

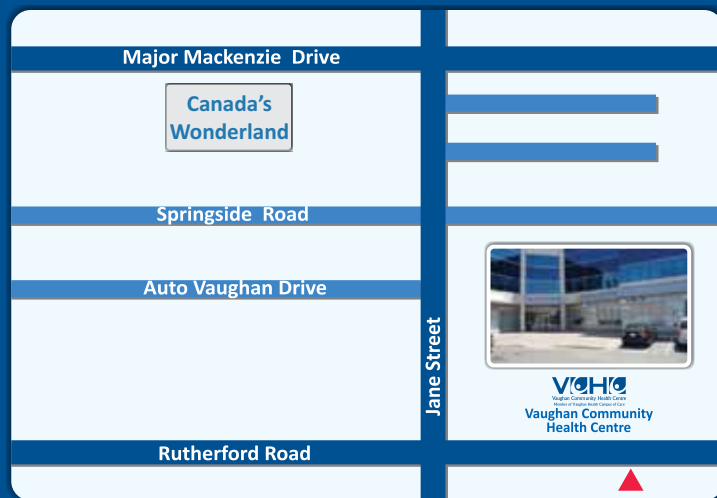
**PARTNERS:**

- Active Together Committee
- Blue Hills Child and Family Centre
- Central & Southern Ontario CHC RD Action Group
- CHATS
- Citizens for Affordable Housing
- CMHA-Vaughan Act Team
- Community Diabetes Education Network of Toronto
- Elspeth Heyworth Centre for Women
- Healthy Aging Working Group of York Region
- Jewish Russian Community Centre
- Maple High School
- Opening Doors Project
- Pathways for Children, Youth and Families
- Ryerson University
- Seneca College
- Seniors Service Providers Network of York Region
- Southlake Regional Health Centre
- St. Jean de Brebeuf High School
- Together for Vaughan
- Vitanova
- Woodbridge College
- Woodbridge Medical Centre
- York Central Hospital
- York Region Community and Health Services
- York Regional Police – District 4
- York University

# Vaughan Community Health Centre

Annual Report  
2010 - 2011

## Celebrating Quality & Success



### Vaughan Community Health Centre

9401 Jane Street, Suite 206, Vaughan, ON L6A 4H7  
(Jane & Rutherford)

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**Michael De Gasperis**  
VHCC CHAIR

Vaughan is one of the fastest growing municipalities in Canada, with an urgent need for additional health care services close to home. 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 Care Foundation (VHCF), the Vaughan Community Health Centre (VCHC) and the Vaughan Seniors Care Services (VSCS) are member organizations of the Vaughan Health Campus of Care (VHCC) and together they have the mandate to create a thriving and dynamic Campus of Care to support sustainable health services for the community of Vaughan, through a common vision of integration, innovation and excellence. Together we made great strides towards bringing much needed health care services to our community and we are happy to be celebrating such growth.

We are proud of the many accomplishments the VCHC achieved in the short time since it was formed in 2008. The VCHC promotes health and well-being, facilitates access to services for the most vulnerable, and collaborates with partners to address community priorities. The VCHC provides primary health care services, social programs and health promotion services with an emphasis on priority populations who require improved access to care, and/or who have a greater burden of disease or illness, requiring additional resources. Healthy organizations such as the VCHC are committed to quality.

We congratulate the VCHC as it exceeds expectations in providing optimal care to its clients as per the outcome of the most recent voluntary accreditation review by the Ontario's Community Health Centres' Building Healthier Organizations. Achieving a four year accreditation is a demonstration of the soundness and sustainability of our organization, the quality of work provided, responsiveness to the community, a healthy working environment and accountability.

