

# Request for Delegation

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2021/07/08</b>	MEETING NAME <b>Regional Council</b>
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Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

DATE SUBMITTED YYYY/MM/DD <b>2021/06/30</b>
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NAME OF INDIVIDUAL(S) <b>Manvir Bhangu, Janice Hemirding, Priyanka Sheth</b>
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POSITION(S)/TITLE(S) <b>Manager of Operations, Clinical Lead, Executive Director</b>
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NAME OF ORGANIZATION(S) <b>Punjabi Community Health Services, Canadian Mental Health Association PD, Dixie Bloor Neighbourhood Centre</b>
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E-MAIL <b>manvir@pchs4u.com,</b>	TELEPHONE NUMBER <b>4164079347</b>	EXTENSION
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED) <b>To present on our work for the High Priority Community Strategy Project funded by the Ministry of the Health</b>
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A formal presentation will accompany my delegation <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Presentation format: <input checked="" type="checkbox"/> PowerPoint File (.ppt) <input type="checkbox"/> Adobe File or Equivalent (.pdf)		
<input type="checkbox"/> Picture File (.jpg)	<input type="checkbox"/> Video File (.avi,.mpg)	<input type="checkbox"/> Other <input type="text"/>
Additional printed information/materials will be distributed with my delegation : <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attached		

**Note:**  
Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least ten (10) business days prior** to the meeting date so that it can be included with the agenda package. **In accordance with Procedure By-law 56-2019, as amended, delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**  
Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).  
Once the above information is received in the Clerk's Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda.

**Notice with Respect to the Collection of Personal Information**  
(Municipal Freedom of Information and Protection of Privacy Act)

Personal information contained on this form is authorized under Section 5.4 of the Region of Peel Procedure By-law 56-2019, as amended, for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the *Municipal Act, 2001*, as amended. Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be posted and available for viewing subsequent to those meetings. Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.

Please save the form to your personal device, then complete and submit via email attachment to [council@peelregion.ca](mailto:council@peelregion.ca)

# High Priority Community Strategy





# Background

- \$12.5 million in funding to local lead agencies and community partners to work with Ontario Health, public health units, municipalities, and other community partners to deliver key interventions for the province's hardest-hit neighbourhoods
- 15 priority neighborhoods in Durham, Peel, Toronto, York and Ottawa
  - Selected by the MOH due to their high-COVID-19 prevalence data and Ontario marginalization index indicators, validated by PPH based on other data
  - 6 communities in Peel (Malton is shared with TPH)



# Peel Communities and Lead Agencies

Community	FSA (Postal Code)	Lead Agency
Bramalea	<b>L6P</b> , <b>L6R</b> , L6S, L6T	Wellfort Community Health Centre
Malton	<b>L4T</b>	
Brampton	<b>L6X</b> , L6Y, <b>L6V</b> , L6W, L6Z, L7A	Punjabi Community Health Services
East Mississauga	L4W, <b>L4X</b> , L4Y, <b>L4Z</b> , L5A, <b>L5B</b> , L5E, L5G, <b>L5R</b>	Dixie Bloor Neighbourhood Centre
North West Mississauga	L5M L5N, <b>L5V</b> , L5W	Indus Community Services
South West Mississauga	<b>L5C</b> , L5H, L5J, L5J, L5L	CMHA Peel Dufferin
Brampton and Mississauga	All FSAs within HPCS	Roots Community Services

- Note – Bolded are FSA funded by HPCS; however the work of Lead Agencies touches surrounding FSAs



# Peel System Partners

- Region of Peel – Public Health
- Region of Peel – Human Services
  - Community Partnerships: Poverty Reduction & Community Engagement
  - Community Access (Emergency income supports)
  - Housing Services (Isolation Housing Program)
- Ontario Health – Central Region
- Health Commons Solutions Lab (overarching support for the strategy)
- United Way

# Overview of HPSC



Community Outreach and Education	Access to Testing	Wraparound Supports
Increase awareness of COVID-19 to reduce transmission and provide necessary information about available supports and services, and personal protective equipment	Increase access to testing in high priority communities	Remove barriers to COVID-19 prevention, including isolation, by connecting individuals with necessary supports and services

## **Expansion of Community Health Ambassador role to promote vaccine confidence**

Outreach to promote mobile and pop-up clinics, clinic support, booking appointments, troubleshooting barriers

# Client Stories



- Client is a newcomer who arrived in Canada with his wife and 2-year-old daughter in September 2020. This family has faced a difficult time during the pandemic with it being their first time in a new country and having no family locally to support or guide them. The client worked at a small business and lost his job due to the provincial lockdown and his wife works at the Amazon warehouse in Brampton. When Amazon was closed due to the outbreak and his family was told to isolate, he found out about our services from his friend. His wife was not receiving paid sick leave so we were able to provide them with \$1191 in financial support to help with rent and bills for the period in which his wife would not be working, a \$200 grocery gift card to have groceries delivered and PPE kits. Even after their isolation period ended, we stayed connected with this family. The client called to ask how they can be connected to a food bank and if we knew of any job opportunities, so we connected them to other community supports and our own settlement department to help. Once they were eligible for their vaccines, we helped the client and his wife book vaccine appointments and arranged transportation to and from the vaccine clinics. Family sent thank you note to express their sincere gratitude.



