

ANNUAL REPORT 2013

The mission of the FCJ Refugee Centre

FCJ Refugee Centre helps uprooted people overcome the challenges of rebuilding their lives in Canadian society. With an open door approach, the Centre offers an integrated model of refugee protection, settlement services and education, including shelter for women and their children.



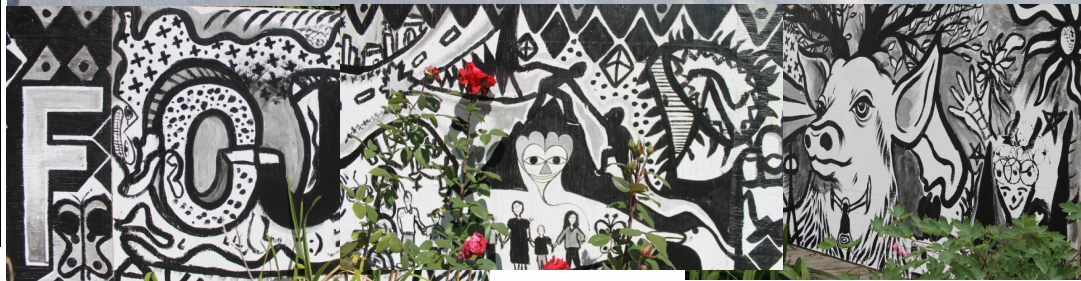
Mandate

The FCJ Refugee Centre has a mandate to assist refugees and other uprooted people in re-establishing their lives and integrating into Canadian society by:

-Offering inclusive and timely counseling and support, including interpretation, referral to legal assistance, employment training, programs on Canadian culture and life, and other educational w o r k s h o p s

-Providing temporary shelter for women and children

-Collaborating with relevant organizations to deliver popular education about the protection of the human rights and dignity of up-rooted people.



208 OAKWOOD AVE. TORONTO, ON
www.fcjrefugeecentre.org



MESSAGE FROM THE CO-DIRECTORS

Dear friends,

As opportunities for refugees and other precarious migrant populations continued to decrease in the wake of Bill C-31, the mandate of the FCJ Refugee Centre became ever more important in 2013. Many of the cases we saw last year were defined by complexity and thus needed a concerted support effort. To respond appropriately to the changing landscape of refugee and precarious migrant support and protection, the Centre had a sharp growth spurt last year.

The FCJ Refugee Centre grew in many significant ways last year. Most notably was the growth of the Centre itself. Thanks to the generous support of the Trillium Foundation's Community Capital Fund, the Centre proudly opened "The Great Hall" in April of last year. And this new addition could not have come at a better time. With more complex cases and emerging challenges in the field, we needed to develop new and creative programming to respond. In 2013, we started the Wellness Program, which offered recreation classes for our community – including Yoga and Zumba. This was complimented nicely by employment programs, various workshops and our ever-growing English Language Learning Program. And of course we cannot mention the Great Hall without celebrating the growth of the FCJ Youth Network last year. We can remember its inception, when the group was held in the Centre's basement – with only 5 or 6 members coming every week. And by the end of 2013 we were seeing on average 20 or 25 members coming each week. The presence of the youth in the office has had a positive impact on the way we work. The youth have really become an integral part of our work, and not only have they developed their own initiatives, but have been a profound inspiration on us – something that we've really valued during these difficult times.

In 2013, assisting trafficked persons and raising awareness on issues related to providing services and protection to those populations was one of the priorities of our Centre. In line with the recent counter-human trafficking strategy adopted by the City of Toronto, FCJ Refugee Centre was invited on numerous occasions by the City to share our experience in working with trafficked persons whose unique experience had been shaped by the intersectionalities of their immigration status, gender, experience with violence, etc. Even after the complete overhaul of the refugee determination process that happened in 2012, we continued to feel its lasting effects, aggravated by additional changes announced in 2013. The increasingly limited options for precarious migrant populations not only propelled the complexity and precarity of cases, but also needed a holistic and collaborative response. In 2013 we saw the number of refugee claimants sharply increase, and needed to work more strategically to support this growing number in shrinking timelines.

Despite the challenges we have faced in walking with uprooted people in the recent past, we are optimistic as we move into a new year. We are grateful to our growing community and networks of support for their commitment to walk side by side with us as we continue to offer protection and hope to those who have been uprooted from their homes and communities.

