

Annual Report

2003-2004



**Canadian Centre for Victims
of Torture (CCVT)**

Accredited Member of the International Rehabilitation Council for Torture Victims (IRCT)



Charitable Reg. 13332 7908 RR001

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MANDATE

"Hope after the Horror"

The Canadian Centre for Victims of Torture (CCVT) aids survivors to overcome the lasting effects of torture and war. In partnership with the community, the Centre support 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.



A MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2003 was a year of many challenges for many non-profit organizations. We have witnessed widespread human rights violations, curtailing of civil liberties around the world and this has made our work more difficult than before. With growing concern, we have observed a growing contradiction between international values and political action, which threatens to undermine international treaties and customary law.

There exists today a body of internationally accepted norms and values in the field of human rights. The Universal Declaration of Human rights, The Charter of the United Nations, The Conventions against torture, and others, establish what is acceptable state practice, placing accountability on the state for peace, security, and respect for human rights, including freedom from torture.

The “war against terrorism” inadvertently created an environment in which some governments are acting with relative impunity in committing violence and undermining the treaty they have agreed to uphold. This has included governments justifying the use of torture in the war against terrorism - yet the prohibition of torture is absolute, and there can never be justification. The world needs a civil, non-violent human rights platform to fight torture and terror.

We are deeply disturbed by the recent attacks against the fundamental human rights of Canadian citizens overseas. The tragic death of the Canadian photo-journalist Ms. Zahra Kazemi, under torture in Iran, the testimony of Mr. William Sampson about his torture during his 13 months of detention in Saudi Arabia and the deportation of Canadian citizen Mr. Maher Arar to Syria by the U.S. authorities amid alleged involvement of the Canadian government to face torture and other cruel and inhuman and degrading treatment made our work more difficult.

In this challenging climate, it is significant that the reputation and reach of the Canadian Centre for Victims of Torture has continued to grow. It is regarded by survivors, service providers, all levels of government and sister organizations around the globe as providing quality and innovative care to those affected by the sequelae of torture and for its work in promoting the empowerment of civil society at the national and international level, the most effective tool against terror and violence. CCVT has shown adaptability and creativity in developing models of intervention to respond to the needs of survivors. It is seen as an informed and honest broker in policy discussions which typically occurs in delicate political contexts.

During the past 12 months CCVT staff has assisted a total of 1127 clients from over 90 countries, providing an impressive range of therapeutic and other services. In addition to the day-to-day direct services, CCVT has collaborated with agencies at home and abroad to strengthen the global human rights movement and to hold governments accountable and to ratify and comply with international human rights treaties and conventions. CCVT has also provided training to health care providers, educators and others about the devastating effects of torture and war

Achievements of this nature are only ever possible where organizations are able to mold and share common vision, engendering support and contributions from a broad range of individuals, organizations and institutions. CCVT is fortunate enough to have a myriad of extraordinary people working as part of a team. CCVT staff, volunteers and board members have always retained the interest of the Centre and the survivors it serves as their focus. This collective commitment to addressing the needs of survivors, to strengthen human rights movements and civil societies has made my role as an Executive Director easier and rewarding and further reinforced CCVT’s position both at home and abroad. I am grateful for that.

All of the above factors stand CCVT on solid ground upon which the new and existing challenges of the coming year can be taken up.

Mulugeta Abai
Executive Director



A MESSAGE FROM THE CHAIR

Over the past year Canadians have had to come to terms with the knowledge that some of our fellow Canadians have been subjected to torture, and that their identity as Canadians did not protect them from such horrendous treatment. It is becoming increasingly clear that the practice of torture continues, and that it is being used by forces of the most powerful governments, as well as by relatively small nations engaged in civil war. It is a grim reality for those of us who are dedicated to trying to eradicate the use of torture, particularly by those governments that have ratified the U.N. Convention Against the Use of Torture.

At CCVT, we continue to do whatever we can to encourage our government representatives and all Canadians to speak out against the use of torture. We have written to our Prime Minister and to the Minister of Foreign Affairs to express our support for an inquiry into the case of Maher Arar. Our Executive Director, Mulugeta Abai, has been interviewed extensively by the media. He has risked sharing his own experience as a survivor of torture in an effort to increase public awareness about the reality and the long term effects of torture.

Our staff continue to dedicate themselves to serving our clients. In addition to the excellent counseling services provided to survivors of torture, our staff have provided training to immigration officers and to others who work with survivors of torture in the school and health systems. They have also continued to build their own skills in challenging areas such as data collection systems and outcomes measurement in order to fulfill the requirements of our funders.

Thanks to the efforts of our Executive Director and our Treasurer, Mustafa Merchant, CCVT continues to be financially stable. Most charitable organizations in Ontario are finding it increasingly difficult to find sufficient grants and funding resources to deliver their programs. We are very fortunate that we have been able to maintain the quality and range of services we provide to our clients.

The support from our donors is also decreasing, and we are exploring more creative ways of raising funds for our organization. In November 2003 we held our first dinner and auction in an effort to raise money for our art therapy and youth programs. Those who attended were delighted with the delicious meal, the quality of the goods donated for the auction, and many stayed late into the evening to dance to the music of our live band. The Fundraising Committee has been working hard to organize the event for this year, and it promises to be even better! Please join us for a fun-filled evening, knowing you will have the added satisfaction of contributing to the important work of the organization.

CCVT continues to gain international recognition for the high quality of its programs, and its contributions to research and public education. Building on our international reputation, Professors Frederick Case and Susan McGrath (current board members) are working with CCVT staff to organize an international conference on *Human Rights, Torture and Accountability in the 21st Century*. The conference, the first such gathering to be organized by CCVT, will take place in Toronto in May 2005.

As always, all our successes this year were made possible through the efforts of our many dedicated volunteers, who work closely with our outstanding staff. More importantly, CCVT would not exist if it were not for the courage and determination of our clients. It is their willingness to rebuild their lives and to become a vital part of Canadian society that makes our work possible.

Tina Lopes, Chair



REPORT OF THE HEALTH COMMITTEE

The role of the Health Committee is to develop and to implement guidelines and procedures for the assessment of clients and the provision of services. It makes its contribution to the fulfilling of CCVT's mandate in cooperation with the other committees and the Executive Director. The tasks that the committee carries on year to year involve combining efforts with the Legal Committee and other committees to ensure that the approach to services integrates health care as well as attention to legal and social concerns.

There was active participation by the members of the Health Committee at the Annual Conference organized by the Ontario Psychiatric Association including a presentation put together by the committee. The contents featured the model of intervention at CCVT and included a case study and the medical - psychiatric as well as social interventions that are practiced. There was a display booth assigned to CCVT as well at the Conference thanks to the thoughtful intervention of Dr. Rosemary Meier. The committee decided to have the material ready for other presentations at different settings and for different occasions.

The presentation was also subsequently delivered for the CCVT Health Network at a meeting attended by many of its members including psychiatrists and family doctors. The need for health care services for CCVT clients was raised. Dr. Frankford decided to offer his services in-house for CCVT clients and he also joined the Health Committee to continue the discussions and work initiated during the past year by the committee concerning the possibility of setting health care services for CCVT clients, including a placement or elective for residents in Psychiatry. The members of the committee are determined to continue to pursue and explore the potential of this initiative.

The Health Committee held a working meeting to provide feedback on the guidelines for CCVT intake counselors in respect to the amendments proposed in the section of criteria for eligibility. This was done to facilitate the work of the counselors in terms of decision-making procedures in regards to intake clients or redirect them to more adequate services when they do not fit our mandate.

The committee plans for the upcoming year include continuing with the project of materializing the provision of health care for CCVT as well as to carry on research projects that can benefit CCVT clients. The recruitment of new members to the Health Network will continue as usual, to enhance and grow the work of CCVT.

The CCVT wishes to thank all the committee members for their hard work and looks forward to a new year full of achievements.

Teresa Dremetsikas (Settlement Coordinator)

Co Chairs: Dr. Donald Payne Dr. Lisa Anderman

Members: Dr. Lisa Anderman and Dr. Rosemary Meier, Corry Thomas

Staff Support: Mohamed Ahmed and Teresa Dremetsikas



REPORT OF THE LEGAL COMMITTEE

The CCVT Legal Committee deals with legal matters arising from the CCVT mandate with the view of making CCVT work more effective to serve its clients in a better way. The Legal Committee is specifically active in the field of policy analysis, legal support and research. The Committee recruits its members from the CCVT Board, Legal Network, staff and volunteers. It provides recommendation to the CCVT Board and includes at least one person from the Board and one from the CCVT staff members.

