



COVID-19 2020 Final Report

**MARCH 2020 –
JANUARY 2021**



GLOBAL MEDIC

DAVID MCANTONY GIBSON FOUNDATION

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1. Situational Overview

Since the beginning of 2020, the world has been affected by the outbreak of COVID-19. Canada has been actively responding in an attempt to limit the spread of the disease in several ways, including asking Canadians to work from home, canceling large social gatherings to limit crowds, closing non-essential businesses and limiting international travel. This has resulted in restrictions on, or even closure of, food banks, shelters or other social services and modified operations for healthcare centres and hospitals. On March 17, 2020, Ontario first declared a state of emergency due to the pandemic. Effective January 12, 2021, Ontario declared another state of emergency due to the high number of cases of COVID-19, which has resulted in more closures and restrictions.

Over 220,000 people lost their jobs in Ontario between November 2019 and November 2020 because of the pandemic, causing significant economic impact on families across the province. People are less inclined to make donations to these organizations when they themselves are facing a crisis. As such, resources have begun to deplete as the services are accessed by those who need it.

This problem is not going to go away quickly; the ripple effect of this emergency will continue to be felt in the months to come. Food banks, shelters and other agencies servicing the vulnerable people of our community will face shortages in donations, and ongoing restrictions to their operations which will result in people in need struggling to make ends meet for up to 12 months. Prior to the pandemic, 1 in 8 households in Canada are already food insecure so stockpiling food items and other supplies was not an option for them. Additionally, with closures of businesses and services, many people have lost their jobs and as such the number of households that require assistance has risen. In Toronto, food banks are seeing an increase in first time visitors by 25%, and some food banks in Ontario have seen an increase in demand of up to 200%. In short, the strain on social services has increased dramatically.

The healthcare system is also bearing the brunt of the pandemic, and hospitals and healthcare centres have had to adjust to cope with the onslaught of patients associated with COVID-19. This includes limiting visitors, modifying their triage systems, and isolating patients, as necessary. Frontline workers are working tirelessly to combat the virus, however with the length of the pandemic and the dangers associated with spreading the virus, the healthcare system is beginning to run low on personal protective equipment like masks and hand sanitizer.

Finally, the pandemic is also being felt in Ontario's First Nations communities. With many of the communities being remote, they do not have the health infrastructure in place to handle a pandemic. Food insecurity is also becoming more prevalent, as less food is available in these communities and the already high cost of food is rising.

2. Project Overview

With all the communities, agencies and institutions mentioned above struggling to cope with the COVID-19 pandemic, GlobalMedic has implemented a series of projects designed to serve those being most affected by the pandemic.

2.1 Cash Transfer Program

The pandemic immediately caused a series of negative economic impacts on Canada as a whole, and many people were laid off from their jobs, or were unable to work due to health or childcare restrictions.

With ongoing product shortages, building and facility closures, and a decrease in donations from the community created by the COVID-19 pandemic, people accessing food banks, shelters and children's breakfast clubs were often unable to access goods and services in the weeks and months following the outbreak.

GlobalMedic established a cash transfer program as a stopgap measure to assist vulnerable people who rely on food banks and shelters or had been financially impacted by the pandemic. The cash transfer was designed to be a one-time payment, to help people get by until government mechanisms like Employment Insurance (EI) and the Canadian Emergency Response Benefit (CERB) were made available to those affected by COVID-19.

Beneficiaries had to establish that they were negatively impacted financially because of COVID-19. Many recipients worked in the restaurant industry, were cab/uber drivers, or had other jobs that have had to lay off workers due to the pandemic. Other families in need were identified by local shelters, food banks and breakfast programs.

All recipients filled out an application form and were vetted and interviewed by GlobalMedic staff and Humber College International Development post-graduate students to ensure need. GlobalMedic provided 1-time cash transfers of \$500 to 198 vulnerable families throughout Ontario.

