



ANNUAL REPORT

Vaughan Community Health Centre

Celebrating Growth



Message from the Chair of the Vaughan Health Campus of Care



Michael De Gasperis
VHCC Chair

Over the years we have witnessed incredible growth in Vaughan, now one of the fastest growing municipalities in Canada. With more and more families living and working in this City, our need for additional health care services continues to increase rapidly. Vaughan needs more doctors, nurses and public health programs, as well as a hospital, to keep pace with the growing demands of our community.

The Vaughan Health Campus of Care has made great strides towards bringing much needed health care services to our community and we are happy to be celebrating such growth.

A BIG REASON TO CELEBRATE - The Vaughan Community Health Centre (VCHC), a member of the Vaughan Health Campus of Care, and now in full operation, offers primary care, health promotion and illness prevention services to the community. The Centre continues to receive accolades from other health service providers, funders and community members for its exceptional accomplishments since it was formed in 2008. We congratulate the VCHC as it exceeds expectations in providing optimal care to its clients.

The VCHC is also co-located with other health care services provided by several organizations: York Central Hospital (hemodialysis unit), HealthWithCare (urgent care and wellness services) and Children's Treatment Network (rehabilitation services for children and youth). This model of care serves as a one-stop-shop for clients, a remarkable first step toward bringing our vision for the Vaughan Health Campus of Care to life.

Furthermore, over the past year the Vaughan Health Campus of Care (VHCC) has secured commitments from the Region of York and the City of Vaughan for long-term funding to help support the capital investment required to develop the Vaughan Health Campus of Care and Vaughan's future hospital. The VHCC is also collaborating with York Central Hospital on the planning for the hospital. This phase of planning includes identifying the service levels needed for the community, the staffing requirements and developing the physical plan for the facility.

With continued support and approval from our local community, our funders and the provincial government, and drawing strength from the dynamic energy of our community, we are realizing our vision of comprehensive, innovative, and an integrated Vaughan Health Campus of Care.



The Vaughan Community Health Centre, along with the Vaughan Health Campus of Care and the Vaughan Health Care Foundation form the Vaughan Health Services Group.

Message from VCHC Board Chair and Executive Director

2009 a year of unprecedented growth!

We want to share---and celebrate---with you the accomplishments of the Vaughan Community Health Centre (VCHC) over the last year. Embracing growth with the expansion of services was our main focus in 2009. In only one short year of operating, VCHC registered more than 2,500 clients. In addition, we expanded our programs and services by establishing thirty (30) partnerships with local and regional non-profit organizations. These collaborative projects have allowed the Centre to address some of the social determinants of health and to help our clients and community members take on a more active role in the promotion and maintenance of their health.

The single most significant fact about the past year is that all the growth and expansion was executed in an organized and meaningful manner that did not affect the Centre's regular operations. On the contrary, it was recognized by our clients as a positive step forward. This was reflected in the overwhelmingly affirmative review given to us by a group of surveyed clients. Ninety per cent (90%) of those surveyed believe that their quality of life improved as a result of the services provided by the Centre in the last year.

We are also both very pleased and proud to report that VCHC surpassed, by significant margins, most of the targets set by our funders.

The VCHC thanks its clients for the confidence they have shown in us; its board of directors, for its diligence in governing the Centre; its staff and volunteers for their constant efforts to raise the profile of the Centre within the community and to ensure that we provide the best healthcare services possible.



**Tony Carella,
Board Chair**



**Isabel Araya,
Executive Director**



**Tony Carella
Board Chair**

**Isabel Araya
Executive Director**

VCHC Board Members

Top row left to right: Pierina Minna, Aslam Daud, David Rubin, Isabel Araya (ED), Tony Carella (Chair), Lana Yetman, Quinto Annibale, Sandra Yeung-Racco, Michael DeGasperis, O.P. Lamba Bottom row left to right: Naseer Ahmad, Lou Greenbaum, Roohullah Shabon, Umberto Cellupica, Bernie DiVona, Noor Din Not pictured: Sam Ciccolini, Alan Shefman, Daniele Zanotti

Volunteer Appreciation

The Vaughan Community Health Centre (VCHC) has a strong and very successful volunteer program. Last year our volunteers amazed us with their generosity and desire to help our clients and their families. Each of them made tangible contributions in the Centre and became an integral part of our work. They were: Emmanuel Awdishu, Nazlene Lahashmi, Shobha Jain, Steven De Piero, Cibie Cahur, Jacqueline Rubino, Daniel Araya, Sonia Lena, Sharon Machado, Mirna Rivas and Julianna Jirjis. To learn more about how to become a volunteer, please log on to our website.

