In September 2016, CCVT was able to offer the Youth Mentorship Program. Many youth referred to a CCVT volunteer mentor received support in the areas of emotional support, civic engagement, education, and recreation.

The Youth program supported participants to increase knowledge and access to physical activities and attractions, make new friends, and develop self-confidence, communication skills, self-expression and creativity. It also helped youth to gain knowledge and skills as it relates to various art mediums, as well as awareness of health topics and resources available in the community. All of the activities worked towards the goal of providing tools and strategies to manage stress and cope with the effects of trauma.

CCVT was proud to sit as a member of the Syrian Youth Advisory Committee for the City of Toronto from September 2016 until February 2017, providing valuable input for better and more effective ways to support this newcomer population and plan for a city wide event to welcome Syrian youth to Toronto. A significant number of CCVT's Syrian youth clients between the ages of 14 to 24 years of age participated in sharing the difficulties they have endured since their arrivals. This type of outside partnership highlighted the unique work and networks of our organization.

Through a partnership with The Toronto Urban Health Fund, the Peer Leadership Project was developed to train 5 peer leaders in leadership. Peer leaders were aided in developing life/social skills workshop. Peer leaders met to prepare 10 workshops including: Youth Engagement, Education, Healthy Relationships, Employment, Self-Esteem, Immigration, Self-Care, Money Management, Cultural Identity, Peer Networking. Throughout the year, peer leaders delivered 8 sessions and will continue to deliver workshops to youth clients at CCVT.



*Youth Games Night at CCVT Scarborough*

## *After-School Program for Children*

### *School Support for Children*

Elementary-school aged children participated in CCVT's vibrant after-school Homework Club three days weekly at the Downtown, Scarborough and Victoria Park Hub locations, where they received individual and group support in completing school assignments and improving English literacy. This program also serves to strengthen the holistic relationship between CCVT and the families served through the development of nourishing educational spaces and enhanced opportunities for connection with staff and volunteers. Many thanks to all our dedicated volunteers for their commitment to this program!



*Students enjoy their snack before the After-School program begins*

### *Youth School Support*

Every Monday, youth clients attending Secondary School accessed educational support at both the Downtown and Scarborough sites through participation in the Homework Club. Particularly for migrant youth forced to flee their countries of origin alone without family support, this program fills an important gap in terms of navigating the Canadian educational system and overcoming multiple intersecting barriers in accessing education and employment opportunities.

The Homework Club also functioned to build trust and rapport between staff and youth clients and to engage those who might experience a drop-in space as more accessible than formal counselling appointments. Positive feedback from the youth indicated that meaningful help with school assignments was received and that the Homework Club was a positive space where they could increase networks of social support.

At the Scarborough site, many youth also volunteered within the After-School program which gave them an opportunity to acquire the volunteer hours necessary to graduate Secondary School and helped to develop pre-employment skills. In the afterschool program, youth also receive access to useful settlement information such as Resume Writing and Interview Skills, G1 Driver's Preparation and Cash Register Training to complement their formal education.

### *Musical Lessons*

More than 20 newcomer children at the Scarborough location received instruction in the guitar by a generous volunteer during afterschool sessions. Lessons were held once a week and children who had completed their assignments for the day were able to participate. Many of the kids had never even held a musical instrument before taking these lessons and were thrilled with the experience. They learned several basic songs that they proudly shared with their peers.



*Guitar Lessons with the help of a dedicated volunteer*

### *Arts Programming*

The Scarborough office also provided arts programming for the children throughout the year. In addition to aforementioned music lessons, the children engaged in artistic expression through painting, drawing, dance and drama. In addition to engaging in their own creations they have also been able to attend arts based events such as performances by Young People's Theater and lessons facilitated by Sharing Dance Canada.



*CCVT children's program engage in dance facilitated by Sharing Dance Canada*



*CCVT youth participate in Dabke dance lessons at the Victoria Park Hub*

### *Musical Lessons*

Roughly 20 youth participated in guitar lessons throughout the year at the Downtown site. The majority of participants were within their first year in Canada, and reported that the opportunity to learn a musical instrument on a weekly basis added fun, structure, and community to their process of settlement. For many newly arrived youth, accessing guitar lessons also helped to strengthen their relationship with CCVT, in turn enhancing opportunities to access trauma-informed settlement support in navigating the experience of forced migration and associated challenges such as housing, health, immigration, social isolation, and employment.

## *Summer Quest*

CCVT continued the provision of annual Summer Quest programming for children and youth clients, which enabled access to free community building and recreational activities during the months of July and August, 2016. These activities provided clients with an opportunity to reduce social isolation, increase physical activity, practice English language skills, and build their knowledge of local attractions. At the Downtown and Scarborough sites, children and youth participated in field trips to a variety of locations, including the Toronto Botanical garden, Toronto Centre Island, swimming, soccer days, drama and cinematic workshops with the Young People's Theatre and TIFF respectively, and team sports at local parks.

Furthermore, at the Scarborough site, CCVT continued to implement a partnership with the Toronto District School Board's Priority Space Initiative which allows for day camp programming at Winston Churchill Collegiate Institute. A camp was facilitated for children and youth clients, which included recreational activities, exercise, volunteer work, and leadership training, as well as educational workshops around healthy lifestyles choices.



*Children & Youth participants posing for a photo on a summer recreational outing to the Ontario Science Centre*

## *Syrian Children's Group*

Due to the large number of Syrian refugees that have settled in the Scarborough area, CCVT organized for the first time, a Syrian Children's Group based out of the Victoria Park Hub. The group ran concurrently with the Women's Support Group each Friday afternoon during the summer months and allowed the children to experience educational and recreational activities in the city, while practicing their English language skills. Outings included a trip to the local police station, Laser Quest, bowling, movies, TIFF film screening and a pizza party.

## *Outreach & Public Education*

Outreach and public education continues to be an integral part of the Children and Youth Program and an essential component of CCVT's mandate. Children and Youth Counselors were engaged in a number of networks and initiatives dedicated to promoting the well-being of survivors of torture and/or war, and continued to build strong partnerships with a range of relevant organizations such as schools, shelters, legal networks, community agencies and health providers.

Children and Youth Counselors also conducted public education presentations to bring attention to the impacts of torture, war, and forced migration on the mental health and settlement of children and youth, and to promote strategies for the provision of meaningful and culturally relevant interventions to this highly diverse and resilient population. Trainings in working with refugee youth were delivered to other front-line service providers, ESL teachers, and community members. Presentations were also conducted at annual conferences, including the Trauma Talks organized by Women's College Hospital.

## *Practicum Student Supervision*

The CCVT Children and Youth program has provided supervision and mentorship to a number of student placements from a range of educational institutions including York University, Ryerson University, and the University of Toronto.