Recipient Testimonials

"Thank you so much, this will help me a lot in this time of need. It's really appreciated, and I would like to express my gratitude for your generous support." – Naomi

"I want to use this opportunity to say a very big thank you for this cash support. May God bless you abundantly. This is very much appreciated." – Samson

"Thank you so much, it means a lot to me! Thankful for what you guys do to help everyone." – Kenneth

"Thank you so much for your assistance, it means a lot." – Zionawit

"Thank you to you and your association for your wonderful assistance. It came at a time that is was needed the most." – Petra

"Thank you so much for your help, God bless you." – Leslie

"Thank you so much, you don't know what \$500 means to me." – Ben

"Thank you so much from the bottom of my heart for your assistance. I truly appreciate all that you do, and your help has really made a difference in my daughter's and my life through all this. You are truly kind and selfless people. Thank you for all your help." - Tara

2.2 Hand Sanitizer Program

Early in the pandemic, supply chains for critical personal protective equipment including items like masks, gloves and hand sanitizer were severely disrupted. Health care workers and front-line workers were at the greatest risk of infection from this virus especially if they did not have adequate access to these supplies.

Simultaneously, COVID-19 restrictions caused many small businesses to shut down. This included many distilleries across the province who were no longer able to operate as usual. However, upon seeing the shortage of items like hand sanitizer, quite a few distillery owners stepped up to the plate. They re-configured their distillery operations to produce alcohol-based sanitizer to help fill this gap. A couple issues that they faced were finding enough packaging to bottle the sanitizer due to supply-chain disruptions as well as finding the connections to get the product to where it was needed most.



Sanitizer being packaged and picked up from Last Straw Distillery.



Donation of sanitizer being picked up for Lutherwood Villages Retirement Home

We partnered with several distilleries including Willibald Farm Distillery, Last Straw Distillery, Silver Fox Distillery, All or Nothing Distillery, and Murphy's Law Distillery to produce hand sanitizer and get it to at risk workplaces like food banks and long-term care homes, as well as into at risk First Nations communities. In some instances, we also provided packaging in the form of buckets to get the sanitizer out the door. These large buckets of sanitizer could be used to refill existing dispensers.

As the pandemic continued, we also were able to arrange and facilitate larger donations of sanitizer. We have been distributing this sanitizer to local front-line agencies as well as providing it to pop-up COVID-19 testing facilities to hand out to their patients. We are also working with Toronto Community Housing to provide sanitizer to several their residences.

We also partnered with the YWCA to coordinate the delivery of hand sanitizer to many of their local branches. The sanitizer was crucial in keeping their essential programs operating while keeping their staff and clients safe. We worked to deliver sanitizer to 27 YWCA locations across Canada and the United States.

In total, we have purchased from five local distilleries, as well as received donations from two major suppliers, and have helped to distribute 17,783 L of sanitizer since the beginning of the pandemic.

2.3 Critical Infrastructure Tenting Program

GlobalMedic maintains a stockpile of critical infrastructure tenting which is ready to mobilize in the event of an international disaster. These tents are deployed to be used as field hospitals, schools, child friendly spaces, temporary shelter and even animal rescues. While these tents are often used abroad, it became quickly apparent that due to the pandemic there were gaps appearing that this type of equipment could fill.

The healthcare system quickly became inundated with people affected by COVID-19. We reached out and offered hospitals critical infrastructure tents that they could use for patient triage, dedicated testing spaces, or any other need that arose. We set up tents at both Brampton Civic Hospital and Etobicoke General Hospital to help with their pandemic response plans. We also set up a tent to support the operations of the Canadian Centre for Refugee and Immigrant Health who support refugees and undocumented immigrants by providing free health care services.



Rapid Response Team Members setting up a tent at Brampton Civic Hospital



Fully erected tent at Brampton Civic Hospital



Rapid Response Team Members with the tent erected at Etobicoke General Hospital



Tent at the Canadian Centre for Refugee and Immigrant Health

Many food banks were forced to close their doors to patrons to help reduce the spread of the virus. However, the need for services that food banks provide did not diminish. We offered our tents to food banks in an effort to reduce the number of people in buildings and provide a dedicated area for people to access much needed resources. We set up tents at Daily Bread Food Bank, North York Harvest Food Bank and the House of Friendship to allow them to continue operating while protecting the health and safety of their staff, volunteers and clients. In March, right as the new emergency restrictions were put in place, we rapidly erected an inflatable field hospital at the Daily Bread Food Bank in order to ensure there was minimal interruption to their services. We later replaced the inflatable tent with the more robust structure pictured below as it became apparent the pandemic was not going away quickly, and they were in need of a long-term solution.



