

AUTUMN NEWSLETTER 2013



FCJ REFUGEE CENTRE



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FCJ Refugee Centre wants to thank everyone for your hard work and for continuing to walk with uprooted people!

During this holiday season, and looking forward to 2014, we are asking for your generous support to allow us to continue the work we do. If you wish to make a donation, please visit our website: www.fcjrefugeecentre.org and make your contribution through CanadaHelps.



FCJ REFUGEE CENTRE TEAM 2013



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SETTLEMENT SERVICES

Shelter for women and children

Through the last 6 months the FCJ Refugee Centre has been providing accommodation to sixteen women and four children; all of them refugees from El Salvador, Hungary, Indonesia, Eritrea, Mexico, Nigeria, St Vincent, Afghanistan, Iran, Guinea and Korea. Seven of them have arrived during the present year (2013), and one case was declared abandoned and is waiting for deportation. Two of our residents have moved out to one of the St Clare's Multifaith Housing Society buildings and the other three felt ready to go through the regular market rent.

EMPLOYMENT AND LIFE SKILLS PROGRAM

With the employment and life skills for newly arrived women project which started in Oct, 2013, we have delivered a weekly workshop in the houses which has increased the attendance of the women.

With this new project, we have been able to spend more time with women in their own and safe environment, (FCJ houses), which has been a plus due to the fact that they do not have to travel, and the ones having children are able to



attend after picking them up from daycare or from school. The women have been very receptive to the workshops, opening up and suggesting topics according to their needs. Furthermore, we have been able to help them in a more personalized way, which has resulted in less internal conflicts.

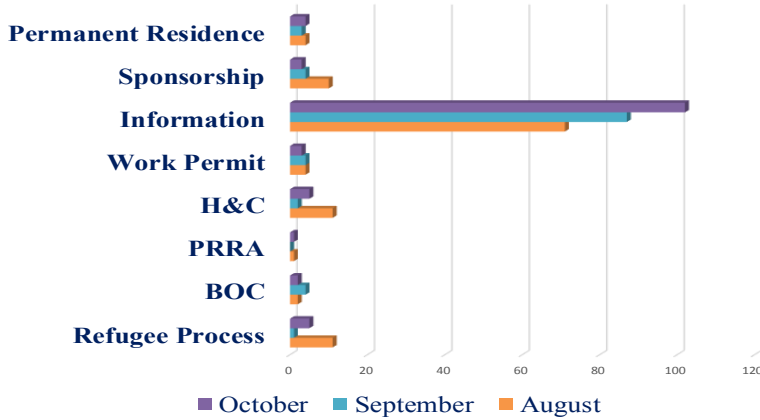
Workshops delivered during the fall season:

- * Healthy eating
- * Tips for garbage and recycling disposal
- * Goal setting
- * Resume writing
- * Stress management
- * Tips for keeping warm during Canadian winter





**IMMIGRATION SERVICES FROM AUGUST TO OCTOBER
2013**



REFUGEE PROTECTION

Through the refugee protection program FCJ Refugee Centre assist clients with their applications.

The graphic shows the main services FCJ Refugee Centre provided from August to October 2013.

According to the numbers, general orientation is one of the more requested services that clients are looking for. Refugee Process, sponsorship and Humanitarian application are the second more popular.

After the implementation of the new refugee system, refugees have experienced problems and confusion. The timelines are very short and people

still are not clear about who has access to what. According to our experience people end up without representation and without support because of the short timelines and misinterpretation of their situation. The FCJ refugee Centre has been providing support to many people who have been facing these challenges through the new system.

**SHARING SKILLS AND EXPERIENCES WITH
OTHER ORGANIZATIONS**

The FCJ Refugee Centre continued working with other organizations through the Popular Education Program. During the last 3 months we worked with approximately 30 organizations across Ontario. We provided 32 workshops with more than one thousand participants who benefitted from the presentations.

