



CANADIAN CENTRE
FOR VICTIMS OF TORTURE



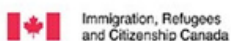
2022-
2023

CANADIAN CENTRE
FOR VICTIMS OF
TORTURE

ANNUAL REPORT

www.ccvt.org

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LAND ACKNOWLEDGEMENT

With gratitude, CCVT begins by acknowledging that the land we are on is the traditional territory of many First Nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We are their guests and need to be better guests in solidarity with their struggles and the ongoing injustices they suffer. First Nations history of the residential school system, cultural genocide and the Missing and Murdered Indigenous Women and Girls give rise to similar health issues which we, at CCVT, deal with regarding the impact of genocide, torture, rape as an instrument of war and human and sex trafficking. CCVT stands in solidarity with indigenous people and communities and we have much to learn from their lived experiences. CCVT would also like to acknowledge that we are all treaty peoples – including those of us who came here as settlers - as migrants either in this generation or in generations past; and those of us who came here involuntarily as refugees and as a result of the Trans-Atlantic Slave Trade. We honour the original intent of Two Row Wampum and are committed to foster respectful relations with Indigenous communities as we pursue the Truth and Reconciliation efforts.



CCVT MANDATE

The Canadian Centre for Victims of Torture (CCVT) aids survivors of torture, war, genocide and crimes against humanity to overcome the lasting effects of torture and war. Working with the community, the Centre supports survivors in the process of successful integration into Canadian society, works for their protection and integrity and raises awareness on the continuing effects of torture and war on survivors and their families. CCVT gives hope after the horror.

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CHAIR AND EXECUTIVE DIRECTOR MESSAGE



Monica Franklin
Board Chair



Mulugeta Abai
Executive Director

The world is facing its biggest refugee crisis and Internally Displaced since the Second World War, and the need for rehabilitation is greater than ever. A large number of people worldwide have been subject to torture, war, genocide and crimes against humanity. During 2022-2023, CCVT continued, under enormous pressure, to provide trauma-informed care to 3157 survivors from 107 countries. We have also successfully provided training to settlement counselors, community organizations, sponsorship agreement holders, faith groups, and health professionals throughout the country.

As an organization providing holistic, client-centered, accessible services to those who seek support, we continued to build initiatives that would make CCVT a Centre of Excellence. We have embarked on building on the organization's existing profile and expertise to create a knowledge hub to support formal and informal organizations across Canada and internationally in their efforts to manage and maximize achievements in assisting those who are impacted by torture, war, genocide, and crimes against humanity.

Unfortunately, the challenges we face are also extreme and we are witnessing how the absolute nature of the prohibition of torture has suffered from an oversimplified political narrative, a lack of understanding by the general public and a reluctance of governments to maintain it as one of the priority issues in public policy.

Despite these challenges, CCVT continues with its determined focus, well-articulated strategic direction, committed members of the board, staff, health and legal professionals, service users, volunteers and supporters from the community to chart a direction that will enable us to play a role as a national voice in the rehabilitation movement.

We have also embarked on partnering with indigenous communities to learn and contribute to Truth and Reconciliation. Our first report on the learnings and our contribution was recently released to the public. We are also in the process of building a national collective to move the Truth and Reconciliation recommendations in the sector we are part of.

Even though more remains to be done, we are pleased with 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.

MENTAL HEALTH & TRAUMA INFORMED SERVICES

CCVT's Trauma Informed and Mental Health programming continues to be an effective approach to improving the mental wellbeing of survivors of war, torture, crimes against humanity and genocide. This year we provided 3157 services from 107 countries. This year with our staggered approach to resuming back to in-person services proved the positive impact of our unique services at a time of crisis and the importance of collaboration and going beyond clinical interventions when it comes to working with survivors in their journey of recovery. Also, acknowledging while we provide services to service users we must not forget that our staff including admin, language instructors, community engagement, counselors who specialize working with refugees who have experienced trauma, management, medical, legal, volunteers and community partners all play a crucial role in this recovery journey. In addition, the flexibility and accessibility of our services in multiple languages, in-person and virtually allowed us to meet the needs of our service users thus helped break social isolation, strengthen community connections, and promote personal autonomy and community-care.

CCVT Is thankful to the following partners at the local, national and international level: Mount Sinai Hospital, ICHA Inner city health associates, Women Health in Women's Hands, Canadian, Addiction Mental Health, Sherbourne Health Clinic, Revenue Canada, Barbara Schiffer Clinic and Reed Smith.



MENTAL HEALTH & TRAUMA INFORMED SERVICES

Let's get **T.O.**
VACCINATED

Get your COVID-19 vaccines
(only available to eligible persons)

OHIP is not needed. Walk-in. No appointment.
Masks are to be worn.

CCVT Annual Summer Picnic

1873 Bloor St. Toronto
Sunday July 24, 2022
Hours: 11:00 am - 4 pm

Vaccine information: 416 338-7600
High Park, picnic area number 3

TORONTO toronto.ca/COVID19

Our partners launched the Vaccine Engagement Team FCJ refugee centre with consortium partners which includes Access Alliance, Adam House, Centre Francophone, Christie Refugee Welcome Centre, Matthew House, Romero House, Sojourn House and together, with the support of community ambassadors and community partners were able to support precarious migrants and individuals living in Toronto without OHIP with accessible information in appropriate methods to increase awareness, confidence, and access to the Covid-19 vaccine. Furthermore, while we prepared to return fully back to in-person, we launched a summer July 2022 vaccine clinic during our annual picnic at High park to educate and encourage our staff, service users and volunteers to be vaccinated.

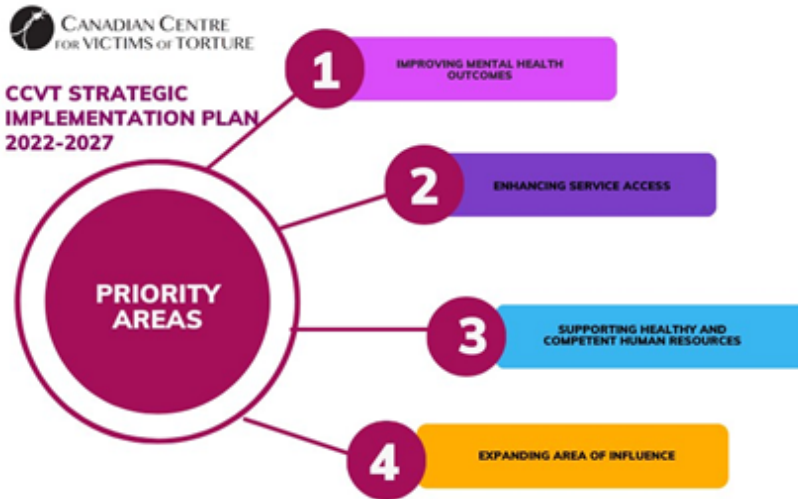
MENTAL HEALTH & TRAUMA INFORMED SERVICES

Our targeted approach of providing therapeutic group sessions to youth, seniors, women helped alleviate many of the daily stressors of being a newcomer to Canada proved to build trust, rapport and connections for further health care services such as physicians, psychiatrists and psychotherapist. In total we provided 586 therapeutic sessions for the service users. Furthermore, CCVT provided 307 information sessions with 1751 service users on various topic on education, housing, filing taxes, employment, wellness, self-employment, social services, banking et of