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Steven De Piero



Shobha Jain



Cibie Cahur and Nazlene Lahashmi



Jacqueline Rubino



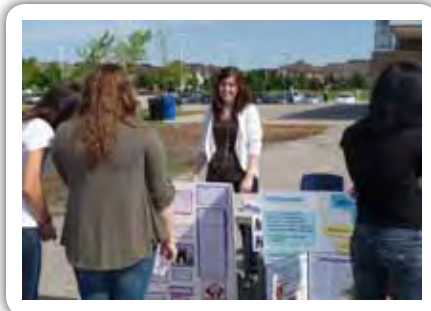
Emmanuel Awdishu

Community Advocacy

As part of the Centre's commitment to offering continued support for campaigns that affect community health, last year we heard and addressed the following issues: connecting the existing sidewalk located north-east of Jane Street and Rutherford Road to the sidewalk adjacent to 9401 Jane Street, Vaughan (across Auto Vaughan Drive). Furthermore, with the assistance of Board Chair, Tony Carella, the VCHC contacted the Region to help accelerate the process of constructing traffic lights at the intersection of Jane Street and Auto Vaughan Drive. Additionally, in recognition of the needs faced by many of our clients who depend on social assistance programs, the Centre collected over 50 petitions in support of the Special Diet Allowance. We are presently working with York Region Transit in addressing transportation as an identified barrier in accessing our services and programs.

Collaborations and Partnerships

Partnership	Description
York Central Hospital	Coordination of health services for individuals who do not have a health card, living with stroke program
York Region Public Health	Vaccination clinics for children and youth, seasonal flu vaccination, sexual health and parenting workshops for families with babies 0-3 months old.
Southlake Regional Health Centre	Thoracic clinic
Blue Hills Child and Family Centre	Parenting workshops for families with children 3 years and older
Canadian Mental Health Association	Mindful Eating and Active Living- Diabetes project
Elsbeth Heyworth Centre for Women	Yoga at VCHC and counselling at Blue Willow Activity Centre
YR Victim Services/4 District Police	Women's empowerment and educational program
City of Vaughan	On Your Mark – physical activity
Saint Elizabeth Health Care	Chronic disease management educational program
Pathways for Children, Youth and Families	Services for at-risk youth
Together for Maple	Youth drop-in at Maple High School
Woodbridge Medical Centre	Providing individual counselling for Diabetes clients



We also enjoyed the opportunity of establishing informal collaborations with Community Home Assistance to Seniors (CHATS), Human Endeavours, Vaughan Social Action Council, Citizens for Affordable Housing-York Region, Health With Care- Urgent Care Centre, Surrey Place, Alzheimer Society of York Region, Discovery Public School and local high schools: St. Jean de Brebeuf, St. Joan of Arc, Woodbridge College, Maple High School and Holy Cross Catholic Academy.

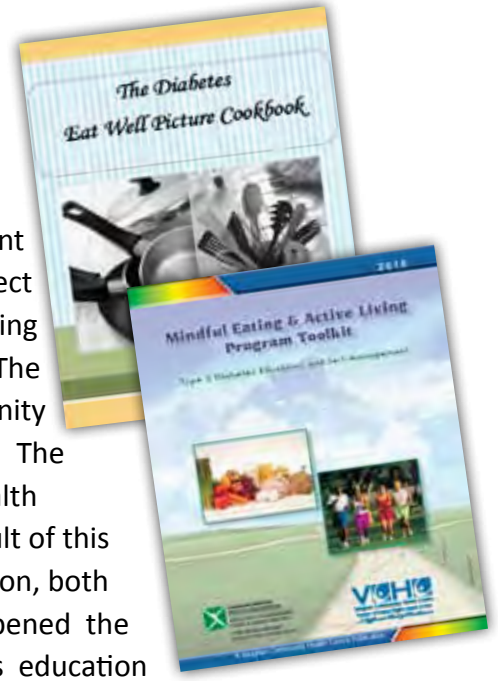


Collaborations and Partnerships

Mindful Eating and Active Living Project (M.E.A.L)

