

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



CCVT STAFF AT THE GALA 2018



CANADIAN CENTRE
FOR VICTIMS OF TORTURE

AGM REPORT

FISCAL YEAR 2018-2019



MENTAL HEALTH SERVICES

LANGUAGE AND SKILLS TRAINING

HOPE AFTER HORROR

SETTLEMENT SERVICES

COMMUNITY ENGAGEMENT & MORE



Funded by:

 Immigration, Refugees and Citizenship Canada

Funded per:

 Immigration, Refugees and Citizenship Canada






UNITED NATIONS INTERNATIONAL DAY IN SUPPORT OF VICTIMS OF TORTURE

June 26, 2018



CCVT VOLUNTEERS' APPRECIATION DINNER HELD ON APRIL 24, 2018



VOLUNTEERS HELP AT THE FRONT DESK



VOLUNTEERS HELP WITH WRAPPING GIFTS



VOLUNTEER APPRECIATION

The Art of Interpreting Workshop for Volunteer Interpreters by Dr. Wendell Block



THE INCOME TAX CLINIC RUN BY VOLUNTEERS EVERY TAX SEASON



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**CANADIAN CENTRE FOR VICTIMS
OF TORTURE (CCVT)
IS A CENTRE OF EXCELLENCE!**

Triumph Over Torture



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 of the continuing effects of torture and war on survivors and their families.

The CCVT gives hope after the horror!

SUPPORTERS

- | | | |
|---|-----------------------------------|---------------------------|
| SoulPepper Theatre | Educated Nurses | CP24 CHUM FM |
| Art Gallery of Ontario | Diviya Lewis — Choose Gratitude | Maple Lodge Farms (Halal) |
| Old Mill Toronto | The Merchant Restaurant | Judith Amudson |
| Medieval Times | Daniel Fast Photography | Monica Franklin |
| Starbucks | Toronto Operetta Theatre | Teresa Dremetsikas |
| Humber Cinemas | Erieta Boutique | Mbalu Lumor |
| Tarragon Theatre | Orphan Black | Akram Ramezani |
| Vescada Salon | Coco Beauty Bar | Dr. Claire Pain |
| Theatre Passe Muraille | Delight Chocolate | Dr. Wendell Block |
| Hotdocs Films | Cheese Boutique | Sabina Taylor |
| Book City, Bloor West | Buddies in Bad Times Theatre | Lois Bordowitz |
| Factory Theatre | Amira's Islamic Store & Boutique | Diane Enns |
| Ten Thousand Villages | Apple Canada | Ezat Mossallanejad |
| Jane Clapp – Urban Fitt | Progressive Accounting Services | Kathleen Easton |
| Mysteriously Yours | Second Harvest | Susan McGrath |
| Lush Handmade Cosmetics | Ideal Computer Technology | Rick Zytaruk |
| Mount Sinai Hospital | Subway | Selam Yohannes |
| Crossroad's Clinic & Women's College Hospital | The Berlin Restaurant | Alejandra Salgado |
| Africans in Partnership | The Walper Hotel | Marina Nemat |
| Against AIDS | Azki Jewellery | Vivien Fellegi |
| Thorncliffe Neighbourhood Office | One Health Clubs | Inniskillin |
| Women's Health in Women's Hands | Antle Mears Charitable Foundation | Arterra Wines Canada |
| Centre for Internationally | | Jérôme Photography |

A special thank you to Second Harvest for providing food to our service users year round!



Thank you to everyone for joining us on our journey of hope!

VOLUNTEERS FISCAL YEAR 2018-2019—Scarborough

Fadumo Duale
Luz De La Rosa
Megan Robleh
Lee Corret
Rohina Kabir
Rosemary Namuyomba
Janet Priston
Ramesha Javed
Hala Shadid
Sumbel Malik
Munira Sitotaw
Wajeeha Rafat
Gulshan Jessa
Aissatou Sidibe
Anyi (Annie) Qian
Shereen Sief
Tuli Chowdhury
Beeta Senedjani
Dhayalini Nallanathan
Farah Mustafa
Stella Luna Ha
Fakhra Shamim
Shamal Haider
Lamia Islam
Jodieka Williams
Sara Nesib

Hani Alhamdhan
Jason Lawrence
Manuel Romero-Araya
Chris James
Eric Aagaard
Maseehulla Stanikzai
Kazi Uddin
Kemon Munro
Ahmed Hagaz
Pitasanna Shanmugathas
Amine Benhamida
Aadil Chohan
Geoffrey Sem
Donovan McFarlane
Hisham Shokr
Ryan Samad

Total: 42

CANADIAN CENTRE FOR VICTIMS OF TORTURE LOCATIONS

Main Office

194 Jarvis Street, 2nd floor
Toronto, Ontario, Canada, M5B 2B7
Tel: 416-363-1066 | Fax: 416-363-2122
Website: www.ccvvt.org

The Hub

1527 Victoria Park Avenue
Toronto, Ontario, Canada, M1L 2T3
Tel: 416-750-9600 | Fax: 416-750-9200

Scarborough Office

2401 Eglinton Ave. East, 3rd Floor, Unit 310
Scarborough, Ontario, Canada, M1K 5G8
Tel: 416-750-3045 | Fax: 416-750-4990

Mississauga Office

130 Dundas Street East, Suite 204
Mississauga, Ontario, Canada, L5A 3V8
Tel: 905-277-2288 | Fax: 905-277-8083

ITINERANT SERVICES

CCVT at Fred Victor

20 Palace Road
Toronto, Ontario, Canada, M5A 1G4

Traditional Acknowledgement

We wish to acknowledge the land on which the Canadian Centre for Victims of Torture operates. For thousands of years it has been the traditional land of many people, including the Ancestral Traditional Territories of the Ojibway, the Anishnabe, and, in particular, the Mississaugas of the New Credit. This territory is covered by the Upper Canada Treaties. Today, this place is still the home to many Indigenous peoples from across Turtle Island and we are grateful to have the opportunity to gather, work, and learn on this land.

SPECIALIZED SERVICES AT CCVT

Mental Health

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

Settlement Services

Information/Orientation
 Language Instruction & Skills Training
 Computer (Basic/Intermediate) & Secretarial Training
 Senior/Women's Programs
 Employment Support

Children/Youth Program

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

Community Engagement

Befriending
 Escorting, Interpretation & Translation
 Citizenship Classes
 Conversation Circles
 Administrative Support
 Fundraising & Social Events

Public Education

Information Dissemination
 Consultations on Torture & its Effects
 Publications & Research
 Educational Seminars & Presentations

International Projects

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

Mary Moore	Paul Newton	Steven Rousell
Matt Currie	Paulina Wyrzykowski	Suji Won
Matthew Wurst	Pearlyn Ng	Sujung Lee
Mehrnaz Adli	Perry Meshtag	Sumit Sharma Sameer
Milad Ostovarravari	Phoebe Heng	Susan Muscovitch
Miljana Jovanovic	Pooyan Sijani	Susan Weinert
Mita Patel	Preeya Gera	Thanooshan Sivaloganathan
Mohammad Sabih	Rachel Becker	tina Hafizy
Monica Medeiros	Ritu Dhar	Tom Howells
Nadia Tabassum	Rodrigo Palacios	Vania Gonzalez Tanamachi
Nancy Bejardano	Rushaan Rashid	William Sparks
Nasir Kharma	Ruth Elufa	Yared Keyfalew
Natalia Berlin	Safa Siddiqi	Yashui Asher
Natalia Guled	Saira Somji	Yordanos Ghirmay
Natasha Leon	Sakana Gnanasegaram	Yordanos Ghirmay
Nebal Aboumoustafa	Samantha Fynn	Zahra Qarni
Negar Jafari	Samantha Pramanick	
Negar Seifzadeh	Sanaz Mehranvar	
Neil Marshall	Sara Cation	
Neslihan Memigüven	Sara Cation	
Nicholas Godfrey	Sara Khan	
Nicole Formosa	Sarah Colpitts	
Nicole Naoko	Sarah O'Sullivan	
Nicole Winchester	Saskia Laufer	
Niki Arghandewal	Sebastian Cushing	
Nikolai Myhre	Seema Das	
Nisrine Chahine	Shaghayegh Farzanehkar	
Noor El-Husseini	Shaila Nagpal	
Oliver Verano	Sharbano Rezai	
Oluwaseun Senbore	Shelby Auburn	
Omar Alwatban	Silvana Baella-Cardenas	
Orly Morgan	Simran Vobbilisetty	
Ormila Bhoopaul	Soloman mekuanint	
Parisa Habibi	Somiya Karimi	
Pat Baranek	Sophie Kassel	
Patricia Maltby	sophie kassel	
Paul Castrodale	Stephanie Kingson	
Paul Mayorga	Stephanie Song	

Total: 203

VOLUNTEERS FISCAL YEAR 2018-2019—Main Office

(Susan) Alex Hill	Celine Soare	Julia Yu
Aaron Laye	Charlotte Darcy	Julie Caron
Abdu-Karim Kasozi	Chas Lawther	Julie McLachlan
Abdulkadir Bafagih	Chloe Lampman	Julien Gosset
Adrienne Margie	Chris Warren	Kalpana Madhok
Ahmad Kanji	Cristina Hure	Katerina Janeteas
Ainur Aliphaliyeva	Cyrus Sundars	Katie Eaton
Aisha Olad	Darien Stanislaus	Khadija Stewart
Ajantha Arunthavarayah	David Rosenberg	Khasthuuri Kiritharan
Ala Bacaler	Diana Nazarov	Kristen Kolynchuk
Alaa Fahmy	Diana Nazarov	Kristine Chen
Alex Nicol	Diana Nazarov	Kyle Pakeman
Alison Costa	Dushanthi Jayawardana	Lamia Elgheriani
Alison Mills	Elham Zurikat	Lamia Elgheriani
Alqi Beqo	Elisabetta Campagna	Laura Bugg
Amil Davis	Emile Wickham	Layla Hussain
Amina Jama	Esra Palancioglu	Leah Thompson
Amnahpak Abbasi	Fatima Mohammed	Leanne Hunuealt
Anne Shiela Nyaga	Federico Vargas	Leaticia Sanga
Antoni Frolov	Fiona Ghirmay	Lily Netzereab
Antoni Frolov	Flora Khatami	Linda Laughlin
Ari Barbalat	Gabriela Poggi	Lindsay Corlett
Ayah Al Oballi	Genevieve Hayden	Lucy Mackay
Aylin Manduric	Gokcen Salmanoglu	Mahboubeh Honarian
Aysegul Karakucuk	Halla Ahmed	Maiura Pathmanathan
Azin Shirani	Harpreet Sahota	Maleeha Baig
Becky Lockert	Harpreet Sahota	Mamuna Sarwar
Brent Vickar	Hiral Lakhani	Mara Herscovitch
Brenton Szabatura	Holly Winter	Marc Bishara
Briar Murawski	Hope Masika	Marcia D'Souza
Burton Mendonca	Hussam Majbour	Margret Tran-Le
Caitlin Ferguson	Iliyana Boykov	Mariam Al-Naser
Cameron Ferguson	Jackie Ma	Marion Bourgouin
Camila Loza	Jala Rizeq	Marisa Oliveros
Carlo Handy Charles	Jasmik Saini Singh	Marissa Bolen
Carlos Ruiz	Jenna Rae Nieves	
Cassandra Francis	Jessica Lee	
Catherine Arseneau	Julia Olioff	

MESSAGE FROM THE CHAIR OF THE BOARD & THE EXECUTIVE DIRECTOR



Richard Wazana



Mulugeta Abai

The past year reaffirmed that the Canadian Centre for Victims of Torture is strong. Unfortunately, the challenges that we face are also extreme. Torture is still practiced in over 90 countries with impunity and disregard to all international agreements governments have signed and ratified.

Torture remains a serious problem in many countries: Brutal governments, death squads, para-military groups continue to fan the flame of conflict, torture and arrest without any due process. The indifference, apathy and impunity that allow violence against innocent people is quite shocking. The ability of many states to protect human rights is in a serious crisis 71 years after the Declaration of Human Rights.

We have seen how the absolute nature of the prohibition has suffered from oversimplified political narratives, a lack of understanding by the general public and the reluctance of some states to maintain it as a priority in public policy. In the face of these challenges, there continues to be a great need for enhanced exposure of the horrifying damage caused by torture, and for investigation, documentation and bringing the perpetrators to justice.

Torture is an attack on all aspects of a person's life. Its effects reach beyond the individual to the family and the community. Despite the worsening situation globally,

2018- 2019 was a year of renewed momentum which included the opening of a branch in Mississauga. The Centre has assisted 2683 clients from 101 countries by providing a range of holistic and therapeutic services using a continuum of re-empowering strategies.

CCVT has also collaborated with several agencies both at home and abroad to strengthen the global human rights movement and to hold governments accountable to the local, national laws and to the international human rights treaties they signed and agreed to implement on our behalf.

We have also developed Mental Health Protocol and LGBTQ2 Accommodation Policies to streamline our activities and to facilitate social inclusion and Social cohesion which is key in the rehabilitation process.

The following report is a brief synopsis of the activities for the year ending March 2019. This is a very detailed report that explains the activities carried out and the outcomes achieved.

We are proud of our accomplishments and this significant effort would not have been possible without the guidance and commitment of the board, dedication of the staff and volunteers and support from all our donors and funders to whom we are grateful.

REPORT FROM THE PROGRAM MANAGER



Teresa Dremetsikas

SETTLEMENT PROGRAM

2,683 clients served at CCVT this year
9,751 one-on-one services delivered for clients, including:

Health Network

508 clients received mental health services provided by professionals attending CCVT

Mental Health Program

670 clients received mental health services from CCVT counselors

2,437 one-on-one therapeutic sessions

114 group sessions attended by 2,121 clients

The 5-year strategic plan at CCVT is in its last year of implementation and new strategies are being developed to fulfill the important mandate of CCVT. Key developments within this fiscal year include: The Mississauga branch of CCVT is now fully implemented and functioning well, the Scarborough branch has had an expansion, and the number of clients being served has increased. The head office, located downtown, continues to expand services as well. A crucial development this year was the enhancement of the mandate of CCVT to incorporate survivors of genocide and crimes against humanity. The priorities of the strategic plan are as follows.

1. Excellence and Enhancement — Strategic Direction:

Promote the effectiveness of CCVT's services and maintain the its client-centered, holistic approach to service delivery, program evaluation, and research. The comprehensive evaluation and needs assessment conducted in the past year have allowed CCVT management and staff to implement important services and keep them relevant to the needs of our clients during the fiscal year addressed in this report.

