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PCHS

HEALTH

MAGAZINE

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Message from CEO

Supporting Newcomers in Navigating the Healthcare System

Many vulnerable populations are falling through the cracks when receiving healthcare services. In this issue, I want to talk about the Navigation of the Healthcare System by the Newcomers to Canada. The newcomers often face poorer health outcomes due to barriers, including but not limited to language and cultural differences, lack of familiarity with healthcare services and restricted use of health services.

We Can Support Newcomers to Canada in Navigating the Healthcare System for a Fresh Start. Arriving in an unfamiliar country can be both thrilling and overwhelming, particularly when trying to understand essential services such as healthcare. Navigating a new healthcare system can be daunting, and individuals often require assistance in understanding where to begin, whom to approach, and how to communicate their needs effectively. Moreover, various barriers, including language, cultural differences, and a lack of familiarity with healthcare procedures and services, can further complicate their journey. It is crucial to acknowledge and support clients who are seeking to move forward in these circumstances. Given the challenges newcomers face, it is imperative

to provide comprehensive support to help them navigate the healthcare system effectively.

To make progress, it is necessary to comprehend the help-seeking behaviour of Newcomers to Canada. These include cultural background, language hurdles, past healthcare system experiences, and unfamiliarity with the Canadian healthcare system. To bridge these gaps, healthcare providers need to be culturally responsive and aware of potential cultural differences that could impact healthcare decisions and practices. Initiatives that provide newcomers with information about the healthcare system, preventive care, and available services can empower them to make informed decisions about their health. Collaborative efforts with community organizations that serve newcomers can help disseminate healthcare information and facilitate access to services. Recognizing newcomers' health is influenced by various factors, such as socioeconomic status and mental well-being, can lead to more effective and comprehensive care. Healthcare providers must understand and respect these cultural differences to provide practical support tailored to each individual. Language can pose a significant obstacle for newcomers seeking healthcare. Limited English or French proficiency might impede effective communication and hinder the ability to express concerns or understand medical



Amandeep Kaur CEO, PCHS
Message from CEO

continued... advice. Healthcare providers working with community-based organizations and fluent in the newcomer's language can significantly improve the help-seeking process.

Another significant aspect to consider is the role of family in healthcare decisions. In many cultures, healthcare choices are collective family decisions. Therefore, recognizing this dynamic and establishing trust with newcomers becomes crucial. Newcomers often feel more at ease seeking healthcare from professionals who resonate with their linguistic, cultural, or ethnic background. Building trust and developing culturally sensitive relationships with healthcare providers can increase the likelihood of newcomers seeking assistance when needed. Newcomers may be concerned about the cost of healthcare services, mainly if they come from countries where healthcare is not universally accessible. Providing clear information about the coverage and accessibility of healthcare services can alleviate these concerns and encourage help-seeking behaviour. Providing newcomers with accurate and culturally appropriate information about healthcare resources, services, and their rights as patients/clients can empower them to seek help when needed. Collaboration between mainstream healthcare providers and ethnic organizations plays an instrumental role in

this process. Such collaborative efforts lead to better health outcomes, fostering a sense of support, understanding, and trust. An inclusive and diverse healthcare environment further enhances the quality of care, ensuring newcomers receive the best services and feel a sense of belonging.

While we might not be able to overhaul the entire system, we can and should offer unwavering support to those trying to find their way within it.

GASTROPARESIS AWARENESS MONTH

By Harkiranpreet Sidhu, HPCS Coordinator, RN

August is recognized as Gastroparesis Awareness Month. Gastroparesis is a medical condition that interferes with the muscular contractions in the stomach, causing a delay and hindered ability to empty its contents properly. This slowdown in digestion means that consumed food, like a burger, can linger in the stomach for an extended period, even up to several weeks. This prolonged stay can trigger various digestive issues, impacting daily life. The root cause of gastroparesis is not always evident, but it is often associated with damage to the vagus nerve—a crucial nerve controlling digestive tract muscles.

