

**TNLIP Health & Wellbeing Work Group**  
**Tuesday, February 27, 2024 at 10:00 – 11:30 am**  
**Minutes**

**Attendees (16):** Jonathan Brooks (CCRIHC), Andrea Morales Caceres (CT, TCCS), De’Janna Mignott (CMHA), Olivia Olesinski (CCCE), Katie MacDonald (OCO), Amina Sultani (AWO), Irina Umnova (CRPO), Sadat Alam (New Circles), Ghatool Maiwand (AWO), Samantha Kearney (NYTHP), Sally Moy (NYTHP), Maria NG (Hong Fook), Leticia Esquivel (MNLC), Alberto Muñoz (NCCS), Stella Nkeiruka (ACT), Robbie Shifman (CCC & KOFE)

**Facilitated by:** Misha Hossain (TNO)

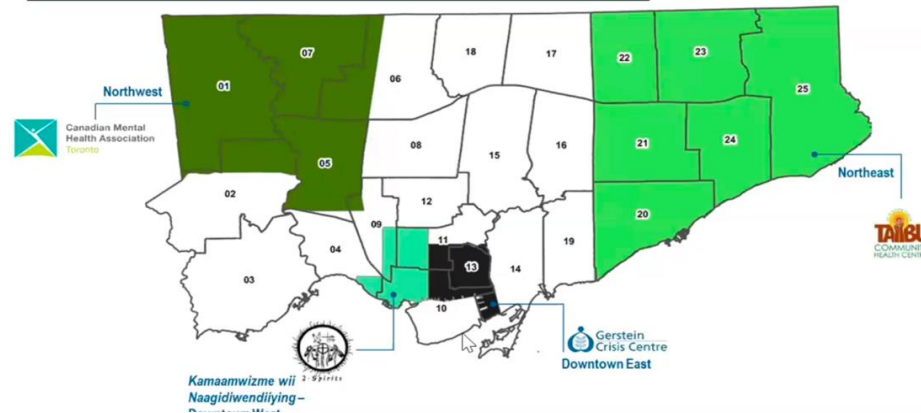
Agenda Items	Presented By	Discussion
<b>Land Acknowledgements &amp; Welcome</b>	Misha Hossain	Misha read the TNLIP Land Acknowledgements and asked partners to introduced themselves in the chat box
<b>Uninsured Services Toolkit Launch</b>	Jonathan Brooks (Canadian Centre for Immigrants and Refugees)	<p>Jonathan is a registered nurse and a licensed paramedic with Peel Region. He works at the Canadian Centre for Refugee and Immigrant Health Care. He has been working on a health navigation manual, “Ya Estoy Aqui” along with a group of community members on the grassroots level to produce this manual.</p> <p><b>English:</b> <a href="https://drive.google.com/file/d/1APHgYeVEDP8ZVg5ndfHeooQwI8_tNtLs/view">https://drive.google.com/file/d/1APHgYeVEDP8ZVg5ndfHeooQwI8_tNtLs/view</a>  <b>Spanish:</b> <a href="https://drive.google.com/file/d/1uxMDZqu4mwMyuiohM6rQhOWMZHHzYL3_/view">https://drive.google.com/file/d/1uxMDZqu4mwMyuiohM6rQhOWMZHHzYL3_/view</a></p> <p><i>What is it:</i></p> <ul style="list-style-type: none"> <li>• Ya Estoy Aqui is a healthcare navigation manual that serves as a guide to understanding and accessing healthcare in the Greater Toronto Area.</li> <li>• It is prepared in a comic book style to be easy to understand.</li> <li>• It focuses on healthcare rights including birth control, midwifery services, and abortion, as well as providing information about healthcare clinics such as contact numbers, descriptions, and the populations that they serve.</li> <li>• It includes common health questions and answers.</li> </ul>