2. Centre of Excellence — Strategic Direction:

Create a Centre of Excellence whereby CCVT is recognized as a national and international leader in knowledge and practice in the rehabilitation of survivors of torture and war. CCVT is a leader in its field and as such is often called to participate as member of several advisory committees as well as leadership initiatives. Examples include the Project Advisory committee within OCASI's initiative aimed at developing a transferable model of services for the settlement sector that incorporates mental health. CCVT is also member of an advisory committee within the Center for Addiction and Mental Health: Refugee and Immigrant Mental Health Project. CCVT continues to provide public education to the community in the area of mental health. One example of the former is the CCVT annual certificate course, which consists of 9 presentations delivered by scholars, health professionals, and other professionals in the community. Another example is the multiple requests for presentations on different focuses within the theme of mental health, such as:

- “Debriefing staff who provide services to traumatized populations” at the London Cross Cultural Centre.

Islamic Social Services & Resources Association	Polycultural Immigrant Community Services	Tamil Eelam Society of Canada
LAMP Ask Community Health Center	Red Cross	Times Change Women's Employment Service
Latino-Canadian Community Association of Scar-borough	Regent Park Community Health Centre	Thorncliffe Neighbourhood Services
Lawrence Heights Community Health Center	Reh'ma	Toronto District School Board (TDSB)
Le Regroupment de Femmes Immigrantes Francophone	Rexdale Women's Centre	Toronto Family Services
Legal Aid Ontario	Riverdale Immigrant Women's Centre	Toronto Public Health
Madina Mosque	Romero House	Toronto Public Library
Madison Community Services	Ryerson University Tri-Mentoring Program	Toronto Rehab
Madison House	Salahadin Islamic Center	Tropicana Community Services Organization
Matthew House	San Lorenzo Latin American Community Center	University of Toronto—Faculty of Social Work
Maytree Foundation	Scarborough East Ontario Early Years Centre	War Child Canada
Mennonite Coalition for Refugee Support	Scarborough Goodwill	Welcome Centre Immigrant Services
Mennonite New Life Center	Scarborough Housing Help Center	We Welcome the World Center—Peel
Metropolitan Community Church	Scarborough Village	Wellesley Community Centre
Mount Sinai Hospital, Dept of Psychiatry	Second Base Youth Shelter	West Scarborough Legal Services
Multi-cultural Inter-Agency Group of Peel	Seneca College	West Scarborough Neighborhood Center
Neighbourhood Legal Services	Shelton Institute for Mental Health	Women's College Hospital
Newcomer Women's Services Toronto	Sherbourne Health Centre	Women's Health in Women's Hands
North American Muslim Foundation	Sick Kids Hospital	Woodgreen Community Centre of Toronto
North York Community House	Sojourn House	Working Skills Centre
OASIS Centre des Femmes	Sistering	Working Women Community Centre
ODSP—Scarborough	Skills for Change	YWCA of Greater Toronto
Ontario Council of Agencies Serving Immigrants	Somali Canadian Association of Etobicoke	YMCA Family and Social Services
Omar Bin Khattab Mosque	South Asian Family Support Services	YMCA Link Assessment Center
Ontario Works Offices	St. Christopher House	Yonge Street Mission
ON-TRACK for Women	St. James Town Library	Youth Employment Services
Parkdale Community Information Centre	St. Joseph Health Centre Toronto	
Parkdale Community Legal Services	St. Michael's College	
	St. Michael's Hospital	
	St. Paul Trinity Church	
	St. Steven's Community House	

COLLABORATORS

Abaasarusi Missionary Church	of North York	Dixie-Bloor Neighborhood Services
Access Alliance Multicultural Community Health Centre	Catholic Community Services of York Region	Dixon Hall Employment Services
ACCESS Employment Centre	Catholic Cross Cultural Services	Downsview Family Health Centre
Adam's House	Catholic Immigration Center	East End Community Health Centre
Afghan Association of Ontario	Casa de las Americas	East Metro Toronto Youth Services
Afghan Women's Counseling & Integration Community Support Organization	Cawthoura Park Secondary School	East Scarborough Boys and Girls Club
Africans in Partnership Against AIDS (APAA)	Cedarbrae Library	East York Collegiate Institute
Albert Campbell Public Library	Center for Ethics, University of Toronto	Elizabeth Fry Society
Applegrove Community Center	Children's Aid Society	Eritrean Canadian Community Centre of Metropolitan Toronto
Amnesty International	Centre Francophone du Toronto Metropolitan	Family Residence - Lido Motel
Arab Community Centre of Toronto	Centre for Information & Community Resources	Family Service Association in Scarborough
Barbara Schlifer	Center for Spanish Speaking Peoples	Federation of Metro Tenant's Association
Commemorative Clinic	Centre Medico-Social Communautaire	Flemingdon Neighbourhood Services
Bickford Centre - TDSB	Christie Refugee Welcome Centre	Florence Booth House: The Salvation Army
Birkdale Women's Shelter	Chinese Family Services	Fred Victor
Bloor Information and Lifeskills Center	City Adult and Learning Center (CALC)	George Brown College
Brampton African Community Services	Community Microskills Development Center	Good Sheppard Ministries
Black Creek Community Health Centre	College Boreal	Goodwill Employment Centre
CAMH (Center for Addition and Mental Health)	Community Action Resource Centre	HALCO (HIV & AIDS Legal Clinic, Ontario)
Canadian Arab Foundation	Community Resource Connections of Toronto	Hamilton Urban Core Community Health Center
Canadian Centre for International Justice	Cornwall and district Immigrant Service	Hong Fook Mental Health Association
Canadian Council for Refugees	COSTI	Iranian Canadian Newcomer Association
Canadian Red Cross	Council of Agencies Serving South Asians (CASSA)	Iranian Community Association
Canadian Tamil Youth Development Center	Covenant House	
Canoraaa (Centre Francophone de Jeunes de Toronto)	CultureLink	
Catholic Community Services	Davenport-Perth Neighborhood Center	

- “CCVT Mental Health Services and Interventions” at the CCR Conference
- “Mental Health Protocol” at the LIP meeting
- “Trauma Informed Care: Four Presentations” (2 in Toronto, 1 in London, and 1 in Thunder Bay) within the OCASI Mental Health Project

3. Public Education & Community Engagement — Strategic Direction: **Actively expand CCVT's community connections and create welcoming communities by significantly increasing the visibility of CCVT.** In addition of being a leading agency in the Toronto South LIP (Local Immigration Partnership), CCVT is also a member of well known umbrella organizations such as the Canadian Council for Refugees (CCR) and the Ontario Council of Agencies Serving Immigrants (OCASI). Through these memberships, CCVT connects at the local, provincial, and national level with myriad agencies and initiatives.

4. Workplace Wellness/Internal Capacity Enhancement — Strategic Direction: **Maintain a safe, caring environment that facilitates optimal performance.** The revision and upgrade of the Mental Health Protocol during the past year is now being implemented and it has strengthened the elements of care with a collective vision reflected in the new trends of Trauma informed Care, which move from “self-care” to “we care” and incorporate features such as debriefing and clearer procedures. The staff is also regularly encouraged to participate in trainings to enhance their skills and to share their knowledge with the rest of the team. There are dedicated times within working hours to ensure debriefing of traumatic stories heard by staff. Staff has time off allowances under the “Mental Health Policy.” The annual retreat for the entire staff took place in the reporting period.

Settlement Program

Each program at CCVT aims to fulfill the new mandate of CCVT in an integrated fashion, and no program stands alone. As CCVT's central program to meet clients' needs, the Settlement Program has grown with an increase of requests for services in the community within the last year. Notably, **2,683 clients** were recorded as requesting services at CCVT. All activities were successfully carried out: individual assessments, information and referrals, and counseling. In addition, clients have other social needs met beyond settlement needs through the integrated approach to services that CCVT follows when implementing planned programs. One example is the participation of volunteers in delivering important services such as citizenship classes and individual mentoring for youth. Another example is clients attending LINC classes and more.

Community Engagement Program

CCVT continues to honour refugees and involve the community through events aimed at promoting a sense of belonging among clients and fostering a better understanding within the host community. Events included: **World Refugee Day Walk, UN International Day in Support of Victims of Torture, AGM, Staff Picnic, and First Light Gala.** CCVT also participated in Pride Parade.

Language Instruction and Skills Training Program

This program has an important role in the settlement of refugees and is instrumental for clients to move towards a more productive life and increase their chances at acquiring employment. The design of the program and the well-trained, experienced teachers and volunteers have made this program a popular one within our clientele.

Children and Youth Services

In general, the program has run smoothly. The mentorship activities were in need of support and the services are improving. The program is in the process of growing through new staff pursuits and initiatives. The services are recognized in the community at large and staff have been invited to participate in other initiatives and projects such as the Advisory Committee, a preliminary research for a pilot project for refugee parents accessing services for kids with disabilities, conducted by Dr. Minhas, who is engaging experts to understand the state of literature in parenting interventions for refugee families. This is an initiative of St Michaels Hospital that began in February 2019. Under the umbrella of the study, they are conducting a study named *For the Parent, by the Parent: Creating a Program to Empower Parents of Refugee Background Using Novel Participatory Approaches.* CCVT also participates in an Advisory Committee led by Access Alliance aimed at studying the effects of loss and separation on unaccompanied refugee youth.

Mental Health Services

CCVT has a highly trained mental health counselor and continues to build capacity of all staff members, particularly settlement counselors. CCVT also continues to recruit psychiatrists and other mental health professionals to ensure clients receive the attention they deserve and need. This year, mental health services provided on site by various professionals amounted to **508**. Other mental health services this year included: **670** clients who received mental health services and therapy from CCVT counselors, as well as **114** group sessions attended by **2,121** clients

Public Education

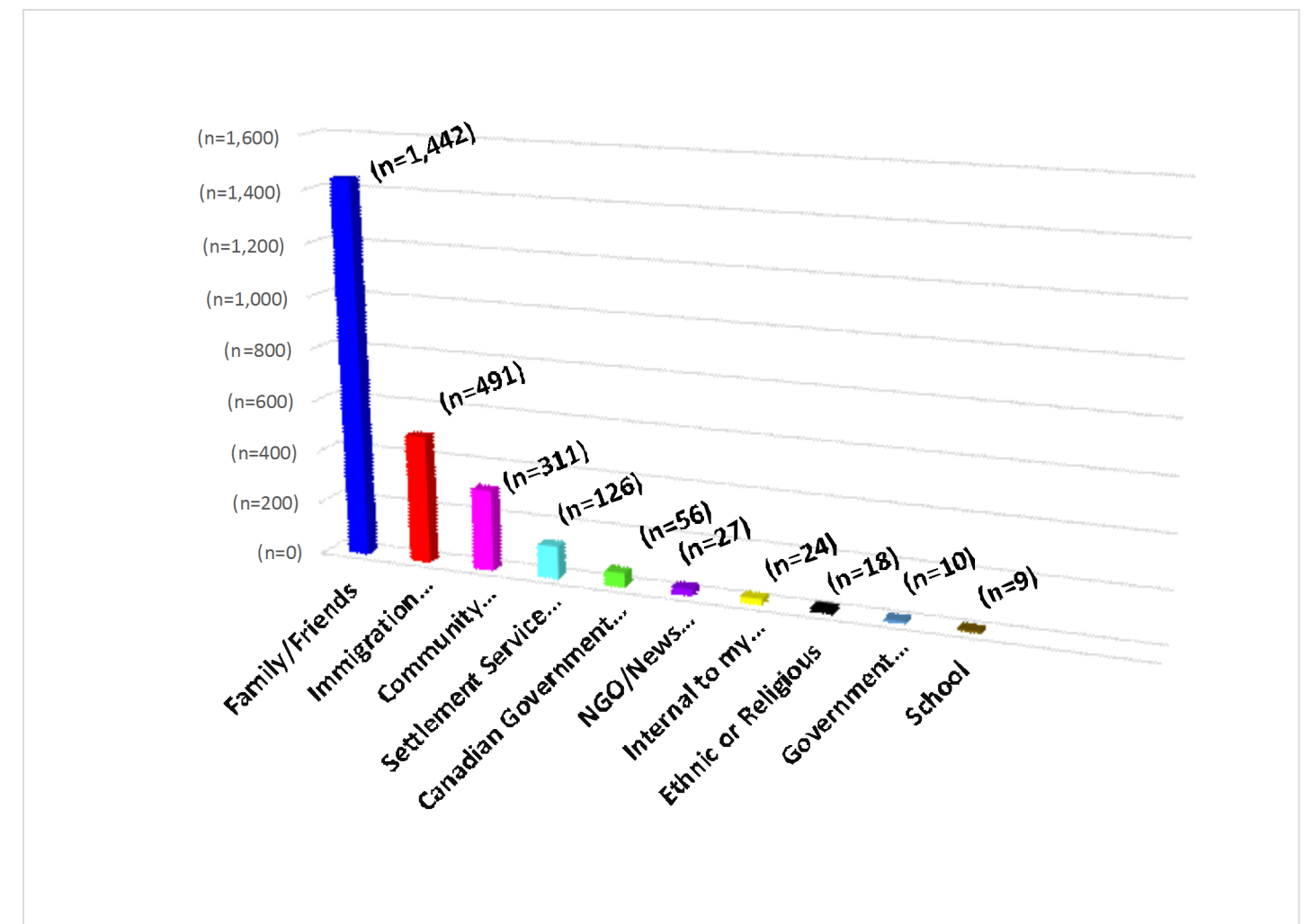
In addition to the CCVT annual certificate course—which is delivered in partnership with mental health professionals, members of CCVT's network, and Mount Sinai Hospital—CCVT delivered other presentations at conferences and educational events. Students of Medicine and Social Work from George Brown College, York University, Ryerson University, and the University of Toronto, as well as the Faculty of Social Work at the University of Denmark, have been provided practicum opportunities at CCVT.