Several common causes and risk factors contribute to the development of gastroparesis:

- **Diabetes:** Poorly controlled blood sugar levels over time can damage the vagus nerve, resulting in stomach muscle dysfunction
- **Post-surgical Complications:** Surgeries involving the stomach and esophagus can inadvertently harm the vagus nerve
- **Neurological Disorders:** Conditions like Parkinson's disease, multiple sclerosis, and certain autoimmune disorders can impair nerve function, potentially leading to gastroparesis
- **Medications:** Certain medications, especially narcotic pain relievers, can slow stomach emptying
- **Infections:** Viral infections have the potential to damage the vagus nerve, contributing to gastroparesis
- **Hypothyroidism:** An underactive thyroid can also increase the risk of gastroparesis
- **Gender:** Interestingly, women are more prone to developing gastroparesis compared to men

Recognizable symptoms of gastroparesis encompass:

- **Nausea and Vomiting:** Persistent feelings of nausea and vomiting are common symptoms.
- **Early Fullness:** Individuals may experience a sense of fullness shortly after eating, which can prevent proper nutritional intake.
- **Bloating:** Bloating is a frequent discomfort associated with gastroparesis.
- **Abdominal Discomfort:** Pain or discomfort in the abdominal region can be prevalent
- **Acid Reflux:** Acid reflux symptoms might arise due to delayed stomach emptying
- **Appetite and Weight Fluctuations:** Poor appetite and unintended weight loss can be indicative of gastroparesis

If someone suspects they have gastroparesis, seeking medical attention promptly is crucial. A healthcare professional can perform a comprehensive evaluation to establish a precise diagnosis and tailor an appropriate treatment plan. Managing the underlying cause and alleviating symptoms can significantly enhance one's quality of life.

GASTROPARESIS AWARENESS MONTH



AUGUST



CELEBRATING HOPE, RECOVERY, AND CHANGE: A RECAP OF ADDICTION OUTREACH EVENT

By Akanksha Sharma, Addictions Case Manager

The atmosphere was filled with anticipation and excitement as the doors opened for the Addiction Outreach Event - Hope, Recovery, and Change. The open house event was held on August 18, 2023 with the aim of extending a helping hand to those battling addiction. The event was a success with over 70 attendees from all walks of life coming together for a day of information, engagement, and inspiration.

The focal point of the event was an information booth that displayed the diverse range of programs offered by the addictions team. From counseling to support groups, every avenue of recovery was highlighted. Drug boards and drunk buster goggles were also displayed and participants were curious to try the goggles. Clients were guided through the referral process, the intake procedure, and the crucial step of connecting with valuable community resources that could aid in their journey towards transformation.

The event was a perfect blend of education and enjoyment. Fun games, tarot card reading, and interactive quizzes were organized; providing an opportunity for clients to engage, bond, and enjoy themselves. The event buzzed with an atmosphere of camaraderie, where everyone could learn, share their experiences, and create new connections.

A key highlight of the event was the participation of esteemed community partners. Representatives from the Peel Regional Police, Probation and Parole, and PAARC (Peel Addiction Assessment and Referral Centre) joined forces to contribute their insights and support to the event. Their presence underlined the collaborative effort required to address addiction and create a supportive network for those in need.

As the event came to a close, our CEO, Amandeep Kaur, took the stage to express her gratitude. She thanked the clients and community partners who had come together to make the event a meaningful success. In addition, she reinforced the notion that recovery is possible, and change is within reach when the community comes together with a common goal. A heartfelt congratulation were extended to the addiction team for their dedication and hard work in organizing the event.

To mark the occasion, participants and community partners were gifted with goodie bags as tokens of appreciation. These bags symbolized the shared commitment to supporting each other and fostering change in the lives of those affected by addiction. The Addiction Outreach Event - Hope, Recovery, and Change - demonstrated to be an enjoyable and educational day for all. By combining education, interaction, and celebration, the event not only shed light on the path to recovery but also ignited a sense of hope and positivity in the hearts of attendees.