<i>Loly Rico</i>	<i>Francisco Rico-Martinez</i>
<i>Co-director</i>	<i>Co-director</i>
<i>FCJ Refugee Centre</i>	<i>FCJ Refugee Centre</i>



SETTLEMENT PROGRAM

Shelter for women and children

In 2013, FCJ Refugee Centre provided settlement services to seventeen newly arrived women from various countries such as

Afghanistan, Colombia, Democratic Republic of Congo, Eritrea, Ethiopia, Guinea, Jamaica, Nigeria, North Korea, Mexico, and Mozambique. Among all, eleven of them were accepted as refugees.



Zumba and Yoga Therapy Class

From the group of women we housed during 2013, one was accepted on Humanitarian grounds and four of them were denied refugee status. We ended the year with sixteen refugee women and two children living at the FCJ's transitional houses.

capacity. Some of these programs include:

Jewelry classes welcome all newly arrived women. This class not only provides women with financial support but also offers mental and emotional strength.

In the year 2013, the FCJ Refugee Centre provided art, recreation and environment-related training and opportunities for women in order to enhance their skills and

Yoga classes are offered on a weekly basis. Participating in the Yoga classes help women to release their tension and stress and also keep them fit and healthy.



A group of women developing creative jewelry designs.

"Yoga sessions have been very helpful. Having to sit in front of my computer the whole day, yoga help me in relaxing my body and mind. It also keeps us refreshed through our work hours. I found yoga very useful."
Fatmata Kamara



Women selling their jewelry designs during one of the events organised by FCJ Refugee Centre

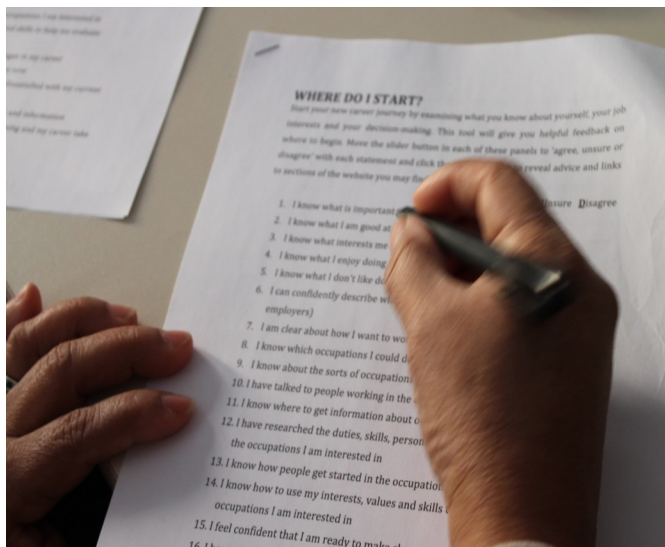


A group of women receiving yoga classes on Saturdays at FCJ Refugee Centre.



Employment and Life Skills

Workshops are delivered on employment and life skills to the newly arrived women. This project started in October 2013 and women participated enthusiastically in these workshops. These workshops have provided women with skills to enhance self-esteem, creative learning, problem solving, and tips to cope with stress and anxiety.



Where do I Start Questionnaire for the workshops

The Employment and Life Skills program have empowered women by teaching them some skills to overcome their personal challenges such as shyness, isolation, language barriers, and trust issues by teaching them effective communication skills, building relationships, and tips to avoid violence.



Volunteers helping during distribution of food from Second Harvest



Workshops' facilitator

Significantly, these workshops have helped women with resume making and job hunting as well as prepared them for job interviews by teaching them about Canadian workplace and requirements. Some other topics of these workshops included healthy eating, tips for garbage and recycling disposal, cultural awareness, goal setting, rights and responsibilities of tenants and landlords, and many more. These workshops have been held at the women's preferred time. The topics of the workshop were also selected considering women's interests and immediate needs.

Health Care workshops

Access to Health Care Training Initiative strives to provide support for individuals who are not familiar with the health system and changes to the Interim Federal Health System.



Along with educational and skill training programs in 2013, FCJ Refugee Centre delivered Second Harvest food to women at the transitional houses on a weekly basis and made sure that the distribution of the food was fair and everybody received it equally.



Services: English classes and clinics on Saturdays

Thanks to the generosity of many people who volunteer with us, there are many activities that are held in the office. On Saturdays a team of volunteers provide support to newcomers, which is a good experience for the volunteers.

Primary Health Care Clinic

In 2013 the clinic reached its first year of operation. Over the time, thanks to Dr. Jim Sugiyama, the clinic has expanded its services and overcome some challenges.

Dr. Sugiyama is a family physician, who generously donates his valuable time on every other Saturday to provide primary health care to the most marginalized populations. Every other Saturday he sees children, women, families, youths and adults from diverse cultural backgrounds.

