



PUNJABI COMMUNITY HEALTH SERVICES

2024

11TH ANNUAL FRIENDS OF PCHS REPORT

Land

Acknowledgement

We acknowledge that this meeting is taking place on the traditional territory of many Nations, including the Mississaugas of the Credit First Nation, the Anishinaabe, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit, and Métis peoples.

Long before today, Indigenous peoples have been the stewards of these lands. We also acknowledge the Dish with One Spoon Treaty, an agreement to peaceably share and care for the resources around the Great Lakes. Indigenous peoples in Ontario continue to care for this land and shape our province.

We recognize that these lands, both historically and currently, have been the home and gathering places of many Indigenous people from various Nations across Turtle Island. We are grateful for the opportunity to live, work and meet in this territory. We show our respect to the Indigenous Peoples of this land today and all days.

We stand in solidarity with murdered and missing Indigenous women, girls, transgender, and Two-Spirited people, and we affirm our commitment to heartfelt reconciliation.

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Executive Summary

On November 30, 2024, the Punjabi Community Health Services (PCHS) organized its 11th Annual Friends of PCHS event, in Brampton, Ontario. Led by the Board of Directors and the Executive Team of PCHS, this event focused on the following objectives:

1. Present Service Overview: To provide the event attendees with an overview of programs and services offered by PCHS.
2. Facilitate Direct Engagement: To establish a platform for meaningful interaction between PCHS and its clients, stakeholders, and community members, and foster open communication to understand their perspectives, concerns, and suggestions.
3. Report on Actions from the 2023 Friends of PCHS Event: To provide stakeholders with an overview of actions taken in response to the recommendations from the 2023 feedback event.
4. Gather Diverse Input: To gather valuable insights and recommendations from a diverse group of participants to enhance service quality and relevance, effectively address emerging community needs, and advance an organizational culture of continuous improvement and innovation.
5. Guide the Implementation of PCHS' Strategic Priorities: To ensure that the implementation of the organization's strategic priorities (for 2023-2027) is actively guided by the inputs provided by its service users, stakeholders, and community members.

Through 4 facilitated group discussions, attendees shared their insights on the challenges faced by South Asians surrounding (i) seniors, (ii) addictions, (iii) mental health and social supports, and (iv) newcomer settlement. The feedback from these discussions was analyzed to identify key recommendations to improve PCHS programs and services. These recommendations are outlined below:

RECOMMENDATIONS FOR PCHS

- 1. Raise awareness of programs and services and leverage “meet me where I am” approaches.** Many individuals are unaware of PCHS programs and services. PCHS can conduct outreach to raise awareness of its services and offer services to the target population at relevant public places such as schools, community centres, and places of worship. PCHS can also collect feedback from the target populations to improve programs and services.
- 2. Ensure programs and services including outreach activities are culturally and linguistically tailored and age appropriate.** PCHS can tailor programs to the needs of its primary service users, South Asians. At the same time, PCHS must also respond to the emerging needs of diverse identity groups by diversifying its client base.
- 3. Offer a variety of programs** including educational programs, support with essential services, system navigation, wrap-around supports, and recreational and social activities. A diversity of programs may address the root causes of the challenges faced by clients. For example, recreational programs can provide a social outlet for youth at risk of addiction.

4. Address barriers to accessing programs by offering support such as transportation services, weekend activity sessions, and virtual delivery.

5. Address clients' psychosocial concerns such as fear and stigma of seeking help for their needs through psychoeducation and counseling. Incorporate non-traditional services grounded in lived experience such as peer support, informal discussions, storytelling, and focus groups into programming to validate clients' concerns.

RECOMMENDATIONS FOR COMMUNITY STAKEHOLDERS

Aside from PCHS, community stakeholders such as loved ones, community members, partner organizations, government and non-profit entities, etc. can play an important role in addressing the needs of South Asian seniors, newcomers, and individuals experiencing mental health and addiction issues. Recommendations for these stakeholders are outlined below:

1. Community members including parents and caregivers can support their loved ones by providing practical and emotional support and mentoring others with shared experiences. PCHS and partner organizations can educate caregivers on the challenges faced by their loved ones and strategies to support themselves and their loved ones. PCHS can also engage caregivers in peer support and volunteer roles and offer caregiver respite services.

2. Community organizations with relevant expertise can offer wraparound support to target populations. For example, professional associations can offer career counseling and education for newcomers.

3. Community members can support the target populations by offering information, resources, and peer support, and volunteering at community organizations.

4. Community organizations such as places of worship and schools can support the target populations by raising awareness of programs and services, providing education on common issues of concern, and offering a support system.

