



FCJ REFUGEE CENTRE ANNUAL REPORT 2012



MESSAGE FROM THE CO-DIRECTORS



Our walk with up-rooted people in 2012 was marked by a complete overhaul of Canadian immigration and refugee traditions. This year, the decline of the welcoming and charitable spirit that received us 23 years ago has been steeper and more pronounced than ever before. We not only saw major cuts to the Interim Federal Health Program, which left many newcomers and families without access to appropriate and responsive healthcare, but we also witnessed the realization of Bill

C-31, which redefined how we welcome the stranger. As a result we saw more people facing detention, burdened by increased anxiety and health issues, and with very little recourse for regularization. Without recourse, the number of migrants in precarious situations continues to increase, despite efforts to stop the flow of people coming to Canada. This year, more than ever before, we had to face the communities we work with, look people in their eyes, and tell them that they were without options to stay. Essentially, the welcome mat that we once knew had been removed.

Despite the need to navigate the new system, the year wasn't all heartbreak. During this year we also had the privilege of watching diverse allies come together and form a united front in the face of this growing adversity. Not only were new and unlikely partnerships formed, but we saw our staff, students and volunteers continue to work tirelessly to provide seamless service delivery, regardless of the changes. Two benchmarks of this response were our holistic health clinics that began in July last year, and the new manual that we produced to help refugees and service providers have up-to-date information to more effectively navigate the changes. We continued our tradition of making the path we walk.

As always the work we do comes at a cost. Even though our numbers were on the rise this year, we saw a reduction in resources and support from our donors. As a result we finished the year with a \$20,000 deficit. We hope our colleagues, friends and supporters will recognize the troubled path we've walked this year, and increase their support for the months ahead. We are also working internally to resolve this, and we hope with our combined efforts we will finish 2013 back on track.

On a parting note, we would just like to take a minute to acknowledge the many achievements that we saw this year. The FCJ Youth Network celebrated a wonderful inaugural year, and welcomed about 80 members. This uniquely diverse group of young people met on a weekly basis, and collectively shaped a welcoming and inclusive space, unlike any we've ever seen. Additionally we held our first Anti-Trafficking Forum (of which we expect many more to come), and as a result we were able to strengthen our response to this issue, and offer more widespread and holistic service provision.

We can celebrate the fact that we are surrounded by strong and resilient voices, which lift us up and carry us forward in the work we are doing. For that we are truly grateful.

Loly Rico
Francisco Rico

SETTLEMENT PROGRAM

Refugee Houses

We continue to welcome refugee women from many parts of the world: Namibia, El Salvador, Indonesia, Hungary, Nigeria, Albania, Swaziland, Mexico and Iran. We strive to assist them by providing as many resources as we are able. Unfortunately due to the recent immigration changes, many women have been sent back to their countries of origin.

This has a negative impact among the women residents of our houses. Some of them have returned to their countries of origin through the Assisted Voluntary Return Program implemented on July 1. We are engaging in follow up with the women in order to verify their safety and well being post-return.

The women in the houses share a strong bond, regardless of where they come from, because of their shared experience. Nobody knows better than the women themselves how trauma affects them, and how best to cope. Aside from individual resilience, one of the best ways for women to survive trauma is through mutual support that gives rise to increased hope that they will be supported and be assured of their safety from further harm.

Street Party



The residents participated in different activities that the Centre organized through the year. One of them was

the street party where they were able to earn some profit and interact with a larger community within the neighbourhood.

Refugee health cuts and changes to the immigration law were some of the issues raised during the FCJ Refugee Centre street party that took place on Glenhurst St. on the 23rd of June 2012.

Many people from different communities who attended the street party, enjoyed the music, the food and the artistic performances, and were particularly thankful that events like these take place in the neighbourhood.

The street party, framed within the World Refugee Day Celebration, welcomed the support and comments of Jonah Schein, MPP Davenport, Andrew Cash, MP Davenport-Perth and Joe Mihevc, City Councillor. The elected politicians spoke on the effects of the changes in the immigration law and the effects that these changes are having on immigrants



Youth Network

The FCJ Youth Network has made amazing progress in its inaugural year. The group welcomed more than 60 members, spanning diverse experiences, backgrounds and identities. This unique, youth-led, youth-decided group met weekly to discuss issues relevant to them – including anti-oppression, navigating the Canadian job market, access to education and sharing skills. The youth quickly mobilized their knowledge and gained a reputation in local and national networks. They received excellent feedback for their initiative in organizing the social event for the Canadian Council for Refugees' Fall Consultation, sparking a new tradition for future consultations. In addition to this, the youth were able to participate in some volunteer work at the Centre, such as graphic design, maintenance, videography and painting, which even led to paid employment for some. But it wasn't all work – the group also took some time to take part in some fun activities, including a Toronto Blue Jays baseball game, a camping trip to Sanctuary North, and attending some local hip hop shows.



