

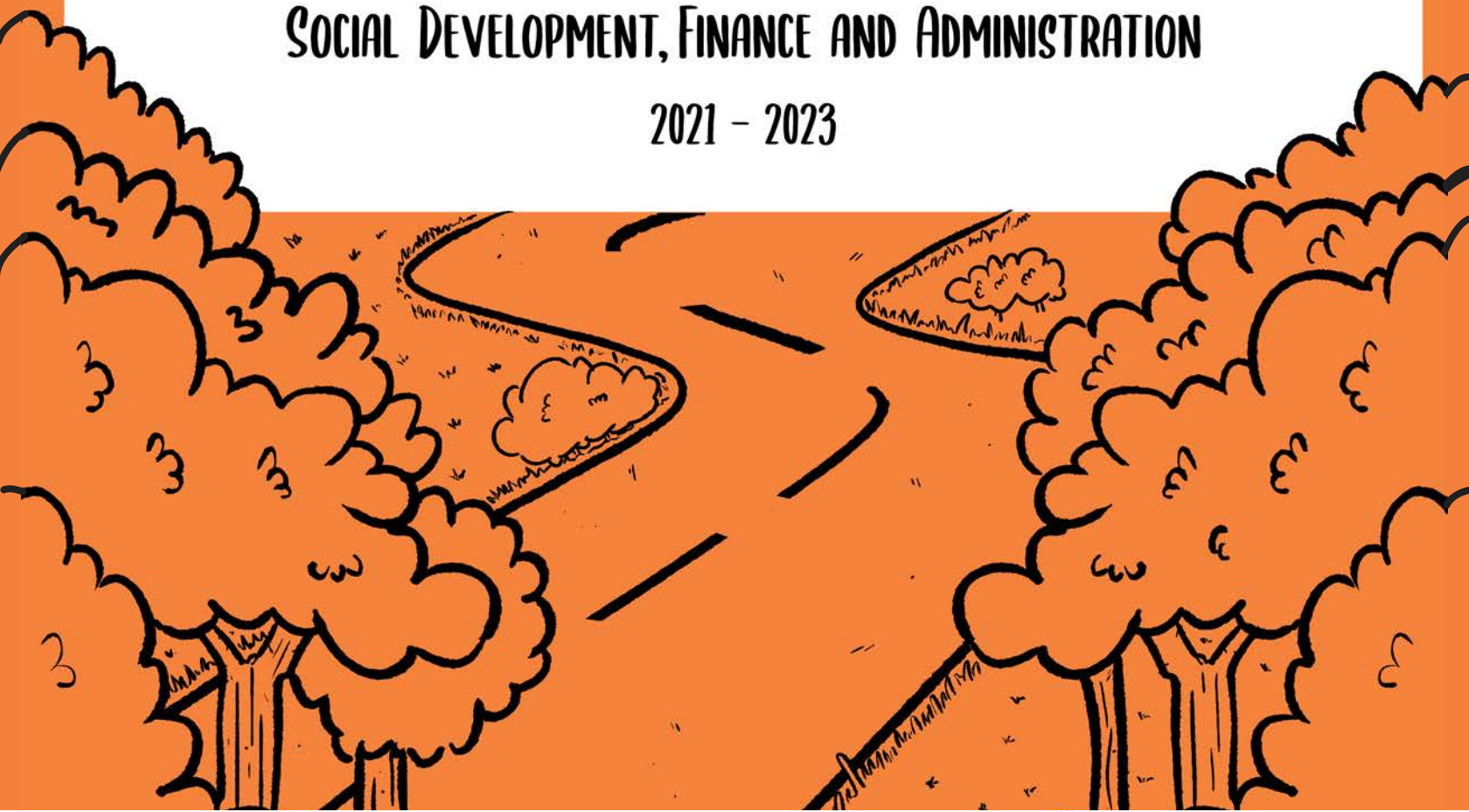


COMMUNITY FACING REPORT

COMMUNITY VACCINE ENGAGEMENT TEAM

SOCIAL DEVELOPMENT, FINANCE AND ADMINISTRATION

2021 – 2023



Land & Ancestral Acknowledgment



Land Acknowledgment

The COVID-19 Vaccine Engagement Team acknowledges that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis people. The City also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

African Ancestral Acknowledgment

The COVID-19 Vaccine Engagement Team also acknowledges the generations of Black peoples throughout the African diaspora who have endured systemic anti-Black racism and discrimination over the past 400 years. As a tree is connected to its roots, we honour our African heritage, the resilience, creativity, and relentless striving for equality and justice. We acknowledge that African history is rich with wisdom and is much deeper than the tragedy that began through colonialism and slavery. May our future generations be empowered to continue the work of ensuring that the human rights of all Black peoples are upheld, respected, and advanced.



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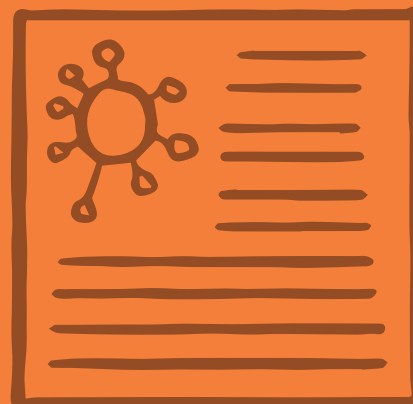
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Program Summary



Vaccine Engagement Teams

Vaccine Engagement Teams (VETs) have been a key component of the City of Toronto's COVID-19 vaccine campaign success. VETs operated through 17 geographic and population-specific consortiums comprised of more than 200 health, community, and faith-based organizations. VETs are established in each of the City's ten geographic **Community Coordination Plan Clusters**, and across various citywide population focuses. Indigenous organizations received dedicated City funding to self-determine culturally appropriate strategies for engagement among Indigenous communities.

The VETs have mobilized and trained more than **945 Community Ambassadors** across Toronto. These select community members were key points of contact in the neighbourhoods where they lived and/or worked. They provided access to vaccine resources, worked to strengthen understanding and confidence about vaccines, and amplified public health messaging across their networks. Ambassadors reflected the diversity in culture, race and language within Toronto's multi-cultural milieu as well as its equity-deserving groups. Their linguistic and cultural competencies facilitated targeted outreach to individuals and families within particular communities.



Vaccine Equity – Scope



Vision

To create a more inclusive, accessible, and equitable COVID-19 Vaccine Program through community-based, population-focused engagement.

Mandate

The **Community Vaccine Equity Team** provides coordination and direction to **Vaccine Engagement Teams** which are composed of over 200 community organizations, faith-based organizations, grassroots, and resident-led groups, and more than 945 Community Ambassadors.

Timeline

The project was active from April 2021 to March 2023, in support of the City's COVID-19 Community Mobilization and Engagement plan.

Service Level

Vaccine Engagement Teams were a critical feature of the City's COVID-19 Community Mobilization and Engagement plan.

Social Development, Finance & Administration

The project staff and team effectively apply the COVID-19 Targeted Equity Action Plan and Community Coordination Plan (CCP) to support Torontonians disproportionately impacted by COVID-19. Vaccine Engagement Teams established in each of the City's ten geographic clusters support residents in all 158 neighborhoods of the City of Toronto.

Toronto Public Health

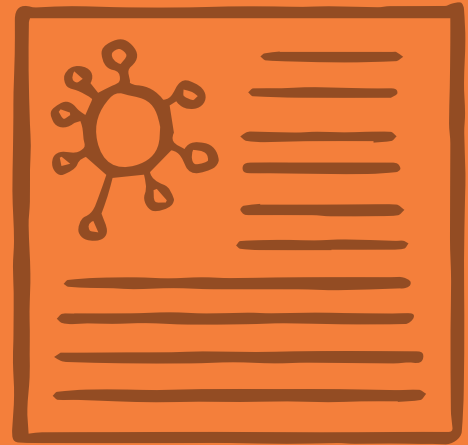
Toronto Public Health (TPH) secured the provincial funding for the Vaccine Engagement Team Grants. TPH contributed to ambassador training, town halls and dialogue on the concerns of community members and the health protecting information ambassadors exchanged with their communities.



"As a Community Ambassador providing and bringing the vaccine engagement team and services to residential buildings to support knowledge building and information on vaccinating community members, building to building this was very effective and impacted many lives."

–VET Community Ambassador

Program Model



Vaccine Engagement Teams used tailored measures to support equity-deserving groups disproportionately impacted by COVID-19. The Teams applied a place-based approach to support residents in all 158 neighbourhoods of the City as well as a population-specific approach to reach communities hardest hit by the pandemic.

Since April 2021, Vaccine Engagement Teams have engaged more than 4.5 million community members using a variety of agile and evidence-based approaches to increase vaccine confidence and access.

