



VAUGHAN
COMMUNITY HEALTH CENTRE

2017-18
COMMUNITY REPORT



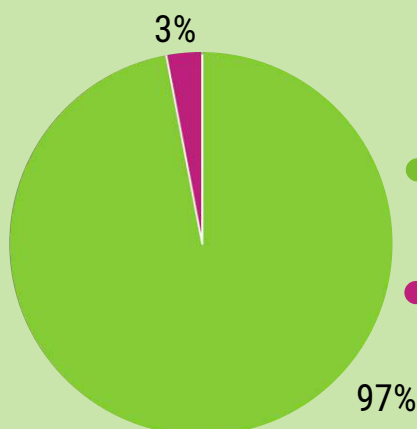
Message

From Board Chair and Executive Director

What a year 2017/2018 was for the Vaughan Community Health Centre (VCHC)! It was a year of taking action, breaking down barriers to health care and growing the centre. There is plenty to celebrate and as always, so much more for us to do. This year's annual report is filled with pictures and highlights from the past year; the most noticeable accomplishments are:

1. **Improving Quality of Life:** We continue our work advocating and creating access to affordable dental care. This past year the VCHC piloted a Pro-Bono Dental Program, resulting in 31 clients with limited financial resources receiving affordable dental services they may not have received otherwise.
2. **Expanding Programs and Services:** The VCHC applied to the Central LHIN and was approved for an expansion of our allied health services (e.g. chiropody, social work, physiotherapy, psychology, diet counselling, lung health, etc.) The rollout will take place later in 2018 and will provide access at no cost to medically and socially complex clients without private health benefits. The expansion will help address the inequities in access to health care.
3. **Partnerships:** Building partnerships is a fundamental way in which the VCHC helps open doors to new services and supports for our community. A new collaboration with Ontario Shores Centre for Mental Health Sciences, Cognitive Behavioural Therapy Demo Project has increased local access to much needed mental health services.

Financial Information



Sources of Revenue

● Central Local Health Integration Network	\$ 4,923,438
● Other Revenue	\$ 158,030
	\$ 5,081,468

4. **Special Projects:** Thanks to funding from the Government of Canada's New Horizons Grant, the VCHC, along with project partners the Bernard Betel Centre and the Elspeth Heyworth Centre for Women, ran the Let's Dance, Learn and Share program. The project surpassed expectations and peer leaders continue to run the program even after the conclusion of the project.

It was truly an exciting year and sets the stage for another successful year ahead. On behalf of the Board, I would like to thank Isabel and the entire staff team for their dedication and commitment to serving our clients and for getting us one step closer to achieving our mission and vision.



Ina Gutium
Board Chair



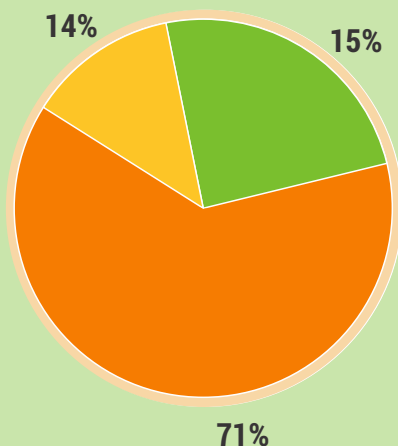
Isabel Araya
Executive Director

VCHC Board of Directors 2017-2018

Front row left to right: Saba Merchant (Secretary), Daniel Farman (Treasurer), Ina Gutium (Board Chair), Marsha Barnes (Vice-Chair)

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

Not pictured: Ashmani Boodnarine



Expenses by Type

Salaries and employee benefits	\$ 3,533,660	71%
Occupancy costs	707,882	14%
Direct service and supplies	767,081	15%

\$ 5,008,623 100%

Who We Are

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

The VCHC's mission is to work with diverse communities to promote health and wellbeing.

Since 2009 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 provided onsite at the Vaughan location and offsite at multiple partner agencies and community sites.

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 receiving services.



" My son says he's seen remarkable improvements in my health since coming to the Vaughan Community Health Centre. My social wellbeing has improved and I'm better at keeping up with my exercising."

