

# COVID-19 Response

## Service update from The Corner

**Hours of operation:**  
 Mon, Wed, Fri, Sat: 9–6 PM  
 Tue, Thur: 9–8 PM

### Covid 19 response in numbers: March 18 – Oct 31, 2020

Services	Units of services	Unique clients	Frequency	Comments
Hot meal service	7,157	56	Monday to Saturday	Includes assessment call, follow up, pick up from The Corner and delivery to home bound clients
Food bank and grocery basket registration and pick up	2,115	737	Weekly distributed for 50 families; Monthly per family	Needs assessment, register for grocery basket pick up and pick up and referral to local food bank at the New Common
Follow up call	583	321	Needs based	Calls to remind clients of the times food would be delivered
Fresh produce	73	60	Weekly	Distribution to resident volunteers from the community
Pet food bank	305	113	Monthly	Pet food bank appointments and pick up
Newcomer wellness check	246	238	Needs based	To assess services and supports required and connect them to supports
Seniors wellness check	656	603	Needs based	To assess services and supports required and connect them to supports
Workbook for seniors	163	36	Weekly	Seniors are provided with workbooks to engage themselves at home
Tax clinic	35	35		Sent the documents to CRA volunteers to file taxes
Masks	174	130	Needs based	Well-grounded real estate donated the masks
Different services assistance (CERB, CRB, grocery shopping, etc)	211		Needs based	
<b>TOTAL</b>	<b>11,717</b>	<b>2,767</b>		

### Number of clients received services from different housing type

Client	Number	Client	Number	Client	Number
<b>Unique number of clients</b>	<b>1,559</b>	TCH client	618	Rooming house	5
		Market rent unit	630	Others	285
		Subsidized units	21		

### Services: Health Access St. James Town

Services	Units of services	Comments
Number of new Intake	721	Though The Corner is closed for regular services, new clients are registered through phone as well as in person at The Corner
Number of direct services	189	This includes calling CRA, OW/ODSP offices, helping with CERB and other applications
Number of referrals	142	Partners are from Health Access St. James Town and the Service Providers Network
Number of regular follow up	336	Regular follow up to update the database as well as wellness check
Hrs spent on follow ups	45	
Number of onsite appointments (started Mid-August)	562	For the safety of the staff and the clients, the services are provided with prior appointments
Front area services	727	Computer, print and fax for urgent needs
Number of phone calls received	7,520	For safety reasons most of the client support is given over the phone.

### Services: The Corner@240

Services	Number of encounters	Number of Unique Clients	Frequency	Comments
Daily Repair	1,126			
Electronic/home Appliances	434	256	Repeat visits for repairs	To facilitate repair, reuse and re-purposing of everyday items
Bikes	512		1–7 times	
Digital Items	136			
Clothes	44			
Tool rentals	46	28	Repeat visits for repairs	To facilitate residents of 650 Parliament street residents return and resettle
			1–6 times	

## NARRATIVE REPORT

### Access to Services

- Services delivered through phone appointments
- In person appointments based on needs and after screening for symptoms
- A video, audio bell has been installed outside The Corner so that people can communicate to staff at The Corner without coming in
- All clients accessing The Corner are allowed in only after screening.
- Most partner organizations continue their support through phone, while some partners are offering reduced onsite support
- Mental health supports are available through the telephone and in person
- Regular check-ins for clients with high needs

### Access to Front Area Services

- Telephone, fax and computers accessed with prior appointments, or based on urgent need prior appointments, or based on urgent need
- Wi-fi is provided just outside the doors of The Corner for public to access as needed. Marking on the floor to ensure social distancing

### Meal Support for Home bound clients and Seniors

- This initiative is a partnership between Flavours From our Neighbours – The SJT Catering Collective, The Corner, Shebourne Health, Progress Place and TNO. Additional funding support from Hospice Toronto
- Flavours From our Neighbours – a collective of newcomer women in SJT cook healthy and nutritious meals from The Corner's kitchen. Additional meals are provided by Progress Place
- Meals are provided Monday to Saturday
- Meals are picked up at The Corner
- Meals for homebound clients are delivered by volunteers from New Common and Volunteer Toronto

### Food basket distribution to the neighbourhood

- Started with a partnership between The Corner and Operation Ramzieh
- Hospice Toronto supports with funds for hampers
- To enhance and sustain the grocery distribution program, apart from generous donations from organizations and individuals, partnership was made with The New Common and Lady of Lourdes to sustain the initiative.
- The Medallion corporation supported this initiative by donating food hampers
- The councillor's office partnered with Medallion corporation, donated food baskets for residents