Month	Participants by month	Number of workshops
September	177	5
October	672	17
November	378	10

One of the sectors we reached is Education. Settlement workers who support elementary and secondary schools in different areas of Ontario and ESL teachers have been receiving trainings. The goal of the trainings is to better equip them to respond to issues related to immigration and human rights, 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 Canadian system.

Some organizations started to request presentations on how to obtain a work permit, respond to work permit holders and how to renew and or change employers. Other topics are for women who are in domestic violence situations, who want to know what options they have with regards to their immigration status and information for precarious migrants.

For next year, FCJ Refugee Centre wants to keep walking together with communities and organizations sharing our experiences and expertise.



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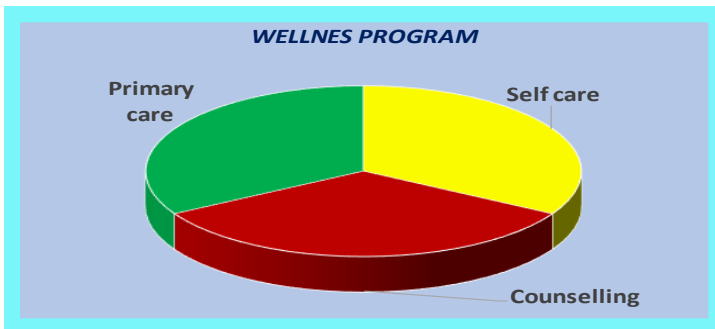
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WALKING THE PATH OF WELLNESS

FCJ refugee Centre's Wellness Program provides an integrated service which consists of 3 interrelated components: physical, emotional and self-care.

Our goal is to serve people who don't have access to health care. Clinic staff assess the health needs of the person and offer one-on-one clinical services to the clients.



PRIMARY HEALTH CARE CLINIC

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



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 at 10.00 a.m. Individuals will learn gentle yoga postures as a relaxing technique.



Diana Leguizamo, Transitional Housing Worker, Salma Zafar, counselling clinic and Akbar Durrani, Intake and Case Management.

Yoga has enabled the FCJ Refugee service users to take control of their bodies, minds and lives, thus improving their overall wellness. The yoga therapist incorporates breathing and meditation techniques to help individuals to de-stress and help them to cope with the challenges of living in a stressful environment.

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. A collaborative approach to different therapies, setting goals with the service users and assisting them in establishing more positive coping strategies.

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 the self-care. She sees five to six clients on Saturdays and two or three on Mondays.



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INTERNATIONAL MEDICAL DOCTORS

As part of our Mentoring Program we opened the primary clinic to trained medical professionals who are looking for organizations where to do volunteer service. Culture Link is one of the organizations who are referring volunteers to us.

The clinic is headed by a volunteer Physician Dr. Jim Sugiyama. During this fall, a team of 5 International Medical doctors joined the primary care clinic: Abul Hoque, Iman Shifa, Mary Jean Chicano, Nurshad Begum and Shima Nassif. Under the supervision of Dr. Jim they worked in rotation as intake worker, health educator, facilitators, and medical assistant. The team is bringing a wealth of experience, expertise and a lot of energy to our clinic. It is with great pleasure that we welcome all of you to the FCJ Refugee Centre family and we hope you will gain a lot of experience while volunteering with us. WELCOME!



Team of volunteers at the side entrance of FCJ Refugee Centre.

OVERCOMING THE CHALLENGES

Dr. Jim Sugiyama has been dedicating a lot of time and effort to the Primary Health Clinic. Over time, thanks to him, the clinic has expanded its services and overcome the challenges.

Pictures: team of doctors in action, organizing donations for the clinic, welcoming clients at the front desk and Dr. Jim giving instructions.



PREVENTING THE FLU:

Our primary clinic launched the flu shot season on Saturday November 30. About 15 clients came to the clinic to receive the vaccine. Doctors were working very hard producing informative brochures, flyers and articles to promote the flu shot campaign.