- Joanna Zamero



11,341
Active Clients



2,509
Chronic Disease
Prevention &
Management Clients



425
Health Promotion
Group Sessions

2017-2018 Achievements



3,950

Primary Health Care Clients



411

**Clients without
Provincial Health Insurance**



2,348

**Appointments Provided in
Different Languages**



36,355

Client Interactions



5,640

Group Participants

Improving Quality Of Life

Access to affordable dental care remains a health equity issue in Ontario. The VCHC continues to be concerned about the large number of low-income adults and seniors in Vaughan who have oral health problems and no resources to treat them. They cannot afford the cost of private dentistry, and have no dental insurance. They are unemployed, underemployed, or retired. Their need for oral health care has been postponed or shelved - sometimes for years – taking a back seat to other basic needs such as food and shelter.

To address this current gap in access to care, the VCHC piloted a Pro Bono Dental program to increase access to affordable dental care to those with limited financial means.



As part of the Pro Bono Dental program, a mobile dental hygienist, provided dental cleaning onsite at the VCHC.

Through the VCHC Pro Bono Dental Project:



Services included cleaning, fillings, root canal and a tooth extraction



4 dentists and 1 hygienists offered their services free of charge or at a greatly reduced cost

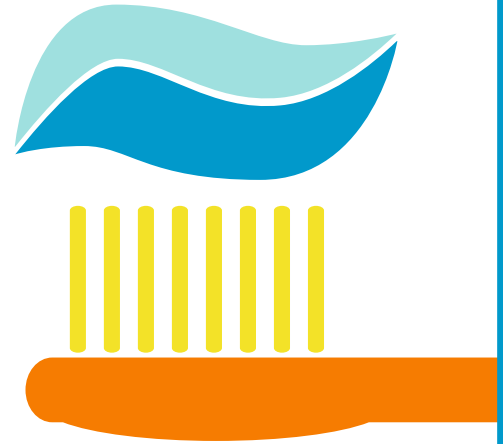


31 clients were able to see a dentist or hygienist

“

Access to dental care should not be a privilege. According to the World Health Organization, nearly 60-90% of children and close to 100% of adults will get a cavity in their lifetime. Being able to access dental care reduces the risk of developing serious complications and secondary health issues. It is an essential piece to a person's overall health.

- Dr. Boris Dvorkin
(Participating Dentist in the Pro bono program)



1 in 5

Ontarians do not see a dentist because they can't afford it.¹



“

I hadn't gone to a dentist in ten years. Money is tight and it's easy to put off going until you start feeling the pain. The dentist was wonderful! Being part of the VCHC and its programs has been uplifting!

- Thelma Morris
VCHC Client

¹ Source: <https://www.aohc.org/oral-health>

Programs & Services

Primary Care Services

Since opening in 2009, the VCHC has witnessed the great need within the local community for access to comprehensive health care services, in particular access to chiropody, physiotherapy and social work. To help address this ever growing need, the VCHC submitted a successful application to the Local Health Integration Network to expand our allied health care teams.

The expansion will take place over 2018. Socially and medically complex clients with no health benefits who receive services from physicians that do not work within an inter-professional care model in their practice, can now be referred to the VCHC to access these services.

Inter-Professional Care Services



Family Physician



RPN



Psychology Services



Respiratory Consults



Diabetes Education & Management



System Navigation



Physiotherapy



Nurse Practitioner



Spirometry



Social Work



Health Promoter



COPD



Community Dietitian



Community Health Workers



Smoking Cessation



Chiropody



The VCHC's Inter-Professional Care Services include chiropody, social work, diabetes education and management, community dietitian, respiratory consults, smoking cessation, spirometry testing, Chronic Obstructive Pulmonary Disease (COPD) Rehabilitation Program, physiotherapy, nurse practitioner, family physician, RPN, community health workers and psychology services.



By working in a group setting along with collaboration, our shared clients get timely access to medical advice and care which improves client outcomes. VCHC clients have their concerns addressed often on the same day within a centralized location.

- Kaz Dmuchowski
VCHC Chiropodist

Clinical Accountability Indicators 2017-2018

Indicators	Performance Standards	Results
PAP Test	>69%	92%
FOBT	65% -97%	92%
Diabetes	73% -100%	91%
Mammogram	66% -100%	93%
Influenza	48% -72%	73%

Programs & Services

Chronic Disease Prevention & Management

Living with a chronic health condition can seem daunting. The VCHC's Chronic Disease Prevention and Management programs teaches clients how to manage their disease which in turn leads to increased confidence and improved health.