Staff Professional Development:

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

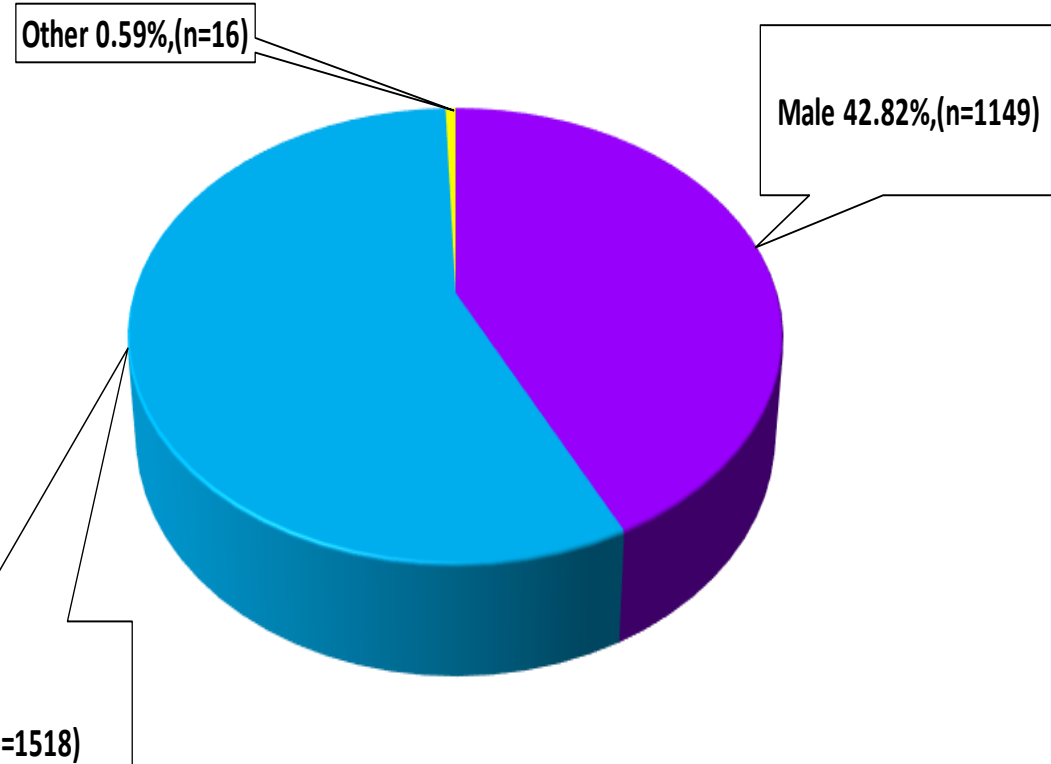
TOP TEN SOURCES OF REFERRAL

Family/Friends	(n=1,442)
Immigration Consultant/ Lawyer	(n=491)
Community Centre/Library	(n=311)
Settlement Service Provider	(n=126)
Canadian Government Agency:	(n=56)
NGO/News Paper/Media/Publication/Brochure/website	(n=27)
Internal to my Organization	(n=24)
Ethnic or Religious	(n=18)
Government Publication/brochure/website	(n=10)
School	(n=9)

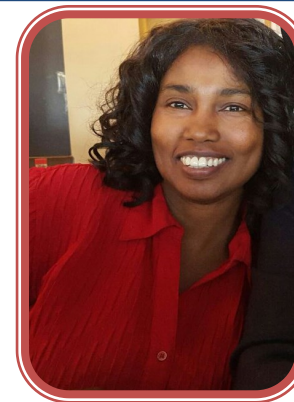


GENDER

Male	42.82%	1149
Female	56.57%	1518
Other	0.59%	16
Total:		2,683



MENTAL HEALTH PROGRAM REPORT



Domine Rutayisire
Mental Health Counselor

CCVT Mental Health Program Report

The Mental Health program looks forward to support clients and their families using a holistic approach where settlement and mental health needs are covered to improve the determinants of health of our clients.

We understand that in addressing issues of mental health, employment, housing, social support networks, and health among others, we are working to improve the wellbeing and mental health of survivors of torture, war and crimes against humanity. Indeed, the program looks forward to empower clients and provide them with tools, so they can cope with daily stressors and therefore improve their health and mental health.

The Mental Health program works with a medical network that included psychiatrists, psychologists and doctors in order to provide a comprehensive service to clients in need. We believe that early intervention is a key factor for the healing process of survivors. We ensure that clients have access to needed internal and external services that promote health and mental wellbeing.

CCVT's mental health programming includes:

- One-on-one on-going counselling support in various languages.
- Crisis intervention to individuals and families experiencing mental-health crisis
- Support groups and wellness groups for CCVT clients.
- Confidential assessment by in-house psychiatrists, psychologists and family doctors.
- Public education with a focus on mental health.
- Support letters to advocate for clients within the immigration and refugee claimant process.
- Referral to community partners for medical and mental health services.
- Case management to address clients' social determinants of health, i.e., housing, employment, education, etc.

Crisis intervention

At CCVT, we provide crisis intervention using a client's centred approach, as well as trauma informed care approach. Meaningful crisis response requires a thorough understanding of the issues at play. An appropriate understanding of the emergency situation not only includes an appreciation for what is happening at the moment, but also why it is happening and how an individual feels when he or she is not in crisis. Crises—particularly recurrent crises—likely signal a failure to address underlying issues appropriately.

In Numbers: 22

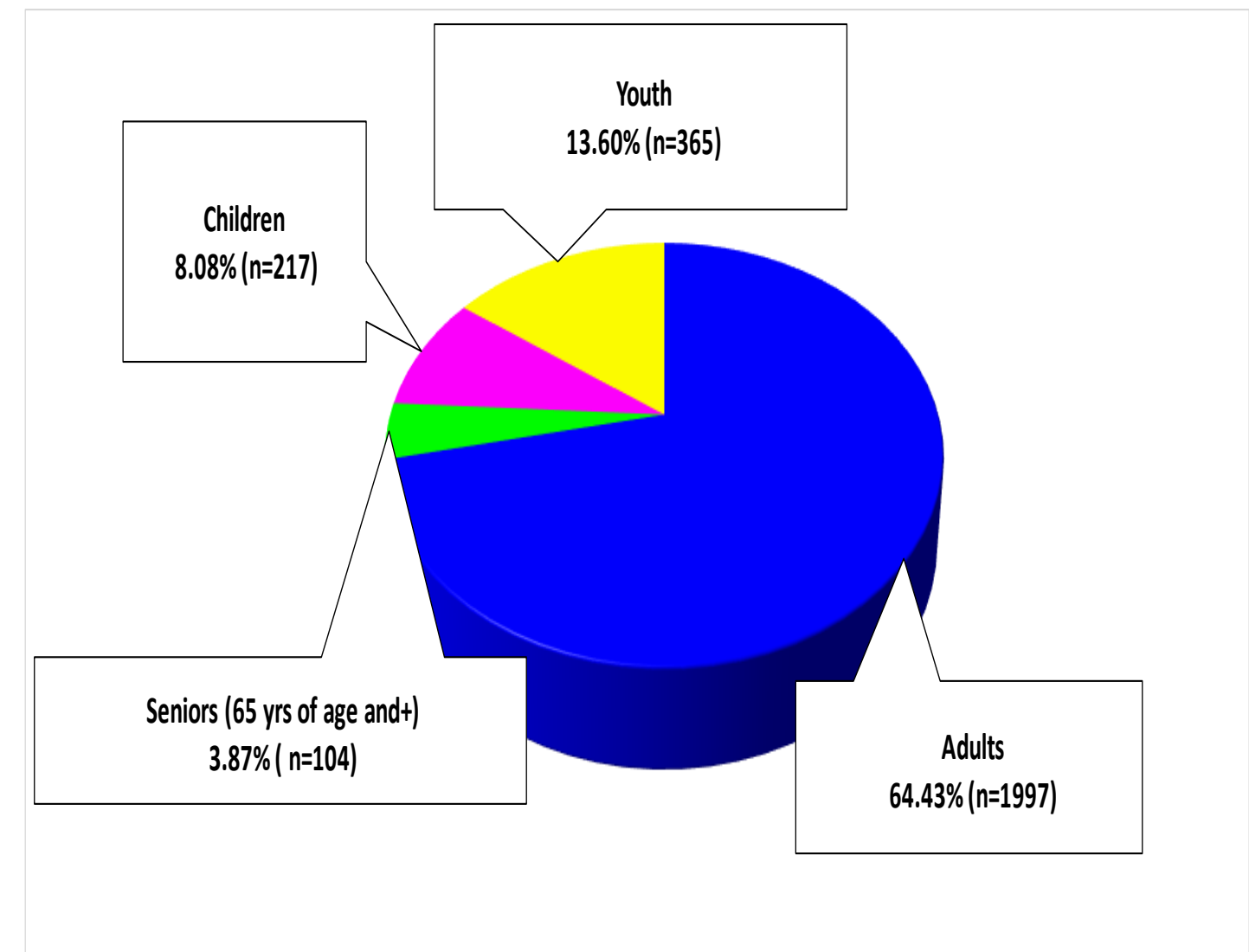
Some examples of crisis situations:

- A female client in her 40's attended session in distress and shared that she had passive suicidal thoughts. She expressed that she had urges of wanting to jump in front of a subway car. A risk assessment was conducted and it was determined that the client was low risk. A Safety Plan was discussed as a precautionary measure.
- A female client attended the emergency room due to a car accident. She shared that the accident had triggered her previous trauma that she experienced back home. The client was provided supportive counseling and referred to a family doctor for follow-up medical attention.
- A female client in her 30's with diagnosed depression, called and reported that she wanted to kill herself because she was denied parking by the landlord who had previously promised to provide one. She indicated that she wanted to stab herself with a knife. Safety Plan was discussed. She was asked if she already had the knife with her and she stated that she would go to the kitchen and get one. Through talking to her it was determined that the partner was also home. The partner was talked to and together with the counselor they were able to abort the crisis.
- A female client in her 40's came to the centre in deep distress because she was at risk of become homeless, Client had lost her job and was having difficulty paying rent at market value. The client was assisted with application for Ontario Works. She was also assisted with application for Housing Connection. Client was coached on coping techniques and self-care exercises. She has since found another employment and is doing better emotionally.
- A 36-year-old female client came in. She appeared distressed, she shared that she has been having suicidal thoughts. Safety Plan was discussed. The client did not have a specific suicide plan. Crisis intervention techniques were applied and a follow-up phone call was made after the client arrived home.
- A 50-year-old male attended session in distress and shared that he was homeless and spent a night on the street. The counselor called Central Intake and the client was advised to report to a shelter that had a bed for him. Client has since found housing.

Certificate Course

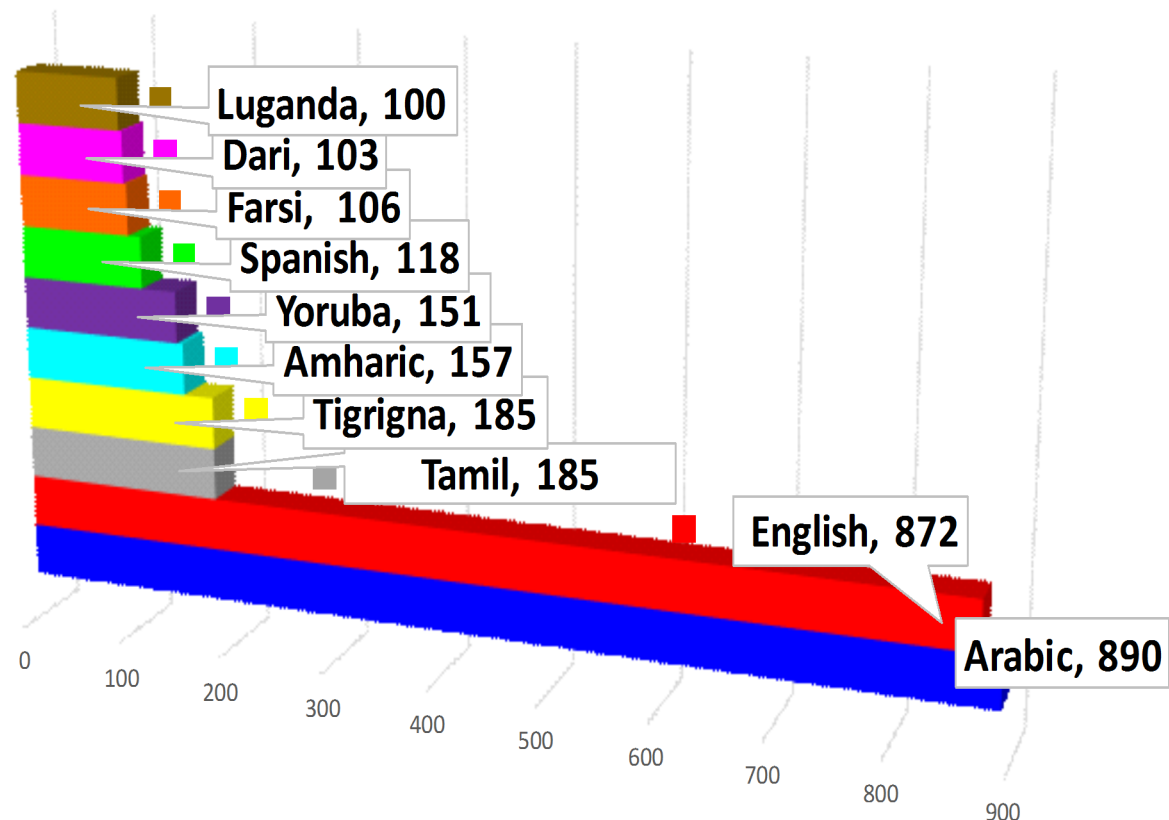
One of the mission of Canadian Centre for Victims of Torture (CCVT) is to provide public education. Every year, CCVT facilitates a trauma informed certificate course. This course comprises a series of tailored individual seminars addressing key aspects of refugee mental health. Each seminar is a realistic and up-to-date appraisal of the topic, which will include resources for the attendee where possible. Each topic will be addressed across the life course (from childhood to later life) and incorporate understandings and information about best approaches with special need groups. Participants who successfully complete a minimum of six seminar sessions will receive a Certificate.

AGE CATEGORY			
Adults	64.43%	(n=1997)	
Seniors (65 yrs of age and+)	3.87%	(n=104)	
Children	8.08%	(n=217)	
Youth	13.60%	(n=365)	
Total:		2,683	



TOP TEN LANGUAGES SPOKEN

Arabic	890
English	872
Tamil	185
Tigrigna	185
Amharic	157
Yoruba	151
Spanish	118
Farsi	106
Dari	103
Luganda	100



Topics for the course include:

- Broad Aspects of Torture (Dr. Wendell Block and Dr. Donald Payne)
- Social Determinants of Refugee Mental Health (Dr. Branca Agic)
- Mental Health Needs of LGBTQ+ immigrants and refugees (Ranjith Kulatilake)
- A Cultural Psychiatry approach to Refugee Women's Mental Health (Dr. Lisa Andermann)
- Growing Older as a New Canadian (Dr. Irina Nica-Graham)
- Fostering Adaptation in Families, Children, and Youth (Dr. Simone Levy & Dr. Marlinda Freire)
- Trauma & Stress Resilience (Dr. Claire Pain)
- Recognizing the risks and Signs of Addiction (Polly Florious)
- Self-Care: Various Trauma (Dr. Teresa Dremetsikas)

After completing this course the participants will be able to:

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

Publication Education

CCVT continues to provide public education, workshops and outreach to community agencies, and post-secondary institutions including Women's Health in Women's Hands, Crossroads Clinics, Access Alliance Multicultural Health and Community Services, Salvation Army, Toronto South Local Immigration Partnership, University of Toronto, School of Social Work, York University (Faculty of Social Work), Seneca College among others.

