CANADIAN CENTRE FOR VICTIMS OF TORTURE

Annual Report 2012

Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

irct International Rehabilitation Council for Torture Victims | Ontario | Toronto | The Ontario Trillium Foundation | La Fondation Trillium de l'Ontario | United Way of Greater Toronto

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CANADIAN CENTRE FOR VICTIMS OF TORTURE

CCVT Mandate

The Canadian Centre for Victims of Torture (CCVT) aids survivors in overcoming 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.

The CCVT gives hope after the horror.

Message from the Chair of the Board of Directors & Executive Director

Mohan Doss
Chair of the Board

It is estimated that there are more than 15 million refugees worldwide and this number is continuously growing with each internal and cross-border conflict across the world. There is also wide spread use of torture, extrajudicial executions, detention, disappearance and general organized violence. This clearly shows the state the world situation continues to create refugee survivors of torture in need of protection and asylum. While on one hand we see an increasing number of refugees on the other side, there is a growing apathy around the world towards their cause.

Mulugeta Abai
Executive Director

Nations that have historically been compassionate to refugees are now turning away from extending a hand to this vulnerable population. Conditions for people who have sought refuge among some of the developed nations of the world too have changed for the worst. Growing economic and political instability around the world has contributed to both-the numbers of refugees and conditions for refugees.

CCVT has assisted a total of 2127 clients from over 90 countries, providing a range of therapeutic services. Through partnerships with other service providers and institutions, CCVT has been able to further indirectly impact a larger number of refugees and immigrants who need supportive services the most. CCVT also continues to be a strong voice, for socio-political and systemic changes to empower refugees and immigrants through its advocacy and community engagement initiatives.

CCVT has been able to achieve all of this amidst considerable challenges in the past year. Some of the major issues included changes to CCVT's funding. However CCVT has responded well to these changes and has also provided for planning and implementing steps to safeguard itself against such challenges in the future. The new dedicated fundraising operations within CCVT and the rebranding and marketing planning undertaken by the board at CCVT are examples of CCVT's resilient response to changes in the environment.

As the Centre enters its 35th year, we find that the demonstrated needs that led to its founding are even more apparent. While, with experience, we are in a better position to address the needs of survivors of torture and their families, we realize that the demand for service is greater than ever. The needs brought as a result of torture and unspeakable abuse to human beings necessitates a response. We are committed to work to meet all challenges in order to make that response.

We would like to take this opportunity to thank all of CCVT's supporters for their invaluable contributions. While the work has expanded during the past year, we know that much remains. With the great support and dedication of board members, staff and volunteers, and with the courage of survivors we will continue to develop and work to ease the pain and assist survivors regain their dignity and become active community members.

Program Manager Report

Dr. Teresa Dremetsikas
Program Manager

The achievements of CCVT are a reflection of hard work and dedication of many individuals including members of staff, CCVT networks, and volunteers. Each and every one has fulfilled an important role towards this years' accomplishments.

March 2012 marked the end of the third year of the 5-years strategic plan. The following is a glimpse of the several tasks undertaken this year to fulfill the four main goals in the plan:

Goal # 1: Demonstrate and continually improve and promote the effectiveness of CCVT's service delivery model and its ability to anticipate and respond to relevant local, national and international issues and trends.

Constant assessment of trends in the community and evaluation of outcomes of programs was undertaken to maintain relevant services for a community with special needs. The activities undertaken:

- Needs Assessment to identify gaps and emerging needs was applied to clients
- Client Advisory Committee provided input in the day to day activities as well as in the overall design of programs
- Evaluation of programs involved careful monitoring of our action plan, outputs, outcomes and success stories to determine program capacities including assets and shortcomings.

Goal # 2 Building CCVT's capacity and leadership role as an information, resource and training resource

Several tasks have been carried out this year to full fill this goal:

Professional Development Opportunities for staff:

- Effective outreach
- Children and Trauma. Presenting the Film: "War is not a Game"
- CPR
- Annual OCASI Professional Development
- **Presentations this year include the following:**
- Presentation at "Houselink Community Agency: CCVT Model of Service Delivery
- Presentation in Hamilton: Overview of Trauma: Trauma tools, Cultural Competence and Community Engagement Organized by the Community Child Abuse Council of Canada in Hamilton

Activities related towards initiating the Centre of Excellence include:

- Forming an Advisory Committee
- Preliminary meetings to determine next steps
- Compilation of all CCVT publications in a book format

Goal # 3 Building partnership locally, regionally and nationally for service delivery, research public education and training.

The partnership with Mount Sinai Institute is well in its 3rd year and has been a rewarding experience that has contributed to enhancing access to mental health services for many of our clients as well as constituting an asset for our staff who have the opportunity of benefiting from first hand exposure to clinical work. This partnership

Program Manager Report (cont'd)

has also brought benefits to the community of health care providers as in several occasions CCVT delivered presentations in collaboration with mental health professionals from Mount Sinai:

- Presentation at the CAMH Residents in Psychiatric Academic day
- Vicarious Trauma
- Presentations at Hong Fook Mental Health Conference
- Collaboration with CAMH to prepare an on-line Mental Health Course for service. CCVT also gave expert advice on the health professionals who deliver mental health services at the Centre
- Practicum opportunities were provided for students of several educational institutions: University of Toronto's Faculty of Social Work and Faculty of Medicine, York University Faculty of Social Work, University of Windsor, VIA University and Faculty of Social Work in Denmark.

Goal # 4 Build the internal capacity to support these strategic directions.
The process is in motion to rebrand the organization to increase the profile and revenues
Staff training provided include:

- Refugees and Trauma
- Best Practices and Guidelines in the Assessment of Victims of Torture
- Bill C-31 and the Interim Federal Health Program (IFHP)
- Crisis Intervention and Mental Health

This year has been a very busy and productive year and we look forward to the new year to develop innovative approaches in the rehabilitation of survivors of torture.

Trauma Training at CCVT

Mental Health Program Report

The Mental Health Program at CCVT follows a holistic approach and activities that include:

- Professional health care within CCVT premises by 5 psychiatrists and two family doctors. The partnership with Mount Sinai Hospital has been instrumental in achieving this task. In addition CCVT refers to a network of doctors who assess and treat our clients from their own office.
- Support groups ran for specific ethnic groups and/or age: 2 seniors groups, in each of the Downtown and Scarborough locations, 2 groups for Sri Lankan women, one for Ethiopian women and one for Spanish speaking women.
- Mental Health Counseling: one-on-one sessions for clients in need of ongoing care and in collaboration with attending psychiatrists.

Crisis intervention which requires a collaborative approach involving the client, the counselor and the health professionals.

Students from the Faculty of Social Work of University of Toronto, Windsor University and York University as well as students from the Faculty of Medicine in both the graduate and postgraduate program at the University of Toronto have contributed to the enhancement of this program.

The statistics below shows the number of clients who benefitted from mental health services:

Adult		**Senior**		**Youth/Child**		**Total**		**G.TOTAL**
F	**M**	**F**	**M**	**F**	**M**	**F**	**M**	
108	143	1	4	10	14	119	161	280

DOCTOR	**# of Clients**	**# of Reports**	**# of clients seen for Treatments**	**# Follow up visits**
PSYCHIATRISTS	215	107	108	435
FAMILY DOCTORS	65	65	-	16
TOTALS	280	172	108	451

Mental Health Program Report (cont'd)

CLIENTS SEEN BY PSYCHIATRISTS AND FAMILY DOCTORS IN 2012					
	COUNTRY	# OF CLIENTS		COUNTRY	# OF CLIENTS
1	Afghanistan	**27**	32	Kenya	**3**
2	Albania	**2**	33	Kosovo	**2**
3	Angola	**3**	34	Laos	**1**
4	Argentina	**1**	35	Liberia	**1**
5	Bahrain	**2**	36	Mexico	**12**
6	Bangladesh	**2**	37	Morocco	**1**
7	Barbados	**1**	38	Namibia	**3**
8	Botswana	**1**	39	Nigeria	**17**
9	Brazil	**1**	40	Oman	**1**
10	Burundi	**5**	41	Pakistan	**7**
11	Cambodia	**1**	42	Peru	**1**
12	Cameroon	**2**	43	Qatar	**1**
13	Chile	**1**	44	Russia	**1**
14	China	**2**	45	Rwanda	**10**
15	Colombia	**29**	46	Sierra Leone	**6**
16	Congo	**10**	47	Somalia	**3**
17	Costa Rica	**2**	48	South Korea	**1**
18	Croatia	**1**	49	Sri Lanka	**6**
19	Djibouti	**4**	50	St. Lucia	**5**
20	El Salvador	**2**	51	St. Vincent	**2**
21	Eritrea	**7**	52	Sudan	**3**
22	Ethiopia	**14**	53	Switzerland	**1**
23	Guinea	**3**	54	Tanzania	**2**
24	Haiti	**2**	55	Turkey	**4**
25	India	**1**	56	Turkmenistan	**1**
26	Iran	**23**	57	Ukraine	**1**
27	Iraq	**5**	58	Uganda	**14**
28	Israel	**2**	59	Venezuela	**1**
29	Ivory Coast	**2**	60	Zimbabwe	**2**
30	Jamaica	**6**		**TOTAL**	**280**
31	Jordan	**3**			

Settlement Program Report

Huda Bukhari
Settlement Program Manager

CCVT's Settlement Program provides services to clients using a continuum of re-empowerment strategy. Through this continuum, CCVT staff utilizes a range of informal and organizational competencies to assist clients in dealing with everyday settlement situations such as orienting them to their surroundings and connecting them to institutional resources.

