

NEW WINTER



FCJ REFUGEE CENTRE
Walking with uprooted people

S THANKS FOR YOUR HARD WORK!!

At the beginning of this year FCJ Refugee Centre received a donation from the Ikea Foundation. The donation is a result of a partnership between Ikea Christmas Trees Sales and FCJ Refugee Centre. Volunteers of the FCJ Refugee Centre committed around 500 hours helping to sell Christmas Trees at the IKEA store during the month of December.

“The staff of IKEA was very impressed with the dedication and hard work of the FCJ volunteers, young people who always smiled” said Carlo Franco, Communications Responsible at IKEA. Carlo also mentioned that after this experience they started the campaign “Brighter Lives for Refugees”. For every LED light bulb sold in IKEA stores between February and March 2015, the IKEA Foundation will donate €1 to the UN refugee agency (UNHCR) to light refugee camps—making them a safer, more suitable place for the many families who live there.

IKEA also donated chairs and a sofa for our new meeting room.

A BIG THANK YOU TO ALL OUR VOLUNTEERS!



- Women's Day
- Refugee Rights Week
- Human Trafficking Education Session
- Spring Informative Festival



- Ready Tours for refugee claimants
- RAD sessions
- Dancing classes
- Breaking Barriers Gaining access trainings
- Primary Health Clinic
- English classes
- Youth Network



FCJ Refugee Centre team receiving the donation from IKEA

FCJ REFUGEE CENTRE CONTACT INFORMATION

Location: 208 Oakwood Ave.
Toronto, ON M6E 2V4
Website: www.fcjrefugeecentre.org

E-mail: info@fcjrefugeecentre.org
Tel.: 416-469-9754
Fax: 416-469-2670

Settlement program



Group of participants in one of the sessions

SETTLEMENT SUPPORT

The last period of time has been very positive: many of our residents were accepted as refugees; the second step is to assist them in their transition to securing permanent affordable housing. We are proud to announce that 3 families and 3 single women were able to secure RGI housing.

INFORMATIVE SESSIONS



One area of service we provide to our residents to offer informative sessions. We have successfully completed 8 life skills workshops in the last period with the participation of our residents as well as newly arrived clients. We had a total of 107 participants who attended the informative sessions. During every meeting we provided snacks, transportation fares and child minding. For the next round of workshops scheduled for February, the topics and the speakers are already chosen, making

sure the clients' feedback is considered in the programming.

The renovations of one of the houses is another initiative that allowed the residents to have a more comfortable space in the house.

We are also in the process of completing the clothing bank project. During the winter season we have already received a few clients who were looking for warm jackets to protect them from the cold weather.

Residents were provided with food supplies from Second Harvest program on each Thursday. Supplies were delivered to residents and were also available for non-residents at the FCJ centre.



Second Harvest team

“My experience with the FCJ Refugee Centre as a client is one of the best parts of my new life in Canada. When I first came to Canada everything was uncertain for me. I did not know where to go or what to do. It was the FCJ Centre that took my hand and helped me in my difficult times. FCJ is not only a Refugee Centre, but it is a family; everyone here treats you as well as one can imagine. I appreciate their assistance regarding my studies, work and housing. Thank you FCJ for the unconditional love and support.”

Nooria S.

Settlement program



Primary Health Care Clinic Team 2014/2015

During almost nine months of working as a volunteer at FCJ Refugee Centre my mind has been changed completely about the difficulties of a refugee's pathway from the beginning when they decide to move from their homeland to the complications they encounter here every day as refugees or non-status people in their lives in Canada. Before entering into this program I just read some information about the pathways and organizations providing support for our clients; but in fact, the reality is much harder than just getting some papers! I could feel for our clients; I learned another side of patience from them, and I tried to offer more support although it was absolutely nothing compared to their existing problems.

Reza Mousavi

PRIMARY HEALTH CARE CLINIC

Our clinic continues to receive funding from the Inner City Health Associates (ICHA). As a result of this funding, a new physician and a nurse practitioner joined our team and our clinic hours increased in the last period Thank you ICHA for allowing us to continue to serve the most vulnerable populations!

Our Primary Health Care team currently includes our primary physician, Dr. Jim Sugiyama, three volunteer doctors and one nurse practitioner. Currently, our Primary Health Care Clinic is open every other Saturday, with the exception of long weekends, from 10:00am to 2:00pm. If you want to book an appointment with our Primary Health Care team, please contact us: (416) 469-9754 or info@fcjrefugeecentre.org.



