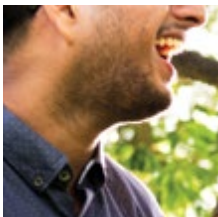




PCHS ANNUAL REPORT

2021-22



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Welcome to PCHS Annual Report 2021-22

This report highlights PCHS year in review,
the team, financial breakdown, HR dashboard,
PCHS programs and much more...



Message from CEO & COO



BALDEV MUTTA
Chief Executive Officer

When we reflect, we are proud to review our accomplishments despite our journey through the unknown world that is COVID-19 and, post-COVID-19.

What have we accomplished? PCHS participated in the effort to address the challenges of dealing with COVID-related issues, the increased demand for mental health and addictions services, services related to frail seniors and the demand for feeding seniors throughout the COVID-19 pandemic. When we reflect on what PCHS has achieved, one cannot wonder how we rose to the occasion to serve increased demand in addressing domestic violence situations, preventing suicides amongst International Students and working in partnerships with other organizations to run Isolation and Recovery Centre in Brampton.

It's a time when we perhaps set some resolutions for the near and long term. These are sometimes old chestnut resolutions that we try and work hard to achieve each year. Some are sincerer,



AMANDEEP KAUR
Chief Operating Officer

and those are the ones we intend to meet to make some positive change that we see as desirable or necessary. So, what about 2022? As we reflected in our last column, 2021 turned out nothing as we imagined, so will we be any better forecasting what is to come in '22-23?

Uncertainty abounds around this pandemic. Nothing plays out as we thought; new variants come along, and local and international restrictions return. I think we can be sure of precisely this very point: We can be confident, even sure, that uncertainty will continue. How can we, individually and collectively, prepare for and respond to that prevailing environment where uncertainty is constant? I think we can base our answers around what we do know, or at least, what we believe. For example:

- Assurances of high-quality health services;
- Therefore, management systems assurances/vaccine & other product assurances/systems/testing/etc. will still be required;
- Internal assurances, checks and

balances, innovations, research and communications will be necessary;

- Learning to deal with Human Health Resource issues will be required.

So, if we accept that we need all of the above in some form, that can be the basis for our outlook and planning. How we do these things may change, but we can be ready to adapt our 'how' if we are willing and prepared to do so.

As Individuals, we can still invest in our careers to prepare ourselves for whatever comes next. Arguably there is now more opportunity than ever as standards and schemes continue to be re-defined and technology imposes change and offers an opportunity to harness said change. Client safety and satisfaction continue to be prevalent, but the 'how' of evaluating the outcome is clearly in flux when one considers virtual interventions.

Providing our clients' health, settlement, and social services is paramount for businesses like

ours. We would like to enhance our partnerships with our colleagues to continue developing innovative models of interventions. In times of financial crunch, collaborating and partnering with like-minded organizations is even more critical. Looking at the future, we plan to grow, expand and sustain PCHS. We will soon embark on developing a new strategic plan to propel us to become a well-recognized culturally competent organization across Canada. We would like to welcome PCHS Edmonton and PCHS Winnipeg which will serve the South Asian and other communities in their respective areas.

We are looking to serve the Halton and York region communities. Our initial research has determined that no culturally competent services are available for the South Asian communities in mental health and addictions. We are hoping to fulfil that niche in those areas.

PCHS will continue to espouse Anti-Racism and Anti-Oppression (ARAO) framework, and the en-

"I think we can be sure of precisely this very point: We can be confident, even sure, that uncertainty will continue."

tire work of PCHS will be deeply rooted in that critical lens. The work of ARAO will continue, and we will be building more profound and meaningful relationships with the Indigenous and the Black community.

PCHS will remain partner with Indus Community Services to strengthen Apna Health and work towards building the South Asian Health Hub. PCHS will strengthen our partnerships with CMHA Peel Dufferin and Roots Community Services to provide non-police crisis services.

We would not have achieved all the successes without the generous support from our board, staff and volunteers. During COVID, their support for Amandeep and I was only a phone call away. They rose to the occasion to provide services to the needy segments of our communities. The support was evident during the CARF accreditation process, where the entire organization had no recommendation from CARF surveyors. Again, we are in the top 3% out of 8668 organizations in 30 coun-

tries worldwide. We would also like to acknowledge the support from our funders; Ontario Health, Immigration Refugee Citizenship Canada, Region of Peel, United Way Greater Toronto, Ontario Trillium Foundation, Ministry of Labour, Training & Skills Development and generous donations from the community.

We look forward to an exciting year of growth, expansion and sustainability.

Message from President



DIANNE DOUGLAS
President

The past year has been another successful one for PCHS – which is especially notable as COVID-19 and its variants continued to create challenges, and pose concerns, for staff, management and the Board – as our focus is, first and foremost, always on the well-being of those we serve. With circumstances changing frequently, management and staff constantly have gone above and beyond to ensure the highest protocols and standards were efficiently developed, implemented, and maintained to keep everyone safe.

Provision of programs and services has continued virtually, and remarkably without interruption in the changing landscape of the pandemic. And for those without digital access, PCHS initiated a service to provide devices on loan for clients in need of one, to ensure continuous access to our programs and services.

With 32 years in community service, all that PCHS offers is too lengthy to list, but work continues meticulously and attentively

“The extent of your impact on the world depends on the size of your devotion to excellence.”
-Robin Sharma

in the areas of: Mental Health, Sahara Addictions, Opioids Addictions, Better Families, Settlement Services, Geriatrics, Community Development and the Family Enhancement Group Program.

The Chief Executive Officer (CEO) Baldev Mutta, the Chief Operating Officer (COO) Amandeep Kaur, and I, President and Chair of the Board (Dianne Douglas) are involved in advocacy in the community, each representing PCHS on various community associations, such as: Addictions and Mental Health Ontario (AMHO), and AMHO’s Anti-Racism and Anti-Oppression framework; the Metamorphosis Network; the Community Hub of the Brampton Springdale Network and the Malton Youth Wellness Hub; and is a member of the Town and Gown Committee to address challenges experienced by International Students (alongside the City of Brampton and Sheridan College).

PCHS is committed to constant improvement in all procedures, practices and in all areas. Staff, management and the Board are steadfast in maintaining the highest standards possible in each of our respective areas. In attaining this, PCHS is accredited by one of the most rigorous and recognized international standards of excel-

lence in service quality and best practices – CARF International.

