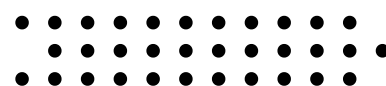


Impact Report



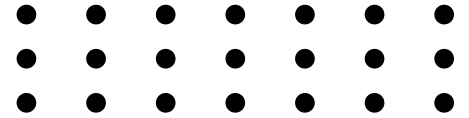
2025-2026



www.pchs4u.com



Welcome & Introduction



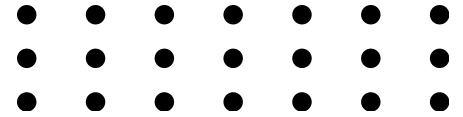
At Punjabi Community Health Services (PCHS), compassion drives our purpose and community shapes our work. Each year, we stand alongside individuals, families, and seniors, supporting them through life's challenges and empowering them to thrive.

This report highlights the impact of our collective efforts, made possible by our Board, staff, volunteers, and community partners, as we continue to build resilience, foster a sense of belonging, and create lasting change in the Peel Region.

Together, we are shaping a healthier, stronger, and more connected community.



Table of Contents



4

Message from
our Leaders

6

About PCHS

8

Meet the Team

10

PCHS Strategic
Plan (2023-2027)

12

Treasurer's
Report

15

HR Dashboard

17

Our Impact

18

Diversity, Equity,
and Inclusion at
PCHS

19

PCHS Programs

30

PCHS Health
Magazine

31

Year at a glance
Highlights

42

Digital Media
Engagement

44

Our Funders





Message from the **Board** **Chair and Chief Executive** **Officer**



Arshdeep Phagoora
Board Chair

As we reflect on another remarkable year at Punjabi Community Health Services (PCHS), we do so with tremendous pride, gratitude, and optimism. This year has been marked by growth, resilience, and innovation, and, above all, by a shared commitment to improving the health and well-being of the culturally diverse communities we are privileged to serve.



Amandeep Kaur
PCHS CEO

At the heart of PCHS is our belief that everyone deserves to feel welcome, respected, understood, and supported. Across mental health and addictions, seniors and caregiver services, settlement and integration, children and families, health promotion and prevention, homelessness prevention, and community-based programs, our teams continued to deliver compassionate, culturally responsive, equitable, and client-centred care.



This year also strengthened PCHS's role as an active partner in an increasingly integrated health and social service system. Our involvement in emerging initiatives, including the HART Hub and the NAVIGATE model for Early Psychosis Intervention (EPI), marked important milestones in our continued growth. PCHS also contributed to the development of the Central Intake Ontario (CIO) – Central Region Mental Health & Addictions (MHA) Hub, marking important progress toward more coordinated, timely, and accessible pathways to care. Through these initiatives and our many partnerships, we continue to advocate for approaches that recognize cultural, linguistic, social, and individual needs and ensure that the voices of culturally diverse communities are reflected in system planning and service delivery.

Every achievement celebrated in this Annual Impact Report is made possible by our dedicated staff and volunteers, our Board of Directors, funders, donors, partners, community leaders, clients, caregivers, families, and everyone who places their trust in PCHS. We extend our heartfelt appreciation to each and every one of them. Your contributions strengthen our organization and inspire us to keep moving forward.

As we look ahead, we are excited about what is possible. We will continue to strengthen services, embrace innovation, deepen partnerships, advance health equity, and provide leadership to build a more connected and inclusive system of care.

Together, we are doing more than delivering services; we are creating connections, strengthening communities, inspiring hope, and building a healthier, more inclusive future for all.

About PCHS

Punjabi Community Health Services (PCHS) is a pioneer, community-based, not-for-profit charitable organization that has been serving diverse populations for over 35 years. PCHS provides a wide range of culturally responsive services in the areas of addictions, mental health, geriatric care, health promotion, domestic violence, parenting, settlement, and support for women, children, and youth. PCHS is widely recognized for its innovative Integrated Holistic Service Delivery Model and has contributed to several community-based research studies. The organization is fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada, reflecting its commitment to quality and accountability. PCHS is also a 2SLGBTQ-sensitive organization, committed to equity, inclusion, and culturally appropriate care.