SUMMER NEWCOMER YOUTH EVENT

By Rabia Bhatti, Youth Worker- Settlement Program

PCHS's Newcomer Youth Program collaborated with ROM (Royal Ontario Museum) and TRCA (Toronto and Region Conservation Authority) to host the SNYE (Summer Newcomer Youth Event) during the week of August 8th- August 11th. The August SNYE went very well and was a hit with the youth. This program aimed to support newcomer youth to integrate into Canadian society. This was accomplished by incorporating a photovoice project during the first two days of SNYE. Participants used their creativity to plan and create wonderful collages reflective of the differences between their home country and Canada through their personal lived experiences. Additionally, PCHS's SNYE collaborated with TRA to teach youth the very basics of fishing. All youth got a chance to fish along the shoreline of Heartlake. Lastly, in collaboration with ROM; newcomer youth were able to take a day trip to ROM allowing them to explore downtown Toronto, view historical landmarks and expand their own understanding on diverse communities within a multicultural county like Canada.

Overall, the August SNYE allowed youth to connect with others within the community, learn new life skills, promote development, and support youth with the integration into Western communities. SNYE allowed youth to connect with each other, which in turn will help them in navigating the communities in which they reside in.



NURTURING MENTAL HEALTH: YOUR PATH TO INNER WELL-BEING

By Ramandeep Kaur Dhaliwal, Better Families Program – Case Manager

In today's fast-paced world, taking care of our mental health has become more crucial than ever. Just as we prioritize our physical well-being, our mental state deserves equal attention. Mental health impacts every aspect of our lives, from our relationships to our productivity and overall quality of life. Let's explore some essential practices that can help foster a positive mental well-being.

First and foremost, self-care is not a luxury; it's a necessity. Engage in activities that bring you joy and relaxation, whether it's reading a book, practicing yoga, or spending time in nature. Regular exercise also plays a vital role in reducing stress and promoting the release of endorphins, which are natural mood lifters.

Open communication is another key component of maintaining good mental health. Sharing your feelings and concerns with trusted friends or family members can alleviate stress and provide a fresh perspective. Remember, seeking professional help is a sign of strength, not weakness. If you find yourself struggling, consulting a mental health professional can provide you with effective coping strategies and tools.

Mindfulness and meditation have gained significant recognition for their positive impact on mental health. These practices help us stay present, manage anxiety, and cultivate a sense of inner calm. Taking a few minutes each day to meditate or practice deep breathing can greatly contribute to reducing stress and promoting mental clarity.

Maintaining a healthy work-life balance is also vital. Overworking can lead to burnout and negatively affect mental well-being. Set realistic goals, prioritize tasks, and learn to say no when necessary. Allow yourself time to unwind and recharge.

In a world that often glorifies busyness, remember that rest is essential. Prioritize sleep by establishing a consistent sleep schedule and creating a calming bedtime routine. Quality sleep contributes to improved concentration, better mood regulation, and enhanced problem-solving skills.

In conclusion, taking care of your mental health is a commitment to a happier and more fulfilling life. By incorporating self-care practices, fostering open communication, embracing mindfulness, and maintaining a balanced lifestyle, you're nurturing your inner well-being. Remember, it's okay to ask for help when needed. Together, we can break the stigma surrounding mental health and create a world where everyone's mental well-being is valued and supported.

PEEL'S ACTIVE FUTURE COMMUNITY FAIR OUTREACH

By Naida Abbd Al Wahaib, Community Health Ambassador

Arvinder and I represented PCHS at Peel's Active Future Community Fair on August 12, 2023. This outreach event proved to be a remarkable success, thanks to the enthusiastic participation and strong collaboration of numerous organizations. It was an excellent opportunity for us to display the comprehensive range of services offered by PCHS, aimed at effectively assisting our clients. Our presence at the event attracted approximately 60 interested clients to our table.

Notably, organizations like Roots, Wellfort, YMCA, Indus, and others were actively involved and demonstrated enthusiasm in addressing the specific needs of attendees. In spite of challenging weather conditions, our commitment to serving the clients remained unwavering. Attendees were treated to refreshments including fresh juice, muffins, fruits, and water.

