

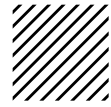
THE ANNUAL REPORT



**SESSION
2020-21**

DATE CREATED
17.08.2021

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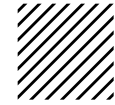
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WELCOME TO ANNUAL REPORT 2020-21

The PCHS Annual Report 2020-21 is developed and designed at PCHS by the Department of Research and Communications and consists of the annual proceedings of the financial year 2020.

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MESSAGE FROM THE CEO



BALDEV MUTTA
CHIEF EXECUTIVE OFFICER

PCHS was able to strengthen its programs and also started a mass movement to stop violence against women in the South Asian community.

The financial year 2020 began with several challenges as COVID-19 situation evolved further and the pandemic had significant impact across the globe. There is an obvious sense of unease everywhere. But I would like to reassure you as a community service organisation, we are standing for our community every minute.

We want to build more transparent relationships with all our stakeholders, because we are convinced that transparency is the best way of developing trust. We would like to take this opportunity to thank Board Members for their guidance, dedication, and hard work dur-

ing these challenging times. Our collective thanks to our staff, peer support and volunteers for rolling up their sleeves to support clients during these challenging times. We sincerely thank everyone who helped us during these challenging times. There are many unsung heroes who continued to go into people's homes to provide meals to the most isolated and lonely, to keep seniors healthy so that they can stay at home. We both will always remain indebted to all of them for making PCHS proud. Thank You!


BALDEV MUTTA
CEO, PCHS

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Address :
50 Sunny Meadow Blvd
Brampton ON L6R 0Y7



MESSAGE FROM THE PRESIDENT



DIANNE DOUGLAS
PRESIDENT

One cannot look at the last year without speaking of COVID-19. PCHS leadership and staff reacted quickly, efficiently - and always with the needs of those we serve in mind.

There are many examples of measures taken, such as staff working from home, specified training to assist in that, and attention to the mental health of all. PCHS enhanced its role in the community, becoming a lead agency for the High Priority Community Strategy; providing wrap around services, testing, education,

and awareness around testing hesitancy. We continue to educate the community around vaccine uptake.

Of special note: A mobile Mental Health crisis program in partnership with CMHA (Canadian Mental Health Association), the Region of Peel, and Peel Regional Police; and the Community Withdrawal Management Program, in partnership with the Peel Addiction Assessment and Referral Centre.

Anti-Racism and Anti-Oppression training took place for all staff, including management; along with strengthened advocacy efforts around anti-black and anti-indigenous discrimination. PCHS partners in this at several regional, citywide, and federal tables.

PCHS management, staff, and volunteers, continue their "above and beyond" level of excellence, and we offer them our thanks - especially those that have been on the front lines, ensuring safety in our community.

My fellow members of the Board of Directors have done excellent work

with diligence, integrity, and careful attention to detail - following what Aristotle noted, that, "We are what we repeatedly do. Excellence, therefore is not an act, but a habit."

Chief Operating Officer, Amandeep Kaur, has carefully managed the innumerable details that only multiplied during this past year. In addition to rising to, and going beyond the challenge, she has exhibited grace under pressure.

Chief Executive Officer Baldev Mutta exemplifies grace under pressure. He practises consistent attention to daily details, with a discerning eye to the future, and always with insight and good humour.

Our very special funders and partners make so much possible and we are grateful!

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

Thank you.



YEAR IN REVIEW

- by Amandeep Kaur, Chief Operating Officer

March 2020 was the start to an unforgettable year. Like any other organization in Canada, we were in lockdown. We were forced to change and adapt to a situation that no one could have seen coming. The changes PCHS had to combat were in two folds—increased demand of services and safety of our staff.

PCHS received a large influx of calls regarding mental health and addictions specifically in relation to the opioid crisis. Another vulnerable group that was hit deeply by the pandemic were seniors. Many lost the care they previously received so we stepped up to fill the gap by providing meals to 110 seniors per day from 20-25 meals a day. Despite the pandemic, we continued providing Respite and Caregiver services to our seniors.

PCHS was selected as a lead agency for High Priority Community Strategy project. We were to provide wrap around services, including food, rent support, to people in need in the community. We went door-to-door and engaged media to raise awareness and educate about COVID. We helped support testing centres and then vaccination clinics. In addition, we helped

PCHS teams have made significant adjustments to address the COVID 19 pandemic challenges— working from home, providing 24/7 nursing care at a COVID 19 Isolation and Recovery Centre, and wraparound services under the High Priority Community Strategy initiative.



YEAR IN REVIEW

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open an Isolation and Recovery Centre in two weeks to house people with COVID. The patients were taken care of 24/7 by our experienced nursing staff.

While we were taking initiatives to tend to the community needs, our staff safety and health was our number one priority. We swiftly moved to a work from home environment, laptops and subsidized high speed internet were provided to make the transition from office to home. Additionally, the mental health of our staff was just as important a task as we strive to maintain a healthy work life balance. To help combat feelings of worry or loneliness initiated by the pandemic, we began a Chat and Chai group where staff could meet virtually over a cup of tea. In doing so, a camaraderie between staff was built. In addition, we planned to cut costs strategically which resulted in zero lay offs increasing stability and reducing anxiety in staff.

I would like to thank PCHS staff and volunteers for putting your best foot forward when it was needed the most.

ACCOMPLISHMENTS OF YEAR 2020

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FINANCIAL POSITION

PCHS is in strong financial position. During pandemic we generated a plan of cost cutting without laying off any staff which resulted in achieving a balanced budget.



COVID-19 RESPONSE

PCHS started to operate from home by setting up home offices for staff within a few weeks of lock down. PCHS became a lead agency to implement the Province's High Priority

Community Strategy project. In addition, PCHS put together and managed an Isolation and Recovery centre on a very short notice.

SYSTEMS LEVEL PARTICIPATION

PCHS board advocates for communities who are historically discriminated and marginalized. PCHS advocated at Regional, Provincial and Federal tables. PCHS participated in network organizations which have a provincial and regional mandates.

STRENGTHENING COLLECTIVE SOUTH ASIAN VOICES

PCHS participated in numerous South Asian collectives to strengthen the ability to respond to COVID-19 pandemic issues across GTA.