About PCHS



Vision

Our vision is to have healthy and thriving diverse communities.

Mission

To support and enhance the well-being of individuals, families, and communities using an inclusion, diversity, equity and accessibility framework (IDEA).

Mandate

The mandate of Punjabi Community Health Services (PCHS) is to provide culturally and linguistically responsive health, social, and newcomer settlement services to equity deserving populations.

Inclusion

We believe in treating people fairly and with dignity. We strive to incorporate equity in all areas of our work.

Accountability

We believe our biggest asset is the trust of our clients, community, donors, funders, and staff. We practice accountability by being open, transparent and responsible in everything we do.



Excellence

We believe excellence is a habit, not a one-time action. We are fueled by our relentless pursuit to exceed the expectations of the people we serve.

Innovation

We believe that to discover new solutions, we must have the courage to challenge the status quo. We seek out creative approaches to address emerging challenges.



Meet Our **Board of Directors (2025-2026)**



Arshdeep Phagoora
Board Chair



Swaraj Mann
Vice Chair - 1



Puneet Aujla
Vice Chair - 2



Nitin Sharma
Treasurer



Taranvir Dhaliwal
Secretary



Karina Dhillon
Board Member



Kuljit Kaur
Board Member



Meet Our **Executive Team**



Amandeep Kaur
Chief Executive
Officer



Ekta Choksi
Director of Finance,
HR, & Infrastructure



Amanjit Kahlon
Director, Community
Development



Anslyot Kapoor
Senior Manager,
Health Promotion &
Prevention



Aditi Agnihotri
Senior Manager,
Human Resources



Faisal Cheema
Senior Manager,
Newcomer Settlement
Programs



Sheena Sabharwal
Senior Manager,
Quality Assurance



Strategic Direction 2023-2027





CARF International

November 2025



Punjabi Community Health Services (PCHS) successfully earned Three-Year CARF Accreditation, demonstrating substantial conformance with CARF standards and a strong commitment to quality, culturally responsive, and client-centred services.

The accreditation recognized PCHS's strengths in leadership, professionalism, collaboration, accessibility, community partnerships, and coordinated service delivery. It also highlighted the organization's commitment to dignity, meaningful engagement, and positive outcomes for clients and families.

As part of its ongoing commitment to quality improvement, PCHS will continue to deliver high standards of service throughout the accreditation period."



Treasurer's Report

PCHS continues to demonstrate resilience, adaptability, and growth in an increasingly complex environment. Over the past three years, I have been inspired by the organization's expanding services, financial capacity, and impact in the community.

This continued growth is a testament to our dedicated leadership, staff, partners, and funders.

We sincerely thank our funders and community partners for their continued support.

- Ontario Health Central
- Ministry of Health and Long-Term Care
- Regional Municipality of Halton
- Ontario Trillium Foundation
- City of Mississauga
- Region of Peel
- Immigration, Refugees and Citizenship Canada
- United Way Greater Toronto
- Ministry of the Attorney General
- Toronto Bail Program
- AbleLiving Services Inc.

- Peel Regional Police
- Town of Caledon
- The Hope Collective
- Novo Nordisk
- Hybrid Group
- CarePoint Health
- Canadian Mental Health Association Peel Dufferin
- Reconnect Health Services
- Services and Housing in the Province
- William Osler Health System
- Ministry of Labour, Immigration, Training and Skills Development

Special thanks to Jessie Singh and the team at HDCPA Professional Corporation for their expertise and dedication to the accuracy and integrity of PCHS's financial reporting.



Treasurer's Report

Financial Overview

Financial Summary 2025-2026

Total Revenue
\$11.64 million

Total Expenditures
\$11.40 million

Excess of Revenue over Expenditures
\$241,294

Total Assets
\$3.97 million

Net Assets
\$2.04 million

PCHS continued to demonstrate sound financial stewardship while expanding its impact across the communities it serves. Despite a challenging funding environment, the organization maintained a strong financial position through prudent financial management and effective oversight.

These results reflect the organization's continued financial stability and responsible use of resources in support of its mission.