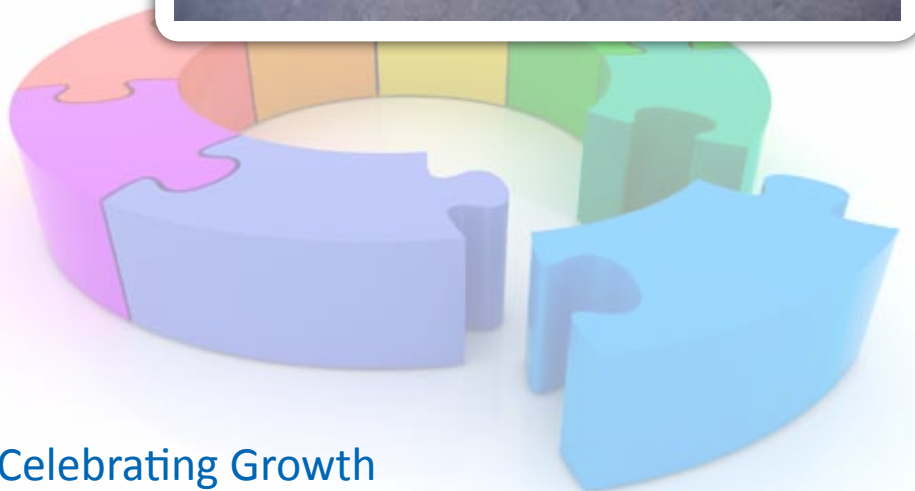
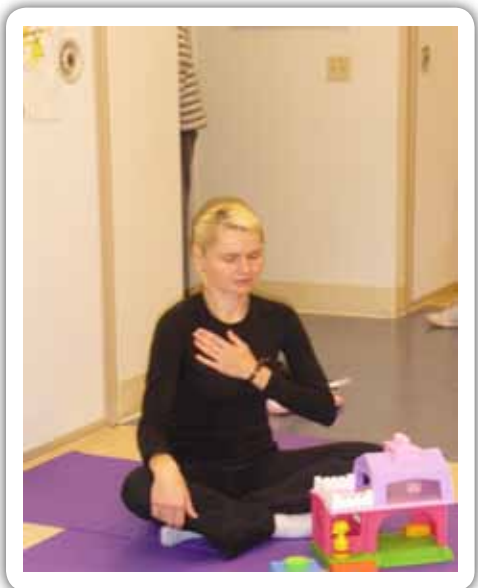


The development of the M.E.A.L project has been a rewarding experience for both The Vaughan Community Health Centre and The Canadian Mental Health Association. As a result of this successful collaboration, both organizations have opened the pathway for diabetes education and self management to clients experiencing mental health issues.



Yoga Program

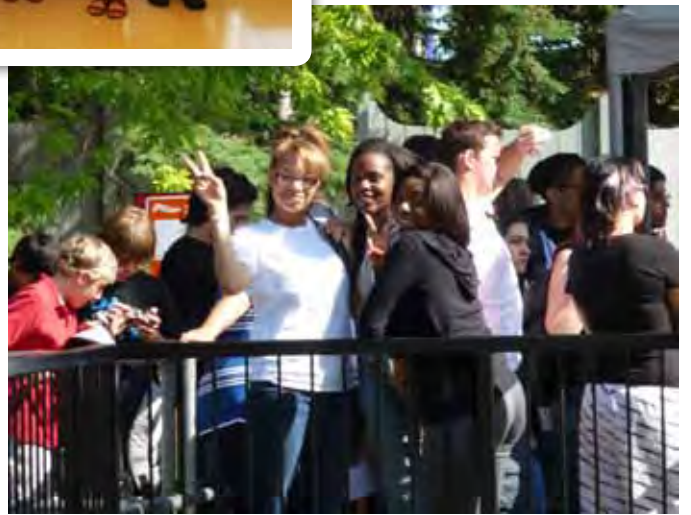
Vaughan Community Health Centre and the Elspeth Heyworth Centre for Women collaborated on a project that offered VCHC clients free Yoga classes. The objective of the program was to encourage our clients to participate in physical activity, maintain a routine and be educated in cardiovascular health, strength training, stretching and mental wellness. The program was subsequently expanded, adding an all-women's class offered once a week.