Third group of internationally trained medical professionals with Dr. Sugiyama

MENTORING FOR INTERNATIONALLY TRAINED MEDICAL PROFESSIONALS

Reza Mousavi come to the FCJ Refugee Centre through the Mentoring for Professionals Program, which provides internationally trained medical professionals with a volunteer opportunity to gain industry-specific experience through a mentorship relationship with a Canadian doctor in FCJ Refugee Centre's Primary Health Care Clinic.

We are in our third term of providing this program to newcomers and we are very excited for the new mentees involved in our program. Every 6 months we receive new motivated and highly-skilled mentees who are assisting our Centre in providing health care services using our holistic health model approach to those who have precarious status and are unable to access health care in Canada.



FLU SHOT DAY AT FCJ REFUGEE CENTRE

Settlement program

YOUTH NETWORK

The FCJ Youth Network continues to shine as their participation in numerous projects have been a tremendous success. The youth are currently working on a project, "From Youth to You". It is from the generous funding of the Laidlaw Foundation that the youth will create a youth guide or toolkit to demonstrate youth engagement, sharing their stories and experiences.

The youth network also had a busy Christmas period as they got engaged with IKEA, one of the leading Canadian furniture Companies. Through December they volunteered their time, selling Christmas trees and in return, all of them got volunteer letters and a set sum of money to help run the youth network for the coming year.

DANCE

Every Tuesday night from 6pm to 8pm at Davenport-Perth Neighbourhood and Community Health Centre, we all come together as a group to perform a dance routine. Before we start, we all search for songs that interest us and then we begin a choreography that relates to the genre of the song. Although we're dancing, we are also having fun at the same time. The dance class is part of a healing process that helps the youth express themselves and pass across a message about how they are feeling without using words.

The opportunity to learn a second language is good for me and also for my family, because now all of us have the opportunity to attend English classes and it is something good in this country"
Alfredo



English class

FROM THE YOUTH NETWORK: YONAS JOZEPH

FCJ, a place for all refugees, a door which is open for all who are in need of help in Canada. It's not only for refugees, it is even the best place to volunteer. You can gain a lot of experience in FCJ. For instance, youth and some staff workers in FCJ were volunteering in IKEA in selling Christmas trees, this activity helps you in getting more experience by knowing how to deal with customers, knowing which kind of trees are the customers asking for such as giving the right information on how tall, wide and even if the tree will be in perfect triangle. However, some of the youth or maybe majority of them didn't know the actual name of the tree was "balsam fir" until they started selling Christmas trees. Moreover, Ikea offered us to pay \$10,000 at the end, they said for every Christmas tree is sold they will give us \$1.50. A lot of youth expressed their feeling about this activity and they were all having fun, even though there were some days the youth used to volunteer all day alone but still they didn't mention it was boring.

ENGLISH CLASSES

"My name is Vilma Funes, I have been volunteering in the English Language Learning (ELL) program for about 2 years now. Through this program I have been given the opportunity to work along side teachers who are invested in empowering through education.

Their flexible approach and kind nature has been a benefit to both the students and their peer volunteers. The ELL teachers have helped the ELL program evolved to a more structured and stable program. In the last quarter of 2014, a teacher's feedback resulted in the implementation of a workbook which has been extremely beneficial to the administration of the program and efficiency of the class. We have also seen in the last quarter of 2014 an increase in volunteer interest, which is going to open the opportunity to use assistants and potentially develop sub-projects/programs within the ELL program. We are looking forward to 2015!

"Even though I have only been attending English classes for a short time, I feel welcomed and supported. The fact of being here with no more family than my husband and kids it is very important that this organization make us feel comfortable like we are at home. I thank you for the support you gave me learning English." Nelly

Immigration help and refugee protection

Within case management we continue to benefit from the great contribution of our student placements. In December we had the luxury of having two placement students from Humber College, two from George Brown, and two from Seneca College.

We also had the rare but exciting occurrence of having one of our youth do their co-op placement for their high school program. We continue to be a part of the Pro-Bono law students program at Osgoode Law School and this year they

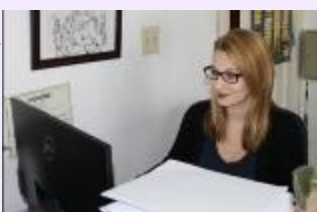
have placed 3 students to do their volunteer hours with the Centre. Having all these students has allowed us to be able to serve more clients in more areas and to gain more knowledge in applications and procedures that in the past we did not have the capacity or time to be able to accomplish. Our volunteer program continues to thrive as we continue to give opportunities to gain experience to all persons who desire the opportunity to put their skills to use. Having these great resources has helped us to provide a better service and given us the ability to walk with more uprooted people.