*Family Magic Show at the Victoria Park Hub with Syrian Newcomers*

# Toronto South Local Immigration Partnership (TSLIP)



Giovanni Rico  
Community  
Engagement  
Coordinator—TSLIP

## *New Strategic Plan*

The Toronto South Local Immigration partnership (TSLIP) embarked on a new strategic plan for the current funded program years of 2017-2020. Our strategic planning process took a collective impact approach, asking the following questions:

- ◆ What is the impact that the TSLIP wants to make on the lives of Newcomers?
- ◆ What will we do to achieve this impact?
- ◆ What impact can we hold ourselves accountable for in this timeframe?

The TSLIP Partner community was consulted at different points in the process in order to ensure meaningful community input. In December 2016 the TSLIP Council took stock of TSLIP achievements and challenges to date, and canvassed current challenges facing newcomers. Also in December, an electronic survey was sent to all TSLIP Members asking them to weigh in on pressing newcomer and sector priorities. TSLIP Working Group member input was solicited individually to ensure no priorities were missed.

The three Strategic Planning Sessions (January, February and March 2017) included current Council Members and resulted in a draft of the Strategic Plan. A full draft of the Strategic Plan was sent out to the full TSLIP membership for review and feedback in April with the final Strategic Plan was approved at the May 2017 Council Meeting.

The three strategic areas for the upcoming three years are:

- ◆ A welcoming and Inclusive community
- ◆ Seamless Newcomer Settlement
- ◆ Emerging Issues and Policy Responses

## *Mental Health Navigation Tool*

Ontario Health System & Mental Health System Overview: Online Navigation Tool is an online resource that helps to explain how health and mental health systems work in Canada, to be used by both service providers and newcomers.

<https://iamsick.ca/healthcare>

<https://iamsick.ca/mentalhealth>

## *Cultural Competency Workshop*

This event was facilitated by the Health and Mental Health Working Group, in Partnership with the Canadian Centre for Victims of Torture and Hong Fook Mental Health Association. This was an interactive session and provided participants with an opportunity to share and gain knowledge on the issue of cultural competence and it also provided participants with some practical tools and skills to gain a better understanding of cultural competence as a field of knowledge that requires both continuous education and awareness of one's context and background.

### Toronto Newcomer Council

This year also involved the development of the Toronto South Newcomer Council. The Toronto South Newcomer Council is a standing committee of the Toronto South LIP. This committee is composed of 10 newcomer community members, all of whom reside in or access services within the Toronto South region. The Toronto South Newcomer Council provides an opportunity for newcomers in the Toronto South LIP catchment area to provide input and feedback on our Settlement Strategy and Action Plan projects. Council members meet on a bimonthly basis to address local issues and they also meet with Newcomer Councils from the other Toronto LIP projects to discuss city-wide issues. Council members are passionate about community development and social action and are committed to affecting change within their communities.



*Toronto Newcomer Council with City Councillor Jim Karygiannis*

## Guide for International Students in Toronto Secondary Schools

# Guide for International Students in Toronto Secondary Schools



### Welcome

Welcome to Toronto! Our large, international city is home to people from all over the world. Torontonians have a huge variety of cultural practices, languages and approaches to life. We hope that your educational experience in Canada will be positive and full of good experiences.

International students usually have many questions about Toronto and about Canadians. Your school will give you information about school rules and expectations, your role as a student and much more. This handbook will help you learn about transportation, leisure activities, health care, post-secondary education and other useful topics.

Adjusting to a different way of life is hard. If you need help with school or other parts of your life then please don't struggle alone. There are many people at your school and at organizations in Toronto who want to help you.

We encourage you to explore the city and also to use its many valuable resources.



## BOARD OF DIRECTORS

**Fatoumata (Fanta) Ongoiba** is the Executive Director of Africans in Partnership Against AIDS. She is a leader in the African community, a member of the Ontario Advisory Committee on HIV/AIDS, and the African/ Caribbean Council on HIV/AIDS. She holds multiple Master's degrees in Cooperative Business Development and Management and in Business Administration as well as a PhD in Economics. She is currently the Board Chair for CCVT.

**Marina Nemat** was born in 1965 in Tehran, Iran. After the Islamic Revolution of 1979, she was arrested at the age of sixteen and spent more than two years in Evin, a political prison in Tehran, where she was tortured and came very close to execution. She came to Canada in 1991 and has called it home ever since. Her international bestselling memoir of her life in Iran, *Prisoner of Tehran*, was published in Canada by Penguin Canada in 2007 and has since been published in 28 countries. In 2007, Marina received the inaugural Human Dignity Award from the European Parliament, and in 2008, she received the prestigious Grinzane Prize in Italy. In 2008/2009, she was an Aurea Fellow at University of Toronto's Massey College, where she wrote her second book, *After Tehran: A Life Reclaimed*, which was published in 2010. Marina regularly speaks at high schools, universities, and conferences around the world and currently sits on the Board of Directors at CCVT. She is also active on advisory boards at ACAT (Action by Christians for the Abolition of Torture) and PEN Canada. She has a Certificate in Creative Writing from the School of Continuing Studies at University of Toronto where she currently teaches memoir writing. In 2014, she was a recipient of the Excellence in Teaching Award.

**Richard Wazana** holds an LLB from Osgood Hall Law School, York University, and MSW and a Master's of Education from the University of Toronto. For the past ten years, he has practiced immigration and refugee law, specializing in refugee claims, appellate work and work with undocumented persons. Mr. Wazana brings with him social policy and social services experience. He was involved in the following organizations: Parkdale Community Legal services, Kids Help Phone, the Laidlaw Foundation and Family Services Association of Toronto. He is a long-time Board member and currently serves as the Secretary.

**Teonest Kabanda** is a Chartered professional Accountant, member of Association of Chartered Certified Accountants (UK) and allied member of Human Resources Professional Association (HRPA) and has an MBA from Laurentian University. He was previously Manager, Finance and Administration with Sojourn House. He currently is the Director of Finance and Administration at Black Creek Community Health Centre. Teonest serves as the Treasurer of the CCVT board.

**Adriana Salazar** is the Food Security Project Manager at the Working Women Community Centre in Toronto. She has been working in social justice and human rights for over 30 years, first in Colombia and now in Canada. Her work includes over 12 years of direct engagement with immigrant communities in Toronto around topics of economic, social and civic inclusion. Adriana has led three Participatory Action Research projects investigating access to fair and meaningful employment for newcomers, and exploring the civic and political participation of immigrant communities. She has worked on empowering recent immigrants to share their stories through initiatives such as the Newcomer Advocacy Committee, Newcomers Speakers Bureau and New Voices Newsletter. Since 2015, she has also been part of the steering committee of the Righting Relations Adult Education for Social Change Network, a women-led, pan-Canadian learning community of popular educators and Indigenous Knowledge Keepers. Adriana has a degree in social psychology from Javeriana University (Colombia). She is also a graduate of the International Project Management program at Humber College, and the Community Economic Development Program at Concordia University.

