



VAUGHAN
COMMUNITY HEALTH CENTRE

2016-17 COMMUNITY REPORT





MESSAGE

FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

2016 was another busy and productive year for the Vaughan Community Health Centre (the VCHC) as we continue to break down barriers to health equity, address new community needs and build collaborations to increase community capacity. We have chosen four examples which highlight the work completed last year:

1. **Improving Quality of Life:** Lack of access to affordable dental care continues to be a critical issue for many in our community. The VCHC is a leading voice in this area advocating at all levels of government to make access to oral healthcare a priority. At a local level our efforts are proving fruitful and the centre will launch a pilot pro-bono dental program in early 2018.

2. **Programs and Services** – We continue to grow and respond to community needs. This past year, the VCHC launched 2 new programs to help those living with COPD. The impacts of the programs have been life changing for its participants. New Health Promotion programs such as the Caregiver Support Group and Heart to Heart are providing much needed social support to caregivers and those facing isolation in our community.

3. **Partnerships** – Through collaborations with other community agencies, the VCHC is able to increase access to our programs and those of our partners. For example, a new partnership with the Community Legal Clinic of York Region provides legal services onsite at the VCHC for one-half day each week for those financially eligible.

4. **Special Projects** – The VCHC has been fortunate to receive grants to carry out a number of special projects over the past year. As a result we were able to provide free YRT tickets to low income clients who could not afford transportation due to its cost. Students hired through the Canada Summer Jobs Program enabled the centre to increase the staff ratio for campers from vulnerable families and to better support campers requiring additional help. This year we have launched the Let's Dance, Learn and Share program with support from the Government of Canada's New Horizons grant.

The work of this past year has set us well on our way to another year of continued growth and increased health for our community.

David Rubin
Board Chair

Isabel Araya
Executive Director



David Rubin
Board Chair



Isabel Araya
Executive Director

VCHC Board of Directors 2016-2017

Back row left to right: Daniel Ferman, David Wexler, Sandra Parker, Howard Sniderman

Front row left to right: Ina Gutium, Isabel Araya, David Rubin, Saba Merchant

Not pictured: Marsha Barnes, Aslam Daud





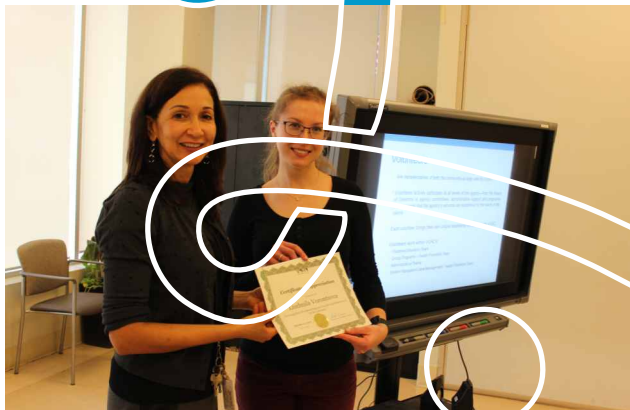
WHO WE ARE



Heart to Heart Program



Heart to Heart Program



Student Recognition - Oct. 11, 2016



Pottery Class - Spring 2017

The Vaughan Community Health Centre (VCHC) is a not for profit, community governed organization. The VCHC is funded by the Ministry of Health and Long Term Care through the Central Health Integration Network.

The VCHC's mission is to work with its diverse communities to promote health and wellbeing, facilitate access to services, address disparities in health outcomes for the most vulnerable and collaborate with partners and community members to plan services that address community priorities.

The VCHC provides primary health care services; chronic disease prevention and management; and social programs that address the social determinants of health.

These services are delivered onsite at its location in Vaughan and offsite at multiple community organizations and partner agencies. Since opening its doors in 2009, the VCHC has operated in a client centered way, providing the right care at the right time. With a variety of programs and services under one roof, the VCHC is able to increase access to health care, particularly for vulnerable individuals who face barriers in accessing services.