My fellow members of the Board of Directors have again done excellent work - with careful consideration of all business, reliability, and meticulous attention to detail! They consistently show their understanding of what the author Robin Sharma has noted, “The extent of your impact on the world depends on the size of your devotion to excellence.”

The Board of Directors is also well aware of the very special funders, partners, volunteers, and friends of PCHS and we are for all that you do, that makes it possible for the organization to accomplish so much.

Each of you contributes to PCHS being able to consistently attain excellence - through your outstanding contributions to the efforts of PCHS.

Thank you.

Year in review

RRSL

The Rapid Response Saving Lives project tackles immediate issues faced by clients dealing with mental health and addictions/substance use issues in the community. This could be assisting with discharges back to the community, ensuring clients have links to appropriate supports prior to discharge, immediate and short term interventions, help connecting them with community support services and other resources. The aim of RRSL is to provide rapid response ensuring the safety of clients in need. We collaborate with hospitals, community colleges, families, and other community agencies to support our self-identified or referred clients.

Shock Proofing Community

The main subjects the project covers are gender based violence, intimate partner violence and domestic abuse. The aim is to create a resource for women to help them readjust to life outside of abuse. We are developing an online learning platform for survivors. Providing them access to four virtual sessions, these self-guided learning sessions will teach them survival and coping mechanisms as they adjust to their new life. Part of the research includes meeting with survivors to understand their point of view, so that they are accurately represented.



Black history month Symposium: February 2022

In February 2022 the ARAO committee at PCHS held a virtual Symposium for PCHS staff. Staff were provided learning opportunities to be in ally-ship with BIPOC communities in our work and personal practices. The organization that participated in the Symposiums were: ROOTS, MOYO, Bleed the north and Ontario’s Caregiver’s Association.

International Women’s Day Gala: March 2022

PCHS hosted their 20th Annual International Women’s day event. It was an educational and entertaining event to empower, celebrate women’s achievements, raise awareness against bias and together take actions towards equality. Our keynote speaker was Sandy Chatha. She was the first female police officer in the RCMP from the Sikh community in Canada.

Reconciling History Exhibit: June 2022

To recognize National Indigenous Peoples Day, PCHS hosted a knowledge sharing exhibition to understand the historical events by which colonialism has been instilled. This event will serve as a space where we, as a community, were able to educate ourselves on the people and nation of the territory on which we work and reside. This was a learning event for us to establish conversations and serve to be an open platform to see how we as service providers, community members and settlers are able to work towards reconciliation. We had Indigenous Elder Cat come in and initiate the ceremony held on June 24th, 2022. He educated us on Indigenous past, present and future action we need to take to reconcile. Attendees were able to walk through and interact with parts of the exhibition.



Accomplishments

Overview of Rapid Antigen Test Kit Distribution

PCHS' HPCS team started RAT distribution on February 9, 2022, as part of the Ontario government's initiative to expand access to free RAT kits for at-home use. Our team's focus was to distribute kits to individuals most-impacted and at risk of COVID-19, as well as those facing barriers to access (income, language, transportation, etc.). PCHS, in collaboration with Peel Living, the Region of Peel's non-profit housing company, distributed RAT kits to over 2,000 seniors across 30+ Peel Living sites. Community Health Ambassadors were also present at various school-based and community pop-up vaccination clinics, where they connected with individual's post-vaccination to answer questions and distribute RAT kits, with a total of 2,000 kits being distributed at various vaccination clinics across the Peel region.

In addition to the direct distribution of RAT kits to community members by CHAs, our team utilized new and existing local partnerships such as with community health centers, places of worship, food banks, etc. to ensure different organizations had RAT kits readily available for their client's/community members. Through these essential collaborations, we were able to distribute over 20,000 RAT kits. 40% of RAT kits went out to various places of worship (temples, gurdwaras, mosques, churches, etc.), and 15% to social service agencies such as food banks and settlement/newcomer agencies. Over 2,500 kits were distributed to various local ethnic grocery stores and over 3,500 to local personal care services providers such as hair and nail salons, wellness centers, etc., all to increase RAT kit access to local community members.

The efforts of our team to distribute free RAT kits to our community members were greatly appreciated and well-received. Community organizations were better equipped to support their members and ensure vulnerable populations also had access to free kits. There was a particular instance of note during our distribution at a Peel Living site, where many senior residents in their wheelchairs were waiting for us at the building door to welcome us and thank us for our service. As a team, we hope that our contribution played a small part in making our community a safer space and equipping our residents to best protect themselves during the COVID-19 pandemic.

PCHS organized a RAT kit pick-up day on Friday, March 11, 2022, from 10 am to 6 pm at our Brampton Office. This pick-up day was open to clients, staff, and community members and was communicated on social media and via mail updates. More than 100 kits were distributed on the day! For clients/community members who were not able to come to the office, RAT kits were delivered directly to client's homes to ensure equitable access.



About PCHS

PCHS was founded in July 1990 as a community development project. It is now a not-for-profit, charitable, accredited and Health Service Provider organization. PCHS strives to empower and serve our communities through a wide range of services, such as case management, supportive counselling, linkages to appropriate community resources, education, awareness & information, community engagement & development, volunteer & peer support, and much more. Each service that PCHS provides today was the identification of complex issues in our communities and coming up with culturally relevant solutions.



CARF

CARF is an independent, nonprofit organization focused on advancing the quality of services communities use to meet their needs for the best possible outcomes. CARF provides accreditation services worldwide at the request of health and human service providers



Imagine Canada

Imagine Canada works to bolster the charities, nonprofits and social entrepreneurs that build, enrich and define our nation and the communities they support around the globe. They have a mission is to strengthen Canadian charities and nonprofits to better serve their clients.

OUR MISSION, VISION & VALUES



Our Mission

To Improve the well-being of the individuals, families and communities using an anti-racism and anti-oppression framework.



Our Vision

Our vision is to have healthy and thriving diverse communities.

PCHS Core Values

Inclusion

We believe in treating people fairly and with dignity.
We strive to incorporate equity in all areas of our work.

Accountability

We believe the trust of our staff, clients and the community as our biggest asset. We practice accountability by being open, transparent and responsible in everything we do.