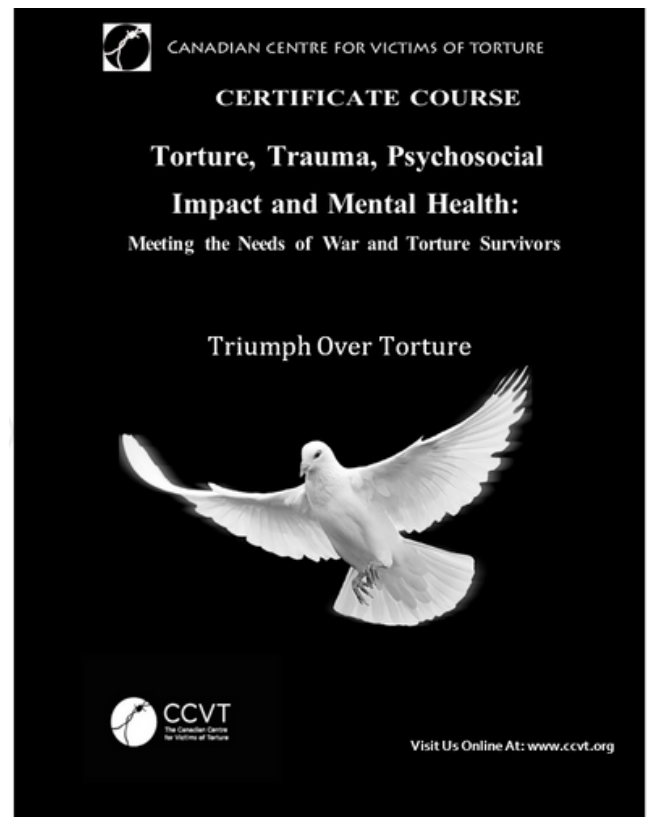
In addition, CCVT continued to provide trauma informed trainings to service providers and took the leadership in providing training to over 200 service providers including sponsorship groups on the role of the refugee service sector and Truth and Reconciliation in Canada. As a result CCVT took the leadership in launching a National Truth and Reconciliation Collective in March 2023 and Youth for Truth and reconciliation in February 2023. Both are opportunities for service providers and Youth to build capacity, generation of ideas, shared knowledges to advance practice and community healing.

MENTAL HEALTH & TRAUMA INFORMED SERVICES



While providing effective services is crucial, at the core of trauma informed practice service providers wellbeing is crucial to effective service delivery and community healing. Management worked tirelessly to ensure staff were trained various digital platform to enhance more communication, collaboration, documentation and reporting on services. Furthermore, staff meetings, counselors' meetings with their supervisor, counselors' only debriefing sessions and wellness sessions all resumed to ensure staff were supported.

Staff were encouraged and assigned to participate in community webinars, CCVT certificate course and courses with the OCASI's self-directed courses on Anti-black racism, Creating Positive Spaces for LGBTQIA+ Newcomers and OCASI PET course Fund to increase their capacity and improve their skills. Furthermore, staff participated in professional development sessions on Truth and Reconciliation plus a tour of the residential school, Anti-black Racism, Diversity Equity and Inclusion trainings.



ANTI-HUMAN TRAFFICKING REPORT

In the midst of a bustling year, we successfully navigated the transition from lockdown during the COVID epidemic to new methods of delivering services. Despite the challenges, our organization thrived. Noteworthy program highlights, aside from providing essential services to group clients, encompassed a series of events:



1. Regular presentations on human trafficking for CCVT clients were conducted throughout the year, occurring in May, August, October, and November 2022. A final presentation in acknowledgment of National Human Trafficking Awareness Day took place on February 22, 2023.



2. On May 18, 2022, CCVT served as a facilitator at a round table discussion, "Victims Crime Week - Virtual Roundtable: Counter Human Trafficking Collaboration In Pandemic Times: How can we improve and advance our prevention work?"

3. A unique "hybrid" event in the form of a Display Fair transpired on July 27, 2022, at Trinity House. Attended in person by representatives from 20 organizations and numerous clients, with an additional 40 participants online, the event featured Jennifer Richardson, the 1st Director of Ontario's Provincial Anti-Human Trafficking Coordination Office, as the guest speaker.

ANTI-HUMAN TRAFFICKING REPORT



4. On September 17, 2022, CCVT was invited by the Pelletier Mother of Teenage Women Foundation for the second consecutive year to present at their annual conference on human trafficking. Over 80 participants attended, and CCVT received an award from the Foundation.

5. CCVT took a leading role in organizing two panels in September on anti-human trafficking (AHT), sponsored by OCASI in collaboration with Aura Freedom, FCJ Refugee Centre, The Centre to End Human Trafficking, One Child, and Barbara Schliffer Clinic. The first panel on September 14 had over 70 participants, while the second on September 21, in collaboration with FCJ Refugee Center, saw over 60 participants, with CCVT and a client presenting as well.

6. A presentation for volunteers in CCVT's Community Engagement program took place on September 26, 2022.

CCVT organized a panel presentation on Migrant Workers, featuring a presentation by board member Estella Muyinda and contributions from two additional organizations: AMIGRAR (Immigration Consulting Agency) and Ministry for Social Justice, Peace, and Creation Care Sisters of St. Joseph of Toronto. This panel occurred on December 5, 2023.

COMING TO TERMS WITH TORTURE PROJECT

Project Objective:

The Trauma-Informed Care Project was an initiative led by the Canadian Centre for Victims of Torture (CCVT) and a National Advisory Committee from all provinces to develop the best practices and produce manuals for professional training for agencies working with survivors of trauma, torture, genocide, and other crimes against humanity. The implementation of the Trauma-Informed Care Project followed several phases and was carried out nationally.

CCVT finalized its National Train the Trainer 3 year project. The project started in April 2020 and was divided into 3 phases: Year 1: Needs Assessment, Year 2: Pilot train the trainer in Ontario and then National Train the trainer in year 3. A total of 199 organizations were contacted and these outreach efforts resulted in 73 participants from Agencies all across Ontario. For the National Train the trainer 220 agencies were contacted through email and phone. We received 232 registration forms from agencies.

Thank you to the following agencies that assisted in the training:

Centre for Refugee Resilience

Vancouver Association for Survivors of Trauma (VAST)

MOSAIC - Newcomer Family Resource Network

Kendra Maud
Catholic Social Services

Matias Hacker
Vancouver Association for Survivors of Trauma (VAST)

Roselyn Advincula
Immigrant Centre

Mohsen Eslami
Immigrant Services Society of BC (ISSofBC)

Newfoundland

Suzy Haghghi
Association for New Canadians

Nova Scotia

Gillian Smith
Halifax Refugee Clinic

Solange Mudahogora
Atlantic Region Association of Immigrant Serving Agencies (ARISA)

Ontario

Ellen Tang
Crossroads Refugee Clinic

Jyoti Singh
Nellie's Shelter

Vince Pietropaolo
COSTI

Quebec

Baijayanta Mukhopadyay
Cree Board of Health and Social Services of James Bay

Jacques Bertrand
RIVO-Resilience

Saskatchewan

Deborah Campbell
Global Gathering Place

Maryam Karimi,
Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISIA)