***CCVT's settlement service delivery* is:**

Client-centered with services focused on individual newcomer needs and strengths showing mutual respect, encouraging newcomer participation and re-empowerment, and facilitating personal development;

Family sensitive: involving family members at all program stages;

Thilaga Jeganathan
Settlement Coordinator Scarborough

Holistic: services are designed to assist in ways that will enable service users to regain a complete state of social well-being enabling them to make informed decisions of their settlement.

CCVT's Clients:

In 2012, CCVT Trauma Counselors provided service to clients from 96 countries, ranging from Afghanistan to Zimbabwe. The client base were split almost in the middle between the genders, with 52% female, and 40% male. There was an increase of clients from the LGBTQ community. The client base was almost split in half as single and married at 42% and 37%.

Over a quarter of CCVT's clients were referred to the agency through other sector service providers, but a large number was referred to CCVT through family and friends.

Settlement Service delivery is provided through:

Initial Needs Assessment and Referrals: In 2012, 2127 survivors were assessed and had their experiences validated, their needs identified and were made aware of settlement services available internally and externally. These services were provided at the main and Scarborough offices as well as at the Victoria Village HUB, where CCVT has a partnership with 7 other organizations.

Newcomer Information Session on Parenting

Settlement Program Report (cont'd)

89 Information awareness sessions were conducted with survivors, youth and parents in such topics as Health & Dental Care, New Immigration Laws, Family Reunification, Ontario Works and ODSP, and Tenant/Landlord Rights and Responsibilities among others. Information awareness is the cornerstone of CCVT's service delivery; it is key to survivors' success and it is of paramount importance that survivors of torture, victims of war and their families are well informed about the values, norms, culture, employment, health, education, childrearing practices, rights and responsibilities, civic engagement, transportation, among many subjects that would assist in their settlement.

Support Services: 2127 survivors and their families received one-on-one crisis counseling throughout the year. 5 Support groups were launched for survivors: Seniors, Eritrean/Ethiopian Women, Spanish-Speaking Women, African and Tamil Women. Children and youth joined the School Support Program, and summer and winter recreational outings were conducted. The Yoga and Computer Training sessions were a hit with the Seniors' Support Group.

Service Linking:

CCVT clients are served in their native language, as per the need, either by the Counselor or by trained volunteer interpreters from the Volunteer Program. Linking clients to the Language and Computer classes at the Centre is an excellent opportunity of providing services within easy reach.

Service Bridging:

The Program has made linkages with other services providers in the sector who provide services that are non-settlement and where clients who need them are referred. Some of these organizations are: (selected)

ACCES Employment
Barbra Schlifer Clinic
Across Boundaries
Africans in Partnership Against Aids
Bickford Centre
Birkdale Women's Shelter
Brampton African Community Centre
Canadian Centre for International Justice
St. Michael's Hospital
Canadian Council for Refugees
Centre Francophones des jeunes de Toronto
Canadian Red Cross
Lawrence Heights Community Health Centre
Mount Sinai Hospital
Matthew House
Ontario Works Offices
OASIS, centre des femmes
Parkdale Community Legal Services
Parkdale Health Centre
Regent Park Community Health Centre
Skills for Change
Sojourn House
St. Stephen's Community House
Toronto Public Health
West Scarborough Legal Services
Women's College Hospital
Women's Health in Women's Hands
Woodgreen Community Services

Service Support:

All CCVT staff is trained in trauma and vicarious trauma. Training is provided on a regular basis through the network of in-house psychiatrists from Mt. Sinai Hospital. Staff is also provided sectorial training and is encouraged to participate in relevant conferences/workshops to enhance their skills and to share their knowledge of survivors and survivor service-provision as presenters in conferences and workshops.

The outcome of CCVT's Settlement Program is to enable survivors to meet their basic needs, to inform them of services in the community and ultimately, to enable them to contribute to the larger community.

Child and Youth Program Report

Sidonia Couto
Child/Youth Counsellor

Mbalu Wembo
Child/Youth Counsellor
Scarborough

CCVT's Child and Youth program continues to provide holistic support to children and youth clients who are survivors of torture and/or war. From April 2011 to March 2012, the downtown CCVT office registered 130 new children and youth clients, and the Scarborough CCVT office registered 87 new children and youth clients. Clients were provided with a myriad of support, including assessments for their settlement and mental health needs, counseling, referrals to medical and psychiatric doctors for documentation and treatment, and appropriate referrals to educational institutions, social services, daycares, employment assistance, housing, etc. 274 follow up sessions were held at the downtown site, and 194 follow up sessions were held at the Scarborough site, to ensure that the client's needs were met. At the Scarborough site, services were provided in English, French and Lingala to effectively service the clients in their native language. Some of the main source countries included the Democratic Republic of Congo (DRC), Iraq, Afghanistan, Ethiopia, Eritrea and Sri Lanka.

Key programs and services:

Mental Health and Settlement Counseling:

The program specifically offers a significant amount of assistance to many unaccompanied youth clients. These clients received support in many facets of their lives, including accessing safe and affordable housing, employment, social services, schooling, being matched with tutors and befrienders, etc. The downtown child and youth program also provided counseling until 7pm, one day a week, to provide accessible service to youth who are in school during the day. When possible, CCVT also provides recreational outings for youth clients, such as a previous trip to see a performance of dance, acrobatics and contortion at the Annex Theatre in October 2011.

Homework Club for Children/Youth (Grades 1—12):

Three days a week, students receive after school support, in order to assist them in completing school assignments. Staff and volunteer tutors provided academic assistance in subjects such as English, Math, Science, and Social Science. The youth were empowered by being given the opportunity to tutor Grade 1-8 students. This allowed them to acquire volunteer hours needed for their mandatory 40 hours of community service required to graduate secondary school.

Youth Canoe Trip

Child and Youth Program Report (cont'd)

Highlights of 2012

The children also worked together to perform a play based on a play "T'was the night before Christmas" for the CCVT holiday party.

Piano Lessons:

From April 2011-March 2012, 28 piano lesson sessions were held at the downtown CCVT site. 6 children received piano lessons from two dedicated volunteers.

Francophone Conversation Circle:

Francophone youth met regularly to participate in conversation circles to practice their English language skills. The youth also had discussions about cross-cultural behaviors and thus, the conversation circle gave the youth a sense of shared experiences, challenges and hope. Also, to reduce isolation and to engage the francophone youth in the community, the francophone youth were matched with non-francophone youth who attended the CCVT homework club via a volunteer trip to Birchmount Bluffs community services.

Summer Quest:

25 youth and 18 children from the downtown site, and 14 youth and 36 children from the Scarborough site, registered and participated in recreational trips and activities in the summer of 2011. The youth enjoyed trips to the movies, to the Toronto Centre Island, canoeing at Harbourfront, and bowling. The children attended trips to the Science Centre, to the Toronto Botanical Gardens, to the Toronto Centre Island, to the Toronto Zoo, and had a movie and pizza party. These trips were educational, and provided the children with opportunities to socialize outdoors. These activities also help foster rapport and trust between the child and youth counselors and the children and youth.

In March 2012, the child and youth programs at the downtown and Scarborough locations of CCVT held the **3rd Newcomer Youth Roundtable Discussion.** The event was a great success with over 50 newcomer youth participants. CCVT youth were joined by some were newcomer youth students from local secondary schools. The youth enjoyed inspiring presentations by author and CCVT board member Ms. Marina Nemat, and from Honorable Rathika Sitsabaiesan, MP for Scarborough Rouge-River. The youth also participated in workshop discussion groups about Violence (bullying, war, torture, family violence, violence against women, etc.), and about Creating Peaceful Communities. The workshop also had an arts component, with the youth creating posters to symbolize their view about what constitutes peaceful communities. This was a great opportunity for youth to build leadership skills, gain volunteer hours, meet leaders in their community, and make new friends.

CCVT Reading Club-Partnership with the Toronto Public Library: In total, the children read 67 books altogether.

Volunteer Program Report

Goals & Values:

The CCVT has chosen to foster community building through the Volunteer Program to counter the effects of trauma and dislocation. Building communities is a two-way process tied to the characteristics of populations; as newcomers and survivors of torture, clients are under intense pressure to adjust to their new environment, to find ways of living with their trauma, and to become active community members. Volunteers foster a range of informal and organizational competencies for dealing with everyday situations, from orientating newcomers to their surroundings to connecting them to institutional resources (educational, housing, health, employment, utilities, or immigration services). Volunteers, on their part, gain a greater awareness of the daily barriers that refugees encounter during resettlement in Canada, and of human rights in the international context.

The two groups share their values and cultures with one another, and through mutuality, develop qualities of community building. More than instrumental ties, these relations grow into personal relationships.

It fosters trust and reciprocity, and it helps build networks and opportunities for the articulation of grievances in the community.