Excellence

We believe excellence is a habit not a one-time action.
We are fueled by our relentless pursuit to exceed expectations of the people we serve.

Innovation

We believe to discover new solutions; we must have the courage to challenge the status quo.
We seek out creative approaches to address emerging challenges.

Meet the Executive Team



BALDEV MUTTA
Chief Executive Officer



AMANDEEP KAUR
Chief Operating Officer



MUDASSARA ANWAR
Director of Operations



EKTA CHOKSI
**Senior Manager,
Finance**



ADITI AGNIHOTRI
Manager, HR



AMANJIT KAHLON
**Manager, Community
Development**



ANSJYOT KAPOOR
**Manager of Health,
Geriatrics Program
and HPCS**



RANJIT SAINI
Executive Assistant

Board members



DIANNE DOUGLAS
President



RUZVELT BARAIY
Vice President



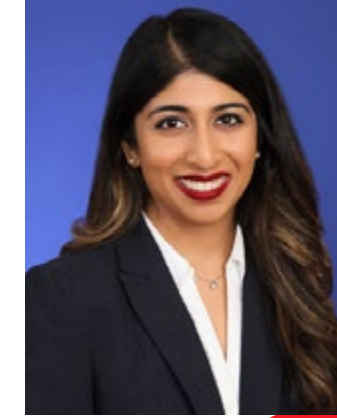
ARSHDEEP PHAGOORA
Secretary



TANJIT AHLUWALIA
Treasurer



PREET SOHAL
Board Member



SUNITA KHETERPAL
Board Member



RAKIB MOHAMMED
Board Member



SWARAJ MANN
Board Member



RYAN GURCHARN
Board Member

Treasurer's Report 2022



PCHS is an organization that has shown true resiliency in this current world of uncertainty. I have served on the Board for over six years and to this day, I am truly amazed at how much the organization has grown, not only in dollars, but also in the number of lives they have impacted. They have been able to further develop and improve their processes and services month over month and year over year.

A large thank you goes to Harpreet Dhawan and his team from HDCPA Professional Corporation. They are our financial auditors who help ensure our financial statements stay in accordance with the Accounting Standards for Not for Profit Organizations.

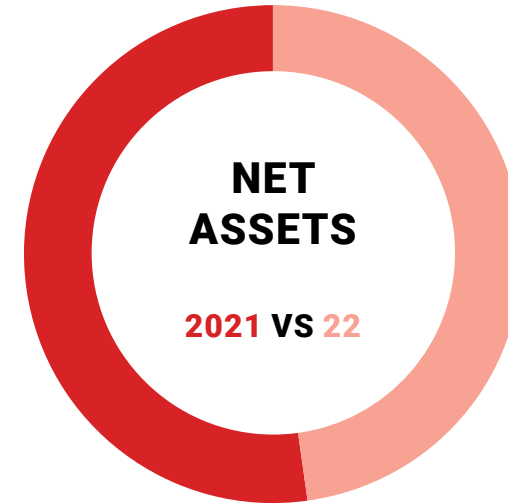
In light of recent economic events, we can be extremely pleased with our current position. Our balance sheet shows our total assets dropped slightly at 5% from **\$2,999,583** (Two million, nine hundred and ninety-nine thousand, five hundred and eighty-three dollars) to **\$2,847,192** (Two million, eight hundred and forty-seven thousand, one hundred and ninety-two dollars). Despite this small drop, we had total revenues of **\$9,930,390** (Nine million, nine hundred and thirty thousand, three hundred and ninety dollars), which is an increase of 50% from the previous year of **\$6,585,620** (Six million, five hundred and eighty-five thousand, six hundred and twenty dollars). Our total expenses totalled **\$9,828,985** (Nine million, eight hundred and twenty-eight thousand, nine hundred and eighty-five dollars), resulting in an excess of **\$101,405** (One hundred and one thousand, four hundred and five dollars). The results were favorable as PCHS was successful in fulfilling its mandate of not being in a deficit for this past fiscal year.

Before closing off, PCHS would like to note this wouldn't have been possible without the support from the following funders: Ontario Health Central, Ministry of Health and Long Term Care, Region of Peel, Immigration, Refugees and Citizenship Canada, Ministry of Labour, Training and Skills Development, United Way Greater Toronto, Regional

Municipality of Halton, Ontario Community Support Association, Ontario Trillium Foundation, Centre for Addiction and Mental Health and Employment and Social Development Canada. PCHS would also like to extend their gratitude towards the individual donors who helped support and provide services to our clients.

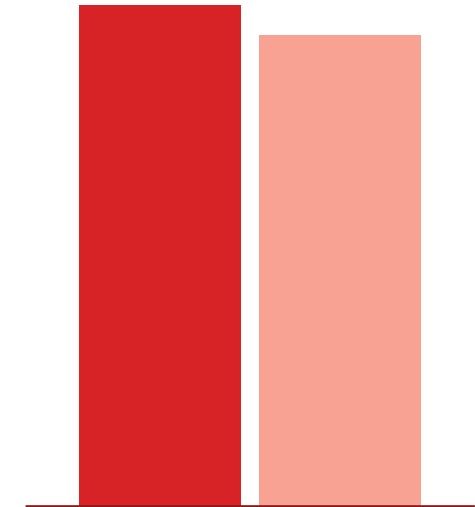
To end off, I would like to note that as the population grows, so does the need for more services. As such, PCHS must continue to look for more innovative ways to meet these needs. PCHS has shown true resiliency and perseverance this past year so I can confidently say that they will not only rise to the occasion but also exceed and overcome any and all obstacles.

Financial Breakdown 2021 VS 22



Net Assets
2021-22 - 1,220,631.00
2020-21 - 1,119,226.00

REVENUE & EXPENSES



Revenue 9,930,390.00
Expenses 9,828,985.00



TOTAL ASSETS **CAD \$2,847,192.00**

Our total assets stood at **\$2,847,192** compared to the previous year's balance of \$2,999,583. Despite this small drop, we had total revenues of **\$9,930,390** and our total expenses were **\$9,828,985**. This resulted in an excess of **\$101,405**.