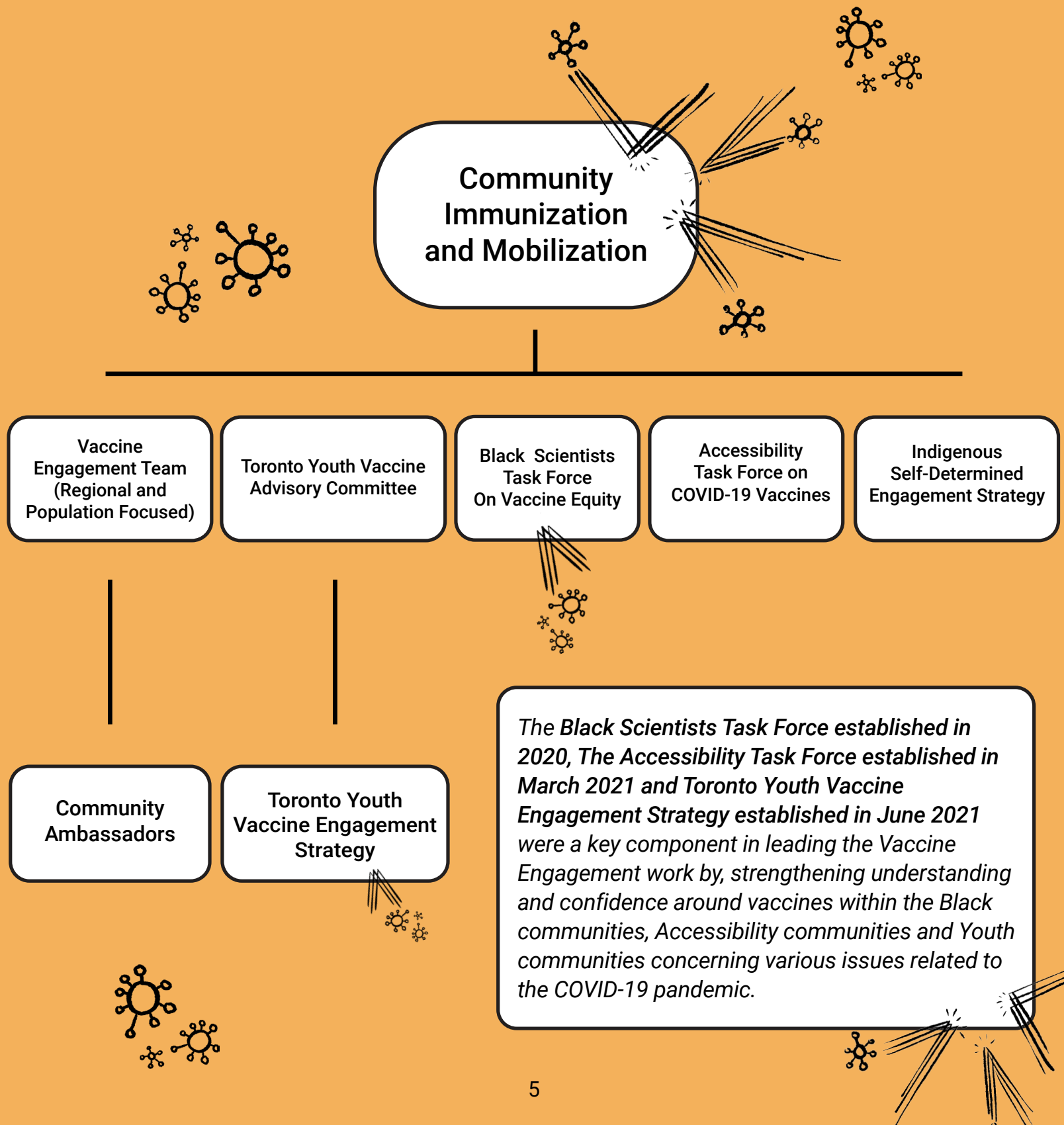
This led to international recognition of the efficacy and effectiveness of Toronto's vaccination campaign. Our success in reducing the worst possible impacts of a global public health crisis for Toronto's most underserved communities and neighbourhoods was lauded globally.

Communities collaborated to protect seniors, children, homebound individuals, people experiencing homelessness, people with disabilities and others disproportionately affected by the COVID-19 pandemic.

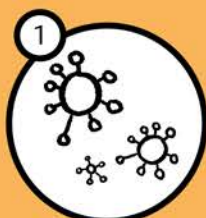
Community Ambassadors of various cultures, religions, and ages also spent more than 200,000 hours engaging with residents in 43 different languages. Significant health risks were reduced through thousands of door-to-door visits, phone calls, one-on-one meetings, community meetings, social media campaigns and virtual events citywide.

More than 8 million doses of vaccines and boosters were dispensed to eligible Torontonians throughout the duration of the program. The impacts of all events, resources, trainings, workshops, tool kits, radio shows, social media outreach initiatives and ongoing connections to community will be evident for years to come.

Vaccine Engagement Team Program Model



Toronto's COVID-19 Response Timeline



January 25, 2020

First confirmed case of COVID-19 detected in Toronto



March 11, 2020

World Health Organization (WHO) declares pandemic



March 17, 2020

Government of Ontario declares a State of Emergency



March 23, 2020

City of Toronto declares State of Emergency



September 12, 2020

TPH opens Canada's first COVID-19 voluntary isolation site



January 18, 2021

City of Toronto launches first proof-of-concept immunization clinic



March 17, 2021

City of Toronto opens first three mass immunization clinics



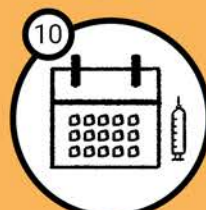
April 21, 2021

Team Toronto sprint strategy for 13 neighbourhoods announced



June 27, 2021

Record-breaking 26,771 doses administered at Scotiabank Arena



November 6, 2021

TPH offers appointments for third (booster) doses



April 6, 2022

TPH announces eligibility and vaccine availability for fourth doses



May 9, 2022

City of Toronto's COVID-19 emergency declaration terminated



September 26, 2022

TPH administers bivalent COVID-19 booster doses to those 18 years of age and older



March 31, 2023

After two years, Community Ambassadors and VET's successfully completed the City's COVID-19 Engagement Plan



"I reflected on the fact that our work as Community Ambassadors is essential as this person only got his fourth dose because he trusts me and I accompanied him to the appointment. He is an isolated senior who would not have known when he was eligible or even where to get vaccinated."

—North Etobicoke Community Ambassador

Vaccine Engagement Teams History and Partnerships



The City has prioritized equity in its COVID-19 response since the beginning of the pandemic. One of the first initiatives was the Community Coordination Plan. Developed in partnership with United Way Greater Toronto. This Plan ensures coordination and communication with more than 400 community-based organizations. This new model of partnership strengthened service coordination and hyper-local solutions to meet the needs of Toronto's equity-deserving communities.

The Community Coordination Plan is made up of ten geographic Clusters and two non-geographic Clusters. The two non-geographic Clusters include: **A Black Resilience Cluster for Black-serving, Black-led and Black-focused (B3)** community organizations and a **Newcomer Cluster** for community organizations supporting migrants, refugees, and undocumented residents.

Toronto Public Health - History and Partnerships

The Vaccine Engagement Team Grants were based on health equity analysis by **Toronto Public Health (TPH)**. Toronto Public Health secured the provincial funding for the Vaccine Engagement Team Grants. Six of the 10 geographic clusters were identified to receive enhanced support as part of the TO Supports Equity Action Plan in December 2020. These areas experienced disparities in COVID-19 spread and public health impact. TPH contributed to ambassador training and dialogue on the concerns of community members and the health protecting information ambassadors exchanged with their communities.

Community agencies established Vaccine Engagement Teams as one piece of the City's Community Engagement & Mobilization Plan. The focus of the VETs was shaped by the social determinants of health such as race, income, food security, housing, and disability; and determined targeted equity actions for the COVID-19 vaccine rollout. VETs used a variety of approaches to increase vaccine confidence and access including:

1. Recruiting and training resident Community Ambassadors for community outreach
2. Working with grassroots groups to share vaccine information
3. Creating and disseminating social media campaigns
4. Providing tangible supports to vaccine access

Vaccine Engagement Success Stories



South Etobicoke Vaccine Clinic

Mobile Clinic on site at a home for the elderly, mostly made up of members from the Polish community.

This home has faced severe challenges due to COVID-19 outbreaks and resulting deaths, and it continues to grapple with the ongoing situation. The community residing here has shown a high level of resistance to getting vaccinated. Many residents claim to have already experienced COVID-19 and believe that if they have received a vaccine, it is sufficient. Considering their age and the hardships they have endured throughout their lives, they were willing to take the risk of not getting vaccinated, even if it could have led to hospitalization or death. The management of the home informed both residents and staff about the clinic taking place, assuring that everyone was welcome to attend. Additionally, Community Ambassadors personally visited seniors' apartments, going door to door, to remind them about the clinic and encourage their participation.

Goals and Outcomes

A clinic was planned due to the high vaccine hesitancy in this community at the outset of the pandemic. This clinic was a huge success in the number of vaccines administered. Many of recipients were seniors (65+) who got their bivalent vaccines. This clinic also demonstrated the huge impact of partnership between Toronto Public Health and SDFA. Both partners were able to redouble efforts and support each other for the ultimate benefit of the residents. Although staffing shortages emerged, there was no gap due to the collective effort of Community Ambassadors and building staff who together mobilized residents: even providing home vaccinations. Residents were eager and ready to get their vaccines prior to the clinic opening time and the clinic ran out of Moderna within 1 hour of opening. Another indicator of the great teamwork was the efficiency of Toronto Public Health staff in arranging for additional doses to be provided to the clinic.



“As a Community Ambassadors, we managed to vaccinate another 24 clients. It is truly rewarding to be able to ensure the safety of individuals who are experiencing homelessness or mental health challenges, or both. These individuals are often overlooked or not given the priority they deserve, but we are committed to changing that narrative and providing them with the care they need.”

