

2022-2025

DEI Initiatives 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.



Table of Contents

**Who
We Are**



**Our Collective
Purpose**



**Our
Mission,
Vision, &
Values**



**What We
Achieved**



**Contact
Us**



Who We Are

ABOUT PCHS:

Punjabi Community Health Services (PCHS) is a pioneer, community-based, not-for-profit charitable organization that has been serving diverse populations for over 35 years. PCHS provides a wide range of culturally responsive services in the areas of addictions, mental health, geriatric care, health promotion, domestic violence, parenting, settlement, and support for women, children, and youth. PCHS is widely recognized for its innovative Integrated Holistic Service Delivery Model and has contributed to several community-based research studies. The organization is fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada, reflecting its commitment to quality and accountability. PCHS is also a 2SLGBTQ-sensitive organization, committed to equity, inclusion, and culturally appropriate care.



In a nutshell, our purpose is our passion.

At PCHS, we believe in the power of compassion to transform lives and build stronger, more vibrant communities. With unwavering dedication, we advocate, uplift, and take bold action to break down barriers and create meaningful change. By fostering a culture of inclusion, equity, and respect, we empower individuals to embrace their full potential, ensuring that every voice is heard, valued, and celebrated.

Our Mission

To support and enhance the well-being of individuals, families, and communities using an inclusion, diversity, equity, and accessibility framework (IDEA).

pchs
Punjabi Community Health Services



Our Vision

Have healthy and thriving diverse communities.



pchs
Punjabi Community Health Services

Our Guiding Values



Inclusion

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



Excellence

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



Accountability

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



Innovation

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

1990

1993

1995

1997

1999

2001

2003

2004

2005

2007

2009

2011

2013

2015

2017

2019

2021

2023

2025



Our Origin

Founded over 35 years ago as a community-based, not-for-profit charitable organization dedicated to responding to the evolving needs of diverse communities.

From its origins, PCHS has emphasized culturally and linguistically responsive service delivery, offering support across mental health, addictions, geriatrics, health promotion, domestic violence, parenting, settlement, and youth services to ensure that every individual is recognized and supported within the context of their lived identity.

Grounded in an IDEA (Inclusion, Diversity, Equity, and Accessibility) framework, PCHS Known for its innovative Integrated Holistic Service Delivery Model and accredited by CARF International and Imagine Canada, the organization centers equity-deserving populations, being explicitly 2SLGBTQ-sensitive and mindful of language, culture, race, gender, socioeconomic status, and ability in all facets of care.

Our Efforts towards Enhancing DEI over the Last 3 Years



What We Achieved

Summary of Initiatives:

2022–2023

Over the course of 2022–2023, PCHS advanced its commitment to Diversity, Equity, and Inclusion through intentional community engagement, cultural education, and public dialogue. Two key events were the *Black History Month Symposium* and the *Reconciling History Exhibit*. These events demonstrated our organization's values in action, creating platforms for truth-telling, reflection, and healing.

Black History Month Symposium – February 2022

To honour Black History Month, PCHS hosted a powerful virtual symposium designed to celebrate Black excellence, amplify Black voices, and critically reflect on systemic anti-Black racism in Canada. Guided by the theme “*Health Equity, Systemic Change, and Black Leadership*”, the event brought together diverse community members, health professionals, educators, and advocates.

Key Highlights:

- Agenda included panel discussions, cultural performances, and keynote addresses that explored the intersection of race, health, and systemic barriers.
- Panelists shared lived experiences related to discrimination in the healthcare system and called for culturally competent care models.
- A land acknowledgement and Welcome Note emphasized solidarity, Indigenous sovereignty, and the necessity of intersectional allyship.
- The event created an inclusive space to share stories of resilience while advocating for institutional change.

This symposium not only educated attendees but also reinforced PCHS's organizational responsibility to challenge anti-Black racism and build equitable systems of care. The event was supported with visual assets, including culturally resonant flyers, making this event more accessible.

Reconciling History Exhibit – June 2022

In June, PCHS hosted the **Reconciling History Exhibit**, a curated community event that commemorated Indigenous history and invited participants to confront Canada's colonial past. Held on June 24, 2022, the exhibit centered on **themes of truth, reconciliation, and Indigenous resilience**.