**Branka Agic** is the Manager of Health Equity at CAMH and Deputy Director of the Collaborative Program in Addiction Studies, School of Graduate Studies, University of Toronto. Branka holds a Master's degree in Health Science & Health Promotion with the Collaborative Program in Addiction Studies from the University of Toronto, and a medical degree from the University of Sarajevo, Bosnia & Herzegovina. She successfully completed her PD in the Dalla Lana School of Public Health at the University of Toronto in 2014. Branka has extensive experience working with immigrants and refugees. Her main areas of interest include social determinants of immigrant and refugee mental health and access to

**Seble Makonnen** works as a policy analyst and justice lead at the Canadian Mental Health Association, Ontario Division. She worked as a criminal lawyer for almost ten years after her call to the Ontario Bar in 2005. Primarily she practiced in Legal Aid work and served as Duty Counsel to assist marginalized groups and people in need.

**Kemi Jacobs** is Executive Director of Delta Family Resource Centre and has also been Director of Property Management at one of the largest social housing companies in North America. 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 departmental re-orientation as the focus changed to youth development approaches and on the integration of an 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 a past Chairperson of the National Anti-Racism Council of Canada.

**Mohan Doss** has a Master's degree specializing in Personnel Management and Industrial Relations. Mohan also serves on the board of the Mennonite New Life Centre. He was Director of Human Resources at Catholic Cross Cultural Centre and is currently working as Director of Programs and Services at Thorncliffe Neighborhood Centre. He is past chair of CCVT board of directors and is currently a member of the executive.

**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 a BA/MA in Anthropology from the University of British Columbia. She has taught Conflict Resolution 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.

**Fiona C. Thomas** is a PhD candidate in the Clinical Psychology program at Ryerson University and has many years of research experience. Fiona's academic interests are in cross-cultural mental health, including the adaptation, delivery, and evaluation of mental health interventions for individuals often overlooked by mainstream mental health services. Fiona worked directly with the Ontario Ministry of Health and Long-Term Care *10-year Mental Health and Addictions Strategy* in supporting the development of the Strategy. She then worked with the Centre for Addiction and Mental Health on the implementation and evaluation of one of the Strategy's provincial initiatives. She is currently a member of the Community-Engaged Research on Culture & Health Lab at Ryerson University, under the supervision of Dr. Kelly McShane. In addition to her doctoral research in Sri Lanka, Fiona remains actively involved in supporting newcomer populations settle in the Toronto area.

**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 Master's 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.

## FIRST LIGHT AWARDS



Amina Malko

Amina Malko was one of the first CCVT staff members to be hired and was Office Manager for over five years until she moved to OCASI. Amina was an extremely hard working, tireless and committed staff member. Her particular interest was in improving the lives of refugee women and she did indeed have a positive impact through her dedication and perseverance. She advocated on behalf of women refugees, worked 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. The Amina Malko Award will be given to someone with refugee experience who has significant involvement in policy, advocacy and settlement service for newcomers.



Trevor Bartram

Trevor Bartram was a founding member of CCVT and remained an integral part of its organizational growth. 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 and befriended newcomers and invited his many new friends into his active social life. He traveled to Africa, Latin America and Europe attending 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.

# 2016-2017 FIRST LIGHT AWARD RECIPIENTS



## AMINA MALKO AWARD

Dr. Clare Pain is an Associate Professor at the Department of Psychiatry, University of Toronto, and Director of the Psychological Trauma Program at Mount Sinai Hospital. She has been associated with the Canadian Centre for Victims of Torture (CCVT) for over 10 years where she consults part time. She is the coordinator of the Toronto Addis Ababa Academic Collaboration, which is an educational partnership building capacity and sustainability at Addis Ababa University in Ethiopia.



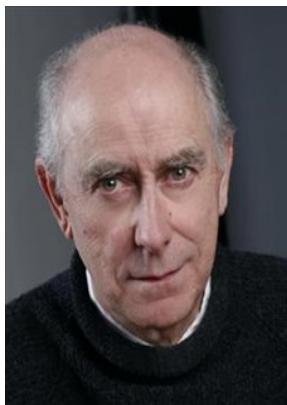
## AMINA MALKO AWARD

Lisa Andermann is an Associate Professor in the Department of Psychiatry at the University of Toronto and psychiatrist at Mount Sinai Hospital. She is also a consultant psychiatrist and former Board Member for the Canadian Centre for Victims of Torture, and continues to be active on their Health Committee. Her research and teaching experience has focused on issues regarding equity, social justice and social responsibility, cultural psychiatry and global mental health. Dr. Andermann has also been active in initiatives to enhance the cultural competence of the postgraduate psychiatry residency.



## TREVOR BARTRAM AWARD

Over the two decades since immigrating to Canada, Caleb Mabano has done remarkable work within the Rwandan community advocating against genocide deniers, hate crimes and other types of social injustice as well as volunteering in mainstream Canadian society. Over the last 15 years, Caleb has been an advocate, friend and firm supporter of CCVT and served as Treasurer on the Board of Directors from 2006 to 2008 and again from 2014 to 2015.



## OUTSTANDING VOLUNTEER AWARD

Chas Lawther has been an entertainer, performer, writer and actor in various cities including Vancouver, Winnipeg and Toronto. He first got involved with stand-up comedy in 1975 and then went on to write and perform in cabaret acts and various television programs in Toronto. He has appeared in such acclaimed American films as Police Academy 3, Urban Legend 2, Iron Eagle 4, and Good Will Hunting. Chas has been volunteering with CCVT for over 20 years and has been involved with every aspect of the organization from Conversation circles to the Volunteer Advisory Committee.