—Black Resilience Community Ambassador

Vaccine Engagement Team Outcomes

Vaccine Engagement Teams ensure continued opportunities to increase vaccine equity, confidence, and resources. Enhancing access for all community members in Toronto through continued, critical vaccine and COVID-19 engagement support by:

- A) Focusing on equity-deserving groups in high-priority neighbourhoods
- B) Increasing awareness of COVID-19 testing, isolation centres, vaccines, and treatments
- C) Prioritizing engagement for families with children
- D) Facilitating access to those who are eligible for bivalent and booster doses
- E) Enabling engagement at local wellness clinics providing COVID-19 vaccines
- F) Implementing the City of Toronto's Naturally Occurring Retirement Communities (NORC) strategy



Vaccine Engagement Success Stories



Accessibility Collaborative

Accessibility Collaborative and Surrey Place - a notable not-for-profit organization that serves people of all ages with developmental disabilities, autism spectrum disorder and visual impairments in the Toronto region. They prioritized a COVID-19 vaccine clinic to offer a safe space and environment for their community members. They distributed various support materials to assist with decreasing stress and anxiety related to vaccination.

Outcomes

It was imperative for this clinic to be provided for individuals with accessibility needs. This clinic was to provide COVID-19 vaccines for children with developmental disabilities. The goal was to increase vaccination rates among Surrey Place community members/individuals with a developmental disability and provide parents with information to decrease vaccine hesitancy.



Consortiums and Task Forces

Vaccine Consortiums, Task Forces and Coalitions

Consortiums

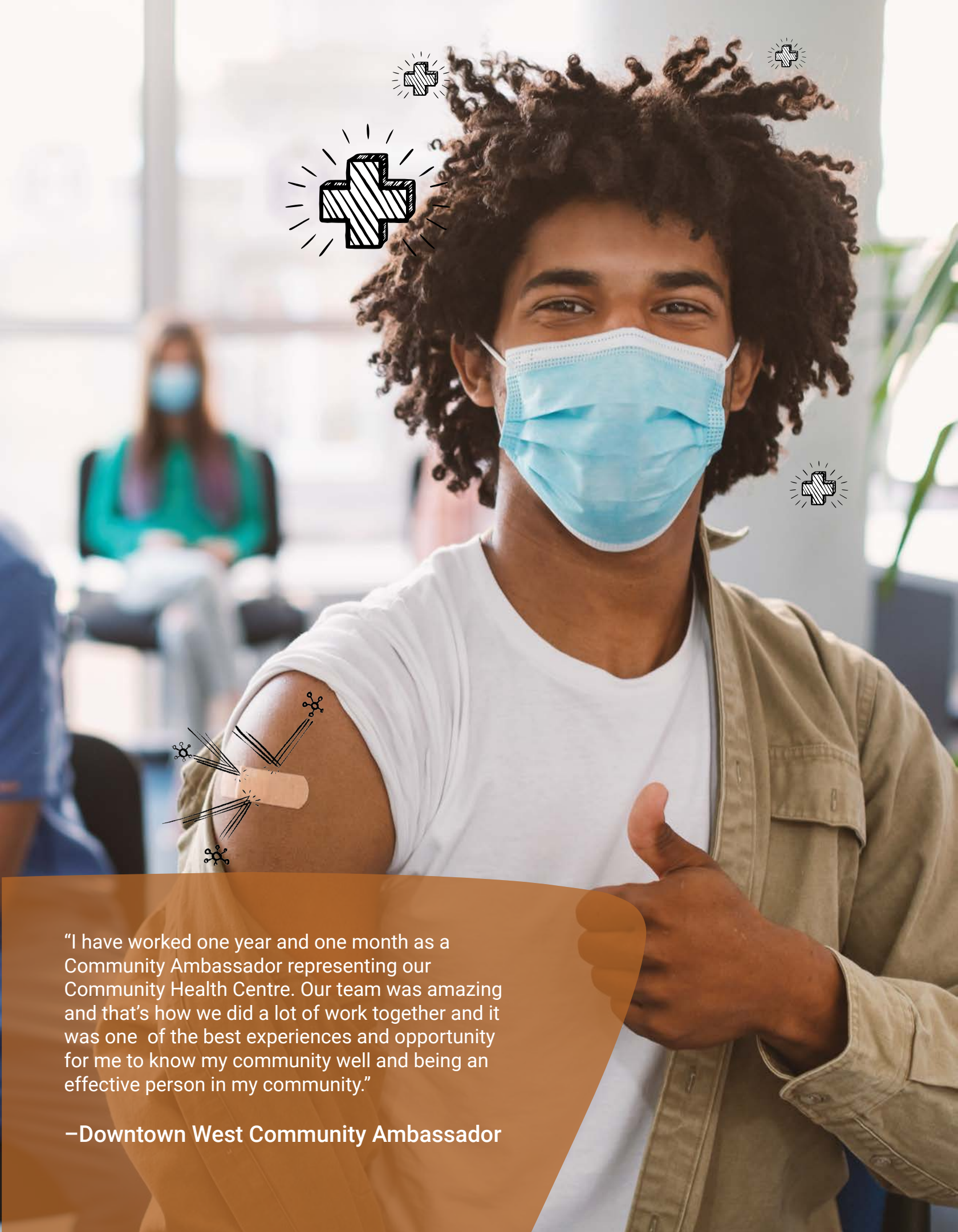
1. 2SLGBTQ+ Collaborative
2. Accessibility Collaborative
3. Black Creek Humber Summit
4. Black Vaccine Engagement Team
5. Downtown East
6. Downtown West
7. East York Don Valley
8. Faith Engagement Collaborative
9. Indigenous Serving Agencies

10. Newcomer Collaborative
11. North Etobicoke
12. North Scarborough
13. North York
14. South Etobicoke
15. South Scarborough
16. South Asian Collaborative
17. Toronto Youth Vaccine Engagement Strategy
18. York Weston Pelham

Task Forces and Coalitions

1. Accessibility Task Force on COVID-19 vaccines
2. Black Scientists Task Force on Vaccine Equity
3. Toronto Youth Vaccine Advisory Committee
4. Toronto Immunization Task Force





"I have worked one year and one month as a Community Ambassador representing our Community Health Centre. Our team was amazing and that's how we did a lot of work together and it was one of the best experiences and opportunity for me to know my community well and being an effective person in my community."

—Downtown West Community Ambassador

Vaccine Engagement Success Stories



East York Don Valley Vaccine Clinic

Vaccine clinic at Massey Square town hall for residents in East York Don Valley. A focus on distributing bivalent vaccines for ages 18+ was initiated after the first week of availability. Community Ambassadors targeted outreach to high-rise buildings in Crescent Town and Oakridge-Teesdale communities (more than 10 high rise buildings were engaged). Community Ambassadors had recognized the need to respond to residents being turned away during a GoVaxx clinic on September 26 due to a shortage of vaccines in East York Don Valley. Community Ambassadors decided to reach out to these residents about upcoming clinics and other COVID-19 resources.

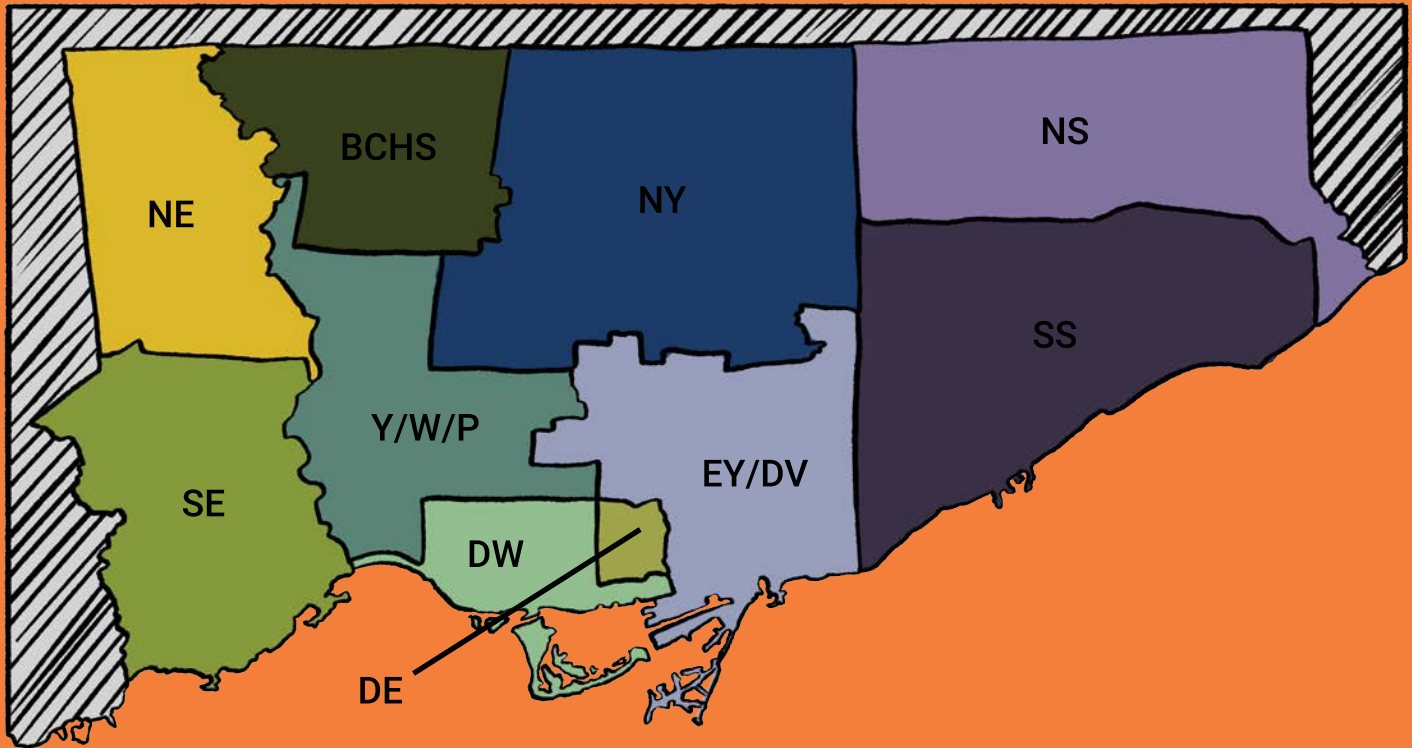
Community Ambassadors provided on-site support to operations staff for both the GoVaxx clinic and Massey Square clinic. Their responsibilities included, assisting with registration, and supporting residents navigating through the clinic, referrals to local community services and health and wellness supports, distribution of personal protective equipment items, sanitizers, rapid antigen tests kits for those who attended.