Tent set up at the Daily Bread Food Bank



Tents set up at the North York Harvest Food Bank



Rapid Response Team Members setting up the tent at the House of Friendship

More recently, we have also been setting up temporary tenting in partnership with Toronto Community Housing to run flu shot clinics as well as pop-up COVID-19 testing sites. These clinics are run in vulnerable communities targeting those who might otherwise not have easy access to testing or vaccination. These clinics are run indoors but due to COVID-19 precautions have a very limited capacity. Our teams come in to set up the tents prior to the start of a clinic and give people a place to wait that is protected from the elements and harsh winter weather. We also provide key items like masks, soap and hand sanitizer to the clinics that they can provide to the people attending them.



2.4 Emergency Food Distribution

Due to operating restrictions caused by the pandemic many food banks had to close their doors. This resulted in an increase in usage at those locations that did remain open. Not only that, but as the pandemic began to impact family income and livelihood, more families began to face food insecurity, once again resulting in an increase in demand at food banks.

Due to this increase in usage, many food banks started, and continue, to face food shortages. Initially, we responded by placing large orders directly from suppliers and having it delivered directly to food banks to help fill their supply chain. This cut down on waiting time for orders and saved food banks the cost of buying the food themselves. During the pandemic, we have purchased and delivered 93,624 lbs of staple foods, 24,000 cans of soup and 50,000 eggs directly to food banks.



A delivery of food being received at the Daily Bread Food Bank



A tractor trailer full of food being prepped to send to the Daily Bread Food Bank

This situation worsened as big grocery retailers began increasing their demand for canned goods and 1-2 lbs bags of dried goods. This demand was spurred on by the rise of “panic buying” by large swaths of Canadians who could afford to do so. This meant that even food banks who had ample funding began to struggle to find suppliers who could fulfill their orders. We were able to respond by ramping up our McAntony’s Menu program. This program works by having volunteers repackage staple foods purchased in bulk into 500g bags ready for use. The staple foods include green peas, pearled barley, red lentils, rice, chickpeas, green lentils and kidney beans.

While the supply chain of smaller 1-2 lbs bags of food was severely interrupted, there was minimal impact on the purchase of the larger 50 lb – 50 kg bags that we purchase for the McAntony’s Menu program. We partnered with schools like Humber College and the University of Toronto Scarborough Campus to open up satellite packing sites to increase our capacity. They were forced to shut down their locations as a result of the pandemic but instead of letting the space sit empty, they allowed us to run packing events there sometimes up to 7 days a week. This made great use of an otherwise wasted space. Packing in these different locations also allowed us to target organizations right in these communities. Scarborough for example is an area of high need and operating a packing location in the community

allowed groups which we might not otherwise have reached, the chance to access this program. We also partnered with the City of Brampton to open a site and even a local business which had to temporarily shut down their operations due to the pandemic. At both the University of Toronto Scarborough Campus and the City of Brampton site, city workers were redeployed to help pack and operate the sites. These partnerships really highlighted what is possible when local governments, educational facilities, businesses and NGOs work together for a common goal.

Volunteers packing food at Humber College

By the end of the summer, we collapsed back into operating this program primarily out of our HQ warehouse but were still able to continue packing large amounts as we increased the number of events we ran in a week. We have been able to push food into food banks across Ontario but also reaching communities as far as Calgary and even some of the most underfunded and highly used support programs in Nunavut. Since the beginning of the pandemic, we have re-packaged and delivered 850,865 lbs of staple pantry ingredients that food banks have been using to serve their clients.

One of the community programs we have supported with our emergency food products is Comal Y Canela, a Mexican restaurant in Toronto. The owner, Yasmen De Leon, heard about the increase of food insecurity within her neighbourhood and knew something had to be done. Yasmen operates a self-funded community food bank once a week where she distributes food packages to whoever needs them. She serves many undocumented people that are afraid to access programs through the normal food bank system. This community has a heightened need given their already precarious situation and job losses caused by the pandemic.



Yasmen De Leon picking up food for her community Food Bank

Another organization we are proud to support is Justice for Migrant Workers. They support Trinidadian migrant farmers who have been working in Canada during the pandemic to ensure the food supply chain is continuously running. These workers have become stranded in Ontario due to travelling restrictions and COVID-19 concerns in their home countries.



