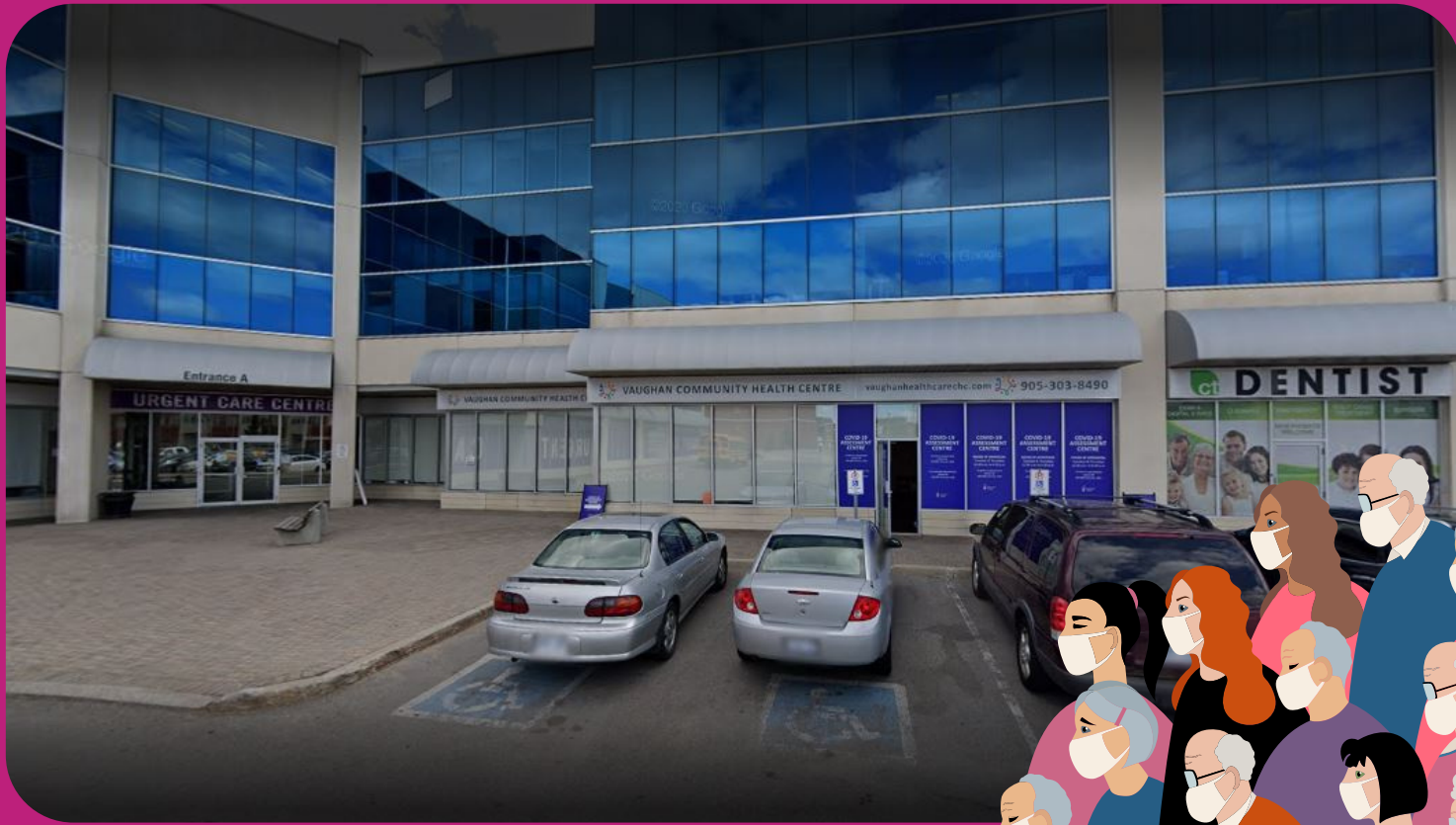


A DIFFERENT KIND OF HEALTHCARE



VAUGHAN

COMMUNITY HEALTH CENTRE



2020-2021

Community Report



Message from Board Chair and Executive Director



This fiscal year has been a challenging and unpredictable year for VCHC and worldwide as we are faced with the COVID-19 pandemic. The province announced State of Emergency in mid-March 2020, followed by multiple waves of the virus throughout the year. The Ministry of Health enforced multiple lockdowns and stay-at-home orders and provided directives to the healthcare sector on how to proceed.

