



VAUGHAN

COMMUNITY HEALTH CENTRE



2018-2019 Community Report



WWW.VAUGHANCHC.COM



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



Message

From Board Chair and Executive Director

Last year was filled with exciting new initiatives, achievements and growth! Most importantly, to set our priorities for the upcoming years, we took some time to reflect on our strengths, community needs, trends in the sector and opportunities.

In our continued quest for excellence, we reviewed our practices against all standards identified for good governance and operations of a healthy community-based organization. As expected, the review yielded outstanding results and we achieved accreditation!

To increase access to services we implemented the PACT program (People Accessing Care Teams). It focuses on services for individuals who have complex medical and social needs. PACT was implemented at our main site as well as in our new satellite in Keswick. Keswick is the perfect spot for our new site given this is one of the most underserved areas in York Region and our mandate is to serve clients who face multiple barriers to accessing healthcare. We started delivering services in Keswick in August 2018. The Keswick team has done a fantastic job at connecting with providers in the area to ensure clients who are most in need of our services find their way to us.

In collaboration with the AIDS Committee of York Region, we contributed to the Rainbow Youth Room program held at the Maple Community Centre in Vaughan. Rainbow Youth Rooms provide a safe and welcoming space for 2SLGBTQ+ youth and their allies. In Northern York Region, we partnered with Hospice Georgina and The Food Pantry Georgina to promote wellness and healthy cooking options while living on a budget. In addition, we collaborated with Community Living Georgina to deliver a crafts program as well as cooking workshops.

It is an honour and a privilege to lead this organization and serve on its Board. With knowledgeable and committed staff and volunteers as well as visionary leadership, we are well positioned to deliver on our new strategic direction. We would like to thank our staff for their care, passion and commitment to our mission. We cannot wait to see many more services, programs and partnerships the VCHC will put in place as we implement our new strategic plan!



Ina Gutium

Board Chair



Isabel Araya

Executive Director



STRATEGIC DIRECTIONS

2019-2023



VISION:

A healthier community

MISSION:



Together with our community, we address disparities in health outcomes, and promote health and well-being by addressing the social determinants of health and providing exceptional client-centred community health services.

VALUES:

DIRECTIONS:



Excellence:

We are committed to being a leader in the provision of exceptional quality community health care through continuous learning and innovation.



Equity:

We are committed to embracing diversity and demonstrating inclusion to improve community health and wellbeing.



Accountability:

We are committed to upholding the highest standards of professional services.



Collaboration:

Within an inter-disciplinary lens, we are committed to developing strong partnerships that respond to our clients, staff and community's needs.



Belonging:

We are committed to facilitating a community where all feel welcome.

Facilitate positive impact on health outcomes

Ensure timely access to services and resources

Ensure quality and efficiency

VCHC Board of Directors 2018–2019

Bottom Row (left to right): Saba Merchant (Secretary), Daniel Ferman (Treasurer), Ina Gutium (Board Chair), Marsha Barnes (Vice-Chair)

Top Row (left to right): Isabel Araya (Executive Director), Sunder Singh, Sylvia Starosta, Sandra Parker

Not pictured: Ashmani Boodnarine, Dennis Bailey

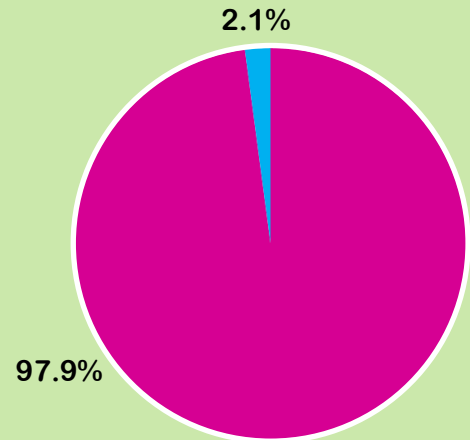


Financial Information

Financial Information:

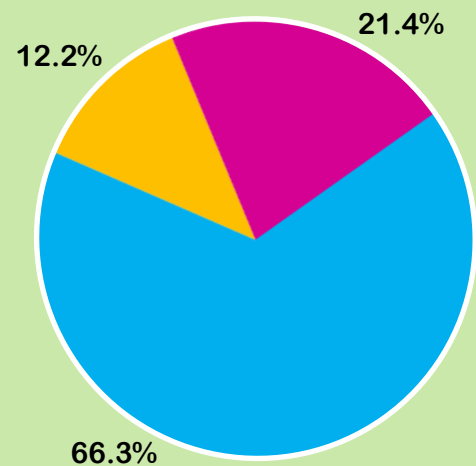
Sources of Revenue:

■ Central Local Integrated Health Network	\$ 6,147,685
■ Other Revenue	131,753
	\$6,279,438



Expenses By Type:

■ Salaries and Employee Benefits	\$ 4,126,889
■ Occupancy Costs	762,033
■ Direct Service and Supplies	1,334,271
	\$ 6,223,193



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



Coming This Fall At VCHC!



Mindfulness, Stress Reduction, & Coping Skills Group:

Every Thursday, from Oct. 17th– Dec. 5th, 2019 9:30am-11:00am

This support group is intended to enhance the wellbeing of individuals living with chronic illness.

Creative & Crafty:

Every Saturday, from October 5- November 6, 2019 9:30am-12:30am

This program is designed for children 9 to 12 years of age. While creating weekly arts and crafts activities, children will participate in discussions on everyday life stressors such as: bullying, starting a new grade, feelings of stress before tests, friendships, and more.

2018-2019 Achievements



**Primary Health Care
Clients**
3,073



**Appointments
Provided in
Different Languages**
2,229



**Health Promotion
Group Sessions**
884



Active Clients
12,269



Group Participants
8,100



**Clients Without
Provincial Health
Insurance**
211



Client Interactions
39,072

Improving Quality of Life



People Accessing Care Teams:

This past year VCHC implemented one of its biggest projects! The People Accessing Care Teams (PACT) was implemented in summer of 2018 and in just one year has served 2,311 community members. The PACT Program focuses on serving individuals who have complex medical and social needs and do not have extended health benefits. These services are delivered by an inter-professional care team such as social workers, registered dietitians, system navigation, case management, community health workers and more. The PACT program is delivered to residents of Western York Region (Vaughan site) and Northern York Region (Keswick Site). This expansion is helping the VCHC to continue building partnerships with other healthcare providers to ensure the community gets access to much needed services.

The VCHC is delighted to now be providing health services in the Town of Georgina!

The following services are currently being offered in Keswick: mental health counselling, nutrition counselling, respiratory consults, smoking cessation, spirometry testing, Chronic Obstructive Pulmonary Disease education and management, system navigation, case management, and health promotion programming.



Keswick Site Team at the Official Launch

Addressing Food Insecurity in York Region:

In the past year, VCHC has developed programming at both its Western and Northern York Region locations to address the growing issue of food insecurity. Food insecurity is affecting many individuals and families living in York Region. Not having enough or any, food that is nutritious can have major short-term and long-term effects on one's health. The VCHC has implemented programs that address food insecurity by providing information on how to do grocery shopping on a



budget as well as cooking lessons that illustrate how to use affordable ingredients to cook tasty and nutritious meals.



Putting Cooking Skills to the Test

Nourishing Possibilities



Cooking on a Budget



Mini Chefs

Programs & Services

Health Promotion

VCHC Health Promotion Programs address the Social Determinants of Health and aim to improve the community's physical, mental, and social well-being. In 2018, many new creative programs were delivered and a positive space was provided for community members to socialize and connect with new people. Programs that engage community members' level of creativity, knowledge of technology, resourceful cooking skills and exploring new ways to practice wellness are a part of what makes VCHC a lively community health centre!



COMMUNITY ART PROGRAM FOR SENIORS EXHIBIT

Art created by VCHC clients inspired by the Tropics



Art Program for Seniors engages community members to relax and get creative! This year marked the first ever VCHC Community Art Show.