During the past year, the CCVT Legal Committee, in support of the CCVT staff, has been involved in the following areas:

Canada's Fifth Report on the Convention against Torture

The Legal Committee assisted CCVT in its response to the International Covenant on Economic, Social and Cultural Rights. We shared our practical advice to both the government of Canada and to the UN Committee against Torture on Canada's Compliance with the UN Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. We hope that our feedback will be considered by the government as well as the U.N. Committee against Torture in its examination of Canada in Fall 2004.

Revision of the Intake Guidelines

The CCVT has always worked hard to maintain a safe environment for its clients who are at risk of retraumatization. In order to better serve survivors and their families, a review of our intake procedures was undertaken with the active involvement of the legal and health committees. These guidelines will help streamline and facilitate the process of referral to appropriate services within the organization and the community at large. It will also standardize in-house procedures and practices.

Legal Aid Ontario

The CCVT staff continues to act as a member of the Legal Aid Ontario's Advisory Committee and monitors new developments, especially those that may affect CCVT clients.

Protection of Canadian Citizens Against Torture

The CCVT Legal Committee has closely monitored the unfortunate practice of rendition – sending Canadian citizens to their countries of origin where they might face torture, using security as a justification. The CCVT has raised its concerns with the government of Canada and have objected to this practice and will continue to advocate on this issue. The Legal Committee provided the CCVT with feedback on the Sampson and Arar cases. The CCVT supported Messrs Arar and Sampson by writing to the Prime Minister of Canada, the Minister of Foreign Affairs and the Committee investigating the issue. The CCVT issued press releases on these cases as well. CCVT's efforts, along with the hard work of other organizations and the community at large, have succeeded in the getting government of Canada to hold a public inquiry.

IRB procedures

The Legal Committee is monitoring the mandate of the Refugee Protection Officers (RCOs) at refugee hearings. At present, RCOs can open a hearing by cross-examining a refugee claimant. This might have a retraumatizing impact on torture survivors and make it even more difficult for them to tell their stories clearly. The CCVT will continue to monitor the case and if necessary intervene with additional help from its Health Committee.

Clients in Detention

The CCVT is very concerned with the current practice of detaining refugees, in particular children and their mothers, in immigration detention centres. We are working with the UNHCR, the Toronto Refugee Affairs Council (TRAC) and the Canadian Council for Refugees (CCR) to monitor and prevent lengthy, unlawful detention of refugees and survivors of torture that are in need of Canadian protection. The Legal Committee is monitoring the conditions of Immigration detention centres in the Greater Toronto Area (GTA), and CCVT is currently negotiating with its partners to gain access to the detention centres to both monitor and provide services.

Ezat Mossallenejad, CCVT Staff

Sil Salvaterra, Chair



REPORT OF THE PUBLIC EDUCATION COMMITTEE

Mandate

The function of the public education committee is to contribute to the implementation of the organizational mandate to raise awareness of the continuing effects of torture and war on survivors and their families and to work for their protection and integrity. The committee strives to increase public awareness of torture, its effects and its global dimensions and to contribute to the development of human rights theory and practice. CCVT is a learning centre on issues related to torture and human rights. Activities include research, the production and distribution of learning materials, onsite training and education programs for staff, volunteers, students and the community, and public forums and presentations - locally and globally.

Training and Education

Staff, volunteers and board members frequently made other presentations in a variety of settings (both locally and globally) on torture and the work of the Centre. The sites during the past year have included local high schools, universities, human service agencies, and national and international conferences in London, Windsor, Ottawa, Toronto, Hamilton, Kingston, Guelph and the Atlantic provinces. Learning activities included placements for students of law, medicine and social work, public forums by local and international guests, monthly education sessions by and for volunteers, and special celebrations such as the June 26 United Nations Day in recognition of survivors of torture as well as 2 panel discussions, one on the Absolute Prohibition of Torture, the second on Impunity. In addition, CCVT participated in community education events such as Refugee Rights Day. Staff members participated in conferences throughout the year, including the CCR Conference and a conference presented by York University on the Muslim diaspora. CCVT staff and board members were regularly interviewed about their work by television and radio at both community and national levels. This year CCVT has initiated planning for an international conference on torture and human rights scheduled for May 2005 and is currently developing a series of workshops for that event.

Learning Materials

CCVT's journal *First Light* continues to provide valued and critical commentaries on current issues along with information on the Centre's programs and activities. One issue was published during the past year, addressing the issue of impunity. *First Light* along with other research reports and public education materials are available on the CCVT website.

The Committee

Mulugeta Abai, Michele Millard, Teresa Dremetsikas and Ezat Mossallanejad are the active staff members on the committee, Susan McGrath and Tony Boston represent the board.

Michele Millard,
Volunteer Coordinator

Susan McGrath, Chair



REPORT OF THE INTERNATIONAL COMMITTEE

The CCVT International Committee is monitoring the activities and services of a network of organizations that support survivors of war and torture and makes necessary recommendations to the CCVT Board of Directors. This committee is also working towards monitoring and responding to the global issues related to prevention, exposure and eradication of torture. During the year 2003-2004 the International Committee was involved in the following activities:

International Conference

The International Committee has been working on organizing an international conference on “Human Rights, Torture and Accountability in the 21st Century ” to be held in May 2005. It is exploring the possibility of organizing this conference in partnership with universities. The CCVT Education and Volunteer Committees will also be involved in this process. The CCVT will continue to work on the agenda, themes, speakers and financial resources.

Protection of human rights workers

The International Committee monitored the persecution of human rights workers across the globe and helped CCVT to intervene. The CCVT intervened in the case of Dr. Bhogendra Sharma, a 46-year-old internationally celebrated doctor and human rights activist. He has served hundreds of torture survivors as the president of the Centre for Victims of Torture (CVICT), Kathmandu, Nepal. Given the human rights situations in Nepal, the CCVT requested the Canadian government to ask the government of Nepal to stop the arbitrary action of Nepalese police against Dr. Sharma and other human rights activists at CVICT.

Protection of Canadian citizens against torture

The CCVT spared no time in bringing the public and the Canadian government’s attention to the plight of Canadian citizens who were sent to other countries to be tortured or ill-treated (the practice of rendition). We specifically supported the cases of Mr. William Sampson and Mr. Maher Arar and we moved a resolution at the bi-annual meeting of the Canadian Council for Refugees to that effect.

The Case of Zahra Kazemi

We intervened with the Canadian government in the case of Ms. Zahra Kazemi who had been murdered under torture in Iran. We called upon the government to use the services of Department of Foreign Affairs to push the Iranian government to allow an independent committee of international experts to investigate Mrs. Kazemi’s suspicious death. We mentioned that Canada should play a key role in this committee and call for an autopsy as well as a free access to Mrs. Kazemi’s family in Tehran.

Condemnation of Torture

During the past year, the International Committee monitored reports about torture, murders and disappearance of prisoners in Iraq, Afghanistan and Guantanamo Bay by American and coalition forces. We intervened by writing to the government of Canada, contacting our sister agencies and reaching the public through media and the CCVT press releases. We demanded a public condemnation of torture and called upon the government of USA to:

- a. Adhere to the international legal instruments against torture and other cruel, inhuman or degrading treatment or punishment;
- b. Train US military personnel and other enforcement official to adhere to these human rights standards;
- c. Allow outside inspection of US-controlled jails, detention centres and other facilities where persons are detained;
- d. Designate an independent ombudsperson to receive complains about torture and other human rights abuses.

Optional Protocol

The International Committee monitored developments regarding An Optional Protocol to the Convention against Torture, dealing with the mandate of the UN Committee against Torture to enter and monitor conditions in places of detention. This important Protocol has been adopted by the UN General Assembly and is ready for accession. The CCVT will try to persuade the government of Canada to accede to this crucial international legal instrument and encourage other governments to do the same.

Rwandan project

During the past year, the International Committee continued with its previous efforts with regards to Rwanda. With the involvement of the member of the Committee, Prof. Susan McGrath. The CCVT collaborated with a centre in Rwanda, the Forum for Activists Against Torture (FACT).

