

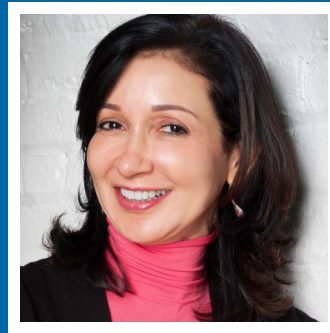
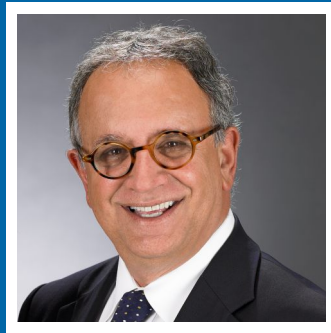
COMMUNITY REPORT 2014-2015

ENHANCING QUALITY OF LIFE



MESSAGE

FROM BOARD CHAIR AND EXECUTIVE DIRECTOR



Our agenda---to improve quality of life in the City of Vaughan---continued to drive our day- to-day activities last year and is reflected in multiple accomplishments. We have chosen to highlight just four:

1. Creating and Leading the Development of the Vaughan Wellbeing Report. The report provided a detailed, data-driven snapshot about the quality of life in Vaughan based on the eight domains that form part of the Canadian Index of Wellbeing. Four key policy recommendations addressed to regional and municipal governments were developed: increase affordable housing, increase access to affordable transportation, improve air quality and promote local economic development.

2. Ratifying VCHC's 2015-2018 Strategic Directions. Our previous strategic directions were ratified through a very comprehensive and engaging process that involved all our stakeholders. Our directions continue to be: provide leadership on local community health priorities, develop strategic partnerships that leverage our capacity to deliver accessible and responsive services, and ensure continuous quality improvement.

3. Preparing for Accreditation. In our continued quest for excellence in the delivery of our services, the VCHC devoted the best part of last year to ensuring that all standards identified for good governance and operations of a healthy community based organization were met. As expected, the review yielded outstanding results.

4. Expanding our Focus on Chronic Disease Prevention and Management. VCHC's commitment to improve the quality of life in the City of Vaughan was reflected in the expansion of our Chronic Disease Prevention and Management Program--, an interdisciplinary framework that deals with all factors that impact a chronic disease.

All these accomplishments were possible due to the energy and hard work of VCHC Directors, staff, students, volunteers and community partners. We would like to take this opportunity to thank everyone for their untiring efforts, energy and commitment to the Centre.

Tony Carella
Board Chair

Isabel Araya
Executive Director



VCHC Board of Directors 2014-2015

Top Row - Left to Right:

Pierina Minna, Aslam Daud, Tony Carella, Isabel Araya, Alan Shefman, Sandra Yeung Racco, Daniel Ferman

Bottom Row - Left to Right:

Robert Colelli, Ina Gutium, Sandra Parker, Marsha Barnes, David Wexler

Not Pictured: David Rubin

VAUGHAN COMMUNITY WELLBEING REPORT



Launch of Vaughan Community Wellbeing Report at Vaughan City Hall

The Vaughan Community Health Centre embarked on a collaboration with the Association of Ontario Health Centres and community partners to assess the wellbeing of residents of Vaughan. The group of partners, now known as the Vaughan Community Wellbeing Coalition, came together to create a report that outlines how residents of Vaughan are really doing in terms of their overall wellbeing. This report is based on the Canadian Index of Wellbeing (CIW) and provided a detailed data driven snapshot about the quality of life in Vaughan based on the eight domains that form part of the CIW framework. The Vaughan Wellbeing Report identified four areas that require more attention:

- 1) Transportation
- 2) Air Quality
- 3) Affordable Housing
- 4) Economic Development for Newcomers

About the Canadian Index of Wellbeing

The CIW is a tool that measures what matters to Canadians. It tracks wellbeing from year to year in an effort to offer clear, effective, and regular information on the quality of life of all Canadians. It provides unique insights into the quality of life of Canadians – overall and in specific areas that matter.

Specifically, the CIW looks at the following domains:

1. Community vitality
2. Democratic engagement
3. Education
4. Environment
5. Healthy populations
6. Leisure and culture
7. Living standards
8. Time use

Members of the Coalition include:

City of Vaughan, United Way Toronto & York Region, York University, York Region District School Board, Catholic Community Services of York Region, Social Planning Council of York Region, Vaughan Public Libraries, Human Endeavour and Vaughan Community Health Centre

The release of the Vaughan Wellbeing Report was on Tuesday, November 3, 2015 at the Vaughan City Hall where the report was shared with various stakeholders including the Mayor and City Councillors, community partners, members of the media and community members.