Financial Report

AS OF MARCH 31, 2022

YEARS	2022	2021
ASSETS		
Current Assets		
Cash	\$ 1,294,379.00	\$ 1,373,852.00
Short term investments	\$ 277,280.00	\$ 161,726.00
Accounts receivable, net of allowances	\$ 568,101.00	\$ 516,329.00
Due from related parties	\$ 17,613.00	\$ 43,060.00
Taxes Recoverable/Refundable	\$ 139,632.00	\$ 204,652.00
Other current assets	\$ 96,098.00	\$ 222,585.00
Total Current Assets	\$ 2,393,103.00	\$ 2,522,204.00
Capital assets, net of accumulated amortization	\$ 454,089.00	\$ 477,379.00
Total Assets	\$ 2,847,192.00	\$ 2,999,583.00
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 327,740.00	\$ 817,654.00
Deferred contributions	\$ 845,909.00	\$ 581,918.00
Deferred rent	\$ 16,032.00	\$ 22,362.00
Total Current Liabilities	\$ 1,189,681.00	\$ 1,421,934.00
Deferred capital contributions	\$ 436,880.00	\$ 458,423.00
Total Liabilities	\$ 1,626,561.00	\$ 1,880,357.00
Net Assets	\$ 1,220,631.00	\$ 1,119,226.00
Total Liabilities and Net Assets	\$ 2,847,192.00	\$ 2,999,583.00

Note: Above financial figures are extracted from the Audited Financial Statement for the year -end March 31, 2022. Please contact PCHS for detailed financial statement.

HR Dashboard 2021-2022

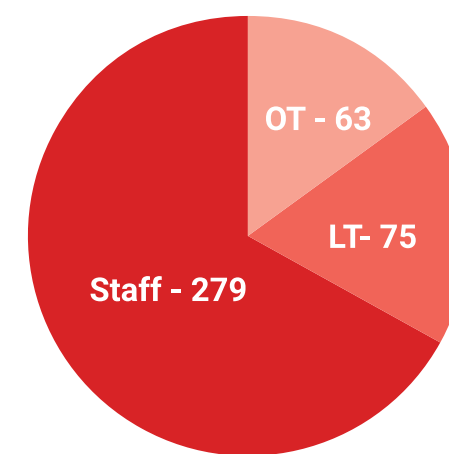
Total staff

Nature of Job	Number of Employees	Health & Rewards	# Employees
Full Time	86	Sick Leave	4
Part Time	3	Workplace Injuries	1
Summer Jobs	5	Accolades	66
Casual	3	Professional Development	1
Contract Full Time	12		
Contract Part Time	3	Wellness Hours	49 hours, Chat & Chai
TOTAL	112		

Staff Turnover

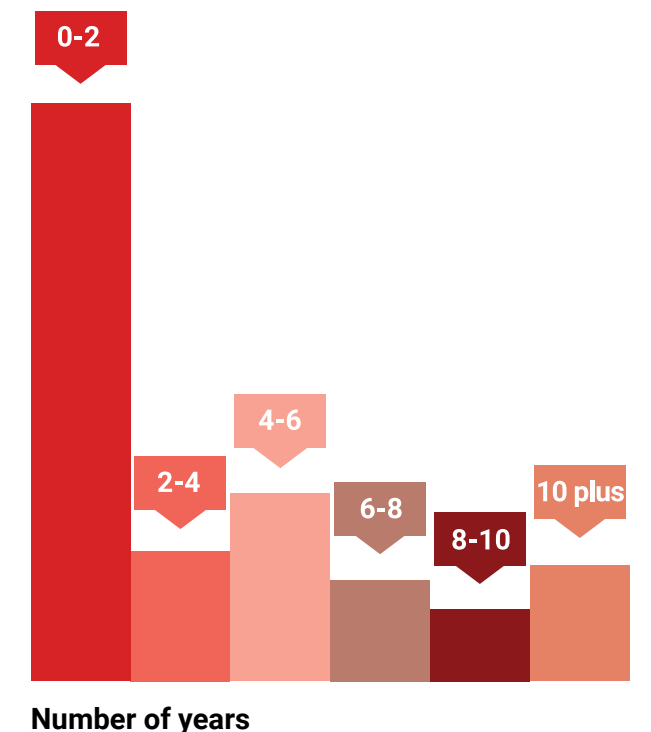


Staff Training



■ Staff
■ Leadership Team
■ Operations Team
 *number of trainings

Years of service



High Priorities Community Strategy

PCHS joined as a lead agency as part of Ontario's High Priority Community Strategy (HPCS) in January 2021 to support community members living in Brampton and the greater Peel region area which had been hardest hit and disproportionately impacted by the COVID-19 pandemic. The main objective of the project was to provide culturally appropriate information and support services to impacted community members during the COVID-19 pandemic. Following were the 3 main pillars of our project under which we worked:



DBNC Summerfest 2022

1. Community Outreach & Education

Our team of Community Health Ambassadors (CHAs) canvassed across the community to educate residents about COVID-19 testing, vaccination, and isolation best practices. A focus on providing support at various community locations such as senior homes, school vaccination clinics, and pop-up community clinics. Through this outreach, CHAs were able to distribute flyers with up-to-date information, resources, personal protective equipment (PPE) kits, as well as most recently, rapid antigen test (RAT) kits.

2. Wraparound services

Our team connected with community members through a COVID-19 support phone line to assess individual needs and connect residents with the appropriate short- and long-term resources, whether they be COVID-19 or otherwise health and social service-related. Our wraparound services include our Langar on Wheels program through which warm, nutritious South Asian meals are provided to frail seniors and individuals in need during their COVID-19 isolation periods right at their doorsteps on daily basis.

3. Access to testing

Throughout the pandemic, testing has played a major role in identifying COVID cases and our team has worked to ensure that any barriers to testing, such as transportation, misinformation, technology, etc., were minimized or reduced to further ensure a safe community setting. Community health ambassadors were present on-site at various testing centers to connect potentially COVID-19-positive community members with resources and information. As of late due to restrictions in PCR testing eligibility, PCHS has responded by working to ensure community members have access to Rapid Antigen Test (RAT) kits.