McAntony's Menu food bags being packed at GlobalMedic HQ

To push out large quantities of food and involve the local community during the holidays, we introduced our Holiday Hustle Program. We teamed up with Emergency Service Workers to help us deliver food

and gingerbread decorating kits to their local food banks and food assistance programs. In a two-week period, we were able to deliver almost 55,000 lbs of food into food banks across the province. Thanks to a generous donation from Give & Go Gingerbread, we were also able to give out 14,822 gingerbread decorating kits for families to enjoy over the holidays.



Middlesex-London and Simcoe County Paramedics picking up food for the Holiday Hustle



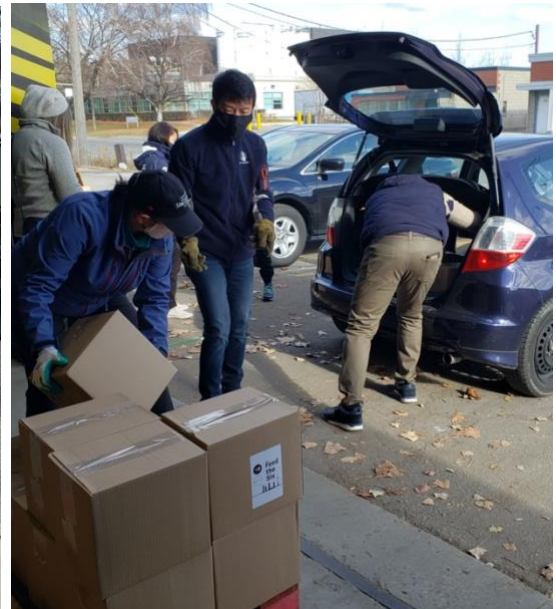
Oshawa Fire Services picking up food for the Holiday Hustle

Due to the pandemic, there were and continue to be so many families newly facing food insecurity. These families often have not interacted with the food assistance system before and face the challenge of having to quickly navigate this new landscape. To address this issue, we began a partnership with

Hand Up Toronto, to supply these families with our Feed the Six grocery hampers. These hampers contain a mixture of purchased staple ingredients as well as food prepared in our McAntony's Menu program. When available we also partnered with groups like Second Harvest to provide fresh product to include in the deliveries. Each week hampers were delivered through contactless drop-offs or drive through pick-ups. We were also able to partner with local Emergency Services to get these hampers into the hands of vulnerable families. Oshawa Fire Services coordinated their teams to assist with contactless hamper delivery to families in their community. We also partnered multiple times with Brampton Fire and Emergency Services to run large scale drive through pick-up events at one of their facilities. Each of these events served close to a thousand families who were struggling in one of the areas hardest hit by COVID-19 in Ontario.

Feed the Six drive through pick-up event with Brampton Fire and Emergency Services

As of the end of January 2021, we have delivered 15,549 Feed the Six hampers through this program. We also worked to distribute \$50,000 in grocery store gift cards to food insecure families.

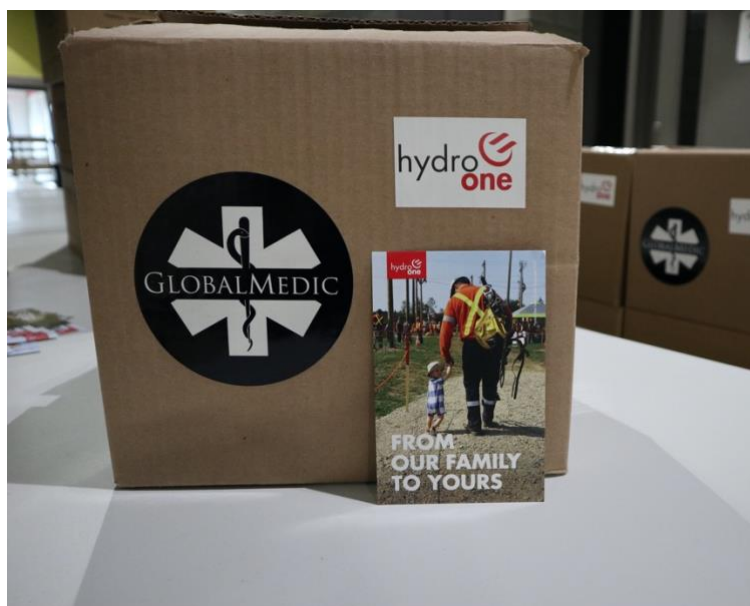


Feed the Six volunteer drivers picking up hampers for contactless delivery

Not only are food banks facing challenges with filling their supply chain, but they are also finding difficulty with continuing their operations including hamper packing and food sorting due to COVID-19 restrictions. Many food banks have limited space to conduct these activities meaning they can no longer safely bring in volunteers to help with their operations. We have been working to assist food banks with these projects where possible. We partnered with North York Harvest Food Bank to pack 31,421 food hampers for vulnerable families in the GTA. We also partnered with the Mississauga Food Bank to help them sort through their back log of donated food items. We were able to help them sort through 78 skids of their backlogged food donations.