The report is available online. To obtain your copy of the report, please go to:

<http://www.vaughanhealthcarechc.com/vaughan-community-wellbeing-report>



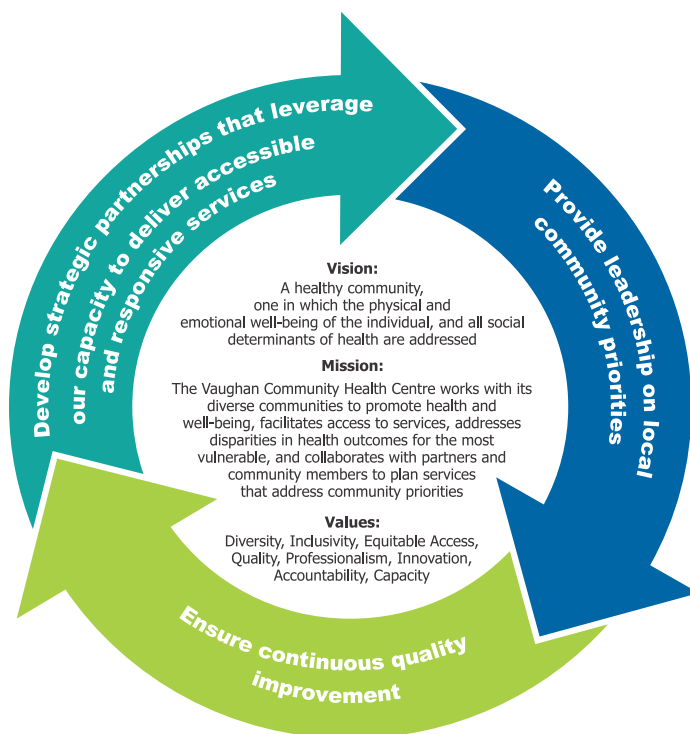
Summer Camp Program



Computer Program for Seniors

VCHC's 2015-2018 STRATEGIC PLAN

The VCHC embarks on a review process of its strategic directions every 4 years. In the summer of 2014, a Community Needs and Strengths Assessment was conducted to inform VCHC's 2015-2018 strategic directions. The new Strategic Directions identified our Centre's priorities within the next 4 years. These directions will help us move forward our Centre's vision, mission, and core values. In the next 4 years, the VCHC will be working towards achieving the following strategic goals:



► **Provide leadership on local community health priorities**

The VCHC will target key health priorities as identified by stakeholders, work in collaboration with other organizations and advocate for change

► **Develop strategic partnerships that leverage our capacity to deliver accessible and responsive services**

The VCHC will address access barriers by collaborating with other organizations in order to provide accessible and responsive services

► **Ensure continuous quality improvement**

The VCHC will continue to invest in quality improvement initiatives in order to provide quality care and services to its clients.

PREPARING FOR ACCREDITATION

The Vaughan Community Health Centre's goal of improving individual and community health is reflected in its commitment to build and sustain a healthy organization. Thus, every four years, the VCHC participates in a formal accreditation review process. Achieving accreditation is a demonstration--to all our stakeholders and the public at large---of the soundness and sustainability of the VCHC, the quality of its work, its responsiveness to the community, its healthy working environment, and its accountability.

for Accreditation (CCA). The CCA is a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social services organizations across Canada. Leading up to the review days in June, the Accreditation review team had a chance to examine VCHC's policies, financial reports as well as survey VCHC staff, partners and board. While at the Centre, the team conducted observations, spoke with VCHC clients, directors and staff. The Accreditation team presented an oral report on their findings to the VCHC Board of Directors and staff on June 25th, 2015. The feedback received indicated that the VCHC is a well-organized, client friendly and client-centered organization which provides accessible services to the community.