5. Stakeholders can engage in system-level advocacy, provide funding, and work towards systemic change to support the target populations. This includes increasing access to integrated service models, community services, physicians, and resources and breaking down barriers to integration in Canadian life.

PCHS will use these key recommendations and the strategic priorities for 2023-2027 to develop a work plan to address the issues identified by event attendees. The work plan will be embedded into the organization's strategic plan implementation framework for 2023-2027.

Friends of PCHS Agenda






Registration, Refreshments, and Networking.
Welcome Remarks and Land Acknowledgement.
Overview of PCHS.
Friends of PCHS: <ul style="list-style-type: none">• Reporting back on the 2023 event.• Objectives of the 2024 event.
Facilitated Discussion (breaking out into groups).
Groups Report Back.
Next Steps and Concluding Remarks
Lunch

Punjabi Community Health Services (PCHS) is a pioneering community-based, non-profit charitable organization with a 34-year history of serving diverse populations. The organization is dedicated to addressing a wide range of community needs through addiction & mental health services, seniors care, health promotion, domestic violence assistance, parenting support, newcomer settlement services, and specialized programs for women, children, and youth.

PCHS has earned recognition for its innovative approach and commitment to delivering integrated, holistic care through its Integrated Holistic Service Delivery Model (IHSDM). The organization's dedication to excellence is further emphasized by its accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada.

As an organization, PCHS is committed to being sensitive to the needs of the 2SLGBTQ+ community, ensuring that services are inclusive and supportive of all individuals. All aspects of programming, operations, leadership, and governance are guided by PCHS' Anti Racism Anti Oppression (ARAO) and Diversity, Equity, and Inclusion (DEI) frameworks.

About PCHS




11TH ANNUAL FRIENDS OF PCHS


An exciting opportunity to:

- **Foster Engagement:** Connect with community members, leaders, and stakeholders.
- **Information Sharing:** Learn about PCHS programs and services.
- **Shape the Future:** Share your input to enhance services and help develop new programs tailored to meet the evolving needs of our culturally diverse community.


Together, let's build stronger, healthier communities!

**Saturday, November 30, 2024 | 10:00am - 1:00pm**
Terry Miller Recreation Centre
1295 Williams Parkway, Brampton

Registration starts at 9:30 AM!

 Lunch & refreshments will be provided.

REGISTER NOW!


SCAN ME

Scan this QR code to register
OR
Click [here](#)

Reporting Back On The 2023

Friends of PCHS Event

During the 2024 Friends of PCHS event, PCHS reported on actions taken in response to the feedback provided during the 2023 feedback event. The recommendations from the previous event and corresponding actions taken are outlined below:

Recommendations	Actions
1. PCHS can offer education and awareness on challenges experienced by seniors, individuals with mental health and addiction issues, and marginalized populations.	PCHS arranged awareness events and workshops on relevant topics including health and wellness, financial literacy, and newcomer supports.
2. PCHS can incorporate holistic and diversified service delivery approaches like ‘meet me where I am’, mobile community support, community hubs, online services, and transportation support to increase access to programs.	PCHS leveraged hybrid and multilingual service delivery, offered support services like transportation and childcare, and “met people where they were” by offering services in community locations.
3. PCHS can engage in systems level advocacy to address issues faced by the international students’ community. PCHS can also advocate for improved access to subsidized housing and dismantling mental health stigma.	PCHS participated in advocacy tables and committees to advocate for systemic change.
4. PCHS can build the capacity of the South Asian community related to financial literacy, digital literacy, positive parenting, and intergenerational and intercultural understanding.	PCHS offered workshops on government benefits, fraud prevention, and positive parenting strategies.

For more information, please see the Report Card for the 2023 event in Appendix D.

Methodology

In 2024, Punjabi Community Health Services engaged service users, community partners, and stakeholders in a half-day event to learn about PCHS and provide feedback on the emerging needs and challenges faced by the South Asian community across the Greater Toronto Area.

Event attendees were divided into 4 groups to seek feedback on programming related to 1) seniors 2) addictions 3) mental health and social supports and 4) newcomer settlement. Each group consisted of approximately 15-16 individuals.

PCHS staff, board members, and volunteers sought feedback from group members through facilitated group discussions.

In previous years, all groups were asked the same questions to improve programming respective to their group. For example, during the 2023 event, participants in the seniors group were asked about strategies to improve seniors programming while those in the addictions group were asked about strategies to improve addictions programming.

In 2024, feedback from prior Friends of PCHS events was used to identify key areas of concern for each group; also known as “focus areas”. Participants in each group were asked unique questions based on the focus areas of their respective groups.

For example, two key focus areas for the seniors group that emerged from the previous event were building seniors' capacity related to technology and engaging seniors in health promotion and prevention initiatives. Participants in the seniors group were asked questions related to these focus areas. On the other hand, participants in another group like addictions were asked questions based on the focus areas for their group.