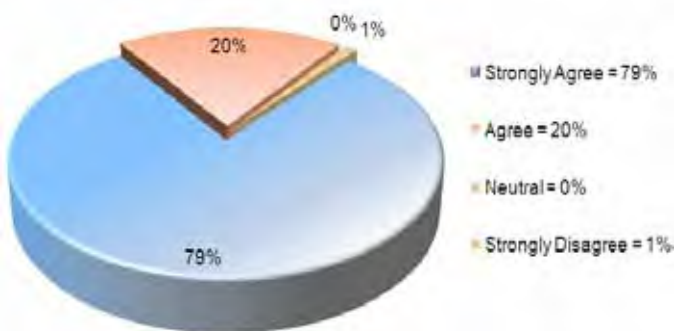
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Client Satisfaction Survey

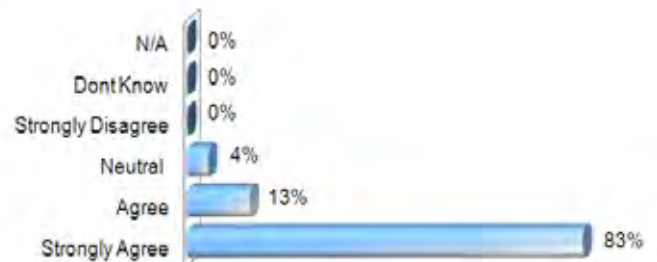
In 2009, the VCHC conducted its first Client Satisfaction Survey, gathering 92 self-completed questionnaires and conducting a focus group consisting of 10 participants. The survey and focus group provided our clients with an opportunity to offer feedback on our services and programs. The information gathered allowed our team to understand how to better meet the needs of our clients and how to make their experience at the centre more fulfilling and enjoyable. Since receiving these results, the VCHC has extended its clinical hours, expanded our program times and created new and exciting programs in direct response to our clients' feedback.



99% of VCHC clients agree that they are satisfied with the programs and services being offered.



96% of VCHC clients agree that staff are easy to talk to and encourage clients to ask questions



VCHC Programs



Brighter Beginnings is a program designed for mothers and children between the ages 2.5-5 years old. We have education, skills development workshops, physical exercise and activities.



Mini Chefs

A cooking program for children that teaches culture, nutrition and food safety.



*Women's Wellness
This program provides an opportunity for women in Vaughan to enjoy a cup of coffee and discuss with other women and health professionals various topics, including nutrition, stress management, enjoyment of leisure time, women's safety and so much more!*

On a Healthy Track...

A drop-in program for seniors, to promote wellness, focusing specifically on socialization, health education, exercise and cultural celebrations.



Urban Kitchen

This program provides youth with an opportunity to meet new friends, learn about different cultures and gain valuable life skills. They also learn to prepare delicious meals and share their creations with friends and family.



Yoga

Yoga Sessions offered at the VCHC helps participants improve flexibility, strength and cardiovascular fitness.

CLHIN News Release

The Central Local Health Integration Network recently acknowledged the VCHC for its many accomplishments in this past year by issuing a news release on July 21st, 2010 that recognized the VCHC's effort in providing sound and quality care to populations that may have otherwise experienced difficulty in accessing primary health care. As the number of clients continues to expand, the VCHC welcomed its 2,500th client; five times the initial target set by the CHLIN. Recognizing the diversity of clients, the VCHC made it a priority to hire staff that reflects the diverse community of Vaughan. Staff of the Centre speak approximately 18 different languages.



Completing the Vision: The Second Stage of Medicare

Next year Canadians will celebrate the 50th anniversary of Medicare, one of our country's finest achievements. When community members came together to create the first Community Health Centres in Ontario, they were inspired by Medicare's commitment that, as Canadians, we should care for one another. In this anniversary year, it is also important to highlight that the Community Health Centre movement has not only been inspired by Medicare's underlying values, but by a vision of how Medicare can continue to evolve and improve.

The first stage of Medicare addressed financial barriers to good health --- a publicly financed insurance system for doctors and hospitals. The second stage was intended to address the other barriers standing in the way of health and well-being, barriers both in and outside the health care system. As Douglas described it, rather than just focusing on "patching people up when they get sick," the second stage of Medicare would focus on "keeping people well." Completing the second stage of Medicare would also mean making sure community members shaped decisions about the services they received and that the social determinants of health are addressed.