Counselling Services

The therapeutic counselling is offered in a holistic and client-centered approach to improve the mental health and well-being of the individuals. It is offered in a supportive, and caring environment. Individuals are coming for short or long term counselling as a process of healing and recovery.

Our mental health counsellor, Salma Zafar MSW Placement Student, recognizes the strengths and courage of the individuals accessing the services as a part of a therapeutic relationship to help the individual to begin their journey of recovery, incorporating self-care. She sees five to six clients on Saturdays and two or three on Mondays.

Self-care

Our model of care is holistic, focusing on improving mental, physical and spiritual health through different activities. The yoga classes are accessible to everyone, regardless of their ages. Every Saturday Susana Gonzalez teaches gentle yoga postures as a relaxing technique.



I was impressed when I found FCJ's website with all the work done at the Centre and with the philosophy I found there. It seemed to be a place where people worked together for everyone's benefit; a place where people could use their skills in a constructive way. Sure enough, each time I have come to the Centre, there are people busy in many different ways, 'walking with uprooted people'.

For me, the ELL (English Language Learning) class is a special place. Each time I come, I am impressed with the learners who are determined to improve their fluency in English. This is not an easy task! In class we work on all aspects of language: some reading and writing, though mostly speaking and listening. It can be very isolating to not be able to communicate with most people around you. In class we try to break down that isolation by learning together about English and about Canada.

When teaching, it is important to be flexible to meet the needs of all learners. It is clear that teachers and assistants volunteering at FCJ have worked hard to be flexible, to keep the program relevant. With students at different levels of English, it is a challenge to ensure that classes are helpful for beginners as well as those who are more advanced in English. By using activities that can be done in pairs or in small groups and with the help of assistants, learners can work at a level that will help them progress.

Learning a new language as an adult is a big challenge. To do it while adapting to a new country or while working your way through a complicated refugee process adds more layers of difficulty. It is inspiring to teach those who are willing to take up that challenge.

Rita More
volunteer English teacher
at FCJ





Events and activities: Diverse residents One community



As part of the settlement process, FCJ Refugee Centre promoted successful events in 2013. These events were highly attended by staff, volunteers, clients and residents in the houses.

The youth network also played a vital role in the events, in organizing and actively participating. The Diverse Residents One Community funded by the City of Toronto Festivals and Special events created a space for LGBTQ Refugees and Allies to connect with existing resources and showcase their talents. This was important as it showed the role and importance of the LGBTQ Community and the talents and creativity as they shared their experiences through art.



The Great Hall: a new space for art and culture at FCJ Refugee Centre



Another special event which the FCJ Refugee Centre held was the FCJ Open House. This was the grand opening of the FCJ Hall/meeting room, lovingly termed “The Great Hall” by the youth. This hall was generously funded by the Trillium Foundation.

“The Great Hall” is used for the Youth Group, staff meetings, meeting room, arts and craft exhibitions, dance practice, Yoga classes, English Language classes, intake room, and a hangout for the youth.

It is highly multipurpose and very vital for the events at the FCJ Refugee Centre. A big “Thank You” to the Trillium Foundation and the FCJ Community who are getting great use out of it.

Dear
FCJ Family,

Your reach seems endless,
you are tireless in your
desire to reach out to
those in need. To find
solutions where there seem
to be none.

Thank you for
all that you
do!



p.s. congrats!

First
Contact

**Sample of good wishes received during
our open house. Thank you for all your
support!**



FCJ Youth Network: youth voices



Youth members performing during the Youth Network anniversary

The FCJ Youth Network continued to welcome many new members last year, each of whom added to the unique diversity of the group. Through this project, we upheld our mandate to be inclusive and accepting of anyone, regardless

of their different identities. New members joined from Cameroon, Eritrea, Venezuela, Jamaica, Trinidad and Tobago, St. Vincent, Ethiopia, El Salvador, Barbados, Mexico, Spain, Botswana, and Angola. The group managed to shape a space to share their cultures and experiences, while lending each other support.

The group's participation in the community continued to grow this year, as they were involved in many projects throughout Toronto and across Canada. The group was pivotal in organizing several events and activities, including: The FCJ Youth Network Day, the Local Immigration Partnership's Super Youth Night, and their own PechaKucha 20x20. In addition to this, members of the group contributed to multiple workshops and awareness-raising events, including workshops for two CCR Consultations (Human Trafficking and the Security of Refugee Camps in Africa; and Access to Education), as well as workshops for the CCR Youth Network's Youth Action Gathering.