Yukon

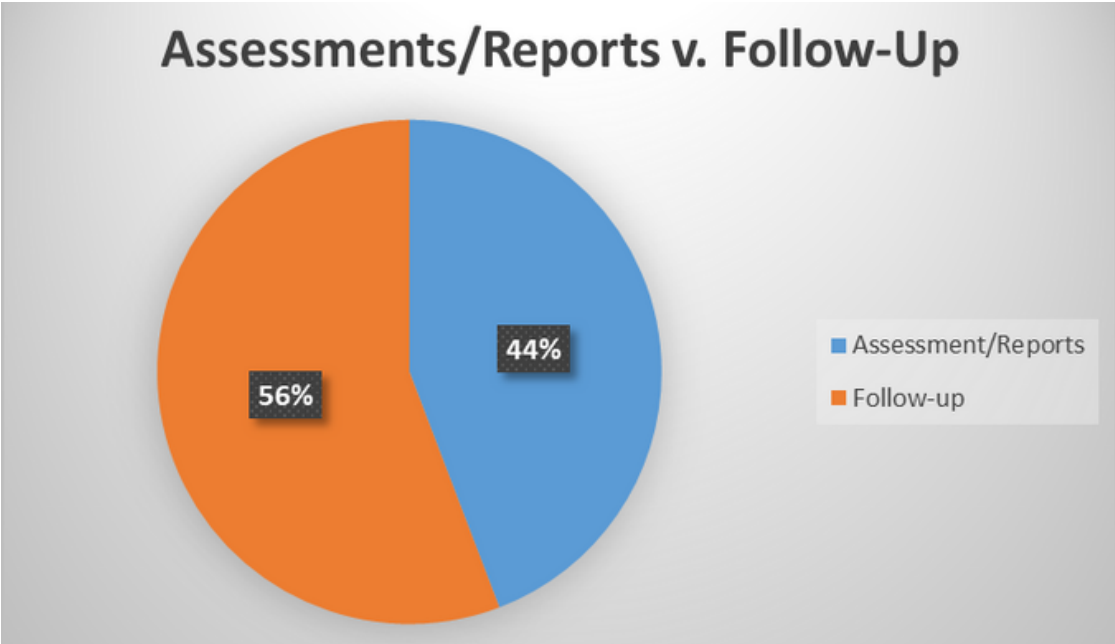
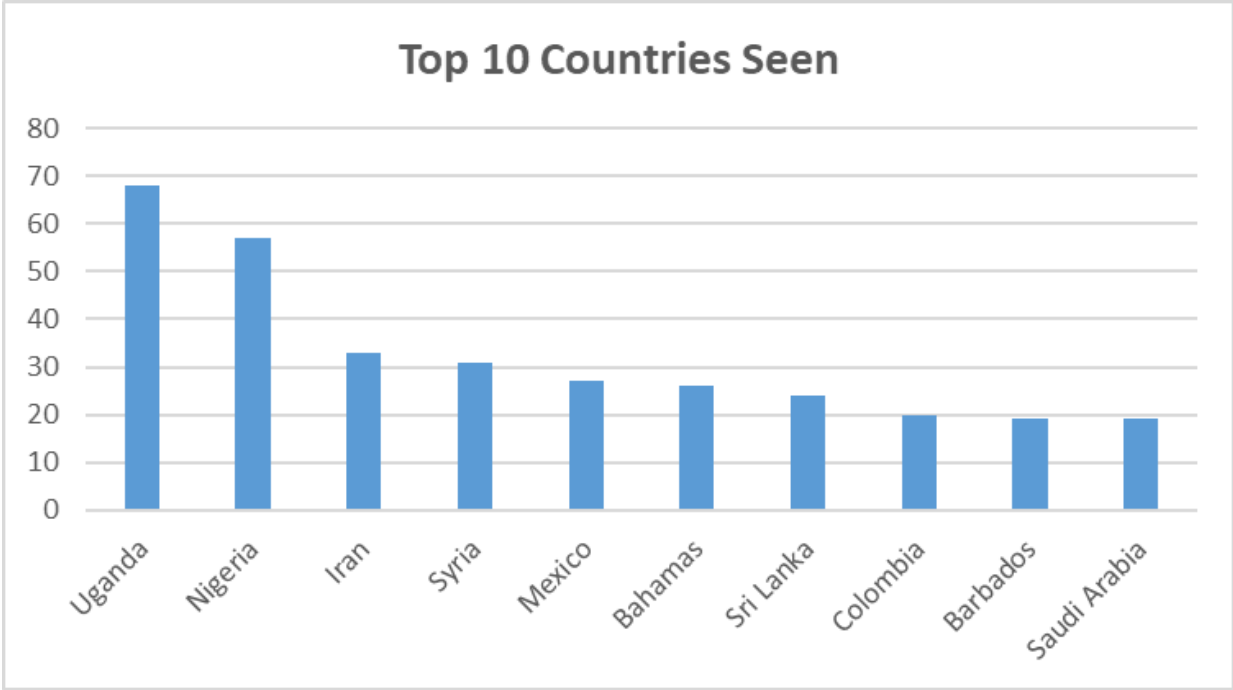
Heather Campbell
Yukon Cares Society

COMING TO TERMS WITH TORTURE PROJECT

346 settlement
front-line staff
and managers
across the
country attended
the training.



MEDICAL REPORT

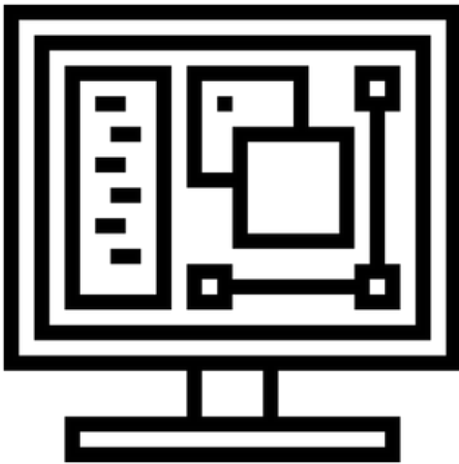


LANGUAGE & SKILLS DEVELOPMENT

Program Overview and Impact: Enhancing Employment Pathways through Skill Development

The program's primary objective is to empower our service users with knowledge and proficiency in contemporary technology, enabling them to pursue successful employment opportunities. Through a comprehensive curriculum, participants are equipped for a variety of roles in office, IT, and retail sectors. Additionally, the program hones essential computer skills crucial for roles like Personal Support Workers, where online reporting is common. This initiative particularly caters to individuals with limited work experience, newcomers to the Toronto job market, and those re-entering the workforce after career breaks. These roles often serve as pivotal entry points into the industry, fostering professional growth and acting as stepping stones to diverse career paths.

In tandem with skill acquisition, students receive expert guidance on effective job search strategies, crafting impactful resumes, and mastering interview techniques. The Canadian Centre for Victims of Torture (CCVT) continually seeks opportunities to enrich our course offerings, broadening the range of options available to our service users as they chart their career paths in Canada.



"CCVT's class on web design has been transformative. I now feel confident to pursue job opportunities with upgraded skills."

CCVT Computer Class Student

LANGUAGE & SKILLS DEVELOPMENT

Program Structure and Content:

The program comprises various courses aimed at fostering skills and enhancing employability:

- Virtual/In-person Introduction to Web Design Course: This course covers web design principles, HTML, CSS, JavaScript, WordPress or Dreamweaver, and image editing software. The morning class is supplemented with employment counseling and support for resume writing.
- Virtual/In-person Basic/Intermediate Computer Skills Course: Afternoon sessions focus on mastering essential tools such as MS Word, Excel, PowerPoint, Internet and email usage, Google apps, and online communication platforms.
- Cash Register Skills Course: Providing practical skills relevant to retail settings

Program Impact:

The Skills and Employment Services Program not only successfully navigated the challenges posed by the pandemic by embracing technology but also emerged stronger. The addition of the "Introduction to Web Design" course expanded our reach and attracted highly educated professionals seeking to integrate into Canadian society. By combining our expertise with community support, we provide a holistic journey of integration and empowerment. Student feedback consistently underscores the program's positive impact:

"The hybrid class was a great option, allowing me to attend either in person or virtually. I only wish I had more chances to interact with fellow classmates face-to-face." CCVT Student





CHILDREN & YOUTH PROGRAM

The Children & Youth program in Downtown and Scarborough locations began a transition period between virtual and hybrid programming post covid-19. The Youth program worked through various challenges of transitioning virtual services into a hybrid model to meet the needs of all clients. Despite the challenges, the Children & Youth program did extremely well with a combination of info sessions, youth support groups, summer quest and one on one counselling.

Homework Club Report 2022/2023:

Introduction

The Homework Club, an after-school program supported by dedicated volunteer tutors, continued to be a valuable resource for children and youth aged 7 to 20. This report provides an overview of the activities and events during the 2022/2023 academic year.

Program Schedule: The Homework Club operated four days a week, from Monday to Thursday, with sessions running from 4:00 to 5:00 p.m. This provided crucial one-on-one support to students seeking assistance with their homework assignments and participated in various educational activities

Activities

In addition to homework, clients had the opportunity to participate in different activities and learn about history within in Canada. Some of the examples of special events organized included:

- **Orange Shirt Day-** The Homework Club actively participated in the Virtual Orange T-Shirt Day celebration on September 29. This event brought staff, volunteers, and participants together to commemorate Indigenous history, promote awareness, and emphasize the importance of reconciliation. In addition to educational presentations, the Homework Club engaged children in art and creative activities that fostered a deeper understanding of Indigenous culture.
- **Remembrance Day** - On November 9, Homework Club members joined the nation in observing Remembrance Day. Child and youth counselors presented the history of Remembrance Day, including the symbolism of the red and black poppies. An informative video on the history of poppies deepened the children's understanding of this tradition. During the arts and crafts session, children created their own poppy-themed artwork.
- **Holiday Party** - The holiday spirit was in full swing during the in-person holiday party held on December 22, 2022, at our downtown office. Youth volunteers played a vital role in organizing various games for the children and ensuring snacks were provided. The child and youth counselors, along with youth outreach workers, distributed toys as gifts to spread joy during the festive season. The club's activities have fostered a more profound sense of community, understanding, and appreciation among its participants.