Ultimately, the goals of Volunteer Programs are:

1) To assist survivors in making the transition from victims to active community members;

2) To raise awareness about torture and war among general public;

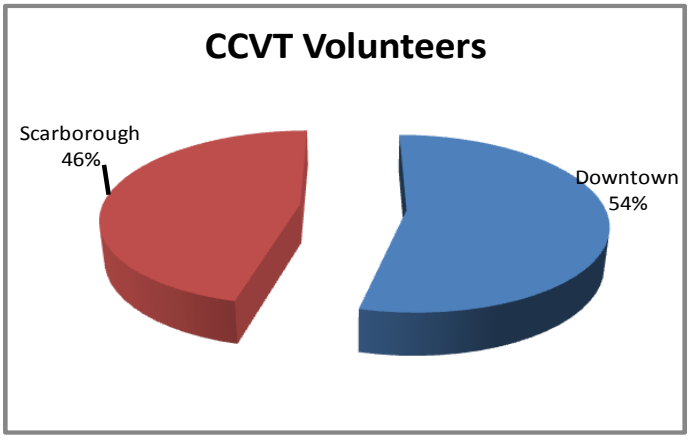
3) To provide an effective means of cultural exchange in a non-threatening environment and in an atmosphere of trust and friendship, and

4) To foster a strong community that voice against the practice of torture.

Highlights of Volunteer Program March 2011-April 2012:

204 volunteers were registered at the CCVT in 2012: 110 volunteers are located in the downtown main office and 94 volunteers are located in the Scarborough location. Altogether, they have contributed approximately 20,600 hours between March 2011 and April 2012.

Tax Clinic



Volunteer Program Report (cont'd)

Training/ Workshops

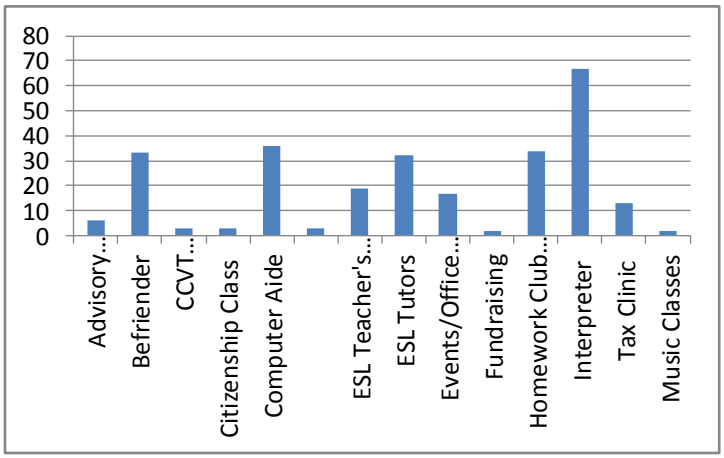
Between April 2011 and March 2012, 18 orientation sessions were held for 206 new volunteers recruited for the program.

Volunteer-led Program

- 33 Befriending matches are in place;
- 51 ESL tutoring matches are in place;
- Approximately 265 clients are assisted through interpretation/escorting program by .67 interpreters;
- Nine-week tax clinic sessions attended by a total of 148 clients both in the downtown office and Scarborough office aided by 13 volunteers;
- Six English Conversation Circles held on a weekly basis at both CCVT locations providing opportunities to practice speaking skills in a fun, safe environment lead by 3 volunteers assisting over 50 clients;
- The weekly Homework Club for elementary and high school students both in downtown and Scarborough office was assisted by 35 volunteers; 17 volunteers provided office assistance;
- Music Classes: 2 volunteers taught piano lessons to 6 children on a one-on-one basis;
- 3 Volunteers sit on and the CCVT Connections Newsletter Committee;
- 6 Volunteers sat at the Volunteer Advisory Committee with a Board Member, Executive Director and Volunteer Manger to look at activities of the program: selected issues discussed:
  - ⇒ Recruitment of high school students to act as tutors for the Homework Club;
  - ⇒ Researching the development of guidelines to follow upon rejection of volunteers;
  - ⇒ Identifying topics for discussion at Spotlight Events: Arab Spring, Bill C-31, Syria Conflict, DRC and the Violation of Human Rights.

Social Events

- Refugee Rights Day, April 4, 2011
- World Refugee Day celebrations held at the Queen's Park on June 20th, 2011;
- June 26 International Day in Support of Victims of Torture, June 26, 2011;
- The Annual Picnic at High Park;
- The ninth *First Light* Celebration & CCVT Award Ceremony, November 2011;
- Annual General Meeting and Holiday Party held at the Bickford Centre on December 2011.



Volunteer Involvement

Language Instruction and Skills Training Report

22 Years of the Language and Skills Training Program

Abdul Abubaker
LINC/ESL Coordinator

For the past 22 years, CCVT's specialized Language and Skills Development Program has been a key component in the recovery and successful rehabilitation of survivors of torture and organized violence. In collaboration with the many other services at CCVT and in partnership with the community, the 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.

The program aims at assisting survivors of torture and war trauma to learn language tools in developing the communications skills needed in achieving their recovery goals and start their journey to integrate into Canadian society. To this end, our CCVT Language and Skills Training Program, working in conjunction with the TDSB ESL classes and other CCVT services at CCVT provides a supportive learning environment and delivery approach to maximize the learning experience of our students to achieve utmost quality and outcomes.

Elena Solokhina
Computer Instructor

The Language and Skills Training courses at CCVT are specifically adapted to the learning abilities and needs of our learners and designed to language proficiency and skills development of survivors. It nurtures the individual and caters to the needs of adult learners who suffer from debilitating imprints that make the learning process harder and strenuous. Our 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 provide clients with encouragement, hope, community, social context and the help they need to progress with their language and social skills.

Basic Computer Class Graduates

Language and Skills Training Report (cont'd)

Fostering interpersonal Connections

A special feature of CCVT's Language and Skills Training Program is fostering interpersonal ties as an objective in itself 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 the "family" and where they know they are accepted. This is true, as many of our ESL clients are seniors who are able to socialize through interacting with the other students in the classrooms. This interaction plays into breaking their isolation and fosters an interaction with our younger clients.

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. One 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 torture survivors.

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 solely on CCVT premises in the downtown location and in Scarborough so that clients and teaching staff will have access to counselors and other CCCVT services when emotional or other needs arise for themselves and their families.

CCVT language Program Expertise

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

Tutoring, Conversation Circles, Citizenship Class and befriending

In cooperation with the Volunteer Program we have enhanced our English tutoring and befriending program to include a significant number of our students. We have also introduced a Citizenship Class to assist our students in preparing for citizenship tests and conversation circles -facilitated by volunteers to assist low beginner and intermediate level students in their communication skills. We now also have a successful Computer Aide English Language Instruction that benefits our students tremendously.

Success and Recovery

The CCVT language and skills training program continues to be a critical component of a successful recovery program for our clients. It is also the first point of contact with their new home in Canada for our clients. 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.

Language and Skills Training Report (cont'd)

Introduction to Office Administration and Computer Training Program 2012

Employment Services and Skills Training Program

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

The program included:

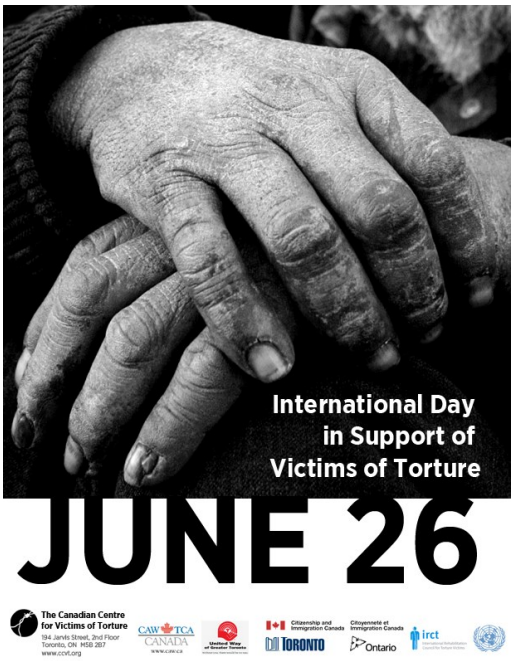
1. Employment Workshop – interactive information and training sessions once a month on employment-related topics
2. Basic Computer Skills Course
   - Secretarial Course
   - One-on-one employment counseling;
   - Introduction to Office Administration and Basic Computer Courses
   - Total students enrolled in computer programs: 67, male: 17, female:50
   - 36 Students enrolled in Introduction to Office Administration Course, with 18 graduating
   - 31 Students enrolled in Basic Computer Course with 17 graduating

Niagara Falls Trip

CCVT in Pictures

Senior Tamil Women Support Group

Marina Nemat speaking at the CCVT Youth Roundtable 2012



June 26, 2011 - International Day in Support of Victims of Torture

World Refugee Day Celebrations—Yonge/Dundas Square

Newcomer Information Session

CCVT in Pictures (cont'd)

Volunteer Appreciation Day - Scarborough Branch

Volunteer Orientation Session -Downtown Office

Volunteer Spotlight Session

Summer Quest 2011 & Picnic

Financial Report

Revenues	2012	2011
Citizenship and Immigration Canada · ISAP · LIP · LINC · H.R.S.D.C.—New Horizons	 1,220,003 316,379 0 0	 1,080,343 259,704 304,170 18,700
United Way of Greater Toronto	237,192	232,542
Donations/Fundraising	117,591	179,095
Ministry of Citizenship · NSP · Pay Equity	 76,911 23,311	 77,351 23,311
Ontario Trillium Foundation	58,900	61,808
City of Toronto—CSGP	23,880	23,880
United Nations Voluntary Fund	18,000	36,000
Honorarium	1,800	270
C.A.W. Social Justice Fund	1,500	1500
Sundry Income	140	20
Total Revenues	**2,095,607**	**2,298,694**
Total Expenses	**2,078,753**	**2,253,161**
Surplus	**16,854**	**45,533**