CCIJ

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

Ezat Mossallanejad, CCVT Staff Member

Frederick Case, Chair



INTAKE AND SETTLEMENT PROGRAM

The Intake and Settlement Program involves assessment, counseling, crisis intervention, settlement support, appropriate internal and external referrals, etc. In addition, the settlement staff is busy with statistical and administrative work, outreach, and public education, representation in different committees, volunteer training, student training, organizing and running support groups and orientation sessions on a regular basis. Involvement in annual events such as the AGM, Holiday party, summer picnic and fundraising events, among others, should be also mentioned.

Orientations sessions are organized on a regular weekly or bi-weekly basis to educate the clients on settlement related topics such as skills training programs, tenant's rights, sponsorship, Parks and Recreation, job search skills, income tax issues, programs at adult learning centres, and so on. The staff works together with other organizations such as the Fred Victor Centre, Learning Enrichment Foundation, COSTI Employment Centre, Yorkdale Adult Learning Centre, Working Skills Centre and bring speakers to speak on specific issues. During the fiscal year, we had 22 orientation sessions and 449 participants.

In this fiscal year, 798 new and 329 previous out of a total of 1127 clients from 81 countries accessed services. The total number of clients includes 429 women, 435 men and 276 children which includes both children and youth. The numbers of languages spoken by these clients are 70.

The clients are referred for different purposes by various sources such as Reception centres, NGOs, lawyers, doctors, educational institutions, health centres and hospitals, volunteers, interpreters, previous clients, shelters and faith groups. The educational levels of these individuals also vary, with most having achieved secondary and post secondary levels.

To appropriately respond to the needs of the survivors, the staff at CCVT speaks 18 languages. The language skills of the volunteers at CCVT also contribute to the needs of the survivors when needed.

Staff is also trained in outcome evaluation procedures and is in the process of piloting the methodology. An already developed data collecting system is also renewed and updated. Quality vs. Quantity is always a concern in the reporting system at CCVT because of the uniqueness of the clientele. Usually settlement is needed for a prolonged period by this group which is very different from other settlement consumer groups. Numbers and graphics will not reflect the accuracy of the issues of trauma which has a great impact on settlement.

Teresa Dremetsikas
Settlement Coordinator



VOLUNTEER PROGRAM

The Volunteers at CCVT are an absolutely essential part of the CCVT and its programs. They are escorts, accompanying clients to and from appointments with doctors, specialists, lawyers and social service agencies. They are interpreters, allowing a client to communicate with his or her child's teacher, or at a medical appointment. They are ESL tutors, giving students the opportunity to practice their English in a non-threatening environment. And they are Befrienders, where, as members of the community, they act as catalysts in the process of integration and help develop an atmosphere of trust and friendship in order to break the isolation of survivors. Befrienders offer basic information and advice on life skills and social skills, which help the survivor to adapt to life in a new country. Befrienders help survivors rediscover the joy, self-esteem, and confidence that has been inhibited or lost as a result of torture. The personal support provided by volunteer befrienders helps to empower the survivors and enables their integration into the community.

The following points illustrate the accomplishments of the Volunteer Program over the past year:

1. CCVT continues to invest in regular, on-going training sessions for all volunteers, new and old.
 - Over the past year, CCVT has offered 3 workshops to volunteers. These sessions dealt with antiracism/antidiscrimination, befriending survivors of torture and skills development for ESL volunteer tutors.
 - The Volunteer Program also presented 8 volunteer information meetings on topics relevant to their experiences and needs. The topics included: *Issues Facing Gay, Lesbian, Bisexual and Transgendered Immigrants and Refugees, The Intersections of War, Terrorism and Torture, ESL Tutoring Workshop, Amnesty International, Rights Action, International Crimes, Impunity and Legal Remedies, Children, Trauma and Healing, and Right To Play.*
 - Ninety-one volunteers attended the meetings which were reported on in the monthly CCVT Newsletter sent out to volunteers, Board members and the Health and Legal Network members.
2. Eighty-one new volunteers were recruited and trained in eight orientations given by the Volunteer Coordinator and CCVT Staff. Altogether, CCVT has 102 volunteers involved as Befrienders and Tutors, of which approximately 61 were matched in 2003-2004, and as well as 52 volunteering as Interpreters (representing more than 38 languages). Volunteers were also active in the Newsletter Committee, the Volunteer Advisory Committee and in Public Outreach.
3. The Volunteer Program organized the CCVT Summer Picnic in July and the CCVT Holiday party in December. Both events were extremely successful and very well attended by CCVT clients and volunteers alike. June 26, 2003 marked the United Nations International Day in Support of Victims of Torture and CCVT held a concert in honour of the day. The Son Roberts NuBlues Band, many CCVT clients and staff performed to great appreciation, and our keynote speaker was the Honourable Gar Knutson, Secretary of State, Central and Eastern Europe and the Middle East.
4. The Volunteer Program continued to do public outreach by hosting information tables, attending fundraisers and other community events, as well as through advertising and volunteer recruitment.

As always, this year has been a busy one. Outreach remains an ever-important component of the Program and CCVT will continue to nurture the skills and development of its Volunteers.

Michele Millard
Volunteer Coordinator

Hari Lalla, Chair, Volunteer Advisory Committee



CHILDREN/YOUTH PROGRAM

The Canadian Centre for Victims of Torture (CCVT) has been active in assisting child/youth survivors and their families in healing from their traumatic past and rebuilding their lives in Canada. The services that are offered at CCVT are geared to the special needs of the youth and children survivors. They are individual and family counselling, support group for children, youth and parents, ESL & Computer training classes (for youth aged 18 or older), art therapy, referrals to medical professionals for treatment and documentations, public education campaign on the issues and challenges faced by the children, youth survivors and their families, discussion circles, social and recreational activities.

This year, CCVT registered 268 children and youth. This cliental group makes about 30% of CCVT's special needs population. Clients served from top five countries were from Afghanistan, Iran, Somalia, Kosovo and Albania. Their stories were diverse: some children escaped situations of torture & war with their families intact, while others left as orphans and came to Canada as unaccompanied minors.

The Children and Youth Program's primary goal is to equip the children/youth survivors with the necessary tools to cope with traumatic events that they have experienced. The program's secondary goal is to reach out to the community to help professionals recognize the special needs of these children/youth and ultimately to implement an appropriate long term healing and solutions on individual and societal levels.

This year on June 20th, 2003 for World Refugee Day sponsored by the UNHCR, CCVT was one of the organizing committee members (other members were Amnesty International, Canadian Red Cross, Doctors without Borders, Culture Link and Right to Play). Every year this day is widely celebrated around the world from Australia to Zambia. This year's theme was "Refugee Youth - Building a Future". It was to pay tribute to the courage, creativity and resilience of youth refugees in coping with difficult situations and circumstances. This free event was held at the Cinesphere at Ontario Place on the evening of June 20th, 2003. The main features included a free screening of the IMAX film: India - Kingdom of the Tiger, a photo exhibit of Colombian refugees, celebrity guests, educational materials and information about refugee youth and a display of the art works of CCVT children/youth who participated in the art therapy program. Of the over 200 CCVT clients who were invited, many came and truly enjoyed this event and CCVT's display received much attention from everyone, especially the media.

On August 6th, 2003, over a dozen families took advantage of the "Green Adventure Summer Camp, a full-day program at the Civic Garden Centre. The program took place outdoors in the garden. The children between ages 6 to 12 participated in activities such as planting and harvesting vegetables, watering, building scarecrows, playing nature focused games and learning about trees, insects and animals in the garden.

One of the major undertakings of the Children/Youth Program this year was to help several families with registering their children/youth for summer camps and other programs such as swimming and general interest programs offered through the City of Toronto Parks and Recreation Department. The red tape that is involved in getting to these programs has been a barrier for many CCVT clients, often preventing them from taking advantage of these free-of-charge summer programs for children and families who are on social assistance.

The public education component of the children/youth program remains a priority for the CCVT, especially in promoting awareness of the unique needs of child/youth survivors. Over the course of the past year, the Children/Youth Program organized information sessions and training workshops for various groups, including settlement counselors, shelters, ESL teachers, high school/post-secondary students, SEPT/SWIS workers, community workers and volunteers. Future workshops will also be aimed at educating parents and workers about parenting issues and special needs of child/youth survivors. Outreach activities to Toronto District School Board schools, the SEPT/SWIS program and Child/Family agencies were also conducted.

This increase is due the current outreach and expansion efforts in the program. As the client demand continues to rise, it is expected that added resources will be required to sustain the continued growth of this program.

