

Delivering Results!

Vaughan Community Health Centre
2011-2012 Community Report



Message from VCHC Board Chair and Executive Director

This past year was another outstanding one for the Vaughan Community Health Centre (VCHC), as we focused on increasing access. In particular, we worked on addressing systemic gaps that prevent access to quality health and social services. To that end, we addressed language barriers, advocated on transportation issues, and helped non-insured newcomers to Ontario access quality health care while waiting to receive a health card.

Additional accomplishments over this past year include:

System Navigation Services. *The VCHC was successful in its efforts to create a position---funded by the Ontario Trillium Foundation---to help VCHC clients and residents of Vaughan navigate the Canadian health care and social systems.*

Implementation of Advanced Access. *This new booking system guarantees that our clients obtain an appointment with their health care practitioner within 24 hours of their initial request.*

Delivery of Physiotherapy Services for External Clients. *At-risk Vaughan residents---who are not registered clinical clients of the VCHC, but who are nevertheless in need of affordable physiotherapy services---can now qualify for six physiotherapy sessions with an emphasis on self-management.*

12 New Health Promotion Initiatives. *The implementation of an additional 12 new well-received and well-utilized health promotion initiatives, to address issues such as isolation, lack of information, education, financial challenges, and the need to enhance life skills.*

The board and staff of the Vaughan Community Health Centre are extremely proud of our role and reputation with the community at large as we continue to explore ways in which we can respond to the increasing demand for our services.

This year's outcomes are the result of a team effort. As usual the board, staff, volunteers and students worked tirelessly to ensure that our clients received the best care possible. Thanks to them, we will continue to move forward with our goal---a healthier community.



Isabel Araya
Executive Director



Tony Carella
Board Chair



Isabel Araya
Executive Director



Tony Carella
Board Chair

VCHC 2011-2012 Board of Directors

Top row left to right: Roohullah Shabon, Umberto Cellupica, Daniele Zanotti, David Rubin, Tony Carella, Noor Din, O.P. Lamba, Alan Shefman

Bottom row left to right: Aslam Daud, Lana Yetman, Isabel Araya, Pierina Minna, Naseer Ahmad

Not pictured: Sandra Yeung-Racco, Quinto Annibale, Bernie DiVona

A Glance on Our Impact

"VCHC has marvellous doctors. For instance my doctor takes care of me and always tries to explain slowly without rushing. The VCHC's physiotherapist has blessed hands." VCHC Client

*"VCHC provides complete clinical services. The staff is very friendly, knowledgeable and it is very gratifying to be part of the Centre. My doctor is very good, especially to my father and me. We truly believe in the Centre. All of my family receives services here and it is generally a great experience for us."
-Mirna Rivas, VCHC Client*



VCHC's Community Consultation



VCHC's Seniors Program

"The Centre has been a great help to me. As I live alone and the Centre is close to my house, I come to the Centre often to participate in the programs, and enjoy them very much. I look forward to attending the programs as they are very helpful to me. In them, I've met new people and made new friends. I would be very disappointed if any of the programs were cancelled."

-Shirley McKoy, VCHC Client



VCHC's Health Promotion Program



VCHC's Community Consultation

"The Centre has impacted my life significantly as it brought me back to living. The Centre is the perfect place. We are welcomed to talk about our problems, we are served, and we are cared for. I continue to improve my self-esteem and my well-being as I attend the programs at the Centre."

-Angela Maria Rotilio, VCHC Client



VCHC's Social Worker



Social Determinants of Health



VCHC's Student

2011-2012 Statistics



913 new clients registered for the primary health care team



Volunteers contributed 400 hours of their time to the VCHC

853 individuals screened in the community for Type 2 Diabetes

21,723 appointments provided

462 health promotion program sessions held



The Diabetes Healthy Living Fair was attended by approximately 250 Vaughan residents

1,733 clients participated in health promotion programs



16 students worked alongside VCHC's staff; they were from high schools, colleges and universities



Delivering Quality with a Focus on Accessibility





Implementing Advanced Access

As part of its commitment to quality improvement, the VCHC implemented Advanced Access, a clinical appointment booking system, that helps the VCHC better understand the needs of its clients and distribute available appointments throughout each

provider's daily schedule based on demand and supply. Advanced Access allows clients to see their health care provider without delay as every effort is made to provide appointments within 24 hours of the initial request. The utilization of Advanced Access has resulted in improved client access to care, office efficiency and client flow, as well as in an increase in client satisfaction, and an effective use of resources at VCHC.