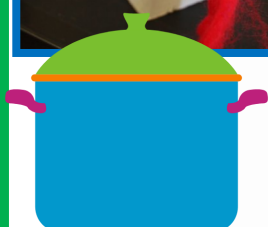


Art pieces created by participants of the Senior Art Program





The Keswick Site delivered the Holiday Crafts Program to community members and members of Community Living Georgina. Take a look at the Holiday Snowman created!



Nature and self-nurturing at the Community Garden Program.



Members of the Nourishing Possibilities group cooking a delicious and nutritious meal together.



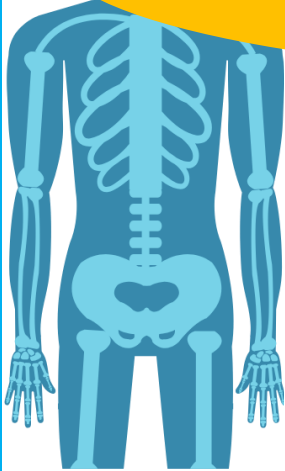
Very active VCHC health promotion programming attendees



The dynamic ladies of the Coffee and Chats program enjoying some much needed social time!

Programs & Services

Chronic Disease Prevention and Management Program



The Chronic Disease Prevention and Management (CDPM) Program at the VCHC continues to be a highly sought after service by community members. The CDPM Program serves a multitude of individuals who struggle to manage health issues, such as diabetes or respiratory conditions. Daily exercise programs are delivered for individuals living with a chronic illness. In addition we offer programming to help community members curb their tobacco use and intake. The CDPM Programs have 3 components : COPD Program, Exercise Education & Stress Management and Diabetes Education & Management.

Chronic Obstructive Pulmonary Disease (COPD) Program

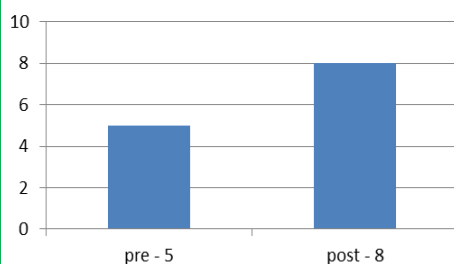
COPD Program offers one-on-one sessions and educational group programs with a Registered Respiratory Therapist/Certified Respiratory Educator and a Registered Kinesiologist. The program equips clients with the skills and knowledge to improve the management of COPD and increase quality of life and well-being.



COPD Pulmonary Rehabilitation (COPDPR) Program:

COPD clients of VCHC receive comprehensive information on the disease process, how to manage the disease, avoid triggers, manage flare-ups, and introduces exercises to increase independence and improve overall quality of life.

COPD Confidence Ruler



COPD Confidence Ruler: The COPD confidence ruler is a subjective tool used to determine how confident a client is in managing their COPD. On average, clients reported their confidence at 8/10 on the confidence ruler once they have completed the program. An 8/10 on the COPD Confidence Ruler indicates a high degree of confidence in self-managing COPD.

Maintenance and Support:

COPD Maintenance Program: The program provides continued exercise support with low level fitness exercise for graduates of the COPD PR program.

COPD Support Group:

The support group is designed for anyone living with COPD. The group meets monthly to support clients in making new friends, sharing their stories with others, and learning information on various topics presented by specialist providers.



Clients of the COPD Program on their journey to wellness!

Exercise Education and Stress Management Program

The exercise education program teaches clients how to exercise safely in order to begin and maintain their journey to wellness.

Group programs are facilitated by the VCHC's Registered Kinesiologist and Certified Exercise Instructor.

Example of Group Exercise Programs Include:

Mobility and Endurance

Energize with Exercise

Step It Up

Total Body Conditioning

Tai Chi for Health



Mindfulness, Stress Reduction and Coping Skills Group:

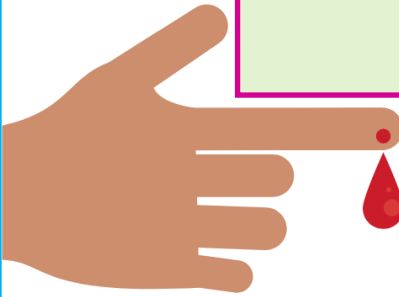
Through education and training, participants are able to learn ways to better manage their conditions physically, psychologically and socially, with less stress, more internal control and joy. The program is great for individuals who want to improve management of chronic disease or prevent onset.