Topics for these sessions included:

- CCVT services and programs
- Mental health assessment and treatment
- Stress Management and Self-Care
- Post-traumatic Stress Disorder

Therapy Healing Groups

Different types of group therapy

There are many different forms of group therapy. The way a group works depends on its goals. The two main types are process-oriented groups and psychoeducational groups.

In **process-oriented groups**, the interpersonal experience between the members of the group is a major focus. Opening up in front of others can be challenging, but it also may lead to major growth and change when a person experiences a sense of belonging and acceptance from their peers. Process groups are based on working through these challenges and changes. A process group may be based on a shared issue in members' lives outside the group, or it may focus purely on the interactions that arise within the group itself.

This type of group tends to be flexible in structure, and the agenda each week is typically set by the group members themselves.

The therapists facilitate the discussion when needed, but they are not the Centre of attention. Process groups may be open-ended or time-limited but generally run for at least six months.

Psychoeducational groups are more focused on sharing information on a particular topic or teaching skills (e.g., anger management, cognitive-behavioral therapy). The relationship between members is not so important in this kind of group, though people may still benefit from connecting with others who are struggling with similar issues. In psychoeducational groups, the therapist is more active and has the role of an instructor. These groups are more likely to be time-limited and relatively short-term. (www.camh.ca 2018). Support groups at CCVT are generally psycho-educational in nature and usually run between 2 to 3 months.

Through psychoeducational sessions, participants were expected to develop better understanding about mental health, and better ability to address their mental health concerns. In addition, through educational information sessions and settlement workshops, these groups looked forwards to empower the participants with settlement information to assist them to be more confident in navigating the Canadian systems and to have access to other community services. The support group included presentations and workshops by guest speakers from different organization and CCVT staffs. Workshop topics were selected to meet the needs of the participants. Psychoeducational sessions were also included since mental health distresses are a common presence among the participants. Throughout the year, groups ran at the downtown, Scarborough and Victoria Hub locations. Their groups included:

- Ethiopian and Eritrean Women Group
- Single Mothers Eritrean and Ethiopian Women Group
- African Women Group (Other than Eritrean background and Francophone community)
- Farsi and Dari speaking women
- Mental Health Support group (Mind Over Mood Wellness Group 2 cohorts)
- Youth/Children -Summer quest
- Tamil Support Group (2 cohorts)
- Round table
- Arabic Speaking Women Support group
- Arabic-speaking Parents Support Group
- LGBTQ Group

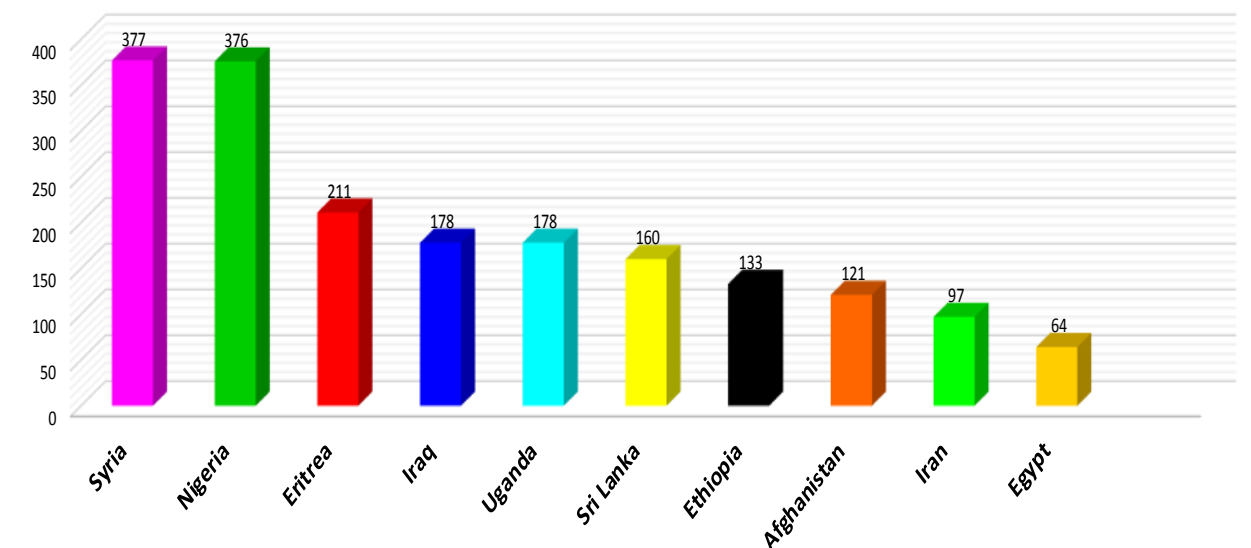
These groups aimed to provide clients with relevant information. Some examples of the themes presented were:

- Information about Employment Ontario Information & Resume Preparation
- Fundamentals of basic banking
- Mindfulness/Stress reducing Yoga exercises
- Accessing health services
- Educational upgrading
- Housing rights
- Family Conflict/Domestic Abuse
- Effective Communication

Top Ten Countries of Birth

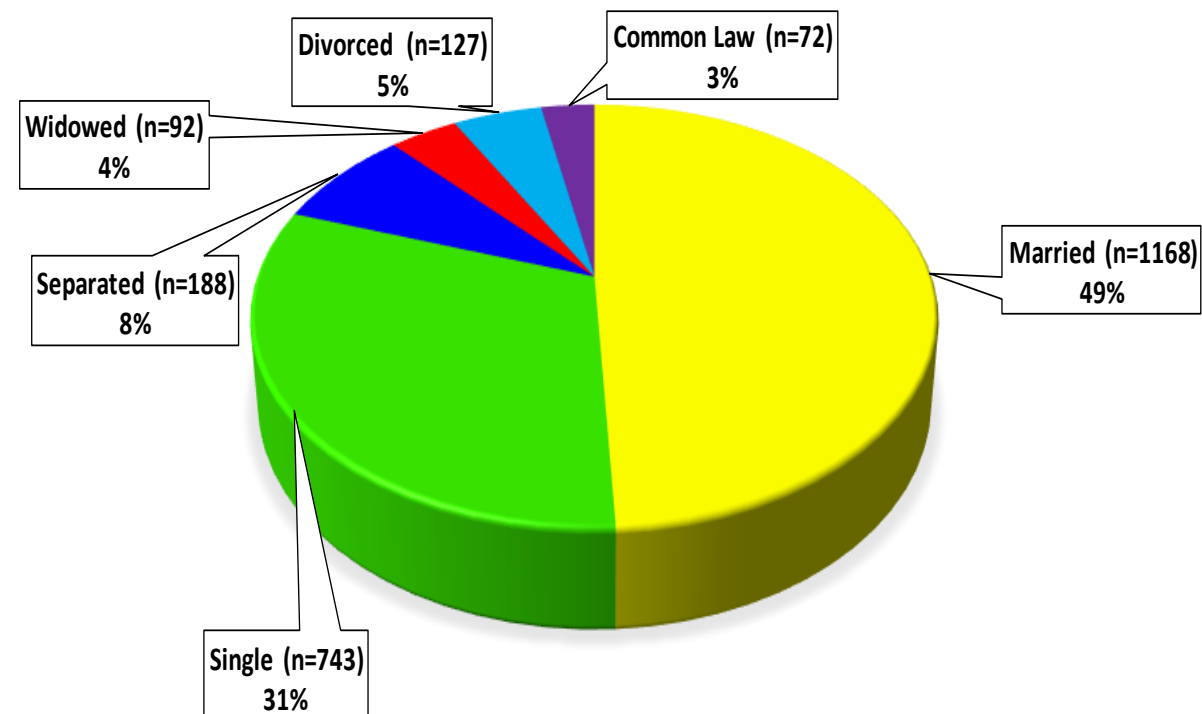
TOP 10 COUNTRIES OF BIRTH

Syria	377
Nigeria	376
Eritrea	211
Iraq	178
Uganda	178
Sri Lanka	160
Ethiopia	133
Afghanistan	121
Iran	97
Egypt	64



Marital Status

Married	(n=1168)	49.00%
Single	(n=743)	31.00%
Separated	(n=188)	7.80%
Widowed	(n=92)	3.84%
Divorced	(n=127)	5.00%
Common Law	(n=72)	3.00%
Not Set	(n=0)	0.00%
Total:	2390	99.64%



- Interpersonal Conflicts
- General Overview of Toronto Public Health Services
- How to overcome trauma
- Mental health and wellness
- Employment rights
- Self-care

In numbers:

Total workshops/group sessions: **145**

Total number of participants: **2,134**



**Wellness Group Participants
with their Certificates of Completion**

Objectives of the group include:

- To feel less alone.** For Refugee Claimants to get support and Advocacy while enduring the refugee Claim determination process.
- Improve mental health condition.** Gain skills to perform better self-care and to prevent mental health problems.
- Break social isolation.** Create supportive relationships and social connections with each other. To foster mutual help and support among participants. Promote social cohesion and exchange between communities. Increase participant's resourcefulness and community connections.
- Enhance self-esteem and confidence.** Create a sense of responsibility in giving participants choices and teaching them to choose for themselves. Promote individual empowerment through the knowledge of own capacities and skills.

- Develop skills and gain knowledge for settlement.** Develop knowledge to better navigate the Canadian systems. Gain relevant skills to become better prepared for future employments or volunteering opportunities. Improve accessibility and understanding of services available in Ontario and Canada
- Empower oneself** in order to better deal with potential exploitations and systemic oppression.
- Develop individual and institutional empowerment** in order to understand ones' rights and duties.
- Develop leadership skills** to be more active in the host society.

Unique Factors When Working with Survivors of Torture, War and Crimes Against Humanity

All participants are refugees who have significant traumatic experience and also face challenges in their settlement in Canada. The participants' experiences of torture and violence comprised many different situations, such as physical, sexual, and psychological abuse, threats and extortion from organized crime groups in their countries of origin, execution of family members, forcible displacement, and kidnapping. In addition to the traumatic experience in their countries of origin, the participants also face difficulties in their resettlement in Canada. Common difficulties include lack of access to resources, discrimination, and lack of appropriate and adequate mental health services, language barriers, poverty, and social isolations. As such, these therapeutic groups aid to promote resilience, connection, and development of useful skills in coping mental health distress.

Outcomes of the Group

Participants in the **Mutual Support Group and Wellness Group** overwhelmingly find that the group has been very helpful and:

- That they would like for the groups to be ongoing
- They feel welcome when they attend the group sessions
- That they would appreciate it if the program would provide a certificate of completion or documentation that they had attended in order to demonstrate the use of Canadian resources and show integration to Canadian society
- That they felt safe sharing their opinions in the group
- That they have greater knowledge about health as a result of the program
- That they have greater knowledge about services in the community that can be helpful to them as a result of the program

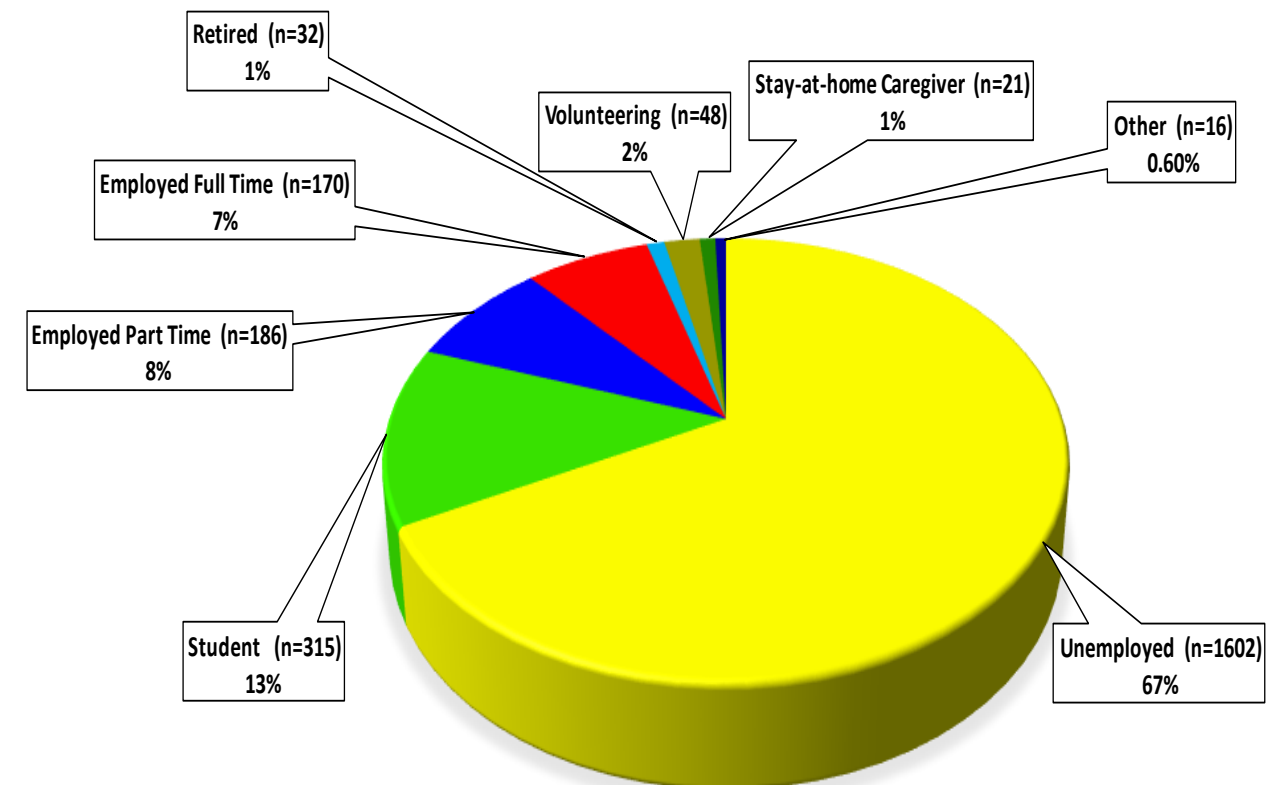
Successes

Wellness Support and Self-Care

- “Relaxation exercises/mindfulness/Guided Imagery-Hypnotherapy”
- “Join a self-help group”
- “Sing/Dance”
- “Mind your health-Eat something healthy”
- “Improve mental health by getting more rest”
- “Participants learned coping mechanisms to manage the stress and to recognize the body alerts”