SETTLEMENT PROGRAM



Dr. Jim Sugiyama and St. Joseph's Family Medicine Residents with co-directors of FCJ Refugee Centre

Expanded service hours

Due the fact that many of our clients are unable to come to the office during regular office hours, we added some hours on Saturday. Clients can now have access to our services on Saturdays from 10 am to 2:00 pm.

ESL

The ESL program continued full-steam in 2012. With the dedication of several volunteer teachers, the program was able to provide access to regular English language classes to nearly 50 students this year. The program has consistently received positive feedback from the students, who have praised the fun, interactive and useful lessons.



Medical and Mental Health Clinics

After the health care cuts, we offered clients access to a medical clinic, through the generous assistance of volunteer doctors, who assist clients with primary health care on a continuing basis to prevent, diagnose and treat a wide variety of medical ailments in patients of all ages.

We also provide professional counselling, assisting clients in dealing with personal experiences of trauma and abuse; and offer support in coping with these issues in their lives.

During 2012 we received the support of the Immigrant Women's Health Centre through The Mobile Clinic. About 50 women attended this clinic in 2012.

Another successful experience was the Flu Shot Day in November. The vaccines were donated by St. Joseph's Urban Family Health Team. The clinic was held by Dr. Jim Sugiyama and St. Joseph's Family Medicine Residents.



REFUGEE PROTECTION

Walking with uprooted people

Our model of working with students has proven to be successful as in the last 12 months we have had 12 positive decisions on Humanitarian and Compassionate Grounds applications. We were also able to get a positive decision from the Refugee Protection Division of the Immigration and Refugee Board which is a first for the FCJ Refugee Centre.

Growing confidence through our mentoring program for individuals

In our first year for the Mentoring program we have had 14 mentorees who have registered in the program and have been able to offer two volunteers and one mentoree positions on our staff through TESL. The training and experience they received has allowed them to adapt quickly to be fully integrated as staff. We continue to have mentorees paired in all facets of our office, in administration with our bookkeeper, in refugee protection and legal information department, in communications with our communications coordinator, and with our co-director in international advocacy. All staff is involved with the mentorees and have incorporated them in all of the office activities. It has created a very inclusive atmosphere where the mentorees are seen as other members of the staff. This program seems to be very successful as we see how the



Akbar Munawar Durrani is a lawyer from Pakistan and joined the Mentoring Program for Individuals in 2012.



mentorees are growing in confidence as well as ability.

Learning and sharing

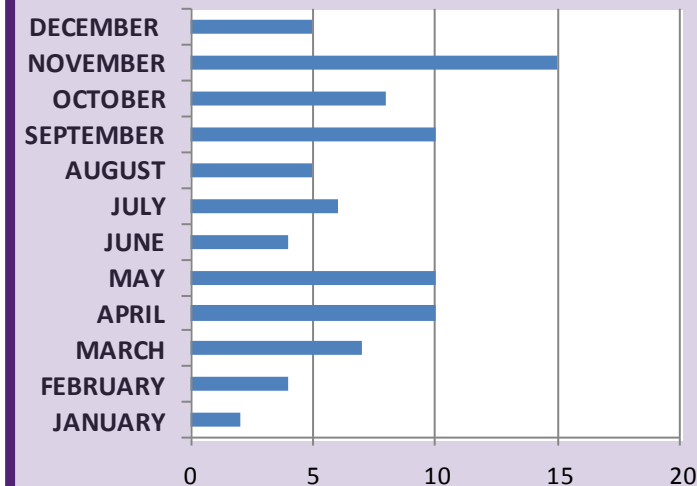
This whole year has been very successful in our recruitment of students and volunteers meeting all targets thanks to the valuable students from Seneca College, University of Toronto, York University, Osgoode Pro-Bono Program.

We have received good feedback from the students and volunteers who are always grateful for the opportunity to be involved with clients. Through their midterm and final evaluations they express how much they have learned, especially when they see how our methods work and get results for clients.

