

COVID-19 Response

Service update from The Corner



COVID 19 RESPONSE IN NUMBERS: MARCH 2020 – MARCH 2021

Services	Units of services	Unique clients	Frequency	Comments
Health Promotion Services				
Flu Clinics	116	116	2 Clinics	Infection prevention and control measures
COVID-19 testing	909	875	30 Clinics	Infection prevention and control measures (few repeated clients)
Regular Services				
Meal Services	11,198	251	Monday to Saturday	Includes hot meal services, Frozen meal (one time) and Turkey Giveaway (one time)
Follow up Call and wellness check	3,063	1,250	As and when needed	calls to remind clients of the times food would be delivered and check their wellbeing
Seniors wellness check	5,446	946	As and when needed	To assess services and supports required and connect them to supports
Activity package for seniors	170	36	Weekly	Seniors are provided with activity packages to engage while at home
Weekly and Monthly Services				
Food bank and grocery baskets Registration and pick up	2,065	605	Weekly distributed for 50 families; Monthly per family	Monthly grocery basket for the clients who are in need and fresh produce for meal delivery volunteers
Pet food bank	349	113	Monthly	Pet food provided to clients through appointments
Needs based Services				
Masks	214	170	As and when needed	Well Grounded Real Estate donated masks and Masks were also prepared by Green Ambassadors
Different Services Assistance (GERB, CRB, Grocery Shopping, etc)	217	138	As and when needed	The needs based services includes front area services, financial services support, counseling support , etc
One time Services				
Santa Box	10	10	Holiday Season	Received as donation and distributed to the kids
Tax Clinic	76	76		Send the documents to CRA volunteers to file the tax
TOTAL	27,840			

Number of clients received services from different housing type

Client	Number	Client	Number	%	Client	Number	%
Unique number of clients1,888		TCH client	651	35%	Rooming house	5	0%
		Market rent unit	857	45%	Others	345	18%
		Subsidized units	30	1%			
With respect to the number of TCH building in SJT, the % of clients from TCH building are high							

Services: Health Access St. James Town

Services	Units of services	Comments
Number of new Intake	1,599	Though The Corner is closed for regular services , new clients got registered through phone as well as in person at The Corner
Number of direct services	422	This includes calling CRA, OW/ODSP offices, helping with CERB and other applications
Number of referrals	218	Partners are from Health Access St. James Town and the Service Providers Network
Number of regular follow up	816	Regular follow up to update the database as well as wellness check
Hours spent on follow ups	93	Regular follow up to update the database as well as wellness check For the safety of the staff and the clients, the services are provided with prior appointments
Number of onsite appointments (started Mid-August)	1,380	
Front area services	1,924	Computer, print and fax for urgent needs
Number of phone calls	23,134	The services at the location was suspended and client support was given over the phone.

Services: The Corner@240

Services	Number of encounters	Number of Unique Clients	Frequency	Comments
Daily Repair	1,539	561	Maximum 7 Minimum 1	To facilitate share and reuse and repair broken items
Tool rentals	138	115	Maximum 6 Minimum 1	To facilitate the return and settlement of residents of 650 Parliament
2842 kg of waste reduced by repairing and re-furbishing				

NARRATIVE REPORT

Health Access St. James Town

Flu Clinics

- In partnership with Sherbourne Health, and Wellesley Community Centre, The Corner was able to offer 2 clinics during the pandemic in November on November 18th and November 20th.
- Sherbourne Health was able to design a clinic flow that accounted for infection prevention and control measures to mitigate the risk of COVID transmission.
- 4 Flu Prevention Promoters from the community were oriented to the flu shot promotion this year, conducted phone-based outreach to Health Access clients, posting of flyers as well as worked the 2 clinics as greeters, screeners and post-flu shot support.

COVID-19 Testing Pop Up Clinics

- Since October 27th, 2020 Health Access St. James Town partners have provided a community-based COVID assessment clinic in order to increase access to testing for St. James Town residents.
- The Corner and Sherbourne Health held two online community consultations in September 2020 with St. James Town residents and service providers to get input into the planning and implementation of the clinics.
- The clinic is implemented by staff from Sherbourne Health and Health Access St. James Town staff, with support from The Corner.
- Outreach and engagement efforts have been led by The Corner – a team of community members who speak different languages have been oriented as “COVID Testing Promoters” and have engaged in outreach and promotion in the community.
- The drop in clinics offered are low barrier (no appointments needed). Morning and afternoon options are available and no one will be turned away. In addition, People who may not have access to internet/phone or are under housed/don’t have permanent fixed address have options for getting their test results.
- Wrap around support to clients who test positive is provided by Health Access Partners.
- For clients who test positive, Health Access intake team follows up with them to assess additional supports they may need:
 - Connecting to primary care
 - Accessing income supports – eg. Sick leave, CRSB
 - Access to groceries

- Connection to TPH’s Voluntary Isolation Centres
- Of the positive cases, 41% have been connected to wrap around services

COVID Vaccination Clinics

- On the 30th of March, a COVID vaccination clinic was launched for residents of St. James Town. The clinic was a collaboration Between Unity Health Toronto, Sherbourne Health and The Corner, also including several other community partners.

Community Engagement/Outreach

Online Social Group

- Responding to the needs of the community, we conducted an Online Social Group program for St James Town residents. Participants met using the Google meet platform once a week, connected with other residents-made new friends, learned new things, and shared their hobbies. The group was very diverse Most of the participants were new to Canada and few have been here for a longer time. Participants expressed that this program helped them to reduce social isolation and loneliness during this COVID pandemic. This platform also became a space for newcomers to learn more about the community, resources as well as a space for long-time residents to share their experience and give advice to new resident.