Employment Status

Unemployed	(n=1602)	67.00%
Student	(n=315)	13.00%
Employed Part Time	(n=186)	8.00%
Employed Full Time	(n=170)	7.00%
Retired	(n=32)	1.00%
Not Available	(n=0)	0.00%
Volunteering	(n=48)	2.00%
Stay-at-home Caregiver	(n=21)	0.87%
Other	(n=16)	0.60%
Self-employed	(n=0)	0.00%
Total:	2,390	99.47%

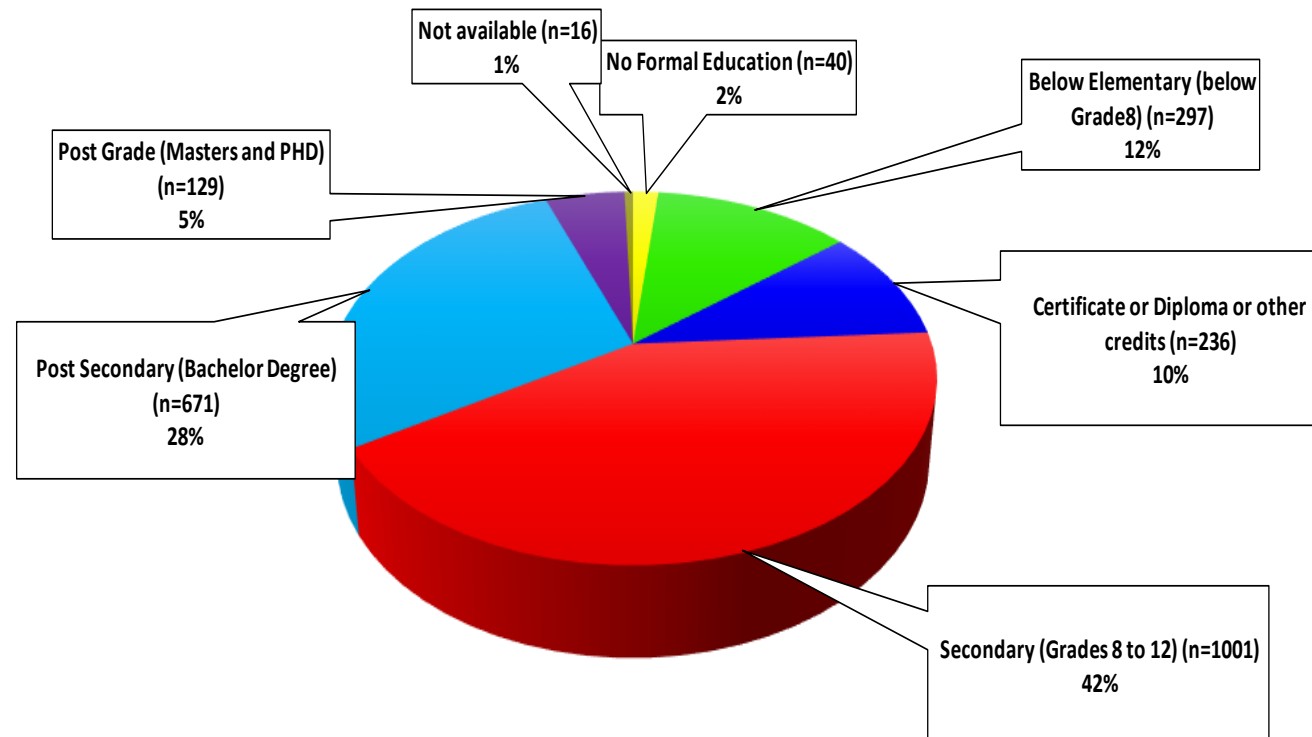


CCVT Client Statistics

CCVT SURVIVORS IN NUMBERS APRIL 2018 - MARCH 2019

Level of Education

No Formal Education	(n=40)	1.60%
Below Elementary (below Grade8)	(n=297)	12.40%
Certificate or Diploma or other credits	(n=236)	9.80%
Secondary (Grades 8 to 12)	(n=1001)	41.88%
Post Secondary (Bachelor Degree)	(n=671)	28.00%
Post Grade (Masters and PHD)	(n=129)	5.00%
Not available	(n=16)	0.54%
Total:	2,390	99.22%



- “Participants engaged in networking and broadened their social circles through meeting new people and making new friends”
- “The program was very interesting and covered important topics that we need to know to better integrate”

Training

CCVT continues to invest in the skills training of its staff and they have been offered a comprehensive two-day course: First Aid and CPR to acquire knowledge to respond to emergencies be it at work or at home. CCVT staff also continue to enhance knowledge on trauma informed care by attending workshops sponsored by our community partners such as: OCASI, CAMH and others.

Statistics for the Fiscal Year 2018 to 2019

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

CCVT Health and Mental Health Professionals

CLIENTS' APPOINTMENTS WITH DOCTORS 2018	TOTALS
Assessment/Reports	293
Follow Up Visits	215
New clients	293
Total Appointments	508

CLIENTS' REFERRAL TO PSYCHOLOGISTS & PSYCHIATRISTS 2018					
M	F	Total	Adult	Youth	Total
195	244	439	417	13	439

CCVT STAFF

#.	Country 2018	Total	#.	Country 2018	Total
1	Afghanistan	21	28	Kenya	13
2	Angola	1	29	Lebanon	7
3	Azerbaijan	1	30	Libya	1
4	Bahamas	1	31	Mali	1
5	Bangladesh	1	32	Mexico	14
6	Benin	1	33	Nicaragua	3
7	Brazil	1	34	Nigeria	66
8	Burundi	2	35	Pakistan	13
9	Cameroon	4	36	Palestine	8
10	Colombia	11	37	Romania	2
11	Congo	4	38	Rwanda	7
12	Croatia	1	39	Sierra Leone	1
13	Djibouti	6	40	Slovakia	1
14	Ecuador	1	41	Somalia	7
15	Egypt	10	42	Sri Lanka	2
16	Eritrea	11	43	St. Lucia	6
17	Ethiopia	17	44	St. Vincent	2
18	Gambia	4	45	Sudan	6
19	Georgia	4	46	Syria	20
20	Guatemala	2	47	Tajikistan	1
21	Hungary	2	48	Tanzania	4
22	India	2	49	Turkey	14
23	Iran	84	50	Uganda	86
24	Iraq	4	51	Ukraine	1
25	Italy	9	52	Venezuela	3
26	Ivory Coast	2	53	Yemen	4
27	Jordan	3	54	Zimbabwe	5
			Grand Total		508



Raju Mohandoss
Director of Program
Services & CE



Rafiya Asad
Child & Youth
Settlement Counselor



Mariam Bahar Azimi
Project Coordinator
LIP



Sondous Attar
Settlement
Counselor



Naitang Chiu
Settlement
Counselor



Lucy Kaite Nyarwai
LGBTQ Counselor



Luxsiga Ambigaibagan
Tamil Settlement
Counselor



Nebal Abou Moustafa
Arabic Settlement
Counselor



Mona Kalil
Settlement
Counselor



Nisreen Al Khatib
Arabic Settlement
Counselor



**Alejandra Salgado
Carvajal**
Settlement\Mental
Health Counselor



Fang Yang (Mary)
Financial
Coordinator &
Administrator



**Badina Micheline
Kone**
Intake/Admin.
Assistant



Sehdeen Lowe
Youth Mentorship
Facilitator



Hamidou Ongoiba
Youth Mentorship
Facilitator

Brittany Guindon
Youth Settlement
Counselor

**Vania Yumiko Gonzalez-
Tanamachi**
Youth Mentorship Facilitator

Arif Mohamed
Financial
Coordinator

CCVT STAFF



Nadia Umadat
Child & Youth
Settlement Counselor



Abby Jackman**
Child & Youth Settlement
Counselor



Domine Rutayisire
Mental Health
Counselor



Elena Solokhina
Employment Skills
Instructor

Toronto South Local
Immigration Partnership
(TSLIP)

Community Engagement



Giovanni Rico
Community Engagement
Coordinator



Vilma Oliveros
Community
Engagement Manager*



Shannon Candido
Community
Engagement
Assistant & Web
Developer**



Juliette Ntege
Admin.Assistant\
Volunteer
Coordinator

English Language Instruction & Skills Training



David Burt
LINC Instructor



Inez Caldwell***
LINC Instructor



Rose Coulton***
LINC Instructor

SETTLEMENT PROGRAM REPORT

2683 Clients served at CCVT this year within the
Settlement Program

1540 New clients

1143 Returning clients

9751 One-on-One services delivered to clients



Abdul Abubaker
Manager, Settlement Program

The Settlement Program is a core program at CCVT and comprehend several activities and services. The number of clients accessing services this year was at 2,683 and the services they received included:

- Needs Assessment
- Information Orientation and Referrals
- Language & Skills Development Program
- Volunteer services
- Services are provided at 6 different locations within the GTA. And clients can access services in a total of 16 languages: English, French, Amharic, Arabic, Dari, Farsi, Somali, Spanish, Tamil, Tigrinya, Swahili, Luganda, Runyamboga, Kinyarwanda, Lingala, Greek.

Needs Assessment

This is a practise in which every single new client is involved; a one on one set-up interview proceeds with a counselor, a plan is formulated to suit individual needs and goals as it refers to settlement. All 1540 new clients receive this service through the year and most returning clients accessing CCVT this year are re-assessed to identify new needs and or to follow up on previous plans as well as to offer relevant services. This is a crucial part of interacting with clients since it will chart the progression of their settlement

Information Orientation and Referrals

Newcomers are always in need of this service and during the year reported here there were 9,751 visits recorded by counselors; in addition to several more that were not necessarily recorded and involved casual or formal interaction with volunteers and other staff. During this visits clients receive information and referrals specifically to tackle demands of settlement; some demands are as basic as finding housing, food, proper clothing, employment, schooling for the kids, training and validation of credentials among many more. Referrals in the community are crucial and no program is a sand alone program CCVT does several referrals a day to internal services and to other services available in the community. Many partnerships have been formed with other agencies to fulfill the special needs of survivors. Such partnerships are mentioned in many sections of this reports and just to name one : CCVT is member of the Ontario Council of Agencies serving Immigrants (OCASI) with whom we have joint projects.

We also have a partnership with Mount Sinai Hospital as well as a project running in partnership with 3 other agencies: Women's Health in Women's Hands, Centre for Addiction and Mental Health, also we have excellent working relations with many other settlement agencies and community services in Toronto. Women's Health in Women's Hands, Centre for Addiction and Mental Health, also we have excellent working relations with many other settlement agencies and community services in Toronto.

Information is also conveyed to our clients in group format and our partners are crucial in providing it. There were 114 Group sessions attended by 2121 clients this year some delivered within the support groups and other as a separate sessions open to all clients. This sessions in addition to provide information relevant to the settlement of clients also contribute to interaction with service providers of other organizations and facilitation of access.

Volunteer Services

The volunteer services are better described in the community Engagement section of this report but it is most relevant to mention the enormous contribution that volunteers provide in the settlement of our clients. Many act as interpreters, mentors, friends, and the role that they play in the life of our clients is most appreciated by all at CCVT. Volunteers contribute their time providing a space for clients to have conversation circles, Citizenship classes, computer classes, one on one tutoring, assisting in other activities at CCVT such as organization and participation of events, reception, income Tax clinics. The list is endless and we are very grateful and fortunate to have them.



The CCVT AGM & Holiday Party 2018

CCVT STAFF

Management Team



**Mulugeta Abai
Executive Director**



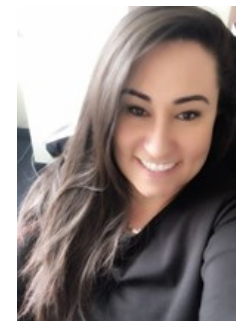
**Teresa Dremetsikas
Program Manager**



**Mbalu Lumor
Senior Manager of
Programs & Settlement**



**Vilma Oliveros
Community
Engagement
Manager***



**Adriana Lilic
Office Manager &
Executive Assistant**



**Ezat Mossallanejad
Policy Analyst &
Researcher**



Abdul Abubaker*
Manager,
Settlement Program**



**Mildred Fidele
Somali Settlement
Counselor**



**Rahel Hailemichael
Tigrinya & Amharic
Settlement**

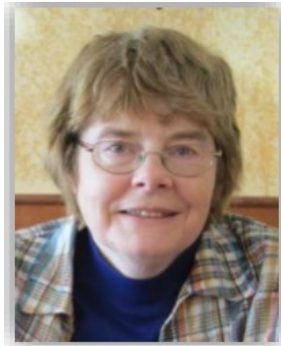


**Kubra Zaifi
Dari/Farsi/Pashtu
Settlement Counselor**



**Samar Ahmed
Arabic Settlement
Counselor**

2018-2019 AWARD RECIPIENTS



Inez Caldwell

Inez Caldwell is a 2019 recipient of the **Amina Malko Award**. Inez came to Toronto in 2005 from the east coast of Canada. She has a BA in English Literature and a Master's in Business Administration. She has always worked in paid and volunteer positions in the non-profit and education sectors. Her activities are usually driven by interests in lifelong learning, basic education for all, and volunteerism. Her key beliefs are that every person, no matter what has happened, started out as someone's child. She embraces the philosophy that life is an experiment. She is retired and is joyfully creating another stage of life, with those activities she never had time for.



Rose Coulton

Rose Coulton is a 2019 recipient of the **Amina Malko Award**. As a young woman, Rose travelled to Morocco, Algeria, and Tunisia in North Africa. This experience launched an intense desire to come face-to-face with people of other cultures. Rose worked in a volunteer capacity in India, then in a First Nations community in British Columbia. When a volunteer engagement took her to Guatemala and El Salvador, she became aware of the plight of refugees. Eventually, after working for several years in the non-profit sector, Rose decided to teach English to refugees and obtained her ESL certificate. This led to a 10-year engagement teaching refugees at CCVT. Students have taught her as much as she has taught them. With many students hailing from Northeast Africa, Rose's experiences have come full circle.



Abdul Abubaker

Adul Abubaker is the 2019 recipient of the **Trevor Bartram Award**. Abdul spent 17 years with CCVT, acting as Language and Skills Training Program Coordinator and later the Manager of Settlement Services. Abdul is multilingual, speaking eight languages, and has facilitated numerous trainings and presented on Specialized Second Language Acquisition for Survivors of Torture and War. Before joining CCVT, Abdul honed his skills as a TDSB ESL/LINC and ESL Bilingual Literacy Instructor for 12 years. Abdul has coauthored 3 bilingual English as Second Language Literacy photo story books. Above all, Abdul is an advocate, educator, and champion of human rights.

