



**QENDRA KOSOVARE PËR REHABILITIMIN E TË  
MBIJETUARVE TË TORTURËS  
KOSOVA REHABILITATION CENTRE FOR TORTURE VICTIMS**

# **ANNUAL REPORT 2005**

**APRIL 2006, PRISHTINA**



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## ANNUAL REPORT 2005

Prizren Str. No. 42  
Bregu i Diellit, Prishtina/Kosova  
Tel: +381 38 243 707  
+381 38 243 708  
Fax: +381 38 243 707  
E-mail: [krct\\_org@hotmail.com](mailto:krct_org@hotmail.com)  
[krct\\_org@yahoo.com](mailto:krct_org@yahoo.com)  
Web: [www.krct.org](http://www.krct.org)

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The Kosova Rehabilitation Centre for Torture Victims (KRCT) is an independent, non-governmental and non-profit organization with the mission to provide treatment and rehabilitation for Kosovar torture victims, continuous capacity building on trauma and torture related issues, of its staff and public sector; as well as to promote the respect of human rights for all the Kosovo ethnicities and to influence the prevention and eradication of torture.

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This report was realized thanks to the financial support of European Commission and Cordaid. The views expressed in this report are of KRCT and as such cannot be considered as the official opinion of the donors.

**Prepared by: Editorial Board**  
**April 2006, Prishtina**



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## FOREWORD

In 1999 KRCT was founded to assist trauma and torture victims and their family members, in order to rehabilitate and include them in normal courses of life. Rehabilitation of persons with traumatic experiences requires an extensive and long term engagement and our achievements toward this are satisfactory. A huge number of clients have profited professional multidisciplinary treatment, resulting in alleviation and reduction of disorders as a consequence of different traumatic experiences.

Also after seven years of ending armed conflict, number of clients that seek after our services is very high. During 2005 are evidenced **368** new clients. These new clients have request medical and psychological and psycho-social treatment in KRCT, including here: 350 adult and children 18, female were 210 and male 158. A considerable part of them hadn't any other treatment before, although their problems and complains are previous.

High frequency of persons that shows posttraumatic stress disorders or other complaints and suchlike have needs for our services is explicable with some reason:

- Insufficient professional capacities: number of professionals and special institutions of Kosova dealing with the treatment of traumatized persons is still limited. There is a big gap between population needs and demands in one hand, and the capacities to offer such services in the other hand.
- Secondary traumatization: different life events, at traumatized persons cause reactions that aggravate or recall of different disorders. In immediate post conflict period is appeared in a population a phenomenon called as "collective dumbness" – population was preoccupied in rebuilding of an environment where they live, they have hoped that things will improve fast etc. And now when they have more time to take care about their self and their problems, in perspective came out consequences of traumatic experiences. Due to that we don't have

expected decreased number of cases; contrariwise there are a lot of new cases unexplored.

- The difficult socioeconomic state, uncertainty, large number of missing persons from war, health system with undefined strategy for psychic trauma, aggravated more the general situation of clients.

In this environment, KRCT continuously is challenging the high frequency of clients and their demands, always with maximal engagement and willingness to be professional in order to raise the quality of services.

As previously, during 2005 treated clients in KRCT have benefited multidisciplinary services offered by psychologist, psychiatrist, social worker, gynecologist and medical doctors.

Capacity building and strengthening for management and professional/rehabilitation staff is realized as planned with the engagement of local and international experts, as trainers.

## ACKNOWLEDGEMENT

The common aim of torture is to break down the personality and to destroy the identity of the victims and their family members. Torture always creates continuing after-effects in the victim, often scarring them physically and mentally for life. But it is importantly, the after effects can be treated and the victims rehabilitated, given the opportunity and resources to do so.

Therefore the main goal of the KRCT since seven years is to provide medical , psychosocial assistance to anybody who has been submitted to torture or war victims in order to help him/her overcome the consequences, as well as to give psychological support to his/her family.

Our work was enabled only through generous donation of European Commission and Cordaid and I want to thank you on behalf of **the Kosova rehabilitation centre for Torture victims and in the name of our clients** for your support which enabled us to achieve our goal.

Your contribution as donor or individuals has made a significant improvement on psychological and physical symptoms of our clients. Thanks to your continuous support we have achieved to improve the quality of life of our clients and still continue to work on this.