VIRTUAL SUPPORT

Due to continuous lockdown virtual component played an important role for the program. Apart from having a digital campaign HPCS program had its own support line with following features:

- Live answering daily from 10-6 PM
- Support line staff (who are CHAs) help answer any questions and connect individuals with further supports and programs clients may benefit from
- Support in booking COVID-19 tests, vaccine appointments and addressing any concerns individuals may have about evolving and new information

Some statistics form the digital campaign (April, 2021- March, 2022)

- More than 500 Facebook and Instagram posts
- More than 250 tweets generated
- More than 20 Radio Ads

PARTNERSHIPS

Following are few partnerships that helped us reach and support the most vulnerable members of our community:

- **LEARNA BRAMPTON** partnered with PCHS to provide 3 tutoring sessions per week for each client whose education was affected due to COVID
- **TAMIL CANADIAN CENTER FOR CIVIC ACTION** partnered with PCHS in creating culturally and linguistically appropriate essential outreach components for both digital platforms/online campaign and community outreach through organisations.
- **AMAZON WAREHOUSE** helped PCHS team reach out to community members for easy access for testing, wraparound support and vaccination
- **GO VAX BUS CAMPAIGN** team at community health ambassadors at PCHS participated in the same for providing wraparound support to community members
- **INDUS** partnered with PCHS in organising vaccination clinic at Dixie Gurdwara and at Sheridan College

Program Specifics	April-September 2021	October-December 2021	January- March 2022
Community Outreach			
Number of partners engaged	27	16	21
Number of individuals contacted	25,908	5,553	15,253
Number of PPE kits distributed	18,782	5,708	13,523
Number of Community Health Ambassadors involved	15	9	12
Wraparound Services			
Number of meals provided through Langar On Wheels	30,972	14,204	29,761
Number of individuals receiving case management support	860	82	353

PCHS COVID-19 Isolation & Recovery Centre (PIRC)

Punjabi Community Health Services in the Region of Peel Housing Department and Salvation Army provided medical services at one of Peel's Voluntary COVID-19 Isolation and Recovery centres. PCHS's Isolation and Recovery Center (PIRC) opened for the public on February 10, 2021, and accepted its first patient on February 12, 2021. The medical services at PIRC were provided by one Nurse Manager, 19 Registered Nurses/Registered Practical Nurses, and 2 Nurse practitioners to ensure the clinical stability of all clients and to treat COVID-19 symptoms in a timely manner.

The goal of the Voluntary COVID-19 Isolation and Recovery Centre was to limit and stop the spread of the COVID-19 virus. This was achieved by supporting individuals and families having challenges engaging in mandated self-isolation. These individuals were unable to privately self-isolate for reasons such as lack of access to a private bedroom and washroom, inability to meet nutritional needs or other essential personal needs while in isolation, and due to an increased risk to fragile or immunocompromised family members. This voluntary program was free to all residents in the Region of Peel regardless of their status in Canada, except for travellers, and accommodation is available for individuals and their families. During their stay, the clients had access to medical and social services 24/7 and were offered free transportation to and from the facility.

753 individuals received services at the PIRC from April 2021 to March 2022, Punjabi Community Health Services (PCHS) recognizes the hard work, dedication, and passion that nurses at PIRC (PCHS COVID-19 Isolation & Recovery Centre) have shown over the last year. Our Registered Nurses, Registered Practical Nurses, and Nurse Practitioners have adapted and persevered with courage and resiliency throughout this initiative to keep the community safe.



PCHS Health Magazine



PCHS launched its Health Magazine with its first issue dated in April 2021. Since then the PCHS Health Magazine has been tremendously successfully catering to audience of all ages, and allows submissions from anyone that wants to participate towards a healthier community. With our 3,000+ plus mail subscribers we monthly share health related articles written by our very own PCHS staff, keeping in mind the important events happening around the globe.

We also collaborate with the Brampton Public Library to share book reviews, and local events happening within the library. We keep our audience updated on PCHS programming and events so that they are able to stay engaged and know what is coming up. Our many contributors and Communications Officer at PCHS make the Health Magazine possible and a huge success every month.

Geriatrics Program

Sahara Geriatrics Program strives to empower, support and educate seniors to improve their quality of life. We provide a number of programs that are culturally and linguistically appropriate. We also provide resources and education to promote healthy aging, physical independence and well-being. Our programs use a holistic approach by providing supportive counselling services to individuals and family members.

The Sahara Caregiver Support & Respite Program

Sahara Geriatric Program strives to empower, support, and educate seniors to improve their quality of life. The Sahara Caregiver Support & Respite Program provides culturally and linguistically appropriate services to seniors and caregivers, who are living in HCCSS Central-west area, caregiver can be 55 and over but caregivers can be any age. Our program provides respite services to seniors and families giving short-term relief to caregivers who are burnt out and overwhelmed while taking care of their loved ones who are not able to independently perform daily activities.

We also help reduce emergency visits to the hospital and obtain early admission to LTC. This program improves their quality of life. We provide Health education and awareness workshops, referrals, and linkages to internal and external programs. Social engagement & recreational activities for seniors and one-on-one supportive counseling.

The Integrated Seniors Team Program

The Integrated Seniors Team Program is a partnership project with PCHS, SHIP (Services and Housing In the Province) and Peel Senior Link. The IST program is designed to provide support to seniors and their caregivers who reside in the community. This program provides support and promotes independence, education and healthy aging.

KEY HIGHLIGHTS



Behavioural Support Ontario (BSO) Program

BSO Program caters to the needs of caregivers of older adults (55+) with cognitive impairments due to dementia, addictions or other neurological conditions. The BSO program is a collaboration between Punjabi Community Health Services and Indus Community Services



Client Testimonial Qualitative story from The BSO program

The qualitative story involves a client who was referred to PCHS by the crisis help line.

The writer has been involved with client and the caregivers for over two and half months and has provided several virtual consultations over the phone.