Financial Report (cont'd)

Consolidated Schedule of Operations

Year Ended March 31, 2012

Expenses	2012	2011
Wages and benefits	1,506,236	1,614,897
Program Supplies and Expenses	137,839	127,308
Rent	71,610	66,306
Fundraising Expenses	54,023	83,346
Bookkeeping	38,631	36,691
Common Expenses	33,063	30,408
Printing and Photocopying	28,534	29,793
Telephone	28,172	28,341
Maintenance and Cleaning	27,476	26,582
IT Support/Web Hosting	27,440	24,598
Professional Fees	22,964	9,078
Utilities	16,792	22,870
Mortgage interest	16,532	17,429
Insurance	11,303	7,502
Staff Development	10,340	8,076
Travelling	9,997	30,366
Conferences and Meetings	6,452	16,029
Postage and Courier	5,563	5,127
Volunteer Support	4,829	1,720
Interest and Bank Charges (Net)	4,281	5,477
Stationary & Supplies	4,032	10,874
Program Admin (Net of Recoveries)	-22,953	14,298
Funded Capital Purchases	3,752	7,511
Dues and Fees	3,515	2,350
Publicity	3,461	9,677
Equipment Rental/Repair	830	3,411
Funded Renovation	0	1,939
Foreign Exchange Loss	-2,984	5,171
Amortization	27,023	24,536
TOTAL EXPENSES:	**2,078,753**	**2,253,161**

Legal Committee Report

Mandate:

CCVT's Legal Committee is to be active in the field of policy analysis, legal support and research as well as in monitoring national and international human rights instruments dealing with torture, genocide, war crimes, crimes against humanity, impunity as well as bodies related to protection and rehabilitation of survivors, refugees and other uprooted people.

During the past year, the CCVT Legal Committee dealt with the following areas of policy support:

Bill C-31

- The Committee continued past efforts and assisted the CCVT in providing the government with feedback on Bill C-31; and
- prepared the Centre for its attendance at the Parliamentary Committee.

The CCVT Legal Committee extensively studied the measures enacted to amend the Immigration and Refugee Protection Act, the Marine Transportation Security Act and The Department of Citizenship and Immigration Act. (delete).

Information extracted under torture

- In a letter to the Minister of Public Safety, the CCVT raised its fear regarding media reports about our government's approval to allow the Canadian Security Intelligence Service to use information extracted under torture.
- CCVT believes that any kind of sanction of torture, including the use of information obtained by means of torture and acquiescence of it, is a blatant breach of Canada's domestic legislations, its human rights obligations and its obligations under various international human rights instruments.

Canadian Centre for International Justice (CCIJ)

- The CCVT is one of the founders of the Canadian Centre for International Justice (CCIJ) and monitors its activities in addressing the issue of impunity in Canada.

Clients' Refugee and Immigration problems

The Legal Committee provided CCVT with advice on numerous immigration cases, including cases in limbo, legal obstacles to family reunification, hastening the landing process of vulnerable survivors of torture, war, genocide and crimes against humanity, providing legal advice for medically inadmissible cases, assisting in Humanitarian and Compassionate cases, assisting in internal reviews and appeals process where OW and ODSP has been refused, assisting with legal advice to clients victim of crime, and providing feedback regarding clients at the Forensic Section for the Centre for Addiction and Mental Health.

Co-chairs: Andrew Brouwer and Richard Wazana
Members: Christian Marshall, Paulina Wyrzykowski
Staff Support: Ezat Mossallanejad

Public Education Committee Report

Dr, Ezat Mossallanejad
CCVT Policy Analyst

Mandate

The function of the Public Education Committee is to raise awareness of the continuing effects of torture, war, genocide and crimes against humanity of survivors and their families, and to work toward their protection and integrity. The Committee also strives to contribute to the development of human rights in theory and practice through activities that include research, production and distribution of learning materials, onsite training and education programs for staff, volunteers, students and the community, as well as public forums and presentations - locally and globally.

During the past year, the Committee focused on two areas:

- Educating the Canadian public, specifically the youth, on the issues of torture, war, genocide, crimes against humanity and impunity;
- Protecting Canadian citizens and non-citizens against torture, impunity and refoulement to torture.

Collaboration

In its public education endeavor, CCVT maintained a close collaboration with the Canadian Council for Refugees, the Canadian Centre for International Justice, York University, University of Toronto, Ryerson University, University of Ottawa, Wilfred Laurier University, George Brown College, Humber College, Seneca College, FCJ Refugee Centre, Amnesty International and the branch office of the United Nations High Commissioner for Refugees. 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 and genocide while paying special attention to the need for rehabilitation of survivors.

Public Awareness Workshops and Presentations

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

- a one day workshop at the School of Nursing, University of Western Ontario/Lawson Health Research Institute, London, Ontario;
- a workshop to the members of the Iranian community at the Sheldon Hotel in Mississauga, on Human Rights, Torture, Secularism and the mandate of the CCVT;
- public awareness panels on Human Rights at York University;
- a workshop on the Challenges of Settlement at the North York Civic Centre in Toronto Oriel Community Centre for newcomers and their service providers;
- in a discussion with other NGOs organized by the Ontario Council for Agencies Serving Immigrants (OCASI) on conditional Permanent Resident Card in cases of family sponsorship;
- as guest speaker for the CCIJ First Film Festival, exploring topics of Human Rights in Africa;

Public Education Committee Report (cont'd)

- on behalf of the United Way, at Citizenship and Immigration Canada on the organization's mandate, its clients, programs and services;
- BMO Financial Group on how to assist newcomers settle and integrate in Canada as well as on the CCVT's mandate;
- the United Way Kickoff Breakfast Meeting;
- a group of church and Amnesty International activists on torture and the CCVT holistic services;
- a presentation to the managers of Scotia Bank on human rights, torture and the CCVT mandate;
- two workshops for staff members and clients of the Thorncliff Community Centre on the overview of human rights instruments and mechanisms, torture, impunity and the CCVT mandate;
- The CCVT celebrated the launch of its bi-annual journal, The First Light.

Learning Materials

CCVT's journal, the *First Light*, provided valued and critical commentaries on current issues along with information on the Centre's programs and activities. The latest issue reports on research conducted by CCVT staff, volunteers, clients and supporters. First Light will continue to serve, as a valuable means of education and public awareness and is available along with other research reports and public education materials on the CCVT website.

Chair: Susan McGrath
Members: Regine King, Mulugeta Abai and Chizuru Nobe
Staff Support: Ezat Mossallanejad, Teresa Dremetsikas and Huda Bukhari

International Committee Report

Mandate:
The CCVT International Committee monitors and responds to the activities and services of a network of organizations that support survivors of torture, war, genocide and crimes against humanity and makes necessary recommendations to the CCVT Board of Directors. The Committee also works towards monitoring and responding to global issues related to prevention, exposure and eradication of torture, war, genocide and crimes against humanity.

During the year 2011-2012, the International Committee was involved in the following activities:

- **Canada's Compliance with Convention against Torture:**
  On August 30, 2011, the CCVT provided a detailed report to The Canadian government as well as the UN Committee against Torture regarding Canada's Compliance with the *Convention Against Torture* (CAT).

- **Situation in Bahrain**
  In early November 2011, the Canadian Center for Victims of Torture, joined colleagues in different hu man rights agencies around the world by writing to Prime Minster Harper and to King Hamada of Bah rain re-iterating pleas for the due process in the case of Canadian citizen Mr. Naser Bader Al-Raas, who was at risk of being incarcerated in Bahrain for five years.

- **Information Extracted under Torture**
  In a letter sent to the Honourable Victor Toews, Minister of Public Safety and Security Preparedness, CCVT sent a letter reiterating its position that any information obtained through torture is a blatant breach of Canada's domestic legislations, its human rights obligations and its obligations under various international human rights instruments.

- **Optional Protocol**
  In December 2002, the United Nations adopted the OPCAT, an international instrument that stands to make an important contribution in preventing torture and ill-treatment worldwide. The International Committee continues to monitor its developments and to monitor conditions in places of detention. The Committee will continue to urge the government of Canada for the ratification of the *Optional Protocol to the United Nations Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (OPCAT).

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

  * Letter to the Prime Minister and King Hamada of Bahrain reiterating please for the due process in the case of Canadian citizen, Naser Bader al-Raas;

  Chair: Susan McGrath
  Members: Mulugeta Abai, Huda Bukhari, Chizuru Nobe
  Staff Support: Ezat Mossallanejad, Teresa Dremetsikas

Health Committee Report

Mandate:

- To develop and advise as needed the implementation of procedures and guidelines for the assessment of clients and the provision of services.
- To collaborate with the executive Director and other committee of the CCVT Board in fulfilling the mandate of the Centre.
- To collaborate with the Personnel Committee in staff development.
- To work with the Public Education Committee and the Volunteer Committee to promote public and professional education.
- To develop guidelines for the provision of clinical services in house and provision of services by the CCVT Health Network as well as the expansion of its members.
- To act as a resource for CCVT staff including training, case consultation.
- Representing CCVT at the academic conferences in consultation with the Executive Director
- Research and Resource development including training resources for community members, network members and professionals.

