



VAUGHAN

COMMUNITY HEALTH CENTRE

2019-2020 Community Report



Message from Board Chair and Executive Director



Executive Director, Board Chair, and Ward 2 Councillor Tony Carella celebrating VCHC'S 10 Year Anniversary.

More than 120 providers in Northern York Region refer their clients to our Keswick Site to enhance their health and wellbeing and more than 500 clients accessed much needed services like Physiotherapy, Chiropody, Mental Health (Psychology and Social Work), System Navigation, Case Management, Nutrition Counselling, Lung Health services as well as Social Programs. We were pleased to have Minister Mulroney, MPP for York-Simcoe attend the event, as well as Mayor Margaret Quirk.

Having celebrated the grand opening of VCHC's Keswick site on May 23rd, 2019 and VCHC's 10th anniversary on May 28, 2019, last year was a thrilling and unique year for the VCHC.

Since our mandate is to serve vulnerable individuals who face barriers to accessing healthcare, Keswick, one of the most underserved areas in York Region, is the perfect spot for our new site. The VCHC Keswick team has done a fantastic job at connecting with partners and providers in the area to ensure the right clients find their way to us. The official launch was an opportunity to hear from clients and partners about the impact our services has had.



Officially cutting the ribbon for the VCHC Keswick Site Grand Opening! Pictured is MPP Caroline Mulroney, Mayor Margaret Quirk, Catherine Cook Executive Director of the Georgina Food Pantry, VCHC Board Members, and representatives of the CLHIN and Alliance for Healthier Communities.



**Ina Gutium
Board Chair**



**Isabel Araya
Executive Director**



The celebration of our 10th anniversary was also a great event. VCHC opening its doors in 2009 was an important milestone for the most vulnerable residents of the city of Vaughan. Since its inception, the VCHC has been instrumental in addressing the social determinants of health for those in dire need of support and contributed to building a much healthier and vibrant Vaughan. Over the years, our passionate and dedicated staff has made sure that each client, all 38,000 plus of them, receive best in class inter-disciplinary health care as well as programs and services catered to their needs.

The VCHC forges dynamic partnerships with other community agencies, schools, and healthcare providers to better serve the needs of our clients. A great example of such collaboration is our participation in the Western York Region Ontario Health Team.

The idea is to work together with other local health providers to better coordinate health care delivery for individuals who have social and medical complex issues and need to transition from one health care sector to the next.

As the year closed, we started to deal with the unprecedented COVID-19 pandemic and quickly changed our service delivery model to virtual care.

We wish to acknowledge our staff, students, volunteers, community partners and funders for their commitment, contributions, dedication and hard work in helping to make Northern and Western York Region healthier communities. As always, it is an honor and privilege to serve on the VCHC Board.

VCHC Board of Directors 2019-2020

Top Row (left to right): Names of Board

Members:

Lynette Katsivo, Sylvia Starosta, Dr. Saba Merchant, Sandra Parker, and Sunder Sign

Bottom Row (left to right): Names of Board

Members:

Isabel Araya (Executive Director), Daniel Ferman, Dennis Bailey, Malcom Wong, and Ina Gutium



Taking a trip down memory lane! Pictured is our Executive Director first opening the VCHC doors in 2009.



Members of the Ontario Health Team celebrating the exciting announcement.





Celebrating The VCHC!



VCHC Turns 10!

In May of 2019, the VCHC celebrated its 10 year anniversary! First opening in 2009, the VCHC has been serving the community through primary care, chronic disease management and health promotion services. We have served over 38,000 clients and have formed many valuable partnerships with other agencies in the community. The VCHC is excited to see what the future will hold for us!



Staff and clients enjoying our 10 Year Anniversary Celebration!



Keswick Site Open House

To celebrate the opening of our satellite location, the VCHC held the Keswick Site Launch Event! The event demonstrated overwhelming support from community members, local agencies, and government members. Our Executive Director, Isabel Araya and the Keswick Site Team were welcomed to the community by the Honourable MP Caroline Mulroney and the Mayor of Georgina Margaret Quirk. The VCHC satellite serves residents of Northern York Region facing barriers to access needed health services.



Mayor of the Town of Georgina Margaret Quirk showing her support for the Vaughan CHC Keswick Site.