PARTNERSHIPS

PCHS thanks who believed and partnered with us. We would like to thank CMHA Peel Dufferin, Peel Addiction Assessment and Referral Centre, Peel Senior Link, Caledon Community Services, Indus Community Services, Coalition of Agencies

Serving South Asians, Tamil Civic Action, Laadliyan, Peel Children's Aid, Social Planning Council of Peel, Moyo Health & Community Services, Cities of Brampton and Mississauga, Town of Caledon, and Region of Peel.

EXPANSION, GROWTH, AND SUSTAINABILITY

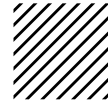
PCHS strengthened Settlement, Mental Health, Addictions, and Better Families' programs. PCHS also started a mass movement to stop violence against women in the South Asian communities. The project is called "Why Are Good Men Silent?"



FUNDERS

PCHS thanks our funders: Immigration Refugee Citizenship Canada (IRCC), Ontario Health and Ministry of Health, Ministry of Labour, Training and Skills Development, United Way Greater Toronto, Community Foundations of Canada (Brampton Caledon Community Foundation), Ontario Community Support Association (OCSA), Region of Peel, and generous donors from the South Asian community.

ABOUT PCHS



PCHS has a mission to improve the well-being of the individuals, families and communities using an anti-racism and anti-oppression framework

Since the beginning of time-inequity, health, settling insecurities and exploring the right options have been an ongoing survival issues in our communities. It is a struggle to exist and prove the worth of self that brings one to a decision to become a part of a change he wishes to witness around.

Holding a similar vision, PCHS started its journey, as a not-for profit, charitable organization, in 1990 and joined the movement to bring a change in the visible minority communities in every possible way. Each service that PCHS provides today was an identification of complex issues in our communities and coming up with culturally relevant solutions. PCHS strives to Empower and serve our

communities through a wide range of services it provides, such as, case management, supportive counseling, linkages to appropriate community resources, education, awareness & information, community engagement & development, volunteer & peer support; and much more.

PCHS is accredited as among the top three percent organizations, awarded by the Commission on Accreditation of Rehabilitation Facilities (CARF) that surveys 7034 organizations in 20 countries around the world.

 <p>CARF</p> <p>CARF is an independent, non-profit 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.</p>	 <p>IMAGINE CANADA</p> <p>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.</p>
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OUR MISSION, VISION & VALUES

PCHS has been serving the diverse communities since its inception. Our values are Inclusion, Accountability, Excellence and Innovation.



ANNUAL REPORT 2020/21


MISSION

PCHS has mission to Improve the well-being of the individuals, families and communities using an anti-racism and anti-oppression framework


VISION

Our vision is to have healthy and thriving diverse communities


VALUES

Inclusion
Accountability
Excellence
Innovation

www.pchs4u.com

MEET THE TEAM



BALDEV MUTTA
CEO, PCHS

Baldev Mutta has been in the field of social work for the last 45+ years. He is the Founder and Chief Executive Officer of the Punjabi Community Health Services (PCHS). PCHS is a Health Service Provider in the Central West and Mississauga Halton LHIN geographic areas. He has worked for the last 28

years developing an integrated holistic model to address substance abuse, mental health and family violence in the South Asian community. He has received many community awards for his work on equity, community development, diversity management, and organizational change.



DIANNE DOUGLAS
PRESIDENT, PCHS



AMANDEEP KAUR
COO, PCHS



PCHS is empowering clients and communities as we adapt to more fluid ways of working and learning.

PCHS BOARD



PCHS IS EMPOWERING CLIENTS AND COMMUNITIES AS WE ADAPT TO MORE FLUID WAYS OF WORKING AND LEARNING.



DIANNE DOUGLAS
PRESIDENT



KARAN DHILLON
VICE PRESIDENT



PREET SOHAL
TREASURER



ARSH PHAGOORA
SECRETARY



RUZVELT BARAIYA
BOARD MEMBER



BALDEEP AUJLA
BOARD MEMBER

We have highly professional and trained staff who understand the cultural perspective of client needs. Our staff members love to work with their clients. PCHS always look for people who have the ability to work as a team and take their job not merely as completing targets but as a social service.

TREASURER'S REPORT

PCHS been able to develop and improve its processes and services month over month and year over year.

- Preet Sohal, Treasurer, PCHS

PCHS been able to develop and improve its processes and services month over month and year over year. I have served on the Board for six years and to this day, I am really and truly amazed at how much the organization has grown, not only in dollars, but also in the number of lives they have impacted.

A large thank you goes to Harpreet Dhawan 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 po-

sition. Looking to our balance sheet, we can see our total assets stood at \$2,999,583 compared to the previous year's balance of \$1,113,835. This amount more than doubled in the span of 12 months! Looking to the income statement, the total revenue was \$6,585,620 (Six million, five hundred and eighty-five thousand, and six hundred and twenty dollars) and our total expenses were \$5,946,909 (five million, nine hundred forty-six thousand, nine hundred and nine dollars). This resulted in an excess of \$638,711 (six hundred and thirty-eight thousand, and seven hundred and eleven dollars), which means PCHS was successful in fulfilling its mandate of not being in a deficit for this past fiscal year.



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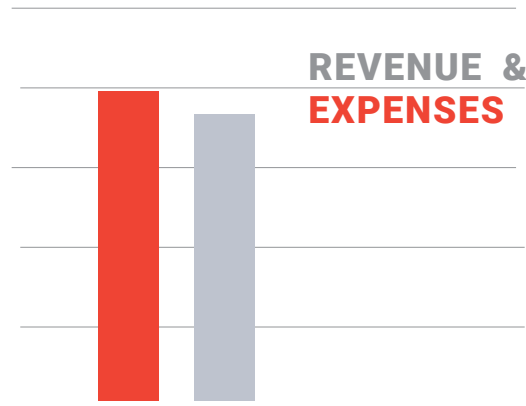
This wouldn't have been possible without the support of the following funders: Central West LHIN, Ministry of Health and Long Term Care, Region of Peel, Immigration, Refugees and Citizenship Canada, Mississauga Halton LHIN, Ministry of Children, Community and Social Services, United Way Greater Toronto, The Community Foundation of Canada and Ontario Community Support Association. PCHS would also like to extend their gratitude towards the individual donors who help support and provide services to our clients.