CHILDREN & YOUTH PROGRAM

Information Sessions

Throughout the 2022/2023 period, a series of informative virtual sessions were organized to provide valuable information and resources to youth, parents, and the community at large. These sessions aimed to enhance awareness and understanding of various programs and opportunities offered by the City of Toronto and Toronto Public Library.

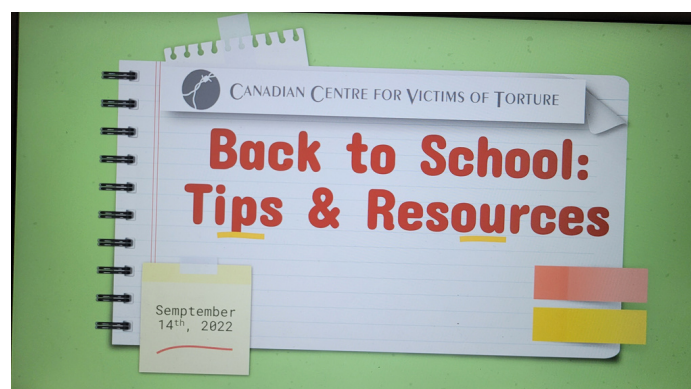
- **City of Toronto's Welcome Policy Information Session** - May 30, 2022: In May 2022, a virtual information session on the City of Toronto's Welcome Policy for recreational activities was conducted. Both youth and parents actively participated in this session.
- **Exploring City of Toronto Youth Opportunities** - On October 5, 2022, an information session was held to explore the diverse youth opportunities the City of Toronto offers. Two guest speakers, City of Toronto employees specializing in youth community engagement and recreational programming, facilitated the session.
- **Toronto Public Library Information Session - February 15, 2023:** In February 2023, a virtual information session was led by a guest speaker, the head of the St. Lawrence Library branch, to shed light on the services provided by the Toronto Public Library. Topics included accessing library cards, available services, support for newcomers to Toronto, materials in various languages, assistance for displaced persons, e-learning resources, and child and youth programs.

Youth Explorer Group

The Youth Explorer Group has been dedicated to providing valuable experiences and knowledge to empower youth throughout the 2022/2023 academic year. The report highlights the various activities and sessions to support our young participants' personal and professional development. .

- Camp TO and Youth Volunteer Opportunities Nov 30th, 2022
- .Field Trip to Aquarium Canada - December 29, 2022
- Mental Health and Self-Care Information Session –Jan 31st, 2023

The Youth Explore Group's activities and sessions have consistently aimed to empower youth with knowledge, skills, and experiences that contribute to their personal growth and well-being. Through a combination of educational, recreational, and informative sessions



CHILDREN & YOUTH PROGRAM

Youth Ambassador Program

Youth Ambassador Program is aimed at young newcomers to Canada who need to know more about Canadian culture. The program has the support of the Canadian Centre for Victims of Torture and is coordinated by the counselor for children and youth. Some options to get to know, learn, and get involved in Canadian culture are through programs and activities that different organizations carry out for all citizens, especially for newcomers.

There were various sessions held including:

- Guitar lessons
- Art Gallery of Ontario
- Catholic Crosscultural Services - workshop on employment
- psychotherapist Nebal.-He talked to them about depression, anxiety, and the symptoms of these

Youth Advisory Committee

The Youth Advisory Committee (YAC) was a leadership initiative for newcomer youth aged 15-30. The committee had 10 youth who worked together with the Youth Outreach Worker, Counselors and volunteers to enhance program quality at CCVT. As youth ambassadors, they had the opportunity to participate in leadership roles by providing suggestions, feedback, ideas and concerns from their personal experiences of utilizing services.

The goal was to empower youth by providing them with new skills, confidence and improve social inclusion. This was achieved by having trainings and various platforms for knowledge exchange. Together, youth built a safe space and supported each other through their shared experiences. Youth were given the chance to complete needs assessment in the beginning of the program so they can attend workshops/sessions that they required the most. They worked together to build meaningful connections with each other as well as various networking opportunities with organizations and community services. Youth attended various workshops such as Resume & interview preparation, Post-Secondary Education workshop, Presentation skills Youth then utilized what they learnt and presented to other youth and members within the community. In doing so, youth became independent and confident. Youth assisted the Outreach worker in designing t-shirts, organizing workshops, focus groups, outreach and doing needs assessments. At the end of the program, youth received \$150 Honorarium and certificate of completion from MPP Wong Tam.



CHILDREN & YOUTH PROGRAM

Recreational activities

Summer Quest & March Break

The Summer Quest Program 2022/2023, organized by CCVT, has once again proven to be a remarkable success, offering children and youth an unforgettable and enriching summer experience. Catering to a diverse age group ranging from 7 to 27 years, this program aimed to provide newcomers with opportunities for education, skill development, personal growth, career exploration, community engagement, and recreational fun. The program ran from July to August 2022, with designated days for children, youth, and virtual participants. In addition the youth also attended the following trips : Ripley's Aquarium, Evergreen brick, Todmorden Mills and arts based activism.



MLSE Launchpad - July 2022: In July, the children had a fantastic time at MLSE Launchpad, where they engaged in various sports activities, including basketball, football, and rock climbing. MLSE provided a complimentary lunch, adding to the excitement of their first-ever experience in Canada.



Toronto Zoo - August 2022: In August, the children and youth embarked on an educational and entertaining visit to the Toronto Zoo. They left with lasting memories, a deeper connection to nature, and a commitment to wildlife conservation.



Woodbine Beach and High Park - August 2022: At Woodbine Beach, children and youth enjoyed a day filled with games, including volleyball, badminton, soccer, and swimming.



Art Gallery of Ontario (AGO) - August 2022: AGO provided a unique learning experience for youth, allowing them to explore different cultures and histories through art.

TORONTO SOUTH LIP

Canadian Centre for Victims of Torture is an active consortium partner of the Toronto South LIP

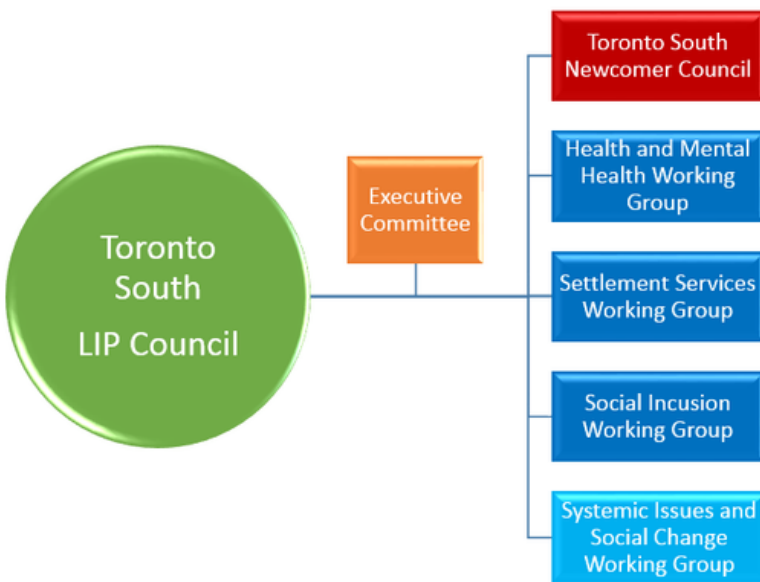
Local Immigration Partnerships (LIPs) are federally funded planning bodies focused on developing and implementing settlement strategies that coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources. We seek to engage various stakeholders in the partnership process, including employers, school boards, boards of trade, levels of government, local associations, ethno-cultural groups, faith-based organizations; in conjunction with community, legal, health and social services sectors. There are over 80 LIPs across Canada, with four quadrant community LIPs in Toronto. Additionally, one municipal LIP, the Toronto Newcomer Office based at City Hall engages the City of Toronto. The 40 official City of Toronto neighbourhoods that comprise the Toronto South area occupy the central southern part of the city that generally runs from Lake Ontario, north to St. Claire Avenue, and from Victoria Park Avenue west to Parkside Drive/Keele Street.

