

TDH (TERRE DES HOMMES) ONTARIO, INC

ANNUAL REPORT: 2012-2013

TABLE OF CONTENTS

GENERAL DESCRIPTION OF PROGRAMS.....PAGE.. 03

ASIA:.....page..04

 Vietnam.....page..08

EASTERN EUROPE:

 Ukraine.....page..08

 Russia.....page..09

CARIBBEAN:

 Haiti.....page..10

NORTH AMERICA:

 United States.....page..11

SOUTH AMERICA:

 Ecuador.....page..12

CENTRAL AMERICA:

 Honduras.....page..12

COMPARATIVE PROGRAM SUMMARY.....PAGE 13

STRUCTURE AND ADMINISTRATION.....PAGE 14

 OFFICE.....page ..14

 communications..... page..14

 Financial Stability.....page..15

 Organizational Chart.....page..17

 Complaint Procedure.....page..18

AGENCY STAFF AND IDENTIFICATION.....PAGE..19

 Board Membership.....page..20

 TDHO Executive.....page..36

 TDHO Operations Executive.....page..39

 TDHO Operations Programs.....page..43

 TDHO Communications.....page..50

FINAL REMARKS.....PAGE..51

GENERAL DESCRIPTION OF PROGRAMS

Our general plan has not changed since our last license renewal: expansion. However our thinking has begun to undergo some further change. Because of the impact of the Hague Convention on International Adoption (IA) and the political influence of UNICEF, TDH Ontario, along with all other international adoption agencies, is faced with the reduction of children available for international adoption. Given the smaller number of adoptions in general, we have responded by exploring the possibilities of seeking accreditation in more countries. However, if this trend of fewer adoptions continues, we foresee the need to diversify our activities still further in order to remain viable. Although we have not yet settled on any concrete options, we are thinking about adding other services to our roster.

A BRIEF HISTORICAL OVERVIEW OF TDHO:

- 2007: during our first year of operation which ended on December 31st, 2007, we were able to complete 36 adoptions.
- 2008: by the end of the next year, December 31, 2008, we were able to propose 39 children to Ontario families from Vietnam; 29 were completed.
- 2009: As of December 31st, 2009, we had proposed 36 children and completed 31 adoptions.
- 2010: The following year, by December 31st, 2010, we had proposed 29 children and completed 21 adoptions.
- 2011: The number dropped by December 31st, 2011. We were able to propose 5 (special needs) children and complete 14 adoptions.
- 2012: By December 31st, 2012, we had proposed 19 children and completed 18 adoptions (9 special needs).
- 2013: Thus far this year, we have proposed 22 children and completed 13 adoptions.

OUR GENERAL STAFF:

Last year Helene Parisien retired for reasons of health on July 5, 2012. After a very short interval, on December 3, 2012, we added Agathe Belanger to our staff to work 31 hours a week. She has brought a significant array of new skills to the position.

Manon Parent has continued to work 32.5 hours a week in the office at Vankleek Hill. She has continued to provide excellent service. Thus our basic staff in Vankleek Hill has remained stable.

In an effort to relieve the staff of the heavy demand on their time made by email and the telephone, we have also hired an information clerk for 18 hours a week.

Thus our staff hours of service in Vankleek Hill have increased from 63.5 hours per week to 81.5 official staff hours/week. But all three persons are very generous with the addition of volunteer hours.

OUR PROGRAMS IN GENERAL:

The social context of IA has radically changed since we began to work in this area nearly forty years ago. We are acutely conscious of the negative factors which are impacting IA currently.

In addition to the political opposition of UNICEF and other NGOs, the decrease in the number of potential adoptions was further affected by the modifications or rewriting of adoption laws, such as Vietnam's new law and changes in Ukrainian and Russian law and practices. These influences have required us to continue to take measures in order to conserve funds. In addition to the continuation of various austerity measures taken by the accountant, we have tried to further streamline our administrative tasks by taking advantage of more administrative computer programs. At the same time we have continued to search for new possibilities for IA.

We have in the last 18 months added 3 countries to our roster of countries for which we have accreditation: Russia (August 20, 2012), the United States (June 27, 2012) and Haiti (November 25, 2012): thus bringing the number of countries we can work with to 6; namely, Vietnam, Honduras, Russia, Ukraine, Haiti, and the United States. Our status in Ecuador remains unresolved.

STAFF AND PROGRAMS:

- **Manon Parent** and **Agathe Belanger** now are completely in charge of the files for all of the adoptions done in TDH Ontario; they work cooperatively and share the tasks involved.
- **Dorinda Cavanaugh** takes care of provincial, national, and international communication, as well as relationships with Vietnam and the United States.
- **Nadia Lutskaya** supervises the Ukraine and Russian adoption programs.
- **Emi Svetlitska** continues to work with files for Latin America: Honduras (and South America: Ecuador. NB. We are still in line with the Ecuadorian government but have not received any further information.)
- **Isabelle Coutou** is in charge of our new program in Haiti
- **Maria Chouchtari** serves as an Information Officer for the adoption programs in general at (613-482-6063)

OFFICE HOURS: Because of staggered work schedules for Manon and Agathe, the office in Vankleek Hill, Ontario is open five days a week, Monday to Thursday 8:00 AM to 4:30 PM and Friday 8:30 to 12.00 PM, for a total of 37.5 hours/week.

OUR PROGRAMS IN PARTICULAR:

- **ASIA: VIETNAM**
 - **THE LAWS AND THE CULTURE:** Vietnam has rewritten their adoption law and continues to face the very difficult task of cultural adjustment to the new structures. The culture has not yet adjusted to the changes in the law. The struggles between the local officials in charge of orphanages and the Central Authority charged with

implementing the law continues. In the meantime the orphanages are impoverished and have begun to reject incoming children because they cannot afford to accept them. The regrettable result is that other solutions for unwanted children are being practiced.

- TDH ONTARIO’S PRESENCE IN VIETNAM:

- As we wrote last year, with respect to the internal cultural and political organizations of Vietnam, TDH Ontario has continued to maintain two offices in Vietnam, one in the north of Hanoi, under the direction of **Tran Bich Thuy**, and one satellite office in the South in Ho Chi Minh City, under the direction of **Nguyen Cam Loan**. They continue to function as our representatives and enjoy an excellent reputation with the Vietnamese government.

- SOME IMPLICATIONS OF THE NEW VIETNAMESE ADOPTION LAW:

- In general the adoption practices affected by the new law passed by the National Assembly of Vietnam in June 2010 and enacted on January 1, 2011 have continued to be adjusted according to local politics.
- The key point remains, namely that we can be proposed children from any Province, but not on the basis of our initiative. The Vietnamese Ministry of Justice, Department of Adoption (DA), currently headed by Mr. Nguyen Van Binh, has taken over the process of establishing connections between foreign agencies and Vietnamese orphanages and establishing quotas for healthy children for the agencies.
- The DA has also established an official database of available children, which is not working very well because the orphanages are reluctant to cooperate with the database system. Additionally, the Vietnamese culture is not inclined to adopt children from a database or an orphanage, but rather through relationships within their local commune. The new system includes a set of distinctions by which potential adoptable children are classified. The principle distinction is between ‘healthy’ (List 1) and ‘special needs’ (List 2) children, as those terms are defined by the DA.
- The combination of the application of the distinction, as defined by the DA, to the population of children has resulted in the preponderance of children proposed to be children with ‘special needs’. This result is a function of the Vietnamese system. And as a conclusion from Dorinda’s July 2013 personal interview with Lotta Sylwander, UNICEF representative in Hanoi, this is the way that UNICEF wants IA to Canada to go. As of today, 2013, TDH Ontario has proposed or placed 28 special needs children and 2 healthy children from List 1 since the coming into force of the new law.
- To repeat the regulation: The law specifies a longer waiting period (180 days) to allow children to be adopted locally (in their own province) or nationally. Additionally this law centralizes the process, with the greatest authority resting in the hands of the Ministry of Justice, that is, the DA.