To end off, I would like to note that as the South Asian 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 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



— \$ 1,119,226.00: Net Assets
— \$ 480,515.00: Net Assets



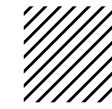
— \$ 5,946,909: Expenses
— \$ 6,585,620: Revenue

TOTAL ASSETS

CAD \$2,999,583

Our total assets stood at \$2,999,583 compared to the previous year's balance of \$1,113,835. This amount more than doubled in the span of 12 months! Looking to the income statement, the total revenue was \$6,585,620 and our total expenses were \$5,946,909. This resulted in an excess of \$638,711.

INCREASE IN ASSETS **+2 times** **NET ASSETS** **\$1,119,226**



FINANCIAL REPORT

AS OF MARCH 31, 2021

Years	2021	2020
ASSETS		
Current Assets		
Cash	\$ 1,373,852.00	\$ 332,999.00
Short Term Investments	\$ 161,726.00	\$ 158,313.00
Accounts receivable, net allowances	\$ 516,329.00	\$ 191,430.00
Due from related parties	\$ 43,060.00	\$ 43,060.00
Taxes recoverable/Refundable	\$ 204,652.00	\$ 83,389.00
Other current assets	\$ 222,585.00	\$ 49,818.00
Total Current Assets	\$ 2,522,204.00	\$ 859,009.00
Property, plant and equipment, net of accumulated amortization	\$ 477,379.00	\$ 254,826.00
Total Assets	\$ 2,999,583.00	\$ 1,113,835.00
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 817,654.00	\$ 299,572.00
Deferred contributions	\$ 581,918.00	\$ 96,680.00
Deferred rent	\$ 22,362.00	\$ 21,801.00
Total Current Liabilities	\$1,421,934.00	\$ 418,053.00
Deferred capital contributions	\$ 458,423.00	\$ 215,267.00
Total Liabilities	\$ 1,880,357.00	\$ 633,320.00
Net Assets	\$ 1,119,226.00	\$ 480,515.00
Total Liabilities and Net Assets	\$ 2,999,583.00	\$ 1,113,835.00

Note: Above financial figures are extracted from the Audited Financial Statement for the year-end March 31, 2021. Please contact PCHS for detailed financial statement.

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HR DASHBOARD

TOTAL STAFF

Nature of Job	Number of Employees
Full Time	63
Part Time	02
Summar Jobs	09
Casual	03
Contract Full Time	08
Contract Part Time	03
TOTAL	88

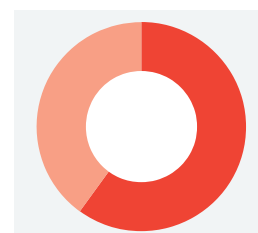
Health & Rewards	# Employees
Sick Leave	01
Workplace Injuries	09
Accolades	89
Tuition fee support	0

Training	# Trainings
Leadership Team	55
Operations Team	43
Staff	262

Training Hours: 3053.88 hrs

YEARS OF SERVICE

Years	Number of Employees
0-2 yrs	25
2-4 yrs	12
4-6 yrs	11
6-8 yrs	08
8-10 yrs	05
10+ yrs	06



■ Summar Jobs : 09
■ Staff: 22

PCHS COVID-19 ISOLATION & RECOVERY CENTRE (PIRC)

Punjabi Community Health Services was approached by Region of Peel in December 2020 to provide medical services at one of Region of Peel's Voluntary COVID-19 Isolation and Recovery Centre. 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 are provided by one Nurse Manager, 19 Registered Nurses/Registered Practical Nurses, and 2 Nurse practitioners to ensure 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 is to limit and stop the spread of COVID-19 virus. This is achieved by supporting individuals and families having challenges engaging in mandated self-isolation. These individuals are 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 is free to all residents in Region of Peel regardless of their status in Canada, except for travelers, and accommodation is available for individuals and their families. During their stay, the clients have access to medical and social services 24/7 and are offered free transportation to and from the facility. To be eligible for the Voluntary COVID-19 Isolation and Recovery program, the client must have a positive COVID-19 result, have symptoms of COVID-19, had a close contact with someone who has COVID-19, have received a notification from

the COVID alert app, or when directed by Public Health.

At PIRC, Punjabi Community Health Services works in collaboration with the social services staff, cleaning staff, hotel staff, and the security guards provided through Region of Peel to meet the needs of clients and provide holistic and culturally competent care.



*contractual March 31,2021



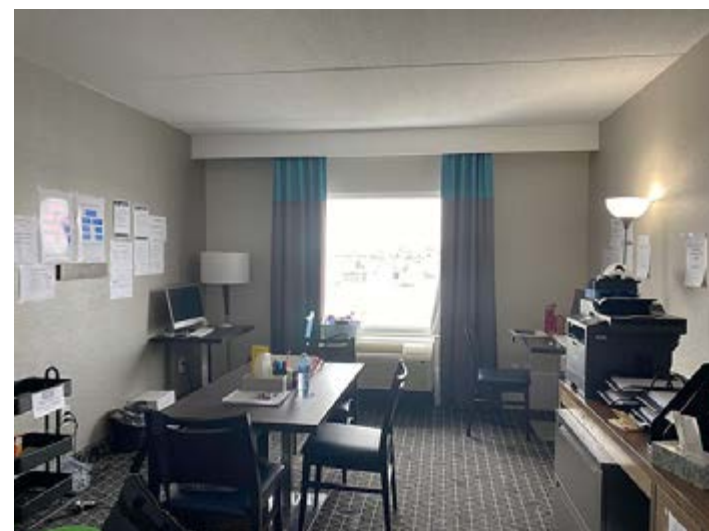
SERVICES THAT NURSES PROVIDE AT THE PIRC, BUT NOT LIMITED TO:

- Complete a thorough intake assessment and create client charts
- Administer medications as needed or when prescribed
- Complete patient rounds and performs visual checks once per day
- Take vital signs of patients at least once a day unless otherwise indicated
- Wellness check through the phone completed three times a day
- Engage in active documentation in all client charts
- Address issues brought up during rounds
- Utilize new Public Health Guidelines in nursing practice
- Provide holistic and culturally competent nursing care to all patients

TESTIMONIAL 1

I was so scared to come to a completely strange place to isolate for 14 days. However, the COVID Isolation and Recovery Centre nurses made me feel secure and addressed all my needs. I wasn't able to eat the western food provided by the hotel, so PCHS provided me with home-cooked Indian meals [from Langar on Wheels program]. The nurses spoke to me in Punjabi as I do not understand or speak English, respected and took care of me like my children. I am very grateful to PCHS and Region of Peel for this service".