Three major projects helped define the group in 2013. The first was the group's "Edmonton or Bust"

The FCJ Youth Network would like to thank the Counselling Foundation of Canada for their generous support of the project. The group received the good news at the end of the year that additional funding has been granted through the Law Foundation of Ontario and ArtReach Toronto for two new youth-led, arts-based projects. As a result the group can continue to grow and welcome new members into 2014.

campaign. Eight members of the FCJ Youth Network raised funds to attend the Global Youth Assembly, which was held in conjunction with the Canadian Council for Refugee's Annual Youth Action Gathering in Edmonton last August. The group was successful in raising enough money to attend the conference, where they learned about many issues affecting newcomer youth in Canada, as well as emerging responses.

The group also participated in an art project that changed the face of the FCJ Refugee Centre. Over the course of a single day, ten members of the youth group created a mural that represented their experiences as precarious migrant youth, which is proudly displayed outside the FCJ Refugee Centre (picture is at the front page). Finally, 2013 was marked by the group's strong leadership in an Access to Education Campaign. This ongoing project involves the collection and dissemination of experiences of precarious migrant youth in accessing equal education opportunities in Canada. This was done through several awareness-raising efforts, including the production of a short video, "No-Ledge", made possible with the help of a professional mentor, Benjamin Cornejo. This campaign is growing as several new initiatives are expected to sprout up in 2014.



Youth working on the Mural Project



Youth members singing during the holiday party



One Year Anniversary: Youth Network

FCJ Super Night, One Year anniversary for the Youth Network and a Patcha Kutch 20 x20 night. The Youth bring a lively atmosphere to the events. We are grateful to the funders for making all these possible with their kind support and contribution to the events. It would not be possible without their assistance.



My name is Jesus Chinchilla. I arrived to the group in the month of January. I was received by Philip and everyone in the youth group. The first day I felt lonely because I was alone, but later I was integrating more into the group and I was making new friends from different parts of the world and different cultures, such as Eritrea, El Salvador, Mexico, and Canada. The FCJ Youth Network likes to help everyone who needs support. I was a person who had everything in life; my parents gave me everything, so I did not lack anything in life. I want everybody in the world to have what I had in my life. The FCJ Youth Network helps people in need. It's hard to do things alone, but if we all put in a little bit, we can make a change. Everyone is equal, everyone has a heart, legs, hands, eyes, nose, etc. We all love, cry, smile in life. Everyone deserves to be happy because life is beautiful!

We are a group of diverse newcomer youth who come together and discuss challenges, offer support to one another and address issues creatively.

This group was formed in 2011, under the FCJ Refugee Centre, an organization that assists newcomers and immigrants with the **various problems that affect newcomers** in Canada.

The FCJ Youth Network is a socially active and educational group which many youth have found to be a perfect place to share their problems, get solutions, **meet new friends, go out on fun and educational trips and know more about Toronto, Canada and the world at large.**

The group is **not** only limited to newcomers or immigrants, but to other youth who want to gain from the friendship, love and fun we share.

Youth of the FCJ Youth Network also gain experience in several fields of life as you may wish-Volunteer opportunities, job opportunities, resume building, computer skills, leadership skills, just to name a few. We welcome youth from every ethno-cultural background and provide a safe and positive space to all.





Our traditional street party 2013

In September, the FCJ Refugee Centre celebrated the annual Street Party, closing down the street from Oakwood Avenue to Crang Avenue.

The FCJ Community celebrated with music and dance performances, multinational food, and amazing performances.



Celebrating community at the holiday party

The Holiday Party was the event that marked year end 2013. The Holiday or Christmas party crowned the celebrations for the FCJ Community, Staff, students, volunteers, residents in the houses and their children.

With the kind support of CHUM Charitable Wish Foundation, we had Christmas presents for the children up to the age of 18 and presents for the women, past and present residents of the FCJ houses.

This was a perfect atmosphere to celebrate and commune for the entire FCJ family with dances, food, games, presents, and prizes.