On behalf of the Board, I would like to express my sincere appreciation to our management team, staff, funders, donors, and community partners for their ongoing commitment and support. I also extend my thanks to HDCPA Professional Corporation for their professional audit services.

I am confident that PCHS is well positioned to continue delivering high-quality programs and services while maintaining a strong financial foundation for the future.

Nitin Sharma
Treasurer
PCHS Board of Directors.



Statement of Financial Position

YEARS	2026	2025
ASSETS		
CURRENT ASSETS		
Cash	\$ 2,514,564	\$ 1,608,056
Accounts receivable, net of allowances	\$ 480,971	\$ 550,847
PSB rebate receivable	\$ 165,062	\$ 179,716
Prepaid and other current assets	\$ 73,000	\$ 94,993
Total Current Assets	\$ 3,233,597	\$ 2,433,612
Due from related parties	\$ 394,046	\$ 504,024
Capital assets, net of accumulated amortization	\$ 344,598	\$ 279,747
Total Assets	\$ 3,972,241	\$ 3,217,383
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 629,004	\$ 554,397
Deferred contribution	\$ 941,146	\$ 566,016
Current portion of deferred rent	\$ 12,663	\$ 12,663
Total Current Liabilities	\$ 1,582,813	\$ 1,133,076
Deferred rent	\$ 30,602	\$ 43,264
Deferred capital contribution	\$ 319,250	\$ 242,761
Total Liabilities	\$ 1,932,665	\$ 1,419,101
NET ASSETS		
Net assets-unrestricted	\$ 2,039,576	\$ 1,798,282
Total Liabilities and Net Assets	\$ 3,972,241	\$ 3,217,383

Note: Above financial figures are extracted from the Audited Financial Statement for the year-end March 31, 2026. Please contact PCHS for detailed financial statement.



HR Dashboard


154

Total staff
(including hirings
and attrition)

Staff Composition

114

Full-Time
(FT)

2

Part-Time
(PT)

0

Summer
Employees

1

Casual

35

Contract
(FT)

2

Contract
(PT)

PCHS STAFF YEARS OF SERVICE

YEARS OF SERVICE		EMPLOYEES
 0-2 years		49
 3-5 years		39
 6-8 years		9
 9-11 years		11
 12-14 years		4
 15-17 years		3
 18+ years		1