The committee has been very busy this year contributing to the CCVT Mental Health Program and participating in public education for the community on the issue of torture and trauma at many different settings including:

- Vicarious Trauma, Aga Khan Foundation.
- Vicarious Trauma, CAMH Residents of psychiatry Academic Day
- Presentation at the Hong Fook Conference: Understanding the Unique Mental Health Needs of Refugee Children and Families
- Presentation at the National Refugee Health Conference: Hope After Horror. CCVT and Changing Mental health Contexts of Trauma
- Presentation at The Medical Clinic for Person-Centered Psychotherapy: Assisting Victims of Torture and War
- Presentation at York University: Graduate Program in Health course: Human Rights and Health Equity

Other presentations organized by the committee through guest speakers and made open to the entire network included:

Forensic Pathology Unit: Describing Injuries by Dr. Tanguay and Dr. Charis Kepron
Brain Injury and PTSD by Dr. Sniderman

The committee initiated discussions about putting together a CCVT certificate course for service providers and include several relevant topics

Members of the CCVT Health committee: Dr. Lisa Andermann, Dr. Clare Pain, Dr. Debra Stein, Dr. Rosemary Meier, Dr. Marlinda Freire, Dr. Donald Payne, Dr. Wendell Block, Dr. Tripler Pell. Mohamed Ahmed, Selamawit Yohannes and Teresa Dremetsikas

East Downtown Local Immigration Partnership Report

Hanan Harb
LIP Program Manager

Local Immigration Partnership (LIP) is a program developed by Citizenship and Immigration Canada in partnership with the Ontario Ministry of Citizenship and Immigration in order to identify groups that will coordinate and enhance the current service delivery to newcomers while avoiding duplication and promoting efficient use of resources. The East Downtown Toronto Local Immigration Partnership was created to support the objectives of the Canada-Ontario Immigration Agreement (COIA) and complement efforts to improve immigration outcomes for immigrants. Local Immigration Partnerships (LIPs) aim to provide a collaborative space for the development and implementation of sustainable local and regional solutions for successful integration of newcomers to Toronto.

In an effort to further build on the work achieved in Phase I of the project, the EDTLIP continued to encourage and strengthen cross collaboration in the sector. LIP meetings have provided avenues in which service providers are able to effectively connect with one another and build on relationships that may not have existed prior to their participation in LIP. Since April 2011, the EDTLIP has welcomed many new members that include some of the following: Centre for Education and Training, Street Health, African Caribbean Council on HIV/AIDS in Ontario, Yonge Street Mission, The June Callwood Centre, Children's Aid Society Toronto, New Horizons: Healing and Hope Coalition, Sprucecourt Junior Public School, Alliance for South Asian AIDS Prevention, Operation Springboard, LGBT Youthline, The 519 Community Centre, United Mothers Opposing Violence Everywhere (UMOVE), Regent Park Women and Children, Green Thumbs Growing Kids, Community Matters, Ryerson University – Tri-Mentoring Program and the Faculty of Community Services, Harmony Hall Centre for Seniors, Epilepsy Toronto, The Gerstein Centre, Arts for Children and Youth, Sound Times Support Services, Assaulted Women's Helpline, Older Women's Network, Oasis Femme, Federation of Metro Tenants Association, Hincks Dell crest Centre and Madison Community Services.

Throughout Phase II, the EDTLIP also continued to strengthen its links with other planning and capacity building initiatives in the community such as the Downtown East Community Development Collective, Regent Park Social Development Stakeholders Table, the City-wide LIP, Community Crisis Response Network, School Community Action Alliance of Regent Park (SCAARP) and the Regent Park Employment and Enterprise Committee.

As Phase II of the EDTLIP project was focused on the implementation of action items developed in Phase I of the project the EDTLIP Steering Committee continued to meet on a monthly basis to provide essential oversight and direction. The Steering Committee was composed of representatives from the lead agency, the chairs of the planning tables, LIP partners, CIC and the City of Toronto. The Steering Committee ensured project objectives were met and provided feedback and advice for all initiatives undertaken by the EDTLIP. As such, Steering Committee members played an important leadership role in assisting the EDTLIP to address the needs of the newcomers within the East Downtown Toronto neighborhood.

East Downtown Local Immigration Partnership Report (cont'd)

In addition to the Steering Committee, all five EDTLIP working groups met on a quarterly basis to work towards the implementation of the EDTLIP Settlement Strategy and Action Plan. EDTLIP working groups were as follows: Employment, Training and Language; Health/Mental Health; Housing; Immigration & Settlement; and Social & Cultural Inclusion. All working groups were actively engaged in the development and implementation of sustainable solutions for the successful social and economic integration of new immigrants. To this end, EDTLIP working groups organized twenty-five different learning forums for frontline staff and newcomers in the East Downtown Toronto area. Such forums included information sessions, workshop series, seminar presentations and professional development trainings. Topics included newcomer employment rights, entrepreneurship, concurrent disorders training, burnout and vicarious trauma, tenants' rights, home ownership, family reunification, forced marriage and the Balanced Refugee Reform Act (BRRA). The EDTLIP also held several community forums and fairs including: a Community Forum with Toronto Police (April 2011), a Newcomer Wellness Fair (September 2011), an Arts & Cultural Fair (November 2011) and a Community Circle with Newcomer Youth and 51 Division (January 2012).

During Phase II of the project, the EDTLIP also formed three new Ad-Hoc Committees for newcomer women, seniors and youth. A Structuring Committee made up of service providers that work with these target populations was formed to work in tandem with each Ad-Hoc Committee. Members of the Structuring Committees met on a quarterly basis to assist in the recruitment process and to plan events and activities. The Newcomer Ad-Hoc Committee members met on a monthly basis and benefited from various workshops to improve their well-being as residents and service recipients in the East Downtown Toronto area. Workshops and trainings were scheduled in accordance with results from the quantitative needs assessment conducted with all three groups in August 2011. Workshop topics included: epilepsy, employment and post-secondary options, diabetes education, sexual health, fall prevention, entrepreneurship, youth recreation and healthy eating.

The achievements of the EDTLIP in Phase II could not have been possible without the participation and dedication of its member agencies. The EDTLIP was successful in recruiting a wide variety of stakeholders, that included educational institutions, grassroots organizations, local government representatives, hospitals and community health centers, shelters, public libraries, legal clinics, francophone organizations, religious organizations, and service providers specializing in HIV/AIDS, refugee services, the needs of LGBTTQ newcomers, women's services, youth services, mental health and employment. We hope to build on these achievements in the future as the Toronto South LIP in order to continue to facilitate broad avenues of collaboration and enduring partnerships between a broad range of local stakeholders, while also effectively engaging the newcomer community.

Community members enjoy local talent at the EDTLIP Arts & Cultural Fair

Board of Directors

Mohan Doss, HR Consultant
Chair

Blas Austria, Accountant
Treasurer

Richard Wazana, Lawyer
Secretary
Member, CCVT Legal Committee

Helen Gateri
Member-at-Large

Professor Susan McGrath
Director, Centre for Refugee Studies
Member

Aberra Mekonnen
Member, Personnel Committee

Marina Nemat, Author/Writer
Member,
Public Education/Int'l Committee

Dianne Oliphant, Policy Analyst
Co-Chair, Fundraising Committee

Fatoumattal (Fanta) Ongoiba
Executive Director, APAA
Member-at-Large

Dr. Claire Pain, Psychiatrist
Chair, Health Committee

Dr. Tripler Pell, Family Physician
Member, Health Committee

Steven Theobold
Media Strategist
Co-Chair, Fundraising Committee

Gia Williams
Lawyer
Chair, Personnel Committee

World Refugee Day Celebrations - Yonge Dundas Square

Health Network Members

Psychiatrists, Psychologists	Dr. L. Andermann Dr. G. Devins Dr. M. Freire Dr. X. Fornazzari Dr. M. Gholamain Dr. O. Gozlan Dr. S. A. Hassan Dr. T. Lo Dr. R. Meier Dr. A. Munshi Dr. C. Pain Dr. D. Payne Dr. J. Pilowsky Dr. R. Stall Dr. D. Stein
Family Doctors and General Prac-	Dr. W. Block Dr. S. Gazeley Dr. D. Honickman Dr. T. Pell Dr. J. Rackal Dr. K. Ruleau Dr. A. Vaezi
Other Specialists	Dr. M. Ryhanian, Dentist Dr. P. Wade, Hearing Specialist