Afsaneh Shafai
Children/Youth Counsellor



ENGLISH LANGUAGE PROGRAM

In the past 15 years, the CCVT English Language program has been delivering a key component in the successful rebuilding of the lives of torture and organized violence survivors. Our English program caters to the needs of adult learners who suffer from debilitating imprints that make the learning process harder and strenuous. Our classes are specially adapted to the learning abilities and needs of CCVT clients. Our teachers are specially trained and our curriculum adopted to assist students in the acquisition of various skills related to their immediate life goals. The class room atmosphere and supportive environment we foster in the program provide the clients with encouragement, hope, community and the multifarious help they need to progress with their language and social skills.

The class levels available to our clients range from low beginner to and advanced class. Every year, CCVT provides language training for approximately 300 clients from 60 countries. Clients stayed with our English language Programs for an average of 3 to 18 months, moving through the language proficiency levels at various paces. Classes are provided strictly on CCVT premises in order for clients and teaching staff to access counselors in case counseling on emotional or other kinds of difficulties become necessary. The ESL program is funded partly through the Federal Government's Language Instruction for Newcomers to Canada (LINC) project and partly through the Toronto District School Board and through fundraising efforts.

We are constantly seeking for ways to improve our programs through the collaborative work with instructors, counselors, the CCT Computer program and CCVT volunteers. The CCVT language program has accumulated significant expertise in providing workshops and seminars for other English language and educational professionals and delivering services to traumatized refugee learners. CCVT has already developed its reputation as an active and leading organization that can provide professional insight into newcomer, refugee learners' issues, as well as curriculum and delivery practice.

Despite challenges, the CCVT language program continuous to be an irreplaceable component of a successful recovery program for our clients. It is also the first point of contact with the new home Canada for our clients. Our English program at CCVT has become a source of strength and support that helps our clients resume their lives independently with dignity and confidence.

CCVT has also incorporated a Computer Program in order to educate our clients in current technology, upgrade their skills and help them become job-ready. Basic and intermediate curriculum is taught that includes MS Office, Internet, e-mail, and office administration. In addition, clients continue to develop their work-place English language skills, which results in greater confidence about their abilities and overall improved self-esteem.

Abdul Abubaker
LINC/ESL Coordinator



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Sil Salvaterra

*Lawyer
Member, Legal Committee; Chair, International Committee*

Debra Stein

*Psychiatrist
Co-Chair, Health Committee
(Resigned)*

Corry Thomas

*Director of Corporate Services and Planning, Sherbourne Health Centre
Member, Personnel Committee*



FINANCIAL REPORT

Consolidated Schedule of Operations Year Ended March 31, 2004

Revenues	2004	2003
Citizenship and Immigration Canada – ISAP A	306,310	269,684
Citizenship and Immigration Canada – LINC	206,985	194,270
Donations	163,430	157,219
United Way	151,897	165,397
United Nations	26,100	37,558
City of Toronto	18,700	18,700
Ministry of Citizenship		
- NSP	43,992	39,854
- Pay Equity	44,511	33,405
Interest and sundry income	(5,482)	164
Foundations	28,283	87,330
Honorarium	1,780	2,480
	<u>986,506</u>	<u>1,006,061</u>
 Expenses	 980,383	 1,019,514
 Excess of Revenues Over Expenses	 <u>6,123</u>	 <u>(13,453)</u>



**Consolidated Statement of Expenses
Year Ended March 31, 2004**

Expenses	2004	2003
Wages and benefits	660,971	671,607
Partnerships/Sponsorships	20,283	81,130
Fundraising expenses	66,899	52,262
Program supplies and expenses	55,353	34,165
Stationery and supplies	6,951	8,520
Common expenses	18,332	17,559
Traveling expenses	27,930	26,536
Conference and meetings	3,623	3,991
Telephone	5,412	6,420
Maintenance and cleaning	15,822	17,099
Bookkeeping	16,727	13,953
Resource Production		166
Mortgage interest	6,542	7,045
Utilities	11,695	8,907
Postage and courier	5,179	6,556
Insurance	7,894	6,581
Printing and photocopying	2,553	9,945
Interest and bank charges	6,938	4,297
Professional fees	8,076	7,928
Equipment rental	11,459	7,662
Development and travel	2,898	10,392
Dues and fees	3,214	2,663
Publicity	3,097	248
Amortization	12,535	13,882
	<hr/>	<hr/>
Total	980,383	1,019,514
	<hr/>	<hr/>

Note: To view the complete audited financial report, please contact CCVT at 416-363-1066



CCVT PROGRAMS

1. Mental Health

- To assist in developing trust and promoting healing through a strategy of re-empowerment.
- **Counselling**
- **Individual and Group Therapy, Mutual Support Groups**
- **Crisis Intervention:** suicide prevention, breakdowns, family problems, etc.
- **Art Therapy**
- **Coordinated professional services:** The centre coordinates a medical network of experienced physicians, psychiatrists, psychologists and other specialists, lawyers, social service workers who provide treatment, documentation and legal support. Referrals of survivors of torture are accepted and the staff will arrange for a client assessment.

2. Settlement Services

- Includes information/orientation, interpretation/translation, counselling, employment-related issues and referrals to resources relating to the economic, social, cultural, educational and recreational facilities that could contribute to the initial settlement of the client.

3. Children/Youth Program

- Intake/assessment, settlement services, mental health services, recreational and empowerment activities that incorporate conflict resolution, mentoring, peer support and story-telling.

4. Volunteer Program

- **Befriending** to assist survivors in rebuilding their connections to others as well as to the greater community.
- **ESL Tutoring** and **Conversation Circles** to help students learn and practice their English.
- **Escorting and interpreting** for survivors at different appointments (medical, legal, social).

5. Public Education

- Responds to numerous requests for information, education, assistance and consultations on torture and its effects by delivering workshops, seminars and presentations. Also regularly produces resource materials, undertakes research and publishes a semi annual publication, "First Light", to inform the public about torture and its effects.

6. Refugees in Limbo

- Services to refugees in limbo that include counselling, assisting in sponsorships, family reunification and other immigration-related issues.

7. Language Instruction and Training

- LINC/ESL classes specially designed to address the needs and realities of survivors of torture (concentration, memory, depression, triggers).
- Computer training: basic and intermediate levels.

8. 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 HEALTH AND LEGAL NETWORKS

PSYCHIATRISTS, PSYCHOLOGISTS

Dr. F. Allodi
 Dr. L. Andermann
 Dr. R. Berdichevsky
 Dr. Gerald Devins
 Dr. M. Freire
 Dr. Fornazzari
 Dr. Mitra Gholamani
 Dr. Oren Gozlan
 Dr. S. A. Hassan
 Dr. Ted Lo
 Dr. R. Meier
 Dr. Clare Pain
 Dr. D. Payne
 Dr. J. Pilowsky
 Dr. R. Ruskin
 Dr. B. Schamberger
 Keren
 Dr. Sooriabalan
 Dr. J. Santa Barbara
 Dr. Richard Stall
 Dr. Stewart

OTHER SPECIALISTS:

Dr. Degani, General
 Surgeon
 Dr. Singer, Ophthal-
 mologist
 Dr. Sliwin, Plastic Sur-
 geon
 Dr. Wade, Hearing
 Specialist
 Dr. Ryhanian, Dentist

GENERAL PRACTITIONERS

Dr. J. Blakeney
 Dr. P. Berger
 Dr. Wendell Block
 Dr. C. Borgono
 Dr. N. Degani
 Dr. M. Del Junco
 Dr. W. Etzkorn
 Dr. J. Flynn
 Dr. Bob Frankford
 Dr. M. Goodman
 Dr. Y. Hailemeskel
 Dr. Irazusta
 Dr. Sidiq Janjua
 Dr. R. Klein
 Dr. Moran
 Dr. D. Pinksen
 Dr. A Pyper
 Dr. L. Richmond
 Dr. N. Siddiq
 Dr. A. Stern
 Dr. J. Sugiyama
 Dr. D. Thow
 Dr. A. Vaezi
 Dr. J. Weinstein
 Dr. Miriam Wiebe