I would like to gratitude to the KRCT Board and Team Members who are dedicated to such valuable mission. We are here and continuing to provide services thanks to your close collaboration and support

*Many thanks to all of you,  
Feride Rushiti, M.D  
Executive Director/KRCT  
Prishtina/Kosova*

## LETTER TO CLIENTS

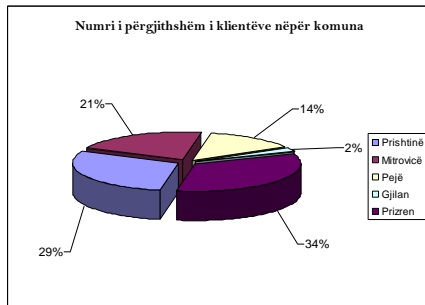
KRCT is committed to provide psychosocial and medical support that is appropriate and respectfully to our client. We are here and dedicated to all of you who need KRCT services:

- To provide safety and confidentiality services
- To help you to discharge the negative emotions and lower tension
- To help you to start rebuilding confidence and self-confidence
- To help you and your family to develop efficient coping mechanisms
- To help you to develop a feeling of future and perspective
- To promote and strengthen your activeness and creativity
- To help you to restore your spontaneity and abilities to enjoy human contact
- We are here to treat not only the physical problems caused by the experienced torture or other act of violence, but meeting all the health needs (also by helping you to use the possibilities of the public health system);
- We are here to providing treatment and care to the family of the torture survivor
- We Feel respect for the survivors experiences, beliefs, opinions
- We respect a Non-discrimination principle
- We provide free services.

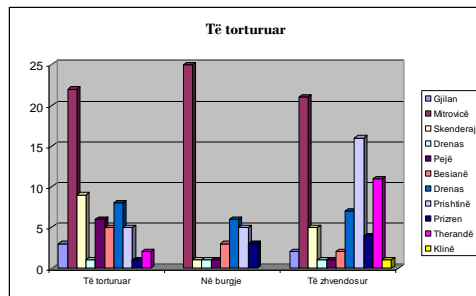
In order to reach as much as possible of these goals, it is important to have a complex and co-ordinate rehabilitation action; therefore we call individuals, civil society actor, institution, government and international community to support us on implementing a team working in good cohesion and good understanding of the psychological needs of the survivor.

*Dedicated to your needs,  
Feride Rushiti, M.D  
Executive Director/KRCT  
Prishtina/Kosova*

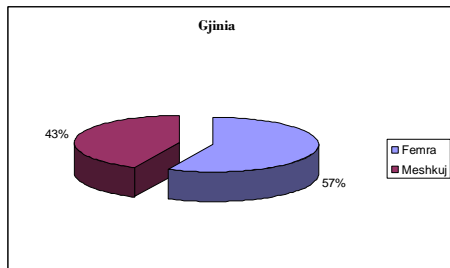
# STATISTICAL DATA



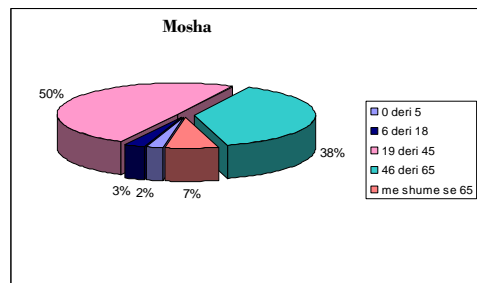
Total number of clients from municipalities



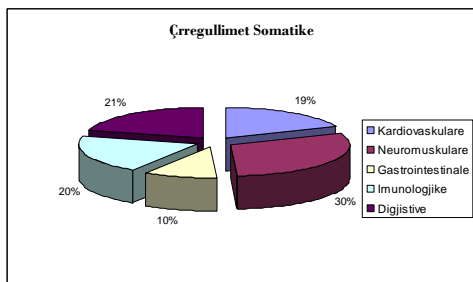
Tortured



Gender



Age



Somatic disorders



# VISION, MISSION AND VALUES OF KRCT

## **Vision**

A Kosova without torture

## **Mission**

Raising the psychosocial and welfare of the torture victims through rehabilitation, reintegration and resocialization, in order to improve their status.