- ▶ well-organized
- ▶ client friendly
- ▶ client-centred

Over the last four years, the VCHC prepared for an accreditation review process which took place over the course of three days in June 2015. The review was conducted by the Canadian Center



Computer Program for Seniors

EXPANSION OF THE CHRONIC DISEASE MANAGEMENT AND PREVENTION PROGRAM

According to the Public Health Agency of Canada, Chronic Diseases are the most significant causes of death worldwide. In Canada, 3 out of 5 Canadians older than 20 years of age have a chronic illness. In order to address this issue, the VCHC has

recently created a Chronic Disease Prevention and Management Program to support individuals at risk or living with chronic diseases. The newly created Chronic Disease Prevention and Management Program takes an interdisciplinary approach to prevent and address Type 2 Diabetes and Chronic Obstructive Pulmonary Disease. The program offers individual counselling, physical activities, education on healthy diets, stress management and other factors affecting chronic diseases. The goal of the program is to provide support and education to anyone who is at risk of or is living with chronic illnesses, as well as to foster self management skills.



Type 2 Diabetes Education

The VCHC Diabetes Education Program continues to provide individual and group counselling to the VCHC community. Appointments are available during the day, evenings, and Saturdays. Individual sessions are tailored to meet the needs of each client at any stage of diabetes management. In a supportive environment clients are counselled to make positive changes in lifestyle.

Group sessions are interactive and motivational. Participants gain knowledge while having an opportunity to share experiences and learn from one another---a good complement to individual counselling. Clients are supported in the following areas: blood sugar management; training on how to use a glucometer; blood pressure monitoring; foot assessments; healthy eating; individual meal plans; reading food labels; stress management and more.

Source:

Centre for Chronic Disease Prevention and Control, Public Health Agency of Canada, using POHEM Model, Statistics Canada



Physical Activity Programs

Physical inactivity is a risk factor for chronic diseases. Thus, over the course of the last year, the VCHC has expanded its services for individuals who may be at risk of or are living with chronic illnesses by converting a portion of its space into a facility where clients can safely exercise under the direction of certified instructors. A variety of exercise sessions are offered. The Registered Kiniseologist also offers one on one sessions as part of the program.

Chronic Obstructive Pulmonary Disease Program (COPD)

The VCHC recently added the COPD Management and Prevention Program as part of its services. Individuals feeling short of breath, or are present or past smokers, or have a known lung condition are supported through the services of this program. VCHC's Registered Respiratory Therapist and Certified Respiratory Educator works one-on-one with clients to offer comprehensive educational sessions. Tools and resources are provided to improve the management of COPD in order to enjoy and maintain an improved quality of life. VCHC's Respiratory Therapist offers individual appointments and group sessions three days a week during day and evenings hours as well as on Saturdays. In addition to educational sessions, we offer exercise classes led by a Registered Kinesologist.

HEALTH PROMOTION PROGRAMS & COMMUNITY ENGAGEMENT EVENTS



Seniors Program

At the VCHC, we run a number of health promotion programs for young families, youth, adults, individuals with mental health and addiction issues and individuals who are at risk of or are living with chronic illnesses. We also hold a variety of community engagement events. Some of our programs and events held over the last year are:

Coffee and Chats Women's Group

A group of VCHC clients requested to have a safe and positive space for women to get together to discuss issues relating to their health and everyday life. Hence the Coffee and Chats program was created. Participants have an opportunity to meet new friends, discuss topics of their choice, and hear from guest speakers.

For more information about this program, please call 905-303-8490 Ext. 156

Healthy at Home Program

The VCHC and Bernard Betel Centre provide the Healthy at Home program for seniors 65 years of age and older. Seniors have the opportunity to make friends, discuss topics that affect their health, hear from guest speakers on topics of their choice, and more!

For more information about this program, please call 905-303-8490 Ext. 156



Cooking on a Budget and Healthy Eating Program



Physical Activity Program

Physical Activity Programs

Physical activity has many benefits to the overall health of an individual, such as lowering the risk of heart disease, stroke, and helping prevent and control risk factors such as high blood pressure, high cholesterol, type 2 Diabetes and more. Physical activity can also reduce stress levels, increase energy, and improve sleep. To these ends, the VCHC provides a variety of physical activity programs -- at its location and in the community-- for adults, seniors, and individuals who are at risk or have a chronic illness. Physical activity programs generally run in 10 week batches and registrations are held three times per year.

For more information about physical activity programs, please call 905-303-8490 Ext. 156

Source:
http://www.heartandstroke.com/site/c.iklQLcMWJtE/b.8907587/k.56D5/The_benefits_of_physical_activity.htm

Intergenerational Computer Program

Intergenerational programs provide a variety of benefits to both youth and seniors. At the VCHC, the Computer Program for seniors was designed to help seniors familiarize themselves with computer programs, the internet and email. Local youth volunteer to support seniors in the discussions and instruction. Social time, computer education and general discussion are the key activities of this program. Youth and seniors interact with each other and exchange their ideas and views on various day-to-day issues. The program also helps seniors to improve their social connection by learning communication skills through emails and social networking sites.