The screenshot shows the top section of the VCHC website. On the left is the VCHC logo with the text "Vaughan Community Health Centre" and "Member of Vaughan Health Campus of Care". To the right of the logo is the tagline "A different kind of healthcare." and a "Call 905.303.8490" button. Below the tagline is a search bar with a "GO" button. A horizontal navigation menu contains the following items: Home, About Us, Programs & Services, Corporate, Calendar, Media, Get Involved, and Contact Us. Below the navigation menu is a large banner image featuring a family and healthcare workers, with the text "WORKING FOR A HEALTHY VAUGHAN" and a "Play VCHC Video" button.

VCHC'S Updated Website

www.vaughanhealthcarehc.com

The VCHC updated its website to make information regarding the Centre and its programs and services more user friendly and accessible. Its new design makes it easier and faster to access information. Stakeholders accessing the website for the first time may view the VCHC's introductory video which provides a comprehensive overview of the VCHC and its services. Features such as e-mail subscription to the VCHC's program calendar, easily increasing font size, and up to date information, allow any individual interested in VCHC's programs or services to access information quickly and efficiently.



Community Consultation

On July 7, 2011, the VCHC held a Community Consultation Event. The purpose of the event was to provide VCHC's clients and the Vaughan community at large with an opportunity to provide feedback and comments regarding the VCHC's past year's objectives and achievements. Information gathered at this event included the continued high demand for affordable physiotherapy services for residents of Vaughan, as well as the need to extend the VCHC's hours of operation. The VCHC welcomes all comments and suggestions and continues to respond to community feedback.



Responding to the Demand for Physiotherapy Services

In response to the Vaughan community's request for access to affordable physiotherapy services, the VCHC entered into a purchase of service agreement with four local physiotherapy clinics. Physiotherapy services were provided to vulnerable residents of Vaughan, who had barriers accessing physiotherapy services in their own local communities (i.e., Woodbridge, Thornhill, Maple). The affordable physiotherapy program specifically targeted Vaughan residents who are not registered VCHC clients. Individuals who met the eligibility criteria came to the VCHC to apply for the program and those approved were assigned to a physiotherapy facility closest to their home. The accepted applicants were given 6 free physiotherapy sessions that focused on self-management strategies. Through this innovative program, the VCHC was able to help over 230 Vaughan residents receive a limited number of free physiotherapy treatments.

Increasing Hours of Operation

In response to clients' requests, as of January 1, 2012, the VCHC extended its operating hours to include the delivery of services on Saturday mornings from 8:00 a.m. – 12:00 p.m. These extended operating hours will further reduce barriers clients experience to accessing quality health care services. This initiative has been well received by our clients.

VCHC's 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



Language Interpretation Project

The purpose of this project was to survey the types and levels of language services currently available in three different organizations and recommend a decision framework that helps organizations identify the criteria to be used in their journey to find optimal solutions for language issues. The organizations' survey included one acute care facility: Mackenzie Health (formerly known as York Central Hospital), one primary care facility: the Vaughan Community Health Centre, and a settlement agency: the Vaughan Welcome Centre. In order to improve access for its own clients, the VCHC also recently purchased a video translation machine that can be used by service providers and clients during their appointments.



The Mayor of Vaughan Visits the Vaughan Community Health Centre

On January 19, 2012, the Vaughan Community Health Centre (VCHC) had the privilege of welcoming the Honourable Maurizio Bevilacqua, to the Centre.

During his visit, the Mayor was provided with an overview of the VCHC's programs and services.

As well, the Mayor toured the Centre with VCHC's Executive Director Isabel Araya, Board Chair Tony Carella, Vice-Chair David Rubin, Board Member Noor Din, Councillors Rosanna DeFrancesca, Deb Schulte, and Marilyn Iafrate.

During Mayor Bevilacqua's visit he had a chance to speak with VCHC staff and observed the seniors' Let's Dance program. The VCHC greatly appreciates Mayor Bevilacqua's support of the Centre's programs and services and looks forward to its continued and future collaborations with the City of Vaughan.



The Honourable Maurizio Bevilacqua, Mayor of Vaughan with VCHC's Clients and VCHC's Executive Director

Diabetes Education Team in the Community

In the past year, the Diabetes Education Program has been actively present in the community. In particular, they have facilitated group sessions, blood sugar screenings and provided one-on-one counseling at several doctors' offices across York Region. In November 2011, the team held a health fair, which provided a central location for residents to obtain information about diabetes management and prevention. Some of the locations where the team provided education and blood sugar screenings includes seniors centres, pharmacies, community centres, places of worship retirement homes, supermarkets and department stores.