St James Town Whats App Group

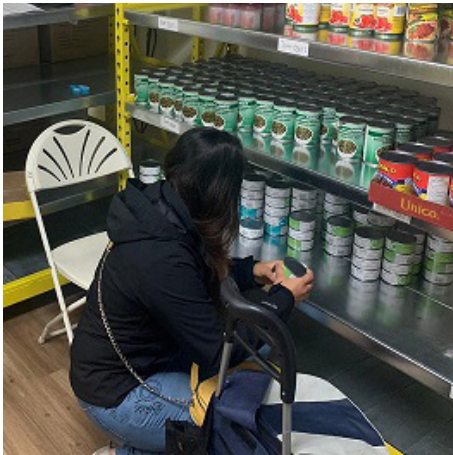
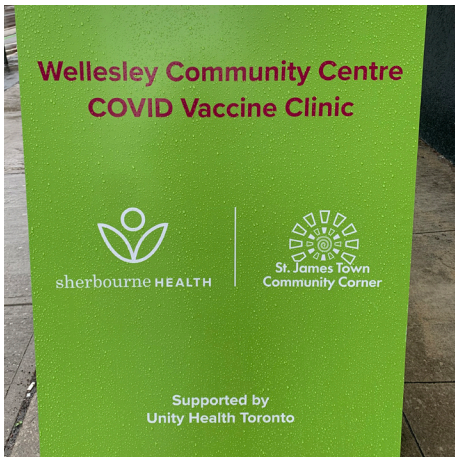
- We have created this group to have a platform for St James Town residents to connect easily, ask questions and share information and resource

Community Lead Program

- Online Fun with the Numbers (May – Aug 2020)- facilitated by a volunteer
- Online Interactive Science Program (June – July 2020) – facilitated by a volunteer
- Virtual Summer Camp (July- August 2020) – in partnership with Thorncliffe Organization
- Virtual Halloween festivities with a Costume competition – 16 participants submitted their pictures, dressed up in the cutest, most chilling costumes. Some of them even made their costume from scratch by using recyclable items at home.

Community Outreach

- The Community Engagement Subcommittee has created a brochure for COVID tips and helpful resources for St. James Town. On July 17, in partnership with New Common, we did door-to-door outreach – drop off



brochures and face masks in each apartment unit of 275 Bleecker Street. The resource booklet also shared with St James Town Service Providers Network, building managements at St. James Town and through our social media.

Translated How to use mask – info into 6 languages (Spanish, Amharic, Romanian, Russian, Tamil, and Nepali) and shared with community residents.

- Recruited Seven (7) COVID Testing promoters to help planning and outreach for COVID testing. They were trained by Toronto Public Health on COVID education and prevention. Promoters conducted phone-based outreach, put posters and signs as well as worked as greeters during the testing clinics.

Volunteer Program

- 154 Volunteers were recruited from March 2020 – March 2021 and engaged in COVID-19 response programs – Meal Program for seniors, Temporary Foodbank, and COVID education and prevention and contributed 3238 Hrs.
- Partnered with Volunteer Toronto to recruit volunteers.
- New Common and Dixon Hall also supported by providing additional volunteers for the Meal program and temporary foodbank.
- Updated Volunteer recruitment process for The Corner, created volunteer evaluation form, and conducted volunteer program evaluation using google form.

Seniors Program – Older Adults Consortium

- 250 unique seniors were outreached twice a month primarily to do wellness checks, but also to provide community resources. New intakes were done with referrals from partner agencies. Activity packages were provided weekly. Over 35 seniors joined us each week on zoom to connect with the program and their peers. A number of workshops were facilitated by SHC like, Staying Safe and Hydrated in the summer, The Flu Season, Education on the COVID virus etc. Other community agencies did workshops on Elder Abuse, Fraud and Scams, Power of Attorney and Wills. Intergenerational programs were also introduced on zoom that were enjoyed by the seniors.
- The Seniors Program re-opened from September to December and it felt like a breath of fresh air for the seniors, reconnecting to the program, meeting their peers, taking part in activities and having fun. We were able to distribute tablets to seniors, coach them on usage, install apps., and do trial runs on zoom. Several seniors took part in a Leadership Program and received certificates. Gift/grocery cards were given out prior to the holidays. Happy to say the seniors are handling the pandemic well, they have adapted to the restrictions and are taking care of their mental and physical health.

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
 - Meal 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

“Thank you so much for the meals provided. I am senior living alone with broken ankle.”

– Celia, Resident on the meal program Access

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 Our 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 Bank Basket Distribution to the Neighbourhood

- The initiative is a partnership with TORONTO HUMANE SOCIETY
- 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 board-sand bus stops
- Updated web page regarding COVID: <https://www.stjamestown.org/covid>



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. The residents participated the workshop, tried the tips at their garden and share their garden in our social media platform.

Daily Repair

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

Community Mask Making

- Four community volunteers produced around 2500 masks from reused/ repurposed fabric and they were distributed in the community.

Bike Clinic

- 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.

“I had 2 laptops and an old desktop that haven’t been used in a long time. I managed to get all of them fixed. For free.”

– Pierre, Resident

Earn a Bike: As part of the waste reduction week, Earn a bike workshop was facilitated by resident volunteers. The event was also attended by The City Councillor for Toronto Centre.

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: ids 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.