HOW WE TURNED AROUND A HOTEL ROOM TO A WELL-FUNCTIONING NURSING ROOM



HIGH PRIORITIES COMMUNITY STRATEGY

Punjabi Community Health Services (PCHS) has been selected as a local lead agency to receive funding from the Ontario Government through the High Priority Community Strategy (HPCS) to provide Ontario's hardest hit neighbourhoods with culturally appropriate COVID-19 information and supports. Through this project, Community Health Ambassadors (CHAs) have been deployed across Brampton to conduct outreach activities and connect community members impacted by COVID-19 with available wraparound supports.

“Our mission of the program is to decrease the number of COVID cases in the postal codes of L6X and L6V

HOW

- Ontario government funding given to lead agencies
- Providing resources to COVID positive people and their families
- Partnering up with other organizations to out reach
- Spreading the word about our resources
- Providing a support line and email, the community can reach if they or someone in their family has COVID

INITIATIVES

- Providing culturally appropriate COVID-19 information and education through radio and television ads broadcast across various ethnic media channels
- Door-to-door and business-to-business outreach to increase awareness of programs and education on COVID-19 best practises (sharing information, flyers, postcards, PPE, etc.)
- Being stationed at testing centres to speaking with individuals about available COVID-19 community supports

PROGRAMS

WRAPAROUND SUPPORTS

- The Langar on Wheels (LOW) Program was established in 2013 to provide food for isolated seniors. Due to COVID-19 there has been an increase in the number of people facing food insecurity and are unable to get to a grocery store, therefore PCHS has also been preparing and delivering South Asian meals to seniors as well as clients who have been impacted by COVID-19 through the HPCS project.
- CHAs have been directly connecting individuals who are unable to safely isolate at home with voluntary isolation housing centres through PCHS's culturally and linguistically sensitive (CLS) intake process
- Grocery Vouchers for families to purchase food and essential products
- Free transportation to increase access to testing centres and vaccine clinics
- Mental health supports and counselling services to provide assistance and support to individuals and family members dealing with mental health issues
- Mental health activity kits for adults and children who are isolating
- Financial assistance for individuals who are not receiving government supports

COVID-19 SUPPORT LINE

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

HIGH PRIORITIES COMMUNITY STRATEGY

The aim to the project is to provide Ontario's hardest hit neighbourhoods with culturally appropriate COVID-19 information and supports.

Punjabi Community Health Services (PCHS) has been selected as a local lead agency to receive funding from the Ontario Government through the High Priority Community Strategy (HPCS) to provide Ontario's hardest hit neighbourhoods with culturally appropriate COVID-19 information and supports. Through this project, Community Health Ambassadors (CHAs) have been deployed across Brampton to conduct outreach activities and connect community members impacted by COVID-19 with available wraparound supports.



www.pchs4u.com.com



Educate the community on best practices



Outreach (handing out flyers)



Provide PPE Kits



Providing vaccination information



Virtual Support



Managing support line and email



Providing income/rent support cheques



Debunking any myths or misconceptions they may have



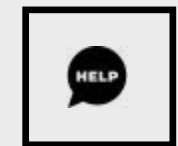
Call Taxi to get them to and from testing centres (some test-



Directing them to resources for mental health support



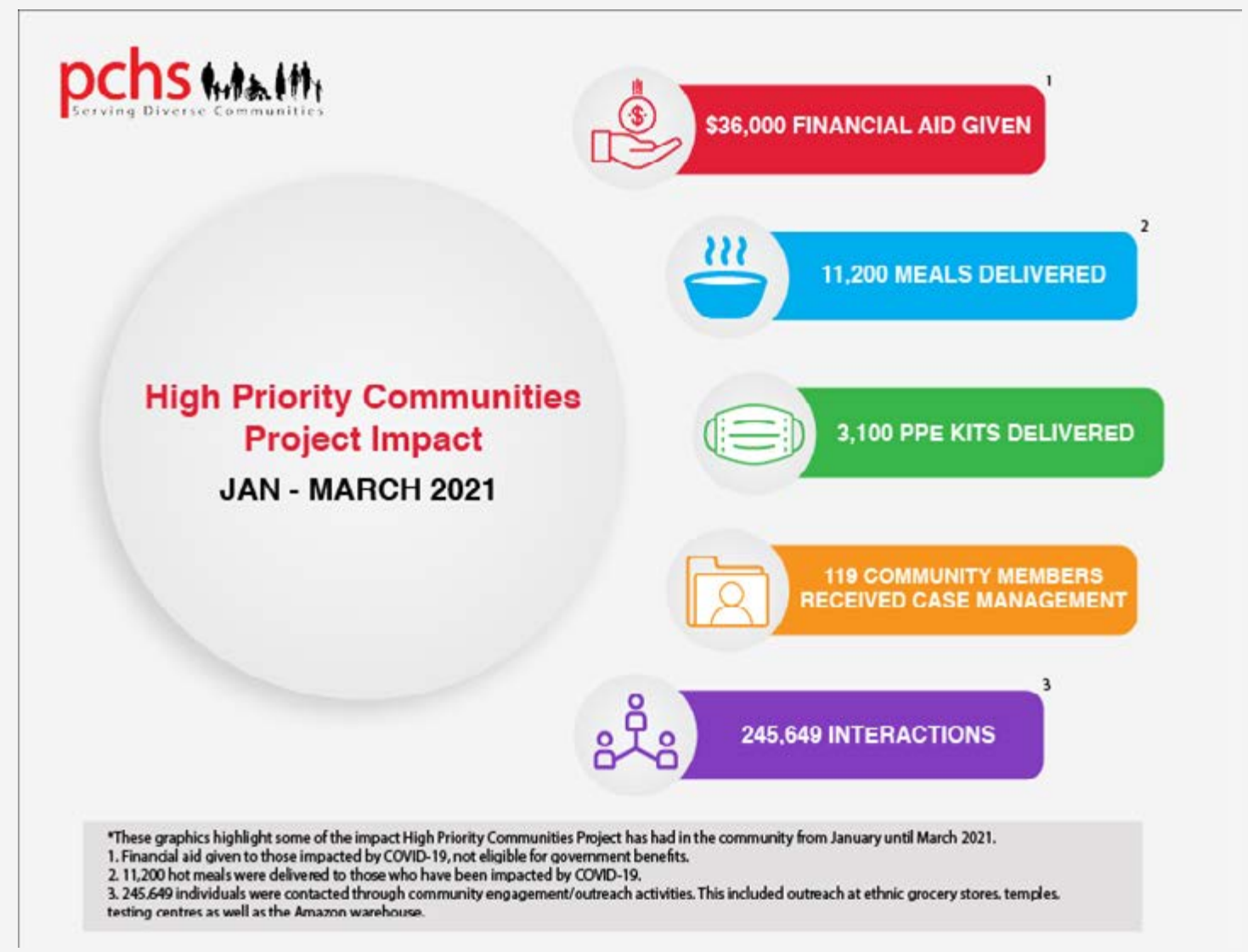
Delivery of grocery hampers and hot meals