## **Our values**

Humanity  
Clients first of all  
Sustainability  
Efficiency  
Service

## ABOUT KRCT

### About us

The Kosova Rehabilitation Centre for Torture Victims (KRCT) is an independent, non-governmental and non-profit organization with the mission to provide treatment and rehabilitation for Kosovar torture victims, continuous capacity building on trauma and torture related issues, of its staff and public sector; as well as to promote the respect of human rights for all the Kosovo ethnicities and to influence the prevention and eradication of torture. KRCT is led by Board of Directors and Executive Director, while the organizational structure is divided under four sectors: Rehabilitation, Documentation and Research, Human Rights and Advocacy and Finances and Logistics.

### Our people

KRCT possesses a highly professional and moral quality staff, which is maximally engaged in achieving the vision of KRCT. The main characteristics and values that make our activists different are: humanity, service, efficiency, closeness to clients and devotion to work. Having this quality of staff and with the serious and dedicated engagement, KRCT aims the highest levels of success inside and outside Kosova.

### Our reputation

As a centre that offers rehabilitation services for victims of torture, KRCT is active since the end of the war in Kosova and is leading organization in this field in our place. KRCT was and still continues to be an active participant of all important events of civil society in Kosova. Our reputation outside Kosova is another indicator of our success. KRCT is an associate member of IRCT, the International Rehabilitation Council for Torture Victims.

## LEADERSHIP

### **Board of Directors**

Milajete Mehmeti – Board chairperson  
Prof. Dr. Sc. of Technological Sciences

### **Honored members**

Adem Demaçi  
Adrian Kati

Elmir Tarani  
Internist

Pajazit Nushi  
Prof. Dr of Psychology

Sabit Rrustemi  
Albanolog

Nexhmedin Spahiu  
Master of Political Science

### **Executive Director**

Feride Rushiti  
Medical Doctor

### **Managers**

Hajrulla Çeku – Human Rights  
& Advocacy  
Master in Local Development

Sebahate Pacolli –  
Rehabilitation  
Medical Doctor

Mimoza Salihu – Research &  
Documentation  
Social worker

Florim Kosumi - Finances  
Certified accountant

## SECTORS

### **Rehabilitation**

In competent and organized and professional way is engaged with direction and coordination of all activities of professional rehabilitation (psychosocial and medical) of the torture survivors and for torture stopping, in frame of KRCT.

*Sectors that are planned to be established during 2006*

### **Documentation & Research**

Collects information, documents and other materials of the torture survivors; stimulates explorative activities for defensive and progression of torture survivors; identifies and incorporates new instruments in order to improve work qualities by the Rehabilitation Sector; publicizes and deploys materials of torture victims; gives advices to governmental and non-governmental institutions regarding the defense and improvement of torture victim state.

### **Human Rights & Advocacy**

Offers juridical help for KRCT clients and advocates for a better defense of victim's human rights; compiles juridical normative laws of KRCT, proposes their amendment and harmonizes the operative laws; through legal advisor that represent KRCT in a case of administrative and juridical contests; through the expert for institutional capacity building will contribute in raising the conscious of actors of creating a political act and to law applicators.

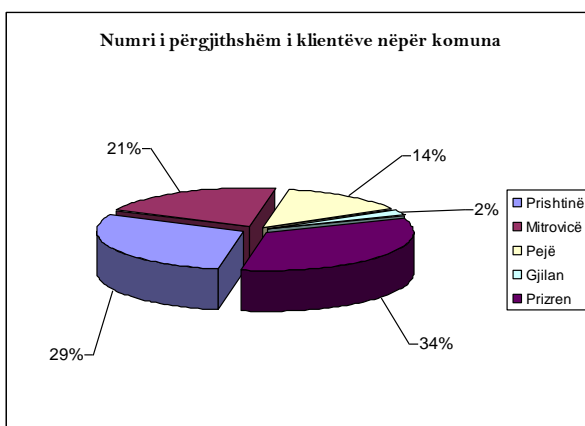
## KEY ACHIEVEMENTS DURING 2005

### Rehabilitation

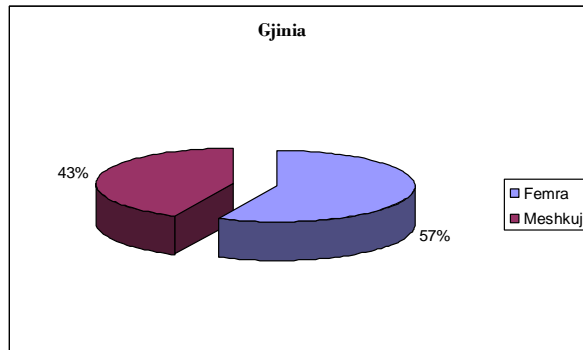
The rehabilitation of the clients and their families is developed continuously in all branches of KRCT. Experiences of torture, organized violence and rape still continue to affect the victims, their families and the community at large. The aim of rehabilitation is: to improve psychic and physical welfare of torture victims and their families and their reintegration in a society.