Key Features:

- A guided exhibit script walked guests through key historical moments including residential schools, land theft, and Indigenous resistance.
- Visitors were encouraged to reflect deeply on the ongoing impacts of colonization, the erasure of Indigenous voices, and the responsibilities settlers carry in reconciliation.
- The exhibit featured artifacts, narratives, and audio-visual installations, drawing attention to intergenerational trauma and paths toward healing.

PCHS staff emphasized allyship through **listening and unlearning colonial narratives**, while reaffirming our organizational alignment with the Truth and Reconciliation Commission's Calls to Action.

Conclusion

The 2022–2023 year marked a significant expansion of PCHS's DEI programming. Through events like the *Black History Month Symposium* and *Reconciling History Exhibit*, we fostered cross-cultural understanding, centered historically marginalized voices, and deepened organizational learning.

These initiatives have laid a foundation for continued action and accountability in the years ahead. PCHS remains committed to a DEI strategy that is active, reflective, and community-driven.

2023–2024

In 2023–2024, PCHS deepened its DEI commitment through culturally affirming events, community engagement, inter-organizational partnerships, and equity-driven programming. Highlights include **heritage celebrations, community dialogue, and institutional collaborations** that reinforced inclusion for Indigenous, racialized, newcomer, and 2SLGBTQ+ communities.

Heritage and Community Partnerships

In April, PCHS celebrated **Sikh Heritage Month** through staff-led events including Vaisakhi observances, cultural education, and a multicultural potluck that fostered connection and learning. The Anti-Racism, Anti-Oppression (ARAO) Committee played a leading role in organizing activities that celebrated Sikh identity while promoting intercultural dialogue.

PCHS also **collaborated with Peel Regional Police** to deliver an orientation to new officers. The session provided a comprehensive overview of PCHS programs and emphasized cultural responsiveness, mental health intervention models, and equitable service delivery for racialized and newcomer communities.

Asian Heritage and Youth Inclusion

In May, PCHS celebrated and recognized **Asian Heritage Month** through storytelling, cultural displays, for example staff wore their traditional attire to work the day, creating space for staff and clients to share and learn about Asian histories and identities. The event enhanced cultural awareness and internal inclusivity within the organization.

Additionally, **National Youth Week** was also celebrated in May, which included newcomer youth engagement programs focused on creativity, community, and skill development. Workshops featured art expression, gardening, bracelet-making, and community cleanups, creating a sense of belonging and empowerment for young newcomers. PCHS also partnered with Khalsa Aid to deliver culturally tailored mental health and settlement sessions for youth and families.

Pride, Indigenous History, and Youth Support

PCHS featured a range of equity-centered events supporting 2SLGBTQ+ community, Youth, and Indigenous communities. For **National Indigenous History Month**, PCHS led internal learning on Indigenous histories and emphasized the use of land acknowledgments at the start of all meetings, reflecting a step toward reconciliation and respectful practice.

PCHS participated in **Peel Pride Month** by supporting public affirmations of 2SLGBTQ+ identity, inclusive visual materials, and community engagement. Staff and ARAO Committee members helped coordinate outreach and visibility efforts, ensuring a welcoming presence at community celebrations.

Throughout June, **newcomer youth workshops** continued, including multi-week programs that promoted exam preparation, cultural expression, and peer connection through cooking, art, and academic coaching. Staff also participated in the **South Asian Community Engagement Summit with Peel Regional Police**, advancing dialogue around culturally competent mental health supports and community safety.

Anti-Bullying and Intergenerational Inclusion

In August, PCHS recognized **Don't Be a Bully Month**, promoting awareness around all forms of bullying, including race, gender, and identity-based harm. Through workshops and messaging, the campaign encouraged empathy, kindness, and safer interpersonal environments.

PCHS also held a **Seniors Summer Picnic**, which created space for intergenerational connection, cultural celebration, and social inclusion. Elders were given opportunities to share experiences, celebrate community, and participate meaningfully in programming.

Charity and outreach partnerships continued throughout the summer. Events like the Hybrid charity golf tournament and community BBQs supported PCHS programs like Langar on Wheels and raised awareness for equity-based initiatives.

Conclusion

The 2023–2024 year affirmed PCHS's role as a leader in culturally responsive and community-centered service delivery. Through events, partnerships, and reflection, DEI practices were embedded into organizational culture and public engagement. PCHS remains committed to a DEI strategy that is active, inclusive, and rooted in community voice.

