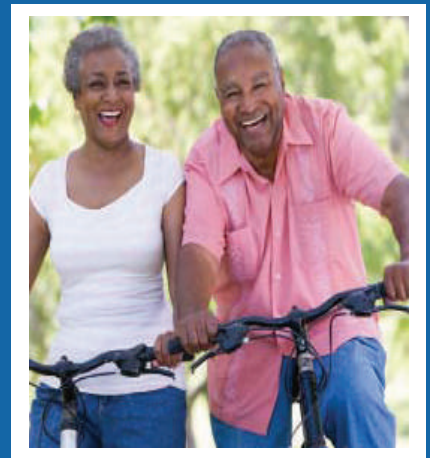
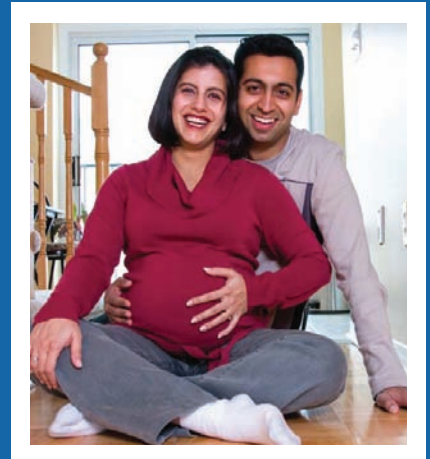
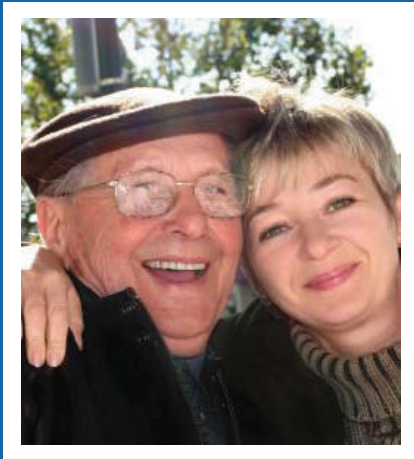


Building the Centre

Annual Report 2008 - 2009



Vaughan Community Health Centre
Member of Vaughan Health Campus of Care

A different kind of healthcare

A message from the Chair of the Vaughan Health Campus of Care

We are extremely pleased that the Vaughan Community Health Centre (VCHC) is now in full operation, offering a host of health care services and social programs to our community in a multitude of languages.

Additional health care services for Vaughan residents cannot come soon enough. Our population continues to grow and as our population increases, so do our health care needs. We are proud that the VCHC is serving some of our community's most vulnerable populations with programs targeted at improving the health and well-being of seniors, youth and people with mental health and addiction issues, in addition to providing primary care for families across the City.

This is our first step in establishing the Vaughan Health Campus of Care (VHCC) - a comprehensive, innovative and integrated health care network that will one day serve as a model for the rest of Ontario.

Having taken this first step, we are now moving to expand health care services in our community. We are working closely with our government partners on the next phase of planning for Vaughan's first hospital and have recently acquired a site for the future facility - one that will provide convenient access for existing and future Vaughan residents located near the Vaughan Community Health Centre. We are well on our way to providing the health care services our community needs, closer to home.

None of this could have been accomplished without volunteers, staff and the community at large investing time, energy and resources into this initiative. We recognize, honour and appreciate all those who continue to support us as we progress the vision of the Vaughan Health Campus of Care into reality.



Michael DeGasperis
VHCC Chair



Together we are a community.

A message from our Board Chair and Executive Director

This past year, Vaughan Community Health Centre underwent tremendous growth and change. The construction and building of the Centre was the highlight and kick off to the many achievements accomplished, and the perfect theme for our 2008 Annual Report: **Building the Centre**.

We are proud to finally bring the Centre to an operational phase and open our doors to the community. Our report highlights every step of the way to building the Centre; from securing a site, hiring skilled and experienced staff, increasing community awareness, developing the programs and services and registering clients to the Centre. All these accomplishments have enhanced our on-going commitment to delivering high quality healthcare and social services. The Centre's 2008-2010 strategic directions were the framework that allowed us to move forward in attaining the Centre's vision and achieving these undertakings.