Outcomes

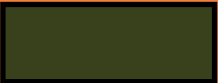









Community Ambassadors collected contact information and outreached to people that were turned away from clinics. They were subsequently supported with information on other upcoming clinics, links to alternative community supports, and health and wellness services. Such engagement illustrates the flexibility of the vaccine engagement teams in responding to the needs of community and providing real time solutions.



VETs City Engagement Map



Cluster Name

	· Black Creek Humber Summit - BCHS		· North Scarborough - NS
	· Downtown East - DE		· North York - NY
	· Downtown West - DW		· South Etobicoke - SE
	· East York/Don Valley - EY/DV		· South Scarborough - SS
	· North Etobicoke - NE		· York/Weston/Pelham - Y/W/P

VET Timeline



Toronto's first confirmed case, **identified on January 25, 2020**, was also Canada's first confirmed case of the virus and launched an unprecedented response from the City and people across Toronto.

One year after the first case appeared in Toronto, on **January 18, 2021**, the City launched its first COVID-19 immunization clinic and worked collaboratively with Toronto Public Health (TPH), health care providers and community partners to deliver COVID-19 vaccinations as quickly and efficiently as possible.

In **April 2021**, the City of Toronto awarded **\$5.5 million in COVID-19 Vaccine Engagement Teams Grants**, and in **December 2021**, **\$6 million in additional funding** was provided to continue outreach.

The VET program was launched in March of 2021, the innovative work of the City's Vaccine Engagement Teams (VETs) Community Ambassadors has been a key component of the City's COVID-19 Community Mobilization and Engagement Plan. To help reduce barriers to COVID-19 vaccines, address hesitancy and increase vaccine confidence, access, and uptake among equity-deserving communities across Toronto.

In 2022, the VETs expanded their engagement and outreach teams to incorporate additional population specific teams with a Faith collaborative, a 2SLGBTQ+ collaborative and the Toronto Youth Vaccine Engagement Strategy. Our geographic teams also increased focus on Naturally Occurring Retirement Communities (NORCs) within the City of Toronto.

By the end of March 2023, more than **8 million doses of COVID-19 vaccine and boosters** were administered to eligible residents throughout the duration of the project.

Vaccine Engagement Success Stories



South Asian Collaborative

South Asian Collaborative and agency partner **Settlement Assistance and Family Support Services** hosted a Halloween clinic. After members in the community requested for the VET and Community Ambassadors to engage children, youth, and their families. Community members expressed gratitude at receiving needed resources, facts about COVID-19 that allayed fears, and reported their increasing vaccine confidence since a previous clinic in September 28 in the same neighbourhood, where 203 residents were vaccinated over a period of 8 hours. During the Halloween clinic, there were books, candy and Community Ambassadors in costumes to engage the community and this was stated as a highlight of the event.

Outcomes

The goal of the clinic was to increase uptake for the bivalent vaccines, increase 5 years and older vaccine uptake and promote the pediatric vaccine. This event increased community morale and engagement.





"As a Community Ambassador doing this work on the frontlines, I would say we have successfully engaged the community. We learned a lot. Now we have confidence to do any kind of community work."

–VET Community Ambassador

VET Engagement Highlights

945,

Total number of Community Ambassadors

43

Different languages spoken

152,

Total Partner Agencies

17

Various communities where vaccine engagement teams operated

200+

Health, community, and faith-based organizations

200k

Hours building vaccine confidence and providing access to COVID-19 resources

1000+

Community engagement events

4.5M

Engagement interactions with Torontonians including door-to-door visits, phone calls, one on one meetings, community meetings, online social media campaigns and virtual events City wide

Allocated VET Funding

\$5.5m

- In April 2021, the City of Toronto awarded \$5.5 million in COVID-19 Vaccine Engagement Teams Grants to more than 155 community groups and agencies.

\$4.5m

- In December 2021, \$4.5 million of additional funding was awarded to continue this critical outreach to equity-deserving groups in high-priority neighbourhoods alongside more than 200 community groups and agencies.

\$6.2m

- In July 2022, \$4.6 million in funding was awarded to ensure continued opportunities to increase vaccine equity and access for all residents. In December 2022 an additional \$1.6 million in final funding was awarded to VETs to continue the vaccine equity and access campaign from January 2023 to March 2023.

*From 2021 - 2023 Indigenous organizations self-determined appropriate strategies to support the engagement of Indigenous communities.

VET Training Overview

1311

Total number of trained Community Ambassadors

80,

Accessibility Training

60,

Community Ambassador Handbook Training

39,

Building Resiliency Training

30,

Black Vaccine Engagement Training

90,

Community Ambassador Peer-Learning Exchange

121,

Community Ambassador were Trained in CPR

275,

Conflict Resolution and De-escalation Training

100,

Vaccine Passports & Documentation

15,

Cultural Awareness Dialogue Training

35,

Faith Based Awareness Training

150,

Foundations of Behavioural Economics

32,

Crisis Prevention Intervention Training

35,

Cultural Awareness: Supporting South Asian Communities

118,

Safety Training

131,

Vaccine Engagement & Outreach Training



Community Vaccine Equity Team Final Exit Survey



134,

Participants completed the survey

101,

Community Ambassadors

20,

Agency Partners

13,

VET (Vaccine Engagement Team)
Coordinators

4,

Other



Reflection of helpful resources and support that were provided to
Community Ambassadors to enhance their community engagement and outreach
(number of respondents selected the options below):

118,

Regular Check-ins

78,

Regular written updates
(i.e. newsletter/ trends)