- THE NEW ADOPTION PROCESS:

- DATABASE: According to the new process, as of August 2013 some 300 children had been placed on the National Database. Most of these children have completed the 60 day wait on the National List.
 - DA TO PROVINCE: Once the 60 day period on the National Database is over, the DA sends the list of names of children to each province and asks them to send the complete dossier of each child back to the DA. This involves preparation of the dossier (birth certificate, consents/abandonment documents, police investigation, etc.) and then a 30 day wait for the Declaration of Adoptability.
 - DA SELECTION OF FAMILY: Meanwhile, the DA will also decide which parent dossiers will be selected as appropriate for adoption in that province.
 - The first point, then, is that the selected dossiers will then be sent to the children’s provinces of origin so that the province, in committee, will make the selection of the family to which the child might be assigned. Then the DA issues final approval and the Article 16 letter, which is the formal child proposal.
 - This process remains in flux. It is not yet fully normalized. As to be expected, the changes in the law have required that the Vietnamese make changes at the local, cultural level. Cultural changes are never easy or quick. But in this case the changes are further complicated by the issue of funds for the orphanages.
- FINANCIAL SURVIVAL OF THE ORPHANAGES:
 - The general principle is that the central government is supposed to provide the orphanages with sufficient funds to run the orphanage and support the needs of the children. The amount is supposed to be based on the number of children in the orphanage. The orphanages claim that the government funds per child (about \$30 per month) are insufficient. In the past, the donations made to the orphanages by the adopting parents/agencies made-up for the shortfall.
 - Under the new law, and in order to eliminate any appearance that children were placed for adoption according to the funds donated by the agencies, agencies are no longer permitted to make direct donations to the orphanages except through certain approved government funds. Donations may also be made by adoptive parents or agencies to orphanages or projects where adoptions are not being done, or after adoptions are completed to the orphanage from which the child comes.
 - Under the new law the international adoption agencies, such as TDH Ontario, are expected to have little or nothing to do with the orphanages in the future. It was said that this provision of the new law was meant to eliminate any favoritism due to financial contributions. However, it was also clear that the agencies needed to have some familiarity with the orphanages from which the children are presented both from a bureaucratic and a health data point of view.
 - Now that agencies are not allowed to make direct donations to the orphanages from which they receive children, the orphanages have to find other ways to address their financial needs. Thus far, they have been unsuccessful.

- The theory was that the local adoption fees would be paid directly to the DA and those fees would be distributed to the orphanages. But the amount they were to receive by this means would be greatly reduced from what was being directly donated by the agencies previously. The orphanages and the children in them, consequently, are suffering financially.
- This issue remains a problem.
- **POTENTIALLY POSITIVE IMPLICATON:** From the perspective of TDH Ontario, if we try to put a positive spin on the new system, the revised adoption formula means that children will now potentially come from a geographically wider range of orphanages. And that is good.
 - **NEGATIVELY,** this also implies that parents will often have to travel greater distances than before and that, of course, will impact further on the financial logistics of the parents' adoption trip.
- **SPECIAL NEEDS CHILDREN:** The new Vietnamese adoption law makes a special case for children with special needs. For the most part that means 'medical needs'. The new law clearly makes a distinction between 'healthy children' (the children on List 1), and those who fall under the category of Special Needs (the children on List 2).
 - For the List 1 'healthy children' as well as the special needs children, TDH will continue to provide the same level of medical and social assessment as before.
 - As has been pointed out, TDH has completed the adoption of a number of these special needs children.
- **THE IMPLCIATIONS OF SPECIAL NEEDS:**
 - The category of 'special needs' is defined by the DA. The DA publishes a list of which conditions a child may have that relegates that child to the category of 'Special Needs'.
 - In addition to children with specified medical issues, children over 5 years old are considered 'special needs' by the DA.
 - The category of Special Needs has taken on an intensified value for IA over the last year.
 - In part the value is enhanced for the adoptive parents because the adoption process is slightly quicker.
 - For the agencies Vietnam has gone out of its way to motivate them to process Special Needs children. The DA has made it clear that how agencies deal with special needs children and the number of Special Needs children they process for adoption will impact on the way agencies are viewed by the DA. The DA has explicitly indicated that those agencies that are sensitive to the needs of these children with special needs are truly appreciated by the government of Vietnam. And we have seen that this appreciation seems to be reflected in the numbers of 'normal' children eventually assigned to an agency.
 - For the children it has taken on an unexpected value. In general, these are children whose future, and even whose lives usually would remain bleak in Vietnam because the medical, social and cultural infrastructure is not yet

developed to a point where it can care for them adequately. Moreover, these are not children who are ever chosen for domestic adoption. So for these children the option of being adopted to Canada, where there is a high quality of medical expertise, often means life rather than death, but it always means a quality of life that is entirely different from that which is possible in Vietnam.

- The expectation is that children proposed for adoption will be mostly between the ages of 8 months and 3 years old. It would be unusual for Vietnam to propose children much older than 5, as is done by some other countries, but it does happen at times.

- **EASTERN EUROPE: UKRAINE, RUSSIA**

- **UKRAINE:**

- Nadia Lutskaya initiated our Ukraine program in 2005, when we started working in Ontario but found a lot of prejudicial resistance to Ukrainian adoptions among the Ontario practitioners. She and Manon have been working these eight years to overcome that resistance and to develop our Ukrainian Program.
 - On December 1, 2012 TDH Ontario held an information meeting for practitioners in the basement of Newtonbrook United Church in North York Toronto. 16 parents and three practitioners showed up. It was a small group but, nevertheless, we realized 5 registrations from this event.
 - Manon has continued to make one-on-one appeals to individual practitioners to consider the Ukraine program.
 - The chief objection to the Ukrainian programs has been health, in particular, the perceived prevalence of Fetal Alcohol Syndrome in the population. Consequently we have paid particular attention to the medical reports of the Ukrainian children available for adoption. To the best of our current knowledge, we have successfully screened for this medical problem, although the issue of undetected genetic modifications will always remain and continue to be a challenge in adoption.
 - The second objection is because of the process in Ukraine which dictates that the adoptive parents receive the child proposition only once they are in Ukraine.
 - A third objection concerns the changes in the Ukrainian law of two years ago regarding the age of adoptable children in the Ukrainian law: that is, only children over the age of 5 or sibling groups may be adopted. In fact, there are many healthy sibling groups available for adoption, and as long as the eldest child is over 5, the younger child or children may be below 5 years of age. This type of adoption can happen relatively quickly - within 1 year. And those adoptions we have completed in Ontario, and the many in Quebec, have been immensely successful.

- Recently, Ukraine has opened the possibility of adoption of special needs children of any age - i.e. from birth onward. There is a list of the categories of special needs, and parents must indicate in their homestudies the special need to which they are open
- HISTORY:
 - In 2011 we completed 1 adoption in Ontario, an 11 year-old child.
 - For 2012, there were 2 families that completed their adoptions in Ukraine; the adoptions resulted in two (2) children being adopted; one was fourteen (14), and the other was twelve (12)
 - And in 2013, currently, two (2) families have completed their adoptions of three (3) children in total; all three were eight (8) years old.
- RUSSIA
 - LAW
 - Recently the Russian law changed again, 3 June, 2012. The principle change is that in general single people can no longer adopt Russian children. Only traditional (male/female) married couples may adopt.
 - A second change regards the time. It used to be that children available for international adoption had to be nine (9) months old, now they have to be fourteen (14) months old.
 - Thirdly the adoption judgment became valid sooner. It used to be valid only in thirty (30) days, now it is valid in ten (10) days.
 - GAY MARRIAGES
 - The Russian Government interprets their policy towards gay marriages on the basis of the national policy of the couple's residence. So, if a single woman from Italy, where gay marriages are not accepted, wanted to adopt from Russia, she would be allowed on the assumption that she was not in a gay marriage in Italy. But if a single woman from Canada wanted to adopt in Russia, she would be refused because it would be assumed that she might be in a gay marriage because Canada accepts gay marriage.
 - CASES
 - TDH Ontario only received accreditation from Russia in August 2012. To date we have only one file in process in the region Omsk. It was registered in August 30, 2012; we are waiting for a proposal.
 - OFFICE
 - When we received our accreditation we also acquired the obligation to establish a physical office in Russia according to a set of specific government regulations. We have done so. The Russian government

audited both the physical office and the fact that the office has established all the required administrative elements.

- We are also required to have an Official Representative (a Director) and a Bookkeeper. We have set up our office in St. Petersburg; the Director is Ekaterina Nikitina; the Bookkeeper is Elena Mochalina.
- In June of 2012 our Comptroller, Jose Garcia, visited our St. Petersburg office and verified the correctness of all the arrangements. He also made the trip to see for himself how the system worked in Russia and to have a firsthand acquaintance with the employees.
- In Omsk there is a Coordinator with experience in international adoption since 1997. She works with an English/Russian interpreter and translator; there is also a driver. The interpreter and driver are there to also help the adoptive families get around this region.
- Our TDH Ontario Russia Program is administered by Nadia Lutskaya and Manon Parent.

- **CARIBBEAN: HAITI**

- In Haiti TDH Ontario has completed all the paperwork and the physical set up to run an adoption agency according to the law. We are ready and able to function appropriately in Haiti. TDH Ontario was approved to work in Haiti by Ontario, in 2012, and by Haiti in February 2013.
- The TDH Ontario Coordinator for Haiti is Isabelle Coutou. TDH Ontario's office in Haiti is located at #64 Ciercine 8 prolonge, PAP, Haiti. It is administered by the TDH Representative in Haiti, Jean Kaleb Girodier.