## CCVT STAFF

### Management Team



Mulugeta Abai



Teresa Dremetsikas



Mbalu Lumor



Abdul Abubaker



Ezat Mossallanejad

### Settlement Program



Mildred Fidele



Selamawit Yohannes



Kubra Zaifi



Samar Ahmed



Leyan Saleh



Venusha Kalatharan



Samina Zubairi



Nadia Umadat



Abigail Jackman



Juliette Ntege



Luxsiga Ambigaibagan



Nebal Abou Mostafa

### Toronto South Local Immigration Partnership (TSLIP)



Giovanni Rico

### Mental Health Program



Domine Rutayisire



Alejandra Salgado

### Student Interns

- ◆ Sima Farid Kian—Master in Social Work (January 2017–June 2017)
- ◆ Rhian Williams—School of Social Work (Master's program), University of Toronto (September 2016 to April 2017)
- ◆ Moeen Ghofrani—Registered Practical Nurse (RPN) to Bachelor of Science in Nursing (BScN) Bridging Nursing Program Centennial College (January 2017 to April 2017)
- ◆ Ibrahim Issak—Social Service Worker (SSW), Seneca College (September 2016-April 2017)
- ◆ Roberto Echeveria—TESL Practicum, Centennial College (March 2017 to April, 2017)
- ◆ Meghan Porter—University of Windsor (May 2016 - Dec 2016)
- ◆ Laura Blanch—University of Windsor (Dec 2016 - April 2017)
- ◆ Claudia Carleta-Ramirez—Waterloo Lutheran Seminary (Dec 2016 - Aug 2017)
- ◆ Nicole Champagne—Master in Social Work, University of Toronto

### Reception & Administration



Elena Sen



Chantal Messam



Akram Ramezani



Easmin Shultana

### Community Engagement & Youth Mentorship



Cathlin Martin



Avril Daley



Megha Agnihotri



Tina Lines

### English Language Instruction & Skills Training



David Burt



Rose Coulton



Inez Caldwell



Elena Solokhina

# FINANCIAL REPORT

## CONDENSED AUDITED REPORT - APR.1,2016-MAR.31,2017

<b>INCOME</b>	<b>2016-2017</b>	<b>2015-2016</b>
Citizenship and Immigration Canada		
- Settlement	1,292,324	1,174,550
- TSLIP	83,672	111,860
- NHQ	7,021	4,400
United Way of Greater Toronto	256,293	242,193
Donation\Fundraising	139,902	129,512
Foundations and Other Charities	49,114	11,500
City Of Toronto		
- CSP	26,495	25,925
- Investing in Neighbourhoods	39,656	25,755
- Toronto Urban Health Fund	59,169	24,274
Ministry of Health-LHIN	46,092	46,092
Ministry of Citizenship		
- NSP - Core	76,911	76,911
- Innovative Settlement & Integration Project	50,120	42,893
- Summer Experience	-	2,875
- Pay Equity	23,311	23,311
Ministry of Children & Youth Services	40,500	15,125
Honoraria\Fees	23,015	1,861
Interest\Sundry Income	1,078	1,578
<b>TOTAL INCOME</b>	<b>2,214,673</b>	<b>1,960,615</b>

# FINANCIAL REPORT

## CONDENSED AUDITED REPORT - APR.1,2015-MAR.31,2017

<b>EXPENSES:</b>	<b>2016-2017</b>	<b>2015-2016</b>
Wages and Benefits	1,583,385	1,387,814
Program Supplies & Expenses	99,885	70,431
Rent	74,302	64,171
Common Expenses	53,333	52,968
Fundraising Expense	36,679	37,664
Bookkeeping	39,806	35,452
I.T. Support\Web Hosting	27,245	33,088
Maintenance & Cleaning	32,512	29,628
Telephone	30,145	26,608
Utilities	35,334	26,180
Printing and Photocopying	22,248	25,580
Professional Fees	27,484	14,584
Insurance	10,777	12,701
Postage and Courier	4,255	10,468
Mortgage Interest	7,257	8,090
Publicity	3,404	8,027
Funded Capital Purchases	19,021	7,949
Foreign Exchange Loss	762	6,625
Volunteer Support	4,759	6,417
Staff Development	16,054	3,766
Interest and Bank Charges	3,231	3,082
Conference & Meetings	7,659	2,967
Membership Dues	2,281	2,164
Stationary & Supplies	5,338	1,398
Dues and Fees	1,822	355
Resource Production	160	33
Consulting	16,765	-
Amortization	28,373	30,669
Sponsorship \ Partnership	7,483	4,965
 <b>TOTAL EXPENSES</b>	<b>2,201,759</b>	<b>1,913,844</b>
 <b>NET INCOME</b>	<b>12,914</b>	<b>46,771</b>

# SOURCE OF FUNDS: GOVERNMENT AND FOUNDATIONS

## **Immigration, Refugees and Citizenship Canada**

- ◆ Settlement and Integration program
- ◆ Toronto South Local Immigration Partnership (TSLIP)
- ◆ NHQ

## **United Way of Greater Toronto**

## **City of Toronto**

- ◆ CSP
- ◆ Investing in Neighborhoods
- ◆ Toronto Urban Health Fund

## **Ministry of Health (LHIN)**

## **Ministry of Citizenship and International trade**

- ◆ NSP
- ◆ Innovative settlement project
- ◆ Summer Experience
- ◆ Pay Equity

## **Ministry of Children and Youth services**

## **Inner City Health Associates**

## **Toronto District School Board**

## **Peel District School Board**

- ◆ We Welcome the World

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*Special Thank You to Second Harvest for providing food for our service users  
throughout the year!*