2024–2025

During 2024–2025, PCHS expanded its DEI commitment through a range of heritage celebrations, health equity campaigns, youth and women-centered programming, neurodiversity inclusion, and intersectional service delivery. The period featured initiatives reflecting **cultural pride, inclusion for marginalized identities, and partnerships** to promote equitable access and belonging.

Breast Cancer Awareness & Women's Health Equity

In October, PCHS celebrated **Breast Cancer Awareness Month**, through which we promoted awareness tailored to South Asian women, addressing stigma and emphasizing early detection, culturally sensitive care, and accessible screening.

Youth and Women Inclusion Awareness

February featured programming focused on **newcomer youth support and women's empowerment**. Activities and outreach promoted mental health access, cultural responsiveness, and equity-informed program planning.

Women's Empowerment, Youth Peer Support & Social Work Month

In March, PCHS marked several major DEI milestones.

- The **23rd Annual International Women's Day Gala** celebrated women's leadership and health equity under the theme "Accelerate Action." The Gala emphasized autonomy in health decision-making and culturally competent care.
- Mental health **awareness campaigns** spotlighted the specific needs and barriers faced by South Asian women, particularly regarding stigma, caregiving responsibilities, and systemic inequities.
- The **Youth Peer Support Program** engaged senior newcomer students in mentoring younger peers, promoting leadership, mental wellness, and academic success.
- PCHS recognized **National Social Work Month**, highlighting the critical role of social workers in creating safe, inclusive, and accessible care environments.

Sikh Heritage, Neurodiversity & Inclusive Health Education

The month of April was rooted in celebration, reflection, and community inclusion as:

- PCHS celebrated **Sikh Heritage Month and Vaisakhi**, with staff and clients engaging in cultural education, traditional food, and dialogue on Sikh values such as seva (selfless service), equality, and justice.
- The organization emphasized the importance of applying Sikh teachings such as vand shakna (sharing with others), simran (mindfulness), and seva in everyday health service delivery.
- PCHS recognized **World Autism Awareness Day** with a call for **neurodiversity inclusion**. Staff shared practices to create sensory-safe, welcoming environments and combat stigma around autism in racialized communities.

Peel Pride 2024: Celebration of Diversity & Unity

The month of July was rooted in celebration, connection, and inclusion as:

- PCHS **proudly participated in Peel Pride 2024** organized by Moyo Health & Community Services on July 14th at the Burnhamthorpe Library in Mississauga, joining community members to celebrate this year's theme, *"Pride in Every Voice."*
- The event brought together people of all ages for a day filled with music, art, education, and family-friendly activities, including games, face painting, and creative workshops.
- PCHS representatives from the **Anti-Racism, Anti-Oppression (ARAO) Committee**, set up a booth and engaged with attendees to share information about mental health, addiction, and family support services available through PCHS.
- Through this participation, **PCHS demonstrated its continued commitment to creating inclusive, culturally safe spaces** where members of the 2SLGBTQ+ community feel welcomed, respected, and supported.