Legal Network Members

Aida P. Abraha
John Abrams
Roy C. Amadi
Lina Anani
Michael F.Battista
Max Berger
Robert Blanshay
Raoul Boulakia
Michael Brodzky
Andrew Brouwer
Larry Butkowsky
David Buzaglo
Michael Campell
Juan F. Carranza
Tollis Chan
Desmond Cherrington
Monika Choudhury
Laurence Cohen
Carol Simone Dahan
Susan deLint
Daniel. H. Dagago
Chantal Desloges
Paul A. Dineen
Mercy Dodepo
Esther Dressler
Marshall Drukarsh
Ralph Dzegniuk
Olay Regina Ejidike
Lorne A. Faratovitch
Joseph S. Farkas
Daniel M. Fine
Ceri Forbes
Lani Gozlan
Evan Green
Mendel Green
Shoshana Green
Stephen Green
John Grice
Isak Grushka
John M. Guoba
Peter E. Haber
Kenneth N. Hagan
Marchand Hagan
Ian D. Hamilton
Marc Herman
Marjorie Hiley
Rita Hisar
Pablo Irribarra
Barbara Jackman
Ravi Jain
Anthony Kako
Catherine Kerr
El Farouk Khaki
Zahra Khedri
Michael Korman
Mitchell E. Korman
Benjamin A. Kranc
Marianne P. Kroes
Peter J. Kroshak
Daniel Kwong
Douglas Lehrer
D. Clifford Luyt
Cynthia Mancia
Harry Mann
Harvey S. Margel
Jack Martin
Lisa McCullough
Adam Mclver
Kevin McTavish
Jegan N. Mohan
Melissa Melvin
Dr. Randal Montgomery
Georgina Murphy
David Nakelsky
David Orman
Norris J. Ormston
Pamila B. Pohani
Cheryl Robinson
Patrick Roche
Joel Rosen
Lisa Rosenblatt
Roger Rowe
Geraldine Sadoway
Geary B. Shorser
Maureen Silcoff
Tricia Simon
Donald C. Simmons
Belva Spiel
William A. Sullivan
Leonard Susman
Byron J. M. Thomas
Helen Trentos
Paul Vandervennen
Lorne Waldman
Mordechai Wasserman
Richard Wa zana
Patricia Wells
Timothy Wichert
Ian Wong
Patricia Wong
Rodney L. H. Woolf
Susan J. Woolner
Peter J. Wuebbol
David P. Yerzy

Legal Committee

Collaborating Agencies

- Abaasarusi Missionary Church
- Access Alliance Multicultural Community Health Centre
- ACCESS Employment Centre
- Accessible Community Counseling and Employment Services
- Across Boundaries
- Adam's House
- Adelaide Resource Centre for Women
- Afghan Association of Ontario
- Afghan Women's Counseling & Integration Community Support Organization
- Afghan Women's Organization
- African Community Services of Peel
- Africans in Partnership Against Aids
- Albanian Community
- Albert Campbell Public Library
- Applegrove Community Centre
- Arab Community Centre of Toronto
- Auberge Francophone
- Barbara Schlifer Commemorative Clinic
- Berhan Semai-Pastor Onatan
- Bickford Centre - TDSB
- Birkdale Women's Shelter
- Bloor Information & Life Skills Centre
- Brampton African Community Services
- Canadian Arab Federation
- Canadian Centre for International Justice
- Canadian Council for Refugees
- Canadian Red Cross
- Canadian Tamil Youth Development Centre
- Canoraaa (Centre Francophones des jeunes de Toronto)
- CAS North York
- Casa de las Americas
- Catholic Community Services of York Region
- Catholic Cross Cultural Services
- Catholic Immigration Centre
- Cedrabrae Library
- Centre for Ethics, University of Toronto
- Centre for Information & Community Services of Ontario
- Centre for Spanish Speaking Peoples
- Centre Francophone du Toronto Metropolitan
- Centre Medico-Social Communautaire
- Charity Village - COSTI Branch
- Chinese Family Services of Ontario
- Christie Refugee Welcome Centre
- City Adult Learning Centre (CALC)
- Community Microskills Development Centre
- Community Resources Connections of Toronto
- Cornwall & District Immigrant Service
- Corvette Family Resource Centre
- COSTI
- Council of Agencies Serving South Asian (CASSA)
- Covenant House
- CultureLink
- Davenport-Perth Neighbourhood Centre
- Dixie-Bloor Neighbourhood
- Downsview Family Health Centre
- Dr. Roz's Healing Place
- East End Community Health Centre
- East Metro Youth Service
  East Scarborough Boys and Girls Club
- East Scarborough Community Festival Market
- Eglinton - Kennedy Public Library
- Eritrean Canadian Association of Ontario
- Eritrean Canadian Community Centre of Metropolitan Toronto
- Ethiopian Association in Toronto
- Family Residence - Lido Motel
- Family Service Association in Scarborough
- FCJ Hamilton House Refugee Project
- Fife House Foundation
- Flemingdon Neighbourhood Services
- Frontline Youth Network
- Goodwill Employment Centre
- Hamilton Urban Core Community Health Centre
- Highbrook Learning Centre
- Hong Fook Mental Health Association
- Humber River Regional Hospital
- Inter-Cultural Neighbourhood Social Services
- International Charity Association Network (ICAN)
- Iranian Canadian Newcomer Association
- Islamic Community of Afghans in Canada
- Islamic Social Services & Resources Association
- Jane Alliance Neighbourhood Services
- Jewish Vocational Services
- Job Start (Formerly C.A.W.L)
- Jones Avenue School - TDSB
- JVS Toronto

Collaborating Agencies (cont'd)

- Kensington Bellwood Community Legal Services
- LAMP Ask Community Health Centre
- Latino-Canadian Community Association of Scarborough
- Lawrence Heights Community Health Centre
- Le Regoupement des Femmes Immigrantes Francophone
- Legal Aid Ontario
- Madina Mosque
- Malton Neighbourhood
- Matthew House
- Maytree Foundation
- Mennonite New Life Centre of Toronto
- MIDAYNTA Association of Somali Service Agencies
- Mount Sinai Hospital
- Mujer
- Multi-Cultural Inter-Agency Group of Peel
- Neighbourhood Legal Services
- New Experiences for Refugee Women
- Newcomer Women's Services Toronto
- North American Muslim Foundation
- North York Community House
- OASIS Centre des Femmes
- Ontario Council of Agencies Serving Immigrants
- ODSP - Scarborough
- Omar Bin Khattab Mosque
- Ontario Works Offices
- ON-TRACK for Women
- Oromo Canadian Community Association of GTA
- Operation Springboard
- Parkdale Community Information Centre
- Parkdale Community Legal Services
- Polycultural Immigrant Community Services
- Polycultural LINC Program
- Red Cross
- Regent Park Community Health Centre
- Reh'ma
- Rexdale Women's Centre
- Riverdale Immigrant Women's Centre
- Romero House
- Salahedin Islamic Centre
- San Lorenzo Latin American Community Centre
- Scarborough Community Residential Area
- Scarborough East Ontario Early Years Centre
- Scarborough Community Residential Area
- Scarborough Goodwill
- Scarborough Housing Help Centre
- Scarborough Village
- Second Base Youth Shelter
- Settlement and Integration Services Organization
- Shelton Institute for Mental Health
- Sick Kids Hospital
- Sistering
- Skills for Change
- Sojourn House
- Somali Canadian Association of Etobicoke
- Somali Immigrant Aid Organization
- Somaliland Canadian Society
- South Asian Family Support Services
- St. Christopher House
- St. James Town Library
- St. Joseph Immigrant Women's Centre
- St. Michael's Hospital
- St. Paul Trinity Church
- St. Stephen's Community House
- Storefront
- Sudanese Settlement Community
- Tamil Eelam Society of Canada
- Toronto District School Board (TDSB)
- Thorncliffe Neighbourhood Services
- Toronto Chinese Community Services Association
- Toronto Hostel Services Unit, Family Residence
- Toronto Public Health
- Tropicana Community Services Organization
- Vision Africana 2000
- War Child Canada
- Warden Woods Community Centre
- West Hill Community Services - Family Resource Centre
- West Scarborough Legal Services
- West Scarborough Neighbourhood Centre
- West Way Medical Clinic
- Women's College Women's Health in Women's Hands
- Woodgreen Community Centre of Toronto
- Working Skills Centre
- Working Women Community Centre
- YWCA of Greater Toronto
- YWCA Family & Social Services
- YMCA LINC Assessment Centre
- Yonge Street Mission
- Young Diplomats

CCVT Staff

Mulugeta Abai
Executive Director

Teresa Dremetsikas
Program Manager

Huda Bukhari
Manager,
Settlement Services

Ezat Mossallanejad
Policy Analyst/
Researcher/Settlement/
Trauma Counsellor

Thilaga Jeganathan
Settlement
Coordinator/ Trauma
Counsellor
Scarborough

Michael Prokaziuk
Development Manager

Abdurahman Abubakar
LINC/ESL
Coordinator

Gabriela Agatiello
Settlement/Trauma
Counsellor

***Mohamed Ahmed**
Settlement/Trauma
Counsellor

Sidonia Couto
Child & Youth Coordi-
nator/Counsellor

****Michelle Emamnazar**
Settlement/Trauma
Counsellor
Scarborough

***Jackie Gakumba**
Settlement/Trauma
Counsellor

* Resigned
** End of Contract
*** Maternity Leave

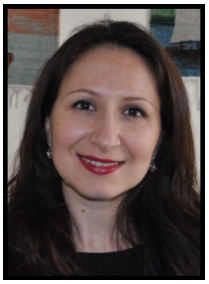
CCVT Staff

Rahel Gebregiorgis
Assistant Child/Youth Counsellor

Mbalu Wembo
Child & Youth Coordinator/Counsellor Scarborough

***Selamawit Yohannes**
Settlement/Trauma Counsellor

Elena Solokhina
Computer Instructor



***Ermelina Balla**
LIP Community Development Manager

Hanan Harb
LIP Community Development Manager

Nicole Watson
LIP Community Engagement Coordinator

Rita Boateng
LIP Community Development Officer

Alison Mills
LIP Program Assistant

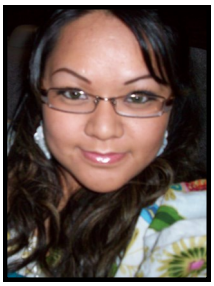
Juliette Ntege
Volunteer Coordinator Scarborough