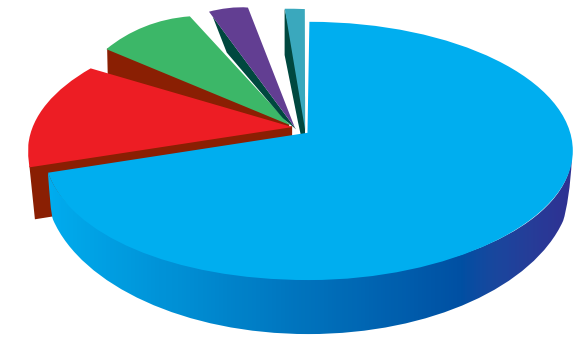
With continued support from our local community, our funders and the provincial government, and drawing strength from the dynamic energy of our community, we are realizing our vision of comprehensive, innovative, and an integrated Vaughan Health Campus of Care.



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.

### Sources of Revenue

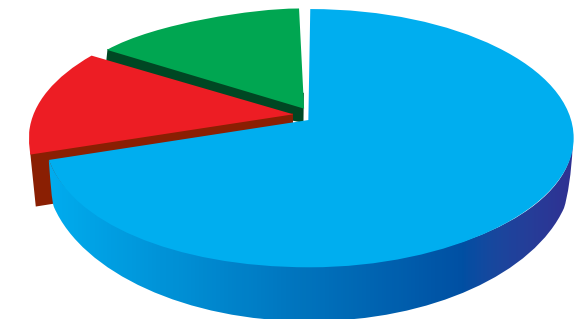
Central Local Health Integration Network	\$ 3,059,125
Ministry of Health and Long -Term Care	\$ 656,761
M.E.A.L. Project	\$ 107,643
Seniors Wellness Ambassadors	\$ 24,500
Growth and Development Fund	\$ 270
Interest and other income	\$ 28,394
<b>Total</b>	<b>\$ 3,876,693</b>



- Central Local Health Integration Network (79%)
- Ministry of Health and Long -Term Care (17%)
- M.E.A.L. Project (3%)
- Seniors Wellness Ambassadors (1%)
- Growth and Development Fund (0%)
- Interest and other income (1%)

### Expenses by Type

Salaries and employee benefits	\$ 2,629,337
Occupancy costs	\$ 522,052
Direct service and supplies	\$ 472,031
<b>Total</b>	<b>\$ 3,623,420</b>



- Salaries and employee benefits (73%)
- Occupancy costs (14%)
- Direct service and supplies (13%)

### Funders

- Central Local Health Integration Network
- Ministry of Health and Long -Term Care
- Public Health Agency of Canada
- Seniors Wellness Ambassadors Program

Audited financial statements available upon request from the office of the Executive Director.



- Anderson, Joanne \_\_\_\_\_ Nurse Practitioner
- Araya, Isabel \_\_\_\_\_ Executive Director
- Berdugo, Sara \_\_\_\_\_ Dietician, Diabetes Program
- Broadhurst, Joanne \_\_\_\_\_ Diabetes Nurse Educator
- Chau, Yuki \_\_\_\_\_ Program Receptionist
- Chopra, Alka \_\_\_\_\_ Community Dietician/  
DEP Program Cordinator
- Dilo, Ketrina \_\_\_\_\_ Social Worker
- Dmuchowski, Kaz \_\_\_\_\_ Chiroprapist
- Dr. Buu, Michael \_\_\_\_\_ Physician
- Dr. Tran, Teresa \_\_\_\_\_ Physician
- Dr. Uljanitski, Sofia \_\_\_\_\_ Physician
- Greco, Nina \_\_\_\_\_ Administrative Assistant
- Haldenby, Amy \_\_\_\_\_ Nurse Practitioner
- Jilani, Hamayun \_\_\_\_\_ Clinical Coordinator
- Kalmanson Elena \_\_\_\_\_ Nurse Practitioner
- Khatchatourian, Ana \_\_\_\_\_ Medical Secretary
- Lauer, Marlene \_\_\_\_\_ Community Health Worker -  
Mental Health & Addictions
- Leung Christopher \_\_\_\_\_ Data Management Coordinator