LAWYERS

Michael F. Battista
 Raoul Boulakia
 Michael Brodzky
 Larry Butkowsky
 David Buzaglo
 Michael Campell
 Juan F. Carranza
 Tollis Chan
 Laurence Cohen
 Nancy Eliot
 Lorne A. Faratovitch
 Joseph S. Farskas
 Daniel M. Fine
 Monica Franklin
 Jeffrey Goldman
 Mendel Green
 John Grice
 Isak Grushka
 John M. Guoba
 Peter E. Haber
 Marchand Hagan
 Kenneth N. Hagan
 Kenneth Hahn
 Toba Hamersted
 Marc Herman
 Rita Hisar
 Barbara Jackman
 Douglas A. Johnson
 Anthony Kako
 Sergio Karas
 Catherine Kerr
 El-Farouk Khaki
 Mitchell E. Korman
 Michael Korman
 Benjamin A. Kranc
 Marianne P. Kroes
 Peter J. Kroshak
 Douglas Lehrer
 Lorne Lichtenstein
 Cynthia Mancia

Harry Mann
 Harvey S. Margel
 Kristin Marshall
 Jack Martin
 Caroline McChesney
 Lisa McCullough
 Roderick H. McDowell
 Adam McIver
 Kevin McTavish
 Jegan N. Mohan
 Dennis S. Morris
 Connie Nakatsu
 David Orman
 Norris J. Ormston
 Pamila Bhardwaj Pohani
 Patrick Roche
 Joel Rosen
 Lisa Rosenblatt
 Roger Rowe
 Geraldine Sadoway
 Harvey Savage
 Regina L. Senjule
 Geary B. Shorser
 Maureen Silcoff
 Donald C. Simmons
 Catherine Smee
 Belva Spiel
 Thampiah Sripathy
 Nathan Sritharan
 William A. Sullivan
 Leonard Susman
 Byron J.M. Thomas
 Helen Turner
 Paul Vandervennen
 Patricia Wong
 Ian Wong
 Rodney L.H. Woolf
 Susan J. Woolner
 Peter J. Wuebbolt
 David P. Yerzy



CCVT STAFF

Mulugeta Abai
Executive Director

Marion Abel
LINC Instructor

Abdurahman Abubakar
LINC/ESL Coordinator

Mohamed Ahmed
Settlement Counsellor

Dave Burt
LINC Instructor

Tsering Choedon*
Administrative Assistant

Teresa Dremetsikas
Settlement Coordinator

Jo Furley
LINC Instructor

Ambaro Guled
Group Program Facilitator

Eleeka Helali
Teaching Assistant

Nazlije Isufaj
Settlement Counsellor

Elizabeth Jones
ESL Instructor, Toronto Board of
Education

Thilaga Jeganathan
Settlement Counsellor

Peri Matthew*
Teaching Assistant

Michele Millard
Volunteer Coordinator

Sandra Monteath
ESL Instructor, Toronto Board of
Education

Ezat Mossallanejad
Settlement Counsellor

Afsaneh Shafai
Child/Youth Program Coun-
sellor

Elena Solokhina
Computer Instructor

Jorge Pombo
Maintenance Worker

Mary Sanderson
Art Therapist

Munni Subhani
LINC Instructor

Delfina Vega de Paiz
Administrative Assistant

Carmen Zbarciog-Faciu*
Computer Instructor

* Resigned

Interns and Students

Tanya Chute
Second year
Masters Program,
Faculty of Social Work ,
University of Toronto

Brad Sider
Human Services Counsellor
Program,
George Brown College

Stephen Jared McMillan
Faculty of Medicine,
University of Toronto
Year 2 student

Konrad Szymanski
Faculty of Medicine,
University of Toronto
Year 2 student



CCVT VOLUNTEERS

Rheba Adolph	Suha Diab	Yen Kha	Renate Pratt
Homera Ahmad	Simon Dickie	Suham Khaledi	Toni Prinss
Tola Ajao	Rufus Dickinson	Hang-Sun Kim	Zahra Ratansi
Naseem Akbar	Ana Drandic	Yeon Wha Kim	Fiona Reid
Junaid Alam	Anka Drandic	Regine King	Suzanne Robertson
Hasan Al-Batran	Isabel Drever	Margaret Knittl	Elibet Rojas
Lisa Aldworth	Catharine Dziak	Nerrida Kogitz	Anique Rosenbaum
Nyka Alexander	Carol Eisenberg	Mirella Kovach	Moumita Saha
Anke Allspach	Iraj Emad	Kirsten Lam	Suzanne Saliba
Maureen Anglin	Peter Englehutt	Roger Langen	James Schneider
Hakan Olcay Arslan	Wendy Evans	Maria Lanza	David Shah
Wendy Ayala	Jennifer Fehr	Heather Lash	Toma Shamani
Muzaffer Aydin	Jacqueline Hoffman Fitz	Chas Lawther	Fawzia Sheikh
Sima Azmi	Thomas Foster	Senada Lazic	Willy Shim
Anne Bain	Geoff Fridd	Rebecca Lee	Mark Shouldice
Stephen Bartlett	Aleksandra Gagic	Dirk Leemans	Suzanne Shub
Euridice Baumgarten	Jane Gallagher	A. Wally Lee-Sing	Melanie Shulman
Graham Baxter	Myriam Garcia	Catherine Legere	Joan Simalchik
Muhammed A. Bayiz	Larissa Goodyear	Kaher Lmar	Hazel Skapinker
Anne Bezaire OSU	Angela Goyeau	Timothy Lwanga	Jennifer Spinner
Parna Bhattacharjee	Varrick Grimes	Meera Malik	Kyle Stone
Mark Blackstone	Aitana Guia	Eli Malinsky	Jeffrey Strasburg
Phillip Bougard	Cemal Gungoren	Helder Marcos	Ruth Tamari
Ranka Bulajic	Janet Haddock	Gus Matiece	Mary Tangelder
Krista Bulmer	Madina Hadi	Melissa McDonald	Shira Taylor
Vicky Burrus	Mark Hajnal	James McMahan	Alexander Teleki
Andrea Cameron	Ali Hammoudi	Marian McNairn	Jean-Philippe Thompson
Laryssa Carter	Lynn Hanley	Zulma Mejia	Darnace Torou
Lee Ann Chapple	Remy Harerimana	Nadia Mia	Irina Tsamtsourova
Zinawbizu Chewaka	Ann Harrington	Ivana Miletic	Wolfgang Vachon
Derek Christ	Melissa Haw	Michael Moreau	Stephen Vander Stoep
Leonore Clauss	Mara Herscovitch	Leslie Moskovits	Lena Vanslack
Phyllis Cohen	Taras Hladyak	Meena Nallainathan	Zoe von Nostitz-Tait
Patricia Coker	Laura Hodgson	Kamau Ngugi	Shruti Vora
Maria Cordero	Nettie Hoffman	Jawid Noor	Andrew Webster
Diosdado Corrales	Brian Hubbs	Manuela Ocrainschi	Danielle White
Calvin and Diane Dadian	Samarra Hyde	Lara Okihiro	Gia Williams
Kathleen Dadian Kienga	Lisa Inglis	Tokunbo Omisade	Sheila Wilmot
Leon Damonze	Andrea Jarema	Funda Pakis	Lindsay Windhager
Alix Davis	Fello Jarvis	David Parker	Barb Yealland
Desha Davis	Eun-Ji Jeoung	Anna Pashin	Mark Zbogor
Julie de Corneille	Ana Jofre	Mita Patel	
Kevin De Jesus	Michael Kalin	Kathleen Pattinson	
Jonathan de la Cruz	Colombe Karangwa	Elaine Paz	
Juliette Del Junco	Linda Keane-Luke	Susan Peters	



SPECIAL THANKS

Marguerite E. Agnew
 Jason Anderson
 Carolyn Archibald
 Arthur Ardron
 Frances M. Ball
 Barrett Hanson, Culinary Purveyors
 Ian F. G. Baxter
 Paul Beeston
 Ben and Hilda Katz Charitable Foundation
 Deborah Birkett
 Wendel Block
 Bloor Street United Church
 John Blum
 Donna Bobier
 Margaret Boos
 Raoul Boulakia
 Isabelle Bradbury
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 Norman J. Brown
 Rachel C. Brown
 Barbara Browne
 Jeb Brugmann
 Bill Bryson
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 Mona Callin
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 CanadaHelps.org
 Canadian Labour Congress
 Centraide - United Way
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 Chum Charitable Foundation
 Lynne M. Clark
 William Clarke
 Bruce Cockburn
 Richard M. Coe
 Wallace Ronald Compton
 Congregation de Notre Dame
 Congregation of the Presentation
 Lee Cormie
 S Laurie Curtis
 Dorothy Davidson
 Andrew & Suzanna Daviel