Program Offered in Languages

- English
- Spanish
- Tagalog
- Interpreters available for other languages

The office will be closed from Monday December 16 to January 6, 2014. ELL classes, yoga and clinics will start on January 11, 2014

SATURDAYS
Yoga: 10 -11
English: 11-1
Counselling: 10 -1
Clinic: 10 -1
(clinic is opened every other Saturday)



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A SPECIAL PLACE TO LEARN : RITA MORE

This fall I have been very pleased to begin teaching in the English Language Learning (ELL) program at the FCJ Refugee Centre. 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 class is a special place. Each time I come, I am impressed with the learners who 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. Learning happens while doing the exercises planned for the day and also during the conversations that come up when someone has a question. Sometimes shared experience leads to laughter; always it leads to more understanding.

At a recent meeting of teachers and assistants we decided to teach from lessons based on the Canadian Language Benchmarks for adult learners of English. In doing this, we hope to create some cohesion even when the teacher and assistant are not the same from week to week. Lessons deal with some aspect of Canadian culture. The conversation is intended to be of practical use in daily life. As always, when counting on

ENGLISH CLASSES
CLASES DE INGLES
Aulas de ingles
Cours d'anglais

volunteers, it can be difficult to provide consistency when people's schedules are complicated. By using an online calendar as well as on-site binders, we hope to facilitate communication among teachers and assistants.

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.



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TORONTO COUNTER HUMAN TRAFFICKING NETWORK

Toronto Counter Human Trafficking Network, spearheaded by the FCJ Refugee Centre is organizing a series of Roundtables. Those events are made possible with financial support of the City of Toronto. The first roundtable, October 2013, was focused on multi-stakeholders activities to counter human trafficking and challenges they experience within their respective professional field. Recommendations were made towards what to be included in the Toronto counter human trafficking response model. Approximately 90 participants, mostly from Toronto and the GTA, took part in the two days of discussions. Two more similar events are happening on February 20th February 2014 and April 2014.



**THE NEXT TWO
ROUNDTABLES
WILL BE HELD
ON FEBRUARY
20TH 2014 AND
APRIL 2014.**

THE COALITION OF SERVICE PROVIDERS

One of the new challenges agencies are facing is the lack of legal assistance for refugee claimants. Due to the fact that clients end up without assistance, the Coalition is looking to see how to provide a better support through the READY TOUR project. Through this program clients will have access to a hearing preparation and will be able to have a tour of the IRB previous to their hearing.

REFUGEE UPDATE

ISSUE NO. 78 A JOINT PROJECT OF THE FCJ REFUGEE CENTRE AND THE CANADIAN COUNCIL FOR REFUGEES FALL 2013

**BEGGING THE QUESTIONS - A REVIEW OF STATISTICS FROM THE
IRB - REFUGEE PROTECTION DIVISION AND REFUGEE APPEAL
DIVISION**

BY JACINTA GOVEAS

PUBLICATIONS

The Refugee Update Fall 2013 issue is available online at the FCJ Refugee Centre website.: <http://www.fcjrefugeecentre.org/refugee-update/>

You can find interesting articles about the Syrian Crisis and a review of statistics from the IRB. Topics such as the Snowden case, participation at the UNHCR-NGOs Consultation Meeting, and more are available in the RU issue #78.



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LIP LOCAL IMMIGRATION PARTNERSHIP TORONTO SOUTH



LOCAL IMMIGRATION PARTNERSHIP(LIP)

The Toronto South Immigration Partnership is a community partnership focused on developing local settlement strategies that coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources. There are approximately 20 Local Immigration Partnerships across Ontario.

FCJ Refugee Centre is an active member of the South LIP. We are a member of the Executive Committee as well as numerous working groups that are carrying forward the work of our LIP.