- **FUNCTION**

- Isabelle made an official visit to Haiti in February of 2013 during which she presented our official papers. TDH Ontario is now approved to do intercountry adoption in Haiti.
- We have also been approved by Haiti to work in two orphanages.

- **DELAYS**

- The situation is that the old adoption law of 1974 is still effect; and while there is a new law being written, there is no date established for its promulgation or application. However, since the new criteria will make adoption easier and shorter, there is reluctance on the part of potential adoptive families to initiate an adoption process under the old law. The criteria for intercountry adoption under the old law were very discouraging. People prefer to wait.
- Up to this time, we have not found a family who is willing to work under the old law because it is too long and too expensive and demands too many trips to

Haiti before the adoption is complete. Consequently we currently have no intercountry cases in process for Haiti.

- **NORTH AMERICAN: UNITED STATES**

- We applied for an extension of our license to the United States, in light of the fact that both Vietnam and Ukraine have slowed down. Our research revealed that a number of Hague-approved US adoption agencies are placing children in British Columbia, Alberta and Ontario. In fact the Ministry business meeting announced that the US was one of the top three countries for which homestudies were being approved. We therefore contacted several US Hague outgoing agencies, in prudent preparation in the event that our application for an extension of license to include the US would hopefully be approved. We were gratified to receive our approval to work in the state of New York in the United States on June 27, 2012.
- We recognize that the US practice of open adoption will place a new level of demand upon us because we have not been exposed to the issues relevant to that practice before in international adoption. But we feel confident that we can meet this challenge.
- HISTORY:
 - We announced our ability to process adoptions from New York via our website and in direct contact with several social workers.
 - We have received applications for adoptions from New York. At this point several are in process, but none have been completed at this time.

- **SOUTH AMERICA: ECUADOR**

- Ecuador has a quota system of 8 countries it can approve to process adoptions from Ecuador. We had hoped to be included last year, but that hope was not realized. Our file remains in Ecuador and our lawyer continues to monitor the situation.

- **CENTRAL AMERICA: HONDURAS**

- Emi Svetlitz, our Honduras country coordinator worked from Japan during the last year. She has now returned to Canada to continue her work with the Honduran adoption program.
- There has not been any major change in the Honduran Program. It continues to function slowly. For the last two years children from Honduras have been 5 years old or older. Although there have been some exceptions, generally even Special Needs children are 5 or older. A complete medical profile is provided at the time of the proposal.
- HISTORY

- In 2011 we began the year with 1 adoption completed and 5 in process, one of which was #19 on the Honduran list. At that time we had 2 families who expressed interest in a Honduran adoption.
- For 2012 we were able to report a total of 2 adoptions completed, 1 in process, and 10 additional families on the waiting list for Honduras.
- Now, in 2013, we have completed 2 adoptions (1 in Ontario and 1 in British Columbia.)

Comparative Program Summary

TOPICS	VIETNAM	HONDURAS	UKRAINE	RUSSIA	USA	HAITI
CHILDREN AVAILABLE FOR ADOPTION	8 mos -5 YRS SN: 5 YR +	3 yr + PAP 40+ must adopt older child	5 yr + Sibling groups may be younger	14 mos +	Newborn	3 MOS -5 YRS Many children 3-12 yrs waiting
TOTAL # OF CHILDREN ADOPTED	10 (ON) 1 (BC) 1 (AB)	1 (ON) 2 (BC)	1 (ON) 4 (BC)	n/a	n/a	n/a
10-01-2012 to 12-31-2012	3	1	2	n/s	n/s	n/s
01-01-2013 to 08-15-2013	8	2	3	n/s	n/s	n/s
TOTAL # OF APPLICANTS AS OF AUG 15, 2013	12 (ON) + 8 Special Needs (of which 1 other prov)	1 (BC)	n /s	3 (ON)	5 (ON)	n/s

AVERAGE TIME FROM MINISTRY APPROVAL TO FINAL ADOPTION	3 yrs+ for healthy children 1 yr for SN	2 yrs but depends on age of child requested	6 mos or less	6 - 18 mos	6-18 mos	n/s
TOTAL COSTS* (APPROXIMATE)	\$23,650	\$27,350	\$19,150	\$33,150	\$41,300	\$28,965
THIRD PARTY COSTS	\$11,235	\$14,275	\$13,160	\$18,745	\$8,675	\$6,715
POST ADOPTION REPORTS REQUIRED	6 over 3 yrs	4/yr - 1st yr 2/yr- 2nd yr 1/YR - until 14 yrs	1/yr for 3 yrs 1/3 yrs until 18 yrs	6 mos 12 mos 2 yrs 3 yrs	1 before finalization in US court	2/yr for 2 yrs 1/yr for 3 yrs

*Average Cdn Admin costs (included in total) is \$12,500)

STRUCTURE, ADMINISTRATION, AND COMMUNICATIONS

OUR OFFICE:

Our presence in Eastern Ontario can be described in term of our location and communication facilities: website, newsletter, portal, telephone and email. Our social outreach is through: our yearly Gala, a summer picnic, a Tet celebration, and information meetings for practitioners and for adoptive parents.

LOCATION

The office of TDH Ontario is on the second floor of 36 Home Avenue, Vankleek Hill, Ontario, K0B 1R0.

In general it is open from 8:30 am to 4:30, Monday to Friday and 8:30 to noon on Fridays.

COMMUNICATIONS

- **The TDH Ontario Website (tdhontario.tdh.ca)**
 - The Ontario Website is managed by Marlene Alt. She maintains, improves, and develops it. Marlene strives to make the site more interesting and informative.
- **The TDH Ontario Quarterly Newsletter (January, April, July, October)**
 - Volunteer Sharon Kashino continues, for the fifth year, to edit our quarterly newsletter. She produces a very professional and interesting quarterly edition. The editorial policy of the Newsletter is to present our pertinent in-house information to

our adoptive families and to address the various issues relevant to international adoption.

- The current emailing list was about 300 last year, 2012, and has increased to about 420 during 2013, about a 40% increase. We have been trying to increase its circulation: we have been inviting articles from the general public and soliciting contributions from the readership and general public.
- The newsletter publishes TDH Ontario adoption statistics, articles regarding IA, and analytic articles about IA in general. In accord with the general situation regarding IA, an effort is currently being made to broaden the related considerations. From time to time there are articles about the general charitable works of TDH in its broader outreach programs.

- **Online Client Program/Database**

- **BACKGROUND**

- It was our original intention to develop a database which would be accessible both to the staff of TDH Ontario and to the prospective adoptive parents as well. It was argued that if such a system existed, they could go there to check on the status of the proposal anytime.
- We were referred to what was then ‘MAPS’ which promised to such a system. It turned out to be a superficial and highly inadequate system. It was eventually bought by CAIRS, who took a few months to discover its true character. CAIRS then set about reconstructing the database. We spend a couple of years in consultation with CAIRS personnel in India and England correcting the problem. But there was a fatal flaw in the design; it was designed for the professionals, and not for the adoptive parents to use. It was basically user unfriendly and very difficult to work with. In the end neither the adoptive parents nor our staff would use it because of its inconvenience.
- We then acquired Agathe Belanger, who designed a new database. It does not have the capability of being used by adoptive parents (yet), but the staff finds it very useful.
- We are currently in the process of data entry. We will eventually have all our files entered into the system. We will report again on our progress with this system.

- **The Vankleek Hill Office telephone:**

- The telephone number for the Vankleek Hill office of TDH Ontario remains as it has been (613-482-6306). It is an open line and Manon is present in the office four (4) days a week (Monday to Thursday); Agathe is present five (5) days a week (Monday to Thursday and Friday morning)
- The typical phone call lasts about an 30 minutes. The phone is seldom not in use. On that account we do urge people to communicate by email. But adoption is a highly

personal activity and we have learned that adoptive parents need to have a sympathetic ear and knowledgeable voice on our end of the line. Sometimes they just need to talk to someone about their fears and concerns. Those needs can only be met by a real person with the interest and time to talk to them.

- We have recently hired an ‘Information Clerk’, Maria Chouchtari, and established an additional new phone number (613-482-6063) to specifically answer new calls for adoption/program information. Maria is also calling a list of prospective adoptive parents prepared and augmented from time to time by Manon and Agathe. This arrangement is working very well and seems to be even improving from week to week as everyone feels more comfortable.
- **TDH Ontario email**
 - Our preferred method of communication is email. Dorinda (dorinda@tdh.ca) and Manon (manon@tdh.ca) look at their email constantly: during work hours, after and before work and at home and on the weekends. We do our best to respond to all the emails -which generally average about one hundred (100) a day - although it may take some time to answer everyone when things are particularly busy or staff is away.