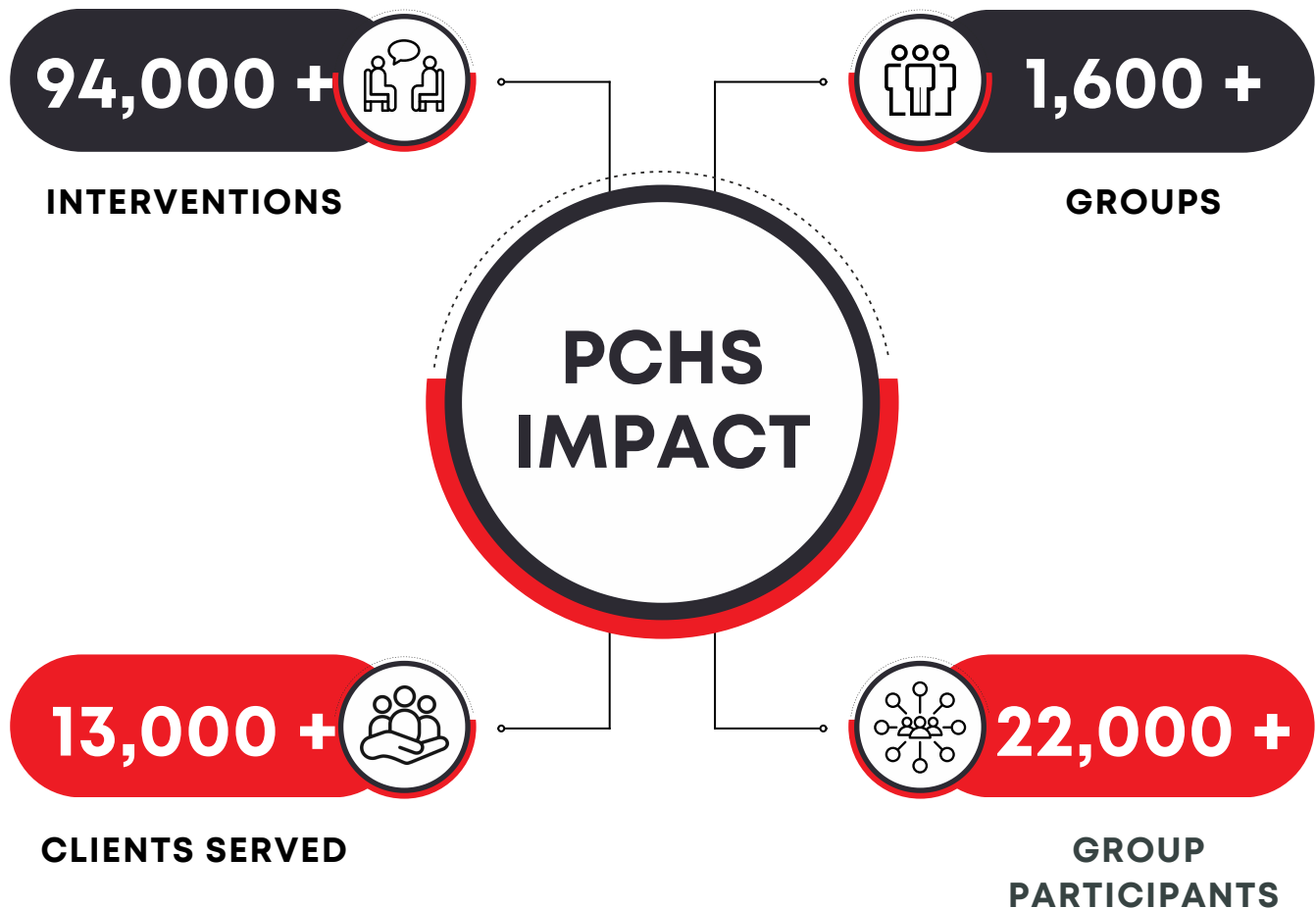


Every achievement documented in this report is made possible by the dedication of our staff, volunteers, Board of Directors, and community partners, as well as the valued support of our funders and donors. Together, we are creating meaningful change and building healthier, stronger, and more inclusive communities where individuals and families feel supported, empowered, connected, and able to thrive.



Our Impact

2025-2026





Diversity, Equity, and Inclusion at PCHS

During 2025–2026, PCHS continued to strengthen its commitment to Diversity, Equity, and Inclusion (DEI) through culturally responsive programming, youth engagement, mental health promotion, community partnerships, and recognition of diverse identities and lived experiences. Across the year, PCHS advanced health equity by fostering inclusive spaces, celebrating cultural heritage, supporting marginalized populations, and integrating anti-racism and anti-oppression principles throughout service delivery.

Celebrating Sikh Heritage Month



National Indigenous History Month



PCHS's DEI efforts in 2025–2026 reinforced its commitment to inclusive, equitable, and culturally responsive services through community engagement, partnerships, accessibility, and mental health initiatives. By promoting diversity, belonging, and health equity, PCHS continues to build stronger, healthier communities where everyone has the opportunity to thrive.

National Truth and Reconciliation Day



Attended National Indigenous History Month Flag Raising Ceremony





Sahara Addictions Program

The Sahara Addictions Program at PCHS strives to empower clients, and their families, through a guided journey to recovery from substance use behaviours and related concerns by using a holistic treatment approach, in a culturally and linguistically appropriate manner.