For more information about this program, please call 905-303-8490 Ext. 156



Computer Program for Seniors



Physical Activity Program



Young Families Programs

The VCHC provides a variety of programs for young families ranging from school readiness to nutrition and science-based programs. This past year, together with the Ontario Early Years-Vaughan-King-Aurora, the VCHC provided seven different young families programs focusing on healthy child development and school readiness. There are many benefits to having early supports at home and in the community for children who are starting school. Research has shown children given the proper supports will have a more positive attitude toward mathematics and general education. Parental and community involvement is also key to building a child's learning foundation.

At the same time, the VCHC provided various nutrition-based and science programs for children and their caregivers such as Mini Chefs, Sticky Fingers, and Fizz Kids. Among the many benefits for children who learn to cook from a young age we have: increase in literacy and numeracy skills as well as development of healthy habits. The Fizz Kids program, for children ages 3-6, engages children through science experiments and fun activities so they can explore various objects they encounter and events that happen in everyday life.

For more information about any of the programs offered to young families, please call 905-303-8490 Ext. 153

Source:

<http://familymathcanada.org/contact-us/>

<http://healthycanadians.gc.ca/eating-nutrition/healthy-eating-saine-alimentation/cooking-kids-cuisiner-enfants-eng.php>



Partnership Appreciation Event

Partners Appreciation Luncheon February 25, 2015

Here at the VCHC, we know that developing and maintaining strategic partnerships will leverage our capacity to deliver accessible and responsive services. Thus, working with community partners has become a vital component of providing services to our clients and the community at large. On February 25, 2015 the VCHC took the opportunity to thank its partners by holding a Partnership Appreciation lunch. The VCHC's Executive Director and Management team acknowledged the contributions which allow the VCHC to serve the community in a meaningful way and continue to work towards achieving its vision of a healthy community.



Partnership Appreciation Event



<p>HIGHLIGHTS of last years' service delivery activities:</p>	<p>15,000 face-to-face and telephone appointments were delivered by VCHC's Doctors and Nurse Practitioners</p>	<p>240 non-insured clients were served</p>	<p>517 group program sessions were delivered by VCHC's Health Promotion Team</p>	<p>150 community residents were referred by local physicians to VCHC's external physiotherapy services *</p>
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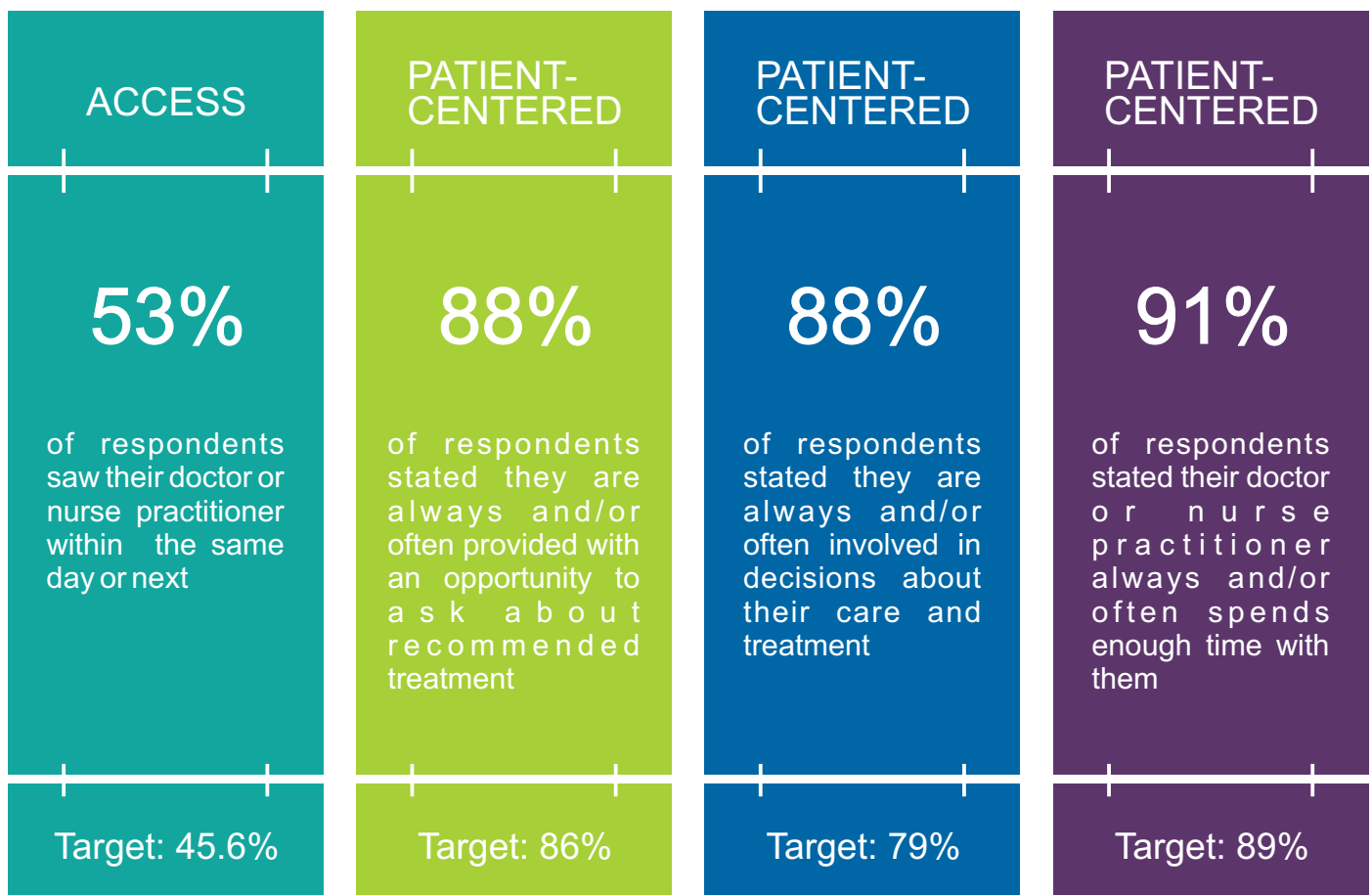
*The external physiotherapy program allows community members who do not have a Family Physician at the VCHC to receive free physiotherapy services at a local physiotherapy office.