Our vision is for LIPs to be perceived as a valuable resource for the local community, facilitating access to information and resources and fostering partnership building and collaboration. As structures that are uniquely connected to a wide range of stakeholders, LIPs have an important strategic role to play in advising on and implementing Canada's immigration and settlement policy.

In support of this vision, the Toronto South LIP's member organizations such as CCVT, are committed to exploring new ways of communicating, collaborating, coordinating and partnering for the benefit of newcomers in the Toronto South area. We are committed to working together to provide a collaborative network of information, programs, supports, and services for newcomers that reflect our service values that include being: welcoming, accountable to newcomer communities, responsive to changing needs, and inclusive. The work of the Toronto South LIP is executed through a sophisticated structure which is depicted on the next page.

The work is then divided for the working groups to accomplish with the input and oversight from the Newcomer Council.

TORONTO SOUTH LIP



Augmenting Members Voices

TSLIP has continued to participate at tables including but not limited to the City of Toronto Newcomer cluster meetings, the Uninsured Network, the Canadian Council for Refugees, OCASI and has joined task forces on Afghan and Ukrainian resettlement at various governmental levels. Team members also represent TSLIP in Toronto Inter-LIP settings and planning such as Bridges Conference, Faith Forum, Women Against Violence Action Group, Newcomer Day and Welcome 2 School initiative.

Addressing Systemic Racism

In the last fiscal year, TSLIP along with the other Toronto LIPs co-created a joint EDI framework to evaluate our processes. We have retained a new consulting firm to guide us in the second phase of the implementation process, allowing each Toronto LIP to work towards our goal of improved and inclusive structures based on metrics designed at the beginning of the project, with a focus on anti-racism and anti-oppression principles. Additionally, TSLIP has held five anti-racism professional development workshops for sector staff to increase capacity and comfortability in this area and will continue to do so in the coming fiscal year.

Strengthening Connections with BIPOC communities

TSLIP has launched the Black Frontline Staff Support network to offer an equitable safe space for discussion, capacity building and debriefing for those who may be enduring racism in client interactions and as well within the organizational structure. Sessions are attended and facilitated by individuals who identify as black which creates opportunities for knowledge sharing, referrals and networking.

Our Community Models Service Delivery Improvement project seeks to center organizations led by racialized individuals and serving racialized communities in decision-making around funding and service coordination.

TORONTO SOUTH LIP

Centering Newcomers' Voices

Our Newcomer Council remains actively engaged to TSLIP's work. In addition to holding regular meeting to keep abreast of TSLIP projects, a representative also attends Partnership Council Meetings. Between meetings, community and civic opportunities are also shared with NC members.

Support for Newcomer Success

Our newest working group focused on employment have innovatively produced a three part Equity, Diversity and Inclusion (EDI) Training for Employers. The group has also produced a two part series on Labor Exploitation in collaboration with the Newcomer Collaboration Services Working Group. The Newcomer Collaboration Services Working Group strategically produced a four part lunch and learn series on housing challenges for our partners. All aforementioned learning opportunities were extremely well received.

Emerging Challenges

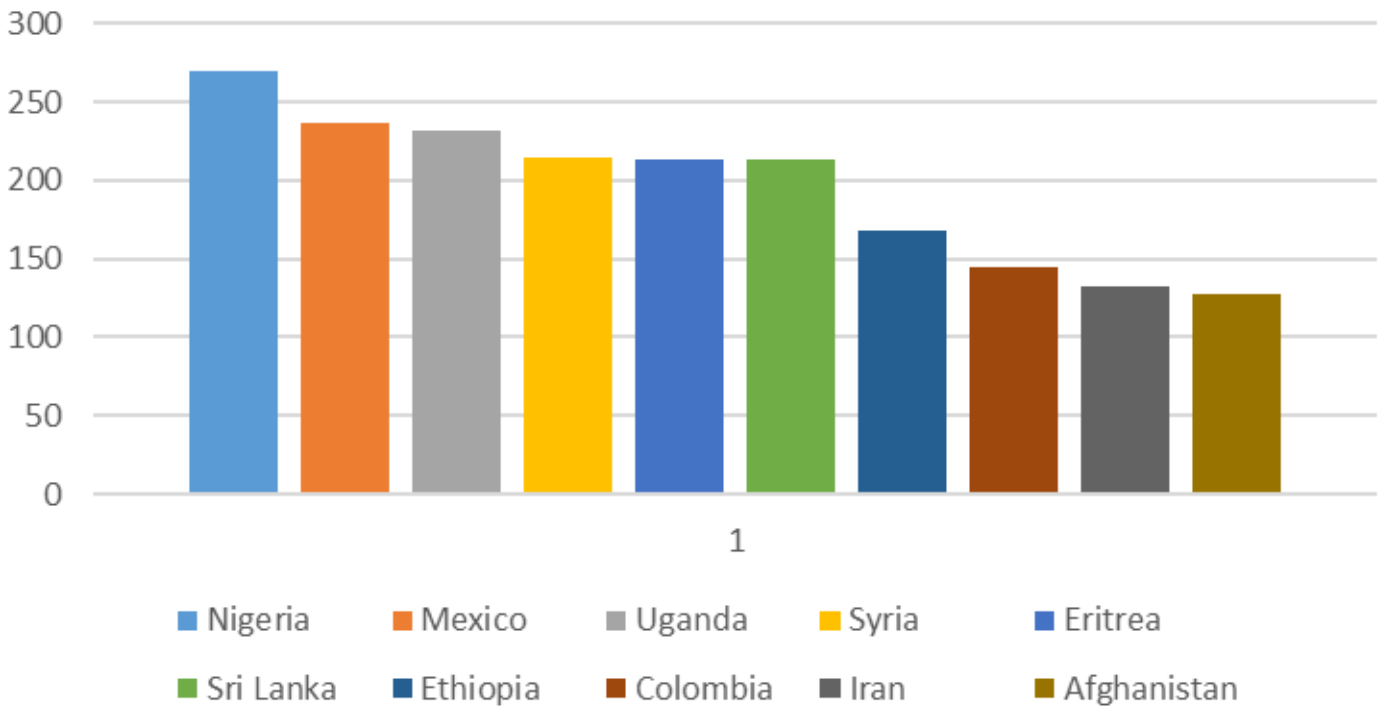
In addition to attending meetings hosted by our long standing partner the Uninsured Network, we continue to be proactive in sharing information and other changes in service provision and have also endorsed a strong report by the network called A Bridge to Universal Health Care. TSLIP has actively supported the grassroots group Migrant Workers Alliance for Change in their work on regularization as we have shared interest in the topic and its proposed outcomes. Several members of the TSLIP team attended an in person community event in support of the group objectives on September 18 2022, with plans for continued collaborations.

Supporting New Service Delivery Models

TSLIP conducted a Remote Work Survey towards the end of 2022 based on the feedback we received from the partnership on challenges in returning to the office and what has been perceived as a difficult transition back to in person services by many in front facing and admin positions. We hope to use the results to organize a panel discussion for sector employers to support their efforts at moving their organizations forward.