2626

Clients Served



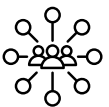
16,927

Interventions



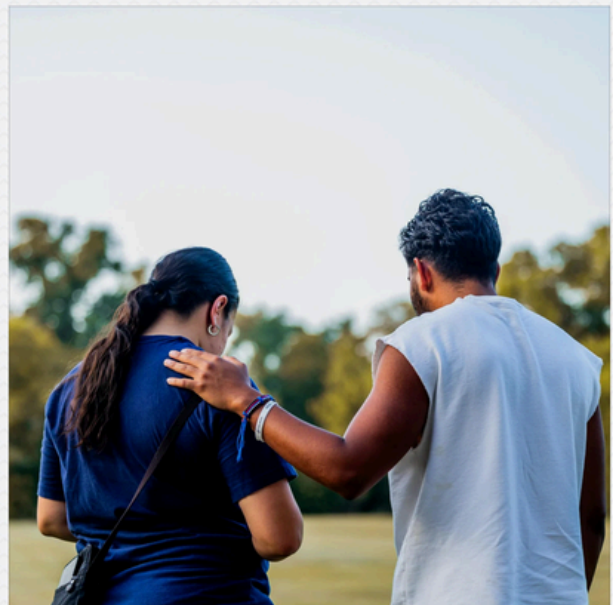
450

Groups



3,804

*Group
Participants*





Sahara Mental Health Program

The Sahara Mental Health Program provides assistance and support to clients who are dealing with problems associated with mental illness. Our program uses a holistic approach by providing supportive counselling services to individuals and family members. This service is provided to clients from ages 16 plus. Services are provided in English, Punjabi, Hindi and Urdu.



1,765

Clients Served



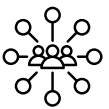
12,929

Interventions



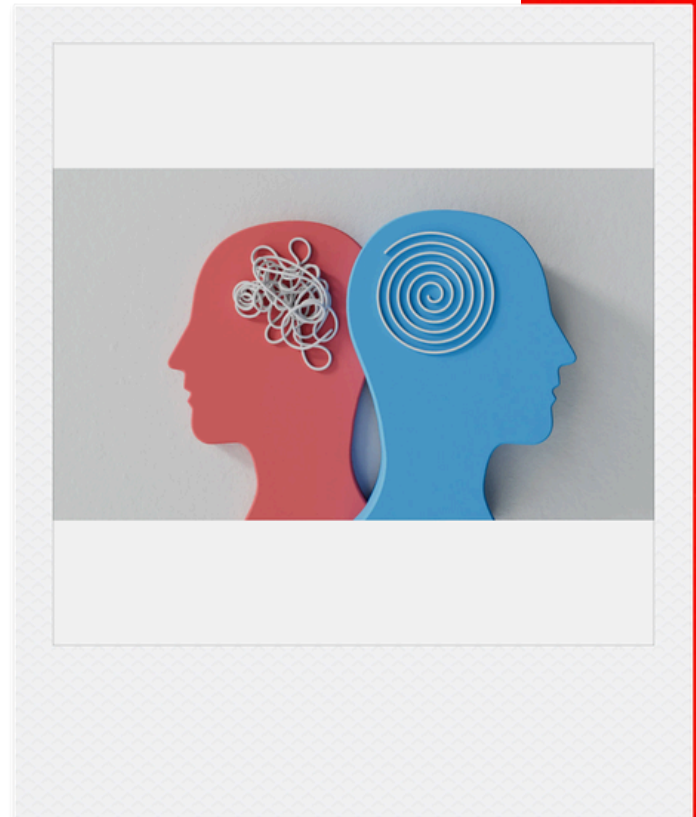
154

Groups



1,902

*Group
Participants*





Sahara Better Families Program (SBFP)

The Sahara Better Families Program (SBFP) provides supports to youth ages 12 to 24 years old and their families and to parents of children aged 1 to 11 years old, and parents that are mandated by legal obligation related to children or youth issues. Areas covered by the program are mental health, cultural conflict, violence, and substance abuse.



165

Clients Served



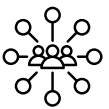
1467

Interventions



48

Groups



528

*Group
Participants*





Peer Support Program

The Sahara Peer Support Program provides additional support to clients receiving Mental Health, Addictions, Geriatrics, and Better Families services. Peer Support Volunteers and Workers offer one-on-one support through active listening, encouragement, goal-focused check-ins, practical assistance, psychoeducation, and connections to community resources. Services help reduce isolation, promote recovery, and enhance overall well-being. Available to individuals aged 16 and older.