CLIENT EXPERIENCE SURVEY RESULTS

The VCHC surveys its clients to obtain feedback on its programs and services on regular basis. This past year, the VCHC translated the surveys into the top languages spoken of VCHC clients.

The results of the Client Experience Survey are reviewed every three months and presented to the VCHC Quality Improvement Committee. The committee discusses various measures to improve clients' experience at the VCHC. At the end of each year, the results are also shared with VCHC Board of Directors and staff. Lastly, the results are reflected in the VCHC's Quality Improvement Plan which is submitted to Health Quality Ontario.

Here is a summary of results from our 2014-2015 Client Experience Survey. 170 clients completed the survey.



- ▶ 95% of the clients “always or often” feel that staff explained things in a way that is easy to understand; the services were easily accessible; and also met their needs
- ▶ 94% of the respondents agreed that VCHC has a positive impact in their community
- ▶ 98% of respondents feel comfortable and welcome at VCHC
- ▶ 92% of respondents agreed that VCHC's programs and services helped them to improve their health and well-being
- ▶ Some clients expressed their need for increased access to appointment booking and oral health



Summer Camp Program



Cooking on a Budget and Healthy Eating Program



Seniors Computer Program



VCHC STAFF

Anderson, Joanne	Nurse Practitioner
Aman, Erum	Medical Receptionist Relief
Araya, Isabel	Executive Director
Bello, Peter	Chiropodist, Diabetes Education Program
Berdugo, Sara	Registered Dietitian, Diabetes Education Program
Chan, Daisy	Finance and Operations Manager
Chau, Yuki	Receptionist
Chopra, Alka	Chronic Disease Program Coordinator
Dickie, Kathryn	Respiratory Therapist
Dilo, Ketrina	Social Worker
Dmuchowski, Kaz	Chiropodist
Dr. Ahmad, Fuad	Family Physician
Dr. Brukson, Aleksei	Family Physician
Dr. Bray, Rina	Family Physician
Dr. Kizuik, Meghan	Family Physician
Dr. Tran, Teresa	Family Physician
Dr. Uljanitski, Sofia	Family Physician
Gaffling, Barbara	Receptionist Relief
Gonzales, Sabrina	Community Dietitian
Greco, Nina	Administrative Assistant
Haldenby, Amy	Nurse Practitioner
Jalal, Wael	Data Management Coordinator
Kalmanson, Elena	Nurse Practitioner
Khatchatourian, Ana	Health Promotion Team Lead
Kuperman, Raya	Medical Receptionist