* Resigned
** End of Contract
*** Maternity Leave

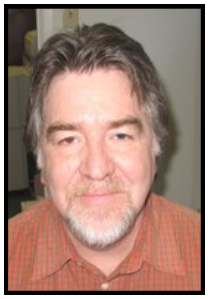
CCVT Staff

Delfina Vega de Paiz
Administrative Assistant/
Office Coordinator

Ferdinand Alvarez
Administrative Assistant/
A/R-A/P



Desiree Dumlao
Administrative Assistant
Scarborough



David Burt
LINC Instructor

Inez Caldwell
LINC Instructor

****Susana Cluer**
ESL Instructor
Toronto Board of
Education

Rose Coulton
LINC Instructor

****Glen Davis**
ESL Instructor
Toronto District School
Board

****Elizabeth Jones**
ESL Instructor
Toronto District School
Board

Yale Padawer
ESL Instructor
Toronto Board of
Education

**End of contract

Figure 1: CCVT Survivors

Total Clients: 2127; Countries: 96; Female: 1097; Male: 846; LGBTQ: 184

Country of Nationality	Gender								TOTAL
	Adult			Child 0 -12		Youth 13 - 24			
	F	M	LGBTQ	F	M	F	M	LGBTQ	
Afghanistan	63	63		12	5	21	28	1	193
Albania	9	9							18
Angola	1	1					2		4
Argentina		1					1		2
Bangladesh	7	10	2	1	2		1		23
Barbados	1		4						5
Botswana	2		3			1			6
Brazil			1						1
Burundi	13	5				4	2	1	25
Cambodia		1							1
Cameroon	5	4	1			3			13
Canada					2	1			3
Chad		1							1
Chile	4								4
China	3	3				1			7
Colombia	44	24	1	2	4	6	5	2	88
Congo Brazzaville		1					1		2
Congo DE	33	11		3	1	6	4		58
Costa Rica	2	2							4
Cote D'Ivoire		2							2
Croatia		1							1
Cuba	1								1
Czech Rep	3								3
Dominican Republic			1						1
Ecuador	2								2
Egypt	2	1			2				5
El Salvador	4	2							6
England		1							1
Equatorial Guinea	2								2
Eritrea	96	51		4	4	1	5		161
Ethiopia	103	61	1	10	11	6	2		194
Gambia		3					1		4
Ghana	2	1					1		4
Greece	1								1
Guatemala	4	1			1	1	1		8
Guinea		1					3		4
Guyana	3	2	1	1					7
Haiti	10	7	4	1	6	4	6		38
Honduras	4								4
Hungary	4	5	1						10
India	4	6							12
Iran	50	45	15	3		6	11		130
Iraq	36	32		4	9	4	11		96
Israel	2				1				3
Ivory Coast	1	2	1			1	2		7
Jamaica	8	7	13		1	3	1	2	35
Japan	1								1
Jordan	1	2				3	1		7

CCVT Survivors (cont'd)

Country of Nationality	Gender								TOTAL
	Adult			Child 0-12		Youth 13 - 24			
	F	M	LGBTQ	F	M	F	M	LGBTQ	
Kenya	14	2	5	2	1	4	3		31
Korea	1								1
Kosovo	1	3							4
Lebanon							1		1
Liberia	2	1			1		1		5
Libya							1		1
Lithuania		2							2
Mexico	23	18	3		2				46
Moroco							1		1
Namibia	19	1	6	2	2	8	4	1	43
Nepal	2	2		2	1				7
Nicaragua	2	4							5
Nigeria	42	31	49	6	8	15	3	4	158
North Korea	1				1	1			3
Oman							2	1	3
Pakistan	5	10			2				17
Palestine	1	1		3					5
Peru	2	1						2	5
Philippines	3	3				1			8
Poland	1								1
Qatar			2						2
Russia			1						1
Rwanda	18	3				4	2	1	28
Senegal	1								1
Sierra Leone	1	3				1	2		7
Slovakia	1					1			2
Somalia	21	11	1			7	13		53
South Africa	2								2
South Korea	1						1		2
Sri Lanka	110	94	1	19	17	10	14		265
St. Kitts & Nevis			2						2
St. Lucia	10		14	2		9	4	8	47
St. Vincent	7		10						17
Sudan	7	8		2	7				22
Swaziland	5	2				1	1		9
Syria	2	7	1	1	2		2		15
Tanzania	4	3				1	2		10
Trinidad	1	2	2						5
Tunisia	2	2							4
Turkey	6	7	1			1	1		16
Turkmenistan		2							2
Uganda	18	5	9			5	3	5	45
Ukraine	2								2
Uzbekistan		1							1
Venezuela	1								1
Yemen	1			1	2	2			6
Zambia	1								1
Zimbabwe	1	2					1		4
TOTAL	**873**	**600**	**156**	**81**	**95**	**143**	**151**	**28**	**2127**

Client Statistics

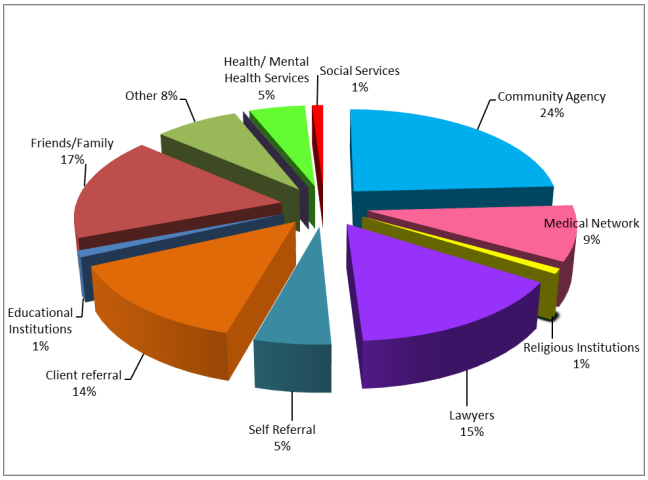


Figure 2: Referral Sources

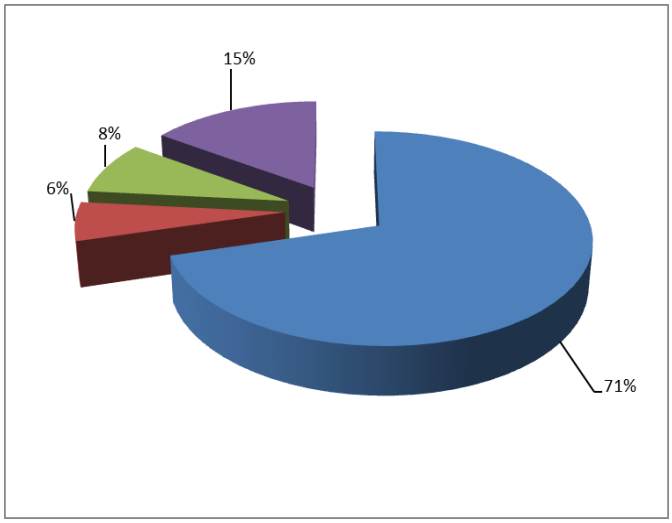


Figure 3: Age

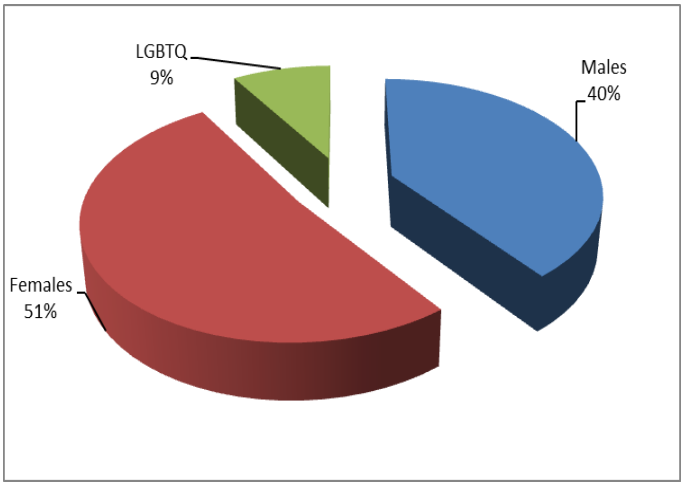


Figure 4: Gender

Client Statistics (cont'd)