- Liubansky, Irina \_\_\_\_\_ Diabetes Nurse Educator
- Lo, Kelly \_\_\_\_\_ Community Health Worker-Families
- Looi, Pauline \_\_\_\_\_ Chiroprapist- Diabetes Program
- Mazzuca, Christa \_\_\_\_\_ Physiotherapist
- McFarlane, Clearie \_\_\_\_\_ Registered Practical Nurse
- Milewska, Ewa \_\_\_\_\_ Dietician, Diabetes Program
- Parastesh, Roshanak \_\_\_\_\_ Diabetes Nurse Educator
- Petrella, Natalie \_\_\_\_\_ Diabetes Administrative Assistant
- Roopa, Rob \_\_\_\_\_ Community Engagement Worker
- Sabolic, Cindy \_\_\_\_\_ Community Health Worker - Seniors
- Salmon, Stacey \_\_\_\_\_ Community Health Worker - Youth
- Savani, Hak \_\_\_\_\_ Bookkeeper
- Shahsamand, Frishta \_\_\_\_\_ Medical Secretary
- Ta-Young, LoAn \_\_\_\_\_ Program Coordinator
- Teixeira, Fatima \_\_\_\_\_ Medical Secretary – Team Leader
- Thomas, Sajan \_\_\_\_\_ Social Worker- Diabetes Program
- Maina, Anne \_\_\_\_\_ Project Assistant- New Horizon
- Bozzetto, Valentina \_\_\_\_\_ Student- Medical Secretary Assistant
- Tea, Sarah \_\_\_\_\_ Student- Relief Receptionist



*This has been an extremely active year for the Vaughan Community Health Centre (VCHC), one in which we continued to grow and develop our services, established a comprehensive strategic plan for the next three years, and prepared for our first accreditation review. Achieving accreditation is a very important milestone for any organization. For a new one, such as ours, it is even more special and challenging! For that reason, preparing for the accreditation review consumed much of the time and attention of both the board of directors and staff. This entailed developing every policy, procedure and protocol regarding the governance and operation of the VCHC, and then collecting the documentation needed to demonstrate that these policies, procedures and protocols have in fact been followed.*

*As part of the accreditation readiness process, we met with our clients, partners, and staff to obtain their input and feedback on our services; we reviewed the results of our clinical chart audits and human resources files; we conducted an inventory of our assets; and in the end we thoroughly demonstrated that our day-to-day practice, in fact, reflects accreditation standards. We are happy to report that the VCHC met all standards and in four instances achieved an Innovation/Excellence rating. Areas deemed excellent were: leadership and planning, managing information, client record audit and community responsiveness.*

*We look forward to celebrating this achievement with you. Our success was the result of forward-looking leadership, sound planning, and a commitment to providing exceptional health care services and social programs to the people of Vaughan. Clearly, energetic teamwork fuelled these efforts, and we take this opportunity to acknowledge and thank everyone who participated in the process; particularly, VCHC staff, volunteers, partners and directors.*



Isabel Araya  
Executive Director



Tony Carella  
Chair Board



Tony Carella  
Board Chair

Isabel Araya  
Executive Director

VCHC Board Members

- Top row left to right:** Daniele Zanotti, Pierina Minna, Roohullah Shabon, Sandra Yeung-Racco, Dr. Umberto Cellupica, Alan Shefman, O.P. Lamba, Naseer Ahmad, Bernie DiVona, Quinto Annibale
- Bottom row left to right:** Dr. Aslam Daud, Isabel Araya, Tony Carella, David Rubin, Lana Yetman
- Not in Picture:** Noor Din