166

Clients Served



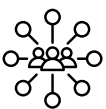
2580

Interventions



103

Groups



542

*Group
Participants*





Sahara Geriatrics Program

Sahara Geriatrics Program strives to empower, support and educate seniors to improve their quality of life. We provide a number of programs that are culturally and linguistically appropriate. We also provide resources and education to promote healthy aging, physical independence and well-being. Our programs use a holistic approach by providing supportive counselling services to individuals and family members.



582

Clients Served



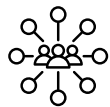
7038

Interventions



362

Groups



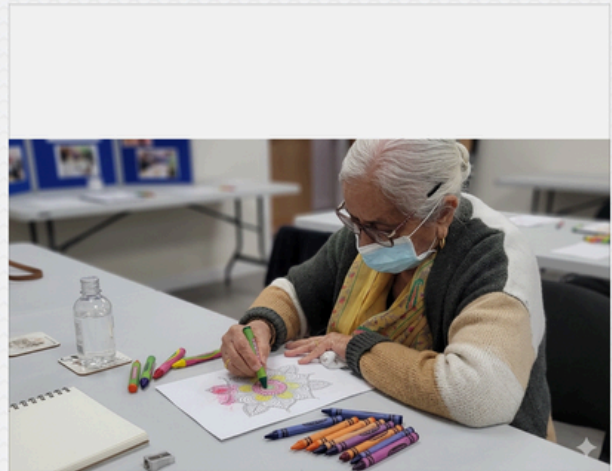
8,451

*Group
Participants*



13,237

Hours of Care





Langar on Wheels (LOW) Program

Established in 2011 by PCHS, the Langar on Wheels (LOW) program supports isolated and frail seniors who are unable to prepare their own meals. 'Langar' is a Punjabi word, English translation for 'Langar' is a meal. The LOW program provides culturally appropriate, hot, fresh, and nutritious meals, delivers them six times a week to the doorsteps of clients. This service not only ensures that clients receive familiar and balanced meals, but also fosters a sense of community and connection.



44

Unique Clients Served



16494

Meals Delivered/Interventions





Newcomer Settlement Program (NSP)

To help newcomers integrate into Canadian society, settlement services are available for newcomers/ permanent residents (PR), Canadian citizens, international students, work permit holders, live-in care givers and convention/claimant refugees to Canada.



3307

Clients Served



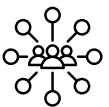
9,309

Interventions



113

Groups



1,114

*Group
Participants*





Family Enhancement Program

The Sahara Family Enhancement Program supports individuals experiencing intimate partner violence, family conflict, and relationship challenges by providing a safe, non-judgmental space for healing and growth. Through emotional support, skill-building, and personalized guidance, the program empowers individuals to strengthen their well-being, develop healthier relationships, enhance safety, and build strong social support networks that promote resilience and long-term stability.



222

Clients Served



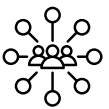
708

Interventions



13

Groups



162

*Group
Participants*





Sahara Health Promotion & Prevention Program

The Sahara Health Promotion and Prevention (SHPP) program is a community-based initiative at Punjabi Community Health Services, funded by Ontario Health. It offers culturally responsive health interventions, promotes healthy living, and fosters community engagement.

Locally Driven Population Health Model (LDPHM)