Lo, Kelly	Community Health Worker – Student and Volunteer Coordinator
Mazzuca, Christa	Physiotherapist
McFarlane, Clearie	Registered Practical Nurse
Mesa, Adelaida	Medical Receptionist
Milewska, Ewa	Registered Dietitian, Diabetes Education Program
Munawar, Asma	System Navigation Case Manager
Nikovola, Violeta	Registered Diabetes Nurse Educator
Noce, Pina	Receptionist Relief
Parastesh, Roshanak	Registered Diabetes Nurse Educator
Petrella, Natalie	Diabetes Medical Receptionist
Pillai, Jaya	System Navigation Case Manager
Rahim, Malal	Medical Receptionist Relief
Reale, Melissa	Registered Diabetes Nurse Educator
Sabolic, Cindy	Community Health Worker
Saboor, Hosay	Casual Management Support

THERE ARE MANY WAYS IN WHICH TO PROVIDE FEEDBACK TO THE VCHC



Client Experience Surveys

If you would like to provide your feedback on VCHC's programs and services, please complete our Client Experience Survey which is located at the 1st and 2nd floor reception areas. Surveys are available in 5 different languages: English, Russian, Urdu, Italian, and Spanish.



Suggestion Boxes at the Centre

Suggestion Boxes at the Centre: Clients are also welcome to drop a comment in our suggestion box anytime they are at the Centre, which are located on the 1st and 2nd floors.

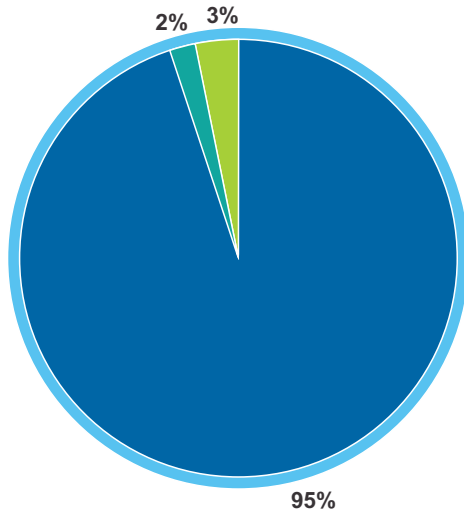
Website and Email:

Visit our website at:
www.vaughanhealthcarehc.com

and send us a comment via our Contact Us page or email at:

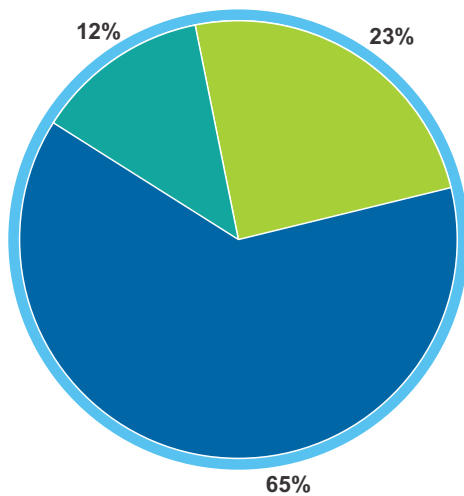
info@vaughanhealthcarehc.com

FINANCIAL INFORMATION



Sources of Revenue

■ Central Local Health Integration Network	\$ 4,630,758
■ Ontario Trillium Foundation	67,900
■ Other Revenue	156,875
	\$ 4,855,533



Expenses by Type

■ Salaries and employee benefits	\$ 3,080,965
■ Occupancy costs	572,062
■ Direct service and supplies	1,115,308
	\$ 4,768,335

Funders

- Central Local Health Integration Network
- Ontario Trillium Foundation
- Human Resources and Development Canada
- The Regional Municipality of York

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



Vaughan Community Health Centre
Member of Vaughan Health Campus of Care

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 [@Vaughan_CHC](https://twitter.com/Vaughan_CHC)

Hours of Operation

Monday: 8:00am-5:00pm
Tuesday: 8:00am-8:00pm
Wednesday: 8:00am-8:00pm
Thursday: 8:00am-8:00pm
Friday: 8:00am-5:00pm
Saturday: 8:00am-12:00pm