International Women's Day Celebration

On Thursday, March 8, 2012 the VCHC celebrated women's economic, political and social advancements in their communities. Guest speakers from community organizations provided presentations on the topic of empowerment. The celebration was filled with music, laughter, diversity, friends and a sense of community among the women and men who attended the event.





VCHC Clients

Highlights of New Programs & Services



VCHC Staff

Human Endeavour and VCHC Community Garden

Programs for Seniors:

Let's Dance - The "Let's Dance" program has been created for older adults of any ability and dance experience. This program offers a mixture of dance forms, dancing without partners, and emphasis on injury prevention. Classes are led by a York University dance instructor and consist of elements from tap, jazz, ballet, modern/contemporary, folk and world dances.

Taking it Easy-Yoga and Meditation for Older Adults- Elspeth Heyworth Centre for Women and VCHC offer free yoga and meditation sessions for adults 55+ years of age. Yoga and meditation is a wonderful way to maintain health and wellness in your busy life. Participants experience complete relaxation, a boost in energy and improvement in flexibility.



Programs for Children & Youth:

Ready for Success Tutoring held at Maple High School and Joseph A. Gibson Public School –

This tutoring program provides students who are struggling academically with access to free tutoring in order to help them improve their grades. This program indirectly increases students' self-esteem as they improve their academic marks.

Red Cross Babysitters Training - This is a free training program that provides youth with an opportunity to develop skills and knowledge about child development, food/nutrition and basic first aid. Youth learn how to run a babysitting business, meet new friends, and receive a babysitter's certificate.

Programs for Young Families:

Childminding Training - The purpose of the program is to train participants on how to deliver group childcare. Topics include child development, nutrition and program planning.

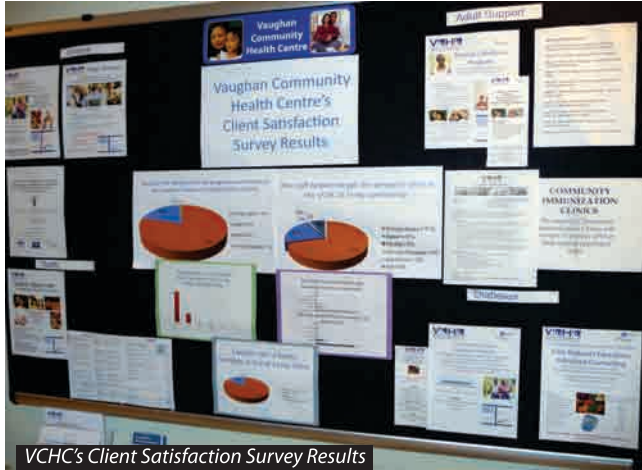


Programs for Adults:

Conquering Anxiety - 12 week support group to learn more about understanding anxiety, identifying thoughts associated with it, recognizing anxiety triggers, and developing new strategies of overcoming anxiety.

Financial Literacy Programs - These programs are designed to provide clients with basic financial literacy skills. Topics explored include budgeting, saving, banking, credit and credit cards, debt and financial woes, exploring credit bureaus, and investing basics.





VCHC's Client Satisfaction Survey Results



Community Consultation



VCHC's Volunteers



Seniors' Magic Windows Program



Language Interpretation Roundtable event



Community Consultation



VCHC's Diabetes Healthy Living Fair volunteers



VCHC's Diabetes Healthy Living Fair



International Women's day Celebration



VCHC's Volunteers



Language Interpretation Roundtable event

VCHC Staff



Name	Designation
Joanne Anderson	Nurse Practitioner
Isabel Araya	Executive Director
Sara Berdugo	Dietitian, Diabetes Education Program
Jenia Bogdanova	Medical Secretary
Joanne Broadhurst	Nurse, Diabetes Education Program
Michael Buu	Family Physician
Yuki Chau	Program Receptionist
Alka Chopra	Community Dietitian/Diabetes Education Program Coordinator
Ketrina Dilo	Social Worker
Kaz Dmuchowski	Chiroprapist
Nina Greco	Administrative Assistant
Amy Haldenby	Nurse Practitioner
Hamayun Jilnani	Clinical Coordinator
Elena Kalmanson	Nurse Practitioner
Ana Khatchatourian	Community Engagement Worker
Marlene Lauer	Community Health Worker -Mental Health & Addictions
Christopher Leung	Data Management Coordinator
Irina Liubansky	Nurse, Diabetes Education Program
Kelly Lo	Community Health Worker- Young Families