Being stationed at testing centres to help with form filling

12
Total Staff*

*contractual March 31,2021



TESTIMONIALS

"I want to see a big Thank you and we really appreciate your service and support during these difficult times our family is going through with the pandemic. Your staff member Raveen has given us support with all our needs and more. She really does know what excellent service is and she excels in everything she provides. She calls every step of the way and always makes sure everything is 100% completed. Once again thank you! Stay safe!"

"Hello. This is Kuljeet I have met couple of volunteer from PCHS while getting tested at Brampton covid center. Its overwhelming for me to write this email how thankful I am to you guys for 200\$ giftcard, masks kit and kids kits. My husband got tested positive for covid this week Tuesday while 2 weeks quarantine all my family this was a big help. I just want to say thankyou again. It is very much appreciated to know that when I need help you guys were there to guide me and my family. Thanks again."

SPREADING AWARENESS

www.pchs4u.com



PCHS with aim to spread awareness come forward and took initiative to inform and educate communities on social issues in a culturally and linguistically appropriate manner.

THE PURPLE TALES

The Purple Tales is a talk show developed to provide a platform to women, especially from the South Asian Community, to reach out to the society at large and share their experiences, achievements, or general struggles. The main idea behind this PCHS Media Show is to encourage and empower women. Driven by its motto, "No success or struggle is small", this show provides an open and safe environment for our South Asian women to express themselves and learn from the experiences of others. This

show is woven through the daily lives of women and addresses topics such as Emotional Regulation, Financial Freedom, and Boundary Settings. The number of episodes aired are 38.



PCHS launched YouTube Programs including *The Purple Tales* and *InterGen* with the help of PCHS Media. *The Purple Tales* addresses topics such as Emotional Regulation, Financial Freedom, and Boundary Settings whereas *InterGen* provides a platform to youth get heard.



INTERGEN

InterGen – A safe space for the youth of yesterday, today and tomorrow... to hear and to be heard.

InterGen represents the intertwined relationships of youth and families with complexities of intergenerational influences. The goal of InterGen is to educate, raise awareness and provide a platform to youth and their parents to ask questions from the guests by calling-in on topics that are either not discussed openly or not discussed at all in South Asian homes. Although call-in feature and some recordings were stopped in October due to pandemic restrictions but show continued to be recorded virtually and successfully. Some examples of the topics discussed are: mental health of youth in the education system; state of international students; youth & drugs; Sikhi and sexuality; sexual abuse of girls and sex trafficking of youth etc.

PCHS HEALTH MAGAZINE



I take this opportunity to thank our authors, graphic designers, contributors, anonymous reviewers, advertisers, all of whom have volunteered to contribute to the success of the health magazine.

- Dr. Puneet Dhillon, Manager, Research and Communications

PCHS, with profound pleasure, humility and anticipation celebrated the launch of PCHS Health Magazine with this inaugural issue this year.

The aim to launch PCHS Health Magazine is primarily focused on sharing information related to health, settlement and social issues facing our communities in Canada. The magazine has provided and will continue to provide scientific information which is vetted by medical scientists & professionals and will engage in dialogue with our readers on settlement and social service issues.

The topics covered in the health magazine include but not limited be to: COVID-19 related information, addiction and mental health issues, ageing related issues facing our communities, settlement issues, and issues pertain-

ing to family, relationships, teen and parenting issues, child-rearing issues and much more.

PCHS through this venture also engaged its partner agencies, professional writers, opinion leaders and other community service providers to contribute their articles and spread the word. The magazine has allowed us to reach the South Asian community easily and spread awareness messages that would benefit both the community and country.

The content of the magazine is multilingual and includes contributions that can demonstrate near-term practical usefulness, particularly contributions that take a multidisciplinary / convergent approach because many real-world problems are complex in nature.

www.pchs4u.com



I see very bright prospects for PCHS Health Magazine to serve the community even better in the future. Ultimately, we will improve more lives and, consequently, our communities.

- Dr. Puneet Dhillon

RESEARCH PROJECTS

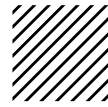
Research department is aimed to conduct interdisciplinary studies with global reach and committed to advance in community engagement, welfare and knowledge. The research governance framework outlines the principles that apply to all research within PCHS and is one of the core standards for the organisation.

RESEARCH PROJECT

Development and Evaluation of Culturally Adapted CBT to Improve Community Mental Health Services for Canadians of South Asian Origin

The study is aimed to develop culturally adapted CBT for South Asian persons with depression and anxiety. Secondary objectives include; (a) testing CaCBT against standard CBT for efficacy and cost-effectiveness, and (b) to test whether training in culturally adapted CBT can improve therapists' cultural competence.

The study is being conducted in three phases. The first phase of the study includes cultural adaptation of CBT for SA populations in Canada experiencing depression and anxiety using stakeholder consultations and qualitative methodology. In the second phase, the newly developed Ca_CBT is tested for feasibility, acceptability and effectiveness via quantitative methodology and a randomized controlled trial. In the third and the last phase, trained therapists working with SA populations are to be asked to implement the newly developed Ca-CBT and evaluate the results so the new technique can be used and promoted.