LAST YEAR'S ACHIEVEMENTS

13,119 Total active clients

36,335 Total # of client interactions

Primary Health Care

- Family Doctors
- Nurse Practitioners
- Registered Practical Nurse
- Community Dietitian
- Physiotherapist
- Social Worker
- Chiropodist

Health Promotion Team

- Healthy Child/Young Families Programs
- Programs for Youth
- Adult Wellness Programs
- Older Adult Programs
- Seniors Programs
- Intergenerational Programs

18,288

Client interactions

4,607

Clients served

475

Non-insured clients served

410

Group sessions held

4,774

Group program attendance



Chronic Disease Prevention & Management

Physical Activity Programs Diabetes Education Program:

- Nurse Educators
- Dietitians
- Chiropodist

Chronic Obstructive Pulmonary Disease Program:

- Registered Kinesiologist
- Respiratory Therapist

9,827

Client interactions

3,007

Clients served

Advocacy & Community Engagement & Development

- Affordable Transportation
- Affordable Dental Services
- Affordable Housing

and more!



QUALITY IMPROVEMENT AND CLIENT EXPERIENCE SURVEY RESULTS

Quality improvement initiatives continued to drive the operations of the VCHC as a whole. The VCHC surveys its clients to obtain feedback on its programs and services on a regular basis. The results of the Client Experience Survey are reviewed every 3 months and presented to the VCHC Quality Improvement Committee. The committee discusses various measures to improve clients' experience at the VCHC. The results are also shared with VCHC Board of Directors and staff and are reflected in the VCHC's Quality Improvement Plan which is submitted to Health Quality Ontario.

Here is a summary of results from our 2016-2017 Client Experience Survey:

Timely Access to a Primary Care Provider	Opportunity to Ask Questions	PATIENT-CENTERED Involvement in Decision Making	PATIENT-CENTERED Time Spent with Clients
Target: 49%	Target: 92%	Target: 90%	Target: 90%
52% of respondents saw their doctor or nurse practitioner within the same day or next day.	93% of respondents stated they are always and/or often provided with an opportunity to ask about recommended treatment.	93% of respondents stated they are always and/or often involved in decisions about their care and treatment.	95% of respondents stated their doctor or nurse practitioner always and/or often spends enough time with them.



IMPROVING QUALITY OF LIFE

ORAL HEALTH CARE

Poor oral health often has a serious impact on a person's overall health and wellbeing. For many in York Region, living without access to affordable dental care means living with chronic or recurring dental issues. Access to affordable oral care is a priority to the VCHC. Therefore, we are working with community partners to identify and implement solutions.

Impacts of Poor Oral Care:¹

- Difficulty eating leading to malnutrition and weight loss
- Chronic pain leading to sleeplessness, increased stress, and inability to focus
- Increased risk of infections and secondary health problems
- Negative effects on appearance and self-esteem

Tooth Decay is the most preventable chronic disease, yet according to Ontario Oral Health Alliance:^(2,3)

- 17% of Ontarians have not visited a dentist in the past year due to cost.
- Currently there are not any provincial dental programs for adults and seniors who are not on social assistance.
- Many people on social assistance programs also have difficulty accessing dental care as many dentists do not accept them due to patient caps or lower government reimbursement rates than private insurance.



Dental care is very expensive and sometimes above my means. I had dental benefits when I was working, but they were cut off when I retired. When I broke my tooth, I had to wait till I could afford it before I could get it fixed. I had to make plans on how to pay for the dental work in smaller amounts.

- Norma McLaughlin,
VCHC Client

1 - Government of Canada – The Effects of Oral Health On Overall Health

2 - Ontario Oral Health Alliance: Report on access to public dental programs in Ontario: An Analysis based on interviews with Public Health Units

3 - Ontario Ministry of Health and Long-term Care: Intellihealth Ontario



Dental care is expensive and I don't visit my dentist as frequently as my dentist recommends. As a result, I have had infections and other dental issues that probably could have been prevented with regular check-ups. At times my teeth cause me such pain that I cannot talk or eat.