FINANCIAL STABILITY

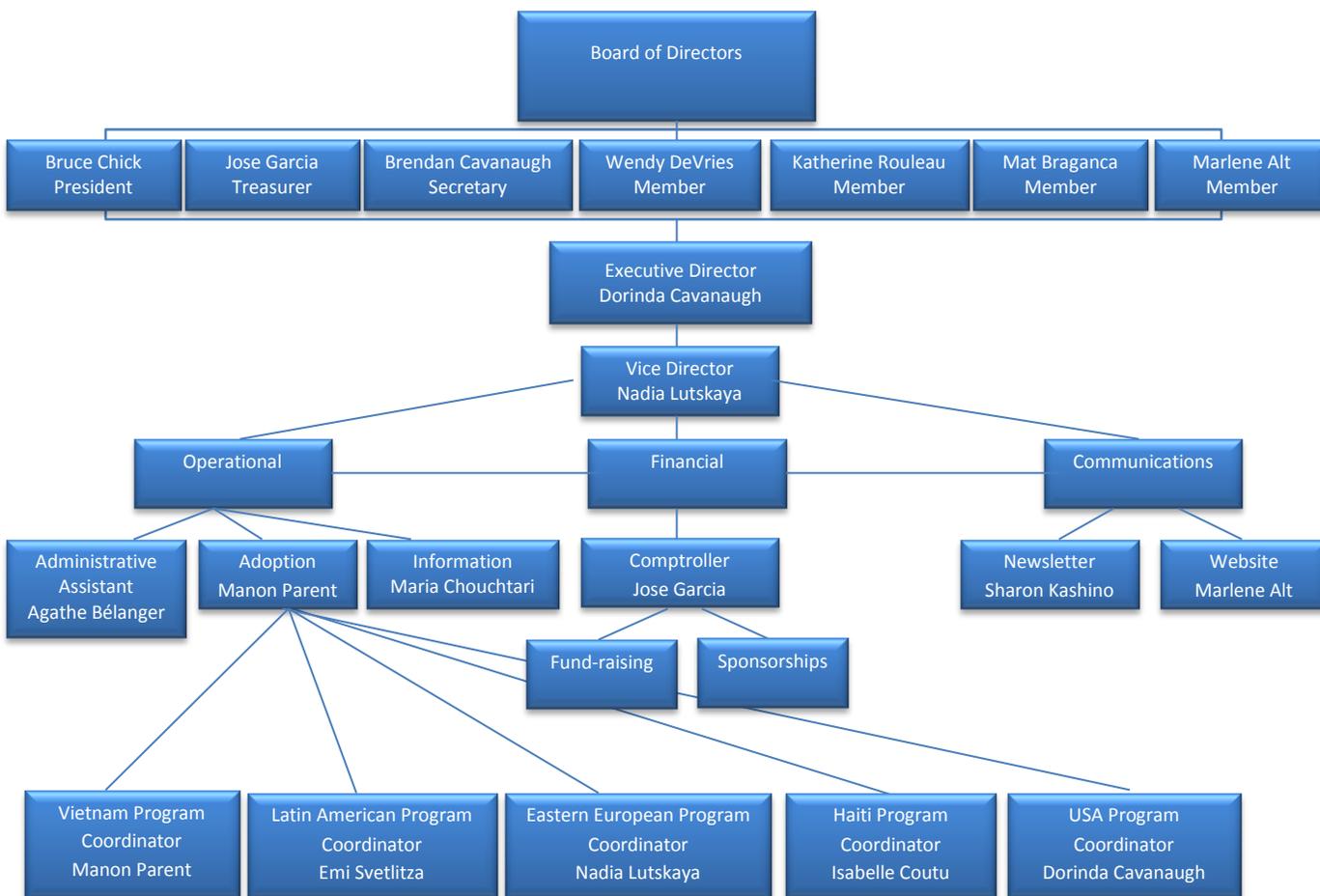
- **General Overview**
 - The politicization of IA, the effect of the Hague Convention on International Adoption, the increasingly negative media treatment of IA, the changing attitudes toward children and adoption, and the disparaging activity of global players such as UNICEF have all conspired to reduce the numbers of children available for adoption. At the same time rising infertility drives more and more people towards IA. The result is a crisis in IA that may well end in its elimination as a legitimate method of relieving the desperate and degrading situations of institutionalized children.
 - It follows that this crisis, the reduction in the number of children available for IA, and the increased wait-time in the adoption process as more and more regulations and searches are imposed reduce the income TDH Ontario receives for processing these files.
 - Specifically, the difficulties imposed by the changes in number of adoptions in Vietnam and Ukraine have put a certain financial pressure on TDH, as well as other agencies, to be able to remain viable throughout this period. Nevertheless, through very careful financial management and financial sacrifices made by the motivated staff of TDH Ontario we have managed to maintain our stability even though we have had to face serious financial burdens and cuts to our salaries.
 - We continue to make progress in diversifying our countries and we slowly are experiencing an increase in adoptions with prospects for more in the near future. We have taken the very regrettable step of imposing an annual administrative fee of \$1000.00 on each registered adoption family to support the office and overhead

during the lengthening adoptive process, on the grounds of the stark reality that, if we do not survive, their files will only be processed after many years of delay or not be processed at all.

- Our financial statements, prepared by our accountant, Jose Garcia and audited by Tara Ramsaran, CPA, with the specific financial details, are available below appended to this document.

ORGANIZATIONAL CHART

- The organizational chart of TDH Ontario



Complaint Procedure

- Complaints about any part of the adoption procedure or decisions of the agency are always taken seriously, and an effort is made to reach a satisfactory conclusion to any problems. Individuals with complaints are welcomed and encouraged to first address

their concerns to the agency directly. Subsequently complaints may also be channeled through the President of the Board of Directors of the agency, Mr. Bruce Chick (bruce.chick@sympatico.ca).

AGENCY STAFF AND BIOGRAPHIC DATA

- Our biographic data follows three general categories: the Board of Directors, The Executive Staff, and the Operational Staff. The biographies below are groups accordingly.
- **BOARD OF DIRECTORS 2012-2013**
 - Bruce Chick, President
 - Jose Garcia, Treasurer
 - Brendan Cavanaugh, Secretary
 - Marlene Alt, Vice-President
 - Mat Braganca, Member
 - Catherine Rouleau, Member
 - Wendy DeVries, Member
 - Dorinda Cavanaugh, Member
- **EXECUTIVE GROUP**
 - Dorinda Cavanaugh, Director
 - Nadia Lutskaya, Vice-Director
 - Jose Garcia, Financial Coordinator
 - Brendan Cavanaugh, Communications Coordinator
- **OPERATIONAL GROUP**
 - **ADMINISTRATION**
 - Agathe Belanger, Systems Administrator
 - Maria Chouchtari, Information Clerk
 - **PROGRAMS**
 - Manon Parent, Vietnam Program Coordinator
 - Emi Svetlitzka, Latin American Program Coordinator
 - Nadia Lutskaya, Eastern European Coordinator
 - Dorinda Cavanaugh, United States Program Coordinator
 - Isabelle Coutou, Haiti Program Coordinator
 - **FINANCES**
 - Jose Garcia, Financial Coordinator
 - (Vacant), Fundraising Coordinator
 - (Vacant), Sponsorships
 - **COMMUNICATIONS**
 - Brendan Cavanaugh, Communications Coordinator
 - Sharon Kashino, Newsletter Editor
 - Marlene Alt, Webmaster

TDH Ontario Board of Directors 2012-2013



BRUCE CHICK

PRESIDENT OF THE BOARD OF TDH ONTARIO

Hm: 13 Maricona Way, Kanata, Ontario,

K2T 1H1, CANADA

Cell: 513-599-1265;

e-m: bruce.chick@sympaqtico.ca

FUNCTION:

As volunteer President of the Board of Directors of TDH Ontario, Bruce nominally has six area of responsibility: he coordinates the Board Members as a group; in general; speaks publically for the Board; sets up and presides at Board meetings; sets up committees; helps the Director as much as possible, especially on broader issues; and helps to promote a smoothly running Board.

EXPERIENCE:

Business/Financial:

- 2009-Present - President - Bruce Chick Construction Management, Ottawa, Ontario (Renovation Construction)
- 2007-2008 - Director, Investor Relations - DragonWave Inc.
- From 1999-2005 he worked with senior management at Cognos Inc. initially in competitive intelligence and later on in corporate relations, working specifically with financial analysts and investment bankers.
- Since 1986 Bruce has worked in a variety of consulting roles including marketing, sales, information systems, competitive intelligence, and investor relations. In 2007 he broadened the scope and variety of his advisory services

Social:

- 2007 - Present - President - Board of Directors: TDH Ontario Inc.
- 2008 - 2013 - President, Founder and Coach of Calabogie Peaks Freestyle Club Inc.