The questions within each focus area were further classified based on stakeholder type. Within each focus area, groups were asked questions on proposed actions the primary stakeholder; PCHS, and secondary stakeholders; the community, can take to support the target populations.

(The term community can encompass a range of stakeholders such as family, friends, partner organizations, municipal, provincial, and federal governments, etc.)

For example, within the technology focus area, participants in the seniors group were asked: “What can PCHS do to build the capacity of seniors related to technology?” and “What can community members or other stakeholders do to support the digital capacity building of seniors?”.

Each group was also welcome to share challenges and solutions not captured by the predetermined questions asked by group facilitators. Focus Areas and specific questions for each group are outlined in Appendix E.

After 45 minutes of facilitated group discussion, each group shared their feedback with the larger audience. Findings from each group were transcribed by notetakers (Appendix F).

An external consultant was hired to analyze the feedback and generate recommendations for PCHS and community stakeholders to support the target populations. These recommendations were aligned with PCHS' 2023-2027 strategic plan to guide future implementation.



Group Feedback

The challenges and solutions identified by participants in each group are outlined below.

GROUP 1 - SENIORS

Group 1 focused on challenges experienced by South Asian seniors in GTA.

Focus Area 1: Technology - Building Seniors' Digital Capacity

Role of PCHS

·PCHS can provide in-person basic and advanced digital literacy training including financial digital literacy (bill payments and online banking) and training to access PCHS programs (ticket booking, scanning QR codes, etc.).

·PCHS can address barriers to accessing digital literacy training by offering transportation and weekend activity sessions.

Role of the Community

·Governments, corporations, foundations, and community partners can increase access to digital literacy training through funding and advocacy.

·Community members can participate in peer support and volunteer roles to help seniors with technological challenges.



Focus Area 2: Health Promotion and Prevention

Role of PCHS

- Promoting health among South Asian seniors requires a combination approach. PCHS can offer daily in-person and virtual exercise sessions and health education workshops on chronic disease, disease prevention, and diagnostic testing.
- Education alone is not enough. PCHS must also address seniors' psychosocial concerns such as fear of cancer screening, and motivation to manage chronic disease.
- Aside from traditional approaches, PCHS can leverage lived experience by incorporating informal discussions, peer support, and storytelling into its programming.

Role of the Community

- Community stakeholders including PCHS, community partners, and governments can offer linguistically appropriate resources and health system navigation. Stakeholders can also develop caregiver capacity to support seniors and offer caregiver respite services.
- Healthcare organizations and governments can increase access and availability of regular check-ups, preventative care, community-based services such as nurses for blood sugar testing, and integrated service models.
- Community stakeholders like PCHS can also raise awareness of self-care such as healthy eating and stress management. Seniors must also take action to improve their well-being within their capacities.

Additional Topics

- Additional challenges faced by seniors include social isolation, neglect, financial limitations, low mobility and access to transportation, difficulties navigating the healthcare system due to factors such as language barriers, and stigma around discussing and seeking help for mental illness, dementia, and chronic disease. PCHS and community stakeholders can collaboratively address these needs.

GROUP 2 - ADDICTIONS

Group 2 focused on challenges with addictions experienced by South Asians in GTA.

Focus Area 1: Problem Gambling

Role of PCHS

·Youth, international students, and other members of the South Asian community may visit casinos or engage in problem gambling without their family's knowledge. Factors like stigma, ignorance, and denial of the problem can prevent recovery.

·Education and awareness of these factors along with types of gambling addictions, technology-related gambling, and casino set-ups can help individuals who struggle with gambling. Tailoring education to the needs of the target population can also promote recovery.

·Aside from formal approaches open conversations, peer support and storytelling may also be useful.

·However, rather than simply serving clients who seek help; stakeholders must reach out to the target audience such as international students and youth groups through multiple channels like social media and radio. Outreach and awareness are critical as individuals may not recognize their behavior as problematic.

Role of the Community

·Community members who have overcome gambling struggles can share their stories and act as mentors for individuals struggling with problem gambling.

·Community members can break the stigma against gambling by having open informal conversations with others.

·Partner organizations and stakeholders can offer education and awareness on problem gambling by reaching out to target groups such as youth through social media and radio.

·Raising awareness of gambling among loved ones can help them notice and address the challenges experienced by the individual struggling with problem gambling.