Programs & Services

Chronic Disease Prevention and Management Program

Diabetes Education & Management



The Diabetes Education Program at VCHC is designed to deliver a variety of services by different health care professionals to support those who are living with or may develop

diabetes. The team is comprised of Certified Diabetes Educators (registered nurses, registered dietitians) and a Chiroprapist. One-on-one sessions and group programs are provided by the team throughout the year.



Some of VCHC's dedicated Diabetes Team members



Craving Change Program:

The Diabetes Education Team facilitates a compelling off-site workshop to help individuals form a better and healthier relationship with food.

Living a Healthy Life With Diabetes:

A free workshop series designed for those who have Type 2 Diabetes to develop and learn about self-managing diabetes and healthy living.

All Day Diabetes:

An introduction to Type 2 Diabetes crash course! The course offers information on healthy eating, meal planning and possible short-term complications of living with Type 2 Diabetes.

All Day Diabetes Program

Programs & Services

Primary Care Services

The VCHC's Primary Care Services offer a range of health services to community members to support the maintenance of their physical and mental health. The VCHC remains committed to providing accessible, quality primary health care while advocating for equity, diversity and inclusivity. This year the VCHC started a new project to improve the collection of our clients' socio-demographic data. Through improved data quality, the VCHC will have a better understanding of the needs of our clients and be able to plan for services that will meet their needs.



Services provided by the Primary Care

Team include:

Prenatal and postnatal care
Medical checkups
Care for chronic diseases
Treatment of illnesses
Nail and foot care for medical conditions
Nutritional education and counselling
Treatment for function and mobility issues
Healthy relationships support
Bereavement support
Stress management support
Crisis intervention

Our healthcare team

includes:

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



Special Events



Men's Health Promotion:

In November of 2018 the VCHC held its first Men's Health Forum to address disparities in men's health and to encourage men to be more vocal about their health concerns. The event was filled with informative presentations that shed light on men's health issues, including how they can take more control over their mental, physical and social wellbeing. The VCHC wanted to keep the momentum alive and a Men's Health Promotion Program was delivered at The Vitanova Foundation.



CEO of Human Endeavour and clients enjoying Movember-themed photo booth



Guests and Staff enjoy mustache-themed photo booth!



VCHC staff talking about men's health to community members

Women's Day 2019:

March 2019 marked the annual International Women's Day Celebration at VCHC. This year the theme was Balance for Better. This theme was chosen as a call to a more gender inclusive society where both genders are encouraged to work together to create a more balanced society. The VCHC celebrated this day with many women from the community who shared lovely poetry and art that illustrated the beauty of being a woman.



Each year VCHC gifts tulips to clients in celebration of IWD



Women in the community attending IWD Event at VCHC

The VCHC also held its first International Women's Day Donations Drive for the Northern York Region site. Community members were asked to donate feminine hygiene products to the VCHC. All donations were given to Belinda's Place Shelter to commemorate the celebration of women!



Donations given by VCHC staff and community members

Partnerships

The VCHC develops and implements partnerships with like-minded community organizations to help increase the reach and impact of our services in the following ways:



AIDS COMMITTEE
OF YORK REGION

The VCHC provides primary care services to clients of the AIDS Committee of York Region (ACYR) and their families. In addition, the VCHC has partnered with ACYR to deliver the Rainbow Youth Room program at Maple Community Centre. Rainbow Youth Rooms are safe, confidential and welcoming spaces for 2SLGBTQ+ youth and allies across York Region. VCHC staff engage youth in activities and discussions related to self-care, healthy eating, stress management and self-expression through art.