## The Vaughan Community Health Centre proves to be a healthy organization!

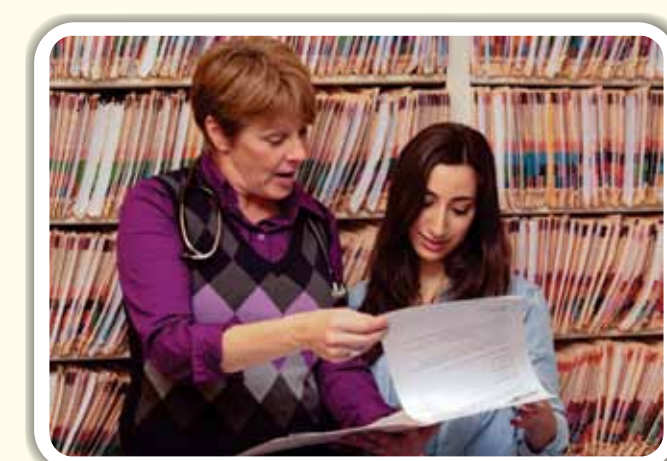
The Vaughan Community Health Centre's (VCHC's) first accreditation review took place in July 2011. It was conducted by the Community Organization Health Inc., who sent a team of three (3) senior staff from other CHC's in Ontario. In preparation, the Centre submitted hundreds of documents to the accreditation team for review. The VCHC also had its community partners complete an anonymous survey regarding their experience on collaborating with VCHC and the impact that our work has on the community that we serve. The results of the survey were then provided to the accreditation review team for its perusal.

The review team reviewed the community context, made observations regarding our facility, and interviewed the VCHC's Board members and staff members.

According to the reviewers, they were "...astounded by the VCHC's accomplishments in so short a period of time", citing the speed and efficiency with which we set up operations, attracted nearly 4,400 clients, and prepared for a rigorous accreditation process. They also indicated they were "...tremendously impressed by the strategic approach the VCHC has taken in terms of outreach to the community and partnership development."

The reviewers made particular note of the presence of a skilled and committed Board; well developed board processes; passionate, professional and diverse staff; open communication; a respectful and supportive work environment; thorough and clear policies and procedures; a broad range of accessible programs and services; a client-centred approach; our solicitation of and response to community input; and strong volunteer and student policies and procedures.

Achieving accreditation demonstrates to our clients, our funders and to the public, the **soundness and sustainability** of our organization, the **quality** of our work, our **responsiveness** to the community, our **healthy working environment**, and our **accountability**. In addition, it speaks to VCHC's commitment to build and sustain a **healthy organization** dedicated to service excellence by working on continuous improvement of services, programs, activities, systems and procedures.



## In addition to preparing for accreditation, in 2010 the VCHC worked on the following special initiatives:

### Partnership Appreciation

The VCHC's first Partnership Appreciation Event was held on February 16, 2011. The event was successful, having drawn over twenty of our thirty three community partners and collaborators. The event provided VCHC staff with an opportunity to celebrate each partnership and dialogue with other agencies on existing or future initiatives. Each organization was presented with a plaque in recognition of their outstanding commitment and support of the VCHC and the community.

### Anti-Bullying Symposium

The VCHC recognized bullying as a central issue of concern for youth, parents, teachers and administrators in our community. To address this issue, the VCHC held a symposium to raise awareness of this problem and educate our community. The VCHC invited human rights expert, Dr. Karen Mock, and York Region Anti-Bullying Coalition co-founders, Daniel and Karen Sebben, to address how to identify, recognize and manage bullying.

### New Horizon's Funding

The VCHC recently received funding for a Vaughan Seniors Wellness Ambassadors Project. This project is jointly delivered by CHATS. This program trains seniors to facilitate programs for other seniors and older adults in the community. This training takes place at various community centres located throughout Vaughan. The topics include physical activity, healthy eating, arts and crafts, navigating the health care system and available community resources.

### Strategic Direction

Over the past year, the VCHC collected information from our partners, clients, staff, Community Advisory Council, Board of Directors, and community members in an effort to revise and re-examine our strategic plan. The information gathered allowed us to better understand the needs of our community and re-evaluate our plan, vision and values accordingly. In April of 2011, VCHC's 2011-2014 Strategic Direction plan was finalized and approved by our Board of Directors.