Rehabilitation principle: multi-disciplinary team work, harmonizing individual treatment focused in a model based in a community, considering the last. Rehabilitation process has been based on the delivery of psychological, medical, social and legal services for the beneficiaries on a day – by day basis.

During 2005 are evidenced **368** new clients. These new clients have request medical and psychological and psycho-social treatment in KRCT, including here: 350 adult and children 18, female were 210 and male 158. From our statistics it is noticed that most of the clients suffer from Post Traumatic Stress Disorders (PTSD). They present different psychosomatic disorders and depression complains, as well.



The total number of clients from municipalities - The figures show that the highest level, with 34% of clients that were treated came from Prizren, while the lowest from Gjilan (2%).



Gender - From the total number of the clients treated in our centre 57% were females while 43% males.

The methods of psychological treatments have been various, depending from the case, problem extension and other external factors. Most used therapies have been counseling, cognitive-behavioral techniques, body-mind techniques, with individually, group and family approach. For the clients with complexity of psychological symptoms is used medicament therapy from the psychiatrists.

Rehabilitation of torture survivor's treatment of long-lasting consequences of torture should help diminish or remove maladaptive behavior, personality disorders and identity changes and would facilitate assistance in reparation of family and social network, and reintegration into community.

### **Intention client's group**

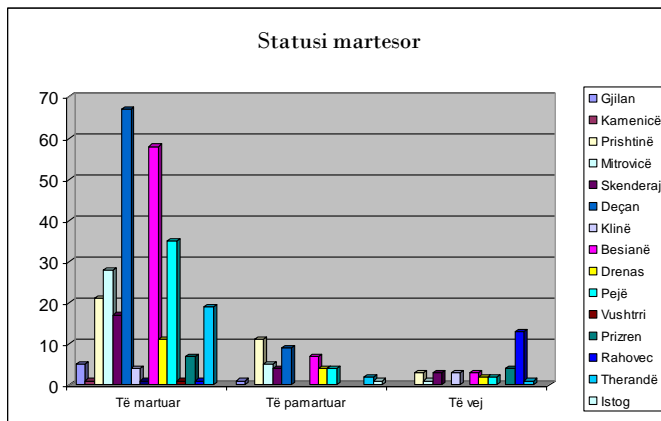
Ex-prisoners, massacre survivors, returnees, other victims of torture and other cruel, inhuman or degrading treatment or punishment, and their family members, orphans and raped women

### **Evaluation of training**

The improvements of the psychosocial and physical state of the clients are related to the reductions on the level of the psychological and physical symptoms referred by the clients, by the observations of the therapists and by the reports of the family members. Multidisciplinary team of the center was engaged on the evaluation of the client's treatment. The

evaluation of the treatment for each of the clients is registered in each of the individual files.

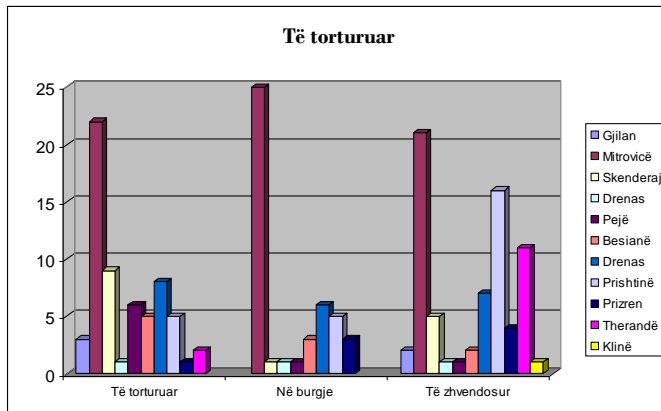
In the other hand the impressions of clients and their families are very positive and encouraging to our work. They have expressed that their psychological and health state is much better and they are pleased that had the possibility to be treated with the profiled services of KRCT toward torture and trauma victims.