Additionally, seeing smiles on clients' faces gave us a strong boost of motivation, driving us to work even harder to fulfill the community's requirements. Our table drew a diverse array of clients, allowing us to gather crucial information and make appropriate referrals within PCHS. I followed up with these clients the following day, ensuring that internal referral forms were submitted to the relevant department. Moreover, I engaged in meaningful conversations with representatives from other organizations, fostering a productive exchange of insights into their services while also sharing information about our own organization. This outreach was highly successful, and we eagerly anticipate participating in similar events.



SENIOR WELLNESS EVENT

By Dhruv Kashyap, Case Worker, Social Work Summer Student

On August 4th, 2023, PCHS organized an enriching Seniors Wellness Event. This event was intended to enhance well-being, build community ties, and offer seniors an opportunity to partake in diverse activities nurturing their physical, mental, and emotional health. Hosted by the Geriatrics and HPCS teams, this event proved to be an enormous success, drawing an attendance of approximately 180 seniors.

This wellness event was a testament to PCHS' commitment to enhancing the lives of seniors, ensuring that their needs are met beyond just medical care. With a careful balance of informative presentations, interactive activities, and delightful food, the Seniors Wellness Event catered to various aspects of seniors' well-being.

The day commenced with welcoming remarks from PCHS CEO Amandeep Kaur, followed by a speech from former CEO Baldev Mutta. The highlight of the event was a presentation by Community Health Ambassador, Sahejpreet Chahal. Sahej's presentation centered around the pressing concern of senior isolation and strategies to elevate their overall well-being. During the presentation, she shared invaluable insights aimed at fostering a healthier lifestyle among seniors. The audience was provided with practical advice, offering guidance on effortlessly incorporating well-being practices into their daily lives. This holistic approach aimed to address the issue of senior isolation while promoting a more fulfilling and enriching life for them.

One of the highlights of the event was the array of engaging activities that seniors could participate in. From the soothing yoga session, which promoted flexibility and relaxation, to the uplifting experience of singing, the activities were thoughtfully chosen to serve to a wide range of preferences and abilities. The infectious laughter that filled the event space during these activ-

ities highlighted the importance of staying active and connected in the senior years.

Beyond the enriching presentations and energizing activities, the Seniors Wellness Event provided a valuable opportunity for seniors to connect with peers who share similar life experiences. Building a sense of community and encouraging social interactions are key elements in combating feelings of isolation that some seniors may face. The event facilitated meaningful conversations, laughter, and the formation of new friendships, contributing to an overall sense of belonging and support.



PCHS Health Magazine

SPREADING HAPPINESS: AUGUST'S LAUGHTER YOGA WORKSHOP

By Harkiranpreet Sidhu, RN, Project Coordinator – HPCS

Building on the tremendous success of the previous Laughter Yoga workshop held in July, the HPCS team proudly hosted another vibrant session on August 11th, Friday. This month's event welcomed a gathering of around 20 enthusiastic clients, who were eager to partake in an experience that promises both physical and emotional rejuvenation.

The structure of the August workshop closely followed the pattern of the previous workshop. The session commenced with a brief yet insightful presentation, expounding on the manifold benefits of laughter yoga. The core of the workshop was the 35-40 minute laughter session, a tapestry of laughter exercises and rhythmic clapping. Guided by the Community Health Ambassadors, Sahejpreet and Savita, attendees delved into a series of playful laughter routines. The incorporation of deep breathing exercises further accentuated the holistic approach, allowing participants to immerse themselves fully in the mind-body connection that laughter yoga promotes. As the laughter session drew to a close, participants were encouraged to take a contemplative pause, reflecting upon the elements they felt grateful for. This moment of gratitude not only aligned seamlessly with the principles of positive psychology but also provided a serene closure to the workshop's dynamic activities.