The Diabetes Team provides group education and one-on-one counselling to those at risk of developing or currently living with Type 2 diabetes and their families.



The All Day Diabetes Program is an interactive group session that provides an introduction to topics such as the basics of Type 2 Diabetes, the importance and impact of healthy eating, the meaning of blood sugar targets and more. It lays the foundation of the participants' knowledge and skills for the self-management of Type 2 Diabetes.



All Day Diabetes

It was a shocking diagnosis and it was impacting my health in ways I didn't even know. The diabetes team was an incredible help. They gave me the knowledge and knowhow to implement these changes in my life with encouragement and hope. They are the experts! In the last six months I lost over 50lbs and my blood sugar levels are returning to normal ranges.

My advice to others is take the knowledge and implement it to your life. Discipline your life because you can turn things around.

- Antonio Bastone
VCHC Client



The VCHC provides support to clients living with COPD (Chronic Obstructive Pulmonary Disease). Our Centre uses a multidisciplinary approach to care. COPD Services are coordinated by a Respiratory Therapist/Certified Respiratory Educator and Registered Kinesiologist. The program consists of an Ontario Lung Association recognized community-based Pulmonary Rehabilitation (PR) program specifically designed to serve those living with COPD.

Participants' results indicate a significant increase in their physical endurance/ability, range of motion, self-management skills and overall confidence in managing their COPD. Clients are offered ongoing support through the PR Maintenance program and COPD Support Group.



One of the most important things I realized was that I'd allowed COPD to define my mom. I'd step in to "help" with daily activities not realizing I was limiting her physical independence. Since supporting my mom through this program, I now understand that physical activity will help her regain control of her COPD and improve her overall quality of life. COPD no longer defines my mom.



- Cathy Henry, daughter of a COPD client



Members of the COPD Team

(from left to right):

Community Dietitian,

Respiratory Therapist/Certified
Respiratory Educator,

Registered Kinesiologist,

Physiotherapist

Not Present in Photo:

Social Worker

Programs & Services

Health Promotion

The Social Determinants of Health have significant impact on an individual's health. The VCHC health promotion programs work to address the inequities created by the social determinants of health which along with the provision of medical care, chronic disease prevention and management services are key to VCHC's model of care.



The Ready for Success program provides academic support to children from low income families.



Fun with Food

“

My kids and I enjoy coming to the children's programs offered at the VCHC. The staff are inviting. My children feel safe and have a fun time.

Saba Gulzar,
VCHC Client



Building Blocks For Kids



Fizz Kids



Cooking On A Budget

“

This Program was fantastic! Not only was I kindly welcomed into the program, I feel more comfortable at the grocery store selecting foods that are healthy and affordable. This hands-on and educational program has opened my eyes to new recipes that I enjoy cooking for my entire family.

- Carmela Drevininkes



Mini Chefs



Healthy Living Now



Gardening Program



Special Projects

In 2017, the VCHC was awarded a grant through the Government of Canada's New Horizons Seniors Program. The VCHC led the Let's Dance, Learn and Share Program in partnership with the Bernard Betel Centre and the Elspeth Heyworth Centre for Women. The project was a great success!

140 older adults participated



in high energy, motivating weekly dance classes. Increasing their level of activity and range of movement.



Participants in Let's Dance Program



“

The Let's Dance program has given me the opportunity to feel better about my body. Since starting the program I have noticed a big improvement in my flexibility. By practicing in dance, my body moves with more ease and my posture has significantly improved. I can sit and stand with more confidence which has improved my quality of life.

-Shirley Gocool

90%

of participants reported that they will continue to be physically active once the project is complete

Giovanna, Peer Leader and other participants dancing.



As part of the project, funds were given to develop a tutorial DVD. Participants received a DVD featuring their instructor and peer leaders teaching them the dances they learned in the program to keep them dancing!

One of the biggest success of the project was the recruitment of eight Peer-Leader Volunteers, who received 10 hours of private instruction so that they could carry on leading the programs once the project came to an end.



Filming of DVD



Learning to teach the dances is quite different than simply dancing, and at first, I wondered what I gotten myself into. Now I really enjoy doing it and look forward to leading the classes. I'm getting the biggest kick out of it!