The Honorable MPP Caroline Mulroney sharing some words on supporting health care initiatives in York Region.

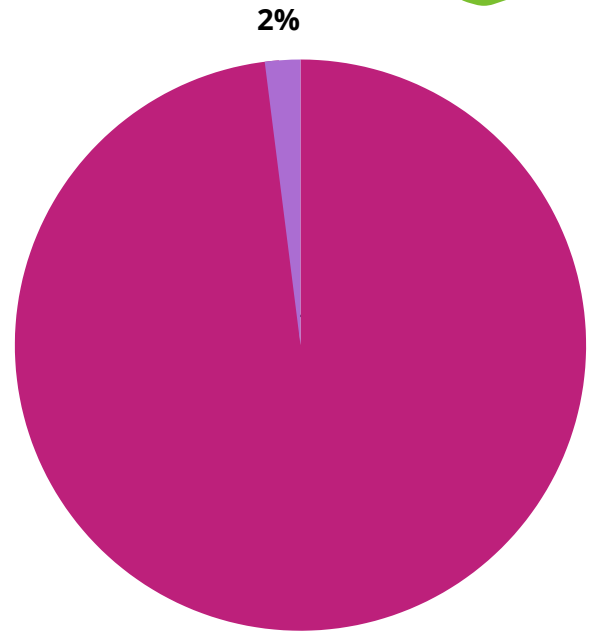


Financial Information for 2019-2020:



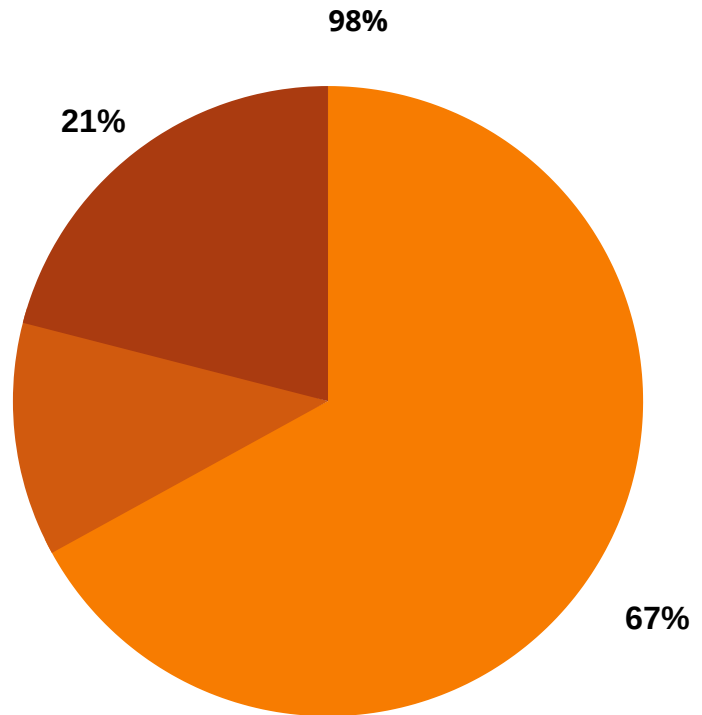
Sources of Revenue:

■	Central Local Integrated Health Network:	
	\$ 6, 568,532.00	98%
▬		
■	Other Revenue:	
	\$ 122,523.00	2%
▬		
	\$ 6,691,055.00	100%



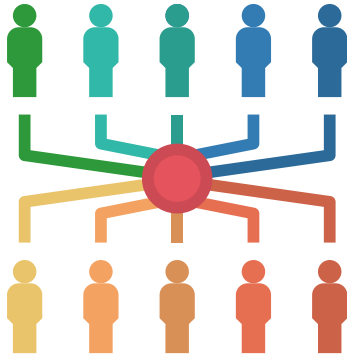
Expenses By Type:

■	Salaries and Employee Benefits:	
	\$ 4,583,582.00	67%
▬		
■	Occupancy Costs:	
	\$ 785,284.00	12%
▬		
■	Direct Service and Supplies:	
	\$ 1,436,689.00	21%
▬		
	\$ 6,805,555.00	100%