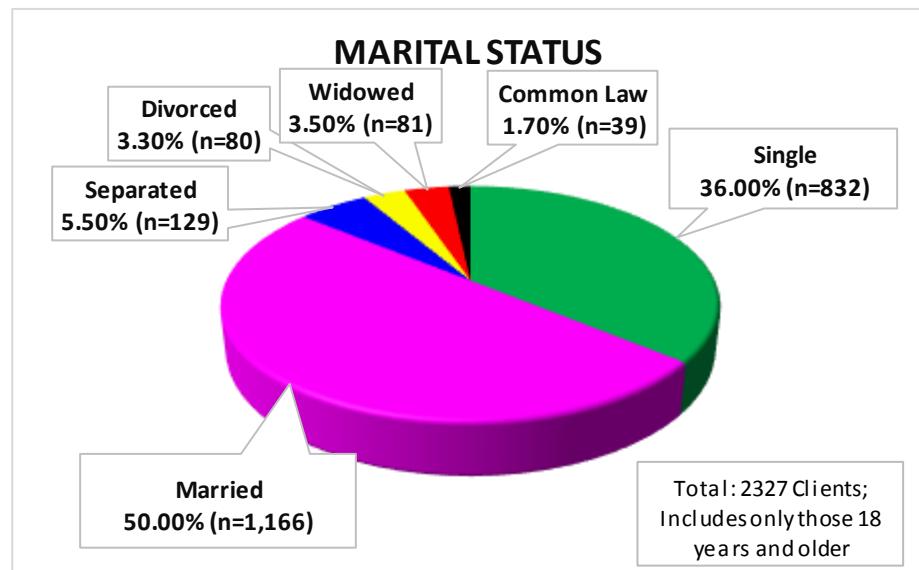
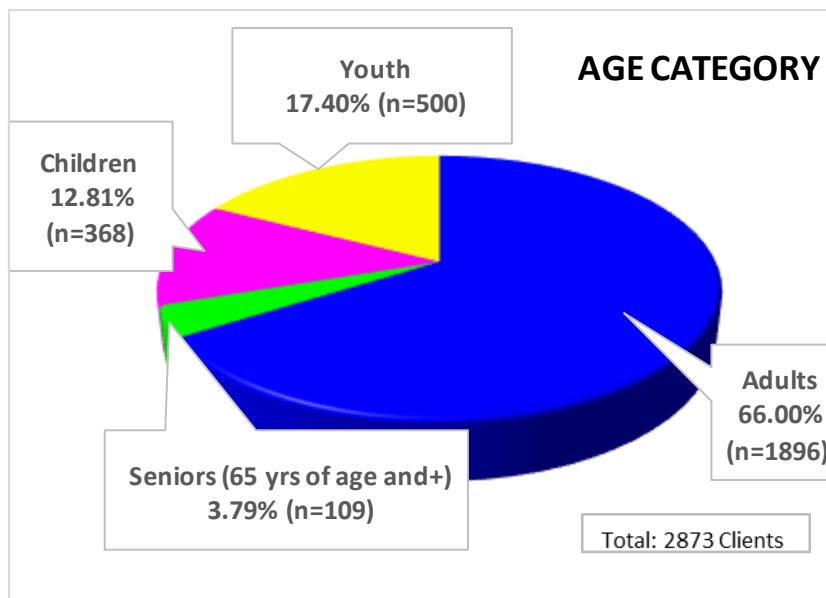
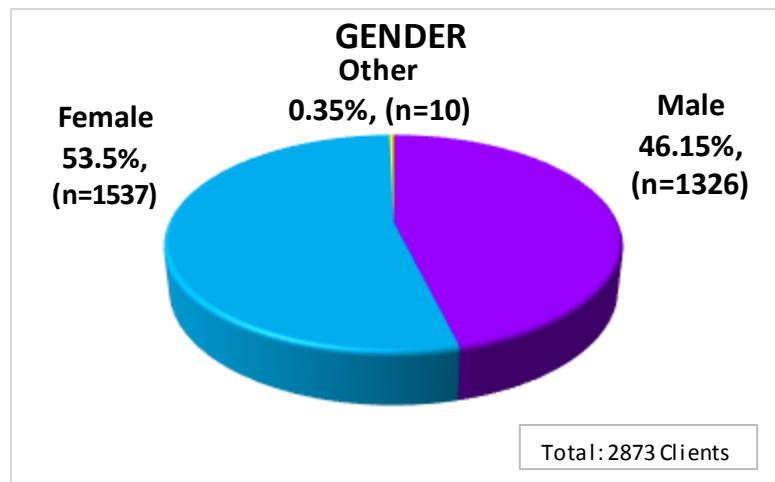
# CCVT SURVIVORS IN NUMBERS

## APRIL 2016 - MARCH 2017

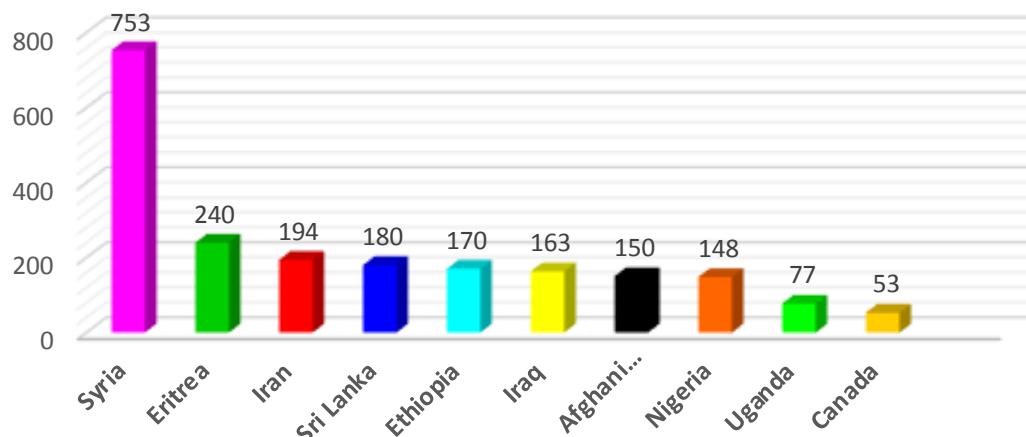
Country	Adult (25-64 yrs)			Senior (65 yrs +)			Child (0-13 yrs)			Youth (14-25 yrs)			Total
	M	F	O	M	F	O	M	F	O	M	F	O	
Afghanistan	51	60	0	1	1	0	3	4	0	9	21	0	150
Albania	0	1	0	0	0	0	0	0	0	0	0	0	1
Algeria	2	3	0	0	0	0	0	0	0	0	0	0	5
Angola	1	4	0	0	0	0	0	0	0	2	0	0	7
Azerbaijan	3	2	0	0	0	0	0	0	0	0	0	0	5
Bahamas	2	2	0	0	0	0	0	0	0	0	1	0	5
Bahrain	0	1	0	0	0	0	0	0	0	0	0	0	1
Bangladesh	1	6	0	1	0	0	0	0	0	1	2	0	11
Barbados	1	1	0	0	0	0	0	0	0	0	1	0	3
Belarus	1	0	0	0	0	0	0	0	0	0	0	0	1
Bolivia	0	2	0	0	1	0	0	0	0	0	0	0	3
Bosnia & Herzegovina	0	1	0	0	0	0	0	0	0	0	0	0	1
Botswana	0	2	0	0	0	0	0	0	0	0	0	0	2
Brazil	1	0	0	0	0	0	0	0	0	0	1	0	2
Burundi	5	7	0	0	0	0	1	0	0	1	2	0	16
Cameroon	7	9	0	0	2	0	0	0	0	2	1	0	21
Canada	1	0	0	0	1	0	12	17	0	10	16	0	57
Chad	3	3	0	0	0	0	0	0	0	3	0	0	9
Chile	0	1	0	0	0	0	0	0	0	0	0	0	1
China	0	3	0	0	0	0	0	0	0	0	0	0	3
Colombia	8	14	0	0	1	0	0	4	0	3	1	0	31
Congo	1	3	0	1	0	0	1	1	0	1	0	0	8
Congo, Democratic Republic of the	7	20	0	0	0	0	0	2	0	5	3	0	37
Croatia	0	3	0	0	0	0	0	0	0	0	0	0	3
Cuba	1	1	0	0	0	0	0	0	0	0	0	0	2
Czech Republic	2	1	0	0	0	0	0	0	0	0	1	0	4
Djibouti	2	2	0	0	0	0	0	1	0	1	1	0	7
Ecuador	1	0	1	0	0	0	0	0	0	0	0	0	2
Egypt	9	8	0	0	0	0	0	1	0	5	4	0	27
El Salvador	4	4	0	0	0	0	1	0	0	3	2	0	14
Eritrea	55	112	0	8	5	0	7	23	0	18	12	0	240
Ethiopia	42	97	1	4	4	0	4	5	0	6	7	0	170
Gambia	1	0	0	0	0	0	0	0	0	0	0	0	1
Georgia	8	3	0	0	0	0	0	0	0	0	0	0	11
Ghana	2	1	0	0	0	0	0	0	0	0	1	0	4
Greece	0	1	0	0	0	0	0	0	0	0	0	0	1
Grenada	0	1	0	0	0	0	0	0	0	0	0	0	1
Guatemala	2	1	0	1	0	0	0	0	0	1	1	0	6
Guinea	5	4	0	0	0	0	0	0	0	2	1	0	12
Haiti	1	3	0	0	0	0	0	0	0	1	3	0	8
Honduras	0	2	0	0	0	0	0	0	0	0	1	0	3
Hungary	7	11	0	0	0	0	3	0	0	2	1	0	24
India	1	2	0	0	0	0	0	0	0	1	0	0	4
Iran	81	78	1	6	5	0	0	3	0	6	14	0	194
Iraq	53	42	2	5	10	0	8	9	0	19	15	0	163
Israel	1	2	0	0	0	0	0	0	0	1	0	0	4
Ivory Coast	1	1	0	0	0	0	0	0	0	0	1	0	3
Jamaica	6	2	0	0	0	0	0	0	0	0	1	0	9