The client we supported was coping with frontal temporal dementia and displaying responsive behaviour. The client had disturbed sleep patterns and increased agitation. The client was refusing to accept assistance from the primary caregiver for activities of daily living and was refusing to eat. As a result of that, the primary caregiver(son) was going through a very tough time, as he also had to take care of his elderly mother. The primary caregiver did not have any formal or informal support available to take care of his elderly parents. The caregiver used to receive assistance for personal care for his parents in the past but because of the wide spread of COVID-19 infection, the caregiver decided to take care of his elderly parents by himself. The primary caregiver admitted that he was completely burnt out as he was taking care of his parents nonstop from last two years. The writer was able to work with primary caregiver to accurately assess the client's behaviour and implement interventions that involved supportive counselling for the caregiver, education on responsive behaviour, and capacity building. The outcome of these non-pharmacological approaches had positive impact on the client, which was evident by the client's decreased levels of anxiety and agitation. The client was provided with dementia activity kit which was comprised of puzzles, word search, fidget spinner, radio with 350 Bollywood Hindi songs, toy pet etc. to keep the client engaged and distracted. The primary caregiver was connected with a caregiver support group which was a pilot project conducted by PCHS. The caregiver was relieved by receiving respite services provided by PCHS's personal support workers twice a week. The secondary caregiver (client's wife) was connected with seniors' virtual groups run by PCHS, in order to provide relief from social isolation and education regarding various topics. Primary caregiver quoted, "I am very grateful for your service as it guided me on how to better take care of my father and understand his disease".

Settlement Services

Settlement Services

Helping newcomers to integrate into Canadian society, settlement services are available for newcomers/ permanent residents (PR), Canadian citizens, international students, work permit holders, live-in caregivers and convention/refugee claimants to Canada (proof required). Services are provided in English, Arabic, Armenian, Dari, Farsi, French, German, Hindi, Italian, Punjabi, Spanish, Turkish, Urdu. All services are confidential and at NO COST to clients.

Newcomer Connections Program (NCP)

This is a matching program for participants and volunteers designed to ease the settlement of newcomers to Canada. Trained and established volunteers in this program are matched with newcomer families and individuals to help them settle in their communities successfully.

Care for Newcomer Children Program (CNC) (Brampton site only)

Through children's natural curiosity to explore their environment, PCHS is committed to creating a setting that first engages and then stimulates physical, social, emotional and cognitive development with a goal of maximizing their potential. Childcare services are available for clients with settlement needs and students for language classes. We provide childcare services for children ranging from 19 months to 12 years of age. PCHS Care for Newcomer Children Program (CNC) follows a philosophy of learning through play.

KEY HIGHLIGHTS



Newcomer Youth Program (NYP) (13-19 years)

The program is assisting newcomer children and youth to build their life skills, and making decisions for the best quality of life. Youth are provided with supportive counselling support, leadership, civic engagement, employment support, academic engagement, information sessions, arts & crafts, parent & youth relationship building and volunteer opportunities!

Employment Preparedness Program

The employment preparedness program provides eligible clients with the tools and skills to find employment and be prepared to enter the Canadian workforce. The Employment Preparedness Specialist connects clients with resources to bridge their education, validate credentials, conduct job searches, prepare, and assist clients on their cover letters, resumes, and be prepared for job interviews.

Language Instructions for Newcomers (LINC)

The LINC program works in collaboration with PMC (Peel Multicultural Council) to provide basic language training in English to adult newcomers. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada through its curriculum. The LINC program assists newcomers in adapting to the Canadian way of life and in turn, assists them to become participating members of the Canadian Society.



“Jenny is so knowledgeable and helpful. She helped me with the application for old age and followed up for my citizenship application. She is so accurate and did not hesitate to provide me any information.”

“Highly recommend everyone to go with their services as they are fast in response, helpful, they don't hang up without making sure that everything is clear to the client. I'm really glad with their service!”

Mental Health Program

Mental Health Wellness Program

This program provides case management to individuals and their family members for mental health related issues residing specifically in Halton region. This program is offered to individuals who are 16 years of age or older and identify with the South Asian, newcomer and Muslim population.

KEY HIGHLIGHTS



Early Psychosis Intervention Program

This is a case management program that offers support to individuals who require early intervention support for first episode psychosis or health concerns regarding mental illnesses within the past two years. We offer services to clients between the ages of 14 to 37 years.

Concurrent Disorder Case Management

This program provides culturally and linguistically appropriate case management supports to individuals living with complex addictions and mental health issues and to their significant others. Services include, individualized assessment, care planning, supportive counseling, service co-ordination (linking service recipients with services and supports), and specific interventions related to concurrent disorders.

Mobile Crisis Rapid Response Team (MCRRT)

PCHS has started new partnership with Canadian Mental Health Association, Peel Dufferin (CMHA PD). There are two Crisis Support workers to serve clients on Crisis Support Line in collaboration with CMHA PD Mobile Community Rapid Response Team (MCRRT). They provide crisis intervention as an immediate and short-term emergency response to mental, emotional, physical, and behavioral distress. Crisis interventions through a crisis support line help to restore an individual's equilibrium to their biopsychosocial functioning and minimize the potential for long-term trauma or distress.

Concurrent Disorder Wellness Support Group

The Sahara Concurrent Disorder Support Group is a linguistically and culturally appropriate psycho-educational group program. It aims to educate and support individuals and their caregivers to cope with the challenges they are facing as a result of their mental health and addiction issues.

This Group offers:

Interactive group discussions

Educational activities

Collaboration with agencies/partners who specialize in addictions and mental health services

On-going support to clients and their caregivers

Mobile Community Support Group (MCSG)

PCHS is dedicated to providing services to the communities that we serve. The mobile community support group is made up of professionals specializing in mental disorders who work in partnership with other community allies. We represent a variety of cultures within the South Asian communities and are skilled in delivering culturally sensitive programs and presentations.

Objectives of Mobile Community Support Group

Increasing awareness on Mental Health

Strengthening and empowering the community to support those who are experiencing mental illness concerns.

Eliminate stigma regarding mental illness and stereotypes within the community

Connecting individuals and families to access programs & mental health resources available within the community.

Client Testimonial

“PCHS has been one of the greatest assets in my wellbeing and ongoing medical/mental health concerns. I have had the pleasure of working alongside many support staff at PCHS. Throughout my journey I have learnt a multitude of ways of coping with my mental health shortcomings due to the knowledge and strategies provided by the staff at PCHS. This organization has supported me on various platforms. Everything from court support, health support and mental health support and interpersonal relationships that exist in and around my life. PCHS also referred me to and connected me to other agencies that could be of assistance, they have been a grand asset in my journey. I find that having a cultural approach to wellbeing can be very beneficial in a multicultural country. Especially so when the organization is not for profit due to financial difficulties that arise with chronic medical and mental health issues. I have been able to build my self esteem and sense of safety with one on one available peer support and worksheets to aid this process. The education provided to me with all this support makes it easier to lead a relatively balanced life. All this broadens my awareness to use tools taught as coping when faced with triggers and difficulties in my day to day. PCHS allows for a variety of approaches when dealing with health concerns and needing advocacy in these matters. I am very grateful that such an organization exists and is able to aid because it has been one of the only consents of aid in my journey.”