The atmosphere throughout the workshop was brimming with contagious laughter that transcended any initial hesitations. Feedback from participants was overwhelmingly positive, affirming the workshop's success in fostering positivity and connection. As the demand for this joyful and interactive wellness practice grows, the future seems promising for the continuation of these sessions that spread laughter, positivity, and a renewed sense of vitality.



PCHS Health Magazine



CULTURAL APPROPRIATION VS CULTURAL APPRECIATION: ARE WE AWARE ENOUGH?

By Kanwalpreet Kaur, Program Coordinator: Building Capacity Program

Fall is around the corner followed by one of the most awaited celebrations by youth and adults alike: Halloween. Halloween, the seemingly inoffensive celebration, has many detrimental consequences. The most inconspicuous side-effect of this celebration is cultural appropriation, consciously or unconsciously, is a different concern altogether. Halloween gives people an opportunity to dress-up in costumes and impersonate characters they want to bring to life. However, what people sometimes don't realise is that playing dress-up using iterations of cultural items borrowed from a different culture can result in cultural appropriation.

The Oxford English Dictionary defined cultural appropriation as: "The unacknowledged or inappropriate adoption of the practices, customs, or aesthetics of one social or ethnic group by members of another (typically dominant) community or society." Halloween, music concerts and some other themed parties are significant occasions for misusing and commercialising the elements of a usually marginalized culture by a dominant culture. One should refrain from

such practice as artifacts used "just for fun" hold a deeper and, at times, spiritual significance. If only a few aspects of culture are shortlisted and the greater context is sidelined and ignored, it will certainly lead to appropriation and exploitation. Therefore, it is not only important to be mindful of the context in which we use the item/artifact, but also educate ourselves regarding its cultural and historical significance.

A great article in HuffPost explains cultural appropriation as follows:

"Feather headdresses are all the rage at music festivals. But these are tribal symbols of spirituality and status that don't have anything to do with these festivals. It's not that it's off-limits to wear accessories from aboriginal cultures, but context is critical. Does the context of Coachella have anything to do with the culture you're borrowing from? If not, then maybe you shouldn't be wearing that particular accessory. For this reason, some music festival organizers have prohibited feather headdresses."

Similarly, when we see someone wearing a saree or

bindi or a sacred head wear, we should question it. Moreover, the person wearing the item should question themselves regarding carrying that responsibility and the intention behind it. Is it for monetization or popularity or to create awareness regarding that culture? If it is the latter, there has to be a greater understanding of where that artifact originates from and what its cultural roots are.

How can we shift from the practice of cultural appropriation to cultural appreciation? We can learn about the various aspects of a culture, including food, attire, customs, and other areas from someone who is ready to teach us willingly. However, buying fast-fashion costumes, jewellery, furniture, decorative items, headwear or any other item that give no credit to the original creator is almost akin to identity theft. Continuous learning and respecting the differences in various cultures can go a long way in developing an appreciation for the foreign/other cultures. This repertoire of knowledge can open a gateway for us to be more aware of the practices and customs followed in other cultures.

Some of the way we can begin to do so are follows:

a. We can delve deeper into our own cultural beliefs and assumptions. Once we familiarize ourselves with our own culture, we can develop the ability to understand the other cultures better.

b. It is important to appreciate other cultures and respect the differences that one might notice. A lot of positive ideas and discussions can stem from healthy differences.

c. This is true for Halloween and concerts: Do not use sacred, spiritual and religious artifacts as decorative items for such occasions as they hold a greater significance and can be deemed offensive if used out of context.

d. When learning about a new culture, make sure your intentions are sincere. One should not try and learn about the other culture just for profits and gains.

e. Spread awareness and tell others the difference between cultural appreciation and cultural appropriation. So, this Halloween, when you go to buy a costume for yourself or your family, make sure you pick up something that does not appropriate any culture for monetary gains. Let's give each others' cultures the respect they deserve.