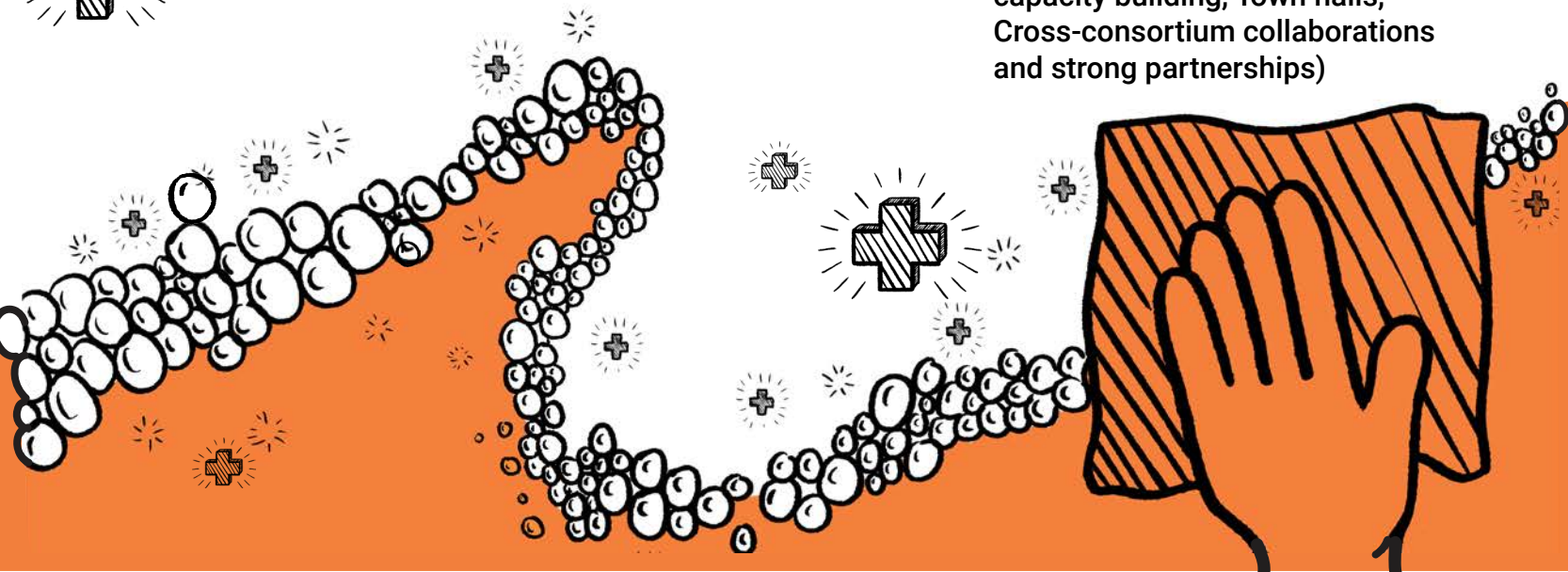


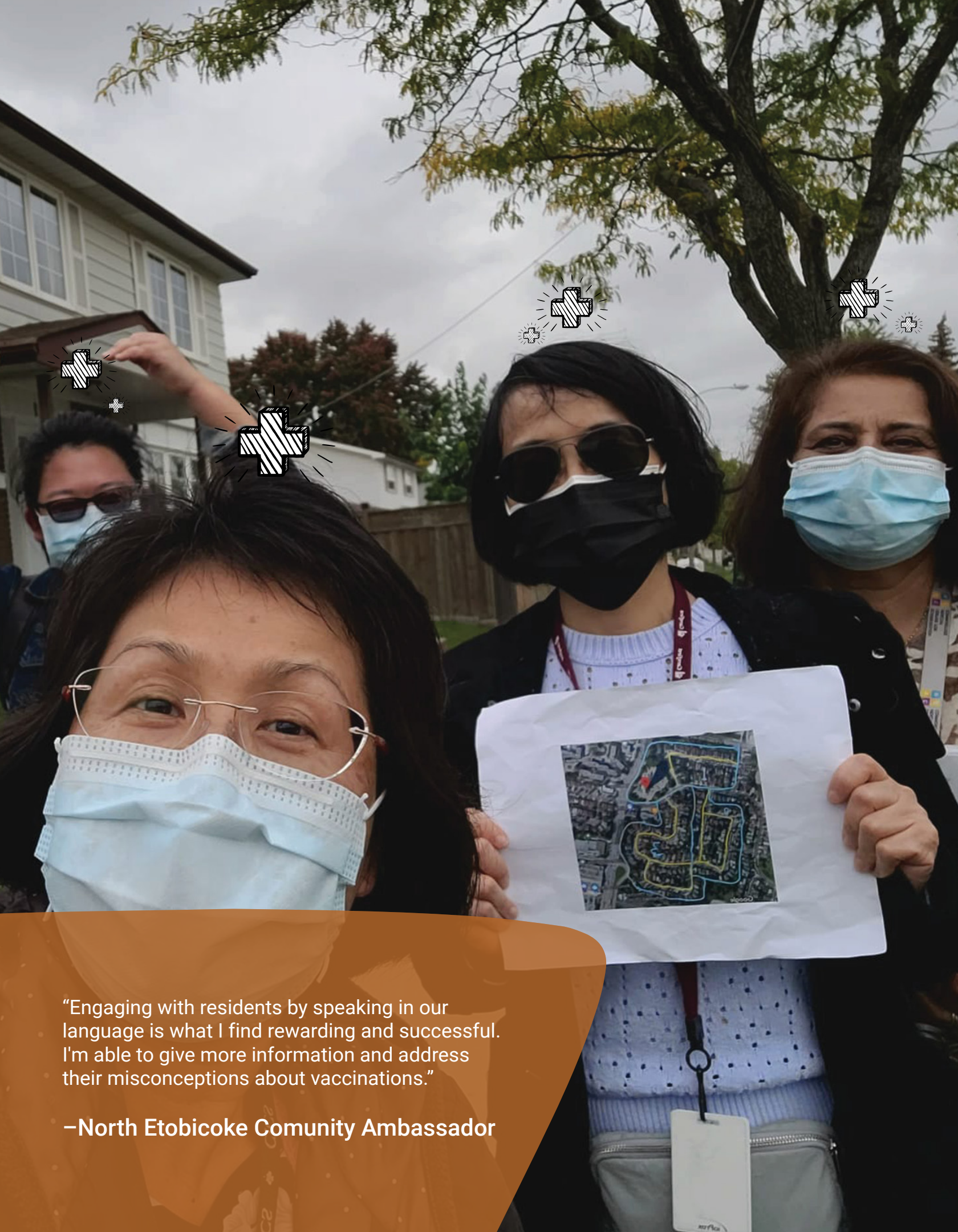
57,

Community of Practice

21,

Other (i.e. translated material,
social media content, shared online
library of resources, City trainings/
capacity building, Town halls,
Cross-consortium collaborations
and strong partnerships)





"Engaging with residents by speaking in our language is what I find rewarding and successful. I'm able to give more information and address their misconceptions about vaccinations."

—North Etobicoke Community Ambassador

Community Vaccine Equity Team

Final Exit Survey

Were you well-equipped to support the peer-ambassador model?

Perspective: Ambassadors

Needs Improvement?

Communication and Resource/Information Sharing:

- Increase opportunities for Community Ambassadors' input/ perspectives to enhance the work
- Increase and frequent communication on information to support in messaging, navigation and ensuring all stakeholders are active

Outreach Supports:

- Further research on effective outreach methods and practices

Training, Reporting and Additional Supports:

- Increase capacity building (i.e. more workshops, certificates, town halls)
- Tool kit developed for onboarding and full time trainer to support Ambassadors
- More supports for youth and building a stronger social media presence
- Retention of staff increased burnout risk/exposure

Effective?

Communication and Resource/Information Sharing:

- Many Community Ambassadors responded receiving up to date information and resources in a timely manner was very effective
- Spaces to ask questions and support one another (i.e. town halls and group chats)
- Community Ambassadors felt regular support, feedback and constant communication from Supervisors were beneficial

Training, Reporting and Additional Supports:

- Access to supplies and comprehensive training provided

Community Vaccine Equity Team

Final Exit Survey

Were you well-equipped to support the peer-ambassador model?

Perspective: Coordinators

Needs Improvement?

Communication and Resource/Information Sharing:

- Regular weekly check-ins are helpful to Community Ambassadors when they start the role
- Coordinators should meet more frequently to be aligned
- Increase coordination with geographic OHTs (Ontario Health Teams) and other Clusters/ partners
- Ongoing meetings with CHAs (Community Health Ambassadors) would have been beneficial

Outreach Supports:

- Increase of outreach strategies and implementation at the beginning as Ambassadors were not prepared

Training, Reporting and Additional Supports:

- Report documents were difficult to understand and Coordinators were unaware of tracking a lot of indicators

Effective?

Communication and Resource/Information Sharing:

- Communication was key in sharing information to Community Ambassadors which increased performance

Training, Reporting and Additional Supports:

- Agency partners invested in resources, training and onboarding to Ambassadors
- Many resources provided through the VET program (i.e. training opportunities and socials)

Community Vaccine Equity Team

Final Exit Survey

Were you well-equipped to support the peer-ambassador model?

Perspective: Agencies

Needs Improvement?

Communication and Resource/Information Sharing:

- Increase communication skills and ability to share information clearly for team leads

Outreach Supports:

- Develop an outreach strategy that equipped Community Ambassadors to enhance responses to other social determinants of health concerns in community that complicated vaccine outreach and engagement conversations.
- Sessions with medical professionals lacking in rigour specifically in context of street outreach and concerns

Training, Reporting and Additional Supports:

- Leadership training needed to be provided to team leads
- Increased supports needed for grassroots agencies and overall capacity was a challenge
- Incorporate evaluation surveys periodically 3-6 months to assess strengths and areas of improvement
- Need to improve reporting process as it changed multiple times and was long
- More transparency around timelines for the overall project and better access to targeted data and health agencies

Effective?

Communication and Resource/Information Sharing:

- Support by the City, monthly coordinator check-ins, regular check-ins with project managers and information sharing, updates from each collaborative

Outreach Supports:

- Collaborative approach increased efficiency when organizations together to combine strategies and Community Ambassadors for larger reach

Training, Reporting and Additional Supports:

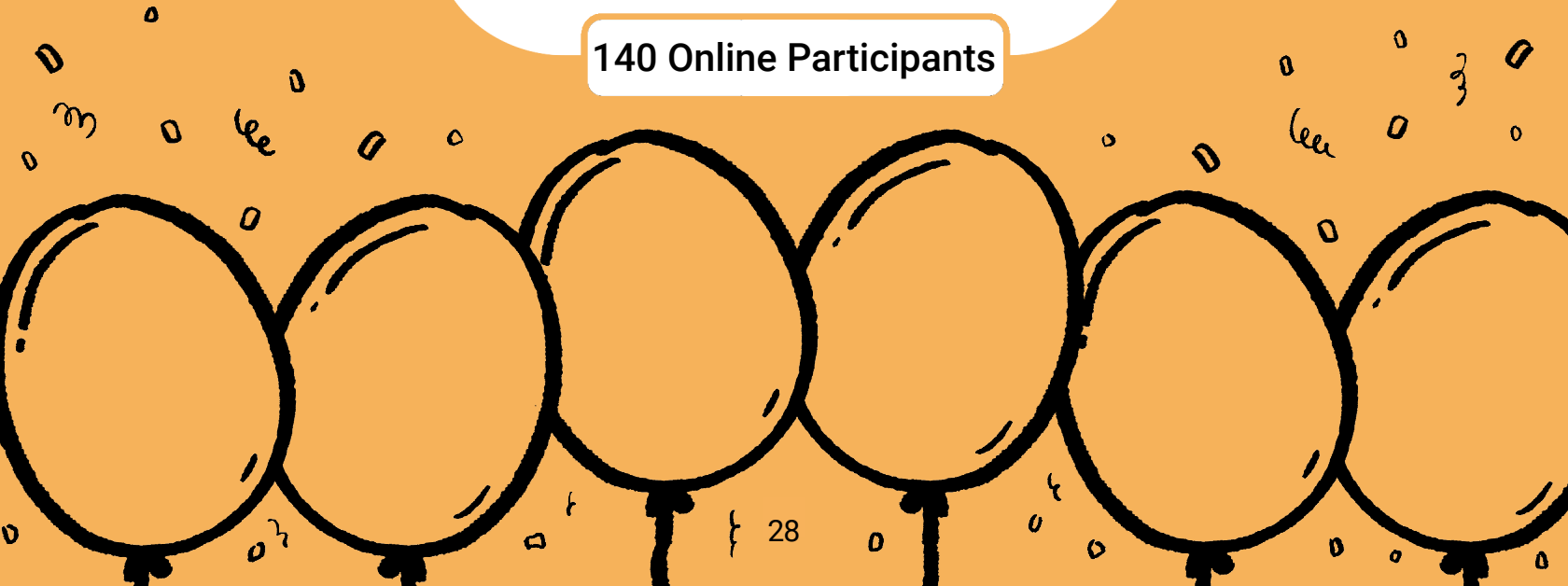
- Ability to provide enough resources and trainings to teams
- Larger agencies that had built-in infrastructure were better equipped
- Great supports were provided and key leaders identified to support