There is no doubt that the virus has disproportionately affected First Nations communities, who were already forced to deal with hardships before the pandemic. In June and then again in September, we partnered with Hydro One to pack and distribute 13,520 Family Emergency Kits to more than 88 First Nations communities in Ontario. These kits contained primarily shelf stable pantry ingredients but also included other items like masks, soap and solar lights to meet some of the other needs faced by these communities.

More recently, the Shamattawa First Nation community in Northern Manitoba became one of the hardest hit communities by COVID-19, with 300 out of 1000 residents testing positive for the virus. We were able to deliver 250 emergency food hampers, which contained pantry staples, soap, and masks to help the community recover from the effects of the pandemic.



Hydro One Kit Contents

Indigenous communities are particularly susceptible to the effects of the COVID-19 pandemic because health care infrastructure is often lacking, and communities may be facing underlying health care issues. For this reason, many communities have chosen to self-isolate to protect themselves from COVID-19. Beausoliel First Nation (BFN), located on Christian Island, is one such community that has chosen to self-

isolate. In partnership with the assets and expertise of Drone Delivery Canada, OEC Groups, Air Canada, and Pontiac Group, we established an air bridge from the mainland to BFN on the island using cargo drones. The drones are being used to deliver pandemic related supplies while also testing the feasibility of delivering aid in this way. It is the first time that cargo drones have been used in a humanitarian operation in Canada. This project could be a global game changer as it explores new and innovative ways to deliver live saving humanitarian aid both here in Canada and internationally.



GlobalMedic at the launch of the air-bridge to Beausoliel First Nation

2.5 COVID-19 Safety Promotion

Some of the most effective ways to prevent the spread of COVID-19 are also the simplest. Actions like wearing a mask and properly washing your hands are key in curbing the spread and keeping people safe.

Not everyone has access to the tools they need in order to take these actions. We have been working to make bars of soap widely available to at risk communities by providing it to front-line agencies across the province. Since the start of the pandemic, we have delivered 47,330 bars of soap. We also helped to set-up an outdoor sink in an at-risk community in Brampton, a COVID-19 hotspot, in order to make sure everyone including people experiencing homelessness were able to take this action to protect themselves.