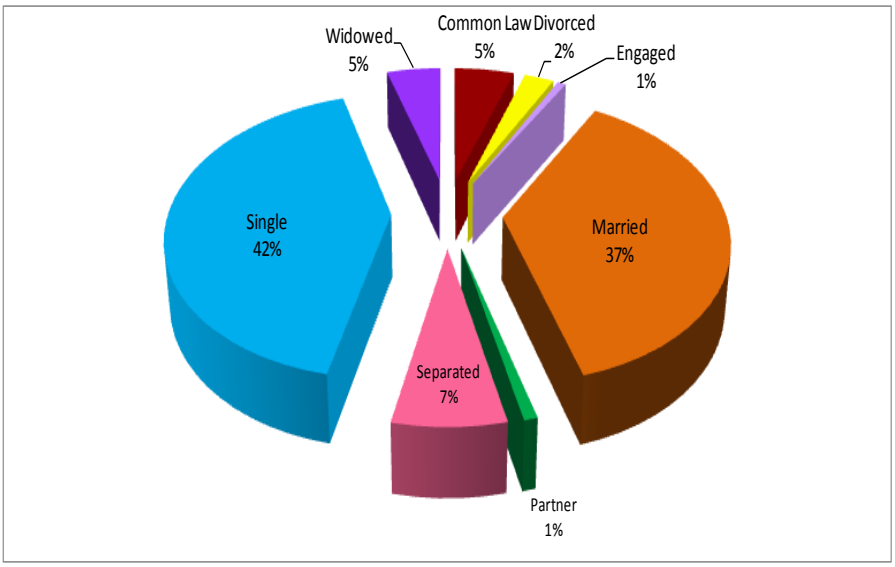


Figure 5: Marital Status

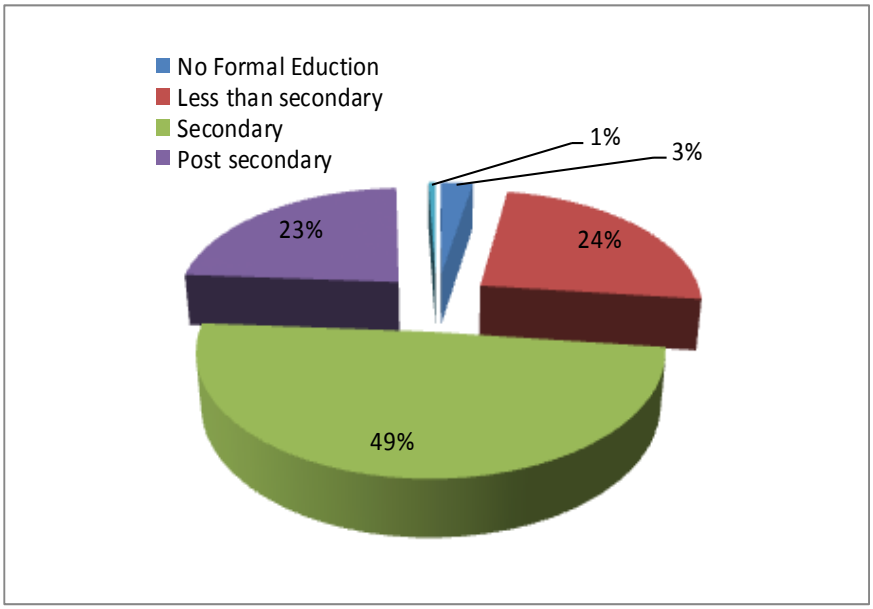


Figure 6: Education

Client Statistics (cont'd)

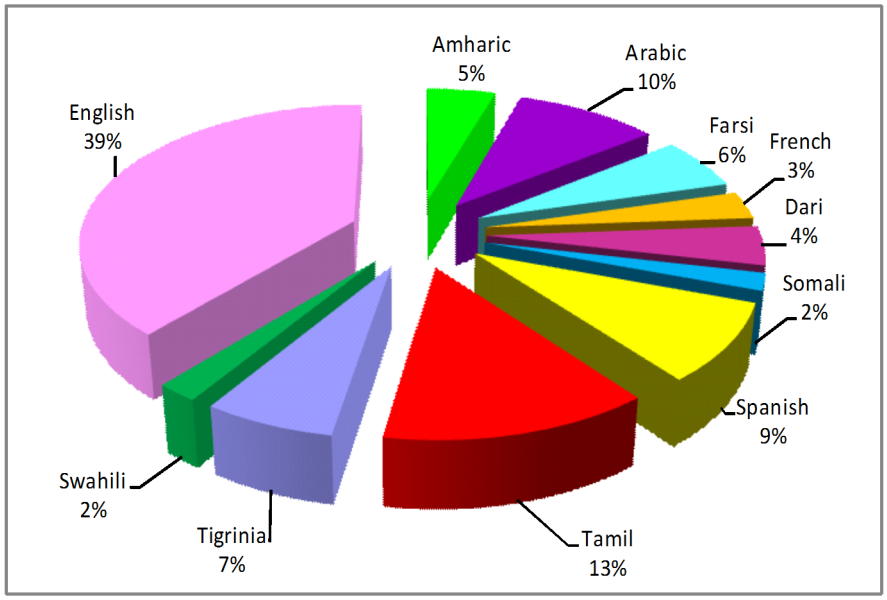


Figure 7: Top Languages

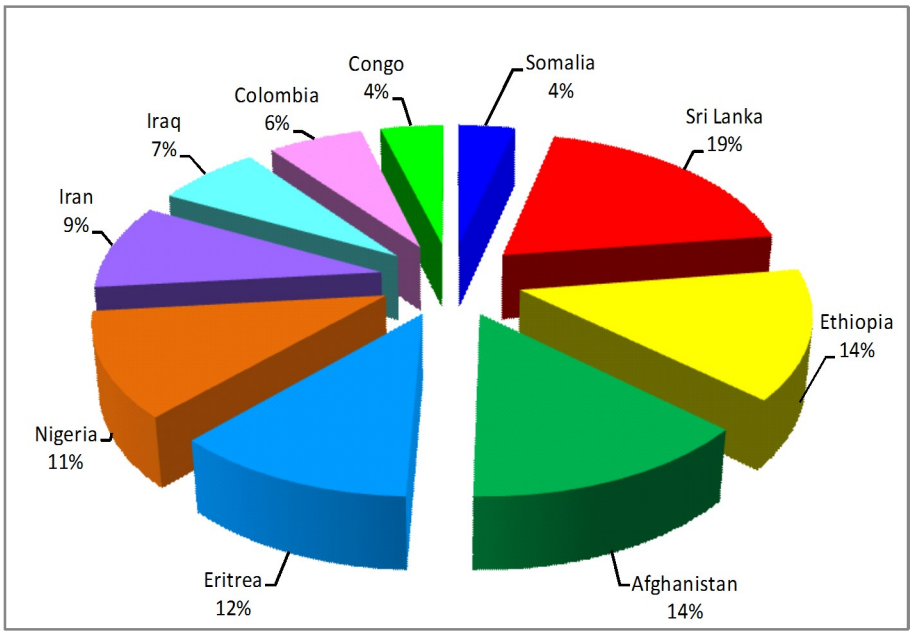


Figure 8: Top 10 Countries

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2004

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2007

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2008

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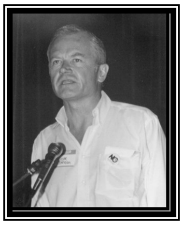

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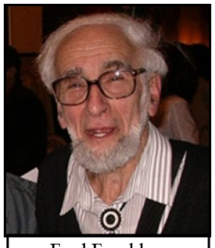
2002

Miranda Pinto
2003



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Dr. Wendell Block
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Douglas Leher
2007

Loly Rico
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Dr. Donald Payne
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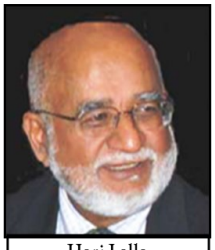

Hari Lalla
2010

Dr. Marlinda Freire
2011

CCVT Programs

- **Settlement Services:** employment, housing, language and skills training, social assistance, applications for family reunification, sponsorships, and orientations based on the client's needs are provided to assist in settlement. Volunteers also facilitate the settlement process by providing interpretation, escorting, befriending and English tutoring.

- **Mental Health:** mutual support groups, crisis intervention, individual and group therapy, coordinated professional services, including legal, medical and social care that provide treatment, documentation and legal support. The use of group therapy assists survivors in learning to cope with the torture experience and transforms it into one that is understood and dealt with.

- **Children & Youth Program:** individual and family counseling, specialized settlement services for children, crisis intervention, homework club, support groups for children, youth and parents, and recreational and empowerment activities that incorporate conflict resolution, mentoring, peer support and story-telling.

- **Language Instruction and Computer Training:** English as a Second Language courses which are specifically designed to meet the needs of survivors and include a strong life skills component. Classes include all levels of literacy: beginners, intermediate and advanced. Computer courses in Microsoft Office and Windows are provided at introductory and intermediate levels.

- **Volunteer Program:** a Befriending Program that assists survivors in rebuilding their connections to others as well as to the greater community; an ESL Tutoring Program to help students learn and practice their English; and an Escorting and Interpreting for survivors at different appointments (medical, legal, social). More than 200 volunteers assist in all programs of CCVT and hold monthly meetings, usually with a guest speaker. A structured orientation program prepares volunteer befrienders to work with torture survivors within a context of community understanding of global issues. The "CCVT Newsletter" is sent to all volunteers each month, which provides information on CCVT events, volunteer opportunities and job postings. A volunteer guide has also been prepared.

- **Public Education:** responds to numerous requests for information, assistance and consultations on torture and the effects of torture as well as regularly producing resource materials. CCVT's semi-annual publication "First Light", is produced, which discusses issues related to the CCVT's mandate and ongoing work.

- **International Projects:** CCVT is associated with a coalition of centres which support victims of organized violence, repression and torture, in exile or in their own countries.

Gathering for World Refugee Day Celebrations - June 20, 2011

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