CCVT CLIENTS AT A GLANCE

TOP 10 CLIENT COUNTRIES



FEMALE

57%



MALE

40%

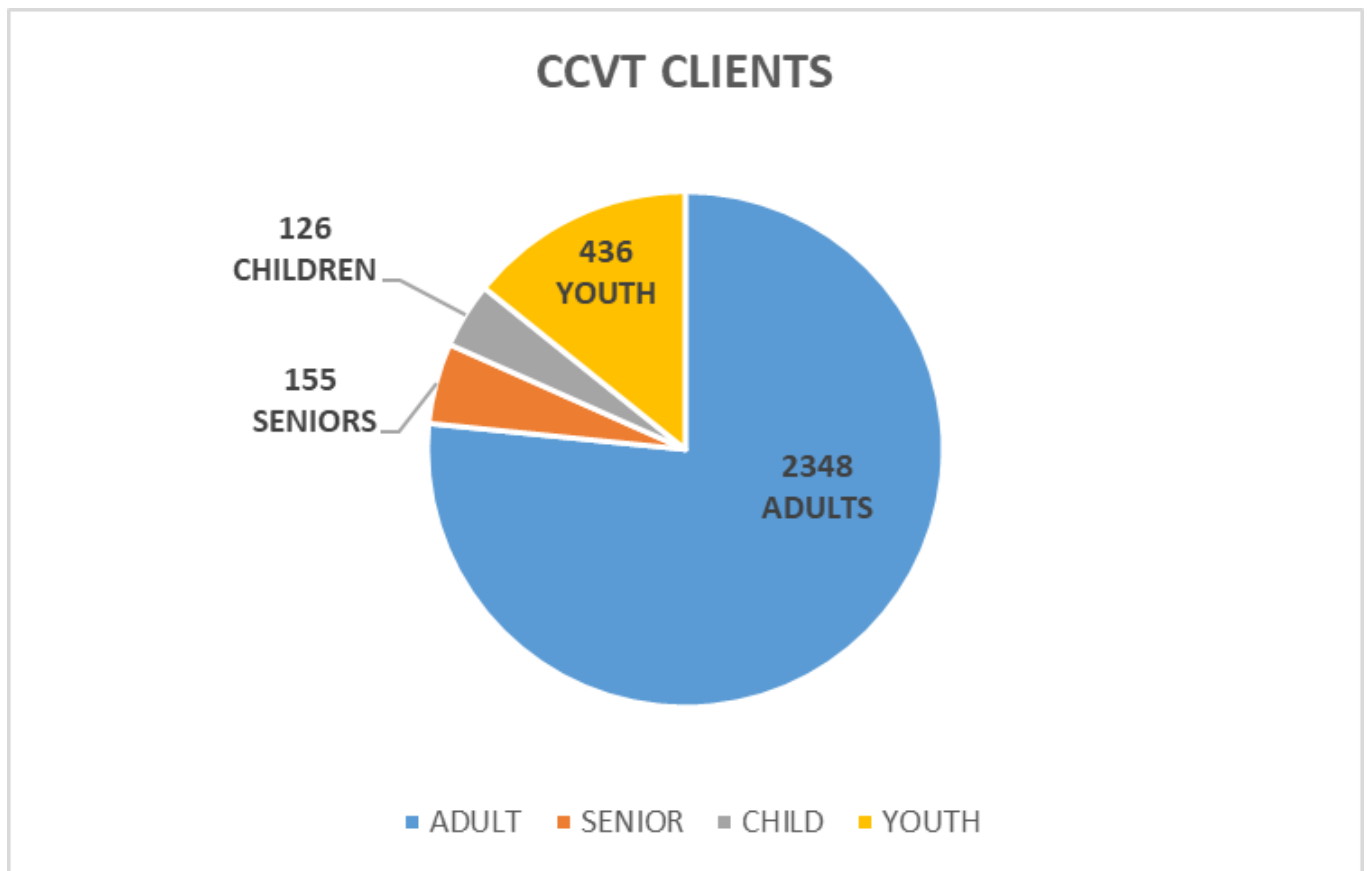


OTHER

3%



CCVT CLIENTS AT A GLANCE



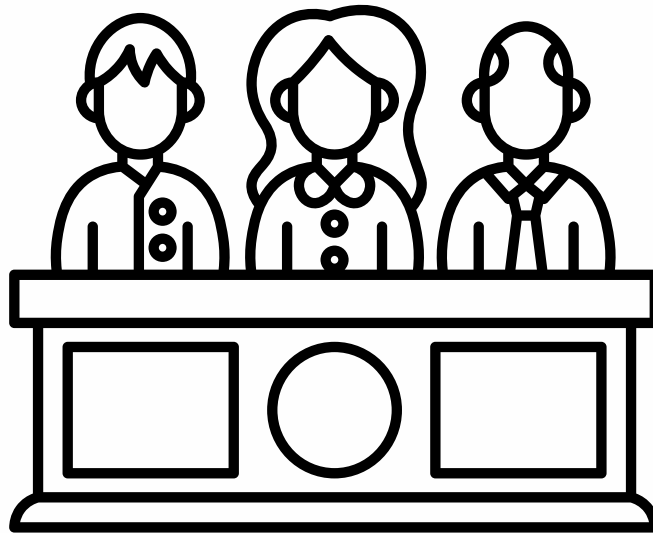
INTERNATIONAL COMMITTEE

During the fiscal year 2022-2023, the International Committee of the Canadian Centre for Victims of Torture (CCVT) engaged in various significant activities:

- **Collaboration with IRCT:** The CCVT, an accredited member of the International Rehabilitation Council for Torture Victims (IRCT), collaborated closely with this global network to provide comprehensive support for torture survivors, including medical, psychological, legal, and social assistance. The IRCT also conducted crucial forensic work and advocated for international justice.
- **War in Ethiopia:** The CCVT diligently monitored the ongoing conflict in Tigray, Ethiopia. Despite a peace agreement, critical provisions remained unimplemented. The Ethiopian government's efforts in reconstruction, repatriation, and addressing impunity were found lacking. The CCVT actively engaged with international bodies and governments to advocate for lasting peace in Tigray.
- **War in Ukraine:** The CCVT responded to the Russian invasion of Ukraine with deep concern. Disturbing reports suggested Russian forces were involved in widespread torture and civilian massacres. The conflict led to a massive refugee crisis, with millions displaced. The CCVT commended the Canadian Prime Minister's support for Ukraine and took steps to assist in the resettlement of Ukrainian refugees in Canada.
- **Women, Life, Freedom Movement in Iran:** The CCVT played a crucial role in supporting the Women, Life, Freedom movement in Iran. Triggered by the tragic death of Mahsa Amini, this movement saw widespread protests and acts of defiance against oppressive policies. The CCVT worked extensively to network with international partners and the Iranian diaspora to expose the Iranian regime's brutal suppression.
- **Arbitrary Detention in State-to-State Relations:** The CCVT closely monitored instances of arbitrary arrest and detention of foreign nationals for political leverage. This practice poses significant risks to individuals abroad and undermines international relations. The CCVT supported the Declaration Against Arbitrary Detention in State-to-State Relations and collaborated with global endorsers to deter this unlawful practice.
- **Earthquakes in Turkey and Syria:** The CCVT urgently addressed the devastating earthquakes in Turkey and Syria, advocating for continued support to affected regions, including Kurdish areas. The organization also called for special resettlement programs and family unification efforts to aid those at risk.

INTERNATIONAL COMMITTEE

- **Trafficking in Persons:** The CCVT's Program Manager, Teresa Dremetsikas, participated in the 3rd Global Dialogue on Breaking the Silence Youth and Women Convention 2022, highlighting the critical issue of human trafficking.
- **Ratification of International Instruments:** The CCVT expressed concern over the government's delay in acceding to vital human rights instruments. The organization continued to urge the government to ratify instruments like the Optional Protocol to the Convention against Torture.
- **Canada's Contribution to the UN Voluntary Fund:** The CCVT emphasized the importance of the UN Voluntary Fund for Victims of Torture in rehabilitating survivors. The organization called on Canada to increase its contribution to support torture survivors and allocate more resources for rehabilitation services domestically.
- These activities reflect the CCVT's commitment to human rights, rehabilitation, and advocacy on a global scale during the fiscal year 2022-2023.



INTERNATIONAL COMMITTEE

Legal Committee Update:

The CCVT Legal Committee comprises lawyers specializing in refugee/immigration law, human rights, and a designated staff member acting as a liaison for client legal issues. The committee actively engages in policy analysis, legal research, and monitors national and international human rights matters. It recruits members from the CCVT Board, Legal Network, staff, and volunteers, providing recommendations to the CCVT Board.