Initially, we engaged our friends, partners and the community at large in helping us obtain up-to-date information regarding the community's needs. Through this process we developed a community profile, which helped guide and develop the Centre's programs and services. Community awareness of the Community Health Centre model of care was also an important initiative to promote the centre through a very effective communication campaign. This campaign included visits to local community agencies, focus groups, advertisements, posters, media releases and the creation of our tagline: ***A different kind of healthcare***

Consequently in February 2009, when we opened our doors for the first time, we were not surprised to see the overwhelming response from the Vaughan community. The request for services was unprecedented. In just a few short weeks, our staff was busy providing healthcare to a large number of clients within the City of Vaughan. Since then, our client roster has grown steadily.

Our official Grand Opening ceremony was a great success! We enjoyed the company of local dignitaries, funders, donors, local non-profit community agencies, friends and clients.

Building the Centre involved long hours of work from board members, volunteers, community partners and staff. We would like to take this opportunity to thank everyone for their untiring efforts, energy and commitment to the Centre.

We will continue to move forward and work towards identifying additional opportunities which will further assist us in our efforts of Building the Centre.



**Tony Carella,
Board Chair**



**Isabel Araya,
Executive Director**

We envision a healthy community.

Building the Centre

Building Our Staff Team

We have a great team of professionals that together have helped build the Centre's programs and services. Our team is divided into several subteams: Clinical, Interprofessional, Community Health, Administrative and Management. Together we bring diversity. Please see the back page for a complete staff listing.



Building Our Client Roster

Our client roster is growing! Since intake began on Feb 6, 2009, we have enrolled approximately 1100 clients. Our target populations include youth, seniors, and people with mental health and addiction issues.

As well, we have hosted orientation sessions for our new clients, to familiarize them with our programs and welcome them to the Centre.



Building Community Awareness

This past spring we launched a campaign to promote the VCHC as a provider of ***a different kind of healthcare***.

We ran a series of eye-catching ads (see right) in local newspapers, followed by posters and advertisements provided to local social service agencies, and postcards for our frontline workers. We also created our official VCHC brochure to inform the community about the Centre.



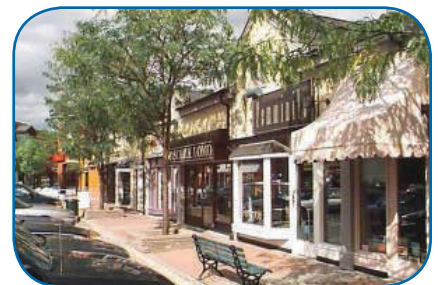
Building a Profile of the Vaughan Community

In order to better understand the needs of our community, we hired a consulting firm to create a series of demographic profiles on the communities of Vaughan.

With these profiles, we have been able to get a much clearer overview of the differing needs in Concord, Kleinburg, Maple, Thornhill and Woodbridge.

To read the Community Profile, visit the History page on our website:

<http://www.vaughanhealthcarehc.com/history.php>



Highlights since our last AGM

Grand Opening

On June 24, 2009 we celebrated our Grand Opening in style, with dignitaries, over 200 guests, a delicious menu of refreshments and tours of our new home.

To read about the media coverage on our opening, please visit the Media page on our website:

<http://www.vaughanhealthcarehc.com/media.php>



Youth Mural Project

To engage local youth and help decorate our Youth Room, we decided to start a mural project last May.

Eight youth completed the project, creating 12 pieces of art—all representing community health. Each uniquely shaped artwork was glued together to make one large mural.

Drop by our Centre to have a look!



Youth Drop-In

In collaboration with Together for Maple, we began a youth drop-in at Maple High School this past March.

During the four months of this pilot project, we had twelve youth attending regularly, with many others dropping in from time to time.

Activities included cooking classes, educational workshops, and recreational activities.



Seniors Health Workshops

We have organized a series of workshops to promote healthy living among seniors.

Workshops have included topics on footcare and healthy eating on a budget. Our chiropodist and community dietitian participated in this round of workshops.

