

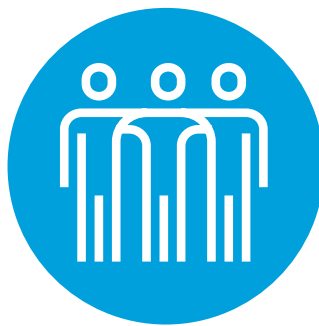


Community Partnerships and Support Services: The Incredible Story of 2021

The Community Partnerships and Support Services (CPSS) Team:



Oversees administration of York Region's centralized subsidized housing wait list



Supports community development initiatives for residents living in community housing



Provides social work services for seniors and community housing residents to help maintain successful tenancies

Despite the challenges posed by the COVID-19 pandemic over the last two years, the CPSS team has continued to deliver essential services to support residents and supported initiatives to strengthen social connections.

Supporting Resident Health and Wellness



150
SUPPORTED

100
RESIDENTS

80
BOOSTERS

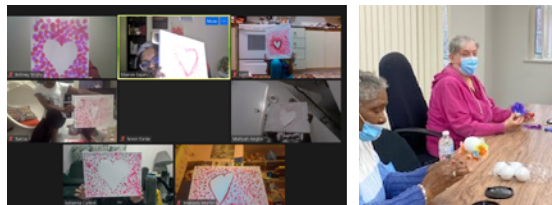
The health and wellness of residents is a top priority. The CPSS team is committed to providing services and supports to help residents in our communities live to their fullest potential.

Financial Health

- Building financial health and literacy to help residents find and keep housing.
- **115 individuals** participated in Income Tax Clinics – A partnership with Revenue Canada and the Community Volunteer Income Program
 - Ongoing virtual programs such as:
 - Financial Drop-in
 - Pre-Employment Workshops

Mental Health and Social Connections

- Supporting mental wellness and social connection
- **Senior Art Therapy** – 8-week session to assist seniors cope with their personal stress and anxiety during the pandemic
 - In 2021, we offered 8 ongoing virtual programs such as:
 - Adult Craft Group
 - Children's Craft Group
 - Colouring Conversations
 - Virtual Bingo
 - Seniors Wellness and Socialization
 - Facilitated Grief Talk (Hosted by AIDS Committee of YR)



Physical Health



Empowering communities to choose healthy behaviours

- **Food Share Program** – in partnership with Food Bank of York Region, we supported volunteers from their housing communities to deliver weekly and **bi-weekly food hampers**. In late 2021, we partnered with Sai Dham Food Bank to deliver individual food hampers to Seniors and people with disabilities with a focus on culturally appropriate food. **Supporting 150 people**
- **Flu Shot Clinics** – teamed up with Rexall Pharmacy to provide flu shot clinics to **100 residents at 5 housing sites**
- Mobile Dental Hygiene clinic at **3 Family Housing Sites**
- **Booster Shot Clinic** – partnered with Rexall Pharmacy and administered **80 doses at 2 housing sites**
- Education session on Sleep Health provided by Markham Family Health Team
- Positive Leisure Activities for Youth (PLAY) information session for families to know how to sign their child up for recreational activities as well as applying for Summer Camp
- Workshop provided by the Alzheimer's Society of York Region

Activity Kits to support individuals during the pandemic

During the second wave of the COVID-19 Pandemic, CPSS partnered with CHATS to **distribute 50 Activity Kits to seniors**. Activity Kits included a deck of cards, crossword puzzles, masks, calendar, resource handbook and other items to help seniors combat social isolation and stay active.

In late fall, 2021, CPSS created Resilience Kits for Adults, Youth and Children to support them throughout this trying time. Resilience Kits offered information, tools and activities to help improve self-talk and reduce stress. **Kits were provided to 30 adults, 15 youth and 15 children.**



Supporting Diversity and Inclusion



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DNAAGDAWENMAG BINNOOJIIYAG

(Pronunciation: Nog-dah-wen-mawg Bin-oooh-zhee-yug)

Child and Family Services is known as a multi-service agency focused on Indigenous Child Well-Being providing supports that are culturally based and family focused. Dnaagdawenmag Binnoojiyag recognizes Cultural services as an integral part of family, individual, and community healing and should be accessible to every Indigenous person requesting services.

September 30th was known as Orange Shirt Day and has become known as International Truth and Reconciliation Day beginning in 2021; a day for recognition of the past, present and future impacts that intergenerational trauma, colonization, and other forms of colonialism have had on Indigenous peoples across the world.