Immigration and Refugee Protection Program

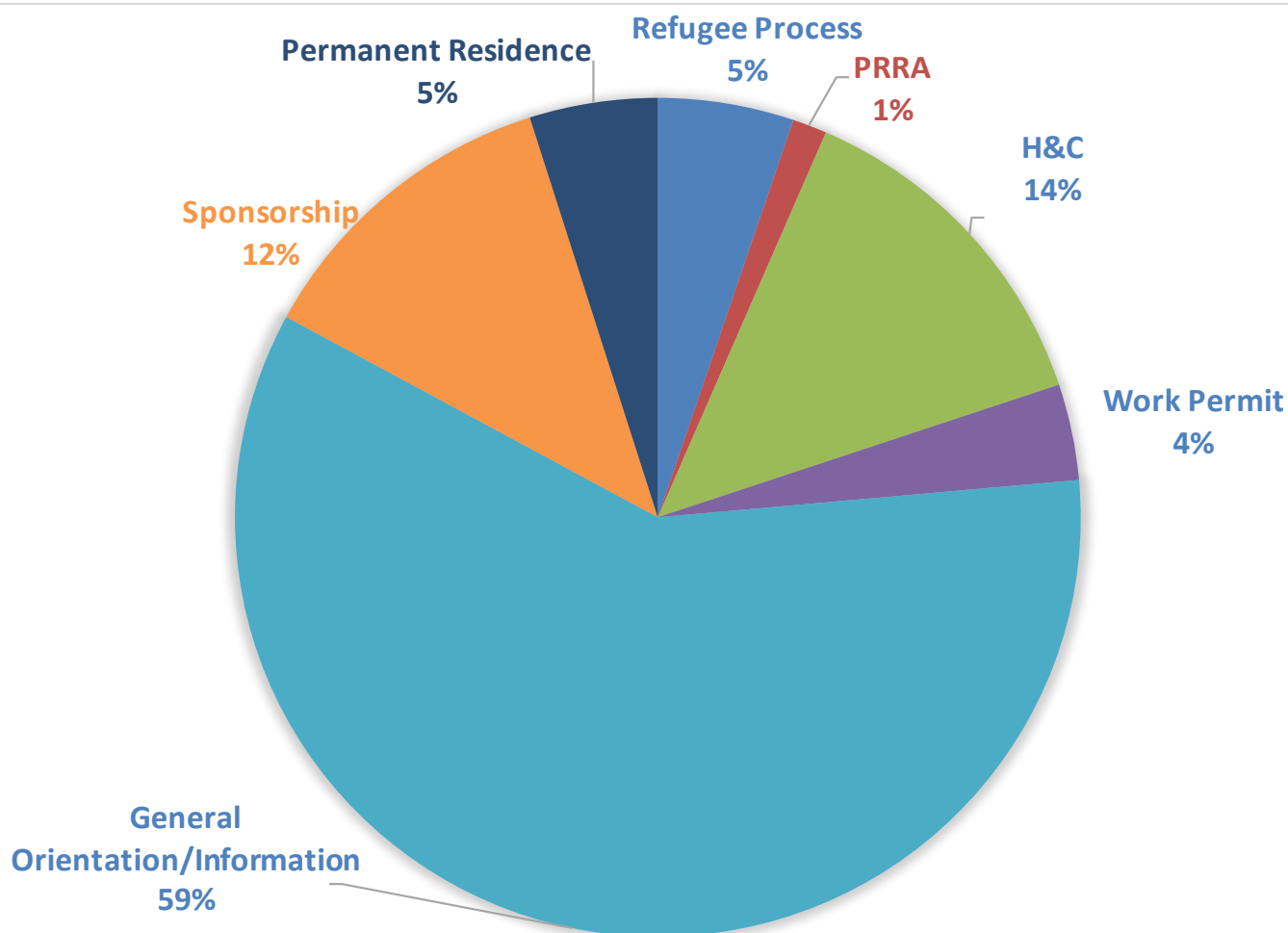
Due to the changes in Immigration, our services have been more required in permanent residence applications. There was a steady increase in Sponsorships and Humanitarian and Compassionate grounds as was expected with the new changes.

Restrictions within Legal Aid also posed challenges as many of our clients were being denied certificates. Moreover, many confusions instigated by the new system took some time to work out. For example the new Refugee Appeal Division has created a significant amount of uncertainty among refugee claimants, as well as advocates, over who has access, what will be covered by Legal Aid and even how to prepare the application. We were able to complete one appeal in the first months of this year, for which we are still awaiting the result. There has also been a change in the way Humanitarian and Compassionate grounds applications are being decided.

We are currently reviewing our tactics and changing strategies in order to better help our clients in preparing their applications. We have high hopes for next year and will start preparing for the changes to citizenship that are forecasted to come into effect which will greatly impact all of our clients.