- Maddalena Rivera,
VCHC Client



The Vaughan Community Health Centre is:

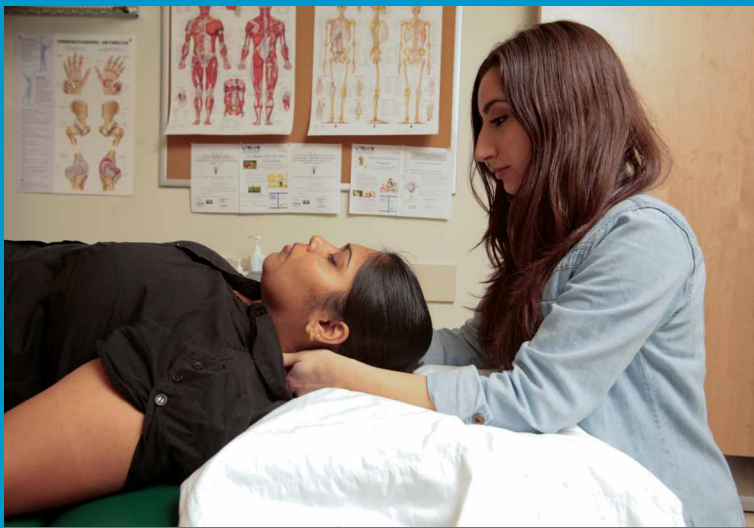
- **Advocating to both Provincial and Regional governments:**
 - To add oral health to the list of publicly-funded health programs. Our goal is to expand access to oral health to those for whom it is unaffordable.
 - To create regional solutions through existing agencies such as York Region Public Health. The VCHC thanks Vaughan City Councillor Carella for his resolution on access to dental healthcare.
- **Delivery of Dental Care:**
 - The VCHC will pilot a pro bono dental program for low-income clients in the new year. VCHC continues to strategize ways to increase capacity and is researching potential funding opportunities to support the expansion of such programs.



PROGRAMS & SERVICES

PRIMARY CARE SERVICES

The VCHC continues to increase access to primary and allied healthcare services. This includes ongoing work to expand the role of the Registered Practical Nurse to its full scope of practice and increasing access to allied healthcare services for clients of local solo physicians who do not have access to those services.



The VCHC Physiotherapist

The VCHC has continued to open access to nutritional counselling, mental health counselling, physiotherapy, and chiropody services to local physicians.

In 2016-2017, 241 clients referred by 175 local solo physicians were able to receive physiotherapy services.

The VCHC focuses on the complex health needs of vulnerable clients.

Last year the VCHC provided healthcare to 475 non-insured clients, most of whom would not have been able to afford access to primary care services.

Access to mental health supports also remains a priority for the community. The VCHC continues to offer the Conquering Anxiety program teaching techniques and strategies to help participants cope with their anxiety.



Members of the VCHC's Medical Secretaries Team

In 2016, the VCHC signed the Ontario Accord: A Statement Of Solidarity for the Greater Involvement of People Living with HIV/AIDS (GIPA) and the Meaningful Involvement of People Living with HIV/AIDS (MIPA).

Part of the VCHC's work in this area includes partnering with the AIDS Committee of York Region (ACYR) to provide local access to primary care for the ACYR clients. Previous to this partnership, many of these clients had to travel to downtown Toronto in order to access primary care services.

The VCHC was honoured to receive an award from the ACYR and to be recognized as a valuable community partner.



Isabel Araya with ACYR award

Fiscal Year 2016-2017

Clinical Accountability Indicators	Performance Standards	Results
PAP Test	>69%	84%
FOBT	62%-93%	70%
Diabetes	74%-100%	90%
Mammogram	63%-94%	88%
Influenza	53%-80%	71%



PROGRAMS & SERVICES

CHRONIC DISEASE PREVENTION & MANAGEMENT

The VCHC's Chronic Disease Prevention & Management Program continues to grow. The program focuses on disease prevention through exercise and developing healthy lifestyle practices, education programs and one on one support for clients living with diabetes and COPD.