Recently FCJ Refugee Centre hosted the Social Inclusion and Welcoming Communities workgroup meeting. The group extensively debated the access to education for non-status youth which is one of the pivotal issues our

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 folded: 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 consist 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 straighten the abilities of your agency to provide services tailored to the needs of those populations.



APPLIED LEARNING

The second year students of the Community Worker Outreach and Development Program at Sheridan College undertook an assignment for their Fundraising and Grant Writing Course that brought them to the FCJ Refugee Centre. They met with staff at the Centre to get to know some details about the non-profit sector. Two of the Centre staff went and facilitated discussions with the students in their classroom environment. All of this networking led to the students deciding to conduct a fundraising activity at their campus. They have solicited companies, faculty and friends for donations and are going to hold raffles and silent auctions and sell food. We hope they do well in the assignment and we gain from the application of their learning!



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VOLUNTEERS



The FCJ Refugee Centre greatly depends on volunteers and students to assist with all areas of the Centre. Since August 2013, we have welcomed several enthusiastic volunteers to the FCJ Refugee Team, totaling over 40 volunteers! Our volunteers assist us with administration, communications, fundraising, social events, translations, interpretation, English classes, recreational classes, legal work, the Mental Health Clinic, the Primary Care Clinic, and much more! Prior experience is not necessary in order to be a

volunteer with the Centre. Before getting involved with the Centre, all volunteers must attend a volunteer orientation session to learn more about the work we do in the community. After orientation, the Volunteer Coordinator will discuss your learning goals and help you to reach those goals while volunteering at the Centre. Please find more information at our website: www.fcjrefugeecentre.org

Some volunteers Positions for 2014

Front-Desk Intake Volunteers Some Responsibilities:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries; relaying voicemail messages and faxes to the appropriate staff members.
- Provides referrals, including introducing relevant services and/or resources available in the broader community that relate to each client's needs.
- Attends mandatory reception meetings.
- Maintains statistics and prepares quarterly/monthly reports.

Translation Volunteers Some Responsibilities:

- Prepare written translations of legal documents and/or audio tapes from Spanish to English while ensuring that the translated version conveys the meaning of the original as clearly as possible.
- Review translated material for accuracy of meaning, grammar and syntax.
- Prioritize work to meet deadlines.
- Maintains confidentiality and adheres to FCJ Refugee Centre's policies and procedures.

STUDENTS CORNER

I started my placement at FCJ about 3 months ago and it has been the greatest learning experience. As a Social Worker Immigration student, it is vital to have on hands experience and FCJ has provided that and more. The staff is extremely helpful in difficult times and treats everyone like family. I have learned so much about my program including the processes of different applications.

The familiar atmosphere is very important and encourages you to learn more and do more for those in need of help. I have learned a lot in classes; however, working one-on-one with Tanya has been the easiest way to learn first-hand about all the different things I have read about.

Tanya is patient and understanding and is very easy to work with. This is a common trait in all the staff at FCJ. It has been a great experience so far, and knowing that I am helping people makes it even better.

Effay Kamara



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YOUTH VOICES: THANKS TO THE COUNSELLING FOUNDATION OF CANADA



After a busy summer the FCJ Youth Network has taken some time to wind down at the end of the year. The group helped organize and perform at the street party that happened in the middle of September, really taking a lead.

They organized the children's games, hosted the event, and performed songs and spoken word pieces. The group continued to show their talents through October and November with a few other small events, including a couple of interesting presentation nights. Looking back on the year, we realize how much we have to celebrate! We've welcomed many new members who we can now call friends.

The FCJ Youth Network would like to take this opportunity to thank the Counselling Foundation of Canada for their generous support. Words cannot express our gratitude for allowing us to start this youth network. And please know, that all the experiences we've shared and all the events we've had are propelling us forward... We're excited about the years ahead! And the FCJ Youth Network is not going anywhere anytime soon!



FCJ REFUGEE CENTRE YOUTH NETWORK