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OBJECTIVES

- The primary objective of the study is to develop culturally adapted CBT for SA persons with depression and anxiety.
- Secondary objectives include (a) testing Ca-CBT against standard CBT for efficacy and cost-effectiveness, and (b) to test whether training in culturally adapted CBT can improve therapists' cultural competence

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.

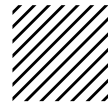
THE SAHARA CAREGIVER SUPPORT & RESPITE PROGRAM

The Sahara Caregiver Support & Respite Program provides culturally and linguistically appropriate services to seniors and caregivers in the following ways:

- Health Education and Awareness Workshops
- Referrals and Linkages to Internal Programs at PCHS and External Resources
- Social Engagement & Recreational Activities
- Services are offered in English, Hindi, Punjabi and Urdu
- Referrals are accepted through all sources (self, family, friends or any other agency or service provider)
- Cost of \$1 per visit applies in the Day Group Program. Proceeds go towards day group equipment and activities.

BEHAVIOURAL SUPPORT ONTARIO, BSO

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.



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KEY HIGHLIGHTS



7725

INTERVENTIONS



25

GROUPS



550

CLIENTS SERVED



258

PARTICIPANTS

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.

TESTIMONIAL

My parents and I are very grateful for your continued support and assistance. My families circumstances are very challenging since my only brother passed away and the advanced age of my parents along with my chronic illness. You have gone over and above the call of duty to provide support and guidance on a timely basis. You attend their medical appointments with them, when you are unable to make it, you arrange for an assistant. This gives my parents confidence and security that they are not alone. Your efforts are greatly appreciated. With your assistance, my parents have been able to remain in their own home, which means so much to us. Their memories of my brother are in this home, which are important for their mental health. As well, during Covid, you have kept in touch to see how we are doing and providing advice and guidance on well-being and safety to better manage the novel illness. Your consistency and continuity of support provides a strong foundation for their mental well-being. Thank You. Keep up the great work.



SETTLEMENT SERVICES

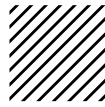
To help newcomers integrate into Canadian society, settlement services are available for newcomers/permanent residents (PR), citizens, international students, live-in caregivers and conventional/refugee claimants to Canada (proof required). Services are provided in: English, Punjabi, Hindi, Urdu and Arabic Languages.

INFORMATION SERVICES

- English language classes (FullTime/ Evenings/Weekend)
- Assistance in filling forms for PR card, pensions, health card, child tax benefit, employment insurance and others
- Social assistance and Ontario disability support program
- Commissioner of oath and attestation of documents
- Immigration and preparation of citizenship test
- Housing, health, childcare and senior benefits
- Employment, training and skills development
- Orientation and information sessions
- Orientation of Canadian laws/norms; neighbourhood
- Translation/interpretation services

NEWCOMERS CONNECTION PROGRAM

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



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KEY HIGHLIGHTS



4341
INTERVENTIONS



1872
CLIENTS SERVED



73
GROUPS



563
PARTICIPANTS

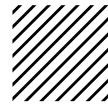
CHILDCARE SERVICES

Childcare services were made available for clients with settlement needs and students for language classes. We have provided childcare services for children ranging from 19 months to 12 years of age.

SETTLEMENT SUPPORT SERVICES

Clients were provided face to face individual and family counselling sessions on appointment. Telephone support was also made available to assist a person in crisis in finding solutions.

MENTAL HEALTH PROGRAM



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The South Asian Mental Health Program provides assistance and support to clients who are dealing with problems associated with some form of a mental illness. Our program uses a holistic approach by providing supportive counselling services to individuals and family members

SHORT TERM CASE MANAGEMENT PROGRAM

This is a short term case management program that offers support to individuals 16 years of age or older. This year, the project was aimed to identify complex mental health needs in a timely manner in a hope to reduce unplanned repeat visits to hospital emergency departments. Clients receive services for three to six months and then transitioned to our long term case management program. We have accepted referrals from hospitals and health links under this program.

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 mental health concerns within the past two years. The services were offered to clients between the ages of 14 to 37 years. Referrals were accepted from all sources.



Our Case Manager meets with the client at a location that is most convenient, safe and comfortable for the client.

- Services that are culturally and linguistically appropriate
- Individual and supportive counselling to clients and their family members
- Psycho-education for mental health related issues
- Assistance in stabilizing mental health symptoms
- Individual assessments and care plans
- Assistance to clients in reaching personal, employment, educational and leisure goals
- Assistance in mental and physical support and wellness, life skills, housing and social supports
- Home visits
- Outreach in the community

KEY HIGHLIGHTS



7555

INTERVENTIONS



550

CLIENTS SERVED



113

GROUPS



990

PARTICIPANTS

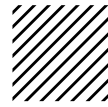
LONG TERM CASE MANAGEMENT PROGRAM

This is a long term case management program that provides support to individuals and their family members for mental health related issues. Clients are welcome to stay within the program on a long term basis until client needs have been met. Referrals from all sources were accepted. The program is offered to clients who are 16 years of age or older.

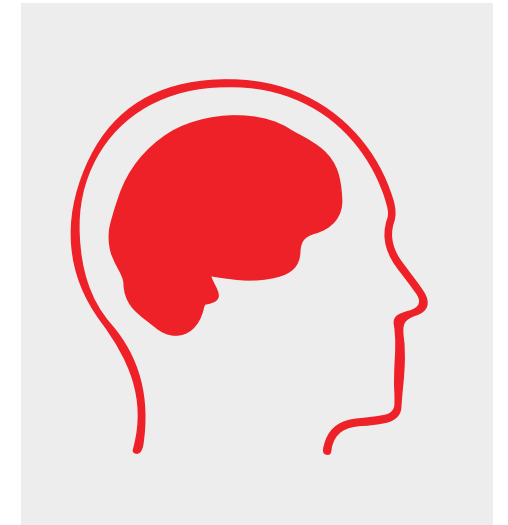
TESTIMONIAL

My life has improved ever since I have started working with PCHS, I am extremely grateful to all staff. Prior to this my life had no stability or sense of direction and on top of that I have mental illness. With my weekly check-ins I am able to maintain positivity and my anger. My counsellor is also a good role model and very knowledgeable, I feel comfortable sharing my issues with her with trust. If anyone is unsure about counselling or therapy, I can say from my experience that PCHS has the best counsellors in the world. Thanks to the professional service PCHS provided me, I have controlled my substance use and also started saving money. I have less anxiety and have started eating healthier and also improve my relationships and have a better outlook of life.