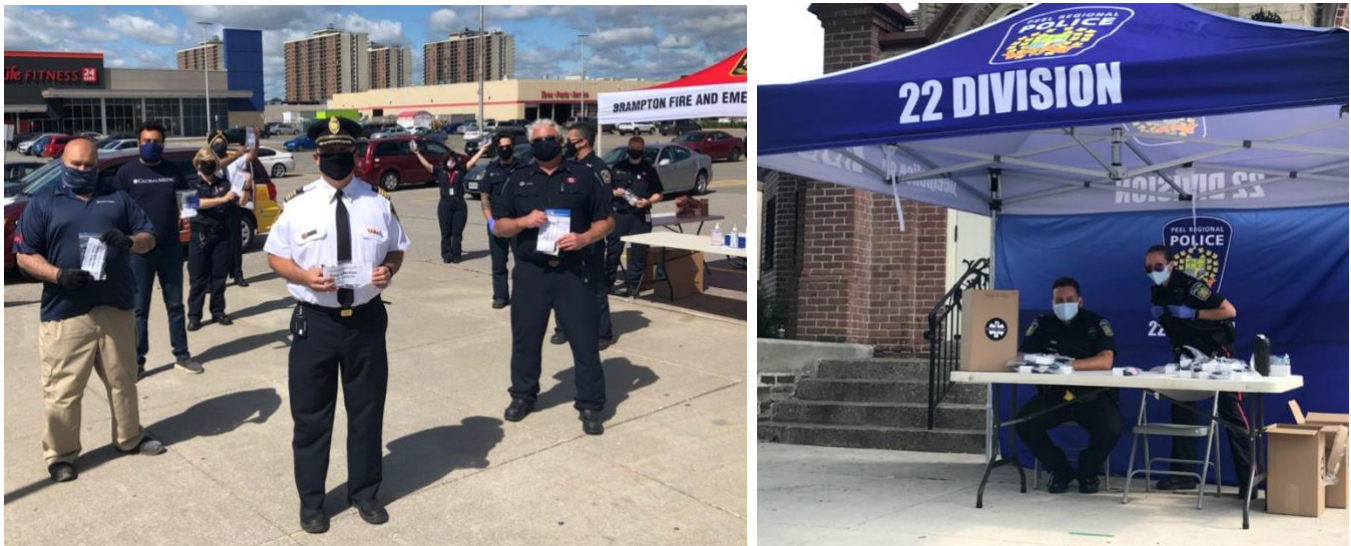


Rapid Response Team Members installing an outdoor sink in Brampton and giving a soap donation to Street Health in Toronto

In the spring and summer, we also ran a Public Health messaging campaign with the goal of increasing compliance with public health recommendations and ultimately creating behavioural change.

We partnered with both Fire and Police Departments to set up in parking lots at central locations. We would set up a booth and bring fire trucks and police cars out to attract people's attention. During these events we would give out COVID-19 Safety Kits containing a mask, soap and an information sheet on the best ways to protect yourself and stop the spread of COVID-19.

During these events we also made a number of videos also pushing this messaging. The videos featured trusted members of the community like police officers and fire fighters, and included a range of individuals of different ages, genders, ethnicities and speaking different languages. These videos were then shared on social media to try and reach a broader audience.



COVID-19 Safety Promotion events with Brampton Fire and Emergency Services and Peel Regional Police

The elderly population is one of the most at-risk for contracting and having severe impacts of COVID-19. They are also one of the most at-risk populations for contracting the seasonal flu. In order to protect this population from COVID-19 while also ensuring they are able to receive their yearly flu shot, we partnered with Toronto Community Housing to help them facilitate in residence flu shot clinics. Our volunteers would visit identified TCHC seniors' buildings and go door to door advertising and promoting the upcoming flu shot clinic. They would then sign up anyone who was interested so that when the nurses or paramedics operating the clinic returned, they would know which apartments to target. During this sign-up campaign our volunteers also continued to promote COVID-19 safety guidelines and handed out more of our COVID-19 Safety Kits. Throughout this program we had 64 volunteer

opportunities totalling 201 hours of time donated and the program was able to facilitate the delivery 899 flu shots.

Since the beginning of the pandemic, we have distributed 16,030 COVID-19 Safety Kits as well as an additional 9,219 masks.



GlobalMedic Volunteer helping with the flu shot and COVID-19 safety campaign

2.6 Hygiene and Family Kit Distribution

Annually, we operate a program in partnership with Procter & Gamble to provide individual and family hygiene kits as well as clean up kits to vulnerable populations in Canada. Basic hygiene items are often some of the first things to be cut when individuals and families are facing financial hardship. Food, rent and communication are all areas that will be prioritized over hygiene. We deliver these hygiene kits to food banks, shelters and other support programs across the country. Individual kits contain full size items like shampoo, deodorant and toothpaste while the family kits include hygiene items and household cleaning supplies.

The COVID-19 pandemic has resulted in so many more people facing financial instability as well as a simultaneous decrease in the resources available to them. We ramped up our production of hygiene kits in order to make sure those who are most vulnerable continue to have access to essential needs during this uncertain time.



Toronto Community Paramedics picking up hygiene kits to distribute

We have produced and distributed more than 55,000 individual hygiene kits, 2,600 family kits and 1,000 clean up kits in response to the pandemic. In addition to these kits, we distributed more than 49,000 individual hygiene items like razors, toothbrushes and cleaning supplies. Some of the groups we have been able to support during our COVID-19 response include Soap for Hope, the Nawalakw Healing Society and Backpack Buddies.

We also partnered with Procter & Gamble to run a program to support and thank front-line health care workers who have been working tirelessly throughout the pandemic. We packed and distributed more than 42,000 Thank You Kits to healthcare workers across the country. The kits contained items like shampoo, razors and body wash to give healthcare workers a kit to keep at work so they could clean up before returning home to their families after a shift.



Healthcare workers at Grand River and Guelph General Hospitals receiving Thank You Kits