Provincial:

- 2008-Present - Director at Large & Chief Athlete Discipline Officer, Freestyle Skiing Ontario.

EDUCATION:

- 1986 - BA Economics, Queen's University, Kingston, Ontario
- 1994 - MBA, University of Ottawa
- 1994 - Diploma in International Strategic Management, Ecole Superieure de Commerce de Reims, France

QUALITIES:

Bruce's experience with international adoption is first hand; he and his wife have two children, one of whom is adopted.

Bruce brings to his position as President of the Board of Directors of TDH Ontario considerable experience in financial management and volunteer sector group management. He is experienced in dealing with international, national and local groups.

He is a problem solver with demonstrated expertise in the management of difficult cases and of sorting through legal and professional entanglements. His track record for efficient and efficacious management is excellent.

As President of TDH Ontario Bruce has been strongly, supportive of the Director and the staff, stepping in to help manage difficult cases.

As a person Bruce is warm and friendly, always willing to spend some phone time or to make a trip to consult with the staff or the Director. His expertise has helped to bring a smooth resolution to difficult situations many times.

The breadth and depth of his experience has enabled him to analyze problems and clearly identify their core issues. It is worth noting that Bruce has stated that in all his experience he has never seen any social, business or financial process, which is as difficult to manage as that of international adoption.



JOSE GARCIA

COMPTROLLER AND TREASURER OF THE BOARD OF TDH ONTARIO
July 2013

FUNCTION:

Jose is a Member of the volunteer Board of Directors of TDH Ontario. He also serves as Treasurer, working closely with the President, Bruce Chick. Professionally he has been praised by Revenue Canada agents, the financial officers of the provincial Secretariat of International Adoption and the Auditors for the quality of his accounting. He has an eye for detail and a devotion to meticulous record keeping, sensitive to accountability. As is usual in NGOs, he performs many of the tasks of a Comptroller, and a Chief Financial Officer as well as those of an Accountant.

As have all Members of the Board, Jose has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Professional Experience

- 1992-Present: Accountant, TDH Canada Inc., Montreal, Quebec, Canada
- 2000-2009: Accountant (Part-time) Pi-Digital Inc, Montreal, Quebec, Canada
 - Accountant (Part Time) The Pilgrim Project, Dorval Quebec, Canada
 - Accountant (Part Time) WR Wheel and Rims of Canada Inc., Montreal, Quebec, Canada
- 1985-1991: Accountant, Union Nationale Francaise, Montreal, Quebec, Canada
- 1981-1984: Accountant, Anglican Church, Los Angeles, California, USA
- 1977-1980: Accounting Internship, Molinos de el Salvador, S.W., El Salvador, CA

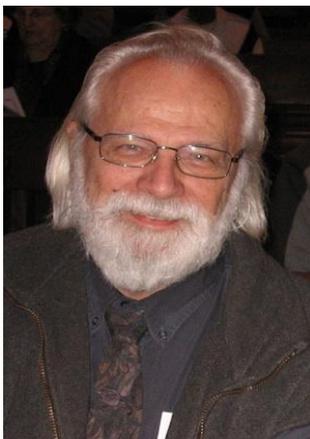
EDUCATION:

- 2000: Certificate in Accounting Services, University of Quebec (Montreal), Quebec
- 1998: Certificate in General Accounting, University of Quebec (Montreal), Quebec
- 1989: Collegial certification in Accounting, Vanier College, Montreal, Quebec

- 1976: Diploma in Business Administration, Escuela Nacional de Comercio, El Salvador, CA

QUALITIES:

Jose is a meticulous accountant with a dedicated sense of accuracy. He believes in transparency and accountability. He makes every effort to insure that every accounting item is duly backed up by the appropriate documents. He is consulted on all financial matter and his decisions are always based on his strict financial assessment of the situation. He is generous with his time, takes on the necessary tasks of a Comptroller and chief financial officer as needs. But he also sees to the good running of the office. He is an essential element in the success and survival of TDH Ontario.



BRENDAN CAVANAUGH

SECRETARY GENERAL

SECRETARY OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal) Québec H9X 2E1
Canada

Cell: 514-919-0205; e-m: brendan@tdh.ca

FUNCTION:

Brendan is a Member of the volunteer Board of Directors of TDH Ontario. He also serves as Secretary General. In that role of Secretary General of TDH Canada Inc. he speaks for TDH Canada as a whole, including TDH pour les enfants (Quebec) and TDH Ontario which serves Ontario and the rest of Canada. He has the ex officio duty to sit, speak and vote on all boards, committees and subdivisions of TDH, to be responsible for providing guidance regarding the general direction of TDH based on its history, its targeted concerns (disadvantaged children), and its relationship with its various partners, contacts, and supporters.

As have all Members of the Board, Brendan has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Administration, Academic, Professional:

- 2005 - Present: Co-founder of TDH Ontario Inc., Vankleek Hill, Ontario
- 1990 - Present: Co-founder of TDH pour les enfants, Montreal, Quebec
- 1973-Present: Secretary General, TDH Canada Inc., (registered: 1968) Montreal, Quebec, Bellevue, Quebec, Canada
- 1985-2007: Founder and Director, The Pilgrim Project (Hospice), Dorval Quebec, Canada

Academic

- 1975-1978: O’Sullivan College, Montreal, Quebec, Canada
- 1966-1977: Concordia University (Loyola) Montreal, Quebec, Canada
- 1965-1966: School of Philosophy, Catholic University, Washington, DC
- 1997-2010: Ed Two-Axe and Associates, Kanawake, Quebec
- 1999-2006: Council for Accreditation Inc., New York, New York

Professional

- 1978-Present: Private Practice in Psychotherapy, Montreal, Quebec

EDUCATION:

- 1973: Ph.D. Philosophy and Psychology, School of Philosophy (Rational Psychology), Catholic University of America, Washington, DC, USA
- 1966: M.A. Philosophy, School of Philosophy (Rational Psychology) Catholic University, Washington,DC USA
- 1959: B.A. Providence College, Providence, Rhode Island, US

QUALITIES:

Brendan’s approach to the various aspects of international adoption, including the various Boards of TDH has been one of active participation. As Secretary General his role is defined as more of a guide than an active leader. He is expected to keep the historical values of TDH in front of the Board, the staff, and the clientele of TDH. He does this by active participation in the Boards, by direct involvement with the staff members and by fulfilling the role of Editor-in-Chief of the outreach publications of TDH.

Brendan has a keen interest in the welfare of children and has involved himself locally, nationally and internationally in issues which relate to the Rights of Children and their direct welfare.



DORINDA CAVANAUGH

DIRECTOR AND MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal) Québec H9X 2E1 Canada

Cell: 514-919-7689; e-m: dorinda@tdh.ca

FUNCTION:

Dorinda is a Member of the volunteer Board of Directors of TDH Ontario. She also serves as Director. An internationally recognized advocate on behalf of children, she has worked to respond to the needs of thousands of children for nearly fifty years through aid programs, international adoption, sponsorships, direct and immediate aid, and personal responses, under the aegis of TDH. She has responded to war orphans and refugee children as well as children with special needs. She is the mother of five children, active in a variety of community efforts. As the careful and responsible Director of TDH Ontario, she sits ex officio on its Board and oversees the child-oriented work of TDH as in international aid and international adoption.

As have all Members of the Board, Dorinda has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Administration, Professional, Teaching and Research:

- 2005-Present: Co-founded TDH Ontario Inc., Vankleek Hill, Ontario
- 1990-Present: Co-founded TDH pour les enfants, Montreal, Quebec
- 1984-Present: Director, TDH Canada Inc., (registered: 1968) Montreal, Quebec, Bellevue, Quebec

Professional

- 1978-1981: Private Practice in Psychotherapy, Ste.-Anne-de-Bellevue (Montreal) Quebec
- 1976-1988: Co-founded the Pilgrim Project (Hospice) Dorval, Quebec

Academic

- 1989-1990: Lecturer, Department of Psychology, The Catholic University of American, Washington, DC
- 2003-2003: Research Assistant, Dr. J.F. Chicoine, 'Parameters of Orphans Care' Houg Gai, Vietnam
- 1966-1986: Research Assistant to Dr. Hans Firth, Language Acquisition in the Deaf
- 1984-1986 Research Assistant to Dr. William Duryea, MD, Warwick Memorial Cancer Institute, DC
- 1970-1971: Gender Identification, John Hopkins Hospital Clinic, Baltimore, Maryland, USA

EDUCATION:

- 1973: M.A. Clinical Psychology (Children), Department of Psychology, Catholic University of America, Washington, DC, USA
- 1972: Internship in Clinical Psychology, Allen Memorial Psychiatric Institute, Royal Victoria Hospital, Montreal, Quebec. Canada
- 1967: BA, Biology, Catholic University (Washington, DC), USA

QUALITIES:

Dorinda's administration has been collegial rather than authoritarian. She has insisted on respect and collegiality among the staff. She has successfully represented TDH Ontario to the provincial governments, and the governments of several countries. Her sense of compassion for children is evident. The care she shows to the individual adoption cases is notable for its efficiency and its personal concern. She has had phenomenal success in managing the cases of special needs children. In general, her reputation as a compassionate, effective adoption worker is well deserved.