Vaxebration Celebration

Online celebration event to highlight the great
work of Ambassadors and agency partners.

140 Online Participants



Community & Social Services



"As a Community Ambassador I was well supported and in fact enjoyed working for the community with peers from different organizations."

—VET Community Ambassador

facebook.com/TorontoESS





Final VET Celebration

North York Central Library

185 In-Person Participants



"I think that the services that were provided to us Community Ambassadors were extremely helpful and made people more intrigued when it came to serving the community, it has made it easier to interact with people in public spaces."

—East York/Don Valley Community Ambassador

VET Celebration

The City of Toronto hosted two celebration events to show our gratitude for the amazing work conducted throughout the pandemic. The goal of this celebration was to provide space to highlight all the many achievements attained by VETs over the last couple of years.

Both events celebrated Community Ambassadors, Coordinators, vaccine engagement teams and agency partners who have been integral in helping increase vaccine confidence and access across Toronto.

Additionally, VETs celebrated their Community Ambassadors and agencies across all consortiums, reflecting on their achievements and commitments to this work over the last three years.





"As a Community Ambassador I built trusting relationships with people and community organizations. Attending virtual and in-person information and training sessions, providing numerous opportunities to collaborate with other communities, people of all walks of life and Community Ambassadors."

–VET Community Ambassador

Thoughts from the Final VET Celebration

AS A COMMUNITY
AMBASSADOR THE BEST
PART IS TO HELP THE
COMMUNITY
THROUGHOUT THE YEARS

THANK YOU
AMBASSADORS,
YOU ROCK

THE PEOPLE OF TO
CAME TOGETHER FOR
OUR PUBLIC HEALTH

IT WAS A GREAT LEARNING
EXPERIENCE WHILE
SUPPORTING OUR
COMMUNITIES, IT WAS ALL
TEAM WORK AND HOW WE
WERE ABLE TO ACHIEVE
THIS SUCCESS AND
CELEBRATE IT TOGETHER!!

I'VE NEVER LOVED
BEING A PART OF
TORONTO MORE

THANK YOU!!!
CORONA WARRIORS
FOR YOUR
* OUTSTANDING *
CONTRIBUTION

AMBASSADORS ARE
RESILIENT AND ROCK

AMAZING PROGRAM WITH
AMAZING PEOPLE - WE
ARE SO PROUD

I AM SO GRATEFUL
TO BE A PART OF A
WONDERFUL TEAM

A GREAT EXPERIENCE
AND GREAT LEARNINGS
FROM CITY, COMMUNITY
AND ORGANIZATIONS WE
WORKED WITH

WE HAVE THE HIGHEST
VACCINE RATE DUE TO
THE HARD WORK OF ALL
AMBASSADORS
-THANK YOU

I AM PROUD OF THE WORK
WE DID AND ALL WE
ACCOMPLISHED

BE A HAND THAT
REACHES OUT, BE A
SMILE FOR THOSE WHO
HAVE NO REASON TO
SMILE, BE A LIGHT FOR
THOSE WHO LIVE IN
DARKNESS

THANK YOU FOR
HELPING US IMPROVE
COMMUNITY HEALTH

MY TIME AS AN
AMBASSADOR
WAS CHEERFUL

I WAS SO HAPPY BEING AN
AMBASSADOR, TO HELP
PEOPLE GET INFORMED
TO MAKE A CHOICE TO BE
VACCINATED

AS A TEAM LEAD IT WAS
AN AMAZING EXPERIENCE
IN THIS PROJECT,
WORKING FOR THE
COMMUNITY IT MADE ME
A BETTER HUMAN BEING!



"We helped someone who had never gotten a COVID vaccine before. She'd recently come to Canada and needed other health services as well. That experience showed me the usefulness of the wellness clinic model as a way of referring people to other services and helping them get to know the health system."

—Downtown East Community Ambassador

Conclusion



The Vaccine Engagement Team (VET) program has been quite a journey over these past two years and through your hard work and dedication you have all demonstrated the success of increased vaccine engagement for Torontonians.

Community Ambassadors were on the frontlines and supported the groundwork during this journey which led Toronto to one of the highest vaccine rates in the world.

We want to take this time to thank Community Ambassadors, VET Coordinators and agency staff for all the amazing work. From having those difficult conversations, providing education and awareness and building residents' confidence to working together to keep our communities safe and resilient. Most of all, for being passionate and dedicated to the work, even on those hard days.

On behalf of the City of Toronto, **thank you** for everything you have done to make this City safer!





"While I was putting up flyers at bus stops, a few people asked me about the vaccine clinic and were happy to hear that they would be able to walk-in and get vaccinated. They were also glad that these clinics were going to happen nearby."

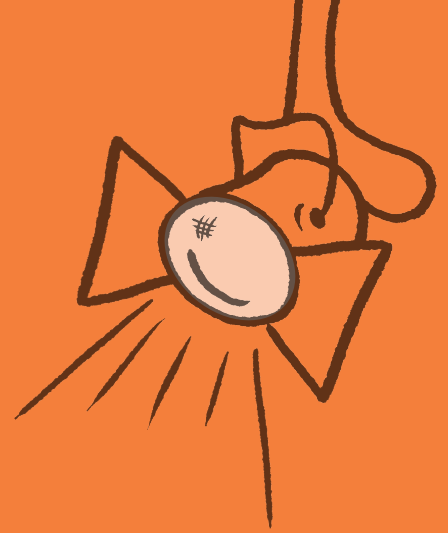
—VET Community Ambassador

Unseen Heroes:
Toronto's Vaccine Engagement
Ambassadors Keep Us Safe Video



SCAN ME

City of Toronto Leadership Spotlight



Dr. Akwatu Khenti

Director, Community Resources
Social Development, Finance and
Administration

"The City of Toronto takes deep pride in the work of the **Vaccine Engagement Teams (VETs)**. The VETs inspired confidence and enthusiasm through the excellent quality of their work in communities promoting vaccine uptake through their ground-breaking engagement.

They made considerable in-roads in their efforts to enhance vaccine access through thousands of door-to-door visits, phone calls, one-on-one meetings, community meetings, online social media campaigns, and virtual events citywide. Indeed, Torontonians have been engaged more than 4.5 million times. Such excellence is a direct result of planning and implementation addressing social and systemic barriers such as income, racism, and ageism. Social Development, Finance and Administration extends its deep gratitude to the VETs for its expressed commitments to equity and concrete efforts to improve the lives of Toronto's most underserved communities."



Dr. Na-Koshie Lamptey

Deputy Medical Officer of Health
Toronto Public Health

"Toronto's Vaccine Engagement Teams and Community Ambassadors performed critical work across Toronto's equity-deserving neighbourhoods by building trust, and providing credible information about vaccination throughout our pandemic response. Their work not only increased vaccine uptake, but provided key public health information that protected communities and protected the most vulnerable. My deepest thanks to everyone who has been involved in this impactful program for their tireless efforts and partnership."





"I engaged with a resident who hasn't taken their first dose of the vaccine yet and after our conversation they were more comfortable with getting vaccinated."

—South Scarborough Community Ambassador

VET Agency Leads:



Vaccine Engagement Teams Lead

Black Creek Humber Summit

Agency Lead: Lumacare

Downtown East

Agency Lead: The 519 Community Centre

North Etobicoke

Agency Lead: Rexdale Community Health Centre

South Etobicoke

Agency Lead: LAMP Community Health Centre

East York Don Valley (two teams)

Agency Lead: The Neighbourhood Organization

Agency Lead: Access Alliance Multicultural Health and Community Services

North York

Agency Lead: North York Community House

TYVES

Agency Lead: WoodGreen Community Services

Agency Lead: Shakespeare in Action

Agency Lead: The Neighbourhood Organization

Agency Lead: Rexdale Community Health Centre

Agency Lead: Elspeth Heyworth Centre for Women

Agency Lead: Agincourt Community Services Association

Accessibility Collaborative

Agency Lead: Centre for Independent Living in Toronto Inc.