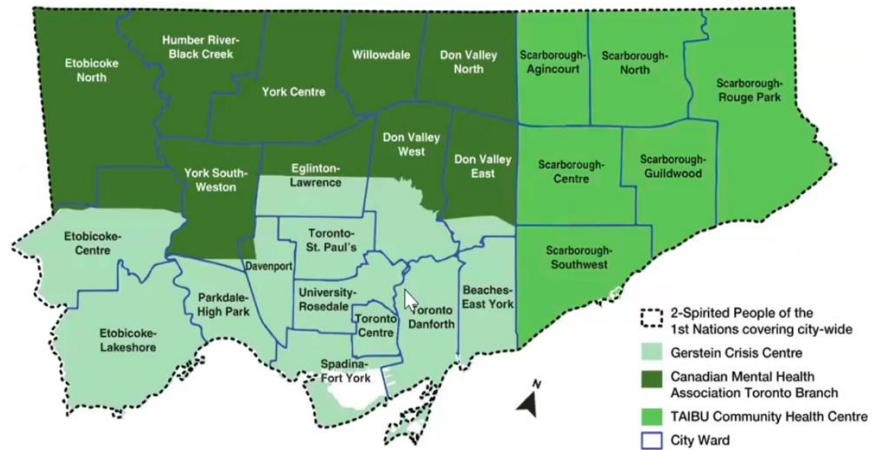
		<ul style="list-style-type: none"><li>• The manual is free and consist of 50 pages.</li><li>• This is version 1.0 of the manual.</li></ul> <p><i>Who is it for:</i></p> <ul style="list-style-type: none"><li>• The manual aims to bridge the gap between people with OHIP coverage and those without, focusing on the Latino community in the Greater Toronto Area.</li><li>• Newcomers and existing community members who don't know which clinic they need to go or what health rights they have can use the manual.</li><li>• The PDF version can be used to explore a range of health resources for people living in Toronto.</li><li>• Users should start by identifying their immediate needs in the Table of Contents, then proceed to the relevant section for in-depth information and actionable steps.</li><li>• This toolkit is for the uninsured population with a focus on Latino community but open for all.</li></ul> <p>The second edition is currently in the works and Jonathan's group is open to collaboration.</p>
<b>Toronto Community Crisis Services Presentation &amp; Discussion</b>	Andrea Morales Caceres (City of Toronto, Toronto Community Crisis Services)  De'Janna Mignott, (Canadian Mental Health Association)	<ul style="list-style-type: none"><li>• In February 2021, Toronto City Council approved four pilot programs for non-police responses to non-emergency, non-violent calls, including mental health crises and wellness checks known as Toronto Community Crisis Service (TCCS).</li><li>• It is a 24/7 system that is voluntary and consent-based serving clients over 16 years old.</li><li>• It has mobile teams, post-crisis follow-up, case management, service navigation, culturally relevant services, and a referral network.</li><li>• The initiative focused on communities most affected by over-policing and those with experience in mental health, substance use, and justice systems</li><li>• The City of Toronto provides backbone support, leads intergovernmental advocacy, creates public education campaigns, and identifies areas for increased community investment.</li><li>• 211 dispatches calls to the appropriate team.</li><li>• The crisis team can meet with patients whether they are at home or a location where they feel safe.</li><li>• Each crisis response team includes at least two crisis workers.</li><li>• Follow up within 40 hours. Case management and support for up to 90 days.</li></ul>



### Current Service Areas



### Toronto Community Crisis Service City-Wide Expansion



### Contact Information

Telephone: 211 (24/7 community helpline)

Email: [policingreform@toronto.ca](mailto:policingreform@toronto.ca)



CMHA Toronto | Canadian Mental Health Association Toronto

- CMHA Toronto is one of the leading mental health agencies within Canada.
- CHMA includes a team made up of a variety of experts, including mental health specialists, concurrent disorder specialists, nurse crisis workers, youth crisis workers, indigenous crisis workers, peer crisis workers, and case managers.
- It offers case management and follow-up services, working with patients for up to 90 days.
- Crisis workers have a minimum of 5 years in community mental health, crisis intervention, case management, or related fields.
- Expertise: Crisis intervention, de-escalation, suicide risk assessments (ASIST model), substance use, concurrent disorders, harm reduction, diverse client adaptation, personal experience with mental health/substance use challenges.
- Identification: Lanyards with ID, trained to identify themselves to emergency responders; TCCS vehicles marked with decals.

**Visual Appearance of TCCS Vehicles**

TCCS vehicles are marked with decals on the back of the vehicle including the City of Toronto logo, community partner logo, and the TCCS graphic service identifier.



**National Caregiver Strategy**

Olivia Olesinski  
(Canadian Centre for Caregiving Excellence)

- CCCE, launched two years ago, is a new caregiving initiative within the Azrieli Foundation, Canada's largest non-corporate foundation.
- The Azrieli Foundation supports various programs, including disability programs, and is expanding its focus on caregiving by emphasizing the importance of care workers and advocating for public reform.