Housing Services' Community Partnerships and Support Services team partnered with cultural facilitators at Dnaagdawenmag Binnoojiyag to offer housing residents, housing staff and team members an opportunity to reflect, recognize and honour histories involving Indigenous peoples. This workshop served as an opportunity to begin the learning journey for many and continue the journey for others and we hope pushes individuals to learn more in their commitment to Reconciliation.

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Community housing is home to people from different backgrounds, faiths and traditions. Together we are working to create an inclusive and supportive environment.

We celebrated and recognized diversity, through virtual events such as:

- International Women's Day
- Lunar New Year
- Mental Health Awareness Within Black Communities
- A spotlight on Indigenous Reconciliation with Dnaagdaenmag Binnoojiyag Child & Family Services
- Honouring Trans' Lives (hosted by AIDS Committee of YR)



IMPLEMENT SAFER LANGUAGE

Be accurate and respectful
Combat Stigma



SUPPORT INCLUSIVE LANGUAGE

Good Day Friends! Hi Folks!
Good Evening Everyone!

Wraparound Services



181

Clients supported in locating cost-savings

\$198

Average monthly savings

\$155,989

One-time savings for clients for 2021

Budget Reviews include:

- Assess current financial situation and prioritize essential expenses
- Identify and reduce budget pressures
- Customize solutions for stability and financial sustainability
- Plan short- and long-term financial goals
- Empower residents to access all sources of income to which they are entitled
- Link to available public, non-profit and private sector services

Family Support Worker Program

The Family Support Worker Program helps promote financial literacy and supports to help families maintain housing stability.

In 2021:

- 103 client referrals from external partners/agencies
- Assisted these clients by:
 - Navigating Ontario Works, GIS, ODSP, Discretionary funding, or emergency funds applications
 - Delivering customized solution focused outcomes such as calling negotiating repayment plans with creditors, reviewing present day needs vs wants, etc.
 - Assisting in completing applications for seniors dental cards, food bank, children learning bonds
 - Providing referrals to appropriate supports



Social Work

Our dedicated team of social workers provide support residents in our Housing York Inc. buildings as well as seniors across York Region.

In 2021, we supported:



50
COMMUNITY
HOUSING
FAMILIES



195
SENIORS



Highlights

Senior Technology Program

To protect against COVID-19, many programs and services for seniors were moved to a virtual platform.

Early in the pandemic, the need for technology was identified through the Seniors Cluster Response Table, which is part of the COVID-19 Community Coordination initiative that the Region co-hosts with United Way Greater Toronto.

A grant proposal was submitted to the Federation of Canadian Municipalities to receive funding for tablets.

Eighty-five tablets were given to seniors – who were then able to connect with friends and family and participate in virtual community initiatives.

In 2021, a partnership with Vaughan Community Health Centre was established to continue promoting digital literacy allowing seniors to increase knowledge, confidence and understanding.

The partnership also provided an opportunity for seniors who were comfortable with Technology to volunteer and support seniors who were still learning.

The Technology Support Line through our partnership with Human Endeavour remains a vital support for seniors to ask questions, fix any technical issues and learn to use new tablet functions.

Hockey Night

In September 2021, the MLSE Foundation extended an offer to the CPSS unit with free tickets to a Toronto Maple Leafs Blue Vs. White Exhibition Game. Seven families attended the game.

Small and Safe Community Gatherings

Community Summer BBQ At Richmond Hill Co-op

- Great opportunity to get outside, re-connect with neighbours, and eat some delicious food
- Kids had a chance to have face painted and balloon animals
- An opportunity to hear from residents and discuss future programs and services in the community

Halloween Kids Party at Alison Court

- Treats and crafts for kids of all ages

Supports for Housing Providers

Our team works to offer Housing Providers with the tools and resources they need to support housing community residents. In 2021 we worked alongside York Region Public Health to provide prevention, recognition, response and first aid training for opioid overdoses.

We also provided three workshops on Diversity and Inclusion in 2021. The Equity, Diversity and Inclusion training sessions were held for Housing Providers and staff to provide education and resources that will help them support residents in our Housing Communities. Allison Hector-Alexander is an Equity, Diversity, and Inclusion Specialist, Anti-Oppression Anti-Racism Speaker & Facilitator.

Allison provided basic foundational principles like social isolation, bias, and intersectionality.