1926

Clients Served



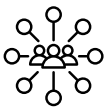
4262

Interventions



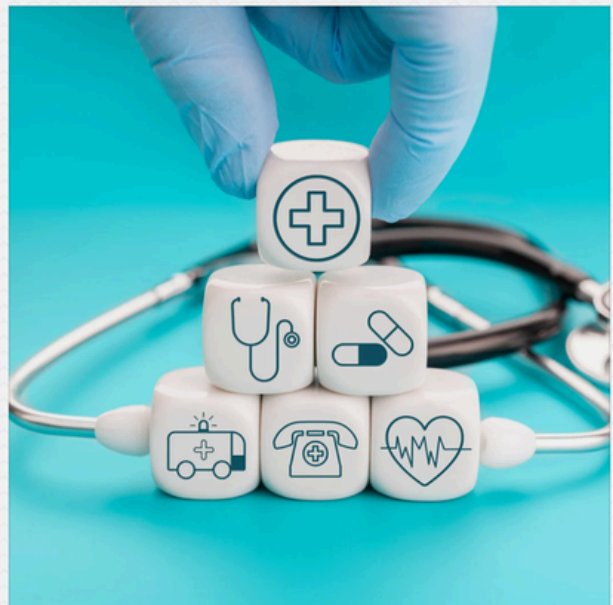
261

Groups



2463

*Group
Participants*





Sahara Health Promotion & Prevention Program

Preventive Care Program

The Preventive Care Program at PCHS focuses on cancer education and screening for residents of Brampton, Caledon, and Mississauga, ages 18 and above. We provide support with OBSP appointments, promote early intervention and healthy habits, and connect individuals to local prevention programs and services, with a strong focus on equity-deserving communities.



1632

Clients Served



3499

Interventions





Sahara Support Services

The Sahara Support Services Program helps individuals and families that are in emergency shelters, or are facing imminent risk of becoming homelessness. These individuals are connected to, and receive, supports that they have every opportunity to avoid homelessness. The following objectives are completed to ensure that our clients do not experience homelessness:



573

Clients Served



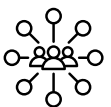
6,276

Interventions



96

Groups



2,400

*Group
Participants*





PCHS Health Magazine

PCHS launched its Health Magazine with its first issue circulated in April 2021. Since then, the PCHS Health Magazine has been tremendously successful, catering to an audience of all ages, and accepting submissions from anyone looking to participate in building a healthier community. With our 3,000+ plus mail subscribers we share health related articles monthly, written by PCHS staff, program activities and special events.



[Click here to subscribe to our Health Magazine](#)



PCHS Events Highlights 2025-2026

Year at a Glance

**Celebrating a Year of Community
Engagement, Education & Impact**
April 2025 – March 2026



Year at a Glance

Vaisakhi Celebration at PCHS



A Mental Health and Self-Care Event for Women





Year at a Glance

Breast Cancer Awareness Month: Early Detection Saves Lives



Mother's Day Celebration with our Seniors





Year at a Glance

Brewing Connections SHPP's Connect Over Cups



Power Walkers Club at PCHS





Year at a Glance

Your Wellness Space Workshop



Father's Day Celebration with our Seniors





Year at a Glance

Plant a Little Joy Wellness Workshop



Cervical Cancer Awareness Month





Year at a Glance

PCHS Newcomer Youth Summer Camp 2025



Canada Day Celebrations & Day Trip to Niagara Falls With our Seniors





Year at a Glance

Independence Day Celebration at PCHS



Camp Kaleidoscope Summer Camp August 2025





Year at a Glance

Mental Health & Addictions Awareness Forum



SHPP Team Hosts Paint the Night Workshop





Year at a Glance

Hybrid Group Annual Charity Golf Tournament



CEO Amandeep Kaur Honored with Lifetime Achievement Award





Year at a Glance

Project Khushi Shines Bright



Project Khushi, PCHS's annual winter giving initiative, returned for its fourth year with its largest wave of donations yet. Thanks to generous community support, PCHS provided winter essentials, hygiene products, toys, and food to families in need.