COMMUNITY ENGAGEMENT PROGRAM REPORT



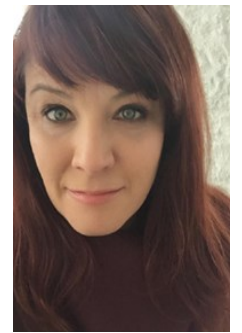
Mbalu Lumor
Senior Manager of
Programs and
Newcomer Services



Vilma Oliveros
Community
Engagement
Manager



Juliette Ntege
Admin. Assist.\
Volunteer Coordinator



Shannon Candido
Community
Engagement Assistant
& Web Developer

The year **2018-2019** continued to be a success as we entered our 41st year anniversary. In total **42** (132 downtown) volunteers from both downtown and Scarborough office were engaged and contributed over **4,000** hours in various volunteer opportunities at the centre such as Afterschool program, Citizenship Classes, teaching computer classes, English Classes, Interpretation, Conversation circle, Befriending Match, Support groups, Office Assistance, Youth Mentorship, Income Tax Clinic, World Refugee Day, teaching guitar classes, UN International Day in support of Victims of Torture, Summer Quest Field Trips, Annual Picnic, First Light Gala, AGM & Holiday Party, Sorting toys & wrapping gifts, Knitting and Website & Social Media. In particular, in June 2018 CCVT first attended the Pride parade 2018 in collaboration with local community partners. Top 3 volunteer led activities continued to be the Youth mentorship program with **over 30 volunteers** as mentors, Citizenship classes which was led by 3 volunteers with an attendance of 20-30 students per session and English classes with 15 volunteers. CCVT also did a city wide youth round table discussion with the

theme "strengthening communities from the inside out" in the week of August 16-18, 2018 with over 50 youth in attendance. Also, with the Hiring ongoing volunteer recruitment throughout the year aimed to meet the high demand for matching youth clients to mentors. In addition to existing youth programs of Summer Quest and after school programs, a new driver's licence class for newcomer youth was also introduced.

Public Education is a key component to the work of the centre. In the year 2018/2019 as part of our strategic plan the revamping of our website and kick-starting our social media platform was an area of priority which we accomplished with the help of 3 volunteers. More work is still to be done to engage the public through our website and social media platform, so we hope to hire a web developer and social media support staff to increase our public education initiatives. In particular, the kick-starting of the Facebook helped further in keeping our followers engaged, informed and creating welcoming communities.

As an Anchor partner with United Way we continued hosting various businesses such as TD Canada Trust, CIBC, Thompson Reuters, Sunlife financial who helped out in sorting food, painting and learning about the work of the center. This continues to be a privilege and opportunity for us to connect with the for-profit sector and to raise awareness on the lasting effects of torture.

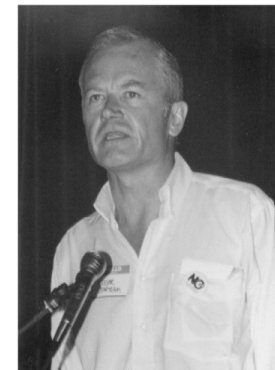


FIRST LIGHT AWARDS



Amina Malko

Amina Malko was one of the first CCVT staff members to be hired and was Office Manager for over five years until she moved to OCASI. Amina was an extremely hard working, tireless and committed staff member. Her particular interest was in improving the lives of refugee women and she did indeed have a positive impact through her dedication and perseverance. She advocated on behalf of women refugees, worked for policy changes at the local, national and international level and was a key member in organizing Refugee Rights Day. With CCVT funding and support, Amina undertook organizing an “African Women in the Community” conference in an effort to have women’s voices expressed directly. The Amina Malko Award will be given to someone with refugee experience who has significant involvement in policy, advocacy and



Trevor Bartram

Trevor Bartram was a founding member of CCVT and remained an integral part of its organizational growth. As a founding member and legal advisor, Trevor undertook the tedious and unglamorous tasks that a developing organization requires. He wrote (and rewrote) the agency’s bylaws, negotiated leases, contracts and other related agreements. He served as the secretary, Chair of the International Committee and as a member of the Fundraising Committee. Over the years, Trevor contributed much to the organization and befriended newcomers and invited his many new friends into his active social life. He traveled to Africa, Latin America and Europe attending international conferences on behalf of CCVT. The Trevor Bartram Award is given to individuals who have made a significant achievement in organizational development, particularly in setting up new community based organizations consistent with the human rights mandate of CCVT, as well as having experience in developing programs, policies, and structures, and success with funding

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

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

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

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



A TRAINING ON TELLING YOUR STORY AND RECRUITING/RETAINING VOLUNTEERS WITH OLIVIA CHOW

How do you keep fellow volunteers involved and grow the size of your team? In this special intensive workshop with Olivia Chow, you will learn how to tell your story and learn the story of your fellow volunteers to build relationships that foster their leadership and growth. You will finish the workshop having practiced telling your story and with concrete tools to more effectively recruit volunteers.

On July 24th from 5pm-8pm, we were joined together at the CCVT Jarvis office for this informative and engaging session with Olivia Chow. Thanks to all who participated and to Olivia and her team.



A Volunteers' Training on 'Telling Your Story' conducted by Olivia Chow, former Member of Parliament and City Councilor held at the CCVT Main office.

CCVT CHILD & YOUTH PROGRAM SUMMARY



Nadia Umadat
Child & Youth Counselor



Leah MacDonald
Child & Youth Counselor

Overview

The Child and Youth programs in Scarborough and Downtown have been busy and engaging this fiscal year. There have been information sessions, trainings, recreational events and other activities for our young clients at CCVT. The additional events serve many roles in our community. As the majority of our clients are new to Canada, our sessions aim to provide knowledge and education that best support their settlement needs. CCVT also strives to bridge cultural gaps with unique programming to give newcomers the tools they need to be successful in their daily interactions. Our trips into the community are educational, while also orienting the clients to resources in their neighborhoods. Lastly, the recreational programming is a means to provide social experiences to the children and youth without a financial cost to their families to ensure they are also stay active, making new friends and practicing their English language skills. The following is a breakdown of the various programs at the Scarborough and Downtown locations this fiscal year.



CCVT Youth Roundtable (August 2018)

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

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

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

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

(Board of Directors continues on next page)

BOARD OF DIRECTORS

Fatoumata (Fanta) Ongoiba is the Executive Director of Africans in Partnership Against Aids. She is a leader in the African community and a member of the Ontario Advisory Committee on HIV/AIDS and the African/ Caribbean Council on HIV/AIDS. She holds a Masters in Cooperative Business Development and Management, a Masters in Business Administration, and a PhD in Economics.

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

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

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

Wajeaha Rafat is a passionate finance professional, has a splendid career of over 15 years in Finance, Audit and Consulting across large global companies such as Ernst & Young, Siemens, Royal Bank of Canada. She is CPA (Canada), CMA (UK) and SAP CO Certified (Germany) and has a Bachelors in Commerce and Masters in Economics degrees. She started her career with Ernst & Young, conducted external audit of clients in multiple industries including non-profit organizations. She was able to get her first job in the Canada with Scotia Bank as a Manager Reporting and Analysis and thereafter served Royal Bank of Canada for over 3 years as Manager Financial and Regulatory Reporting. She took active part in various volunteering activities hosted by or sponsored by RBC. Recently she raised funds for RBC Race for the Kids and was recognized as the top 10 fund raisers of the CFO Group. Wajeaha is very passionate about volunteering, has been associated with CCVT for almost five years.

After-school Programs

Homework Club Children and Youth —Scarborough

The Homework Club at CCVT Scarborough is our core program for children and youth. The program's aim is to provide academic support for children 7 to 24 years of age. The children's group meets three days a week, every Tuesday, Wednesday and Thursday, from 4 pm to 5:30 pm. They begin the session with a snack that is culturally sensitive, to meet the needs of the various dietary restrictions in the group. The participants work on assignments with staff and volunteers in order to get the support they need with schoolwork. This program was initially started as a means to overcome language, financial and intellectual barriers that newcomer parents experience in Canada. On average, the children's program has 15-20 participants each month. For the youth, each Monday has been designated as their day for assistance with assignments or a quiet place to study. The youth have had very sporadic attendance, and more outreach is needed in order to ensure eligible youth in the community are aware of this free resource available to our clients.

Children Homework Club and Youth Drop-In—Downtown

The CCVT Children's Homework Club Downtown provides academic support for children ages 7-13. The children's group meets three days a week, every Tuesday, Wednesday and Thursday, from 3:30pm to 5:15pm. Children are provided with a healthy snack and a safe and quiet space to work on their homework. Children are assisted by volunteer tutors. The youth drop-in is a program designed to provide a safe and accessible space for youth ages 13-25 who need additional help with homework. Every Monday from 3:30pm-5:15pm youth are able to access computers and volunteer tutors to work on school projects, or to work on necessary life tasks such as resume writing and job hunting. The youth have had very sporadic attendance, and more outreach is needed in order to ensure eligible youth in the community are aware of this free resource available to our clients.



Snack time at Homework Club

Information Sessions and Group Programs

Information Sessions for Children and Youth 2018-2019

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

- Cyber Safety with PC. Lyn Hanna, Community Liaison Officer at 41 Division, Toronto Police Services
- Kids Communication Workshop with Isabelle Sciliano and Aimee Bouchard, Education Coordinators, The Young People's Theatre
- Cooking & Learning: Leadership in the Kitchen for Kids- Kristin Troake, Cooking School Coordinator Loblaw's Cooking School
- Mindfulness and Well Being with Simona Martell and Karen Naismith, Child and Youth Workers, Fame Kids

Information Sessions for Youth for 2018-2019

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

- Youth Leadership Development with Shafina Reynolds, Community Nurse of Toronto Public Health (6 sessions)

Other Events - Scarborough and Downtown Offices

Youth Roundtables

Two day roundtable events were held simultaneously for youth at the very end of the school year, on August 16 and 17th 2018. The sessions took place at the CCVT Scarborough and Jarvis and was designed to empower youth and provide tools to improve their own agency. In Scarborough speakers from Tropicana, CMHA and East Metro Youth Services spoke to the group about employment, mental health and conflict resolution. In the Jarvis sessions, youth took part in spirited discussions regarding civic engagement and human rights with our staff acting as facilitators. Between the two locations more than 70 youth attended and provided extremely positive feedback about their experience.



Youth Games

HEALTH COMMITTEE MEMBERS



Mulugeta Abai
Executive Director
of CCVT



Dr. Lisa Andermann
Psychiatrist



Dr. Wendell Block
Family Physician



Dr. Rosemary Meier



Dr. Clare Pain
Psychiatrist



Dr. Donald



Dr. Michaela Beder
Psychiatrist



Dr. Mehr-Afarin Kohan



Domine Rutayisire
MSW, RSW



Teresa Dremetsikas
MD (Mexico)



Dr. Julie Caron
Family Physician



Nebal Abou Moustafa
Psychotherapist

Dr. Geneva Weiglein
Psychiatrist

Dr. Eleanor Colledge
Family Physician

Session 8 Certificate Course, May 2018: Recognizing the Risks & Signs of Addiction



THE CCVT STAFF CPR TRAINING ON THURSDAY, DECEMBER 6, 2018



Youth Network—Downtown Office

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

This year, Youth Network held over 20 sessions covering a range topics including housing, employment, recreation, and leadership as well as completing ongoing needs assessments. The Youth Network youth group also participated in a series of Expressive Art Therapy sessions. The youth expressed that the sessions were healing and restorative. An average of 9 youth attended youth network sessions.

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

For many newly arrived youth, accessing youth network activities also helped to strengthen their relationship with CCVT, in turn, enhancing opportunities to access trauma-informed settlement support in navigating the experience of forced migration and associated challenges such as housing, health, immigration, social isolation, and employment.

Youth Recreational Sessions

- Arts Night
- Movie Night
- Games Night
- Holiday Party and Skating Event

Summer Programming

Summer Quest Child and Youth—Scarborough Office

CCVT hosts an annual Summer Quest for children and youth each year. The children's program takes place three days a week for the month of July. The TDSB graciously provides space at a local high school, where the group engages in individual and team play. One day a week they took a field trip to location around the city. For 2018, they visited Cineplex Odeon for a 3D film screening of Hotel Transylvania 3. They also went to local favorite, Kidstown Water Park, Christie Pitts, Thompson Park, Gardiner Museum and the Ontario Science Centre. They also visited Skyzone Trampoline Park, for the first time. The purpose of the trips are intended to be both educational and help orient participants to the city. The youth had two activities that took for their age group.

One was entitled *Healthy Relationships* with the help of Madison Community Services. For recreational purposes, a trip to Centre Island was scheduled on August 31st for the youth to explore this beloved Toronto attraction before returning to school. They were in awe of the ferry ride and the looming Toronto skyline which allowed for great selfies.

Syrian Children's Group at the HUB – Scarborough Office

An additional summer group was run out of our office in the Victoria Park Hub during July and August. The group met each Friday afternoon and was run concurrently with the Arabic Family group, so that parents had a safe and fun place for their kids to attend while they learned about settlement in Canada. The children did a workshop on planting and gardening, potting their own plants to care for and take home. They also visited the popular Plant Fun, a neighborhood entertainment complex that allows them to run around and play indoors. They were shown, along with their parents an English language movie to help improve ESL skills and promote integration in Canada. They had a visit by Yusra and her team from Access Alliance to discuss nutrition and to make edible floral arrangement for their parents. On other days there were trips to the park and pizza making.

Summer Quest Child and Youth—Downtown Office

Summer Quest Activities at the downtown location were run by the Child and Youth Counselor at the CCVT downtown office. Summer Quest activities throughout the months of July and August. Trips and activities for newcomer children included: a trip to Gardiner Museum for, swimming, soccer day, a visit to Christie Pits Park soccer and a healthy eating workshop. Trips and activities for newcomer youth included a visit to Christie Pits Park for soccer and swimming, a visit to Woodbine Beach for, a visit to Centre Island, and a workshop on budgeting and finances.