Faith Collaborative

Agency Lead: Lumacare

South Asian Collaborative

Agency Lead: Council of Agencies Serving South Asians

Downtown West

Agency Lead: Scadding Court Community Centre

North Scarborough

Agency Lead: Agincourt Community Services Association

South Scarborough

Agency Lead: Scarborough Centre for Healthy Communities

York Weston Pelham

Agency Lead: Syme Woolner Neighbourhood and Family Centre

Newcomer Collaborative

Agency Lead: FCJ Refugee Centre

Agency Lead: Jane/Finch Community and Family Centre

The Black (Resilience)

Agency Lead: TAIBU Community Health Centre

2SLGBTQ+

Agency Lead: The 519 Community Centre

Agency Lead: The Neighbourhood Organization

Indigenous Lead Agencies

2-Spirits

Gabriel Dumont Non-Profit Homes (Metro Toronto) Inc.

Nishbawbe Homes

Toronto Council Fire

The Association for Native Development in the Performing and Visual Arts

Thunder Women Healing Lodge Society

Toronto & York Region Metis Council

The Urban Indigenous Education Centre

ENAGB Indigenous Youth Agency

Friends of Toronto Aboriginal Support Services Council

VET Agency Leads:

VET Lead Coordinators

- Alicia Khargie
- Amber Morley
- Anna Kim
- Anne Kissoon
- Barbara Dos Santos
- David Meyers
- Elisa Ibarra
- Elizabeth Molina
- Elizabeth Oyegunle
- Glenn Martin
- Hana Bourgi
- Harleen Sekhon
- Hui Geng
- Inaara Qamber
- Julie LeJeune
- Kaina Mendoza
- Karma S. Lhamo
- Kelia Davis
- Kimberley Wilmot
- Maduba Ahmad
- Mahdiba Chowdhury
- Mary Obiyan
- Pablo Vivanco
- Randy Alexander
- Sabrin Daghaish
- Sharron Williams
- Suchiththa Wickremesooriya
- Terrence Rodriguez
- Valerie Devine
- Victor Chen
- Victor Ndjemua
- Vishaal Beharry
- Wardah Malik

Thank You Agencies

- 2 Spirited People of the First Nations
- Abrigo Centre
- Access Alliance Multicultural Health and Community Services
- ACCT/Hooyo Innovation Hub
- Adam House
- Afghan Women association Flemington park
- Afghan Women's Organization
- Afro-Carib Immigration Settlement Centre
- Agincourt Community Services Association
- Albion Neighborhood Services
- Alexandra Park Community Centre
- Alexandra Park Neighbourhood Learning Centre
- Alliance for South Asian AIDS Prevention
- Alliance for the Equality of Blind Canadians
- ANIDA
- Arab Community Centre of Toronto
- Alexandra Park Neighbourhood Learning Centre
- Art+Health
- Arts Etobicoke
- Autistics for Autistics
- Bangladeshi Canadian Community Services
- Bangladesh Centre and Community Services
- Bathurst Finch Food Coalition/Bathurst Finch Seniors Society
- Belka Enrichment Centre
- Black Creek Community Health Centre
- Black Health Alliance
- Braeburn
- BrAIDS for AIDS
- Building Roots
- Caribbean African Canadian Social Services
- Canadian Centre for Victims of Torture
- Canadian Pakistani Association of Scarborough
- Carefirst Seniors and Community Services Association
- Canadian Centre for Refugee and Immigrant Health Care
- Council of Agencies Serving South Asians
- Centre for Independent Living in Toronto
- Cecil Community Centre
- Catholic Crosscultural Services
- Centre for Immigrant and Community Services
- Centre Francophone de Toronto
- Chinese Cultural Centre of Greater Toronto
- Christie Refugee Welcome Centre
- Community Place Hub
- Haven on the Queensway
- Delta Family
- Dorothy Ley Hospice
- Elspeth Heyworth Centre for Women
- Empowerment Council
- Ethno-Racial People with Disabilities Coalition of Ontario
- Etobicoke Senior Services
- FCJ Refugee Centre
- Feed Scarborough
- FHC
- Flemington Don Health Centre
- Focus Media
- Forest Manor Residents' Group
- Fook Mental Health Association
- Fort York Food Bank
- Fred Victor
- Friends of Chinatown
- Friends of Kensington Market
- Friends of Ruby
- Frontline Community Centre
- Ghanian-Canadian Association of Ontario
- Good Neighbour Project
- Health Access Thorncliffe Park





Thank You Agencies

- Hong Fook Mental Health Association
- Humber College of Applied Arts
- Inner City Health Associates
- Jane Alliance Neighborhood Services
- Jane and Finch Centre
- Jane Finch Centre
- Jane-Finch Community Centre
- La Passerelle I.D.E
- Lakeshore Arts
- Lamp Community Health Centre
- Lawrence Heights Parents Association
- Lumacare
- Mabelle Arts Pantry
- Macaulay
- Madison CS
- Malvern Family Resource Centre
- Malvern Food Bank
- Margaret's Housing and Community Support Services
- Matthew House
- Midyanta Community Services
- Migrant Resource Centre Canada
- North York Toronto Health Partners
- North York Community House
- North Yorkers for Disabled Persons
- Northwood Neighbourhood Services
- NY East
- Oriole Foodspace
- Progress Place
- Punjabi Community Health Services
- Parenting Group
- Parkdale Activity Recreation Centre
- Parkdale Food Bank
- Parkdale Queen West Community Health Centre
- Polycultural Immigrant and Community Services
- Progress Place
- Regent Park CHC
- Rexdale Community Health Centre
- Rexdale Community Hub
- Rexdale Women's Centre
- Rexdale Youth Mentorship
- Romero House
- San Lorenzo
- Scadding Court Community Centre
- Scarborough Centre for Healthy Communities
- Scarborough Civic Action Network
- Scarborough Indigenous Wellness Advisory Group
- Settlement Assistance and Family Support Services
- Shakespeare in Action
- Sherbourne CHC
- Sherbourne Health
- Sickie Cell Awareness Group of Ontario
- Silent Voice Canada Inc.
- Sojourn House
- Somali Canadian Association of Etobicoke
- Somali Women and Children's Support Network
- Sound Times
- South Asian COVID 19 Task Force
- South Asian Legal Clinic of Ontario
- South Asian Women and Immigrants' Services
- South Asian Women's Rights Organization
- St Margaret's Church, New Toronto
- St. Stephens in the Field
- Standard
- Sunshine Centre
- Support Enhance Access Service Centre
- Surrey Place
- Syme Woolner Neighbourhood and Family Services
- Tamil Canadian Centre for Civic Action
- TAIBU CHC
- Toronto Community Housing Corporation
- Thorncliffe Park Women's Committee
- The 519 Community Centre
- The Arab Community Center of Toronto
- The Centre for Independent Living in Toronto
- The Corner
- The Housing Help Centre
- Tibetan Canadian Cultural Centre
- The Neighbourhood Group
- The Neighbourhood Organization
- The Peoples Church Newcomers Network
- TP Parenting Group
- TP Women's Committee
- Tropicana Community Services
- University Health Network
- UrbanArts
- Uzima Women's Relief Group International
- Vibrant Healthcare
- Victorian Order of Nurses
- Waterfront Neighbourhood Centre
- West Neighbourhood House
- Weston-King Neighbourhood Centre
- WoodGreen
- Working Women Community Centre
- Women's Habitat
- Wordswell Association for Community Learning
- YMCA
- Yonge Street Mission
- York Fairbank Centre for Seniors
- York Hispanic Centre