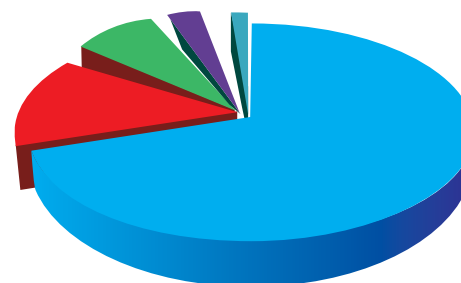
Name	Designation
Pauline Looi	Chiroprapist, Diabetes Education Program
Anne Maina	Project Assistant- New Horizons for Seniors Program
Christa Mazzuca	Physiotherapist/Clinical Team Lead
Clearie McFarlane	Registered Practical Nurse
Adelaida Mesa	Medical Secretary
Ewa Milewska	Dietitian, Diabetes Education Program
Roshanak Parastesh	Nurse, Diabetes Education Program
Natalie Petrella	Administrative Assistant, Diabetes Education Program
Malal Rahim	Medical Secretary
Robert Roopa	Community Engagement Worker
Cindy Sabolic	Community Health Worker - Seniors
Stacey Salmon	Community Health Worker - Youth
Hak Savani	Bookkeeper
Frishta Shahsamand	Medical Secretary
LoAn Ta-Young	Program Coordinator
Fatima Teixeira	Medical Secretary – Team Lead
Sajan Thomas	Social Worker, Diabetes Education Program
Teresa Tran	Family Physician
Sofia Uljanitski	Family Physician
Surya Velega	Community Dietitian

Sources of Revenue

Central Local Health Integration Network	\$ 3,290,641
Ministry of Health and Long-Term Care	\$ 851,331
NADF-Childminding training	\$ 34,425
Growth and Development Fund	\$ 2,830
York Central Hospital Foundation	\$ 1,805
Interest and other income	\$ 132,965

\$ 4,413,997

- Central Local Health Integration Network
- Ministry of Health and Long-Term Care
- The Regional Municipality of York: NADF
- Growth and Development Fund
- HRSDC-Canada Summer Jobs
- York Central Hospital Foundation
- Interest and other income

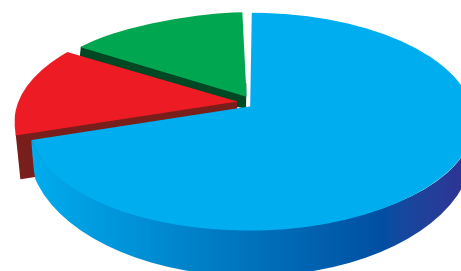


Expenses by Type

Salaries and employee benefits	\$2,938,573
Occupancy costs	\$558,215
Direct service and supplies	\$678,794

\$ 4,175,582

- Salaries and employee benefits
- Occupancy costs
- Direct service and supplies



Funders

Central Local Health Integration Network

Ministry of Health and Long-Term Care: Diabetes Education Program

The Regional Municipality of York Human Resources Skills and Development Canada-Canada Summer Jobs

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

Partners:

- Alexander Mackenzie High School
- Canadian Diabetes Association
- Canadian Mental Health Association
Vaughan ACT Team
- Centre for Addiction and Mental Health
- Citizens for Affordable Housing
- City of Vaughan
- Community and Home Assistance to Seniors
- Elspeth Heyworth Centre for Women
- Father Ermanno Bulfon Community Centre
- Forest Run Public School
- Heart and Stroke Foundation
- Heart and Stroke Foundation
- Human Endeavour
- Jewish Russian Community Centre
- Joseph A. Gibson Public School
- Mackenzie Health Richmond Hill Hospital
- Maple High School
- March of Dimes Canada
- Middlefield Medical Centre
- Mohawk College
- Ryerson University
- Seneca College
- St. Jean de Brebeuf Catholic High School
- St. Joan of Arc Catholic High School
- Southlake Regional Health Centre
- The Canadian Red Cross Society
- The Vitanova Foundation
- Thornhill Medical Centre
- Together for Vaughan
- Vaughan Social Action Group
- Woodbridge Medical Centre Family Health Team
- York Region Community and Health Services
- York Regional Police – District 4
- York Region District School Board
- York Region Community and Health Services
- York University
- York Thoracic Surgery Associates



Vaughan Community Health Centre

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