IMMIGRATION HELP AND REFUGEE PROTECTION PROVIDED DURING 2014

MONTH	REFUGEE PROCESS ORIENTATION	IMMIGRATION SERVICES: H&C, SPONSORSHIP, WORK PERMITS, ETC.	INTAKES AND GENERAL ORIENTATION
JANUARY	69	240	136
FEBRUARY	21	223	100
MARCH	44	194	109
APRIL	33	157	72
MAY	34	223	104
JUNE	39	224	126
JULY	23	217	117
AUGUST	25	131	55
SEPTEMBER	10	178	85
OCTOBER	1	105	55
NOVEMBER	16	134	77
DECEMBER	2	25	11
TOTAL	317	2051	1047

MY EXPERIENCE AS A PLACEMENT STUDENT

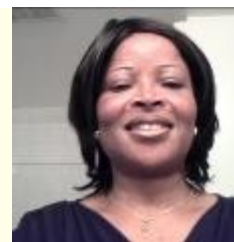
I was first attracted to this agency after hearing a few of the programs that they offered. I figured it would offer a lot of variety and be a good experience. I really had no idea, however, of the extent that this agency goes to towards helping people.



The list is endless, advocating and supporting in whatever means is necessary while maintaining an anti-oppressive framework, which I believe is so important to create. In my few short months of working here, I have made some longstanding friends and have a great sense of satisfaction in the work that I am doing. The work here has a clear purpose and an obvious need. I am very thankful for the opportunities that I have been given here and I look forward to future involvement within the Centre.

Grace Driedger

I really had no idea the huge difference FCJ makes on a daily basis in the lives of people that come here; providing all kinds of advocating and in an anti-oppressive framework which make it even more awesome. This is the only place I have worked where lunch is provided for everyone Monday through Friday free of charge.



In the few months of being at FCJ I know that the work they provide is a well needed service. I provide support in the settlement area, working on a community kitchen project.

I am really thankful that I belong to this community and I am looking forward to more ways in which I can contribute in making this agency even greater.

Betty Chinweokwu



Popular Education

TORONTO COUNTER HUMAN TRAFFICKING NETWORK

Toronto Counter Human Trafficking Network was established in 2012. The main aim of the network is to create a point for collaboration among service providers to better respond to the needs of persons who have been trafficked. Presently, the network comprises of 40 organizations and individuals who are working to prevent human trafficking in Toronto. The membership of the

network is heterogeneous- service providers, awareness-raising organizations, individuals who have an interest in the subject.

Last year the Network hosted three roundtables: “Building Collaboration to Combat Human Trafficking in the City of Toronto”. The main objectives of those events were:

1. Bring various stakeholders together and begin the dialogue in the City of Toronto about human trafficking, gaps, challenges, promising practices.
2. Create a model for response to human trafficking specific for Toronto.

Collectively we have developed a model for response that is appropriate to the particularities of Toronto. Currently the FCJ Refugee Centre along with other members of the Network is working tirelessly to promote the response model and invite service providers to become part of the needed response.



The purpose of this model is to:

- Provide uniform response to human trafficking cases in Toronto. There will be one phone number where every organization, individual, trafficked person themselves, institution can call to receive the information and support needed to respond to a case.
- The back end of that response model consists of services that trafficked persons may need to access depending on the case (e.g. trauma counselling, shelter, health assistance, etc.). One of the goals of this project is to pursue as many service providing organizations as possible to join the model in order to address holistically the needs of trafficked persons.
- Offer service providers with a space where they can exchange information and support each other when responding to a case.
- Provide up to date statistics and information of how many trafficking cases organizations have at any given point in time. Hopefully, this will prevent trafficked persons falling through the cracks.

Any interested service providers are welcome to join the model. The Toronto Counter Human Trafficking Network can offer

1. Extensive training on human trafficking tailored to the needs of every organization.
2. Capacity-building
3. Other support through information sharing

For more info about the network please visits: <http://torontocounterhumantraffickingnet.wordpress.com/>

Popular Education

Through 2014, FCJ Refugee Centre was able to deliver a total of 76 workshops to different agencies and communities. The topics delivered included changes in immigration policies, displacement and migration of youth, Uprooted Peoples and Anti-oppressive Practice, Human trafficking, access to services for non-status people, etc. We had more than two thousand participants in the workshops delivered through the year .

BREAKING BARRIERS GAINING ACCESS

FCJ Refugee Centre has been appointed by the City of Toronto to provide trainings that allow us to improve awareness and sensitivity to the plight of non-status and precarious migrant populations among frontline workers in different areas in Toronto and to enhance access and ease of service use for these populations.