This year has been a very hard year as our clients have had to deal with the implementation of the new refugee determination system. There was a very big drop off in refugee claims and therefore the number of clients that we saw at the beginning of the year was uncharacteristically low. Having to deal with clients in two different systems was something new and challenging for the staff and volunteers of the Centre. They adapted to the shortened timelines and the urgency of most cases. We continue to see a steady increase of claims.

Immigration services provided during 2013





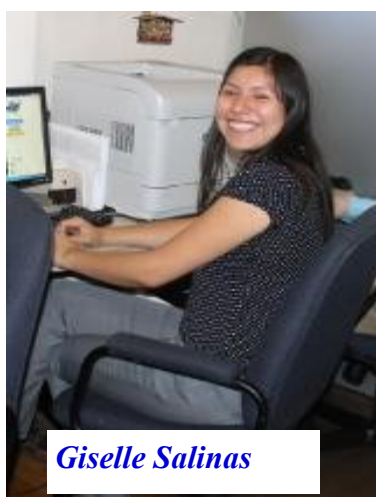
The Refugee Protection Program works thanks to the support of volunteers and law students who do their placement/internship at our organization .

Placement students and volunteers at the Refugee Rights Day 2013



I want to thank all of you for the wonderful time I had and for everything I learned at the FCJ Refugee Centre. It truly felt special to be among such a devoted group of people. People came in with many different, complex problems but we never turned away any of them empty-handed or gave up when things seemed hopeless.

It was also inspiring to see how everyone was always looking for new ways to help and improve whether it was to provide public legal education to ESL teachers, to host free dance and craft classes, to write and publish articles in newspapers to raise awareness, to work as a full-time in-house counsel, or to give up a part of their house to those in need. I'm leaving (temporarily) to finish school but I can't wait to be back and working with all of you again.



Giselle Salinas

My time at FCJ Refugee Centre has been both educational and fulfilling. I had the opportunity to acquire knowledge and training in various areas of immigration and refugee law by working with local community members and leaders. Specifically, the Centre gave me the opportunity to work on immigration and refugee cases, important research projects, and educational outreach initiatives under the supervision of experienced legal professionals.

The Centre provided me with professional legal mentorship while allowing me to work with traditionally underserved community members. During my time at the Centre I truly felt as if I were a part of the FCJ family, working with them to make a positive difference in lives of local Toronto community members.



Jacqueline Yeon Chu





POPULAR EDUCATION PROGRAM

Mentoring Program for Agencies

2013 was a busy year in the Mentoring Program for agencies area for FCJ Refugee Centre. Through the whole year, we provided a total of 98 workshops reaching almost four thousand participants. The number of agencies that received trainings during 2013 were 56 in total. Beside the agencies, we also started to communicate with a community established in Midland, identified as Peace Works. They organised an event in the second semester of 2013, and invited us to do a presentation on the vulnerable sectors, changes in the immigration law and anti- human trafficking.

Through the year, the FCJ Refugee Centre provided trainings on Non-status and Precarious Migrants, a topic which emerged at the beginning of the year. Organizations were looking for information on resources and options for this sector. We started to work very close with organizations working with vulnerable sectors like Roma Community Centre, Abrigo Centre, etc. Violence against women and Non-status women, Non-Status and Precarious Migrant Youth and the impact of Human Trafficking in vulnerable sectors are some of the most requested topics during the last period of the year. We have developed strong ongoing mentorship relationships with organizations and supported them to adopt a robust model of holistic service delivery.

FCJ Refugee Centre managed to reach more Child Protection Workers. Starting the year, we got involved in the intake department staff meetings doing a presentation on the refugee changes. It received such positive feedback that we were invited during the second period of the year to present again. One of the benefits of the presentation for this sector is that intake workers have the possibility to obtain more tools to provide a better service in their area.

Another sector we continue working with is Education. Settlement workers who support elementary and secondary schools in different areas of Ontario and ESL teachers have been receiving trainings on immigration and human rights issues, including the refugee process. According to the feedback we received from participants, the presentations have been very helpful because migrant populations studying English gained greater access to information and resources that helped them to navigate the immigration system.

WORKSHOPS 2013

MONTH	WORKSHOP	PARTICIPANTS
Jan	4	55
Feb	10	531
Mar	18	755
Ap	8	344
May	6	457
Jun	5	152
Jul	7	187
Aug	6	209
Sep	5	177
Oct	17	672
Nov	10	378
Dec	2	27
Total	98	3,944

“This presentation made me realize the impact of the changes on my clients and now I have more tools to provide a better service and to support them”

Comment from one of the participants after receiving the training on refugee changes.