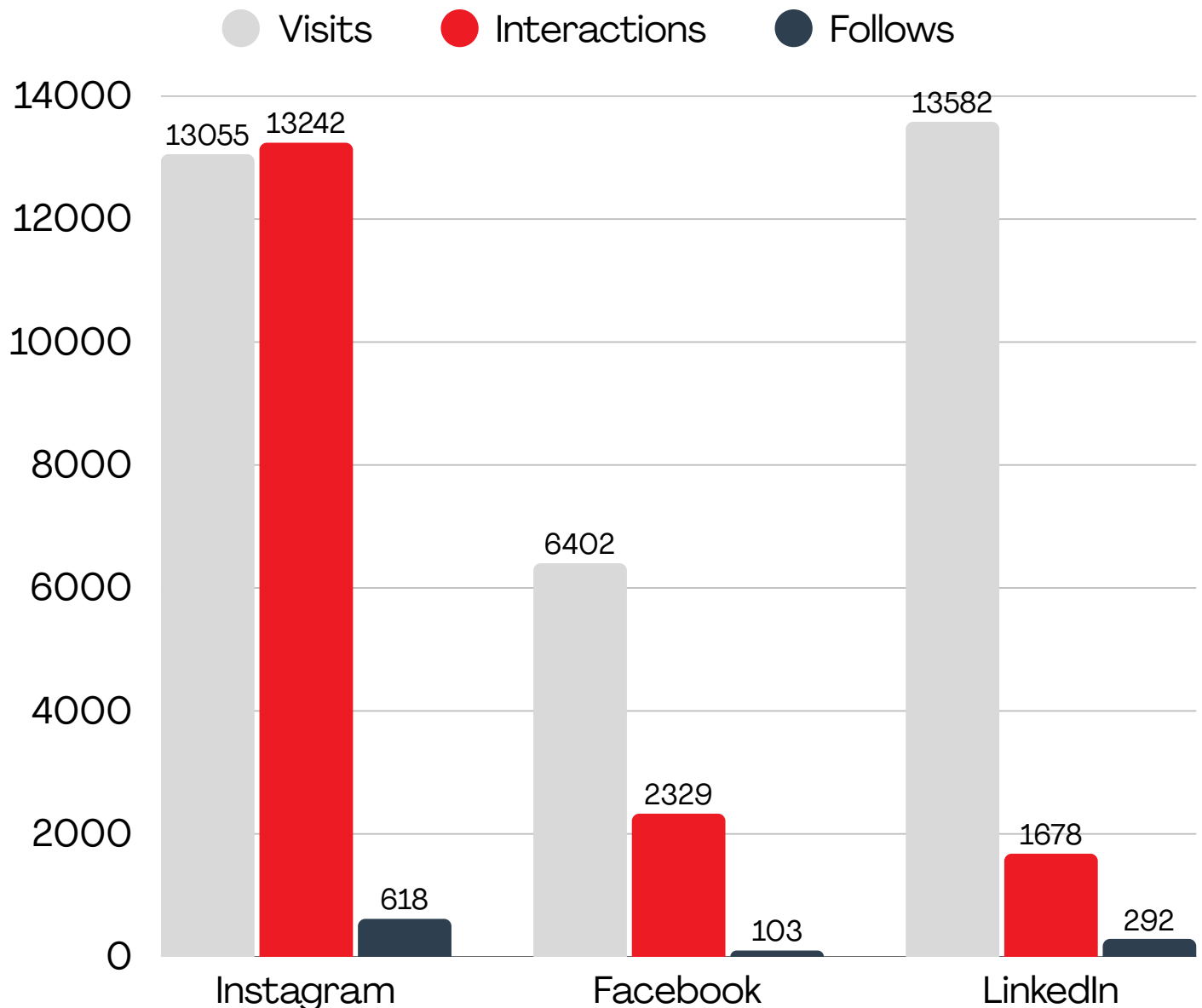
Despite the snowy weather, the event brought the community together, supporting over 260 community members with help from Uncle Vinny's Toy Drive, the Hope Collective, and Brampton Food Hub.





PCHS Digital Media Analytics

2025-2026





Get connected with us!

Instagram



Facebook



Twitter (X)



LinkedIn



Visit our Website





Our Funders



Toronto Bail Program

60 West Drive, Unit 202,
Brampton, ON L6T 3T6

2980 Drew Road, Unit 241,
Mississauga, ON L4T 0A7

Southfields Community
Centre
225 Dougall Avenue,
Caledon, ON L7C 3M7

Community Door,
7700 Hurontario St, Unit 300,
Brampton, ON L6Y 4M3

Different Spokes
8 Nelson Street West,
Brampton, ON, L6X 1B7

Malton Youth Hub
3545 Morning Star Drive,
Malton Youth Hub
Jonathan Davis Centre
Mississauga ON L4T 1Y3



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SCAN TO DONATE
OR
CLICK [HERE](http://www.pchs4u.com)