Country	Adult (25-64 yrs)			Senior (65 yrs +)			Child (0-13 yrs)			Youth (14-25 yrs)			Total
	M	F	O	M	F	O	M	F	O	M	F	O	
Jordan	4	2	0	0	0	0	0	2	0	3	3	0	14
Kazakhstan	0	1	0	0	0	0	0	0	0	0	0	0	1
Kenya	2	16	1	0	0	0	1	0	0	5	1	0	26
Kuwait	1	1	0	0	0	0	0	0	0	0	0	0	2
Lebanon	5	5	0	0	0	0	2	3	0	2	0	0	17
Liberia	1	2	0	0	0	0	0	0	0	0	1	0	4
Libya	8	5	0	0	0	0	3	4	0	3	1	0	24
Mali	2	0	0	0	0	0	0	0	0	0	2	0	4
Mexico	5	3	0	0	0	0	1	1	0	0	0	0	10
Moldova	1	0	0	0	0	0	0	0	0	0	0	0	1
Morocco	0	3	0	0	0	0	0	0	0	0	0	0	3
Namibia	1	7	0	0	0	0	0	0	0	0	0	0	8
Nepal	2	1	0	0	0	0	1	1	0	0	1	0	6
Nicaragua	1	0	0	0	0	0	0	0	0	0	0	0	1
Nigeria	46	63	0	1	0	0	4	3	0	19	11	1	148
Pakistan	13	7	0	0	0	0	0	1	0	7	1	0	29
Palestine	4	2	0	0	0	0	0	0	0	1	1	0	8
Poland	1	0	0	0	0	0	0	0	0	0	0	0	1
Qatar	0	0	0	0	0	0	0	0	0	0	1	0	1
Russia	2	4	0	0	0	0	0	0	0	2	1	0	9
Rwanda	6	15	0	0	0	0	0	0	0	3	2	0	26
Saudi Arabia	3	1	0	0	0	0	1	0	0	2	0	1	8
Senegal	1	0	0	0	0	0	0	0	0	0	0	0	1
Serbia	1	1	0	0	0	0	0	0	0	1	0	0	3
Sierra Leone	2	0	0	0	0	0	0	0	0	0	0	0	2
Slovakia	1	1	0	0	0	0	0	0	0	0	0	0	2
Somalia	17	24	1	0	0	0	0	1	0	2	3	0	48
South Africa	0	0	0	1	1	0	0	0	0	0	0	0	2
South Sudan, Republic of	2	0	0	0	0	0	0	0	0	0	0	0	2
Sri Lanka	66	75	0	5	12	0	2	3	0	5	12	0	180
St Lucia	0	2	0	0	0	0	0	0	0	0	0	0	2
St Vincent & Grenadines	0	1	0	0	0	0	0	0	0	2	0	0	3
Sudan, Democratic Republic of	15	10	0	1	1	0	0	0	0	2	1	0	30
Syria	186	171	0	15	13	0	115	103	0	72	78	0	753
Tanzania	3	8	0	0	0	0	1	0	0	0	0	0	12
Togo	0	0	0	1	0	0	0	0	0	0	2	0	3
Tunisia	0	1	0	0	0	0	0	0	0	1	0	0	2
Turkey	32	12	0	0	0	0	0	0	0	7	2	0	53
Turkmenistan	1	0	0	0	0	0	0	0	0	0	0	0	1
Uganda	23	44	1	0	0	0	0	0	0	5	4	0	77
Ukraine	0	2	0	0	0	0	0	0	0	1	1	0	4
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0	0	1
United States of America	2	1	0	0	0	0	2	1	0	1	0	0	7
Venezuela	5	8	0	0	1	0	0	1	0	0	3	0	18
Vietnam	1	0	0	0	0	0	0	0	0	0	0	0	1
Yemen	4	3	0	0	0	0	0	1	0	1	0	0	9
Zambia	0	1	0	0	0	0	0	0	0	0	0	0	1
Zimbabwe	3	4	0	0	0	0	0	0	0	0	1	0	8
<b>Total</b>	<b>853</b>	<b>1035</b>	<b>8</b>	<b>51</b>	<b>58</b>	<b>0</b>	<b>173</b>	<b>195</b>	<b>0</b>	<b>249</b>	<b>249</b>	<b>2</b>	<b>2873</b>