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 Joan M. Eakin
 Eglinton St. George's United Church
 Estate of Florence Margaret Bending
 Estate of Glenna Graham
 Estate of Thelma Noreen Atkinson
 Robert Faust
 Helke Ferrie
 Jackie Fitz
 Franciscan Poor Clare Nuns, St Clare's Monastery,
 Marlinda Freire
 Peter Busby & Dr. KA Gelmon
 Philip Gold
 Silvia Gonzales
 Edward Gordon
 David & Frieda Gramit
 Arthur Gregg
 Barbara Grisdale
 Soula Hardy
 Rhoda E. Hassmann
 Willem & Johanna Havelaar
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 Hollander York Gallery
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 Kevan Eric Hudson
 Patrick M. Hughes
 Murat Ince
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 Hari Lalla

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 Maureen Lennon
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 Lloyed & Phyllis Little
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 Thomas Marlin
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 Patricia A. Martin
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 Noel C. McCormack
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 Peter Meier
 Rosemary Meier
 Donald Moors
 Raymond and Anne Morris
 Thomas Morris
 Neil Naiman
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 Diana Ralph
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Oscar G. Rogers
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 Sisters of Holy Cross
 Sisters of St. Joseph, Peterborough
 Ruth Smalley
 Cynthia Smith
 Gerard Soenen
 St. Andrew's United Church
 Leslie Sung
 The Generalate Office
 The Sisters of St. Joseph
 The Sisters of St. Joseph of the Diocese of London
 The Sisters of St. Joseph, Hamilton
 Katharine Thompson
 J. Richard Turner
 United Way of Calgary
 United Way of Greater Toronto
 United Way of Peel Region
 United Way of Saskatoon
 Ursulines of Jesus
 Kathryn Mary Van der Vennen
 Wardens of St. Thomas' Anglican Church
 Ariela Weisfeld
 Doug Welwood
 Jean Westney
 Martha Whelton
 Hugh Whiteley
 Christopher Whynot
 Geoffrey Williams
 Melissa S. Williams
 Barbara Yealland
 David Young



SOURCE OF FUNDERS: GOVERNMENT/FOUNDATIONS

Citizenship and Immigration Canada

- Immigration Settlement and Adaptation Program – ISAP – A
- Language Instruction for Newcomers to Canada - LINC

Foundations

- Maytree Foundation
- J.W. McConnel Family Foundation

City of Toronto

- Community Services Grant

Ministry of Citizenship and Immigration

- Newcomer Settlement Program (NSP)

Toronto Board of Education

United Way of Greater Toronto

- Membership allocation

United Nations Voluntary Fund for Torture Victims

Estate of Thelma N. Atkinson



CCVT SURVIVORS

Figure 1. New Clients by Country

April 2003 to March 2004

TOTAL NUMBER: 798 COUNTRIES: 81 MEN: 300 WOMEN: 276 CHILDREN: 222

Country	Adults		Children/ Youth		Total	Country	Adults		Children/ Youth		Total
	F	M	F	M			F	M	F	M	
Afghanistan	16	9	17	10	52	Liberia		2			2
Albania	28	21	10	8	67	Libya		1			1
Angola	3	2	5	5	15	Lithuania		1			1
Argentina	3	4	3	2	12	Macedonia	1	2		1	4
Armenia			1		1	Mauritania		1			1
Azerbaijan	3	1			4	Mexico	3	5		1	9
Bangladesh	2	3		1	6	Moldova		1			1
Belarus				1	1	Montenegro	1	1	2		4
Bosnia	1	2			3	Namibia		2			2
Brazil	1	1			2	Nepal	1				1
Burma		1			1	Nicaragua		1			1
Burundi	2	5	1		8	Nigeria	5	5	2	1	13
Cameroon		3		1	4	Pakistan	1	8		1	10
Canada		1	1		2	Palestine	2	4			6
Central Africa Rep.		1			1	Peru	1	5			6
Chad	1				1	Poland	1				1
Chile	1	1			2	Romania	1	1			2
China	4	4			8	Russia		2		1	3
Colombia	14	16	3	2	35	Rwanda	5	1	2		8
Congo Dem	17	12	6	8	43	Saudi Arabia		1			1
Costa Rica	1	2			3	S. Korea	1				1
Ecuador		1			1	Serbia			1		1
Egypt	1	4	1	3	9	Sierra Leone	1	1	2	1	5
El Salvador	3			2	5	Somalia	32	9	15	8	64
Eritrea	5	2	1	1	9	Sri Lanka	14	13	5	2	34
Ethiopia	19	8	2	1	30	St. Vincent	1			1	2
Georgia	2				2	Sudan	5	7	4	4	20
Ghana		1			1	Tajikistan		2			2
Guatemala		2			2	Tanzania	3	3	2	2	10
Guinea				1	1	Tibet	1				1
Guyana	1	3	3	1	8	Togo	1				1
Hungary	3	1			4	Turkey	17	39	3	3	62
India	2	2			4	Uganda	1	4	1	2	8
Iran	22	28	11	15	76	Ukraine	1	2			3
Iraq	1	9	2	2	14	Uruguay	1	2			3
Israel	1				1	Uzbekistan	1				1
Ivory Coast		1			1	Yemen	1	3			4
Kazakhstan		1			1	Zimbabwe	2	1			3
Kenya	1			1	2						
Korea	2				2						
Kosova	21	16	12	10	49						
Latvia				1	1						
Lebanon	1	1			2						
						Grand Total	276	300	118	104	798



CCVT SURVIVORS

Figure 2. Previous Clients by Country

April 2003 to March 2004

TOTAL NUMBER: 329 **COUNTRIES:** 36 **MEN:** 135 **WOMEN:** 153 **CHILDREN:** 54

Country	Adults		Children/Youth		Total
	F	M	F	M	
Afghanistan	4	7	2	1	14
Albania	20	23		2	45
Angola	2	2	2	1	7
Argentina	1	1			2
Azerbaijan	1				1
Bangladesh		1			1
Bolivia		1			1
Burundi	3	1			4
Colombia	1				1
Congo Dem.	10	3			13
Djibouti		1			1
Egypt	1				1
Eritrea	1	2			3
Ethiopia	8	1	1		10
Georgia	2	1			3
Guinea		1			1
Hungary	1	1			2
India		1			1
Iran	36	35	11	17	99
Iraq	5	6			11
Kazakhstan	1				1
Kenya	1				1
Kosova	12	16	5	3	36
Mauritania				1	1
Mexico	2	2			4
Nigeria	1		1		2
Pakistan	1	1			2
Russia	1	1			2
Rwanda			1		1
Sierra Leone			1		1
Somalia	25	1			26
Sri Lanka	1	8			9
Sudan				1	1
Tanzania	1	4		2	7
Turkey	3	6		2	11
Uganda	1	2			3
Grand Total	146	129	24	30	329

Figure 3: Top Ten First Languages

Albanian
 Farsi
 Somali
 Tamil
 Spanish
 French
 Arabic
 Turkish
 Amharic/Tigrinya
 Urdu/Swahili



CCVT SURVIVORS

Figure 4. Refugee Claimants (New and Previous)