		<ul style="list-style-type: none"> <li>• CCCE, a small team of five, does not deliver services but aims to increase funding for caregiver programs and build a network for knowledge sharing.</li> </ul> <p><i>Focus on federal government due to:</i></p> <ol style="list-style-type: none"> <li>1. Federal prioritization influences other government levels.</li> <li>2. Provincial governments align with federal priorities for funding.</li> <li>3. One in four Canadians is a caregiver; half will be caregivers at some point.</li> </ol> <p>80% of care providers consider career changes; 48% feel undercompensated.</p> <p>Developing a national caregiving strategy:</p> <ul style="list-style-type: none"> <li>• Engaging frontline caregivers and organizations to reflect on their lived experiences.</li> <li>• Funding caregiving programs and researchers, advocating for caregiving to be a government priority.</li> <li>• Working with caregivers, experts, organizations, and leaders to determine what a National Caregiving Strategy should include. Then, producing a practical and workable document of policy recommendations that can be used to move the policy agenda forward.</li> <li>• Priorities include (1) government and leadership recognition, (2) Optimizing supports, programs and services for caregivers, (3) Improving supports for care recipients, (4) Supporting caregivers in education and the workforce, and (5) Developing a thriving care provider workforce</li> <li>• Implement the federal government commitment of a \$25 minimum wage for personal support workers and extend this commitment to other care providers.</li> <li>• Make it easier for care providers from around the world to stay in Canada when their employment status changes by reforming federal immigrant sponsorship programs.</li> <li>• Reform the immigration to make it easier for newcomers to come to Canada specifically to work in the care provider workforce.</li> <li>• If you want to contact Olivia, her e-mail is <a href="mailto:olivia@canadiancaregiving.org">olivia@canadiancaregiving.org</a>.</li> </ul>
<p><b>TNLIP Health &amp; Wellbeing Updates</b></p>	<p>Misha</p>	<p><i>Food Leaders 2024:</i></p> <ul style="list-style-type: none"> <li>- Part 2 of the Food Leaders networking event has been delayed to September to increase attendance, based on member input.</li> </ul>



<ul style="list-style-type: none"><li>• Food Leaders 2024</li><li>• Canada's Caregiver Program Webinar</li><li>• Toronto Public Health Strategic Planning Meeting</li><li>• Pop-Up Housing Hub Update</li></ul>		<ul style="list-style-type: none"><li>- Food leaders this year will be partnering with the North York Community Cluster and Black Creek Community Cluster</li></ul> <p><i>Canada's Caregiver Program Webinar:</i></p> <ul style="list-style-type: none"><li>- We hosted a caregiver webinar program by Ella Tan from NYCH and there were 27 participants. It was a highly interactive program.</li><li>- You can access it on TNLIP YouTube page:</li><li>- <a href="https://www.youtube.com/watch?v=89qsiHXn8uQ">https://www.youtube.com/watch?v=89qsiHXn8uQ</a></li></ul> <p><i>Toronto Public Health Strategic Planning Meeting:</i></p> <ul style="list-style-type: none"><li>- After much discussion advocating for newcomer research on harm reduction, TPH is conducting a survey to collect data on Toronto wide settlement organizations that are providing harm reduction information/services to newcomers.</li><li>- TNLIP will be partnering with TPH to conduct a community consultation meeting to increase this knowledge.</li><li>- Meeting invite will go out once a date is finalized</li></ul> <p><i>Pop-Up Housing:</i></p> <ul style="list-style-type: none"><li>- This is a project Misha has been working on with the North York cluster.</li><li>- The project is being supervised by Misha.</li><li>- We are currently in Phase 2 of the project. It involves 10 core service providers working with the cluster and have formed a mobile unit going into four locations. These are two North York shelters and two high-density food banks. Today marks our day two of pop-up, with 16 planned for the summer.</li><li>- At the first pop-up, 80-90 African refugee claimants out of 400 received wrap around services from 14 service providers representing 7 organizations.</li><li>- We organize these events at shelters to reach people where they are. You can attend as well as a partner, please let us know your intent</li></ul> <ul style="list-style-type: none"><li>•</li></ul>
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