## CCVT IN THE NUMBERS

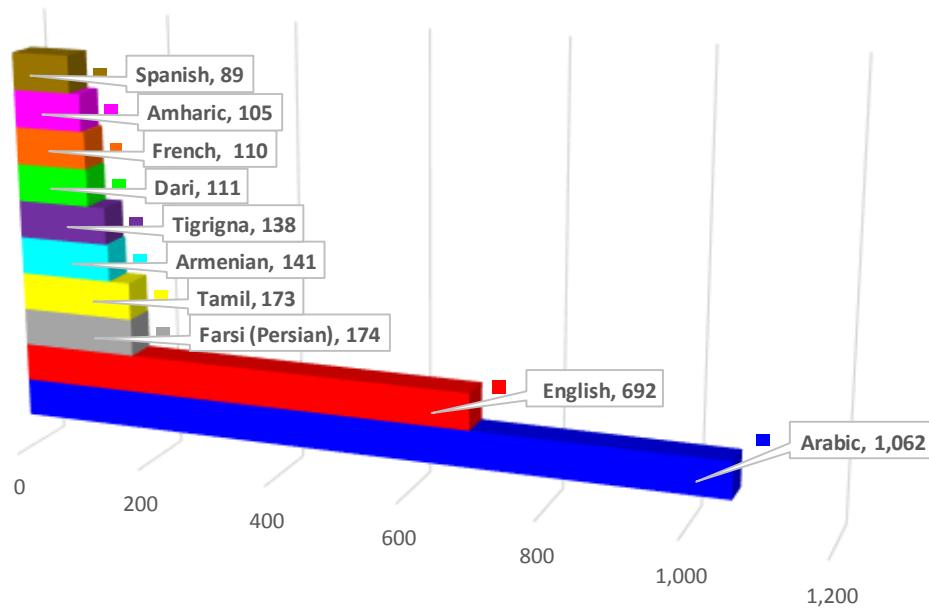


## TOP TEN COUNTRIES

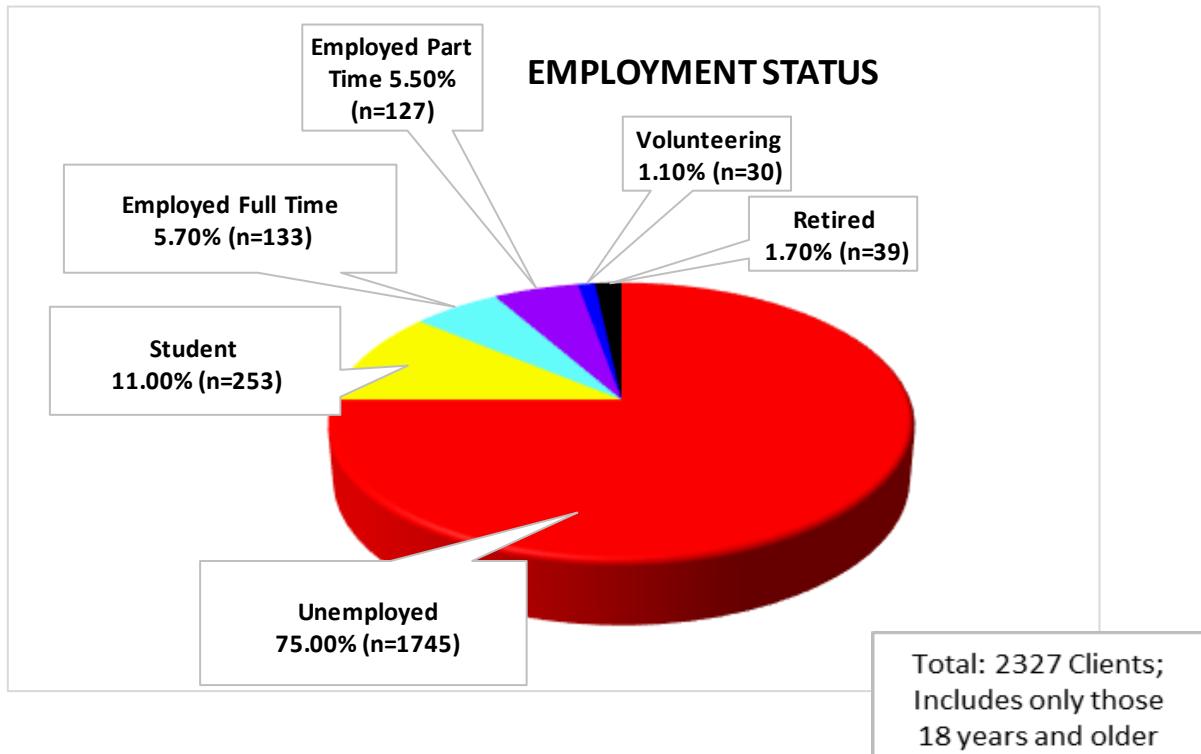
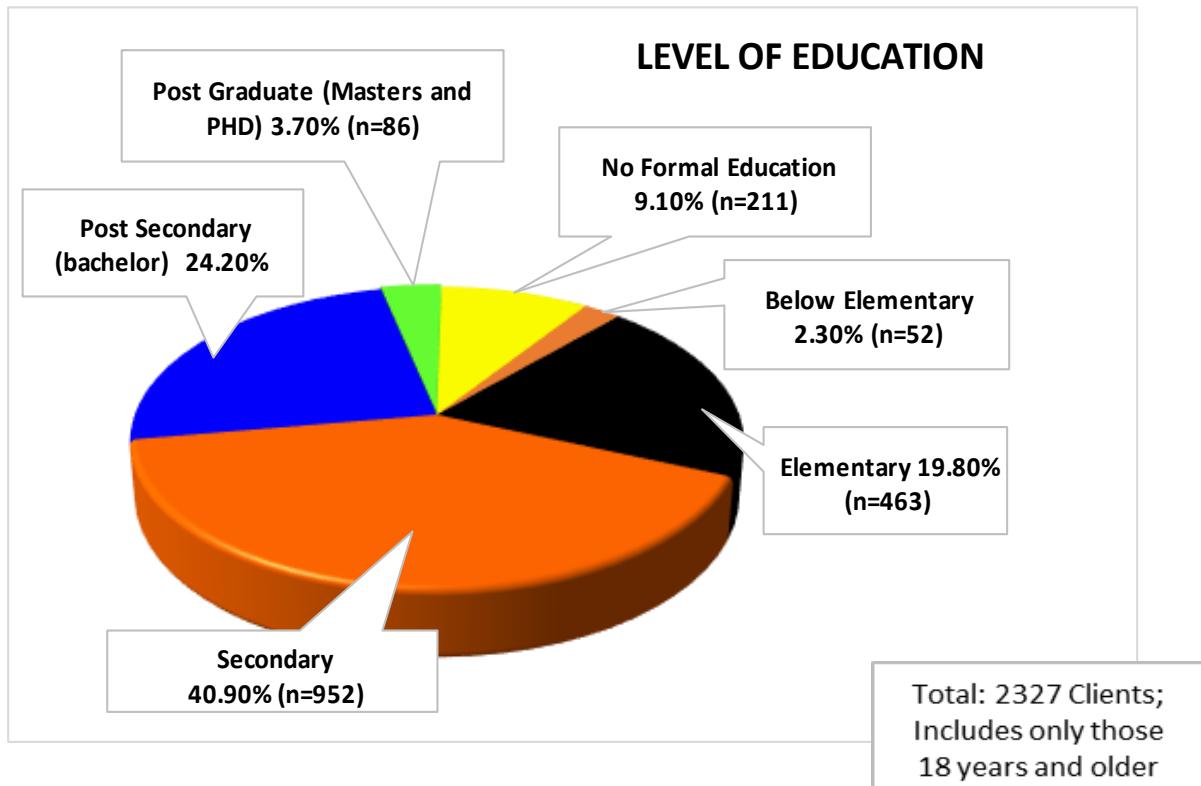