Focus Area 2: Gaming and Technology Addictions

Role of PCHS

- Drug and alcohol addictions are the most frequently discussed forms of addiction. However, a person can become addicted to many things including games and social media.
- To address technological addictions, PCHS can educate youth on topics like the addiction cycle, habit formation, digital hygiene, and the differences between healthy and unhealthy use of technology and social media. This includes both the consequences of technology addictions and the positive impacts of technology on individuals and society.
- PCHS can also educate parents on topics like technology addictions, parental control apps to limit and monitor technology usage, age-appropriate programs, and screen times.
- Aside from education, engaging youth in group social and physical activities and volunteerism will support their development and recovery.
- PCHS can leverage lived experience to support recovery by offering peer support for youth and parents and storytelling by community ambassadors.
- In future Friends of PCHS events, PCHS can collect feedback from youth and young adult stakeholders. For example, by hosting a tailored event at a youth hub to understand youth experiences with technology.

Role of the Community

- Parents can educate children about the positives and negatives of technology and lead by example. Aside from parents, siblings, and older generations can also take accountability in raising healthy children.
- Stakeholders including PCHS and community partners can offer presentations for schools to meet young people where they are. Schools must also get involved in addressing addictions among young people.
- Stakeholders can leverage social media to raise awareness of technology and gaming addictions including multilingual audio and video content.
- Governments, corporations, and foundations can offer funding for addiction programming. However, the programming must be led by qualified and trained professionals and individuals.

Additional Topics

- Aside from problem gambling and technology addictions, alcohol addictions are on the rise among South Asians. Factors such as trauma from immigration and intergenerational influences play a role in alcohol use and normalizing drinking behaviors. Although not always, these addictions may lead to an increased risk of homelessness and shelter use among this population. Stakeholders must work to address alcohol and drug-related addictions by increasing the availability of physicians and resources for individuals living with addiction.

GROUP 3 - MENTAL HEALTH

Group 3 focused on the mental health challenges experienced by South Asians in GTA.

Focus Area 1: Intergenerational Conflict

Role of PCHS

·Factors leading to intergenerational conflict may include differences of opinion, lack of boundaries, parenting challenges such as achieving a balance between setting rules and providing freedom, the younger generation's desire for independence, ineffective communication, cultural gaps, difficulties with adaptation and acceptance of a new culture, and internal oppression.

·PCHS can raise awareness of intergenerational challenges among youth and immigrant populations, provide education on emotional regulation and conflict resolution, and offer family-centered counseling, psychoeducation, and group counseling for fathers.

Role of the Community

·Community strategies to address intergenerational conflict include effective communication, education for all generations, teaching responsibility at a young age, family time, engaging in activities together, leveraging insights from both collectivist (South Asian) and individualistic (Canadian) cultures, making efforts to adapt to new cultures, having discussions on morality, ethics, and gender equality, and engaging in religious and spiritual practices.



Focus Areas 2 and 3: Mental Health Stigma and Health Promotion and Prevention

Role of PCHS and the Community

·Social isolation, cultural gaps, communication barriers, internal oppression, and challenges adjusting to a new culture impact the mental health of South Asians including South Asian seniors and immigrants.

·PCHS and community stakeholders can address these challenges through community mental health events, support groups such as addictions and crime groups for international students, psychoeducation, and family-centered counseling. In addition to introducing new programming, stakeholders can also reduce the age criteria for their programs to benefit children and youth.

·Culture, religion, and spirituality play an important role in influencing the experiences and mental health of South Asians including immigrants. These factors can be leveraged to improve programming both at the organizational and community level.

GROUP 4 – NEWCOMER SETTLEMENT AND INTEGRATION PROCESS

Group 4 focused on the challenges currently experienced by newcomers in the GTA.

Focus Area 1: Newcomer Integration Process

Role of PCHS

·Moving to a new country can lead to many challenges that affect newcomers mentally, physically, and financially. PCHS can address these challenges by offering resource navigation on government systems (federal, provincial, municipal). This includes post-immigration resource navigation.

·PCHS can offer support for essential needs such as housing, driving, and mental health. The stigma surrounding mental health may prevent newcomers from seeking help.

·PCHS can provide educational programs and advocacy on relevant topics such as Canadian culture and lifestyle, relationships, and the weather.

·Raising awareness of programs and services is critical as newcomers may be unaware of these services.

Role of the Community

·Governments, partner organizations, universities /colleges, and PCHS can provide career transition supports such as career counseling, resume writing, education upgradation, and resource navigation.

·Community members can act as references, offer information and resources, and raise awareness of programs.

·Community organizations can raise awareness of available services through community, religious, and social locations frequented by newcomers. Outreach strategies must be persistent and highlight the availability of free services. Many newcomers remain unaware of available services.



Focus Area 2: Supporting Newcomer Youth

Role of PCHS

·PCHS can engage newcomer youth through outreach at relevant locations such as educational institutions, parks, malls, restaurants, and social media.