Thank You Ambassadors

Aamira Sherwani	Anusha Janga	Busayo Vincent	Diva Turial
Aashriya Sharma	Apiman Sivakumar	Bushra Habibullah	Don Colvin
Abdallah Auwihoreye	Aranya Sutharsan	Cala Waithilingam	Donna Turcios
Abderrahmane Benachour	Arasan Veron Prakash	Cam Miranda-Radford	Doreen Muyobokey
Abdikadir Hirsi	Areeba Islam	Camila Iraheta	Dorthy Adu-Poku
Abdirahman Ugas	Aroop Rayu	Carla Navida	Doyin Lomuwaugun
Abdou Benachour	Arti Sharma	Carmen Law	Edgar Saul Godoy
Abdul Haq	Arturo Calleja	Carolee Parkes	Eduardo Dos Santos
Abdul Ahmed	Arulini Vithiyatharan	Caroline Pao	Eileen Li
Abdul Fattah	Araw Ahmed	Casey Courtney	Elham Golkhandan
Abdul Ali	Arwa Abdullhameed	Cat Calica	Elijah Jones
Abdul Rashid Athar	Asanni Monclaie	Catherine Masalta	Elisa Ibarra
Abdullah Rahimi	Ashleen Khroar	Cathy Samuelson	Eloho (Sophia) Evroh
Abdullah Ahmad	Ashley Pyatt	Cathy Li	Elvis Zoulo
Abdullahi Ali Barre	Ashley Carpenter	Celina Mew	Emily Winsor
Abishak Jeyaseelan	Athavan Selvarajah	Charles Zhu	Emily Cotsomitis
Abubaker Nazir	Atia Islamkhil	Charlotte Naranjit	Emily Adeyemi
Adam Lew	Atinuke Olaleye	Charmaine Wellington	Erika Clarke
Adassa Boswell	Aubrey Mitchyleigh	Cheikh Tchouambou Y.	Erlande Valcourt
Adenike Badejo	Aviva Haywood	Christine Robotham	Eros Garcia
Adeola Badejo	Awadiah Adam	Christine Zannier	Ervina Kalaja
Aduku Halima Halima	Ayan Yusuf	Christine Jay	Esha Kulkami
Aesha Jama	Ayesha Malhi	Christine Williams	Eshrat Meshkoti
Ahmad Saud	Ayomide Orebanjo	Chuck Yachun Li	Essete Makonnen
Ahmad Salehhi	Azan Alnur	Clara Vinzce	Ester Paul
Ahmad Ramin Ayaz	Azim Ahmed	Claudette Fraser	Ester (Zhijun) Lin
Ahmad Matin Zahid	Barbora Kokyova	Cleopatra Charbonneau	Esther Elizabeth Benn
Akhila Appadurai	Baskaran Kanapathipillai	Cori Blake	Eufemia Prudente
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Alexandra Guerreiro	Bernadette Thomas	Cristina Andrade	Ewura-Ama A
Alexia Conte	Bernadette Rilloraza	Curnel Browne	Fabjola Myrto
Alice Ng	Bernard Ndawala	Cyndy Vuong	Fadumo Botan
Altaf Ibrahim	Beryl-Ann Mark	Dagmawi Kifle	Fahmeeda Qureshi
Alura Moores	Bethelehem Wondyifraw	Daiem Mohammad	Faria Farmaly
Amal Nur	Betty Wondimu	Daksha Vasudeva	Farjana Yasmin
Amanda Trinh	Beverlyn Aning	Daljit Padwal	Farkhunda Seddiqi
Amandeep Sekhon	Bibi Hack	Dan Bingham	Farrwa Urooj
Amany Omar	Bibi Aqeela	Daneen Ashraf	Farzana Afroz
Ambika Selvarajah	Bidemi Keshinro	Dannisha Burke	Farzana Darkhani
Amenah Alkaales	Bina Israni	Dapo Ajisafe	Fatema Khatun
Amin Alam	Biyang Xie	Darren Tseng	Fathiya Juarez
Amira Shoaibi	Blessing Khroar	David Bumba	Fatima Haqdad
Amy O'Grady	Blessing Okenini	David A	Fatima Ahmed
Ana Cuciureanu	Bob Murphy	David Dunsmir	Fatimo Rachael Sose
Andel Marfo	Bobby Lewis	Davina McDonald	Fatuma Khanyare
Andre Roy	Bobola Olayinka	Debbie Hill Corrigan	Fatuma Hied
Andrew Neelands	Boris Storozhilov	Debra Ramrattan	Faye Moffett
Angiza Nasiree	Budoor Alani	Deepkia Anandkurmar	Faysal Sulatch
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Anna Zhang	Busayo Vincent	Demin Kong	Ferdousi Islam
Anna Kiss	Bushra Habibullah	Denis Ahue	Ferozan Gohary
Anna Cheung Eisner	Cala Waithilingam	Denise Gokool	Feyikemi Ogunbode
Anne Borden	Cam Miranda-Radford	Deqa Nur	Florance Mooshi
Anne Ortega	Camila Iraheta	Destinee Kamara	Francis Micheal Prakash
Annetji Hossain	Carla Navida	Deveon Williamson	Gabriela Pineda-Aguirre
Annisha Stewart	Carmen Law	Dhana Hartman	Gabriela Perez-Jimenez
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Hafsa Ugas	Jerrie Lin	Krishaprya PS	Maria Alejandra Ramirez
Hale Nouri Karman	Jess Buckley	Kristtine Siano	Bolanos
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Hamza Araye	Jesse Kiome	Kudirat Balogun	Marianna Hurtado
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Hanna Dada	Jhon Kyms Masalta	Ladan Mohamed	Marika Kristo
Hareem Ali	Jila Ansari	Lamisa Ahmed	Marina Pak
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Ishrat Jahan	Kay Ma	Lorraine Pang	Melissa Lai
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Janet Rodriguez	Khadijah Yusuf	Manasa Dharmegowda	Mohamed Kaiyyum Kabi
Jasmine Thibault	Khalida Noori	Manasa	Mohamed Sahedul Islam

Thank You Ambassadors

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Muhammad Saad	Qazi Ahmed Ayan	Sahar Bahadi	Shatri Cooks
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Onaiza Kazi	Rocelyn Uy	Shabana Saiyed	Swabir Shariff
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Paul Lopez	Roua Arora	Shahedul Haque-Siddique	T Williams
Peggy Jamil	Roua Jbara	Shaheeda Shamsi	Tabassum Taushi

Thank You Ambassadors

Tabasum Mohammadi
Talat Naeem
Tamiza Fakirany
Tania Barbosa
Tanisha Obermuller
Taniya Husbands
Tanvee Rumana
Tanveer Shahnawaz
Tanvi Rathi
Tanzina Mahbub
Tariq Syed
Tasmia Khan
Tasnuba Tabassum
Tatyanna Watts Burke
Teisha Smith-Moseley
Temitayo Shodunke
Tenesha Clarke
Teniola Lawal
Tenzin Wangmo
Tenzin Tsundue
Teresina Stanichevsky
Temitope Shodunke
Tenesha Clarke
Teniola Lawal
Tenzin Wangmo
Temitope Shodunke
Tenesha Clarke
Teniola Lawal
Tenzin Wangmo
Tenzin Tsundue
Teresina Stanichevsky
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Thanusika Ramasamy
Theodore Fitch
Theresa Padua
Thomas Yue
Thomas Duong
Thy Pham
Tirubrhan Getinet
Todd Pinnell
Tohirat Aminu
Tolulope Ola
Tracey Chen
Tracy Opoku
Tracy Wanyama
Tsering Choedon
Tsion Kebede
Tucker Gordon
Tyllin Cordeiro
Umme Jasmine
Umme Habiba Jasmine
Uzoamaka Ikejiani
Valeri Jadov
Valerie Shearman
Valerie Devine
Tyllin Cordeiro
Umme Jasmine
Umme Habiba Jasmine
Uzoamaka Ikejiani

Valeri Jadov
Valerie Shearman
Valerie Devine
Vandana Tiwari
Vanessa Rangel
Vania Ntsiete
Vathanan Jegatheesan
Vennila Mathialagan
Veronica Correia
Veronica Coxall
Victor Ndjemua
Victor Chen
Victor Adarquah
Victoria Chichagua
Vida Awuah
Vijitha Sriparan
Vishaal Beharry
Vy Bao
Wardah
Widad Tarom
Winnie Chen
Winnie Muchuba
Winnie Lin
Wyll Navida
Xiao Meng Pang
Yaatu Adem





City Vaccine Equity Team

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Denise Andrea Campbell

Director, Community Resources:

Dr. Akwatu Khenti

Aina-Nia Ayo'dele

Aderonke Akande (interim)

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Project Manager:

Arrathiyah Thirukkumaran

Daniel Bondi

Mini Alakkatusery

Policy Development Officer:

Kira Kastner

Community Development Officer:

Natalie Naoum

Nana Kubi

Rolfe Santos

Barb Besharat

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Annakim Ffrench

Community Development Worker:

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Savannah Torres-Salbach

Daniella Castello

Hamda Mohamed

Community Funding Unit:

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Lindsay Jackson

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Medical Officer of Health, Toronto Public Health:

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Deputy Medical Officer of Health:

Dr. Na-Koshie Lamptey

Associate Medical Officer of Health:

Dr. Vinita Dubey

Dr. Herveen Sachdeva

Associate Director Public Health:

Dominic Popowich

Managers - Toronto Public Health:

Justin Rojaye

Domenico Calla

Maple Cardona

Geoffrey Gillard

Health Promotion Specialist:

Mary Ann Gatbonton

TPH Vaccine Confidence team

Community Health Officer:

Amra Acimovic

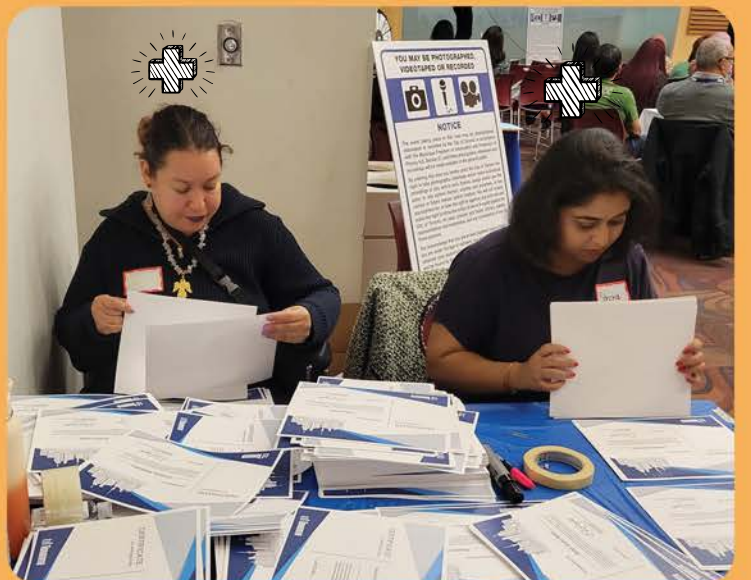
Lisa King

Michele Ashem

Coordinator Emergency Planning:

Tejaswini Anand







Notes

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There is no handwriting or other markings on the paper.



Scan the QR code to access additional information
about the COVID-19 Vaccine Engagement Teams.