NSP

The Ontario Ministry of Citizenship, Integration and International Trade has generously extended the Newcomer Settlement Program (NSP) until 2016. Through this program the FCJ Refugee Centre is supporting vulnerable newcomer populations who experience multiple barriers. We are able to provide a variety of services to vulnerable newcomers including orientation, settlement support, counselling, and referrals to appropriate services. In addition, the Centre is providing workshops to service providers and other stakeholders to share effective service delivery practices identified by FCJ Refugee Centre to meet the needs of vulnerable populations.

HOUSING SUPPORT COALITION

FCJ Refugee Centre has been organizing the Housing Support Coalition, which is a community-led, collaborative support network to offer an extensive holistic response to address the complex housing needs of precarious migrant populations. In the last period we organized 2 meetings and the next one is scheduled for the spring time.

WORKSHOPS 2014		
Month	WORKSHOPS	PARTICIPANTS
January	5	100
February	5	450
March	5	225
April	6	221
May	7	157
June	5	75
July	7	92
August	5	97
September	7	271
October	8	117
November	13	298
December	3	180
Total	76	2283

READY TOUR: AN OPPORTUNITY TO BE PREPARED FOR YOUR REFUGEE HEARING

The Ready Tour was implemented in April 2014 and was officially launched on Refugee Rights Day. Through the year, a total of 15 Ready Tours were organized and 153 refugee claimants benefited from the informative sessions.

The Ready Tour had refugee claimants from Afghanistan, Nigeria, Tanzania, El Salvador, Ethiopia, Saudi Arabia, Syria, Mexico, Uzbekistan, Colombia, Uganda, St Lucia, Kenya, Eritrea, etc.

Beside asylum seekers, Ready Tour also welcomed 70 observers from service provider agencies, students and other organizations who work with refugees.

Participants in the Ready Tour

I filed my case and submitted my "BOC" myself without any lawyer or counsel. I was quite nervous and had some fear about the hearing proceedings.

I can't express in words how much I was relaxed and felt comfortable when I attended the READY TOUR. Not only to see the actual room but the whole presentation was quite detailed and helped me to ask a few questions, which cleared up my many doubts and misunderstandings which I had before attending that session.

Jamal

Popular Education

**FREE ORIENTATION FOR REFUGEE CLAIMANTS
APPEALING THEIR NEGATIVE DECISION TO THE
REFUGEE APPEAL DIVISION (RAD) OF THE
IMMIGRATION AND REFUGEE BOARD (IRB)**

I received a
negative decision
in my hearing,
what should I do?

Am I eligible
to appeal?

Where should I
go if I want to
appeal?

Who can help
me to prepare
an appeal?

RAD Info-session

RAD information session

RAD information sessions will provide the Appellant with a **FREE** opportunity to be better prepared for the submission of their appeal before the RAD:

- What you need to do to appeal your negative decision?
- The documents you need for your appeal
- What happens during an appeal to the RAD?

REGISTRATION

<http://www.fcjrefugeecentre.org>
E-mail: Carolina Teves
cteves@fcjrefugeecentre.org

RAD info-sessions are hosted by the Coalition of Service Providers for Refugee Claimants in Southern Ontario in partnership with the Refugee Appeal Division of the Immigration and Refugee Board of Canada.

NEW! Refugee Appeal Division (RAD) Information Sessions for the Appellants

RAD Information Sessions

RAD information sessions will provide the Appellant with a FREE opportunity to be better prepared for the submission of their appeal before the RAD. Learn the steps to follow and how to document your appeal before the Refugee Appeal Division. More information: www.fcjrefugeecentre.org

BOARD OF DIRECTORS 2014-15

Bonnie Moser FCJ
Lois Anne Bordowitz, FCJ, Chair
Martha Crean
Mary Halder
Edward Hyland, Treasurer
Elizabeth McIsaac, Vice-Chair
Adela Crossley
Jessica Morales Molina
Indika Kottegoda, Secretary
Fidaa Shehada
Jehad Aliweiwi

FCJ REFUGEE CENTRE STAFF

Loly Rico **Francisco Rico**
Co-Director **Co-Director**
Philip Ackerman
Resource Development and Youth
Coordinator
Carolina Teves
Popular Education and
Communication Coordinator
Giovanni Rico
Advocacy and Volunteer
Coordinator
Tanya Aberman
Research and Project Coordinator
Varka Kalaydzhieva
Anti-Human Trafficking Project
Coordinator
Kanishka Basnayake
Bookkeeper
Treisy Rivera
Intake and Case Management
Xavier Brown
Office Administrator
Noelia Delgado
Transitional Housing Worker
Diana Da Silva
Settlement Worker