·PCHS can raise awareness of recreational programs to engage newcomer youth.

Role of the Community

·Stakeholders such as community partners, and PCHS can provide information on system navigation and raise awareness of system abuse and strategies to navigate the transition without taking short-cuts.

·Stakeholders can also offer guidance, counseling, and ongoing service follow-up for newcomer youth through various community channels.

Focus Area 3: Health Promotion and Prevention

Role of PCHS and the Community

- The overburdened medical system results in long wait times to access family doctors and specialists. PCHS can advocate for an improved medical system in collaboration with organizations and politicians while leveraging its expertise to improve access to healthcare services.
- Places of worship can act as a support system for newcomers, raise awareness of programs and services, and promote healthy living.
- Youth and community members can voluntarily lead and participate in health promotion initiatives such as food drives.
- Community members can promote health programs and services to newcomers.

Additional Topics

- Aside from individual barriers, systemic barriers such as the need for Canadian experience and education upgradation delay newcomers' transition into Canadian society. Stakeholders including governments, regulatory colleges, educational institutions, and non-profits can collaborate to address these barriers.
- The challenges faced by newcomers and the need to settle quickly may cause newcomers to pursue short cuts and fraudulent means. These can lead to subsequent legal and financial challenges. Governments, immigration organizations, non-profits, and community members all have a role to play in addressing these issues.
- Stakeholders can offer services for multiple cultures, communities, and ethnicities rather than a single community.
- Stakeholders can collect anonymous feedback for continuous improvement of newcomer programs and services.

Key Recommendations and Alignment

With The Strategic Plan 2023-2027

The following section outlines key recommendations from the findings and their alignment with the strategic priorities of PCHS for 2023-2027. The recommendations are divided into 2 categories: recommendations for PCHS (1 to 5) and recommendations for the Community (6 to 10). However, this report focuses on PCHS' role in realizing community-focused recommendations.

Recommendations and Alignment with the Strategic Plan 2023-2027

Key Recommendations	Alignment with Strategic Pillar	Alignment with Strategic Priorities (corresponding to the strategic pillar)
1. Raise awareness of programs and services and leverage “meet me where I am” approaches. Many individuals are unaware of PCHS programs and services. PCHS can conduct outreach to raise awareness of its services and offer services to the target population at relevant public places such as schools, community centres, and places of worship. PCHS can also collect feedback from the target populations to improve programs and services.	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS will strengthen its existing programs offering services in community locations such as health promotion and prevention.
		Strengthen service delivery through virtual platforms: PCHS will increase client intervention through various platforms and measure and monitor strategic and operational progress.
		Emerging Community Needs: PCHS will identify and address community needs through targeted programs and outreach. PCHS will increase its presence in the community

	Pillar 2: Grow	and be a community advocate.
		Trusted and Valued Partner: PCHS will develop partnerships with community organizations and stakeholders to strengthen programs, increase participation in Ontario Health Teams and Apna Health team, and build the capacity of emerging organizations to serve clients.
	Pillar 3: Expand	Recognizable Brand: PCHS will use ethnic and mainstream media, social media, and community outreach to raise awareness of its culturally and linguistically responsive services.
		Commitment to IDEA (Inclusion, Diversity, Equity, and Accessibility): PCHS will commit to anti-racism and anti-oppression principles and ensure safe and welcoming environments.
2. Ensure programs and services including outreach activities are culturally and linguistically tailored and age appropriate. PCHS can tailor programs to the needs of its primary service users, South Asians. At the same time,		Strengthen existing programs and partnerships: PCHS will strengthen its existing programs and partnerships offering culturally relevant services in multiple languages including English, South

PCHS must also respond to the emerging needs of diverse identity groups by diversifying its client base.	Pillar 1: Sustain	Asian languages, Arabic, Armenian, Ukrainian, etc. Commitment to staff professional development: PCHS will continue to implement a human resources plan to ensure diverse and inclusive human capital management.
	Pillar 2: Grow	Emerging Community Needs: PCHS will proactively identify and address emerging needs by engaging equity-deserving populations and increasing community presence.
	Pillar 3: Expand	Recognizable Brand: PCHS will raise awareness of its culturally and linguistically responsive services.
		Commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA): PCHS will engage with equity-deserving populations, collect feedback to ensure effective tailoring of services, offer cultural competency training for staff, and offer welcoming environments.
3. Offer a variety of programs including educational programs, support with essential services, system	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS will strengthen its existing programs and