The impact of the COPD Pulmonary Rehabilitation Self-Management Program launched in November 2016 was so positive that the VCHC started the COPD Pulmonary Rehabilitation Maintenance Program in February 2017. The VCHC's COPD Program has proven to:

- Reduce reliance on home oxygen machines
- Reduce emergency room visits
- Increase ability to manage shortness of breath
- Increase confidence to resume an active lifestyle



COPD PR Maintenance Program Participants



Pauline with Reese's Pieces



The COPD Pulmonary Rehabilitation Program has given me back my life! I've gone back to working with my dogs and can do so much more now. I feel that the class has restored my breathing to the levels it was five years ago!

*- Pauline Norman,
COPD PR Program Participant*



I am now comfortable to travel as I know that I can gauge my level of activity so that I don't go into distress. I am comfortable in public spaces and going on public transit, even when I needed to take my oxygen with me. My breathing does not control who I am or what I want to do in life.

*- Arlene Simms,
COPD PR Program Participant*

Vaughan Community Health Centre's diabetes education and one-on-one counselling programs have proven to:

- Reduce reliance on medication
- Reduce secondary impacts of diabetes (e.g. sensory nerve damage, loss of sight)
- Increase confidence and ability to self-manage blood sugar levels
- Increase understanding of the impacts of diet and make positive changes



Diabetes Team

Thanks to the new partnership with Belinda's Place, Family Physician Clinics, and the use of the Ontario Telemedicine Network, the VCHC Diabetes team has been able to meet and provide education to at-risk and isolated individuals where they need it.



PROGRAMS & SERVICES

HEALTH PROMOTION

The Social Determinants of Health have been shown to be the primary factors that influence a person's health. The VCHC health promotion programs work to address the inequities created by the social determinants of health. The ability of the VCHC to address the social determinants of health, along with the provision of medical care and chronic disease prevention and management services is key to our model. This allows the VCHC to have a large impact on the health and wellbeing of our community.



Heart to Heart Socialization Program Participants



"We all have experiences in our life and by sharing them we can help others. That's what makes this round table so beautiful. As a group we now connect outside of the program."

*-Giovanna Lucchese,
Heart to Heart Program
Participant*

The VCHC's Mini Chefs Program teaches children how to identify the nutritional value of foods, follow basic recipes and gain confidence in the kitchen. Developing good nutrition practices as a child can lead to a healthy diet for life.



Mini Chefs Program



Computer Program For Seniors Participants

“I started [the Computer Program for Seniors] with little knowledge and through learning email, I now feel more connected with friends and my community.”

- Mary Amodio,
Computer Program For Seniors Participant

Participants of the Cooking on a Budget program learn how to prepare healthy, nutritious meals within a set budget.

Cooking on a Budget Program Participants





PARTNERSHIPS & SPECIAL PROJECTS

The VCHC builds strategic partnership with other organizations within our community to help increase access and the diversity of the programs offered. As a result, community members have more locations options and a wider variety of programs to choose.



This past year, VCHC partnered with Community and Home Assistance to Seniors (CHATS) to pilot a Caregiver Support Group Program.

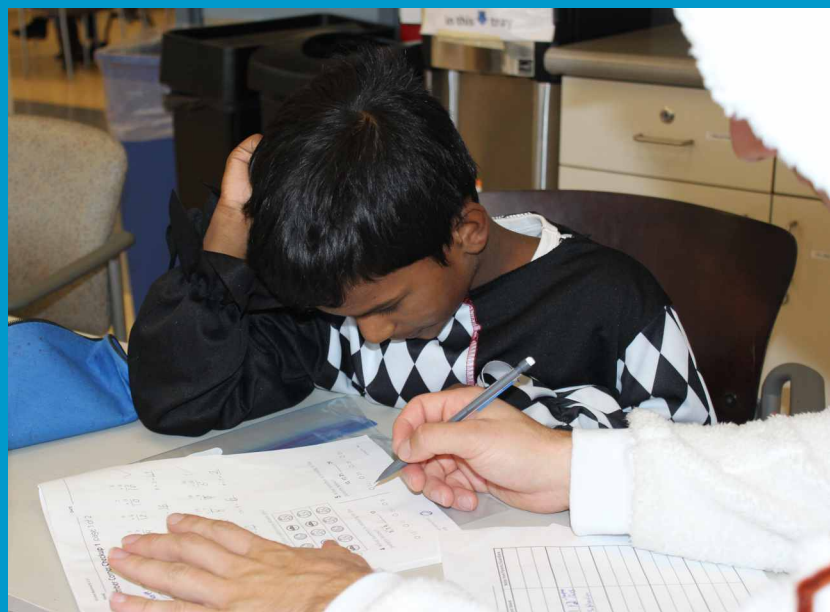
“The Caregiver Support Group is important to me because I can vent without feeling judged. We gain and share coping skills. I’ve learned how to take care of myself.”