# Client Stories

- Client is a single mom of two, who had to isolate throughout the entire year because of her daughter's health. She was on short-term disability from work, and could not pay her bills. As a result, her internet would be cut off, causing her kids to have trouble finishing their school year. We provided one-time emergency funding to pay the bill so the kids could continue school and social contact with friends. We also provided supportive counselling to the mother. She stated that we helped her feel a sense of relief and support, as she did not have any informal supports (e.g. friends or family).
- Client is a single mom of two, who lost her job due to COVID-19. Due to many barriers (including language) she was having considerable difficulty applying for Ontario Works assistance as her E.I. had run out. Her landlord was threatening eviction as her rent was in arrears. We utilized translation services to gather pertinent information and advocated for her with OW to collect relevant information to help her apply for the appropriate income supplement. She was able to access ODSP and apply for CPP with a case worker. This client was very relieved to find out that she would not be evicted and would receive supplemental income very soon.



# Accomplishments (Jan-Mar 2021)

## High Priority Community Strategy Reporting Data

Number of health and social service organizations engaged and partnered with by lead agencies

**394**

Number of individuals contacted through community engagement/outreach activities

**156,681**

Number of Community Ambassadors engaged and deployed to conduct outreach activities

**112**

Number of PPE kits distributed

**48,697**

Collective Data from Canadian Mental Health Association Peel Dufferin, Dixie Bloor Neighbourhood Centre, Indus Community Services, Punjabi Community Health Services, Roots Community Services, and WellFort Community Health Services.

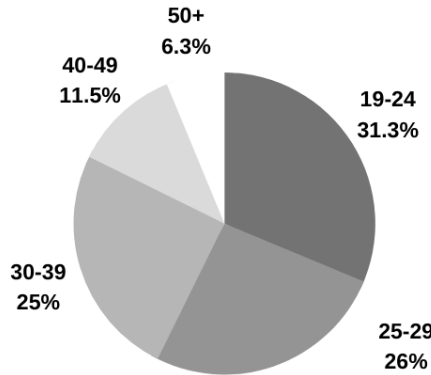
# Staff Demographics

73%

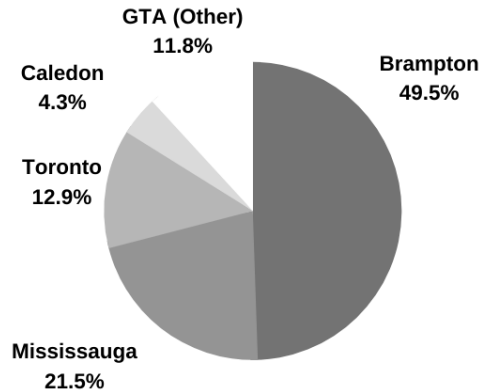
of employees are women



Age range:



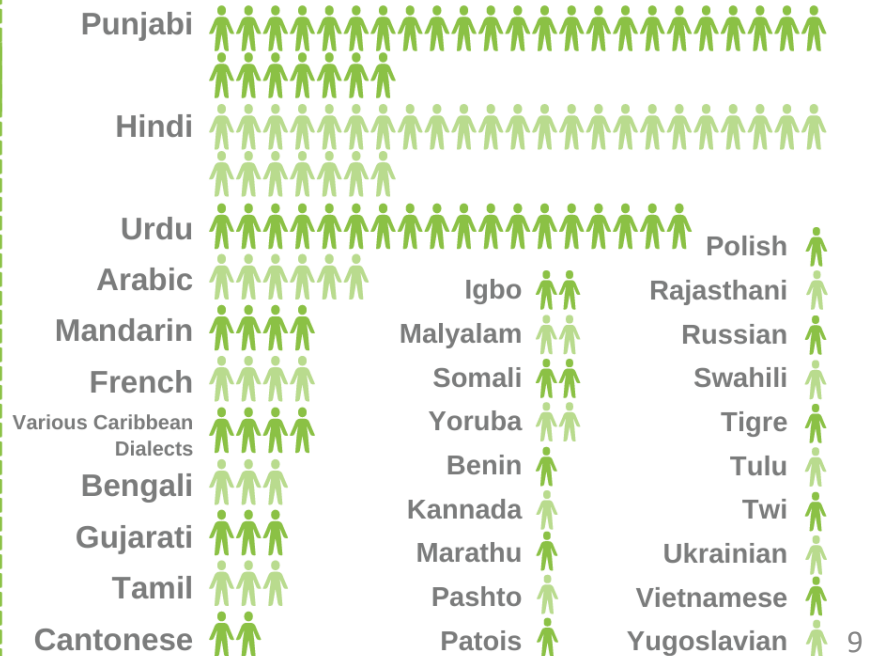
Place of residence:



Collective Data from Canadian Mental Health Association Peel Dufferin, Dixie Bloor Neighbourhood Centre, Indus Community Services, Punjabi Community Health Services, Roots Community Services, and WellFort Community Health Services.

8.5-10

26+ total languages spoken by staff



# Ongoing Activities



Supporting vaccine clinics  
(Sheridan, BCC, South Fletchers,  
Snelgrove Community Centre,  
Malton Community Centre)



Food Banks,  
Farmer's Markets



Places of business,  
Places of worship



Lunch & Learns

# Lead Agencies



info@dixiebloor.ca  
83-ENDCOV19 or  
833-632-6819  
Area served: East Mississauga



info@induscs.ca  
905-366-1010  
Area served: Northwest  
Mississauga



support@pchs4u.com  
416-605-6134  
416-579-5942  
Area served: Brampton

For support in Hindi, Urdu, Tamil, Bengali, and Punjabi, visit [www.apnahealth.org](http://www.apnahealth.org)



covid19support@cmhapeel.ca  
905-791-7233  
Area served: Southwest  
Mississauga



supportline@rootscs.org  
647-812-8545  
Communities served:  
Black, African, & Caribbean



support@wellfort.ca  
905-451-4920  
Areas served:  
Bramalea & Malton

Six lead agencies in Peel supporting residents impacted by COVID-19 through a provincially-funded initiative.

# High Priority Community Strategy