Summer-Time TTC travels

HEALTH COMMITTEE REPORT

The CCVT Health Committee is comprised of doctors, psychiatrists, psychotherapists, mental health counselor, program manager and the executive director of CCVT. The members of the CCVT Health Committee between April 2018 to March 2019 are the following professionals (in no particular order): Mulugeta Abai, Dr. Donald Payne, Dr. Clare Pain, Dr. Lisa Andermann, Dr. Wendell Block, Dr. Parul Agarwal, Dr. Mehr Afarin Kohan, Dr. Eleanor Colledge, Dr. Geneva Weiglein, Dr. Rosemary Meirer, Dr. Julie Caron, Dr. Michaela Beder, Teresa Dremetsikas, Nebal Abou Moustafa, and Domine Rutayisire.

It is important to work within an interdisciplinary team at CCVT to come together and collaborate on how to improve our services and best serve the community. For example, the Health Committee has worked together to organize the Mental Health and Trauma Certificate Course Program in order to provide public education on immigrants and refugees and their trauma. Additionally, the Health Committee provides presentations with doctors to service providers and community groups, and engages in recruiting psychiatrists and doctors to collaborate with CCVT. More detail about each of these endeavors is outline below.

Certificate Course Program

Last year the Certificate Course Program comprised a series of nine tailored individual seminars addressing key aspects of refugee mental health. Each seminar is a realistic and up-to-date appraisal of the topic.

The topics were as follows:

- Broad aspects of Torture (Dr. Wendell Block, Dr. Donald Payne)
- Determinants of refugee Mental Health (Dr. Branca Agic)
- Mental Health of LGBTQ+ Refugees (Ranjith Kulatilake)
- A Cultural psychiatry Approach to Refugee Women's Mental Health (Dr. Lisa Andermann)
- Growing older as a New Canadian (Dr. Irina Nica-Graham, MD, FRCPC)
- Fostering Adaptation in Families, Children & Youth (Dr. Simone Levey & Dr. Marlinda Freire)
- Trauma Stress & Resilience in Refugees (Dr. Clare Pain)
- Recognizing the risks & Signs of Addiction (Polly Florious, RN)
- Self-Care: Vicarious Trauma (Teresa Dremetsikas, (MD Mexico))

Participants who successfully completed a minimum of six seminar sessions received a Certificate of Completion. In the most recent fiscal year, 32 participants received a Certificate of Completion.

Presentations with Doctors: Dr. Clare Pain and Dr. Teresa Dremetsikas – Debriefing London Cross-cultural Centre

Recruitment of New Psychiatrists

New psychiatrists were recruited to work with CCVT. Among them are Dr. Geneva Weiglein, Dr. Michaela Beder, Dr. Zeynep Selaman, Dr. Fiona Thomas, Dr. Ana Drandic, and Dr. Afarin Kohan This enabled us to support more clients through providing assessments as evidence for refugee claimant applications, as well as to provide follow-up treatment and support.

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

The OPCAT entered the stage of enforcement in 2006. As of October 2019, 90 states have ratified the protocol. The main challenge before the International Committee is working with sister agencies to persuade the Canadian government to accede to this marvelous piece of international law against torture.

Canada's Contribution to the UN Voluntary Fund

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

Chair: Susan McGrath

Members: Mbalu Lumor, Mulugeta Abai, Chizuru Nobe

Staff Support: Ezat Mossallanejad, Teresa Dremetsikas

March Break Child and Youth

Scarborough and Downtown Offices

For March Break 2019, there were five events scheduled, three for children and two for the youth. The children attended a comedy show at the Second City and an excursion to the Royal Ontario Museum which both offices enjoyed together. The Scarborough kids also visited Laser Quest and had a pizza party on the final day of activities. For the youth, both groups were treated to a movie screening. The youth at Jarvis also experienced an evening of skating at Nathan Philips Square while the Scarborough youth took part in rock climbing at the Toronto climbing academy.

CCVT Youth Explore



The Kids' March Break Activities



TORONTO SOUTH LOCAL IMMIGRATION PARTNERSHIP (TSLIP) REPORT



Giovanni Rico
Community Engagement
Coordinator (TSLIP)

Toronto Newcomer Council

Development of Program/Core Funding

This year the Toronto South LIP (TSLIP) was able to secure that the Newcomer Council Program be included in the core funding from Immigration, Refugee and Citizenship Canada (IRCC). With this funding the program was able to change from a Pilot Project to core program of the TSLIP. With this development the model of the program changed to include a mentorship component. As the term of all the members of the Newcomer Council had ended there was a need to have new recruitment should some of the members decide to move on from the program. The new recruits of the newcomer council would now be mentored by the tenured members. The council has now grown and is moving towards a project based incentive with some training held sporadically.

Speakers Bureau

With the rising anti-immigration sentiment the TSLIP decided to work on counteracting this sentiment. One of the tools being used is that of creating a Newcomers Speakers Bureau. The Bureau was developed by the TSLIP working Groups and implemented in the Newcomer Council to Pilot. Newcomer council members were trained in Public Speaking with help from the United Way and also put through different modules of the civic engagement curriculum to help them learn how to frame and direct their message to create the most impact. Now the TSLIP is promoting the speakers bureau to gain them the experience needed to be excellent public speakers.

Metropolis 2019 Presentation

With the success of the Newcomer Council it was decided that our model needed to be shared with the rest of the sector in Canada. So the TSLIP along with the partners from the The City of Toronto's Newcomer Office, the Toronto East Quadrant LIP and a member of the Newcomer Council presented a Panel at the Metropolis 2019 conference in Halifax.

10. We do believe that deportation should not act as a substitute for prosecution of torturers, war criminals and those who have committed crimes against humanity. We also recommend that terrorism suspects be detained under criminal law (with human rights, safeguards) and not under Immigration law.

We recommend changes to Canada's Mental Health Act in a way that mental health patients who are not responsible for their actions be protected by the hospitals rather than being criminalized and living in limbo for indefinite periods of time.

We concluded our submission by reiterating that while we endorse the Canadian government's global campaign against terrorism, we are concerned about its excessive measures of post-September 11. Canada must do more to address the principle of *non-refoulement* to torture and to act against cruel, inhuman, or degrading treatment or punishment by enforcement officials. There is a need for genuine effort by the Canadian government to reform its domestic legislation and regulation with regards to refugee determination, detention, and removal. We are particularly concerned about prolonged detentions and keeping non-citizens in Immigration limbo indefinitely. Enforcement officials must be accountable and accessible. There is also an urgent need for their training and education.

In Defense of Educators, Journalists and Human Rights Activists

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

Optional Protocol to the Consultation Against Torture (OPCAT)

The International Committee continued to monitor developments regarding OPCAT. The CCVT has written frequently to the Prime Minister of Canada about the utmost need of ratification of the OPCAT (March 20, 2014, April 15, 2014 and December 10, 2014, March 29, 2016). We have attended tele-conferences to that effect including one with the participation of other stake-holders on January 12, 2017. We have also written to the Premiers of all the Canadian provinces and territories and urged that Canada should sign and seek ratification of the *Optional Protocol to the United Nations Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (Optional Protocol or OPCAT). The CCVT collaborated with Amnesty International in this direction. On 10 December 2014, the CCVT endorsed Amnesty International's petition to this effect.

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

During the meeting, we reviewed the consular service standards related to arrested or detained Canadians abroad with special focus potential vulnerability of detainees. We all agreed on the need for establishing a longer term engagement of the GAC with various Canadian civil society organizations on consular policy and other issues relevant to GAC's consular mandate. With its expertise on serving survivors of torture, the CCVT shared its experiences in rehabilitation of vulnerable people with recommendations about improving the consular services to detained Canadians abroad in general and especially for those who are more at risk of torture and other ill treatments in detention.

Canada's Compliance with the *Convention against Torture*

Based on the request from the government of Canada and the UN Committee against Torture, the CCVT sent its submission on the Canada's Compliance with the *Convention against Torture* in early December 2018. Following are our special requests from the Canadian government:

1. We believe that the government should be more meticulous in the cases of extradition and removal of non-citizens. No one should be sent back to torture whatsoever.
2. We strongly recommend that the government of Canada respects recommendations of the UN Convention against Torture as well as the Inter-American Commission for Human Rights to stay deportation of people who have already communicated with these international bodies.
3. We do believe that enforcement officers including police and border officers as well as members of judiciary of Canada should be provided with regular human rights training including training on strict prohibition, prevention and eradication of torture. This training must also include discussions about gender-related torture such as rape, sexual abuse, enforced prostitution, and domestic violence. The CCVT is ready for supporting the government in this area.
4. We strongly suggest for designation of ombudsperson responsible to the parliament looking into complains against departments of Public Safety and Emergency Preparedness and Immigration, Refugee and Citizenship Canada.
5. We do request the government to come up with a special program for protection of Canadian citizens against torture in other countries.
6. The condition of jails and detention centres should be improved all over Canada and an effective mechanism must be in place for detainees' complaints. We strongly recommend that nobody be detained without *habeas corpus*. The maximum period of immigration detention should be specified by law.
7. There must be an external independent oversight for the actions of all enforcement officers in Canada.
8. We strongly request that NGOs and human rights agencies be consulted by the government on a regular basis in terms of Canadian compliance with various human rights treaties including Convention against Torture.
9. As regular inspection of jails and detention centres is imperative in terms of prevention of torture. We strongly recommend that the government of Canada come up with the ratification of the Optional Protocol to the Convention against Torture on an expedited basis. It has been more than a decade that the Federal government of Canada has failed to accede to this marvelous piece of international law.

Peer support Mental Health Services Forum

Through the work being done in partnership of both the Health and Mental Health Working Group and the Systemic Issues working group, the TSLIP put on a Forum to help Promote the discussion on the needs and barriers to Mental health services, and how that has caused the need for Peer to Peer support services. This forum showcased 2 peer to peer support programs to emphasize on the benefit and need that these programs serve. The forum was also an opportunity to show funders how the current funding model is not conducive to help promote Mental Health among newcomers, as Mental Health outcomes are usually measured in a longterm approach that program funding does not address. This Forum rejuvenated the work being done by the TSLIP in the mental Health field leading to more work being done in the new year.

Mental Health Protocols Research

The TSLIP has done a lot of work this year in the need for the sector to have more professional grasp on the resources and protocols needed for staff serving clients with mental health needs. The TSLIP did a Literacy review to see the protocols that are being implemented in the sector. The protocols were compiled and analyzed and the TSLIP now has a database where these protocols can be shared with any partner who may be looking into implementing new protocols.

Schools as welcoming Communities

The TSLIP is committed to help in and promote in creating a more welcoming Toronto South. Through this commitment the Schools as welcoming Communities initiative. The TSLIP has developed a resource, activity and protocol list. The goal of this program is to supplement the Settlement workers in Schools (SWIS) Program specifically in the schools that do not have the newcomer population to support a SWIS worker to be stationed at the school. The TSLIP is currently looking for a school to pilot in order to have support documentation to present to the Toronto School Boards to take this initiative to be implemented city wide.

Civic Engagement Curriculum

The TSLIP developed a civic engagement curriculum through the work of the Social Inclusion Working Group. The Curriculum was added to the website and over 100 copies were printed. The Social Inclusion group hosted a Launch event with the support of the Children's Aid Foundation. The event was attended by over 40 participant who were presented with the curriculum and then put through several exercises that emphasized the innovative nature of this curriculum. The curriculum has now been disseminated through the website and will be updated in the future.

Communications Campaign

The TSLIP in partnership with the Inter-LIP network is currently working on a communication strategy to help partners be better prepared for the anti-immigration sentiment that has been appearing in the news and social media. As part of the strategy partners were trained by a consultant on how to address hostile and incorrect information. The second part of the strategy is to augment any campaign that promotes newcomer and immigration by expanding the footprint the TSLIP has in Social Media using all partners to help promote any positive message that promotes newcomer and immigration in general.

Overall Statistics

The Toronto South LIP facilitated and participated in over 100 meetings last year that helped in one way or another with collaboration in the sector as well as benefited newcomers from all things like new program delivery, resources for agencies and Newcomers as well as policy change. The LIP has over 70 member agencies and reaches out to over 300 individuals who in one way or another serve newcomers.



INTERNATIONAL COMMITTEE REPORT

The CCVT International Committee monitors the activities and services of a network of organizations that support survivors of torture, war, genocide and crimes against humanity and makes any necessary recommendations to the CCVT Board of Directors. This committee is working towards monitoring and responding to global issues related to the prevention, exposure and eradication of torture, war, genocide and crimes against humanity. During the fiscal year of 2018-2019, the International Committee was involved in the following activities:

Collaboration with IRCT

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

Protection of a Canadian Citizen Overseas

The Canadian Centre for Victims of Torture (CCVT) made frequent contact with the Ministry of Foreign and wrote to the honorable Minister Chrystia Freeland on September 7, 2018, about a Canadian citizen and a client of the CCVT, who has been arrested in her country of origin. She had left Canada a month before visit her ailing mother. Few days after her arrival, the security forces invaded her house and took her to an unknown place along with her computer and mobile telephone. We raised our deep concerns about human rights violations in the countries of origin of our client and called upon the government of Canada to make necessary contacts with the international human rights agencies and use the services of the Department of Foreign Affairs towards the release of our client and make sure that she would not be subjected to torture and other cruel, inhuman or degrading treatment or punishment. We requested that she must be provided with access to necessary medical attention required by his condition. It was with great pleasure that the client was released few days later, came to Canada and visited us at the CCVT premises.

Attending the Roundtable on Arrest and Detention of Canadians Aboard

The CCVT responded to the invitation of the Consular Branch of Global Affairs Canada (GAC) and attended its roundtable on issues related to arrest and detention and vulnerable Canadians overseas. The panel was joined by a group of key Canadian civil society organizations engaged in protection of vulnerable Canadian citizens living in other countries. The meeting took place on November 29th, 2018 at 111 Sussex Drive, Ottawa, and was launched by Ms. Pamela Goldsmith-Jones, Parliamentary Secretary to the Minister of Foreign Affairs for Consular Affairs.

The CCVT Policy Analyst and Researcher, Ezat Mossallanejad, shared the tragic stories of torture and trauma occurred to the CCVT clients who had been arrested and detained overseas. He extended the CCVT's heartfelt thanks to the Global Affairs Canada for its endeavor towards the release of the client mentioned above. He facilitated contacts between the clients and responsible authorities at the Consular Branch of Global Affairs Canada (GAC).

Workshop on Torture and Human Rights

On November 16, 2018, the CCVT Policy Analyst and Researcher provided a workshop to the students of Human Rights class at Centennial College. He initiated a detailed discussion about the evolvement of the international human right law on torture and state's responsibilities as well as the gaps in International human rights law and information about the right to rehabilitation. He also mentioned about unique services of the CCVT.

Presentation on Death Penalty

On December 2, 2018, the CCVT Policy Analyst and Researcher gave a presentation to a group of human rights activists on death penalty as method of torture. His presentation is available in public media.