Notable Activities:

- **Intervention with Supreme Court of Canada:** In December 2020, CCVT jointly intervened with the CLAIHR against the Canada-US Safe Third Country Agreement. This intervention emphasized refugee protection and safeguarding survivors of torture.
- **Government's Protocol on Safe Third Country:** In March 2023, the Safe Third Country Agreement was extended to all borders with minimal notice. CCVT, with the Legal Committee's support, collaborated with the Canadian Council for Refugees to address the impact of this policy change.
- **Participation in Quality of Life Meetings:** CCVT staff actively engaged in Quality of Life Meetings organized by CBSA, highlighting legal issues faced by immigration detainees.
- **Assisting Clients in Limbo of Citizenship:** The CCVT, guided by the Legal Committee, continues to support clients experiencing delays in citizenship applications due to mental health conditions, impacting their families
- **Collaboration with Barbara Schiffer's Clinic:** CCVT clients, particularly survivors of domestic violence, receive legal consultations through this collaboration, addressing their refugee, immigration, and other legal concerns.
- **Advocacy for Ratification of Human Rights Instruments:** The CCVT, with the support of the Legal Committee, advocates for Canada's ratification of critical human rights instruments, including those related to torture prevention and survivor protection.
- **Addressing Refugee and Immigration Issues:** The Legal Committee provides advice on immigration limbo, family reunification barriers, inadmissibility issues, citizenship, housing, and eviction. CCVT works closely with the committee to expedite processes for vulnerable survivors.

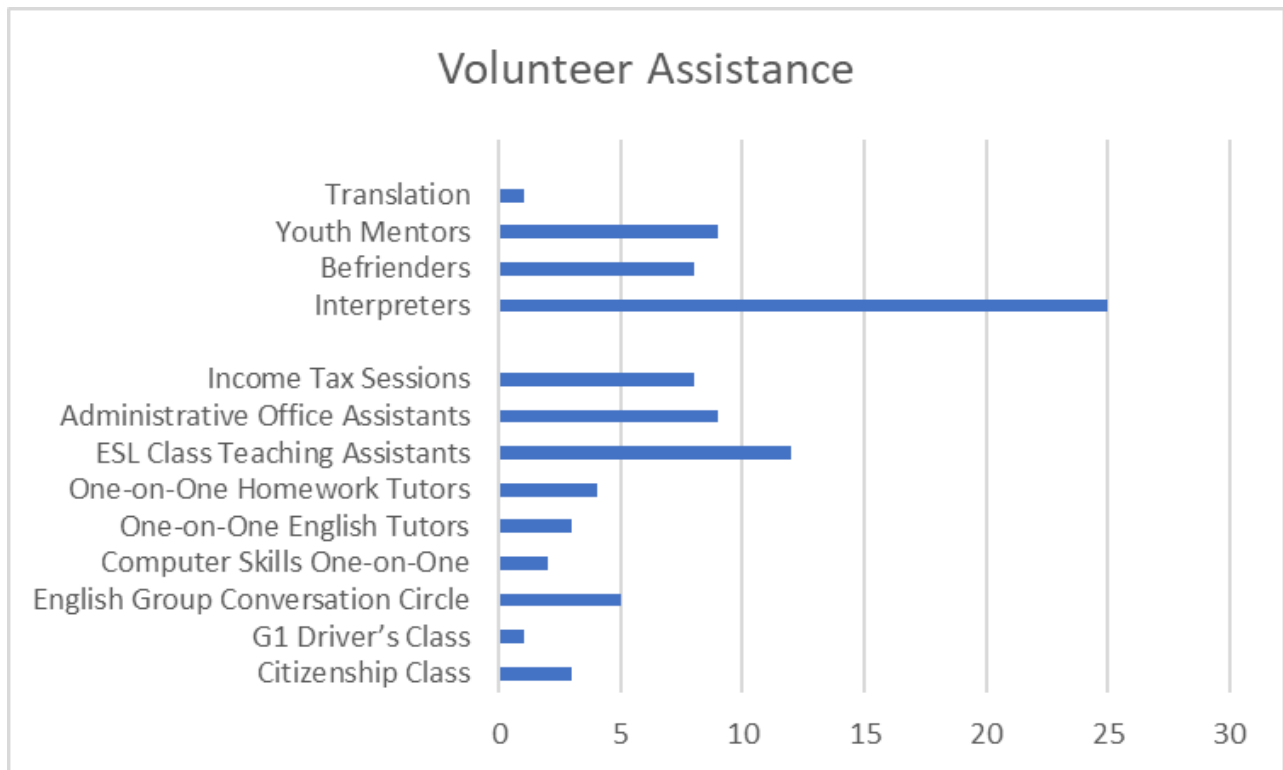
These activities reflect the ongoing dedication of the CCVT Legal Committee to advocate for the rights and well-being of refugees and immigrants.

PUBLIC EDUCATION COMMITTEE

Public Education Committee Highlights:

- **Mandate:** The committee works to raise awareness about the enduring impact of torture, war, genocide, and related crimes on survivors and their families. It also promotes human rights development at various levels.
- **Genocide Today Book:** This publication offers a unique blend of historical, global, and empirical analysis, combining community research with academic scholarship. It sheds light on forgotten communities and calls for peace, harmony, and global enlightenment.
- **Collaborations:** CCVT collaborates closely with numerous organizations, including CCR, OCASI, CCIJ, universities, and hospitals. The Speakers' Bureau of the United Way is actively engaged in educating non-profit agencies and businesses about the impact of various crimes.
- **Certificate Course:** CCVT conducts a comprehensive course addressing the psychological impacts of torture and trauma on survivors, covering various aspects including refugees, women, LGBTQ individuals, and more.
- **Refugee Rights Advocacy:** CCVT celebrates Canadian and international days in support of refugees, collaborating with sister agencies and refugee rights communities through public media.
- **June 26th Event:** This annual commemoration, honoring victims of torture, took place via Zoom due to the Covid-19 pandemic. It featured survivor stories, artistic presentations, and music.
- **Anti-Human Trafficking Efforts:** The Program Manager, Teresa Dremetsikas, actively participated in various programs related to human trafficking, including seminars, discussions, and presentations.
- **Human Rights Presentations:** The CCVT Policy Analyst delivered a series of Zoom presentations on diverse human rights topics, providing valuable insights and knowledge.
- **Learning Materials:** CCVT's journal, First Light, remains a critical resource for commentaries and information on the Centre's programs. It serves as an invaluable tool for education and public awareness.

VOLUNTEER ENGAGEMENT



The invaluable contribution of volunteers plays a pivotal role in enabling CCVT to effectively fulfill its mission and deliver essential services. This past year, volunteers contributed to expanding the reach of CCVT's services to a broader service user base so that individuals could benefit from the services offered.

CCVT volunteers brought a diverse range of skills and expertise to CCVT. This diversity enhanced the organization's capacity to address the multifaceted needs of the community. Whether it is language proficiency, specialized knowledge or cultural understanding volunteers contributed unique perspectives that enriched the services they provided.

VOLUNTEER ENGAGEMENT

Many of CCVT's programs, such as language classes and mentoring sessions relied on volunteers to facilitate and support. Without the dedication of volunteers, these programs may be constrained or unavailable, limiting the accessibility of vital resources for the service users.

One-on-one sessions, like the Citizenship classes and English tutors depended on volunteers who provided personalized assistance; volunteers offered tailored support to individuals, addressing their specific needs and ensuring a more effective learning experience.

CCVT volunteers often have strong ties within the community, fostering a sense of trust and familiarity. This connection is instrument in encouraging service users to engage with CCVT's services. The volunteers acted as bridges, facilitating communication and collaboration between the organization and the diverse communities it serves.

The involvement of volunteers in events, presentations, and roundtable discussions amplified CCVT's outreach efforts. They contributed their time and effort to disseminate information, raise awareness and engage the community in discussions on important topics such as human trafficking prevention and trauma informed care.