Better Families Program

The Sahara Better Families Program (BFP) provides support to youth ages 12 to 24 years old and their families and also to parents of children aged 1 to 11 years old and parents that are mandated by legal obligation related to children or youth issues. Areas covered by the program are mental health, cultural conflict, violence and substance abuse. These family service programs provide 1 to 2 hour sessions to individuals or in group sessions, individualized assessment and planning, service co-ordination, supportive counselling, monitoring and evaluation of services provided to recipients, systems advocacy/resource co-ordination and outreach in the community.

Goals

- To provide life skills training to youth and parents.
- To keep youth and parents safe by teaching safety planning.
- To help youth and parents identify and address mental health, substance abuse and violence issues.
- To link youth and parents with appropriate programs and services.

This program offers:

- Linguistically and culturally appropriate services.
- Services are provided in English, Punjabi, Hindi and Urdu.
- Assist clients in reaching their goals.
- One-on-one and group programs.
- Work closely with family members.
- Work with other partners/agencies who specialize in child and youth

Sahara Parenting Program

This support group runs the first Thursday of every month from 6pm to 8pm for parents and their children on our Facebook page. This is designed to raise awareness and provide education on the issues of building positive healthy relations. The topics include:

- Parenting in Canada
- Eastern and Western differences
- Nurturing wheel
- Communication
- Developing listening skills
- Discipline (two part session)
- Setting limits for children
- Understanding the Canadian legal system
- Understanding Children Aid Society
- Understanding the education system
- Developing positive relations with children
- Community Resources
- Help seeking behaviours

Youth Drop in Program

This program runs every Thursday 6pm to 8pm over zoom. This is designed to raise awareness and provide education on variety of useful topics. These topics include but are not limited to:

- Bullying
- Education options
- Communication and healthy relationships
- Anger management
- Impacts of overusing technology
- Beating procrastination
- Self-esteem
- Conflict resolution
- Financial literacy in youth
- Professions in Canada

KEY HIGHLIGHTS



Client Testimonial

(Youth)

“My relationship with myself has become better and my anxiety and depression have become more manageable. I appreciate all the support through the process.”

(Youth)

“I look at my relationships very differently now and I accept people and myself for who they are, that has improved my understanding of myself and people in general and it reduces my anxiety.”

(Parent)

“I appreciate the help received from PCHS for parenting, it has made my relationship with my daughter easy going and now I can manage my anger using different strategies learned.”

Sahara Addictions Program

The Sahara Addictions Program at PCHS strives to empower clients and their families through a guided journey to recover from substance use behaviors and related concerns by using a holistic treatment approach in a culturally and linguistically appropriate manner.

Program Goals and Objectives:

- To provide holistic care and support to clients who identify with having a substance use problem or addiction
- To reduce hospitalization-visits/admissions
- To provide culturally competent psychoeducation to addiction clients and their families
- To provide linkages to clinical care and community resources
- To tailor the care, plan to suit each client's individual needs and preferences
- Incorporate home visits and group sessions as required in care plan

Eligibility Criteria:

- 16 years or older
- Resides in Greater GTA
- Using/abusing a substance (alcohol, drugs etc.)
- Have alcohol/drug addiction
- Family members/significant others of individuals with substance use issues
- Have a process dependency (legal mandates etc.)
- Have been mandated as a requirement of the court or probation

Addictions Program Components:

1. Case Management Program
2. Sahara Opioid Addiction Prevention Program (SOAPP)
3. Sahara Opioid Harm Reduction (SOHR) Program
4. Intensive Addiction Day Treatment Program (IADTP)
5. Sahara Bridging Addiction Counselling (BAC) Program
6. Sahara In-Short Term Emergency Diversion (In-STED) Program
7. Community Withdrawal Management Services (CWMS) Program
8. Rapid Response Saving Lives (RRSL) Program
9. Addictions Medicine Services (AMS) Program
10. Peer Support

KEY HIGHLIGHTS



Case Management:

Provides individualized assessment and planning, service co-ordination, supportive counselling and appropriate referrals.

Sahara Opioid Addiction Prevention Program:

SOAPP provides services to individuals with opioids addiction and improves the responsiveness of the health care system to substance abuse. Program is a partnership between WOHS, CMHA Peel, PAARC, FTP, Jean Tweed and PCHS. A client receives brief intervention, lifestyle and supportive interventions to develop skills to manage addiction/substance abuse and other related problems.

Sahara Opioid Harm Reduction Program:

SOHR provide brief intervention, lifestyle and personal counselling to assist clients to develop skills and manage opioids addiction/substance abuse and related problems, and/or maintain and enhance care plan. This is a mobile position, services will be provided in office setting and within the community as per service recipients' needs.

Bridging Addiction Counselling Program (BAC):

A short term counseling program to support individuals on residential treatment programs waitlist residing in the Central West LHIN. The Bridging Addiction Counseling program also supports individuals discharged from the Withdrawal Management Center (Residential or community) and Health Link referrals.

In-Short Term Emergency Diversion Program (In-STED):

The In-STED Program is a partnership between SHIP, CMHA Peel and Punjabi Community Health Services that offers short-term, community based mental health and addiction services to the most vulnerable individuals. The program is designed to reduce the need for multiple visits to emergency departments.

Community Withdrawal Management Service (CWMS):

Provides a supportive environment to clients with voluntary alcohol or other drug withdrawal. This includes a structured day time and telephone WM services. Monitor withdrawal symptoms, provide support, reassurance, coping methods, motivational counselling, and appropriate referrals.

Intensive Addiction Day Treatment Program (IADTP):

The IADTP helps reduce non-emergency ED visits and/or hospitalization, allow for faster discharge when visits are necessary, and reduce recidivism, as the hospital will be able to refer directly into the program. It allows for seamless navigation, access, and transition to the appropriate level of care.