Fall Consultation

In addition to all our training and professional development workshops our volunteers and students were encouraged and given the opportunity to attend the Canadian Council for Refugees fall Consultation which was held at the Hyatt Hotel in Toronto. This was a great opportunity for all volunteer and placement students to be able to see firsthand the issues and changes being done in the field.

NUMBER OF WORKSHOPS



Workshops

From January to December 2012 FCJ Refugee Centre held 86 workshops on different topics related to immigration. During these presentations we had a total of 2,716 participants of both front line workers and clients across Ontario. The number of agencies requesting workshops increased during the last half of the year. The new Refugee System that was implemented on December 15th is the topic that was requested most frequently during that time.

Mentoring Program for Agencies

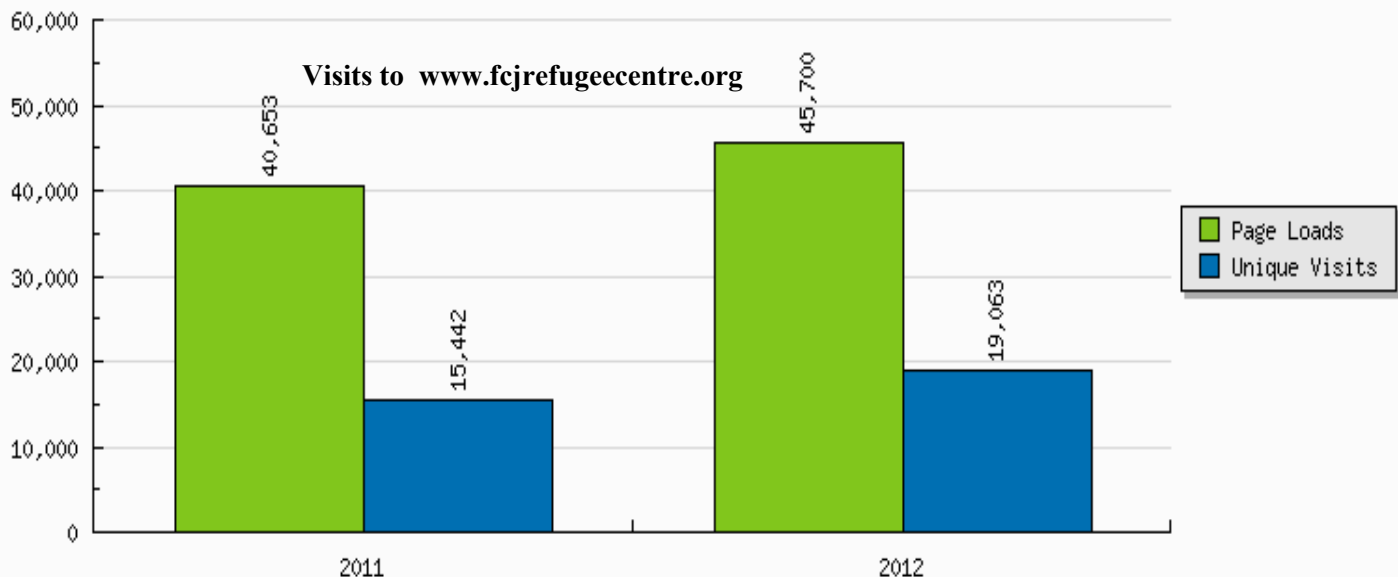
We implemented the Immigration and Refugee Mentoring Initiative for Organizations and Agencies, which strives to provide ongoing support for management, staff and front-line workers in various areas associated with settlement. The FCJ Refugee Centre has been working closely with about 50 organizations, providing up-to-date information and consultation to implement an integrated approach to holistic service provision.

As part of the mentoring program we added a new resource that will help every front line worker: Claiming Refugee Protection Under the New System. The document is an introduction to the new Refugee System, new categories of refugees, steps, timelines, etc.

Communications

We managed to produce 3 Newsletters through 2012 that were distributed through our website, social media accounts (facebook/twitter/link, etc) and our E mail contacts (around 500). In addition, *The Refugee Update* was published with a series of articles related to the immigration changes. All the issues are available on our website.

The traffic to the FCJ Refugee Centre website shows a higher number of people seeing our information. In comparison with 2011, the number of unique visitors rose from 15,442 to 19,063. And the page loads went up from 40,635 to 45,700.