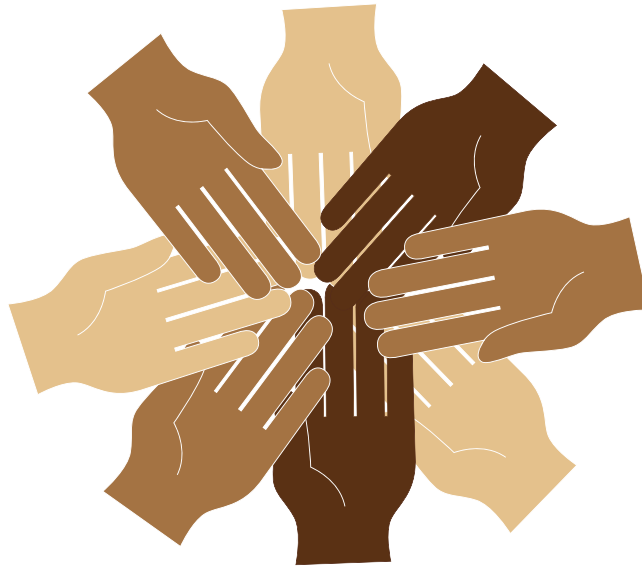


To find out more about the Vaughan CHC visit our website: www.vaughanchc.com

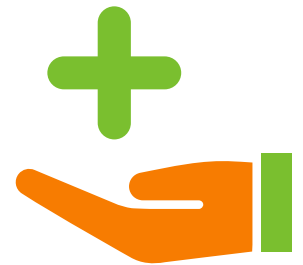
2019-2020 Achievements



**Group
Participants
5,225**



**Active Clients
38,501**

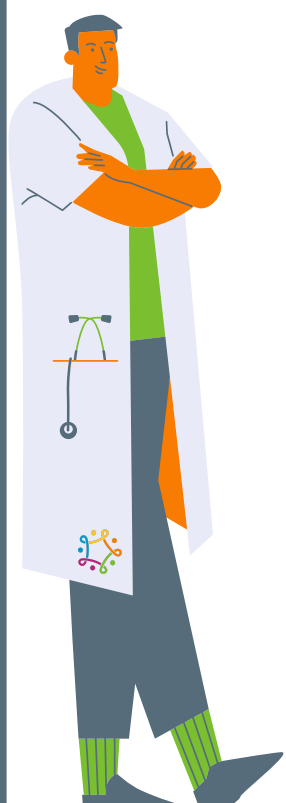


**Clients Without
Provincial Health
Insurance
191**

**Health Promotion Group
Sessions
383**



**Appointments
Provided in
Different
Languages
1,917**





Addressing Social Determinants of Health



The VCHC continually addresses gaps and needs in the community, Funding from various government levels greatly supports VCHC's community impact.

Canada Summer Jobs

The Canada Summer Jobs funding allows VCHC to hire students interested in working in community health and community services for the summer months. The VCHC was excited to have received funding for our Vaughan and Keswick locations. Through funding provided by the Government of Canada, we were able to employ a full-time reception student for our Keswick site as well as two reception team and 2 Health Promotion Team Assistant students for our Vaughan site.

New Horizons For Seniors

The Government of Canada provides the New Horizons for Seniors funding; this funding supports seniors' community programming. Seniors often face feelings of social isolation and a lack of belonging in their communities. Through this funding, the VCHC was able to implement a peer-led senior dance program. This program is still being facilitated by a local community member.



VCHC peer leaders and their dance instructor.

York Region Transit Funding

Transportation can be a barrier to many, due to the lack of affordability. Not being able to afford transit fare to attend an appointment or group program can impact one's physical, mental and social health. The Regional Municipality of York, has provided VCHC with funding to purchase York Region Transit fares for clients who struggle to afford their transit fare to access the VCHC when they need to.

Programs & Services

Health Promotion



The VCHC Health Promotion Team engage various age groups to deliver a variety of health promotion programs geared to increase social engagement and knowledge on various health topics.

For the latest information on our group programs visit:
www.vaughanchc.com

Senior Social Programs

The population of seniors in York Region is growing. As a community-based agency, we respond to their evolving needs and fully support our community of seniors. One way we do this is through implementing meaningful programs that will engage seniors to maintain a social life and learn various ways they can improve their health. For example, weekly programs such as Coffee and Chats as well as Heart & Mind focus on socializing and discussing different health and self-care topics.



VCHC clients taking a moment to enjoy the music...



Clients enjoying some social time at the VCHC.