<p>navigation, wrap-around supports, and recreational and social activities. A diversity of programs may address the root causes of challenges faced by clients. For example, recreational programs can provide a social outlet for youth at risk of addiction.</p>		<p>partnerships in the areas of seniors, addictions, mental health and social supports, and newcomer settlement.</p>
	Pillar 2: Grow	<p>Emerging Community Needs: PCHS will listen to the emerging needs of stakeholders by offering programming that directly and indirectly addresses community challenges.</p>
	Pillar 3: Expand	<p>Research and Innovation: PCHS will continue to develop and implement evidence-based, innovative solutions to meet the emerging community needs identified at the Friends of PCHS event.</p>
<p>4. Address barriers to accessing programs by offering support such as transportation services, weekend activity sessions, and virtual delivery.</p>	Pillar 1: Sustain	<p>Strengthen service delivery through virtual platforms: PCHS will continue to offer client intervention through a variety of platforms to increase access.</p>
	Pillar 2: Grow	<p>Emerging Community Needs PCHS will listen to the emerging needs of stakeholders by addressing barriers to access.</p>
		<p>Trusted and Valued Partner: PCHS will build strong relationships with partners and leverage their expertise to address</p>

		barriers to accessing services.
	Pillar 3: Expand	Research and Innovation: PCHS will continue to develop and implement evidence-based, innovative solutions to meet the emerging community needs identified at the Friends of PCHS event
5. Address clients' psychosocial concerns such as fear and stigma of seeking help for their needs through psychoeducation and counseling. Incorporate non-traditional services grounded in lived experience such as peer support, informal discussions, storytelling, and focus groups into programming to validate clients' concerns.	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS will strengthen existing programs and partnerships to continue to offer services such as counseling and case management.
	Pillar 2: Grow	Emerging Community Needs: PCHS will identify and address community needs through targeted programs, counseling, outreach, and advocacy efforts to address psychosocial concerns.
	Pillar 3: Expand	Research and Innovation: PCHS will continue to develop and implement evidence-based, innovative solutions to meet emerging community needs.
6. Community members including parents and caregivers can support their loved ones by providing practical and	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS can strengthen existing programs targeting

<p>emotional support and mentoring others with shared experiences. PCHS and partner organizations can educate caregivers on the challenges faced by their loved ones and strategies to support themselves and their loved ones. PCHS can also engage caregivers in peer support and volunteer roles and offer caregiver respite services.</p>		caregivers such as parenting groups and caregiver respite services.
	Pillar 2: Grow	<p>Emerging Community Needs PCHS will identify, acknowledge, and address the emerging needs of caregivers, loved ones, and community members.</p> <p>Trusted and Valued Partner: PCHS can strengthen and cultivate networks with stakeholders and partners to provide capacity building and support to caregivers.</p>
	Pillar 3: Expand	Recognizable Brand: PCHS can increase its community visibility through targeted outreach.
<p>7. Community organizations with relevant expertise can offer wraparound support to target populations. For example, professional associations can offer career counseling and education for newcomers.</p>	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS can strengthen existing partnerships with organizations and offer referrals to partners to service users.
	Pillar 2: Grow	Trusted and Valued Partner: PCHS can strengthen and cultivate networks with partners offering wraparound support.
	Pillar 3: Expand	Research and Innovation: PCHS can identify evidence-based solutions for the population.

8. Community members can support the target populations by offering information, resources, and peer support, and volunteering at community organizations.	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS can strengthen existing networks of community partners to provide them with opportunities to support clients.
	Pillar 2: Grow	Trusted and Valued Partner: PCHS can strengthen and cultivate networks with partners to identify community members able to offer support.
	Pillar 3: Expand	Recognizable Brand: PCHS can increase its visibility to community members to encourage them to support PCHS clients.
9. Community organizations such as places of worship and schools can support the target populations by raising awareness of programs and services, providing education on common issues of concern, and offering a support system.	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS can strengthen existing networks of community partners, especially in its health promotion program to bring services to community places.
	Pillar 2: Grow	Trusted and Valued Partner: PCHS can strengthen and cultivate networks with partners to build their capacity.
		Recognizable Brand: PCHS can raise awareness of its services among community partners.

	Pillar 3: Expand	Commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA): PCHS can better understand the needs of equity-deserving populations through its partnerships with organizations serving these populations.
10. Stakeholders can engage in system-level advocacy, provide funding, and work towards systemic change to support the target populations. This includes increasing access to integrated service models, community services, physicians, and resources and breaking down barriers to integration in Canadian life.	Pillar 1: Sustain	Strengthen existing programs and partnerships: PCHS can strengthen its current integrated service model, advocate for budget increases, and raise funds through the PCHS foundation.
	Pillar 2: Grow	Replicate the PCHS intervention model: PCHS can implement its model in other parts of Ontario.
		Emerging Community Needs: PCHS can identify and address community needs, advocate for the community, and work with partners to establish addiction treatment facility, and affordable housing.
		Trusted and Valued Partner: PCHS can strengthen and cultivate networks with partners, participate in Ontario Health Teams, and engage with partners to advocate

		for improved access to resources.
	Pillar 3: Expand	Research and Innovation: PCHS can participate in research alongside educational institutions to advocate for systemic change.
		Recognizable Brand: PCHS can increase its social presence within the community, acting as a voice for the community.
		Commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA): PCHS can engage with equity-deserving populations and participate at tables advocating for IDEA in service delivery.