**Marital Status - Married:** The highest number were from Deçan with 67 cases, while the lowest from Kamenica, Rahovec and Vushtri (one case each); **Single:** The highest number were from Prishtina with 11 cases, while the lowest from Gjilan and Istog (one case each)

### Client's registration

KRCT has a valuable data base that comprises all information relevant to torture-related psychological consequences. A data base has been developed by KRCT itself and it fits the needs. A full record of patients, intake, progress and end of treatment details are put in database. The information gathered, needs comprehensive plan for identifying research, analysis and publishing beyond the individuals use for individual patients or patient groups.



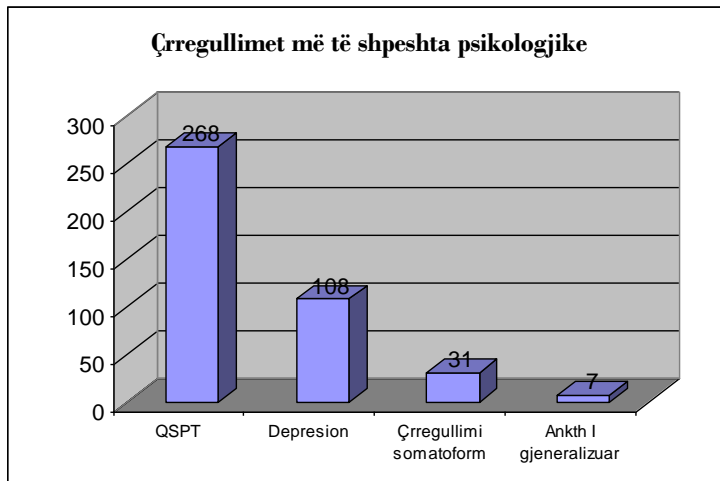
**Tortured** – As the figures show, Mitrovica has the highest numbers in three categories: **tortured, imprisoned and displaced**, while the lowest ones appear to be in Drenas.

### Psychological rehabilitation

Psychological rehabilitation continues to be one of the main services of KRCT. Treatment methods have been different, depended on case, problem duration and external factors. In some cases, counseling with a special accent in psycho education has been sufficient. The most used techniques were: counseling, cognitive behavioral techniques, and body-mind techniques, individual and in group and family approach. The average of the sessions held varies from 8-15 weekly sessions.

Medicament therapy is used by the psychiatrist, at cases by a client with complexity psychological symptoms. Group therapy is applied and accepted good especially with ex-prisoners.





The most frequent psychological disorders – The most frequent psychological disorder with the highest values appears to be **Post Traumatic Stress Disorder (PTSD)** with 268 cases in total, while **the Generalized Unrest** appears to have the lowest values comparing to others.

### Physical rehabilitation

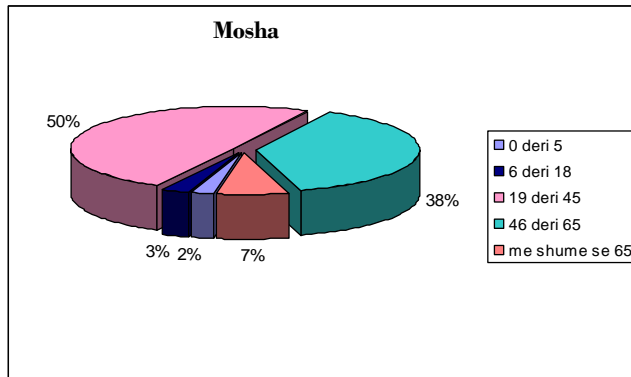
Somatic consequences of different traumatic experiences are featured at a considerable number of our clients. The majority of these consequences are combined with the pain in different parts of body. In a frame of their physical rehabilitation, are developed medical consults, medicament treatment and refer the cases to specialist institution.

### Social rehabilitation

Clients with traumatic experiences have functioning difficulties in different life aspects. Their severe social and economic situation aggravates and prolongs their psychological treatment. The social situation for the majority of our clients is very difficult. This is especially expressed in the target group of the ex-prisoners. Their psychosocial state is deteriorating because of the high level of unemployment and because of the non-stable economical situation in Kosovo.

Our activities in the frames of social rehabilitation, apart from social counseling and referrals at respective institutions and organizations, are also focused in offering counseling

services concerning employment and housing as well as advice on conflict solution including the many family conflicts, aiming to help the torture victim and his/her family members to be aware of the experienced event and offer emotional support for gaining self-confidentiality and being reintegrated in the society.



Age – In this table presented are the data of clients based on their age.