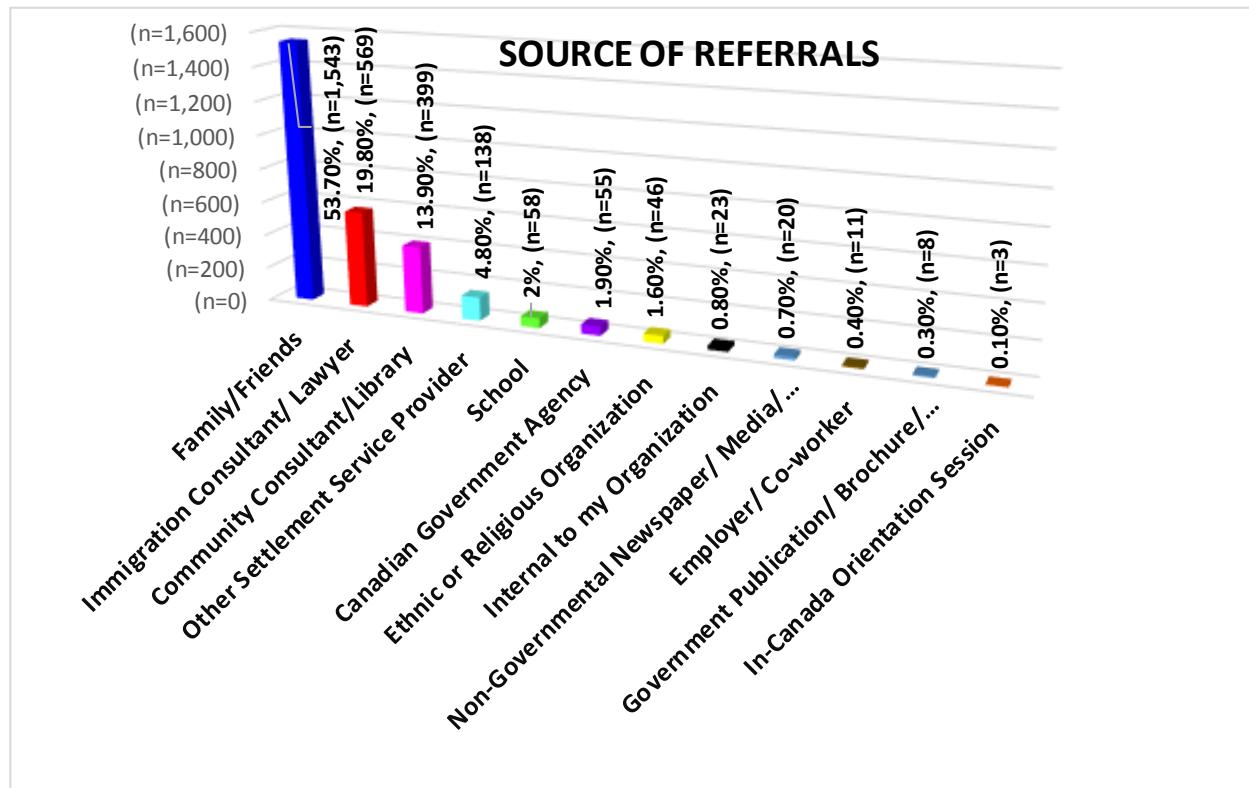
Total Countries: 96. This includes children of CCVT clients born in Canada and Canadian partners of clients.

## TOP TEN LANGUAGES



Note: Many clients speak more than one language and some clients from ethno-specific minorities born within a country may not speak the official language of that country.





# COLLABORATING AGENCIES

- ◆ 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 Support Organization
- ◆ 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 (Center for Addiction and Mental Health)
- ◆ Canadian Arab Foundation
- ◆ 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
- ◆ Cawthra Park Secondary School
- ◆ Cedarbrae Library
- ◆ Center for Ethics, University of Toronto
- ◆ Children's Aid Society
- ◆ Centre Francophone du Toronto Metropolitan
- ◆ Centre for Information & Community Resources
- ◆ Center for Spanish Speaking Peoples
- ◆ Centre Medico-Social Communautaire
- ◆ Christie Refugee Welcome Centre
- ◆ Chinese Family Services
- ◆ City Adult and Learning Center (CALC)
- ◆ Community Microskills Development Center
- ◆ College 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: The 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

## COLLABORATING AGENCIES

- ◆ Neighbourhood Legal Services
- ◆ Newcomer Women's Services Toronto
- ◆ North American Muslim Foundation
- ◆ North York Community House
- ◆ OASIS Centre des Femmes
- ◆ ODSP—Scarborough
- ◆ 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 (TDSB)
- ◆ 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
- ◆ Youthlink
- ◆ Young Diplomats

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- ◆ Art Gallery of Ontario
- ◆ Old Mill Toronto
- ◆ Medieval Times
- ◆ Starbucks
- ◆ Humber Cinemas
- ◆ Tarragon Theatre
- ◆ Vescada Salon
- ◆ Theatre Passe Muraille
- ◆ Hotdocs Films
- ◆ Book City, Bloor West
- ◆ Factory Theatre
- ◆ Ten Thousand Villages
- ◆ Jane Clapp – Urban Fitt
- ◆ Mysteriously Yours
- ◆ Lush Handmade Cosmetics
- ◆ Mount Sinai Hospital
- ◆ Crossroad's Clinic & Women's College Hospital
- ◆ Africans in Partnership Against AIDS
- ◆ Thorncliffe Neighbourhood Office
- ◆ Women's Health in Women's Hands
- ◆ Centre for Internationally Educated Nurses
- ◆ Choose Gratitude
- ◆ The Merchant Restaurant
- ◆ Daniel Fast Photography
- ◆ Toronto Operetta Theatre
- ◆ Erieta Boutique
- ◆ *Orphan Black*
- ◆ Coco Beauty Bar
- ◆ Delight Chocolate
- ◆ Cheese Boutique
- ◆ Buddies in Bad Times Theatre
- ◆ Amira's Islamic Store & Boutique
- ◆ Apple Canada
- ◆ Progressive Accounting Services
- ◆ Second Harvest
- ◆ Ideal Computer Technology
- ◆ Subway
- ◆ The Berlin Restaurant
- ◆ The Walper Hotel
- ◆ Azki Jewellery
- ◆ One Health Clubs
- ◆ Antle Mears Charitable Foundation

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