Ongoing Youth Engagement & DEI Integration

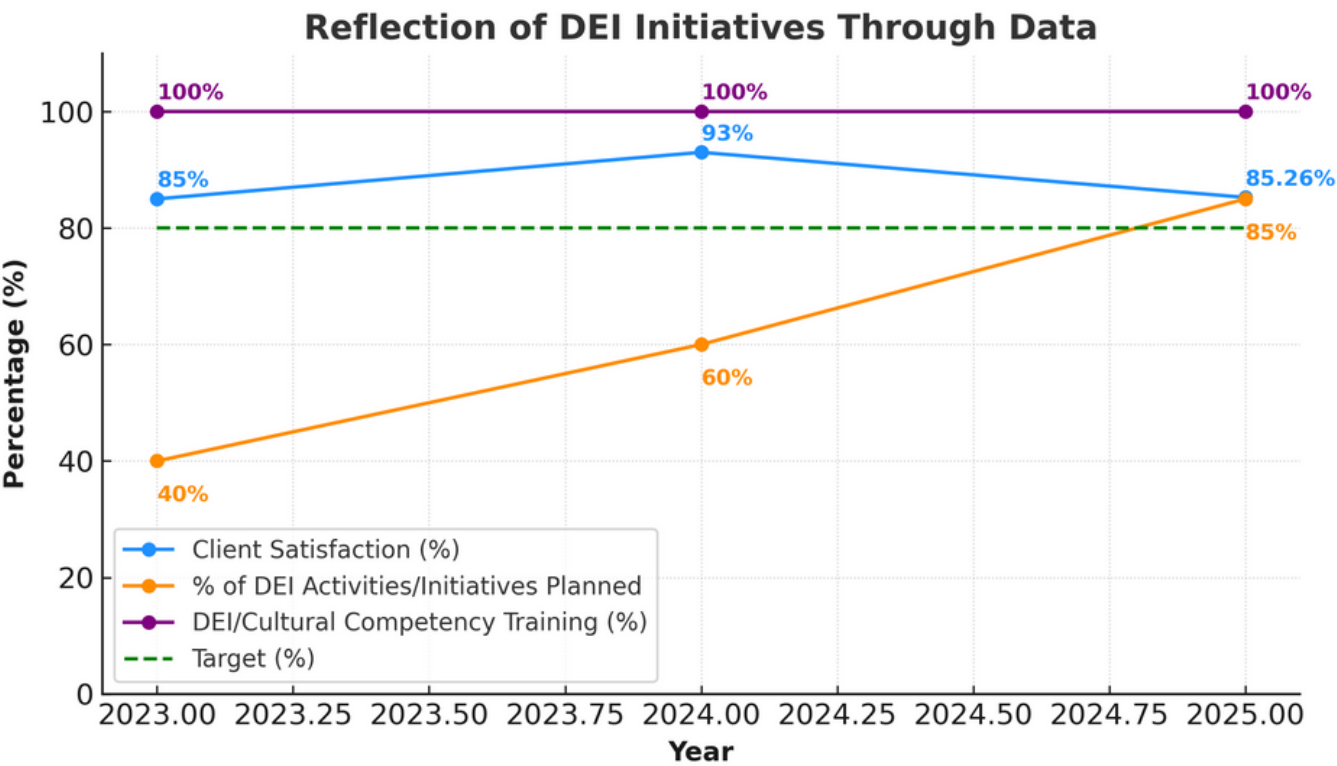
PCHS continued to center youth engagement, newcomer inclusion, and community-based education. Several departmental initiatives reinforced the organization's commitment to **cultural safety, trauma-informed practice, and social inclusion**.

Conclusion

PCHS's DEI efforts in 2024–2025 demonstrated meaningful integration of cultural identity, health equity, and community engagement. In the year 2025, we continue to reinforce the organization's role as a leader in inclusive care delivery and advocacy for marginalized populations.

Through culturally grounded action and sustained learning, PCHS remains committed to equity for all.

DEI over the Years



Client satisfaction has remained consistently high across all three years, indicating sustained service excellence. The percentage of DEI activities and initiatives planned shows a steady increase from 40% by the end of 2023 to 85% by the end of 2025, demonstrating growing organizational focus on diversity, equity, and inclusion. Meanwhile, DEI and cultural competency training has consistently reached 100% participation each year, reflecting the organization’s ongoing commitment to building an inclusive and culturally competent workforce.

Supplementary documents

[PCHS Annual Impact Report
2024-25](#)

[ARAO Framework](#)

[DEI Framework](#)

Contact Us

For further information, please reach out to us via email at info@pchs4u.com.

PUNJABI COMMUNITY HEALTH SERVICES (PCHS)

Address:

Head Office:

[2980 Drew Road, Unit 241 Mississauga, ON L4T 0A7](#)

Brampton Office Locations:

[60 West Drive, Unit 202 and 101, Brampton, ON, L6T 3T6](#)

Community Door:

[7700 Hurontario St, Unit 1300, Brampton, ON, L6Y 4M3](#)

Dewside Drive:

[2 Dewside Dr, Unit 202, Brampton, ON, L6R 3Y5](#)

Different Spokes:

[8 Nelson Street West Brampton ON, L6X 1B7](#)

Southfields Community Center:

[225 Dougall Ave. Caledon, ON L7C 3M7 Community Door](#)

Phone: (905) 677-0889

Website: [Punjabi Community Health Services](#)