SAHARA ADDICTIONS PROGRAM



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The Sahara Addictions Program at Punjabi Community Health Services strives to improve the quality of life by supporting clients and their families through a guided journey to recovery from substance use/abuse in a holistic, linguistic, and culturally appropriate manner.

Program Philosophy

To use a holistic treatment approach to empower clients and their families through a guided journey of recovery from substance use/abuse and domestic violence in a culturally appropriate manner.

Program Goals

1. To reduce hospitalization visits/admissions
2. To provide treatment to clients who identify with an addiction
3. To enable caregivers to support addiction clients
4. To provide psycho-education to addiction clients and their families.

CASE MANAGEMENT

The aim of this program was to provide assessment of client needs, implementation of a care plan, support and review of client care. The addictions case managers provided the assessment and support through individual supportive sessions during the care process. Home visits were also offered

SAHARA ADDICTIONS DAY PROGRAM, SADP

SADP is a linguistically and culturally appropriate psycho-educational group program, started by PCHS, for men who have problems associated with substance abuse. This three-week educational program that runs Monday to Thursday was started at the Malton location.

SAHARA WOMEN'S GROUP

SWG is a linguistically and culturally appropriate psycho-educational group program for South Asian women. The group successfully provided coping and supportive strategies to enhance the quality of life of South Asian Women. Child care was provided.

KEY HIGHLIGHTS



7457

INTERVENTIONS



725

CLIENTS SERVED



329

GROUPS



2709

PARTICIPANTS

SAHARA RELAPSE PREVENTION GROUP, SRPG

SRPG is an addictions aftercare program for clients that have completed their addictions care plan and are now in the maintenance stage of their recovery. PCHS created a "buddy" system in order to encourage mutual support among the members of the group to assist one another through their recovery process. It was run every Friday from Malton office.

BRIDGING ADDICTIONS COUNSELLING, BAC

BAC is a short-term counselling program to help clients who are discharged from the Withdrawal Management Centre or identify as needing addictions counselling services by a Health Links Team. This year, clients were provided with short-term counselling sessions, connection to appropriate community support or residential addiction counselling services.

SAHARA OPIOIDS PREVENTION SUPPORT GROUP, SOPSG

The program was aimed at providing linguistically and culturally appropriate psycho-educational sessions especially targeted to South Asian people with opioid addiction. PCHS, this year, offered a 12-week program for the above mentioned run from Malton location.

SAHARA ADDICTIONS PEER SUPPORT PROGRAM

The program started with an aim to build addiction-focused culturally appropriate peer support that is integrated with current programs and partnerships. The services were provided to individuals 16 years of age and above, with addictions issues and to their family members/significant others.



BETTER FAMILIES PROGRAM

The areas covered by the program services to clients who are experiencing cultural conflict, violence and substance abuse, struggling with behavioral issues, struggling with self-harm or suicidal thoughts, and want to strengthen their relationship with family members. The BFP provides one on one support counselling sessions as well as two hour sessions

The Sahara Better Families (BFP) provides support:-

- To youth ages 12 to 24 years old and their families
- Parents of children ages 1 to 11 years' old
- Parents that are mandated by legal obligations related to children or youth.

I feel glad that my mom contacted PCHS for counselling sessions for me. After attending the sessions, my mood got better, I was able to manage symptoms of my anxiety on my own and my relationship with my mom also improved. I wish we were able to meet in person. I would definitely recommend PCHS services to my friends in need.