Next Steps

Based on the above-listed key recommendations and guided by the strategic priorities for 2023-2027, PCHS will develop a work plan to address the issues identified by the participants at the Friends of PCHS event. It is suggested that this work plan be embedded into the organization's implementation framework for its 4-year strategic plan. The outcomes of this report will be shared with the community at large, at PCHS' Annual General Meeting and Friends of PCHS events in 2025.



Glossary



Addiction: Addiction refers to the problematic use of a substance such as alcohol, drugs etc. The harms of substance use can range from mild (e.g., feeling hungover, being late for work) to severe (e.g., homelessness, disease).

Addiction Cycle: The stages of addiction include: 1) Initial Use 2) Misuse 3) Tolerance 4) Dependence 5) Addiction and 6) Relapse.

Collectivist Culture: A collectivist culture values the needs of a group or a community over the individual. Kinship, family, and community are important. People work together to create harmony and group cohesion is valued.

Community: In this report, the term community encompasses a range of stakeholders such as family and friends of service users, partner organizations, municipal, provincial, and federal governments, non-profits, etc.

Community Hubs: A community hub makes it easier for residents to access the health, social, cultural, recreational, and other resources they need together in one spot. It can be located in a physical building or accessed through a digital service.

Caregiver Respite or Respite Care: Respite Care provides short-term relief for primary caregivers, giving them time to rest, travel, or spend time with other family and friends.

Culturally Responsive Services: Cultural responsiveness refers to services that are respectful of and relevant to the beliefs, practices, culture and linguistic needs of diverse client populations and communities. Cultural responsiveness includes the capacity to respond to the issues of diverse communities, it requires the knowledge and capacity at varying levels of intervention: systemic, organizational, professional, and individual.

Gambling: Forms of gambling include casino games, bingo, scratch and win tickets, lotteries, betting on sports events, playing the stock market and gambling on the Internet. For most older adults, gambling is not a problem, but for some, it can be.

GTA: It is an acronym used for Greater Toronto Area, which includes the City of Toronto and the regional municipalities of Peel, Halton, Durham, and York.

Illegal Synthetic Drugs: Illegal synthetic drugs refer to drugs that are man-made, often designed to mimic the effects of other illegal drugs. Most are created by mixing common and/or illegal substances in specific doses.

Individualistic Culture: Individualistic cultures emphasize the needs of the individual over the needs of the group. People are seen as independent and autonomous. Social behavior is dictated by the attitudes and preferences of individuals. Cultures in North America and Western Europe are individualistic.

Integrated Service Delivery: Integration occurs when services, professionals, and organizations collaborate to offer complementary and coordinated services. Examples of integration include offering services such as mental health and seniors services in one location or offering referrals to other organizations to allow clients to seamlessly access services and reduce barriers to accessing care.

Intergenerational Conflict: Intergenerational conflict refers to tensions and disagreements between different generations. This conflict often stems from differences in values, beliefs, attitudes, and behaviors between older and younger generations.

Intergenerational Trauma: Intergenerational trauma can show up in younger members of families whose parents or grandparents experienced traumatic events such as war, persecution, sexual abuse, or violence.

Mental Health: Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well, and work well, and contribute to their community. It is an integral component of health and well-being that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in.

Peel: Peel is a regional municipality in Ontario which comprises of the cities of Mississauga, Brampton, and Caledon.

Peer Support: Peer support is a supportive relationship between people with a common lived experience such as immigration to a new country or living with an addiction. Peer support workers provide emotional and social support to others who share a common experience.

Racialized Communities: The term racialized is used to refer to a wide variety of people or communities of different racial and ethnic backgrounds who were historically referred to as visible minorities. Racialization is a complex interweaving of social, cultural, and legal processes through which particular groups – primarily those who are non-Caucasian/non-white – are defined and disadvantaged.

Remote Services: Any service that is not being offered in-person.

Seniors: In this report, seniors refer to individuals 55 years of age and older.

Social Isolation: A situation where a person has a low quantity and quality of contact with other people. This may include few contacts, roles, and the absence of rewarding relationships. This may cause adverse impacts on physical and mental wellbeing.

System: A system is a way of thinking about and making sense of the world. Systems have various parts, including norms and attitudes; authority, voices at the table, and decision-making power; networks; resources; and policies and practices.