### **Supervisions and professionals consults**

Professional support is offered to the rehabilitation staff by an external mental health professional, who is well known and respected. The support is divided in:

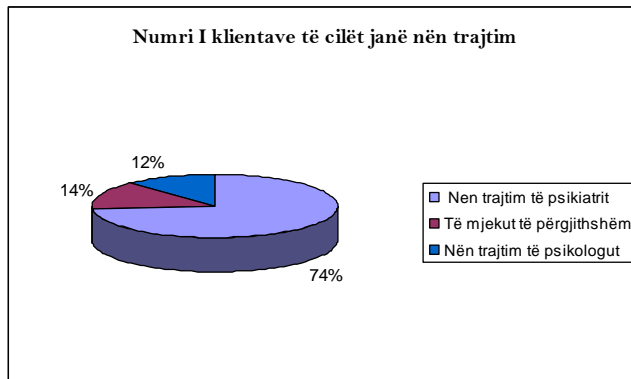
- Group meetings in which casework and different professional aspects related top interventions and,
- Individual sessions in which there is more time to check the life-work balance of the rehabilitation staff members and also their personal questions related to life/the field/the centre and difficult clients.

### **Capacity consolidation**

Existed capacity consolidation, developing new capacities, gaining new knowledge more advanced for a place of work and exchanging experiences for rehabilitee and management staff, every year are considered as one of the most prior activity of the centre.

In the frames of capacity building for KRCT professional staff a two-day seminar workshop on trauma psychology and

trauma research was held on March 30-31, 2005. Trainer hired for this purpose was June Padugan Lopez, Psychiatrist.



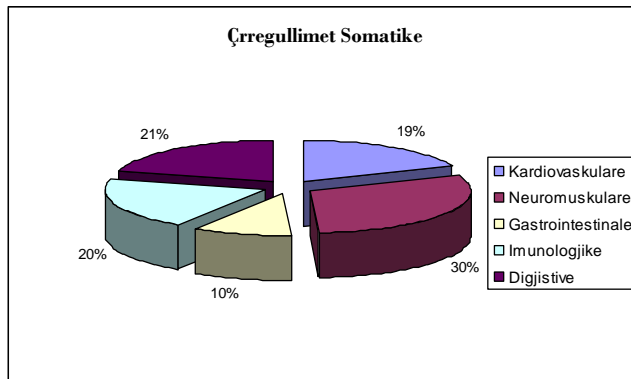
Number of clients under treatment – In the above-presented table it can be figured out that 74% of clients are under the treatment of psychiatrist

### **Trainings conducted by KRCT trainers:**

Trainings staff of KRCT have realized all planned trainings for medics, students of psychology and community representatives. During the period of January-December 2005, are realized:

- one training for medical staff in Klina
- one training with representatives of Krusha community
- two trainings with psychology students, Prishtina.

Results of capacity building trainings for professionals could be evaluated as useful, relevant and practical – it raised the competence in identification torture trauma and coping with its consequences properly. In this way participants got another new vision towards assistance offered to the torture victims, identification and consequences from these experiences individually or in next coming generations.



Somatic disorders – The most frequent somatic complaints were those of neuromuscular, digestive and cardiovascular system

## OTHER PROJECTS

- Psychosocial and medical assistance to war (torture) victims, war trauma victims, displaced and returnees in Kosovo. (June 2002 – December 2005. Donors: European Commission and CORDAID, Netherlands)
- Improving treatment structures for torture victims in public health institutions (June-December 2005 ; Donor: Danish Refugee Council)
- Research: Non-specific Psychiatric Morbidity, Posttraumatic Stress Disorder symptoms and Social Functioning
- Assessment of needs: improving the health and psychological status of victims of DV and VoT through capacity building of the shelter's staff. (With OSCE)
- Medical and Psychosocial Rehabilitation of Victims of Torture and their Families in the region of Mitrovica / Kosovo (June 2005- June 2006. Donor: United Nations Voluntary Fund for Victims of Torture)
- Cultural aspects of trauma (SEE-RAN)

## **EDITOR**

Kosova Rehabilitation Centre for Torture Victims

Feride Rushiti, MD  
Executive Director

## **PREPARED BY**

Hajrulla Çeku – Operational Manager

## **EDITORIAL BOARD**

Feride Rushiti  
Hajrulla Çeku  
Sebahate Pacolli  
Mimoza Salihu  
Merita Emini

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KRCT

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