Learning Materials

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

Chair: Susan McGrath

Members: Regine King, Mulugeta Abai, Chizuru Nobe

Staff Support: Ezat Mossallanejad, Teresa Dremetsikas, Mbalu Lumor

LANGUAGE & SKILLS TRAINING PROGRAM REPORT



Elena Solokhina
Employment Skills
Instructor

According to CCVT mandate, the center "...aids survivors of torture, war, genocide and crimes against humanity to overcome the lasting effects of torture and war." This statement defines the details of all the endeavors at the CCVT, including the Language and Skills Development Program. This program has been very instrumental in helping survivors to reestablish themselves and to integrate successfully into Canadian society.

Reestablishment after a traumatic experience is not an easy task. CCVT's Language and Skills Development Program provides safe, welcoming, supportive, encouraging, and creative space for its participants to achieve "return to their best self" with the support of many other CCVT programs and other friendly organizations in the community that proactively work together to achieve this ultimate goal.

Acquiring language skills in a caring, fun, and creative environment with highly qualified teachers has not only therapeutic but also empowering effect on our clients. The training sessions are carefully tailored for their needs and abilities. We offer several morning English classes to accommodate every level of the learners and afternoon classes run by TDSB teachers to accommodate every immigration status or different schedule demands in 2 CCVT locations: downtown Toronto and Scarborough.

With enough progress on the journey of communication skills acquisition many students choose to take CCVT's computer course that is designed to reinforce and speed up their reading and writing skills development, encourages and gently guides them to making career choices and starting a job search process in addition to mastering basic computer skills in Word, Excel, PowerPoint, and email. A short Cash Register Skills course that the Centre offers serves as one of the career choices examples for some of the students that are interested in customer service field.

Tutoring, Conversation Circles, Citizenship Class

In cooperation with the volunteer program, we continue running our **English Tutoring Program** to offer one-on-one support to students if needed and/or desired. Our volunteer-driven **Citizenship Class** has a big success assisting students in preparing for citizenship tests. **Conversation Circles** facilitated by volunteers are also used to expedite communication skills development in low beginner and intermediate level students. We have an increased number and frequency of volunteer teaching assistants in classes to provide more opportunities for our students to interact with other Canadians in English. **Computer Aided English Language Instruction** available at CCVT assist students to prepare to for the computer instructions classes particularly clients who have not had enough exposure and access to computers in their country of origin.

Employment Services and Skills Training Program 2018-19

This program helps our clients to be informed and equipped with the new technology on their journey to successful employment. It helps prepare participants for a range of jobs within an office and retail environment. Many entry-level office positions are available to individuals who have limited job market experience, or are new to the Toronto labor market or people who are returning to the job market following an interruption in their career. These occupations are frequently used as a first job experience and as a starting point for many other occupations in the same industry. While acquiring these skills the students also have access to an expert advise on job search strategies, resume writing and interview skills. The program includes:

•Computer Courses

Basic Computer Skills Course

Introduction to Office Administration course

•One-on-one Employment Counseling

•Cash Register Skills Training Course project

Students in the Computer Courses:

Enrolled: 62

Graduated: 37

Male: 11 / Female: 51

Students in Intro. to Office Administration:

Enrolled: 28

Graduated: 19

Students in Basic Computer Skills:

Enrolled: 34

Graduated: 18

Certificate Course

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

June 26th Public Awareness Event

Since 1998, the Canadian Centre for Victims of Torture (CCVT) has celebrated June 26th as a commemoration of the United Nations International Day in Support of Victims of Torture. On June 26th 2018, CCVT celebrated the international commemoration of this important day. Our celebration took place during the day at the Innes College Auditorium with a series of activities intended to empower our clients. A skit by the name of The Crazy Dance of a Crazy General was performed by the CCVT staff and volunteers. The skit that was about the principles of medical ethic was highly appreciated by members of the audience.

Refugee Rights Day

For years, the Canadian Centre for Victims of Torture (CCVT) has celebrated April 4th and June 20th as the Canadian and international day in support of refugees. This year, the CCVT Manager of Community Engagement collaborated with sister agencies and refugee rights communities to celebrate these important days.

The Bi-annual Conference of the CCR

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

Presentation on Collective Memory

On 17th day of June 2018, the CCVT Policy Analyst gave a presentation to a group of 120 people at the North York Civic Centre on the significance of collective memory of people and the need for its maintenance and transmission. He emphasized that events of collective trauma as war, genocide, extermination and crimes against humanity should not be forgotten and there must a link between the past and the present.

Workshop on Collective Trauma

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

PUBLIC EDUCATION COMMITTEE REPORT

Mandate

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

Collaboration

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

Continuing Partnerships

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

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

The Computer Class



Employment Services and Skills Training



FINANCIAL REPORT

Condensed Audited Report— April 1, 2017 to March 31, 2019

INCOME	2018-2019	2017-2018
	\$	\$
Immigration, Refugees & Citizenship Canada		
- Settlement	1,615,413	1,617,480
- TSLIP	107,199	80,201
- NHQ		2,444
Ministry of Citizenship & Immigration		
- Newcomer Settlement Program	76,911	76,911
- Innovative Settlement & Integration Project	90,000	120,880
- Pay Equity	23,311	23,311
City of Toronto		
- CSP	27,595	27,025
- Toronto Public Health	9,305	
- Toronto Urban Health Fund		15,025
- Investing in Neighbourhoods		11,309
Ministry of Children & Youth Services	58,214	40,970
Ministry of Health-LHIN	46,092	46,092
HRSDC - Canada Summer Jobs	8,664	7,063
United Way of Greater Toronto	265,751	237,193
Donation\Fundraising	117,395	113,817
Foundations and Other Charities	5,861	4,362
Honoraria\Fees	9,950	7,909
Interest\Sundry Income	2,061	3,098
TOTAL INCOME	2,463,722	2,435,090

Note: some prior year comparative figures were reclassified to the new financial presentation.

- Monitoring the implementation of various guidelines of the Immigration and Refugee Board (IRB).
- Following the global refugee crisis with special attention to the plight of Syrian, Iraqi, and Yemeni refugees and the role of the Canadian government in the resettlement and sponsorship of Syrian refugees vis-à-vis legal problems relating to their protection, sponsorship, and family unification.
- Following the plight of hundreds of refugee claimants who have been waiting for more than four years for their refugee hearing, subsequent to the introduction of changes to the refugee determination system in December 2012, which provided scheduling priority to newly arrived claimants. Claimants who arrived before the implementation of these changes—the so-called “legacy” cases—were neglected. Recently, the Immigration and Refugee Board (IRB) has paid attention to legacy cases. The problem is not yet fully resolved. We have called upon the IRB to act with more efficiency.
- Following overall attempts by the Canada Border Service Agency (CBSA) to impose vacation and cessation applications against Convention Refugees and Protected Persons living in Canada.
- Following the limitations on family reunification and the visa officers’ obsessions with the outcome of making eligibility more difficult and prolonging the process.
- Following the tragic predicaments of people with no status and refugees in immigration limbo.
- Working against deportation that risks exposing persons to torture and other cruel, inhuman, and degrading treatment or punishment.
- Working with different community and legal groups as well as the branch office of the United Nations High Commissioner for Refugees to urge the government to use immigration detention as the last resort, specifically for children.

Co-chairs: Andrew Brouwer and Richard Wazana

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

Staff Support: Ezat Mossallanejad

Gaps in Canada's Mental Health Act

Through monitoring the case of a CCVT client in the Centre for Addiction and Mental Health (CAMH), we found inconsistencies and gaps in the Federal and Provincial mental health acts as a structural problem in the protection of the human rights of mental health patients. In a submission to the UN Committee Against Torture, we share our concerns as follows: "The CCVT has received disturbing reports on the violation of the rights of mental health patients from some individuals and their family members. They have shared their direct or indirect experiences with us about the way some psychiatric hospitals treat people suffering from paranoia and other mental health disorders." We have urged the government of Canada to amend mental health acts in conformity with the fundamental human rights of mental health patients. According to the provisions of the present act, a person who is hospitalized in a mental health facility can be charged by police for attacking nurses or other patients. Police charge this of patients who do not fit the trial criteria. In this situation, the patients are either kept in jail or transferred to the forensic section of mental health hospitals. A board reviews their cases normally once a year. They may remain in the limbo of isolation and seclusion forever, because of not being diagnosed to fit the trial. A minor offence by mentally irresponsible persons can leave them in limbo indefinitely. In our submission to that UN body, we mentioned the disproportionality of this practice. We concluded by saying that "it is the responsibility of the hospital to protect mental health patients and keep them apart from agitation and attacks. Police should not be involved in hospitals' affairs."

Optional Protocol to CAT

Under the guidance of the Legal Committee and other international committees, the CCVT is monitoring the position of the Canadian government with regard to the ratification of the Optional Protocol to the Convention against Torture (OPCAT). Based on feedback from the government, it seems that it would take at least 3 years for the government of Canada to ratify this crucial piece of international law.

Clients' Refugee and Immigration Problems

Throughout the year, the Committee provided CCVT with advice on immigration limbo, legal obstacles to family reunification, and different kinds of inadmissibility problems. With close assistance from the Committee, the CCVT made its best efforts to hasten the landing process of vulnerable survivors of torture, war, genocide, and crimes against humanity. The Committee has also helped with problems resulting from clients' applications for Canadian Citizenship.

Issues

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

- Careful monitoring of the national and international legal instruments against torture with a view to prevention, exposure, and eradication of torture in Canada and across the globe.
- Monitoring Canada's refugee determination process and practice with special attention to the protection of survivors of torture, war, genocide, and crimes against humanity.

Condensed Audited Report— April 1, 2017 to March 31, 2019

EXPENSES	2018-2019	2017-2018
	\$	\$
Wages and Benefits	1,706,118	1,674,215
Rent	129,833	78,981
Program Supplies & Expenses	78,221	84,345
Common Expenses	53,786	53,786
Maintenance & Cleaning	50,149	35,500
Funded Capital Purchases	46,529	106,653
Bookkeeping	59,573	47,915
Fundraising Expense	45,078	36,807
I.T. Support\Web Hosting	40,689	37,474
Telephone	38,767	31,555
Professional Fees	34,162	40,455
Printing and Photocopying	26,160	24,226
Utilities	24,550	23,072
Staff Development	23,518	19,377
Conference & Meetings	21,753	11,200
Amortization	16,682	31,022
Insurance	12,921	16,239
Stationary & Supplies	10,100	8,933
Volunteer Support	8,990	2,175
Consulting	8,207	800
Postage and Courier	5,994	4,952
Mortgage Interest	5,564	6,436
Sponsorship & Partnership	5,425	3,860
Membershio Dues	3,946	2,440
Interest & Bank charges	774	603
Publicity	364	3,230
TOTAL EXPENSES	2,457,853	2,386,251
NET INCOME	5,869	

Source of Funds from Government and Foundations; please refer to the Financial Report.

LEGAL COMMITTEE

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

During the past year, the CCVT Legal Committee dealt with the following case that was of utmost significance:

Cessation of Refugee Status

One of the greatest challenges of the CCVT during the fiscal year 2018-19 was helping a client who was at risk of her refugee status being vacated. The client came to Canada along with her mother and 3 siblings in January 2015 as a government-assisted refugee. In 2016, she received the news about her father's serious illness back home. She took the risk and went home to visit her ailing father. She stayed there for a few days in a semi-underground condition. The second time she went back home was for visiting her upcoming husband. She later received a letter from CBSA on the cessation of her refugee status. The following is the CBSA's argument: *Since acquiring refugee status in January 2015, the respondent has re-availed herself of the protection of her country of nationality at least twice. In so doing, the respondent has determined that she no longer requires Canada's Surrogate protection.*

We felt very upset about this client, because she had lost her 18-year-old brother in Toronto before that. She was thinking of persuading her husband to take care of her bereaved family in Canada. Her hope turned to despair. She was living in constant fear and felt that her removal could put her safety and security at risk. We referred her to the CCVT in-house psychiatrists, Dr. Mehr-Afarin Cohen and Dr. Rosemary Meier, for treatment. With the help of the Committee, we sent a detailed report to her lawyer about her exceptional case of returning to her country of origin, on one hand, and her present mental health conditions, on the other. Her case is pending and we have been continuing to involve her in various CCVT programs, including face-to-face settlement and trauma counselling.

Sponsoring Parents from a War-Ravaged Area

The CCVT staff liaison consulted with the legal committee about a client whose parents are in a war-ravaged country. They are originally from another country with no access to their country of origin, because of living and working for decades in the first country that has recently been ravaged by a devastating war of attrition. They have not acquired citizenship, as this has never been available to them. The CCVT client wanted to bring his

parent to Canada. Our preliminary research revealed that they cannot come as government-assisted refugees, because of the unavailability of a UNHCR branch office in their country of residence. We have been continuing to provide our client with the holistic services of the CCVT and helping him with a solution, upon the possibility.

Clients in Limbo

With feedback from the Committee, we have been continuing to help clients in immigration limbo. Our greatest success last year was the end of limbo for a client after 31 years of being in Canada. She has been allowed to apply for Permanent Resident status and she will hopefully get it soon. We are concerned about a client who has been accepted under Pre-Removal Risk Assessment, but is considered inadmissible to Canada and therefore lives in a tormenting limbo.

Admissibility Hearing

With advice from the Committee and in collaboration with the Downtown Legal Clinic, our Policy Analyst and Researcher escorted an African client to the office of the Canada Border Services Agency (CBSA) on Airport Road and attended his admissibility hearing as a support and observer. After a few months, the client was found admissible and was referred to the Immigration and Refugee Board for a refugee hearing.

Client's Designated Representative

Under the guidance of the Committee, the CCVT Policy Analyst and Researcher acted as the designated representative of an 80-year-old client and attended his refugee hearing. We intervened frequently, provided further information to the panel member, and even corrected the client's interpreters. The client was extremely vulnerable, suffering from vascular dementia, affecting his day-to-day life by impairing his short-term as well as his long-term memory. As a result of dementia, for instance, he could not remember certain dates and other details from his past. The illness also impaired his ability to remember his lawyer's advice or complete the required tasks for his refugee case. For these reasons, he benefitted a lot from the CCVT's support. The illness also interfered with his ability to immediately answer questions regarding his past correctly and consistently. As such, it took us lots of time and patience to obtain some facts about his past life and future risks. We shared all of this with the panel members and the client was, fortunately, accepted as a Protected Person in Canada. We at the CCVT will continue helping this client to improve his coping capacity and make Canada his new home.

Family Unification

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