- Giovanna Lucchese,
VCHC Peer- Leader Volunteer



Peer Leaders : Grace E, Christine M & Giovanna L with class instructor Martine E.

Partnerships

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

Partner Programs and Services are offered onsite at the VCHC making them accessible to clients.

The Community Legal Clinic of York Region provides legal services onsite for one-half day each week. The service offers free legal help for issues such as tenant protection, employment, social assistance and more.



Andrian Nakarikov from CLCYR



Members of the VCHC Diabetes Team

VCHC is able to offer programs offsite in other areas of York Region. This enables residents who are unable to travel to the Centre's main location to access programs closer to home.

The VCHC's Registered Dietitians and Registered Nurse Educators provide offsite Diabetes Clinics. Locations include Highland Medical Centre, The Health Centre of Maple and Well Medica.

By facilitating programs together both partners are able to utilize the skills and knowledge of each organization.

In 2017-2018 the VCHC partnered with the Bernard Betel Centre, CHATS, AIDS Committee Of York Region and many more community organizations to deliver programs onsite at the VCHC.



The VCHC also partners with local high schools and post-secondary institutions to offer career-related placement opportunities.



My school co-op placement was my first real look into what my future career might look like. I want to be a Nurse Practitioner and I got the opportunity to shadow the NP here.

- Krystina Howell,
Co-op Student



**Co-op Placement Students
Usman and Krystina**



I want to work in the medical field, to be a doctor. The co-op placement gave me insight into what a typical day looks like. This is all valuable experience that I can use on my applications and resume.

- Usman Ahmed,
Co-op Student

The VCHC partnered with Ontario Shores Centre for Mental Health Sciences on the Cognitive Behavioural Therapy (CBT) Demo Project. A therapist provides onsite support at the VCHC through the CBT program. CBT looks at how our thoughts impact our feelings and behaviour and works to break negative patterns that can lead to anxiety and depression.



Having CBT offered here at the Vaughan Community Health Centre has meant a lot to me. I was told, by an outside provider, I'd have to wait over a year to receive individual counselling and I was worried about losing ground on the progress I'd made already. This initiative has given me a safety net and I've gained the capacity and confidence to carry on with my recovery. "

- VCHC Client



**Sara Saniee from Ontario
Shores Centre for Mental
Health Sciences**

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 annually to Health Quality Ontario.

Here is a summary of results from our 2017-2018 Client Experience Survey.

PATIENT - CENTRED

Time spent with client

95% of respondents stated their doctor or nurse practitioner always and/or often spends enough time with them.

Understanding treatment and care plans

90% of respondents stated their doctor or nurse practitioner always and/or often explain things to them in a way that is easy to understand.

PATIENT - CENTERED

Involvement in Decision Making

85% of respondents stated they are always and/or often involved in decisions about their care and treatment.

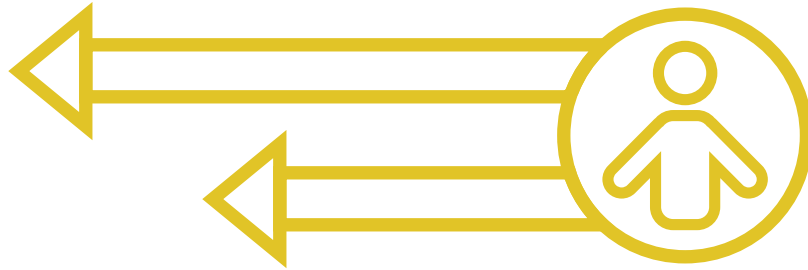
Community Impact

100% of respondents stated the Centre makes a positive impact in the community.



How To Provide Feedback

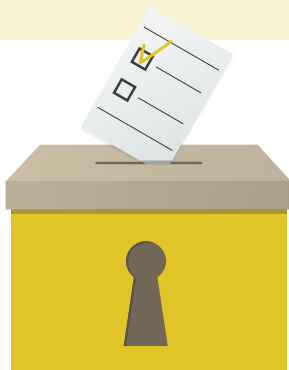
The VCHC values your feedback. We use it to learn what we are doing well and where and how we can improve. It is a fundamental aspect of our work.



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

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

9410 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

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



Front Cover Photos:

1. Building Blocks For Kids
2. IWD Event 2018
3. IWD Event 2018
4. Lets Dance
5. Fun with Food
6. Healthy Living Now



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