Dancing has no age limit and is a fun way to bring people together! This year VCHC was able to hold 2 exercise dance programs at our Vaughan site where our seniors showed their dancing skills.



Programs & Services

Health Promotion

Youth Programming and Engagement

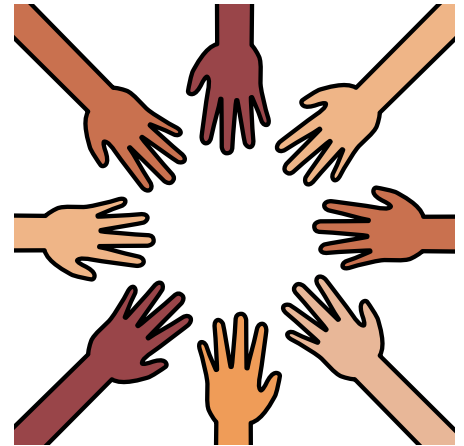
Youth engagement is important at VCHC; we have various employment opportunities available for youth as well as programming to support youth engagement in our community. Last year, the VCHC held the following youth initiatives:

- Ready for Success Tutoring Program
- Rainbow Space Program (in partnership with CAYR)
- Youth supporting Seniors learning to use technology
- VCHC Summer Camp



Making Friends and Creating Art

Through creative expressions, the VCHC has been able to connect and engage our clients. Various art programs were facilitated throughout the year at both our Keswick and Vaughan sites. Community Health Worker Marisanna has engaged senior clients to tap into their artistic talents in a Seniors Art program and a Community Art Show to showcase their creations.



Client created art pieces from the Art Program for Seniors.



Client created art on display for the Seniors Art Program Viewing event.

At our Keswick Site, community members came together for our Do It Yourself Art Program, making various creations from homemade holiday ornaments to sentimental Valentine's Day craft gifts!



Programs & Services

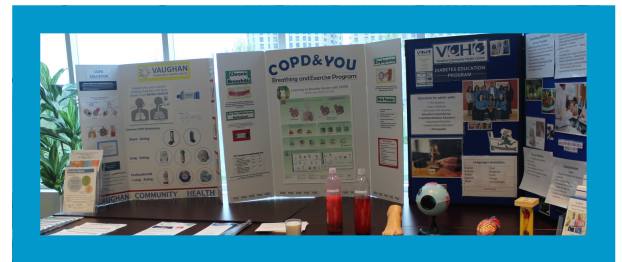
Chronic Disease Prevention and Management Program



Chronic Obstructive Pulmonary Disease (COPD) Program

COPD Support Program:

The COPD Support Program aims to bring those with chronic illness together to learn how to manage and cope with their illness in a group setting. Facilitated by our Kinesiologist and Registered Respiratory Therapist community members can learn how to live a healthy and enjoyable life with COPD



Getting the right information is important. The VCHC provides clients the best information for managing their health.



Smoking Cessation:

The VCHC can support those wanting to quit smoking at both our Vaughan and Keswick locations!

Exercise Education and Stress Management

If you want to learn how to be more mobile or active while managing a chronic illness, check out our Exercise Education Programs! Visit our website for more information: www.vaughanchc.com

Diabetes Education & Management



The Diabetes Education Team launched a new program last year to support those living with chronic pain. The Chronic Pain Self Management program was held over six weeks.



Some members of the VCHC Diabetes Team! The VCHC Diabetes Team is made of Diabetes Nurse Educators, a Registered Dietitian, Chiroprapist and a Diabetes Receptionist.

Community In Action



VCHC Annual Community Consultation Meeting



The VCHC held its annual community consultation meeting in October 2019. Clients attended to meet with members of the VCHC Leadership Team and provide their feedback on our services and programs. Clients that showed passionate dedication to supporting and participating in our programs were provided certificates of appreciation.



Dedicated clients sharing their feedback with Isabel Araya, VCHC Executive Director.



Providing a passionate client a certificate of gratitude for volunteering her time as the Feet in Motion Dance program instructor!



Clients engaging in the question of 'what does a community need to be healthy?'

Human Trafficking Forum for Parents and Youth

Highlighting the dangers of human trafficking in York Region, Deborah Pond, retired Royal Canadian Mounted Police Officer and current Chair & Executive Director of U-R Home Awareness & Support Services, provided to local parents and youth, safety tips on how to avoid online predators and support youth at risk of being trafficked.