The VCHC has partnered with the Vitanova Foundation, a long time partner, to deliver a Smoking Cessation program for their clients to help them reduce or quit tobacco smoking. This year a Men's Health Promotion program was delivered to clients of the Vitanova Foundation. The program focused on the Social Determinants of Health and provided participants with strategies to live a healthier and happier life.



VITANOVA



The VCHC has partnered with Circle of Care to deliver the Light Exercise for Seniors Program. The program provides light chair exercises for seniors who are 65 years of age and older. This program is held multiple times a week for different fitness levels.



VCHC is always looking to develop new partnerships with local agencies. With the expansion of services in Keswick, Georgina the VCHC has developed new partnerships in an effort to maximize enhancing the health of the community.



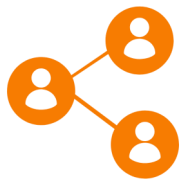
Georgina Community Food Pantry and the Keswick Team have collaborated to deliver a healthy cooking program for community members who are facing food insecurity and are currently accessing the food pantry support services. This year's partnership includes a community garden program.

The VCHC has partnered with Community Living Georgina to provide their clients a variety of programs and workshops that promote health and wellness. The collaboration has delivered a Holiday Crafts program, a cooking on a budget workshops, and now more recently to workshops on personal hygiene and sexual health.



Quality Improvement

And Client Experience Survey Results



Quality improvement initiatives are integrated into the operations of the VCHC. The VCHC's Quality Improvement Plan is submitted annually to Health Quality Ontario. Every 3 months the VCHC Quality Improvement Committee review the results of the Client Experience Survey and discusses various measures to improve clients' experience at the VCHC. The results are also shared with the VCHC Board of Directors and staff and are communicated to clients via the Quality Improvement bulletin board.



Here are some key highlights from our 2018-2019 Client Experience Survey:

Respect of Client Culture, Dignity

93% of clients reported feeling they were treated with dignity as well as having their culture respected.

Comfort and Feelings of Belonging

98% of clients reported they do feel welcome and comfortable at VCHC.

Community Impact

90% of clients felt the VCHC does have a positive impact on their community.

Patient Centered, Involvement in Decision Making

88% of clients stated they are always and/or often involved in decisions about their care and treatment



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.



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 box located on the 1st and 2nd floors.

Website and Email

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



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

**9401 Jane Street, Suite 206
Vaughan, Ontario, L6A 4H7**

**Telephone:
(905) 303-8490**

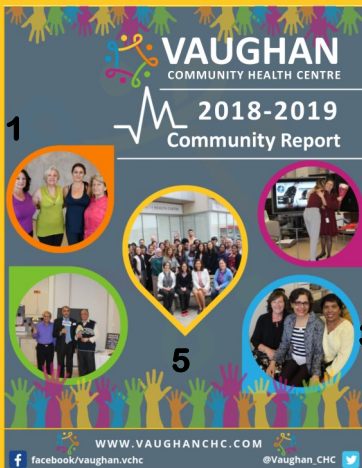
**Admin/Clinical Fax:
(905) 832-0093**

**Chronic Disease Program Fax:
(905) 303-0320**

**PACT Fax:
(905) 303-4922**

Hours of Operation

Monday: 8:00 am — 8:00 pm
Tuesday: 8:00 am — 8:00 pm
Wednesday: 8:00 am — 8:00 pm
Thursday: 8:00 am — 8:00 pm
Friday: 8:00 am — 8:00 pm
Saturday: 8:00 am — 3:00 pm
Sunday: Closed



Front Cover Photos:

1. Let's Dance Program Training
2. Senior Art Program Exhibit Event
3. IWD Event 2019
4. Movember Event 2018
5. VCHC Staff Photo

VAUGHAN COMMUNITY HEALTH CENTRE—Keswick Site

**716 The Queensway South,
Keswick, ON L4P 4C9**

Telephone: (905) 476-5621

Hours of Operation:

Monday: 8:30 am — 4:00 pm
Tuesday: 8:30 am — 4:00 pm
Wednesday: 8:30 am — 6:00 pm
Thursday: 8:30 am — 5:30 pm
Friday: 8:30 am — 4:00 pm