MARLENE ALT

MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 17 Stikine Drive, Kanata, ONTARIO K2T 1H1, Canada

Cell: 613-270-0038;

e-mail: doug.mar@sympatico.ca

FUNCTION:

Marlene is a Member of the volunteer Board of Directors of TDH Ontario. She brings to the Board a wealth of experience in IT business and personal management skills. She is also the volunteer Technical Editor of the quarterly *TDH Ontario Newsletter*.

As have all Members of the Board, Marlene has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Professional: Technical: IT:

- 2003-Present: President: Freelance Communications Consultant
- 2001-2004: Stay-at-home mother with 2 adopted children
- 1996-1998: Proprietor, Alt-Writing, Ottawa, Ontario (website design)
- 1986-1996: Customer Documentation > Manager: Technical Training > Manager, Marketing
- Communications, Newbridge Networks, Kanata, Ontario

Social: Volunteer:

- Current: Executive member of Kanata Ski Club
- Current: Board Member of Terre des homes (TDH) Ontario
- Current: Competitive sports: hiking, camping canoeing, skiing, cycling, soccer, runner
- Current: Interests: community volunteer work, rock collecting, reading, cooking, travel

EDUCATION:

- 2013 - Present: B. Sc. Earth Sciences, University of Ottawa (on-going)
- 1983 - M.A. English, University of Victoria; Full Graduate Scholarship
- 1980 - B.A. English, University of Western Ontario; Dean's Honor List

QUALITIES:

Marlene and Doug have two adopted children.

Professionally Marlene is highly computer literate, with knowledge of most standard office and Internet applications on both Mac and PC. She is an enterprising self-starter and enthusiastic about new situations and challenges. A little unusual for such a technical accomplished person, she is also an excellent communicator with strong interpersonal skills.

She brings those skills to the Board and to the organization. She is the technical editor responsible for the quarterly *TDH Ontario Newsletter*. She is a solid source of common sense advice regarding the often difficult human situations involving international adoption. As a person Marlene is warm and friendly, always willing to spend some phone time and offer advice to the volunteer staff putting the newsletter together.

Her pleasant demeanor, patience, and expertise in handling technical IT problems have enabled us to resolve difficult technical situations many times. She is a problem solver with gentle firmness. Efficient and effective, she brings a common-sense, people-smart attitude to the Board discussions. In her volunteer roles as Board Member and webmaster, Marlene plays an essential role in the operation of TDH Ontario.



MAT BRAGANCA

MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 19 Hellensfield Crescent Toronto, Ontario, M9C 5E5 Canada

Cell: 416-520-8532; e-m: m.braganca@rogers.com

FUNCTION:

Mat is a Member of the volunteer Board of Directors of TDH Ontario. Professionally he is an independent insurance broker. His experience in sales and his entrepreneurial character has enabled him to be a positive influence on the Board.

As have all Members of the Board, Mat has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Business

- 2002-Present: Independent Insurance Broker, Toronto, Ontario
- 1987-2002: Agent for Clarica Financial Services, Toronto, Ontario
- 1986-1987: Private exploration in oil industry, Calgary, Alberta

VOLUNTEER, PHILANTHROPIC:

- 1982-2008: Founded and managed emergency relief charity to care for orphans in India
- 1979-1979: Volunteered for emergency relief work in India

EDUCATION:

- 1992: CLU certification, Chartered Life Underwriters\
- 1985: Courses in Electrical Engineering, Ryerson University, Toronto, Ontario
- 1984: Programming, Computer Data Institute, Toronto, Ontario
- 1983: M.H. Sc., Geology, McMaster University, Hamilton, Ontario

QUALITIES:

Mat is a creative and successful entrepreneur working for twenty-six years in the financial/insurance industry. Mat is a pragmatic man who tries to root his actions in the concrete assessment of needs. It is that attitude that took him to India to assess actual needs before founding his own charity. He is a voice of common sense on the Board and makes an effort to ground discussions in the objective reality of the situations. As such he is a valuable voice on the Board.



KATHERINE ROULEAU

MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 486 Roxton Road, Toronto, Ontario, M6G 3R4, Canada

Cell: 416-530-1988;

e-mail: krouleau@smh.toronto.on.ca

FUNCTION:

Katherine is a Member of the volunteer Board of Directors of TDH Ontario. Professionally she is Family Medicine physician with a strong commitment to youth and homeless adults especially those at risk of HIV/AIDS in Canada and internationally.

As have all Members of the Board, Katherine has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Professional: Medicine, Family and Community Medicine

- 2006-Present: Part-Time ER Physician, Grand River Hospital - St-Mary's Hospital, Kitchener, Ontario
 - Staff Physician, Health Centre at 410, St. Michael's Hospital, Toronto, Ontario.
 - Staff Physician, Fusion of Care Team, Seaton House, Toronto. Ontario
- 1996-2000: Fellow in Medical Education> Emergency Medicine> Family Medicine> Fellow>Staff
 - Physician; Wellesley Central Hospital, Toronto, Ontario
- 1995-1997: Emergency medicine, in-patient care; Urban and Rural Loci in Family Medicine: Geraldton
 - Hospital, Geraldton, Ontario; Montfort Hospital, Ottawa, Ontario

Academic, Administrative, International:

- 2003-Present: Academic Advisor>Co-teacher>Coordinator, International Health Program, Department of Family and Community Medicine, University of Toronto.
- 1998-Present: Academic programming>Clinical Teacher: Department of Family and Community

- Medicine, St-Michael's Hospital, Toronto, Ontario
- 1997-1998: Academic Programming>Interim Director>Clinical Teacher: Wellesley Hospital, University of Toronto, Ontario
- 2000-2005: Medical Director, world Youth Day 2002, Oversight of medical activities at Seaton House
 - (Homeless Shelter)>Acting Medical Director, Seaton House,>Deputy Chef>Acting Chef:
 - Department of Family and Community Medicine, St. Michael's Hospital, Toronto, Ontario.
- 2004-2006: Medical Advisor: Dignitas International (HIV/AIDS) support of Canadian Dignitas team in Malawi.

EDUCATION:

- 1996-1997: M.H. Sc., University of Toronto, Faculty of Medicine, Department of Family and Community
- 1993-1995: C.C.F.P., University of Ottawa, Faculty of Medicine, Family Medicine: Family Medicine
- 1989-1993: M.D.C.M., McGill University, Faculty of Medicine, Montreal, Quebec
- 1988-1989: LM. H. Sc., University of Toronto, Faculty of Medicine, Department of Community Health
- 1984-1988: B. Sc., Bioethics/Human Biology, University of Toronto, Faculty of Arts and Sciences

QUALITIES:

Katherine is a dedicated physician with a talent for effective administration and a compassionate interest in youth and the homeless, particularly in terms of HIV/AIDS. Her experience with the care of the poor and youth as well as her insights into the needs of youth are of great value to our organization. She is a warm and friendly person, who invites trust and exemplifies compassionate concern for others.

Katherine and her husband Jamie have one adopted daughter



WENDY DE VRIES

MEMBER OF THE BOARD OF TDH ONTARIO

Hm: 558 Monk's Cove, Cobourg, Ontario K9A 4T3, CANADA

Cell: 906-373-7480;

e-mail: wdevries@pharmanet.com

FUNCTION:

Wendy is the longest-sitting Member of the volunteer Board of Directors of TDH Ontario. She brings to the Board a wealth of experience in the business and personal management of people within structured contexts.

As have all Members of the Board, Wendy has been advised of the duties of a Board Member, viz. to be principally responsible for the fulfillment of the mission of TDH Ontario and legally accountable for its operations. The law prescribes three duties of a Board Member: care, loyalty and obedience to the law. A board is supposed to ensure financial solvency of the organization, interpret and represent it to the community, and institute a fair system of policies and procedures. It attends to these responsibilities by meeting at least four times a year, establishing committees and generally supporting the Director and staff in their efforts.