Future workshop topics in the series will include Alzheimer's disease, heart health, and living with high blood pressure.



Highlights since our last AGM ~ Continued



Strategic Plan

Last summer our Board of Directors and Executive Director began planning the strategic directions that will guide the VCHC until 2010.

Five strategic directions were selected:

- Community Awareness
- Partnership Development
- Risk Management
- Outreach and Engagement
- Meaningful Programming

An implementation plan was created to ensure objectives, activities, accountabilities, outcomes, and timeframes are clearly identified for each strategic direction.



Diabetes Education Team

This team consisting of two registered dietitians and two diabetes nurse educators provides individual counselling and group education for adults with Type 2 Diabetes. Their focus is on increasing clients' knowledge of diabetes, and empowering them to self manage their condition.

Since opening, the team has seen close to 100 clients, in addition to facilitating group sessions, and attending health fairs and other community events.



Outreach and Promotion

Over 120 local social service organizations were contacted by our Health Promotion Team, for outreach to our target populations and bring awareness of the VCHC to the community. These organizations include schools, seniors' groups, hospitals, mental health and addiction agencies, shelters, food banks, and employment organizations.

The VCHC has also participated in numerous local health fairs, cultural festivals and other public events.

Accountable to You

Summarized Statement of Operations and Net Assets Year ended March 31, 2009

| | 2009 | 2008 |
|---|---------------------|-------------------|
| REVENUES | | |
| Ministry of Health and Long-Term Care (MOHLTC) | \$ 387,931 | \$320,143 |
| Central Local Health Integration Network (LHIN) | 1,610,850 | - |
| Interest and other income | 77,822 | 771 |
| | <u>\$ 2,076,603</u> | <u>\$ 320,914</u> |
| EXPENSES | | |
| Centre's operations | 1,709,628 | 127,018 |
| Excess of revenues over expenses | 366,975 | 193,896 |
| Refundable to MOHLTC | 217,581 | 141,736 |
| Refundable to Central LHIN | 5,180 | - |
| Deferred revenue | 143,234 | 52,160 |
| Balance in the Growth and Development Fund | 980 | - |
| Addition to Capital Asset Fund | 2,552,539 | - |
| Net assets – beginning of year | - | - |
| Net assets – end of year | <u>\$2,553,519</u> | <u>-</u> |

Summarized Statement of Financial Position March 31, 2009

| | 2009 | 2008 |
|--|---------------------|-------------------|
| ASSETS | | |
| Current | | |
| Cash | \$ 422,406 | \$ 207,007 |
| Accounts receivable | 39,385 | 4,861 |
| Prepaid expenses | 73,862 | 52,160 |
| | <u>\$ 535,653</u> | <u>\$ 264,028</u> |
| Cash - Restricted for future use | 58,248 | - |
| Property and Equipment | 2,552,539 | - |
| | <u>\$ 3,146,440</u> | <u>\$ 264,028</u> |
| LIABILITIES | | |
| Current | | |
| Accounts payable and accrued liabilities | \$ 61,494 | \$ 70,132 |
| Due to Central LHIN | 5,180 | - |
| Due to MOHLTC | 361,513 | 141,736 |
| Rental deposit | 12,500 | - |
| Deferred revenue | 152,234 | 52,160 |
| | <u>\$ 592,921</u> | <u>\$ 264,028</u> |
| NET ASSETS | | |
| Capital Asset Fund | \$ 2,552,539 | - |
| Growth and Development Fund | 980 | - |
| | <u>\$ 2,553,519</u> | <u>-</u> |
| | <u>\$ 3,146,440</u> | <u>\$ 264,028</u> |

These statements were derived from financial statements for the year ended March 31, 2009. The complete and audited financial statements are available upon request from the office of the Executive Director.