Technology Addiction: Technology addiction is an umbrella term that may include excessive behaviours related to playing video games, watching YouTube, streaming movies, and sports, accessing social networks, cybersex and online porn, gambling; eBay and other online auctions or shopping; social media; excessive texting; or smartphone overuse.

Trauma: Trauma is a term used to describe the challenging emotional consequences that living through a distressing event can have for an individual. Traumatic events can be difficult to define because the same event may be more traumatic for some people than for others.

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- Appendix A: Flyer-Friends of PCHS Event
- Appendix B: CEO's PowerPoint Presentation-Friends of PCHS Event
- Appendix C: PCHS' Strategic Plan for 2023-2027
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- Appendix F: Notes-Facilitated Group Discussions-Friends of PCHS Event
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Appendix E: Discussion Questions

i. Group 1-Seniors- Capacity building of seniors related to:

a. Focus Area 1: Technology

- i. PCHS' Role: What can PCHS do to build capacity of seniors related to technology?
- ii. Community's Role: What can community members or other stakeholders do to support digital capacity building of seniors?

b. Focus Area 2: Health Promotion

- i. PCHS' Role: How can PCHS enhance its services and initiatives to improve health literacy, promote early detection, and provide culturally appropriate resources aimed at preventing chronic diseases among seniors?
- ii. Community's Role: In what ways can community members, families, and caregivers actively support and engage with PCHS programs to foster a healthier lifestyle for seniors and contribute to building a more resilient community in terms of chronic disease prevention?

- c. Any other need or challenges related to seniors which were not captured in the discussion.

ii. Group 2-Addictions: Culturally Responsive ways to address:

a. Focus Area 1: Problem Gambling

- i. PCHS' Role: What can PCHS do to address problem gambling in culturally responsive ways?
- ii. Community's Role: What can community members or other stakeholders do to address problem gambling in culturally responsive ways?

b. Focus Area 2: Gaming and Technology Addictions.

- i. PCHS' Role: What can PCHS do to address gaming and technology addictions in culturally responsive ways?
- ii. Community's Role: What can community members or other stakeholders do to address gaming and technology addictions in culturally responsive ways?

c. Focus Area 3: Health Promotion and Prevention

- i. PCHS' Role: What strategies and initiatives can PCHS implement to educate and raise awareness about addictions, challenge stigma, and offer accessible, culturally sensitive prevention and recovery services?
- ii. Community's Role: How can community members, families, and local organizations help to break down stigma surrounding addictions, provide support, and encourage individuals facing substance use challenges to access PCHS services?

- d. Any other need or challenges related to addictions which were not captured in the discussion.

iii. Group 3-Mental Health and Social Supports:

a. Focus Area 1: Address Intergenerational Conflict

- i. PCHS' Role: What can PCHS do to address intergenerational conflict in culturally responsive ways?
- ii. Community's Role: What can community members or other stakeholders do to address intergenerational conflict in culturally responsive ways?

b. Focus Areas 2 and 3: Address Stigma Related to Mental Health and Health Promotion and Prevention.

- i. PCHS' Role: What programs, resources, or initiatives can PCHS offer to improve mental health literacy, provide culturally appropriate mental wellness support, and create safe spaces for the community to discuss and address mental health concerns?
 - ii. Community's Role: How can families, caregivers, and community members contribute to reducing stigma around mental health issues, encouraging the community to seek help, and building a supportive network that promotes mental wellness?
- c. Any other need or challenges related to mental health which were not captured in the discussion.

iv. Group 4-Newcomers' Settlement and Integration

a. Focus Area 1: Newcomer Integration Process (Resource Navigation).

- i. PCHS' Role: What can PCHS do to address practical barriers experienced by newcomers which prevent their successful integration in Canada?
- ii. Community's Role: What can community members and other stakeholders do to address practical barriers experienced by newcomers that prevent their successful integration in Canada?

b. Focus Area 2: Supporting Newcomer Youth.

- i. PCHS' Role: What can PCHS do to support the successful integration of newcomer youth in Canada?
- ii. Community's Role: What can community members and other stakeholders do to support the successful integration of newcomer youth in Canada?

c. Focus Area 3: Health Promotion and Prevention.

- i. PCHS' Role: What culturally relevant programs, health services, and educational initiatives can PCHS offer to help newcomers navigate healthcare, access preventive care, and build healthy lifestyles?
 - ii. Community's Role: How can community members, organizations, and local networks assist newcomers in overcoming barriers to health and wellbeing, fostering a sense of belonging, and encouraging active participation in health promotion initiatives?
- d. Any other need or challenges related to settlement which were not captured in the discussion.

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