### Pet food distribution to the neighbourhood

- This initiative is an ongoing partnership with the Pet Food Bank
- This has been expanded to more residents of SJT due to additional financial stress that residents face during COVID-19
- The distribution happens on a monthly basis

### Public Awareness and Education

- Plain language posters in buildings, small/large stores, message boards and bus stops
- Communication of service information to all tenants through landlords
- Updated web page regarding COVID-19: <https://www.stjamestown.org/covid>

### Community Contributions:

- 6 catering collective members of the SJT catering collective cook the meals at The Corner.
- 135 volunteers from the community and beyond help with the food delivery and they contributed 2,740 Hrs.
- The commitment of the seniors and new comer residents are well appreciated; they contributed their hours in fixing items at The Corner @ 240 , conducting online classes and hot meal delivery to isolated seniors

### Programs and Events

#### Online Social Groups:

To address the needs of the community, few online social group sessions were conducted. The sessions helped the newcomer women to join a virtual social gathering, virtual meditation and interact with their peers thus reduce the social isolation.

#### Local business & frontline workers appreciation

The frontline workers were appreciated with a Thank You card, interviewed and featured in social media as well as The Corner newsletter.

### SJT pathways sessions

As part of youth engagement four online sessions were conducted in different zones; all the sessions were well attended and since it is online, we got participants from across the GTA.

### Programs at The Corner@240

#### Online Home Gardening

A series of workshop were conducted online to encourage and educate the residents about home / balcony gardening. 90 residents who participated were also provided starter kits.

#### Daily Repair

The Corner@240 continuing with the daily repair program. The residents drop off their items to be repaired. All COVID-19 protocols and procedures are followed.

#### Community Mask Making

Four community volunteers produced around 1000 masks from reused/re-purposed fabric and were distributed in the community

#### Bike Clinic – Earn a bike by fixing it:

A bike clinic for youth was organised in September where they are trained in repair and maintenance and they get to take home the bike at the end of the workshop. 4 Students were trained during the workshop.

#### Waste reduction week:

The Corner@240 celebrated Canadian Waste reduction week from Oct 19-24th with events and activities spread over a week to create awareness and sensitise and educate residents on waste reduction.

- *IT Junk wars – Earn a laptop:* 10 Youth were trained in laptop troubleshooting and repair and maintenance. The youth get to keep the laptops at the end of the workshop. The initiative was highly appreciated keeping in mind the need students have for laptops
- *Trash To Treasure:* A creative arts competition for residents to make art out of daily trash. 6 residents submitted their creations
- *Three Bin interactive game:* An interactive game where residents guess the correct bin associated with a particular trash. 38 residents participated in the activity
- *Troubleshooting workshop:* A repair workshop to troubleshoot electronic and home appliances. 2 residents were part of the workshop
- *Earn a Bike:* A bike clinic for youth where they are trained in repair and maintenance and they earn the bike at the end of the workshop. 4 Students were part of the program. The event was also attended by The City Councillor for Toronto Centre – Krystin Wong-Tam.
- *Repurposing Donations:* Residents who needed technical support were connected with The Corner @240. Items including, furniture, computers, electronic parts, strollers, wheel chair etc. were repurposed and given away to clients who needed them. 13 residents benefitted from repurposing efforts.
- *Board Games Give Away:* Kids in the neighbourhood were and are still being given free board games in exchange for sharing their hobby, art or a waste reduction tip. The board games were received as donations and currently 40 families have received the games.

#### Toronto Centre By-election Virtual candidate meeting

The Community Civic Engagement Collaborative and the Cork town BIA hosted an online all-candidates meeting for Toronto Centre federal by-election. The event was well attended by residents, there were over 200 people attended on both Zoom and YouTube. The event also live-streamed on Regent Park TV.

#### COVID-19 testing centre

The Corner is the temporary testing pop up site for St. James Town. The testing is conducted by Sherbourne Health and supported by Health Access St. James Town partners.

#### In the Media

The Corner was covered in several media publications:

- Their gardening initiative was featured in 'The Current with Matt Galloway'
- The Corner@240 was featured in 'St. James Town Storeys' – a podcast series on Community initiatives in the neighbourhood
- Featured on 'Parliament Street News'
- Activities and stories from the neighbourhood where covered in our monthly newsletter "From The Corner"