

*day in the life of a*

# COMMUNITY AMBASSADOR



**Name:**

Charlotte Naranjit

**Community:**

Scarborough  
Centre for  
Healthy  
Communities

## **Tell us about yourself**

I focus on south Scarborough, serving different populations. What I enjoy the most is serving the community, giving a personal touch, getting to really know someone, and being able to go the extra mile. Our work is about building relationships, not just on the phone, but also in person and giving someone something more than they expected.

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## **What are you fulfilling in your community?**

The need that I am filling is beyond the vaccine.

It's connecting and building ongoing trust and finding out what they need whether its a PSW, a doctor, translation services, food resources, building a business, employment services, etc.

## **How do you serve your community?**

There are so many people who are left to the side, and who don't know what is available to them. We make people aware of what is available, we show them we care and that there are people that want to help.

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## **what are your day-to-day activities?**

Initially, I was doing more marketing and social media. Then I went into a leadership role and I was connecting with other organizations and coming together as a group for doing outreach.

## **How has your role evolved over time?**

We are pivoting what we offer - since last year we focus more on workshops, health and wellness and taking a wholistic approach. For example, we are doing seniors programs focusing on yoga and healthy eating.

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## **What skills are essential to the role?**

Loving to connect with people, empathizing, having a passion to serve and really caring about the people in the community. It's also listening not with your ears, but with your heart.

## **How do you see the impact of your work?**

I know it's working because people have gratitude. There are so many instances when people are so happy to have us there, like "Oh, you guys are here again!" It was a feeling that the community was doing something.