

**The CCVT  
General Staff Meeting at the Main Office  
Held on Friday, February 15, 2019**



**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. The CCVT gives hope after the horror!

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**The Connection**  
A PUBLICATION BY THE VOLUNTEERS OF  
**THE CANADIAN CENTRE FOR  
VICTIMS OF TORTURE**  
SCARBOROUGH BRANCH

A NEWSLETTER FOR ALL CCVT VOLUNTEERS

JANUARY-MARCH 2019

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**Editors' Note:**

The information provided in this publication is not controlled by the CCVT, and therefore may not reflect the Centre's views.



**THE MARCH BREAK 2019  
AT CCVT SCARBOROUGH BRANCH**

**A Trip to the Royal Ontario Museum**



**A Trip to the Toronto Climbing Academy**



**CCVT IS A CENTRE OF EXCELLENCE!**

## Clients' Activities and Events

**The Kids' March Break Activities**  
**March 11th — 15th, 2019**



**A Pizza Party at the CCVT Scarborough Location**



**Kids at the Royal Ontario Museum**

## Clients' Events & Workshops

**International Women's Day Celebrations, March 2019**  
**The Dancing-Moves Time**



08/03/2019

**This was a Workshop about Violence Against Women  
Facilitated by Rola Hamdan from  
Willowdale Community Legal Services held on January  
25, 2019**



## Clients' Events & Workshops

### Arabic Men's Group



11/02/2019

This was an information session for Arabic Speaking Men's Group about Ontario Disability Support Program (ODSP) that was facilitated by staff lawyer Piera Savage from West Scarborough Community Legal Services (WSCAR).

### The ESL One-on-One Tutoring



05/03/2019

This is Eric Aagaard, a Volunteer, helping a client to improve his English Conversation Skills. They meet weekly for one session at the CCVT Scarborough location.

## Clients' Activities and Events

### THE YOUTH GROUP ACTIVITIES



14/03/2019



**CCVT SCARBOROUGH BRANCH  
THE INCOME TAX CLINIC  
THE IN-HOUSE TRAINING ON FEBRUARY 23, 2019**



The CVITP annually trains CCVT Volunteers to participate during each Tax Season and also provides the UFILE and EFILE software with all the required support. The In-House Training this year took place on Saturday, February 23rd 2019 at the CCVT Scarborough location. ★ Charlaine Falcon and Reham Mahmoud, CVITP Coordinators facilitated this Training. This Income Tax Clinic was opened on Wednesday, February 27, 2019.

Volunteers who participated in the Year 2018 CCVT Tax Clinic, received their Certificates of Appreciation after the Training.



**Clients' Events & Workshops**

**The International Women's Day Celebrations on March 8th, 2019**



08/03/2019

**A Workshop about Self-Care was held on the Women's Day and was facilitated by Elsa Al Attar from the City of Toronto**



08/03/2019

## Clients' Events & Workshops



On February 21st CCVT held a Family Day celebration and a Community Safety talk for the children and their parents from the community. Many of the parents used it as an opportunity to get to know the counsellors better and socialize with each other. Many of the youth provided translation for the parents with limited English skills.

This session was facilitated by Nadia, Rafiya and Nisreen, Settlement Counsellors at the CCVT Scarborough Branch.

## Volunteers' Activities

### THE INCOME TAX CLINIC 2019 IN PROGRESS At CCVT Scarborough Branch



## Volunteers' Activities and Events

### The Art of Interpreting Workshop by Dr. Wendell Block



Since 1986, Dr. Wendell Block has been involved with the Canadian Centre for Victims of Torture. He's a Family Physician and also works with the East End Community Health Centre. On Tuesday, March 26, CCVT volunteers and staff got to hear Dr. Block's best practices for

interpreting, in a workshop called the Art of Interpreting. For those who may be unfamiliar, when a client does not know English, the CCVT will pair them with a Volunteer Interpreter to accompany them to Medical, Legal or Government appointments, or Schools, and other scenarios.

