What the PRIMARY HEALTH CARE TEAM did differently in response to COVID-19:

- Offered virtual visits
- Used vehicles as waiting rooms
- Established chronic disease clinics
- Offered virtual exercise classes and healthy living tips over social media
- Client and staff screening and PPE wearing became our “new normal”

CREATIVE APPROACHES TO YOUTH MENTAL HEALTH

NORWEST YOUTH HUB adapted quickly to restrictions and provided counselling services virtually via telephone, and later over video conferencing.

Virtual Mental Health programming included:

- 5 week condensed Dialectical Behaviour Therapy skills
- 4 week Cognitive Behaviour Therapy with Mindfulness
- A Using Social Media to Enhance Mental Health workshop
- Youth Advisory
- Anxiety Canada modules

EXPANDING PRIMARY HEALTH CARE BEYOND THE FACILITIES

- 7753 Primary Care visits
- 736 Chronic Disease Management/Allied Health visits
- 4084 Walk In Connected Care visits
- 6150 Masks used and/or distributed

NORWEST CO-OP COMMUNITY FOOD CENTRE

GOOD FOOD

1000 Activity kits

32,141 Take-Out Meals & Hampers
Counselling and groups were offered by phone and Zoom. In community visits were offered following COVID-19 guidelines.

The NorWest Info Series was posted on social media up to 3 times per week and covered topics such as mindfulness, resiliency, and how to talk to your children about COVID-19.


Food, hygiene, household, self-care, and children’s kits were distributed to women daily.

“’I AM SO THANKFUL FOR THIS PLACE.’

GILBERT PARK RESOURCE CENTRE, BLAKE GARDENS and NORWEST ON ALEXANDER

“I am so thankful for this place, I stop by every day for support for my family. If it’s food, kids’ activities, coffee and chat outside, or other help, it’s nice knowing you are here.”

The Resource Centres shifted to remote support beginning in March. We offered food delivery and take out, and they utilized daily facebook live videos to keep community connected. Crisis support was always available. Some in person programming and drop in resumed in June.

PLAYCATION
THE INKSTER PARENT CHILD COALITION

1421 Playcation digital downloads

3164 Playcation activity packages distributed

INFLUENCING COMMUNITY HEALTH
HANS KAI members became community health influencers, distributing accurate information and encouraging healthy behaviours.

1335 Phone Sessions

224 In Person Visits

755 Community Visits

798 Kits distributed to families

Lunches & snacks made for summer learning camps

Masks sewn for distribution into the community

CREATING A COMMUNITY SAFETY NET
FAMILY VIOLENCE PROGRAM, COUNSELLING & LEGAL SERVICES

14,280 Take-Out Meals & Hampers

3234 Harm Reduction Kits

946 Youth Activity Kits

777 In-Person Drop-In Visits

1039 Group Participants (remote & in-person)

1518 Remote Support, Outreach & Counselling Sessions

11,504 Facebook Posts & Views

14,280 Take-Out Meals & Hampers

3234 Harm Reduction Kits

946 Youth Activity Kits

777 In-Person Drop-In Visits

1039 Group Participants (remote & in-person)

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