Mentorship Program for Individuals



Diana Leguizamo, Transitional Housing Worker, Salma Zafar, counselling clinic and Akbar Durrani, Intake and Case Management (from left to right) They joined FCJ Refugee Centre team during 2013 as part of their professional development in Canada.

Our mentorship program for foreign trained professionals has been successfully implemented through 2013. We continued to accept individuals from a wide variety of backgrounds, many of whom were referred by our community partners.

We have also been in contact with different employment centres (Access Employment, Skills for Change). In order to broaden the scope of the types of mentees that are being seen at the Centre, the FCJ Refugee Centre opened the door to around 15 mentees who are registered and participating in the program. At the moment we have mentees paired in all areas of our office, in administration with our bookkeeper, in our legal program, with our ESL teachers, in communications with our communications coordinator, and with our co-director in international advocacy to name a few.

Placement students and volunteers

Since 2013 FCJ Refugee Centre provides a monthly orientation session for new volunteers that are interested in joining the team. Through this session, we can assess the interest from the participant on what type of commitment they wish to give, as well as the requirements of the Centre in order to be considered a volunteer/placement student. All colleges and universities in the area have been contacted, and in some schools (Ryerson, York University, Seneca College, George Brown) small presentations were given to the students/programs on the types of experience students could gain at the FCJ Refugee Centre. The presentations also described how volunteerism in the sector would be beneficial to achieving their ongoing education and professional goals.

Students from Seneca, Humber College, and George Brown Community College did their placement at FCJ Refugee Centre supporting clients. We also had one student from University of Toronto, and from Ryerson University's Master in Immigration and Settlement Studies.

Foreign trained medical professionals

The most significant highlight of this program was the implementation of the health clinic at FCJ Refugee Centre earlier this year, which afforded the opportunity for foreign trained medical professionals to gain further skills and experience. Individuals in this area were able to work with a volunteer doctor and be able to support clients in different capacities. For instance, these mentees became well informed of the changes in the law to the Interim Federal Health Program, and were able to support clients to gain up to date information for support. In total, we have five foreign trained medical professionals in this program, who are working to get their Canadian education certification.

FCJ Refugee Centre participated in a program with York University where 3 students put their research skills to use in order to help the centre innovate ideas to better help our sector. This year the topic was based on non-status migrants and the underground job market.

Our Volunteer program has since seen an influx of activity because of our implementation of our recruitment meetings. We have had volunteers come from several different areas. For example, several volunteers have been doing their community hours required by Social Services, while others are just interested in our programs and are motivated to give back to the community.



Dr Jim Sugiyama, coordinator of the clinic (seating at the left) with the first group of International Medical doctors, who joined the Primary Care Clinic (2013).



Newcomer Settlement Program Project

In conformity with its mandate FCJ Refugee Centre received funding from Ministry of Citizenship and Immigration, Ontario to enhance the delivery of its settlement program to improve services for vulnerable newcomer populations experiencing multiple barriers.

The project is two fold: 1) continue providing a variety of services to vulnerable newcomers including orientation, settlement support, counselling, and referrals to appropriate services; 2) provide workshops to service providers and other stakeholders to share effective service delivery practices identified by FCJ Refugee Centre to meet the needs of vulnerable newcomer populations.

The workshop is multifaceted and can be altered to the unique needs of each organization. Vulnerable newcomer population consists of refugee claimants, trafficked persons, non-status individuals, including newcomer youth and others experiencing multiple barriers due to their intersecting identities. If you are serving such populations, request a workshop to expand your knowledge and strengthen the abilities of your agency to provide services tailored to the needs of those populations.

Learning Through Law: A legal information training for ESL teachers across Ontario

Another sector we continued working with though 2013 was Education. Settlement workers who support elementary and secondary schools in different areas of Ontario and ESL teachers have been receiving trainings on immigration and human rights issues, including the refugee process.

All of the trainings received positive feedback and evaluations from participants. Most of the comments indicate the presentations have been very helpful because migrant populations studying English gained greater access to information and resources that helped them to navigate the immigration system.

The trainings focuses on provide useful tools to better respond to issues related to immigration and human rights, including the refugee process.

Since we started this program in 2013 we have provided around 25 trainings in which more than 1000 English as a second language teachers, and support staff in schools have benefited.

Feedback from participants after receiving the trainings

“This presentation made me realize the impact of the changes on my clients and now I have more tools to provide a better service and to support them”

“All the information I received today was clever and important. Before we received this presentation we were completely blind on immigration issues, we assumed things and we were wrong about it. We did not have the correct information; but now we have all this resources that our students can use.”