*- Patricia (Pat) Hawley,
Caregiver Support Group Participant*

The VCHC continues to partner with the Faculty of Education at York University to offer the Ready For Success Tutoring program, which provides academic support to children from low income families.

“The Ready For Success Tutoring program is important to us, especially for the support in English, as we, the parents were born in Sri Lanka. This program helps our child gain a better understanding of grammar, reading, writing and math.”

*- Kalaivani Jeyanathan,
Parent of child participating
in Ready for Success program*





Human Endeavour and VCHC partner together on a number of programs including the HOPE Adult Day and the Gardening and Walking Programs.



Human Endeavour Community BBQ with produce from the Gardening and Walking program

The VCHC applies annually for additional funds to aid with special projects. Thanks to the Canada Summer Jobs program, VCHC was able to hire additional Camp Counsellors for the Summer Camp. These funds helped provide a summer camp experience for children from vulnerable families, giving them an opportunity that might not have been available otherwise. This helps minimize the impact of income disparities.

Summer Camp Participants





Pottery Class-Spring 2017



Warming Up for the Riverwalk



Celebrating the Partnership between VCHC and the Community Legal Clinic of York Region



COPD Pulmonary Rehab Program



Community Health Workers



Student and Volunteer Appreciation Event



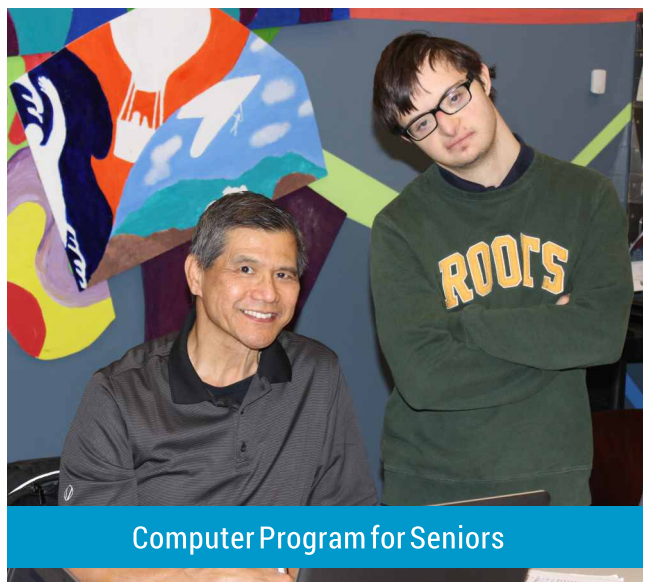
Grocery Store Tour as part of Cooking On A Budget Program