April 2003 to March 2004

TOTAL NUMBER: 386 MEN: 199 WOMEN: 141 CHILDREN: 46

Country	Adult		Child/ Youth		Total	Country	Adult		Child/ Youth		Total
	F	M	F	M			F	M	F	M	
Afghanistan	1	3	1	1	6	Lebanon	1	1			2
Albania	14	13	4	7	38	Liberia		2			2
Angola	3	4	1	1	9	Libya		1			1
Argentina	4	3	1	1	9	Lithuania		1			1
Armenia	1				1	Mauritania		1		1	2
Azerbaijan		1			1	Mexico	3	6	1	1	11
Bangladesh	2	4		1	7	Moldova		1			1
Belarus		1			1	Montenegro	3	1			4
Bolivia				1	1	Namibia		2			2
Bosnia	1				1	Nepal	1				1
Brazil		2			2	Nigeria	7	6			13
Burma		1			1	Pakistan	1	9		1	11
Burundi	3	2			5	Palestine	1	3			4
Cameroon		4			4	Peru	1	5			6
Central African Rep.		1			1	Poland	1				1
Chad		1			1	Romania	1			1	2
Chile		1			1	Russia		3			3
China	1	1			2	Rwanda	4				4
Colombia	10	11			21	Saudi Arabia		1			1
Congo Dem.	9	9	1	1	19	Sierra Leone	1	1			2
Costa Rica	1	2			3	Serbia	1				1
Ecuador		1			1	Somalia	4	1			5
Egypt	1	2			3	Sri Lanka	6	8			14
El Salvador	1	1			2	St. Vincent	1	1			2
Eritrea	4	3			7	Sudan	1	1			2
Ethiopia	5	1			7	Tajikistan	2	3			5
Georgia	2		1	1	4	Tanzania	2	2		2	6
Ghana		1			1	Togo	1				1
Guatemala		1			1	Turkey	10	29		1	40
Guinea		1		1	2	Uganda	2	5	1	2	10
Guyana	4	3			7	Ukraine		1			1
Hungary	3			1	4	Uruguay	1	2			3
India	2	2			4	Uzbekistan	1				1
Iran	5	9	5	2	21	Yemen	1	3			4
Iraq		2			2	Zimbabwe	2				2
Ivory Coast		1			1						
Kazakhstan		1			1						
Kenya	1	1			2						
Korea	2				2						
Kosovo	1	3	2	1	7						
Latvia		1			1						
Macedonia	1				1						
						Grand Total	141	199	18	28	386