EXPERIENCE:

Social:

- 2000-Present: Director: Business Development for Anapham Inc. a division of PharmaNet Development Group, Quebec, Quebec
- 1997-1999: Successively, Manager, Assistant Director, Director of Client Services for LAB Pharmacological MDS Harris, Vaudreuil, Quebec
- 1989-1997: Coordinator successively of Staffing, Data and finally Client Services of the Clinical Research Center at Phoenix international Life Sciences, Ville St-Laurent, Quebec
- 1986-1988: Administrator: The Pilgrim Project (Hospice Care), Dorval (Montreal) Quebec

Local Municipal:

- 2006-Present: Volunteer Member of the Board of TDH Ontario
- 1976-Present: Volunteer adoption counselor
- 1986-1989: Volunteer counselor working with cancer patients and the bereaved

EDUCATION:

- 1974 - BA Program Social Science, Concordia University, Montreal, Quebec
- 1994 DEC Clark’s College, Catford, England; John Abbott College. Ste-Anne-de-Bellevue, Quebec

QUALITIES:

Wendy and her husband Henk have two adopted children.

Wendy is a people person. Her experience testifies to the fact that she is extremely good at managing people. She brings that skill to the Board. She is a solid source of advice regarding the often difficult human situations involving international adoption. As a person Wendy is warm, empathetic, and friendly, always willing to spend some phone time and offer advice to the Director.

Her expertise has helped to bring a smooth resolution to difficult situations many times. She is a problem solver with gentle firmness. Efficient and effective, she brings a common sense, people-smart attitude to the Board discussions. Her interventions in particular cases have always been useful and successful.

As a Member of the TDH Ontario Board of Directors Wendy De Vries has helped the organization through a number of crises and awkward situations.

THE ONTARIO EXECUTIVE GROUP



DORINDA CAVANAUGH
DIRECTOR

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal) Québec H9X 2E1 Canada

Cell: 514-919-7689;

e-mail: dorinda@tdh.ca

SEE bio entry above under 'Board'



NADIA LUTSKAYA

STAFF: VICE-DIRECTOR

COORDINATOR (EASTERN EUROPE) FOR TDH ONTARIO

July 2013

Hm: 66 Terry Fox, Verdun, H3E 1L4 Canada

Cell: 514 754 8544; e-m: nadia@tdh.ca

FUNCTION:

Nadia is the Vice-Director of TDH Ontario. She is also the Coordinator for Eastern Europe, that is, Russia and Ukraine, for the purposes of International Adoption. She reports to the Director.

EXPERIENCE:

Adoption

- 2000-Present: Assistant Director, TDH Ontario, Vankleek Hill, Ontario
- 1997-2000: Assistant Director, Le Nid Familial au Québec (adoption agent) Montréal, Québec

Social

- 1993-1997: Assistant Director, Centre des Femmes de Montreal, Canada

Fine Art

- 1985-1990: Assistant director, Mozaika Inc., Kharkiv, Ukraine
- 1979-1984: Professional Artist (Stained glass & Mosaics), SATRI, Kharkiv Hydro, Kharkiv, Ukraine

EDUCATION:

- 1982-1983: Business Administration, University Kharkiv, Institute of Economics
- 1976-1980: BFA Institute of Fine Art, Kharkiv, Ukraine

QUALITIES:

Nadia began as a practicing artist and then moved to Administration. She directed a government institution of over one hundred professional artists - a daunting task! She brings artistic sensitivity, administrative skill, and personal involvement to her work in adoption. She has a solid background in social administration. She has strong organizational abilities, a very strong work ethic, and is able to manage a complex set of demands on a daily basis. She is dedicated to her work and displays a fine sense of independent and intelligent responsibility towards her work in adoption.

As a person she is highly motivated and enthusiastic. Resourceful, knowledgeable, and compassionate, she is both patient and persuasive with waiting families and displays considerable skill in managing the ever-changing complexities of adoption files.

Her familiarity with both East European and Canadian cultures and their differences has enabled her to help adoptive families navigate a smooth path throughout their adoption processes. Concerned and friendly, she is a strong and dedicated leader and an essential member of the TDH Ontario staff.

JOSE GARCIA



STAFF: ACCOUNTANT

TREASURER AND MEMBER OF THE BOARD OF TDH ONTARIO
July 2013

Hm: 9151 rue Jeanne Mance, Montréal, Québec, H2N 1X8 Canada
Cell: 416-520-8532;

e-mail: jose@tdh.

SEE bio entry above under 'Board'



BRENDAN CAVANAUGH

SECRETARY GENERAL

AND MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal) H9X 2E1 Canada

Cell: 514-919-0205; e-m: brendan@tdh.ca

SEE bio entry above under 'Board'

THE ONTARIO OPERATIONAL GROUP: ADMINISTRATION



AGATHE BELANGER

STAFF: ASSISTANT COORDINATOR FOR TDH ONTARIO

July 2013

Hm: 593 Chemin de la Bergerie, L'Orignal, ONTARIO, K0B 1K0
CANADA

Cell: 613-632-7938;

e-mail: agathe@tdh.ca

FUNCTION:

Agathe is the Assistant Coordinator of TDH Ontario. She is also the technical IT expert for TDH Ontario. She reports to the Coordinator. Agathe and Manon work as a team.

EXPERIENCE:

Military Administration, Finance:

- 2012-Present: Assistant Coordinator of the International Adoption Program, TDH Ontario, Vankleek Hill, Ontario
- 2008-2012: Administrative Assistant; DG & Services Financiers (Investment/Insurance/Mortgages); L'Original, Ontario
- 2003-2008: Executive Director; Centraide/United Way Prescott-Russell; Alfred, Ontario
- 2000-2002: Administrative Assistant, ACTO/French Employment Resource Centre, Kingston, Ontario
- 2000-2001: Administrative Clerk (Mess); Royal Military College of Canada, Kingston, Ontario

EDUCATION:

- 1998-1998” English as a Second Language; The Open Book, Kingston, Ontario
- 1991-1993: Diploma: Office Administration; Bart College, Quebec, Quebec
- 1989-1990: Diploma: Programmer Analyst , Computer Institute of Quebec Inc.

QUALITIES:

Agathe is married with one grown child

She has a solid background in administration, with excellent communication skills. She has strong organizational abilities, a very strong work ethic, and is able to manage a complex set of demands on a daily basis. She is capable of managing multiple projects and community activities simultaneously.

As a person she is always cheerful, highly motivated, enthusiastic, and an excellent team player. She takes initiative to improve whatever she works on. Warm and compassionate, she is excellent on the phone with waiting families and has considerable skill in managing the ever-changing complexities of adoption files.

She is skillful in applying her knowledge to improve existing computer formats and ready to propose and execute better programming. She is a major asset for the organization.

Agathe is very much a team player and has demonstrated her ability to work smoothly both in French and English with a variety of individuals.



MARIA CHOUGHTARI

STAFF: RECEPTION FOR TDH ONTARIO
July 2013

Hm: 110-9225 rue Bayne, LaSalle, Quebec, H8R 2H2, Canada

Cell: (514) 364-2431; e-m: maria@tdh.ca

FUNCTION:

Maria is the voice of TDH Ontario. She receives calls from families as well as referrals to call them and responds to them appropriately. She engages in discussion with prospective families seeking information and tries to guide them into understanding their options. Her warm and friendly phone personality is a major asset for TDH Ontario.

EXPERIENCE:

Adoption:

- 2013:Administrative Assistant; Client Manager, TDH Ontario

Government: Business

- 1998-2005: Business Manager, International School, US Department of State (Africa)
- 1994-1998: Administrative Assistant, Business Manager US Department of State
- 1985-1994: Administrative Assistant, US Department of State
- 1983-1988: Secretary, Receptionist, Bookkeeper; US Department of State

EDUCATION:

- 2004-2007: DEC Social Science; Dawson College, Montreal, Quebec, Canada
- 2000-2005: IT, International School, Accounting, Washington DC, USA

QUALITIES:

For 15 years Maria lived, worked, and raised her family in Africa as an employee of the US State Department's International School. She became fully aware of the needs of poor children and was sensitized to the differences in cultures. She returned to Canada with a respect and awareness of the need to meet people on their own cultural terms.

She has put that awareness at the service of TDH and has become the "Voice of TDH". Maria is knowledgeable about the various adoption programs of TDH. It is Maria who provides perspective adoptive families with the basic information about adoption and guides them towards the programs that might work for them.

She is warm and understanding on the phone. She allows people to ask their questions and provides them with full and meaningful answers. She has become the vocal outreach for TDH.

As an Administrative Assistant Maria lends her hand to the entire staff. She is knowledgeable and competent to handle a variety of tasks, including those that require computer literacy and skill.

Maria takes a personal interest in people and makes it her business to try to make life easier by providing small benefits. She is a solid asset for TDH and a valuable member of the TDH team.

THE ONTARIO OPERATIONAL GROUP: PROGRAMS



MANON PARENT

STAFF: GENERAL COORDINATOR FOR TDH ONTARIO
July 2013

Hm: 20236 Kenyon, Concession 6, Alexandria, Ontario, K6A 1H9, Canada

Cell: 613-677-3266;

e-m: manon@tdh.ca

FUNCTION:

Manon is a staff member of TDH Ontario; she is the Coordinator for the TDH Ontario office in Vankleek Hill, Ontario and is responsible for its general management. She reports to the Director.