Rapid Response Saving Lives Program (RRSL):

The RRSL program focuses on supporting clients with wrap around services post hospital discharge to minimize isolation and save lives. This program provides short term persons-centered support, assists client with discharges back to the community, and ensuring clients have links to appropriate supports prior to discharge.

Peer support services:

Clients are connected to the peers at any level of care/recovery from substance use/addiction, as needed. Peer support workers support client's personal recovery goals or building on resiliency by sharing success stories, shared personal life experiences, serving as role models or helping the individual reach their personal goals. Peer Support Services are provided at locations that meet the needs of the persons served and that is most convenient.

Addictions Medicine Service (AMS):

The new addition AMS service does not refer to the practice of controlling, administering, and/or prescribing medications to the persons served. AMS service usually coordinates with the external agencies, such as William Osler and arranges appointments to the addiction specialist or doctors if the client have any inquiry about their medicines.

Addictions Group Programs:

- Sahara Addictions Day Program (SADP)
- Sahara Relapse Prevention Group Program
- Sahara Men's Group Program (SMG)
- Sahara BAC and CWMS Group Program
- Sahara Opioid's Prevention Support Group
- Sahara Opioid Harm Reduction Program

Our services are provided at NO COST to the participants. Our primary funders are: Central Ontario Health and Ministry of Long-Term Care

Sahara Support Services Program

The Sahara Support Services Program helps individuals and families that are in emergency shelters or facing imminent risk of becoming homelessness. These individuals receive and are connected to supports so that they do not end up being homeless.

The following objectives were completed in order to ensure our clients did not become homeless:

- Housing Loss Prevention – Clients, that are eligible, are provided with one-time rental assistance which ensures they remained housed.
- Connecting clients to income supports – Our program coordinators work with clients and assess their eligibility to apply for various income supports. In most cases they can assist with completing applications.
- Pre-employment support & bridging to the labor market – Program coordinators work with clients to connect them with existing employment programs, programs to enhance skills, training programs.
- Life Skills Development – Program coordinators assess the client's needs and make referrals both internally and externally to programs that can help with learning core basic skills, independent living skills and social skills.
- Improve clients' social integration – Those clients that are identified to be socially isolated, as part of their plan and resources, our coordinators connect and refer clients to programs that promote social engagement and cultural engagement.
- Liaising and referring clients to appropriate resources – Coordinators connect clients with resources based on their needs. Some of the resources, such as support services for addictions, mental health, settlement services, supportive counselling for families and youth, clients are referred internally. However, for additional services we provide warm referrals to external partners and organizations.

KEY HIGHLIGHTS



Client Testimonial

“You have such a kind and caring way of speaking and listening to me. I know I came to you with a difficult situation, but you have always been compassionate. You are always trying to be creative in how you want to help me. Even if the issue is still ongoing, at least I can leave the call feeling lighter and hopeful. Thank you for keeping my hope alive dear.”
- R.R.

“I'm finding writing out my thoughts and updating you very helpful. It allows me to organize my thoughts, feel heard and feels supported, like I am not alone in this. Thank you for your compassion, empathy and support. I will remember this for a long time. The Muslim Somali sister housing worker who went above and beyond for me, really showed up for me and helped me get back on my feet and well.. get my stuff together!”
- S.A.



Peer Support

The program strives to provide an inclusive platform for excellent serving and a valuable learning experience. Under this Program PCHS offers placements to students, engages volunteers and recruits peer supports. Students and volunteers strengthen and enhance service and program delivery at PCHS. While students realize practical learning objectives which supplement their academic course work, volunteers are afforded opportunities to connect, contribute and serve. Peer Supports are the animated catalysts who on the strength and insight of their lived experiences motivate PCHS clients to cope with challenges regarding mental health, addictions & settlement.

Stats
 We have had 14 student placements
 Peer Support Volunteers: 12
 Volunteers: 30

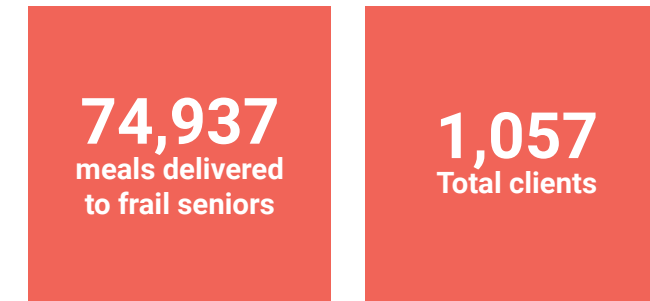


KEY HIGHLIGHTS



PCHS Langar on Wheels

The Langar on Wheels (LOW) Program was established in 2011 to provide food for isolated seniors and since then PCHS has delivered over 299,477 meals to frail seniors. Many families are struggling to survive and cannot provide all that their parents need and many seniors have no family close by. Frozen foods are not as healthy or appealing and seniors who depend on those do not eat properly. The LOW provides home delivery of the appropriate good food and responds to all those challenges. LOW program is just one way that PCHS supports older community members, and promotes independence and healthy aging.



Client Testimonial

*“Dear staff of PCHS,
 Thank you for sending food home delivery to all our seniors
 All our seniors appreciate all the hard work that goes in preparing the food and getting it on time. Salute to all of you. God bless You All Keep up the good work.
 Thanking you sincerely”*

“The Chef - responsible for preparing delicious and healthy food - as well as the staff for their efficient handling of the current situation also deserves a word of appreciation. The present Case Manager Jagdeep has been boosting the morale of Clients by contacting them on Phone every now and then and making every effort to make them feel relaxed must be placed on record. Beautiful Deeds done with honest intentions should be abundantly rewarded.”

“THE IMPORTANCE OF GOOD PEOPLE AND ORGANIZATIONS LIKE PUNJABI COMMUNITY HEALTH SERVICES- WHICH ARE FULLY DEDICATED TO SERVICE OF HUMANITY- IN OUR LIFE, IS JUST LIKE THE IMPORTANCE OF HEARTBEATS--IT’S NOT VISIBLE BUT SILENTLY SUPPORTS OUR LIFE”

Digital Media Audience Engagement



Facebook

Total page likes	7,659
Page Reach	87,103

Instagram

Total Followers	1,450
Post Reach	33,405
Posts	414



Twitter

Followers	134
Tweet Impressions	359,502
Profile Visits	19,729

Website

Users	28,000
Page Views	83,588



Our Funders



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