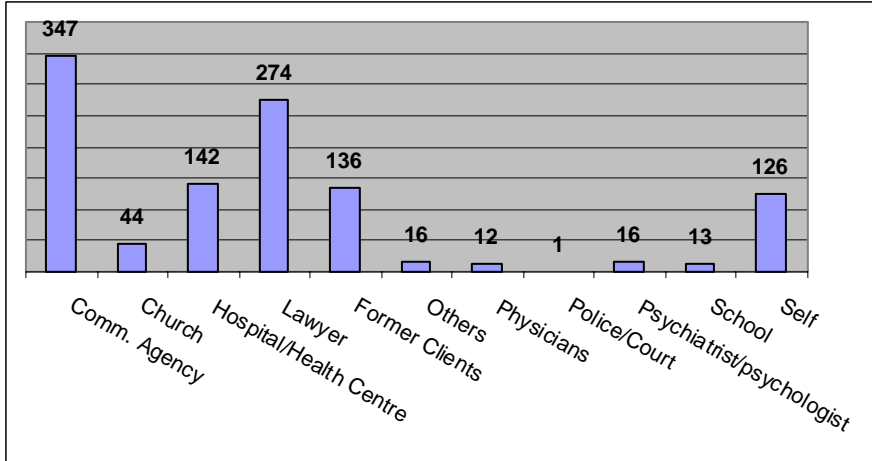


Figure 5: Source of Referrals

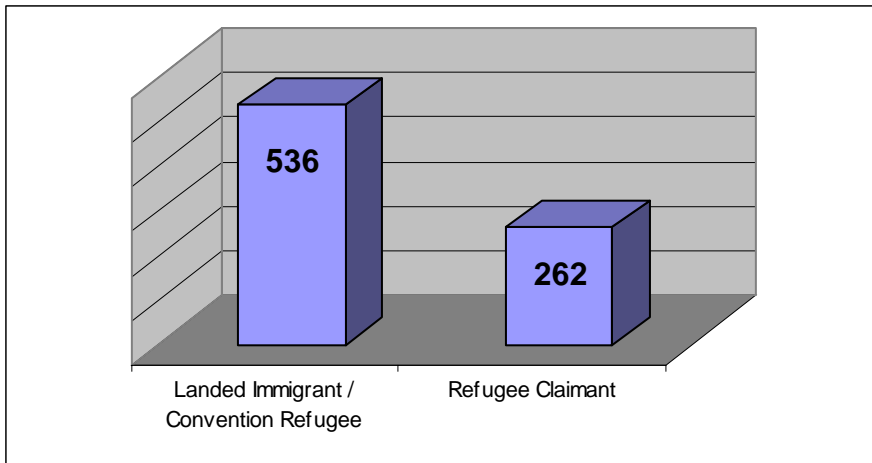


Figure 6: Immigration Status of New Clients

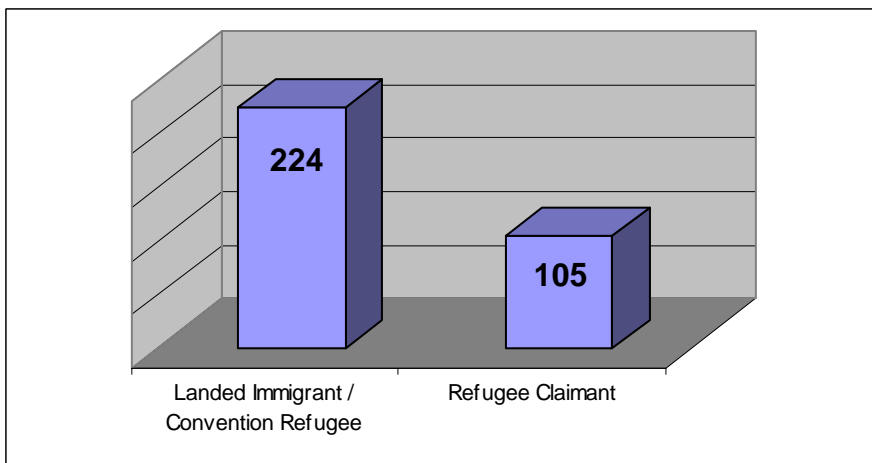


Figure 7: Immigration Status of Previous Clients



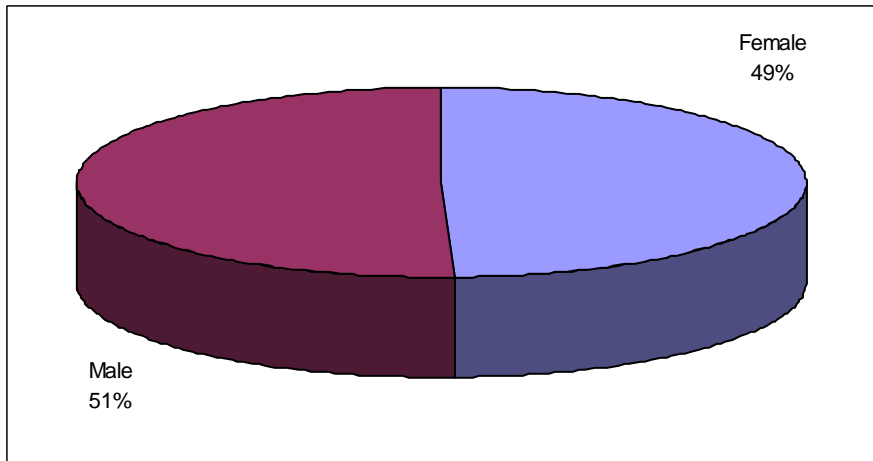


Figure 8: Gender of New Clients

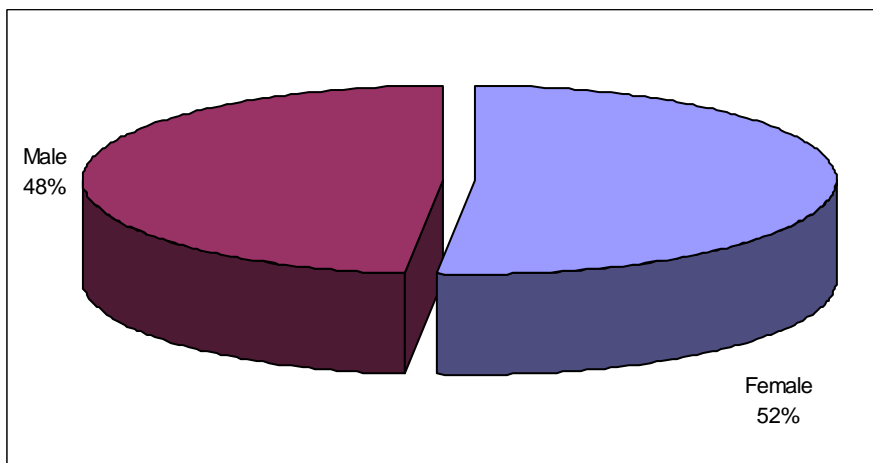


Figure 9: Gender of Previous Clients

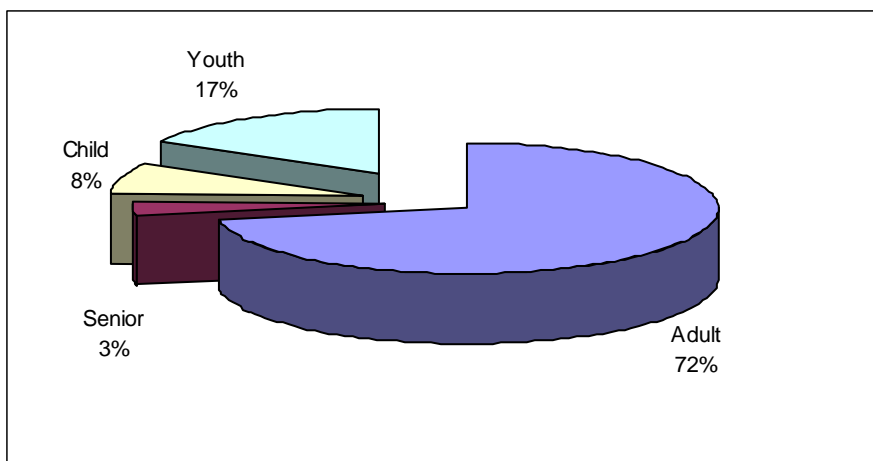


Figure 10: Age Category



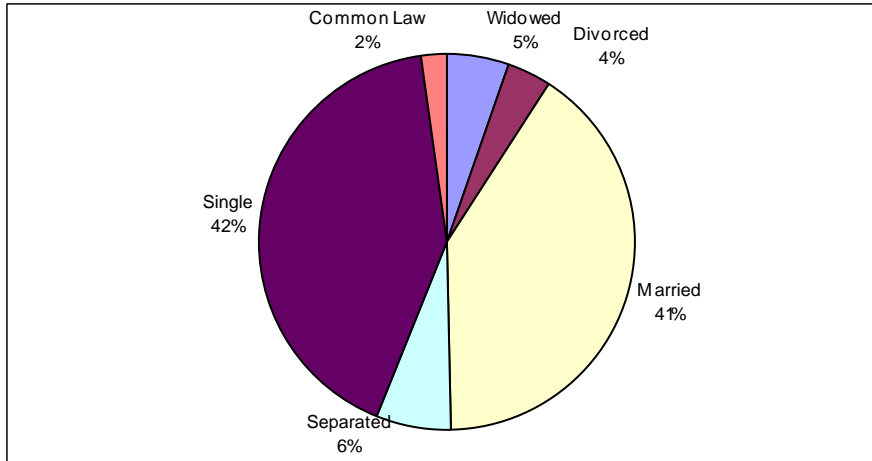


Figure 11: Marital Status

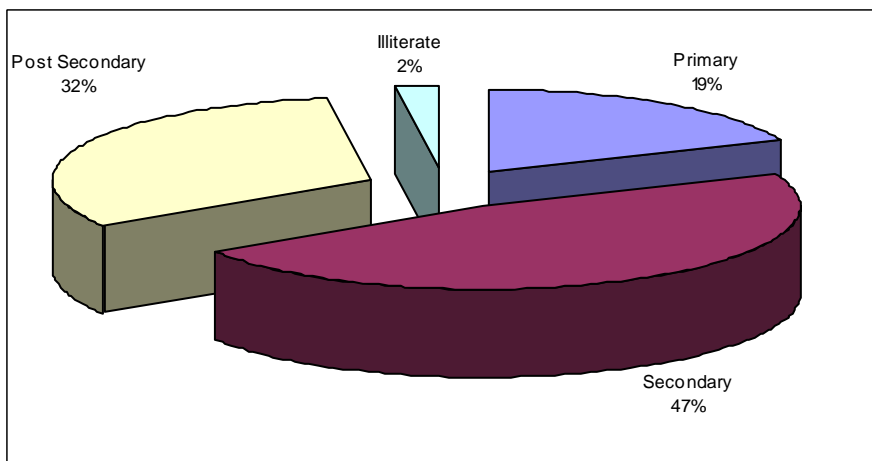


Figure 12: Education

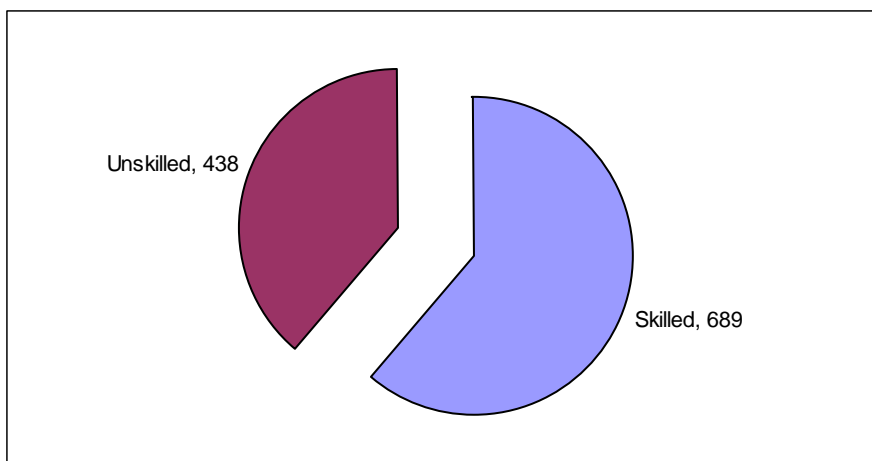


Figure 13: Employment Skills



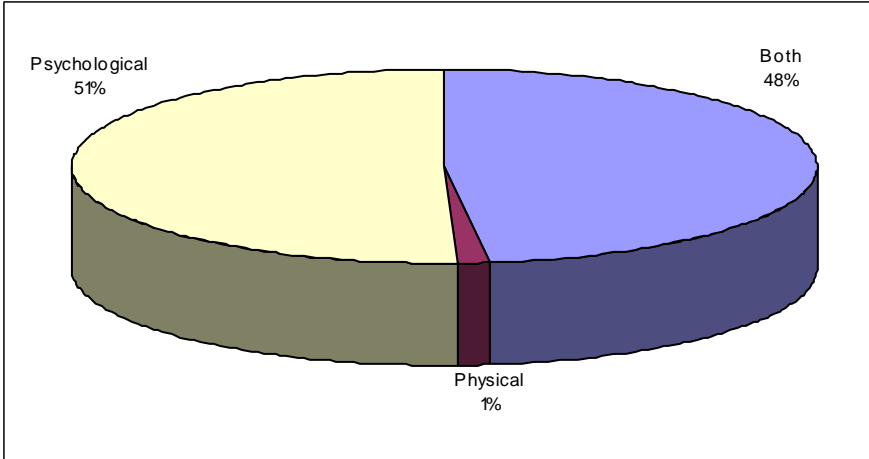


Figure 14: Type of Torture

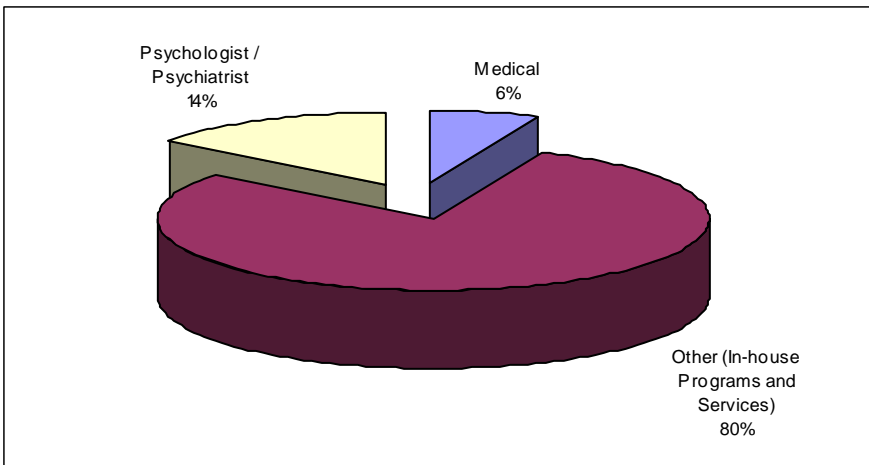


Figure 15: Client Referrals



CONTACT US

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