KEY HIGHLIGHTS



925

INTERVENTIONS



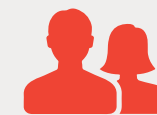
174

CLIENTS SERVED



12

GROUPS



200

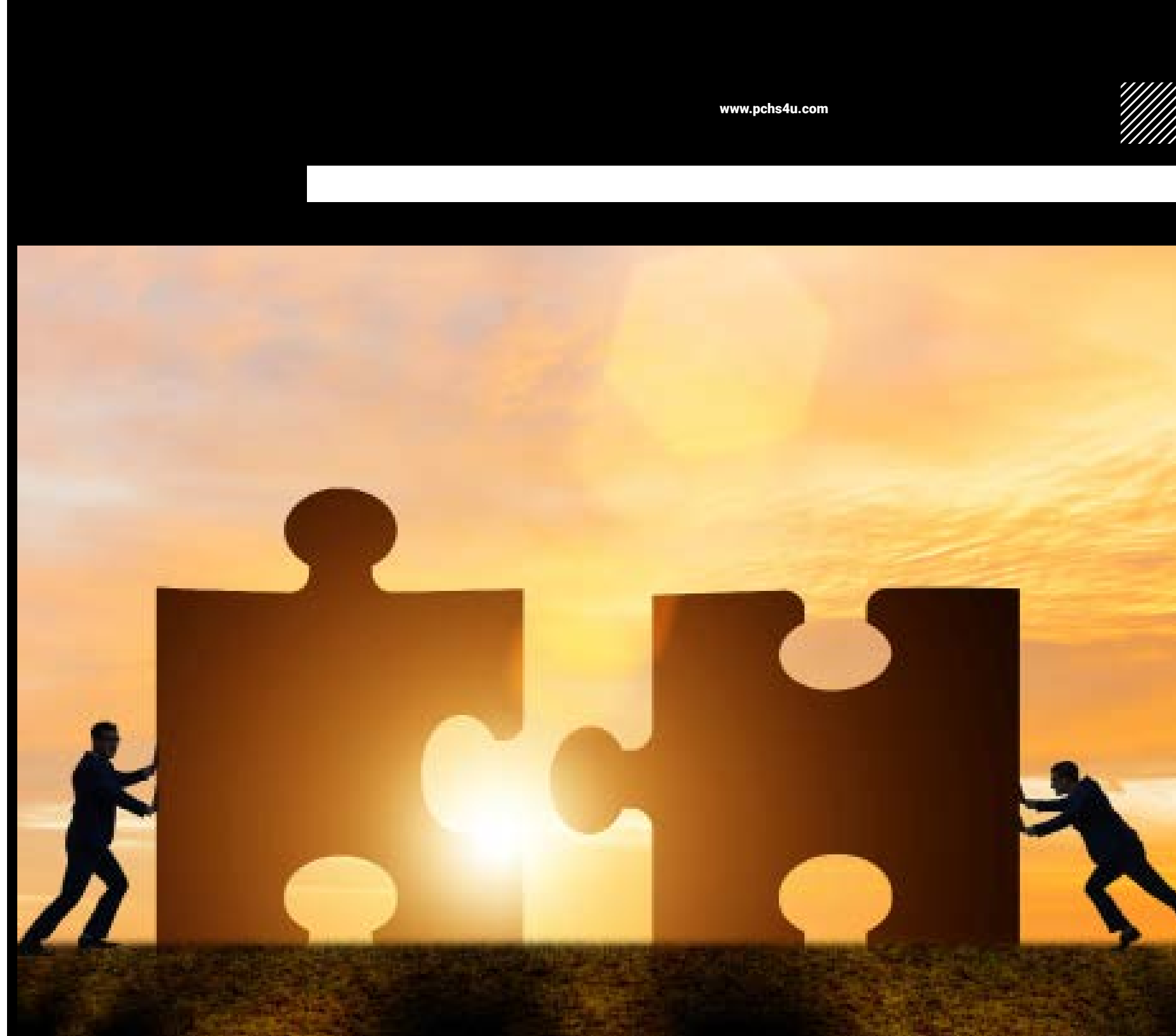
PARTICIPANTS

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 vpeer 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.



102
Volunteers

25
Peer Support
Volunteers

12
Student
Placements



2345
INTERVENTIONS



122
CLIENTS SERVED

PCHS LANGAR ON WHEELS



The mission of the program is to provide unconditional help and support to seniors and other vulnerable members of society.

We provide food to frail seniors who are unable to prepare meals for themselves. We buy the ingredients for meals that are familiar and comforting to South Asian seniors, and prepare it according to the dietary needs of each person. Then we deliver fresh, hot nutritious meals to their home. Since 2011 PCHS has delivered more than 56,000 meals to frail seniors. This program is not funded by any level of government. Every day we deliver to at least 20 homes. We are making efforts to ensure that as many seniors as possible get the nutrition they need.



Our aim, no senior needs to go without food.

\$20	:	Meals for 2 seniors
\$70	:	Meals for a senior for an entire week
\$100	:	Meals for 10 seniors for a day
\$300	:	Meals for a senior for a month



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PCHS has served 21,870 meals to 121 households under Langar ON Wheels program this year.

WHY LANGAR ON WHEELS PROGRAM?

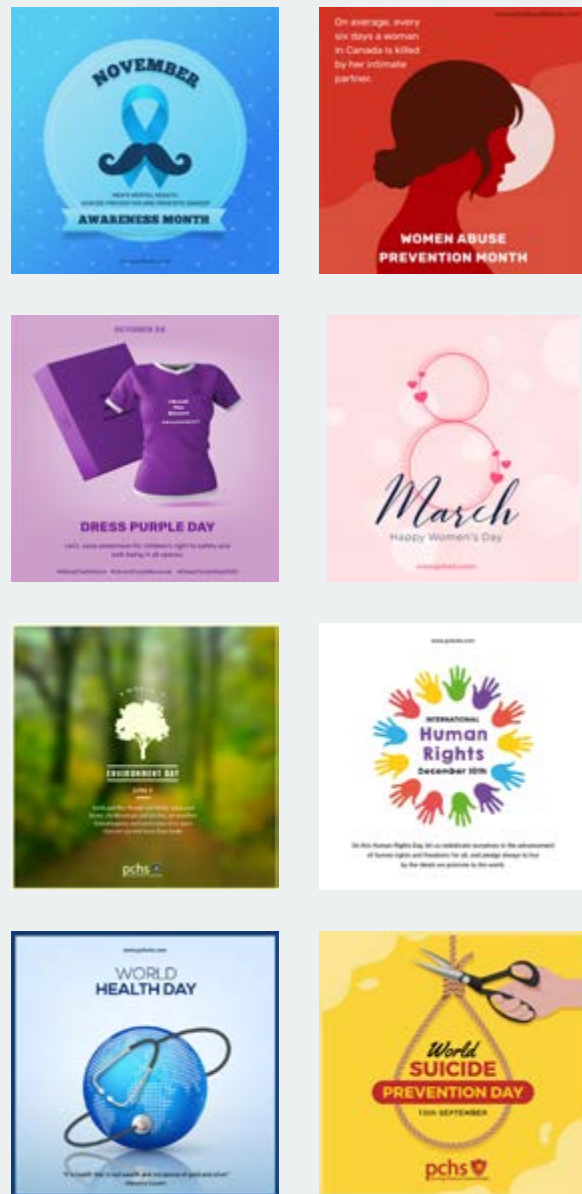
- Since 2011 we have served more than 56,000 meals to frail seniors
- Illness and frailty leaves people unable to do the cooking they once did for themselves.
- Many are physically unable to visit the langar, or are self-conscious about admitting their need in public.
- Many seniors have no family close by or they have been abandoned by them.
- Traditional meals-on-wheels programs offer foods that are not culturally appropriate.

TESTIMONIALS

I wanted to thank you and the volunteers so much for all the help with the food. The quality, quantity and taste was so good it lasted us so many days. This is the greatest gesture to help our people during this difficult times and wish you all the luck and happiness. Bless you :)



DIGITAL MEDIA AUDIENCE ENGAGEMENT



Facebook

Total page likes	7,604
Page Reach	136,428

Instagram

Total Followers	1,342
Post Reach	12,051
Posts	652

Twitter

Followers	1,420
Tweet Impressions	16,400
Profile Visits	1,474

Website

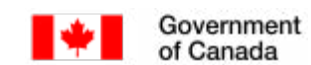
Users	19,506
Page Views	64,964

Youtube

Subscribers	7,090
Total Views	18,756



OUR FUNDERS



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Brampton ON**

**Community Door, Unit 1300, 7700
Hurontario St, Brampton L6Y 4M3**

**Southfields Community Centre
225 Dougall Avenue, Caledon ON L7C 3M7**