Here at the Vaughan Community Health Centre, each and every day we put the Second Stage of Medicare into action. As Medicare's 50th anniversary fast approaches, let's renew our efforts.



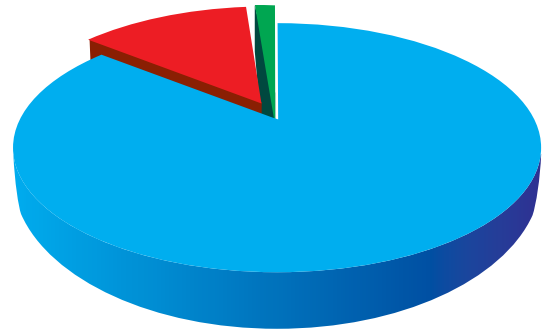
Tommy Douglas

Financial Information - 2009

Sources of Revenue

Central Local Health Integration Network	\$2,720,928
Ministry of Health and Long -Term Care	\$397,431
M.E.A.L. Project	\$29,994
Growth and Development Fund	\$2,100
Interest and other income	\$4,243

\$3,154,696

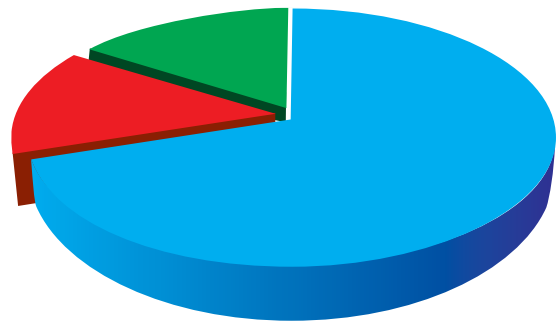


- Central Local Health Integration Network (86.25%)
- Ministry of Health and Long -Term Care (12.60%)
- M.E.A.L. Project (0.95%)
- Growth and Development Fund (0.07%)
- Interest and other income (0.13%)

Expenses by Type

Salaries and employee benefits	\$2,178,352
Occupancy costs	\$424,261
Direct service and supplies	\$510,177

\$3,112,790



- Salaries and employee benefits (70%)
- Occupancy costs (14%)
- Direct service and supplies (16%)

Funders

Central Local Health Integration Network
 Ministry of Health and Long -Term Care
 Public Health Agency of Canada

VCHC Staff



Top row left to right: Ketrina Dilo - Social Worker , Amy Haldenby - Nurse Practitioner, Joanne Anderson - Nurse Practitioner, Dr. Sofia Uljanitski - Physician, Robert Roopa - Community Engagement Worker - Kaz Dmuchowski - Chiropodist, Carla Ritchie - Nurse Practitioner, Hak Savani - Bookkeeper, Cleaire McFarlane - Registered Practical Nurse, Jon Tamblyn - Data Management Coordinator

Middle row left to right: Nina Greco - Administrative Assistant, Christa Mazzuca - Physiotherapist, Ewa Mileswska - Diabetes Dietitian, Dr. Teresa Tran - Physician, Stacey Salmon - Community Health Worker, Dr. Michael Buu - Physician, Sajan Thomas - Community Health Worker, Joanne Broadhurst - Diabetes Nurse Educator

Bottom row left to right: Roshan Haggalla - Security/Admin Support, Fatima Teixeira - Medical Secretary/Team Lead, Frishta Shahsamand - Medical Secretary, Sarah Hitchins - Clinical Coordinator, Isabel Araya - Executive Director, LoAn Ta-Young - Program Coordinator, Natalie Petrella - Receptionist, Ani Thomas - Diabetes Nurse Educator, Anaid Khatchatourian - Medical Secretary

Not pictured:

- Alka Chopra - Diabetes Dietitian,*
- Marlene Lauer - Community Health Worker,*
- Sara Berdugo - Commuity Dietitian,*
- Kelly Lo - Community Health Worker,*
- Cindy Sabolic - Program Coordinator (M.E.A.L),*
- Mahsa Esmaeili - Student Assistant,*
- Rob D'Amico - Handyman*



Celebrating Growth



Vaughan Community Health Centre
Member of Vaughan Health Campus of Care

Vaughan Community Health Centre

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