Volunteers, particularly in administrative and support roles, optimized the allocation of resources. By assisting with administrative tasks, they enabled CCVT staff to focus on program development, strategic planning and other critical a aspect of organizational growth.

In essence, the inclusion of volunteers is integral to CCVT's ability to function as a dynamic and responsive agency. Their commitment and diverse contributions not only enhanced the organization's capabilities, but also reinforced its commitment to inclusivity, community engagement and the overall well-being of the individuals it serves. Without the dedication of volunteers, CCVT would face significant challenges in maintaining the breadth and depth of its impactful community programs.

FINANCIAL STATEMENT

INCOME

CCVT FINANCIAL REPORT		
CONDENSED AUDITED REPORT - APR.01,2021 - MAR.31,2023		
INCOME	2022-2023	2021-2022
	\$	\$
Immigration, Refugees and Citizenship Canada		
- Settlement	2,044,162	1,765,315
- TM	287,203	160,161
- TSLIP	108,545	96,369
- Public Safety Canada	71,944	71,944
- NHQ	-	26,803
Ministry of Citizenship and Immigration		
- Newcomer Settlement Program	86,356	76,910
- Pay Equity	23,311	23,311
City of Toronto		
- CSP	29,657	29,075
Ministry of Children and Youth Services	58,214	54,681
Ministry of Health-LHIN	46,092	46,092
HRSDC - Canada Summer Jobs	19,186	13,526
United Way of Greater Toronto	269,177	269,177
Donations and Fundraising	54,039	67,902
Foundations and Other Agencies	35,993	16,105
Canadian Women's Foundation	0	70,300
Reed Smith LLP	297,109	337,985
Ministry of Housing and Diversity and Inclusion	77,901	0
Trillium	34,898	0
Second Harvest	25,000	0
Employment and Social Development Canada	17,277	0
Honoraria/Fees	500	500
Interest/Sundry Income	4,022	3,519
TOTAL INCOME	3,590,586	3,129,675

FINANCIAL STATEMENT

EXPENSES

CONDENSED AUDITED REPORT - APR.01,2021 - MAR.31,2023

EXPENSES:	2022-2023	2021-2022
	\$	\$
Wages and Benefits	2,710,592	2,346,787
Rent	142,634	143,419
Program Supplies and Expenses	103,382	117,524
Common Expenses	58,536	55,088
Maintenance and Cleaning	39,510	17,580
Funded Capital Purchases	51,567	18,808
Bookkeeping	55,000	58,500
Fundraising Expenses	15,664	6,455
I.T. Support/Web Hosting	83,344	56,031
Telephone	44,291	40,563
Professional Fees	17,640	96,144
Printing and Photocopying	21,545	19,544
Utilities	23,615	23,283
Staff Development	19,116	17,525
Conference and Meetings	14,267	1,760
Amortization	26,687	25,866
Insurance	18,289	17,350
Stationary and Supplies	6,457	2,050
Volunteer Support	2,243	2,422
Consulting	68,471	46,037
Postage and Courier	10,221	3,506
Building Occupancy	8,133	-
Mortgage Interest	1,739	1,577
Publicity	5,290	-
Sponsorship and Partnership	17,453	2,734
Membership Dues	5,060	4,900
Interest and Bank charges	2,157	2,374
TOTAL EXPENSES	3,572,903	3,127,827
NET INCOME	17,683	1,848

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Estella Muyinda

Fatoumata (Fanta) Ongoiba

Medina Esmail

Mohaned El Bolkiny

Monica Franklin

Richard Wazana

Shaheen Ali

Wajeeha Rafat



CCVT STAFF

MANAGEMENT

Mulugeta Abai – Executive Director
Mbalu Lumor – Director, Programs and Newcomer Services
Adriana Lilic – Executive Assistant/Office Manager
Elena Sen – Finance Manager
Elena Soto Chico – Settlement Manager - Downtown
Huda Bukhari - Community Engagement/Settlement Manager
Mahnoush Kay Kohpaei - Training Module Project Manager
/Community Engagement Manager
Michelle Collier - Director of HR
Nadia Umadat - Manager - Toronto South LIP
Rahel Hailemichael - Manager Settlement Services
Teresa Dremetsikas – Program Manager

COUNSELORS

Ana Paula Ulloa Gavilanes - Settlement Counselor
Domine Rutayisire - Mental Health Counselor
Ezat Mossallanejad - Settlement / Trauma Counselor / Policy Analyst
Hilena Gebregiorgis - Youth Mental Health Counselor
Kubra Zaifi - Settlement Counselor
Leah McDonald - Youth Settlement Counselor
Liudmyla Khodakovska - Ukrainian Settlement /Trauma Counselor
Mathura Nagaratnam - Settlement Counselor
Mildred Fidele - Settlement Trauma Counselor
Momona Hailemariam - Tigrigna Settlement Counselor
Mona Kalil - Mental Health Counselor
Nisreen Al Khatib - Settlement Trauma Counselor
Rahel Gebrechristos - Settlement and Trauma Counselor
Rigbe Tsige - Settlement Counselor
Rosy Bossoke - Youth and Child Counselor
Samar Ahmed – Settlement Trauma Counselor
Shymaa Alatrash - Settlement/Mental Health Counselor
Sofia Chervona - Ukrainian Settlement / Trauma Counselor
Sunbal Mohammad, Youth Outreach Worker
Tigist Workneh - Youth Counselor/Mentorship Facilitator
Zastid Milena Perea Cuesta - Youth and Child Counselor
Soudaba Formuli -Anti-Human Trafficking Counselor

SUMMER STUDENTS

Paula Camila Molina Viasus
Zuha Nauman

ADMIN & COMMUNITY ENGAGEMENT STAFF

Farah Noori - Community Engagement Assistant
Juliette Ntege - Volunteer Coordinator/Admin Assistant
Kiana Sarmadi - Administrative and Outreach Assistant
Meziyah West - Administrative and Outreach Assistant

Monica Mulugeta - Reed Smith Intern

TEACHERS

Andrea Dzamarija – LINC Teacher Level 1-2
David Burt – LINC Teacher Level 3-4s
Elena Solokhina- Employment Services & Skills Instructor
Isaac Wood – Linc Teacher Level 5-6
Souham Alkhazaal - LINC Teacher Level 5-6
Lesley Taylor-LINC Teacher Level 3-4



GALLERY



Client Citizenship Ceremony attended virtually at CCVT Scarborough Office



Youth Advisory Committee making T-shirts' together March 2023

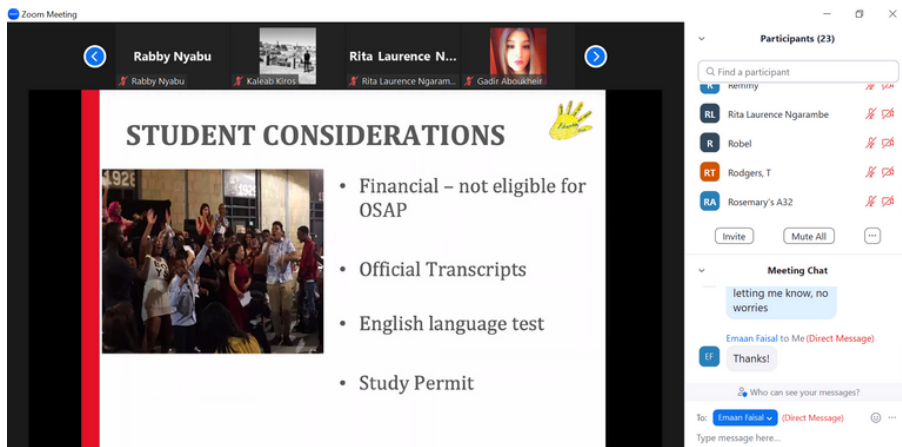


Youth Advisory Committee at the Parliament with MPP Wong Tam

GALLERY



CCVT Annual Picnic July 2022



Virtual Info Session on Post-Secondary Education ,
December 2022



The Rhythm of Drumming workshop-February 2023

THANK YOU