Funders

Central Local Health Integration Network
Ontario Ministry of Health and Long-Term Care

Donors

Syed Sharif Ahmad
The Vitanova Foundation
Walmart Canada Corporation

Volunteers

Board of Directors · 2008-2009

| | | | |
|----------------------------------|------------------------------|--------------------------------|--------------------|
| Naseer Ahmad | Sam Ciccolini | Lou Greenbaum | Lana Yetman |
| Quinto Annibale | Aslam Daud, <i>Secretary</i> | O.P. Lamba | Sandra Yeung-Racco |
| Tony Carella, <i>Chair</i> | Michael DeGasperis | Pierina Minna | Daniele Zanotti |
| Robert Cazzola, <i>Treasurer</i> | Noor Din | David Rubin, <i>Vice-Chair</i> | |
| Umberto Cellupica | Bernie DiVona | Alan Shefman | |

Staff

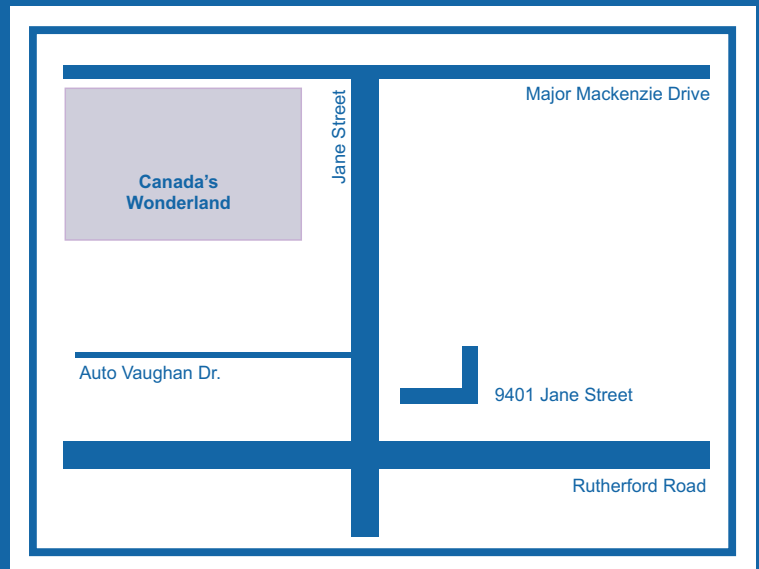
| | |
|---|--|
| Isabel Araya, <i>Executive Director</i> | Addai Mununkum, <i>Data Management Coordinator</i> |
| Annette Bailey, <i>Clinical Coordinator</i> | Natalie Petrella, <i>Receptionist</i> |
| Joanne Broadhurst, <i>Diabetes Nurse Educator</i> | Carla Ritchie, <i>Nurse Practitioner</i> |
| Michael Buu, <i>Physician</i> | Stacey Salmon, <i>Community Health Worker–Youth</i> |
| Julie Carthew, <i>Nurse Practitioner</i> | Hak Savani, <i>Bookkeeper</i> |
| Alka Chopra, <i>Diabetes Dietitian</i> | Frishta Shahsamand, <i>Medical Secretary</i> |
| Ketrina Dilo, <i>Social Worker</i> | LoAn Ta-Young, <i>Program Coordinator</i> |
| Kaz Dmuchowski, <i>Chiropodist</i> | Fatima Teixeira, <i>Medical Secretary</i> |
| Nina Greco, <i>Administrative Assistant</i> | Sajan Thomas, <i>Community Health Worker–Seniors</i> |
| Lennie Iskender, <i>Community Dietitian</i> | Ani Thomas, <i>Diabetes Nurse Educator</i> |
| Marlene Lauer, <i>Community Health Worker–Mental Health</i> | Teresa Tran, <i>Physician</i> |
| Claire McFarlane, <i>Registered Practical Nurse</i> | Sofia Uljanitski, <i>Physician</i> |
| Ewa Mileswska, <i>Diabetes Dietitian</i> | |

Volunteers

Imtiaz Bevi
Saira Malik
Mansoor Sarwat
Syeda Tunnoor
Maria Yaitskov

Community Partners

Alzheimer's Society
Blue Hills Child and Family Centre
Canadian Mental Health Association
City of Vaughan Recreation and Culture
Pathways for Children , Youth and Families of York Region
St Elizabeth Health Care
Together for Maple
York Region Public Health



Vaughan Community Health Centre

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