Dr. Block shared with us his best practices for interpreting at a Medical appointment. Some of the highlights from his workshop are below:

**Confidentiality and respect are key!** Nothing is more important than respecting our clients and also keeping details of their appointments private.

**It's okay to be emotional and ask for breaks!** If something that a client is sharing makes you upset and you need a break, you can ask the Medical professional for a break.

**Use first-person language and pronouns when interpreting!** If a client is telling a doctor, "I have a headache," do not say "He says he has a headache." Instead, interpret everything exactly, such as, "I have a headache."

When sitting with the client and the Medical professional, use a triangular formation. That way, everyone is facing each other and no one's back is facing anyone else.

**Be neutral in your body language and facial expressions.** Do not bias what the client is saying with your own input or expressions. Your translation should be exactly what the individual is saying. This also means you should not mediate the conversation.

**If the client has a side conversation with you, share those details with the Medical professional.** Everything must be kept transparent.

If the client shares sensitive details with you (like child abuse or self-harm) in the waiting room or before or after the appointment, it is your legal responsibility to tell a Medical professional or a trusted authority. Safety first. If you have questions about this, please contact the counsellor you work with or Juliette Ntege, the Volunteer Coordinator.

On behalf of all Volunteers and staff, thank you to Dr. Block for an insightful and interactive workshop. We all left the workshop with new lessons and knowledge for our next steps as interpreters. Thank you the CCVT for giving all participants the opportunity to learn from Dr. Block!

*By: Farah Mustafa, Volunteer,  
CCVT Scarborough Branch*

## Volunteers' Activities

### A BEFRIENDER'S STORY



During my visits, I have helped the sixth-grader with Math worksheets, Spelling tests, Music assignments, and Social Studies presentations. It is a very rewarding experience for me because as a Second Year University student, I am well into the specific field I have chosen, and I don't get to experience any variety in terms of subject matter. Helping him reminds me of how many options and possibilities we have and it is reassuring to think that even in a specific field, the variety of job options vast.

One project of his that sticks out in my mind is the Social Studies presentation I helped him with last week. He was in charge of both writing the presentation and creating the Bristol board to supplement it visually. As we were working on the layout of the board, he told me that he was doing this assignment with a partner but the only thing the partner was doing was printing images from google to paste on the board. This led to a conversation about fairness and the age-old struggle of group presentations. In addition to helping him with this project, I was able to give him advice on how to deal with an issue that would no-doubt come up again both in his academic career and his professional career. This really opened my eyes to see how much of an impact I could have on someone as a result of such ordinary conversations.

I continue to visit the family weekly and look forward to building an even deeper connection with them.

Thank you CCVT for giving me such a rewarding opportunity!

*By: Shamal Haider, Befriender/Volunteer,  
CCVT Scarborough Branch*

I started volunteering as a Befriender in November of 2018 after I received an email about a single mother who needed help with her 12-year-old son's homework. This particular opportunity spoke to me because I have a 12-year-old sister who often needs advice and help with her homework, so I felt compelled to provide that kind of mentorship to someone who otherwise wouldn't receive help in that capacity.

At our initial meeting at the CCVT Scarborough office, I felt an even deeper connection because I related to the way the son was interpreting for his mother. As a child of immigrant parents, I understand the responsibility placed upon the children to act as interpreters for their parents. I also immediately loved the dynamic between the mother and her son and how dedicated she was to ensure that her son had all the help and resources he needed to succeed in school.

We decided that our weekly meetings would take place at the mother and son's home because it was the most accessible place for them and it would also ensure their ease and comfort. The following week I drove down to Scarborough for my first official meeting and I was amazed by their generosity. Despite repeatedly answering no, the mother, without fail, offers me a cup of tea or coffee every single week I visit and she explained to me that in her culture, a Guest must be offered at least a drink!