Anti-trafficking Program

2012 has been a busy year for the Anti-Human Trafficking program at the FCJ Refugee Centre. A successful forum entitled “Human Trafficking and Migration: Building Community Response” was held in April 2012 as part of the National Victims of Crime Awareness Week 2012: *Moving Forward* and was generously funded by the Department of Justice Canada. The forum brought together approximately 150 participants to focus attention on internationally trafficked persons and barriers to services and protection for these populations. As a result of the commitments inspired at the forum, the Toronto Counter Human Trafficking Network was developed. With 40 member organizations, as well as individual members, the Network has grown significantly, bringing together service providers, legal representatives, students and concerned citizens to address issues related to human trafficking.

The Toronto Counter Human Trafficking Network was also contacted by the City of Toronto in October, 2012 to provide input into research being undertaken regarding the situation of human trafficking in Toronto. The Network collaborated with the City in the production of this report, suggested recommendations and several members gave deputations when the report was discussed at the Executive Committee. The report and its recommendations were accepted by City Council, one of the recommendations being that City officials should collaborate with existing networks, including the Toronto Counter Human Trafficking Network coordinated by the FCJ Refugee Centre.

2012 has also provided many opportunities for popular education as FCJ continues to provide workshops for service providers and other interested groups. Through these workshops, gaps were identified where more training would be needed. These areas include legal support for the Temporary Residence Permit application process and mental health support for survivors of human trafficking. Thanks to the generous support of the Canadian Women’s Foundation, the FCJ Refugee Centre was able to develop two new modules for the Anti-trafficking manual specifically related to these areas. Workshops have been developed to train mental health providers, professional and front-line service providers in these very specific areas. We have received a lot of positive feedback on the workshops we have done and significant interest in the new topics.

DONORS 2012
736 Outreach Corporation
Basilian Fathers
Canadian Auto Workers Social Justice Fund
Canadian Women’s Foundation
CAW
CHUM Christmas Wish
City of Toronto – Community Festivals and Special Events
City of Toronto Investing in Neighbourhoods
City of Toronto-TEES
Counselling Foundation of Canada
Department of Justice – Victim’s Awareness Week
Geoffrey Wood Foundation
Law Foundation of Ontario
Metcalf Foundation
National Ass. of Vocation Formation Directors
Ontario Trillium Foundation
Our Lady’s Missionaries
Outreach Corporation
Sisters of Charity
Sisters of Social Service
St. Andrew’s Charitable Foundation
Roman Catholic Episcopal Corporation
The Counselling Foundation of Canada
The Geoffrey H. Wood Foundation
The School Sisters of Notre Dame
The Sisters, Faithful Companions of Jesus
The Sisters of Joseph of Saults Ste.Marie
The Daly Foundation
The Redemptorist
Trinity St. Paul’s United Church
WICC
Women’s Inter-Church Community

EVERYTHING WAS POSSIBLE THANKS TO OUR DONORS

Special thanks to all of our supporters (volunteers/donors) that in one or another way were with us walking with uprooted people.

The mission of the FCJ Refugee Centre

FCJ Refugee Centre helps up-rooted 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.

The FCJ Refugee Centre has a mandate to assist refugees and other up-rooted 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 workshops.
- 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.

Placement students 2012-2013



Sarah List: "I have learned so much about how the immigration and refugee determination systems affect the members of our community both in daily life and in the long-term. Whether through assisting and advocating for individuals or by engaging in popular education to mobilize for change, I am proud of my work because every single day I work towards making Canada a safer, more welcoming, and permanent home for uprooted people."

FCJ REFUGEE CENTRE

STATEMENTS OF OPERATIONS AND NET ASSETS

YEARS ENDED DECEMBER 31, 2012 AND 2011

	2012	2011
Revenues		
Donations		
Individual donations	\$ 5,084	\$ 21,404
Religious organizations (note 6)	107,319	106,990
Foundations	144,717	138,175
Corporations	-	128
Government grants	79,723	73,354
Rent	57,233	61,811
Other	12,112	43,259
	406,188	445,121
Expenses		
Legal program	114,374	92,466
Popular education	74,304	75,232
Settlement program	122,774	146,523
Research and development	38,630	27,487
Administration	104,519	93,645
	454,601	435,353
Excess (deficiency) of revenues over expenses for the year	(48,413)	9,768
Net assets - at beginning of year	28,126	18,358
Net assets (deficiency) - at end of year	\$ (20,287)	\$ 28,126