EID AL-ADHA CELEBRATION

By Fatena Akache, Community Connections Coordinator, Settlement Program

Eid al-Adha, “Feast of the Sacrifice” is the second and the largest of the two main holidays celebrated in Islam (the other being Eid al-Fitr). Sweets and gifts are given, and extended family members typically visit and are welcomed. During Eid, Muslims greet each other by saying ‘Eid Mubarak’, which is Arabic for “Blessed Eid”

On Friday June 30, 2023, the Settlement Team hosted and gathered to celebrate Eid Al -Adha, in-person at Brampton office location.

We started our event with an educational and informative presentation about Eid Al-Adha. During the event all participants engaged in an activity called “Questions & Answer” game. Where questions were listed about the annual Hajj pilgrimage, Eid Al-Adha and general questions from around the world. The winners were gifted a prize.

The event was full of joy and positive energy and that was evident from how the participants were interacting and engaged during the whole event.

Sweets and refreshments were also served during the event.



NOTHING CAN STOP YOU

By Navjot Chahal, Case Manager, Mental Health and Addictions Wellbeing

Meet our beautiful client from PCHS Mental Wellness Program. Overcoming developmental delay disability and pursuing her passion for learning is a remarkable achievement. Her dedication and perseverance are evident in her ability to create this beautiful Crochet piece. This is truly inspiring and commendable! As per the client, the support received from PCHS mental wellness program played a crucial role in providing her with the tools and strategies to succeed.

Stories like this one showcases the power of determination, resilience, and the importance of seeking help when needed. By sharing your accomplishments, you are not only motivating yourself but also inspiring others who might be facing similar obstacles. Keep up the great work, and continue to pursue your goals with the same enthusiasm and determination!

CLIENT WORK, CROCHET



Teen Book Review

Dear Friends

Author: Lisa Greenwald

Reviewed by: Ria Jimmy
Brampton Library Youth Volunteer
Pages: pages

Dear Friends by Lisa Greenwald is an inspiring novel about friendship and being open to change not just around you but in you. Eleni's best friend, Sylvie, has suddenly decided to end their friendship and move on by making her own friends. Crushed by this breakup, she turns to her diary for answers. That is when Eleni realizes how many of her past friendships have ended in similar situations. She embarks on a mission to regain those bonds so everything can go back to the way it was.

What I really liked about this novel was how relatable it was. I could really relate with Eleni when all she wanted was someone she could talk to as she felt she didn't fit in with her group. I enjoyed the diary entries. The book included some from the

past as well as some from the present. It was nice to see her feelings at those particular moments. The diary entries go more deeply into her feelings and make it easier to visualize what's going through her mind.

Overall, Dear Friends by Lisa Greenwald is a novel that takes a girl back to her middle school days with all the drama, and, in the end, finding who you are amidst it.



Monthly Client Testimonial

"Hello ma'am, my family and I do not know how to thank you and the organization. You have helped us in many different ways. You have saved me from going into depression. I was beginning to think that my husband and I made the wrong choice coming to Canada. But after seeing all of the support you and your organization are giving to newcomers, I see that there is hope for us. I was able to buy clothes and food for my children with the gift card. I don't know how to thank you. It is nice to see my children enjoy going to school now. Soon when my husband gets better with his back pain, we will bring our children to your office so they can join the youth activities."

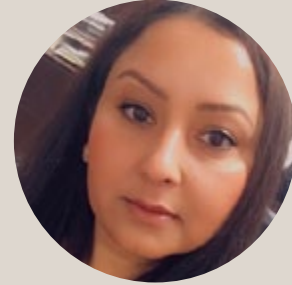
-Settlement Client

*The book is also available at Brampton Library
[Click here to see](#)*

WELCOME NEW STAFF!



Haris Khan
Settlement Counsellor



Manpreet Panag
Addictions Counsellor



Deepanshu Monga
Settlement Counsellor
(short term)



Rajan Basnet
CD Case Manager
(short tem)



Punjabi Community Health Services

28TH ANNUAL GENERAL MEETING

SAVE THE DATE



Thursday,
Sept 21st,
2023



Riverstone Community Centre
195 Don Minaker Drive,
Brampton ON L6P 2V7



6 PM - 8 PM



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