Human trafficking

During the 2013, the Toronto Counter Human Trafficking Network (TCHTN) continued to be very active and to expand. Our latest member is Streets to Homes Program which provides supports to individuals referred by the City of Toronto to access and maintain housing.

The efforts of the TCHTN received recognition by the Toronto City Council which recommended that city administration pursue opportunities to reduce the impact of human trafficking in Toronto by collaborating with existing human trafficking committees including the Toronto Counter Human Trafficking Network coordinated by FCJ Refugee Centre.

Realizing the lack of communication among key anti-human trafficking stakeholders in Toronto and the need for collaboration/cooperation which is the essence of successful strategy to combat human trafficking, the network organized a series of roundtables after receiving financial support from the City of Toronto. The main objectives of these initiatives were: 1) to establish and foster relations between multi-sector stakeholders and 2) to develop an anti-human trafficking response model to facilitate the delivery of services and protection to trafficked persons taking into consideration the particularities of the Toronto area.

These series of events successfully brought together health providers, city representatives, settlement organizations, Children's Aid Society, Toronto Police, Ontario Provincial Police, academics, migrant workers' associations, faith groups, community members to exchange information and discuss promising practices for collaboration.

The anti-human trafficking response model that came as a



result of our collective work received important input from event participants. Once finalized the response model will be a vital tool to address in a holistic manner through an anti-oppressive anti-racist framework the complex needs of trafficked persons. A summary report and evaluation report from the roundtable series are available on FCJ Refugee Centre's website.

FCJ Refugee Centre continued its active participation as a member of the Canadian Council for Refugees Anti-Trafficking Committee. We helped in the planning of the CCR's National Forum on Human Trafficking that took place in Kitchener in the Fall of 2013. The Centre also delivered a presentation about our activities in the context of information-sharing among NGOs.

Working in collaboration with Asyia Hirsi a seasoned lawyer from Mamann, Sandaluk & Kingwell law firm, we have assisted a trafficked person with their immigration process and housing and other establishment needs. Working pro-bono, Asyia managed to win a stay on a humanitarian and compassionate grounds for the client and has filed a civil law suit against the employer. The person is living in FCJ Refugee Centre's transitional house, hopeful for her future.



Communication and Publications

Website: is more user-friendly and lets people navigate more quickly and easily to learn more about the Centre's various programs and services. You also are able to register for our e-mail list so that you can receive all the information related to immigration and FCJ Refugee Centre's activities. Throughout the year we had around 20,000 page views, 8,885 unique visits and 6,550 first time visits!! www.fcjrefugeecentre.org.

Newsletters: through 2013 we produced a seasonal newsletter. At the end of the year we managed to have 4 publications.

Refugee Update: With the collaboration of specialists in immigration topics we produce 3 issues per year. Although every publication is available on line we are printing around 100 because many of our subscribers prefer to keep receiving the hard copy.

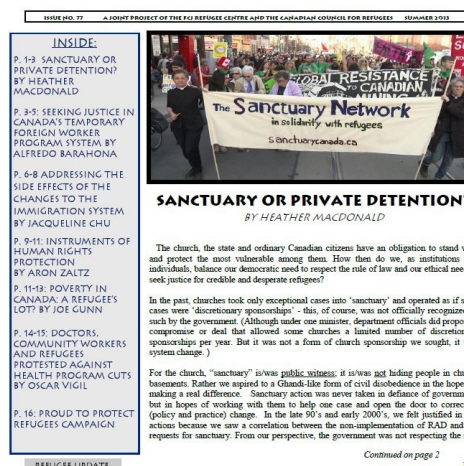


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REFUGEE UPDATE



FCJ REFUGEE CENTRE

STATEMENT OF OPERATIONS AND NET ASSETS

YEAR ENDED DECEMBER 31, 2013

	2013	2012
Revenues		
Donations		
Individual donations	\$ 15,397	\$ 5,084
Religious organizations (note 7)	95,770	107,319
Foundations	191,643	144,717
Government grants	160,331	79,723
Rent	67,001	57,233
Other	10,308	12,112
	540,450	406,188
Expenses		
Legal program	75,871	114,374
Popular education	102,592	74,304
Settlement program	144,524	122,774
Research and development	57,629	38,630
Administration	156,414	104,519
	537,030	454,601
Excess (deficiency) of revenues over expenses for the year	3,420	(48,413)
Net assets (deficiency) - at beginning of year	(20,287)	28,126
Net assets (deficiency) - at end of year	\$ (16,867)	\$ (20,287)