



# CANADIAN CENTRE FOR VICTIMS OF TORTURE

January 26, 2021

Re: EX20.1 Community Crisis Support Service Pilot

Dear City of Toronto Executive Committee,

The Canadian Centre for Victims of Torture (CCVT) would like you to consider the comments below for distribution to the Executive committee meeting to be held on January 27, 2021 Item EX20.1 Community Crisis Support Service Pilot. CCVT is a non-profit organization that works with survivors of war, torture, crimes against humanity and genocide to overcome the lasting effects of torture and war. Working with the community, the centre supports survivors in the process of successful integration into Canadian society, works for their protection and integrity, and raises awareness of the continuing effects of torture and war on survivors and their families. The CCVT gives hope after the horror.

We have reviewed the budget for public education campaign and would like to comment that it is very low. We at CCVT understand the importance of Public education in raising awareness, fostering change and the importance of investing in the community. In particular, equity deserving communities are the most vulnerable and various meaningful communication platforms are necessary to ensure they have equitable access to information. Especially in the context of COVID-19 we at CCVT have seen how these inequities have been exacerbated within survivors of war and torture newcomers in addition to the pre and post migration trauma experience with police/authorities. Public education not only requires time, wrap around support, creativity, skills to ensure that the community has access to timely and accurate information. Thus, we would like the public education budget to be increased as it is a crucial pillar of creating awareness, addressing resistance, the complexity and intersectionality within diverse cultures and languages.

Another concern is clarification on 4(c) how the police will Train 911 call-taker staff about the pilot and its objectives. This training should not be the sole responsibility of the police and must engage partnership with community service providers. As the 911 call-taker staff are the first contact sensitivity training on trauma informed and working from anti-black racism approach are imperative.

Thank you for your time and please do not hesitate contacting me if you have any further questions at (416)363-1046.

Regards,

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