Community Gardening and Walking Program



Physical Education Program



Computer Program for Seniors



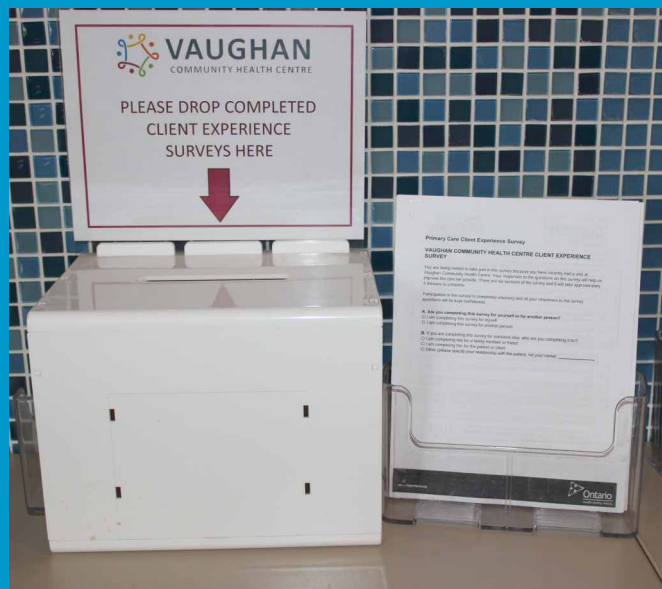
HOW TO PROVIDE FEEDBACK

The VCHC values your feedback. We use it to learn what we are doing well and where and how we can improve. It is a fundamental aspect of our work.

There are many ways in which you can provide feedback.

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 in the 1st and 2nd floor reception areas.



Suggestion Boxes at the Centre

Clients are also welcome to drop a comment in our suggestion boxes located on the 1st and 2nd floors anytime they are at the Centre.

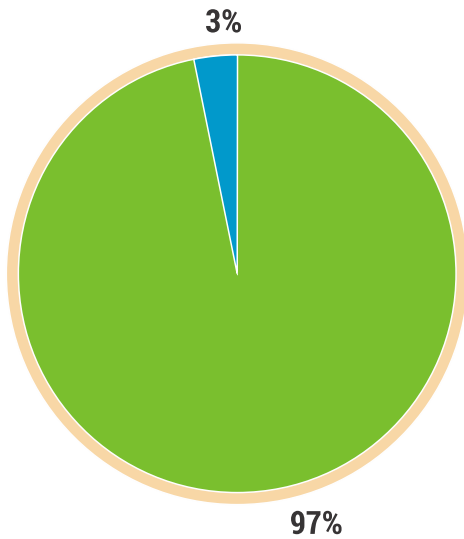
Website and Email

Visit our website at www.vaughanhealthcarehc.com and send us a comment via our Contact Us page or email at: info@vaughanhc.com.

Feedback is monitored closely by VCHC Management and reported to the VCHC Board.

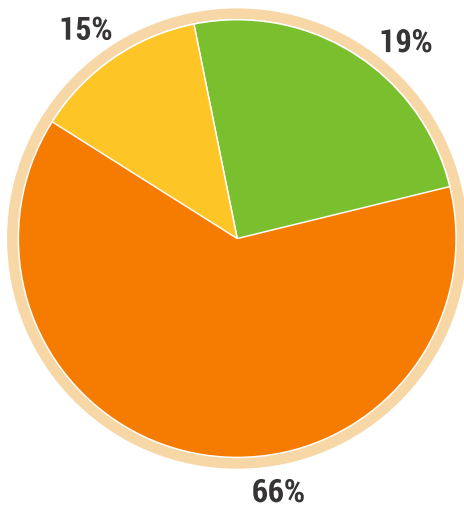


FINANCIAL INFORMATION



Sources of Revenue

■ Central Local Health Integration Network	\$ 4,771,169	97%
■ Other Revenue	142,132	3%
	\$ 4,913,301	100%



Expenses by Type

■ Salaries and employee benefits	\$ 3,223,454	66%
■ Occupancy costs	712,027	15%
■ Direct service and supplies	952,503	19%
	\$ 4,887,503	100%




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

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Vaughan, Ontario, L6A 4H7

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Admin/Clinical Fax: (905) 832-0093
Chronic Disease Program Fax: (905) 303-0320

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

 www.vaughanhealthcarehc.com
 [Vaughan.VCHC](https://www.facebook.com/Vaughan.VCHC)
 [@Vaughan_CHC](https://twitter.com/Vaughan_CHC)

Front Cover Photos

Top Left: Summer Camp Participants
Top Right: Pottery Class Participants
Centre: COPD Pulmonary Rehabilitation
Maintenance Program Participants
Bottom Left: Cooking On a Budget –
Grocery Store Tour
Bottom Right: Summer Camp Participants