Community In Action



International Men's Day Forum

The VCHC celebrated Movember and International Men's Day by holding it's annual Men`s Health forum. Faciliated by a VCHC physician, Dr.Stanley Lam provided an information forum on the importance of regularly scheduled testing for various cancers that are common among Canadian men and women.



Community Health Worker Marisanna providing a lucky winner their Home Deport raffle prize.



Holiday Celebration

The VCHC Community Health Workers planned an exciting holiday event this past December filled with cheer, music and dancing!
A special thank you to Home Depot for providing gift cards for our raffle!



Attendees of our International Women's Day event reflecting on their role as a woman in their community.



Community Health worker Cindy hosting our International Women's Day event.



International Women's Day

Held in partnership with the Bernard Betel Centre, last year`s International Women's Day event focused on creating a more equal society. The theme was Each For Equal, participants engaged in conversations about equality in the workplace.



VCHC Allied Health Coordinator Ana Khatchatourian and Bernard Batel Centre's Larisa Vepinski Coordinator of Community Support Services & Outreach.



Clients enjoying the festivities of International Women's Day!



Partnerships

The VCHC develops and implements partnerships with other local agencies to continue increasing its impact on decreasing disparities in access to services.

Below are some of our new/current partnerships:

Healthy Smiles Foundation

The Healthy Smiles Foundation received funding from New Horizons for Seniors to facilitate dance programs for seniors. The VCHC is pleased to partner with them to be able to facilitate an additional exercise dance program for seniors



Ivory Medical Clinical

The VCHC has a passionate team of Diabetes Nurses and Dietitians that are always looking for new groups to support in becoming more educated on managing diabetes. In Summer 2019, our Diabetes Education Team partnered with the Ivory Medical Clinic to support Vaughan residents with Type 2 Diabetes and help them to manage living with a chronic illness.

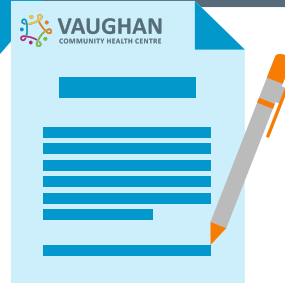


Community Living

The VCHC Keswick Site formed a wonderful partnership with Community Living Georgina and Sutton. Workshops on personal hygiene, healthy eating, and the dangers of social media were held at the Sutton branch. A Cooking on a Budget program was held at the Georgina branch.



Quality Improvement



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 shared with the VCHC Board of Directors and staff, as well as communicated to clients via the Quality Improvement bulletin board.

Here are some highlights from our 2019-2020 Client Experience Survey:

396 Clients responded to the survey.

Community Impact:

96% of surveyed clients felt the VCHC does have a positive impact on their community.

Comfort and Feelings of Belonging:

99% of surveyed clients reported they do feel welcome and comfortable at VCHC.



Client-centred, Involvement in Decision-making:

87% of surveyed clients stated they are always and/or often involved in decisions about their care and treatment.

Timely Access to One-on-One Appointments:

75% of surveyed clients reported they got an appointment on the date they wanted for medical visit, physiotherapy, counselling, chronic disease management, etc.

How to Provide Feedback



The VCHC values your feedback. We use it to learn about 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 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 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 and community at large.



THE PULSE OF COMMUNITY HEALTH

Vaughan Community Health Centre-Vaughan Site

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: 9:00am - 5:00pm

Tuesday: 9:00am - 8:00pm

Wednesday: 9:00am - 8:00pm

Thursday: 8:00am - 8:00pm

Friday: 9:00am - 5:00pm

Saturday: Closed

Sunday: Closed



Vaughan Community Health Centre-Keswick Site

716 The Queensway South,
Keswick ON, L4P 4C9

Telephone: (905) 476-5621

Hours of Operation:

Monday: 8:30am - 4:00pm

Tuesday: 8:30am - 4:00pm

Wednesday: 8:30am - 6:00pm

Thursday: 8:30am - 5:30pm

Friday: 8:30am - 4:00pm



Front Cover Page:

1. 2019 Community Consultation
2. International Women's Day 2020
3. 2019 Holiday Celebration Event
4. Vaughan CHC Staff Photo