EXPERIENCE:

Adoption

- 2006-Present: Coordinator of International Adoption Program (six programs), TDH Ontario, Vankleek Hill, Ontario
- 2008 Licensed Notary Public for TDH Ontario

Social Service

- 2002-2006: Coordinator for Maison des Jeunes, Adomax, Hawkesbury, Ontario

Business

- 1993-2000: Account Agent: Rogers AT&T, St. Laurent, Quebec
- 1986-1993: Client Service, Les produits decorative Ommiyale, St.Laurent, Quebec

Volunteer:

- 2001-Present: Member citizens committee: “Une communaute que se prend en main” (community development)
- 2001-2002: Committee Member “Loisirs Old Mill (relief of poverty)

EDUCATION:

- 1997-2006: Series of seven social techniques courses
- 1976-1979: Ecole Secondaire V, Evangeline, Montreal, Quebec

QUALITIES:

Manon accepted an open domestic adoption; she is the adopted mother of three children and the foster mother of two. Four of the children have special needs.

Manon has a solid background in social administration, with excellent communication skills. She has strong organizational abilities, a very strong work ethic, and is able to manage a complex set of demands on a daily basis. She is capable of managing multiple projects and community activities simultaneously.

As a person she is highly motivated, enthusiastic, and an excellent team player. Warm-hearted and compassionate, she is excellent on the phone with waiting families and has considerable skill in managing the ever-changing complexities of adoption files.

Her familiarity with both French and English cultures and their differences has enabled her to maintain a smooth relationship with adoptive families of both cultures throughout their adoption processes. She is a strong but gentle leader and an essential member of the TDH Ontario staff.



EMI SVETLITZA

STAFF: COORDINATOR (HONDURAS) FOR TDH ONTARIO

July 2013

Hm: 44 Old Forest, Kirkland, Quebec, H9J 2Z8, CANADA

Cell: 514-562-0359; e-m: emi@tdh.ca

FUNCTION:

Emi is a staff member of TDH Ontario; she is the Coordinator for Honduras (Spanish speaking countries) . Emi is responsible for managing the international adoption files for Honduras.

EXPERIENCE:

Adoption

- 2008-Present: Coordinator for Honduran adoptions, TDH Ontario

Business

- 2003-2004: Amdocs Inc., Montreal (financial: budgeting)
- 2002-2003: Certen Inc., Montreal (financial: budgeting)
- 1999-2000: Transcontinental Sales Inc., Montreal Technical Accountant
- 1999-1999: Henkel Mexicana S.A., Stage in Mexico City, Mexico, Assistant to Finance Director
- 1993-1998: Estudio Berbery Trade Mark, Argentina, President Executive Assistant
- 1992-1993 Manpower, Canada, Account Assistant

Volunteer:

- 2007 - Present: Les doigts de fees Inc. (Afgan children's clothing project)

EDUCATION:

- 2000-2000: Course in taxation, University of Sherbrooke, Quebec
- 1999-1999: Canadian Securities Course, Canadian Securities Institute, Montreal, Quebec,
- 1993-1998: B.A in Business Administration, U.A.D.E. (Argentinian University for Enterprise.

QUALITIES:

Emi has a solid background in business administration, with exceptional communication skills, strong organizational abilities and provides attention to detail. She is capable of managing multiple projects and community activities simultaneously. As a person she is highly motivated, enthusiastic, and an excellent team player.

Her familiarity with South American and North American cultures and their differences has enable her to maintain a smooth the relationship with Central American officials. She is a valuable member of the TDH Ontario staff.



NADIA LUTSKAYA

STAFF: COORDINATOR (EASTERN EUROPE) FOR TDH ONTARIO

VICE DIRECTOR

July 2013

Hm: 66 Terry Fox, Verdun, H3E 1L4 Canada

Cell: 514-754-8544; e-m: nadia@tdh.ca

SEE bio entry above under 'Board'



DORINDA CAVANAUGH

STAFF: COORDINATOR FOR VIETNAM, AND THE UNITED STATES

DIRECTOR AND MEMBER OF THE BOARD OF TDH ONTARIO

July 2013

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal), Québec H9X 2E1
CANADA

Cell: 514-919-7689; e-m: dorinda@tdh.ca

SEE bio entry above under 'Board'



ISABELLE COUTOU

STAFF: COORDINATOR FOR HAITI

July 2013

Hm: 4919 Ave Kent, Montreal, Quebec, H3W 1H6 Canada

Cell: 514-6752-9570;

e-m: c/o brendan@tdh.ca

FUNCTION:

Isabelle is a staff member of TDH Ontario; she is the Coordinator for Haiti. Isabelle is responsible for managing the international adoption files for Haiti.

EXPERIENCE:

NGO, Business, Education:

- 2012-Present: Coordinator for Haiti adoptions, TDH Ontario
- 2010-Present: Residence Manager, Outremont (Montreal) Quebec
- 2002-2013: Vice director; Watts, Montreal, Quebec
- 1996-2002: Teacher, primary School; Commission Scolaire. de Laval
- 1989-1991: Financial Administrator, Fusiller Mont-Royal, Montreal, Quebec
- 1989-1992: Administrative clerk - Hudon et Deaudelin

Volunteer:

- 2012-Present: Volunteer Advisor for Haiti adoptions, TDH Ontario.
- 2008-2010: Administrator of the Board, Accueillons un Enfant (adoption agency)
- 2007-2010: Presidente conseil etablissement, École du Petit Chapiteau
- 2003-2006: Vice-President of the Board, CPE Chateau des Neiges
- 2003-2008: Member of the Board, Federation of Adoptive Parents of Quebec.

EDUCATION:

- 2005-2005: University of Quebec in Montreal “Intervention and International Adoption”
- 2004-2004: Johanne Lemieux, Neonatal Nurse: “Adoptive Parenting”
- 1992-1996: BA, University of Quebec in Montreal; Preschool and Primary Education
- 1991-1992: Certificate, University of Quebec in Montreal, Administration
- 1989-1990: Diploma in Childcare,

QUALITIES:

Isabelle has a strong background in executive administration with a lot of Board experience. She has also spent considerable time in Haiti and is personally families with the Haitian adoption system as well as with the actual orphanages in the country. She is the parent of nine children and is very familiar with group management.

Her first-hand familiarity with Haiti and the Haitian adoption system gives her an insider’s perspective on international adoption and Haiti. She is both knowledgeable and oriented toward practical, efficient administration. Her knowledge and intimate understanding of the Haiti governmental system as well as her understanding of the Canadian adoption system makes here a particularly valuable member of the TDH Ontario team.



JOSE GARCIA

STAFF: ACCOUNTING

TREASURER AND MEMBER OF THE BOARD OF TDH ONTARIO
July 2013

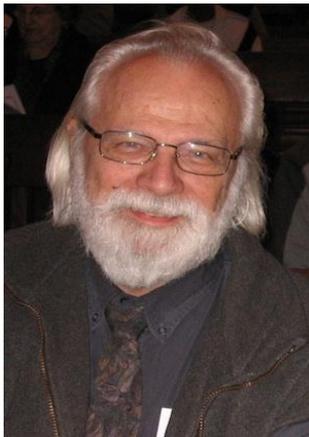
Hm: 9151 rue Jeanne Mance, Montréal, Québec, H2N 1X8 CANADA

Cell: 416-520-8532;

e-mail: jose@tdh.ca

SEE bio entry above under 'Board'

THE ONTARIO COMMUNICATIONS GROUP



BRENDAN CAVANAUGH

STAFF: COORDINATOR COMMUNICATIONS

SECRETARY GENERAL AND MEMBER OF THE BOARD OF TDH ONTARIO
July 2013

Hm: 43 Perrault, Ste-Anne-de-Bellevue (Montréal) Québec H9X 2E1 Canada

Cell: 514-919-0205;

e-m: brendan@tdh.ca

SEE bio entry above under 'Board'

MARLENE ALT



STAFF: COMMUNICATIONS: NEWSLETTER

MEMBER OF THE BOARD OF TDH ONTARIO
July 2013

Hm: 17 Stikine Drive, Kanata, Ontario, K2T 1H1, Canada

Cell: 613-270-0038; e-mail: doug.mar@sympatico.ca

SEE bio entry above under 'Board'



SHARON KASHINO

STAFF:

COMMUNICATIONS,

NEWSLETTER EDITOR

FINAL REMARKS

We hope this report has given you a “snapshot” of who we are and our accomplishments, challenges, and goals for this year and the future. We welcome you to contact us with your comments and questions.

Respectfully yours,

Dorinda Cavanaugh, Director
TDH (Terre des hommes) Ontario, Inc.