This had a significant impact on our clients and the way we serve them. VCHC rose to the challenge, pivoted and re-imagined our service delivery model and transitioned to virtual care. With the staff and client safety as a top priority, we successfully activated infection control protocols; we increased our supply of Personal Protective Equipment and other safety supplies. Most importantly, we continued to operate the Centre and our clients were able to access programs and services both virtually and in-person. According to survey results, the virtual care model was well received by both clients and staff, as they were able to adapt to the change and navigate their way to access the services.

As the shift to virtual care was made, demand for technology and access to technical devices had increased for clients. To remove barriers and provide equity in accessing care, the VCHC was approved for New Horizon funding, “Tablets for Loan for Seniors” Digital Inclusivity Project. Clients were provided with tablets that included data so they can access their appointments and attend social programs virtually. As a result, more clients were able to access programs which increased their mental health status, decreased social isolation and anxiety and other barriers, such as transportation, were removed.

The VCHC supported clients and our community in response to the COVID-19 pandemic.

In late 2020, the City of Vaughan was identified as a high priority community and a “hot spot” with high positivity and a lower testing rate. Designated as the lead agency, the VCHC collaborated with local community partners to implement the High Priority Communities Strategy in Vaughan. Our community ambassadors provided outreach and education about COVID-19; our primary care team provided testing to the community; and our case managers provided wraparound supports to community members impacted by COVID-19. In addition, through the United Way Greater Toronto Local Love Emergency Fund and in partnership with York Region Food Network and Community & Home Assistance to Seniors, we provided fresh food delivery and meals to our clients.

This has been a truly challenging year for VCHC and together, we tackled the hurdles of COVID-19 pandemic and have successfully remained open and continue to provide access to services for our clients and the community. We are truly proud of our staff and clients for their quick response in pivoting to virtual care and accepting the digitalized world.

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. In particular, I wanted to thank VCHC staff and volunteers for their dedication, agility, and relentless focus on serving our clients no matter the circumstances. As I am wrapping my term as the Board Chair, it was an honour and privilege to serve on the VCHC Board.



Ina Gutium, Board Chair



LoAn Ta-Young, Acting Executive Director, December 2020



Who We Are:



• Mission:

Together with our community, the Vaughan Community Health Centre addresses disparities in health outcomes, promote health and well-being addressing the social determinants of health, and provide exceptional client-centered community health services.

• Vision:

A healthier community



• Board of Directors:

The Vaughan Community Health Centre (VCHC) is governed by a volunteer board of directors comprised of 9 local residents. With the board's leadership, experience, and expertise, the Centre continues to move forward towards achieving its vision of a healthy community in Western and Northern York Region.



Ina Gutium- Chair



Emmanuel Abara



Dennis Bailey



Daniel Ferman- Vice Chair



Lynette Katsivo



Saba Merchant- Secretary



Sandra Parker



Malcolm Wong- Treasurer



Sunder Singh



Financial Summary for 2020-2021:



• Sources of Revenue:

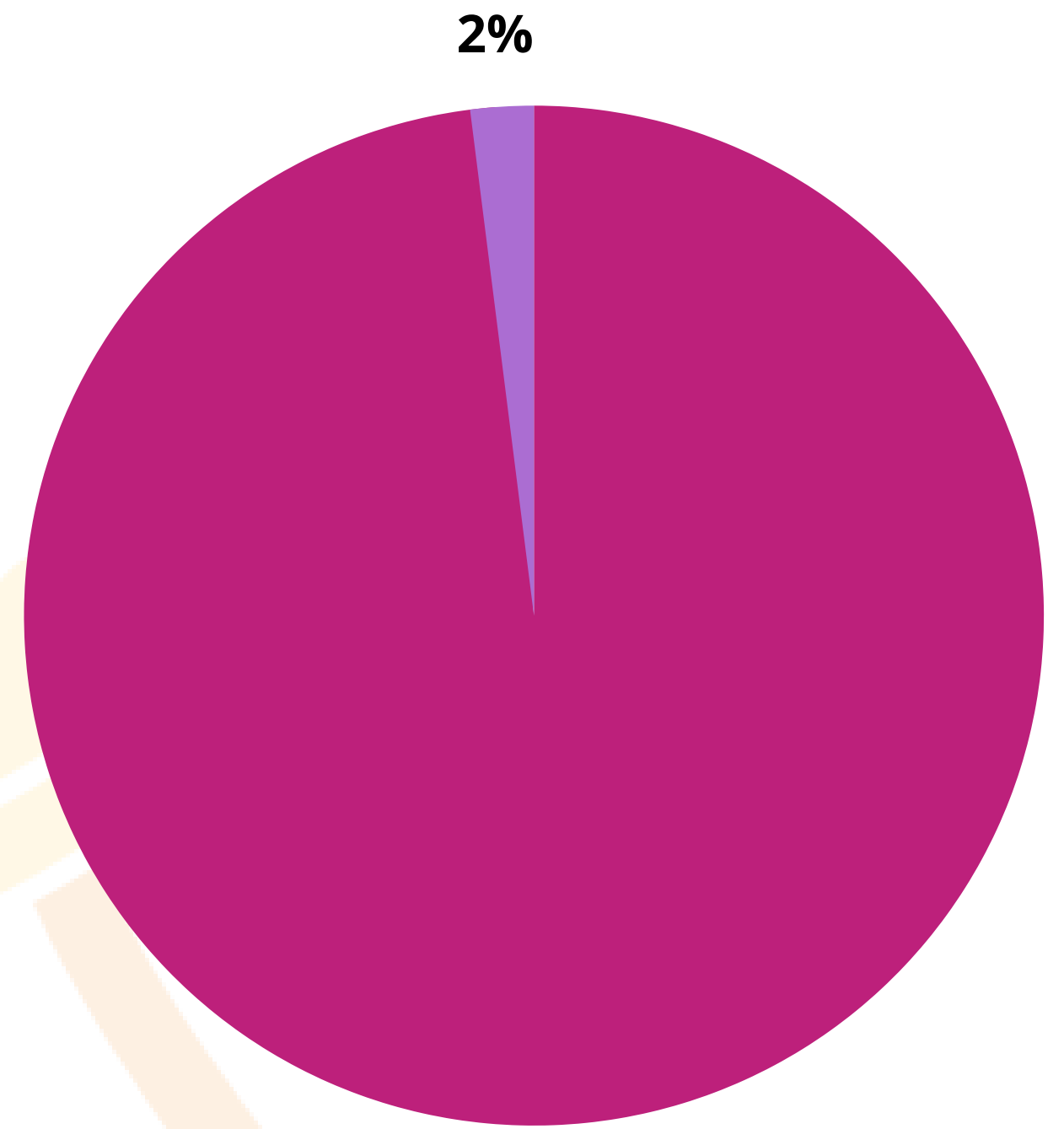
■ Central Local Integrated Health Network:

\$ 7, 195, 235 98%

■ Other Revenue:

\$ 135, 195.00 2%

\$ 7, 330, 430.00 100%



• Expenses By Type:

■ Salaries and Employee Benefits:

\$ 5, 110, 937.00 69%

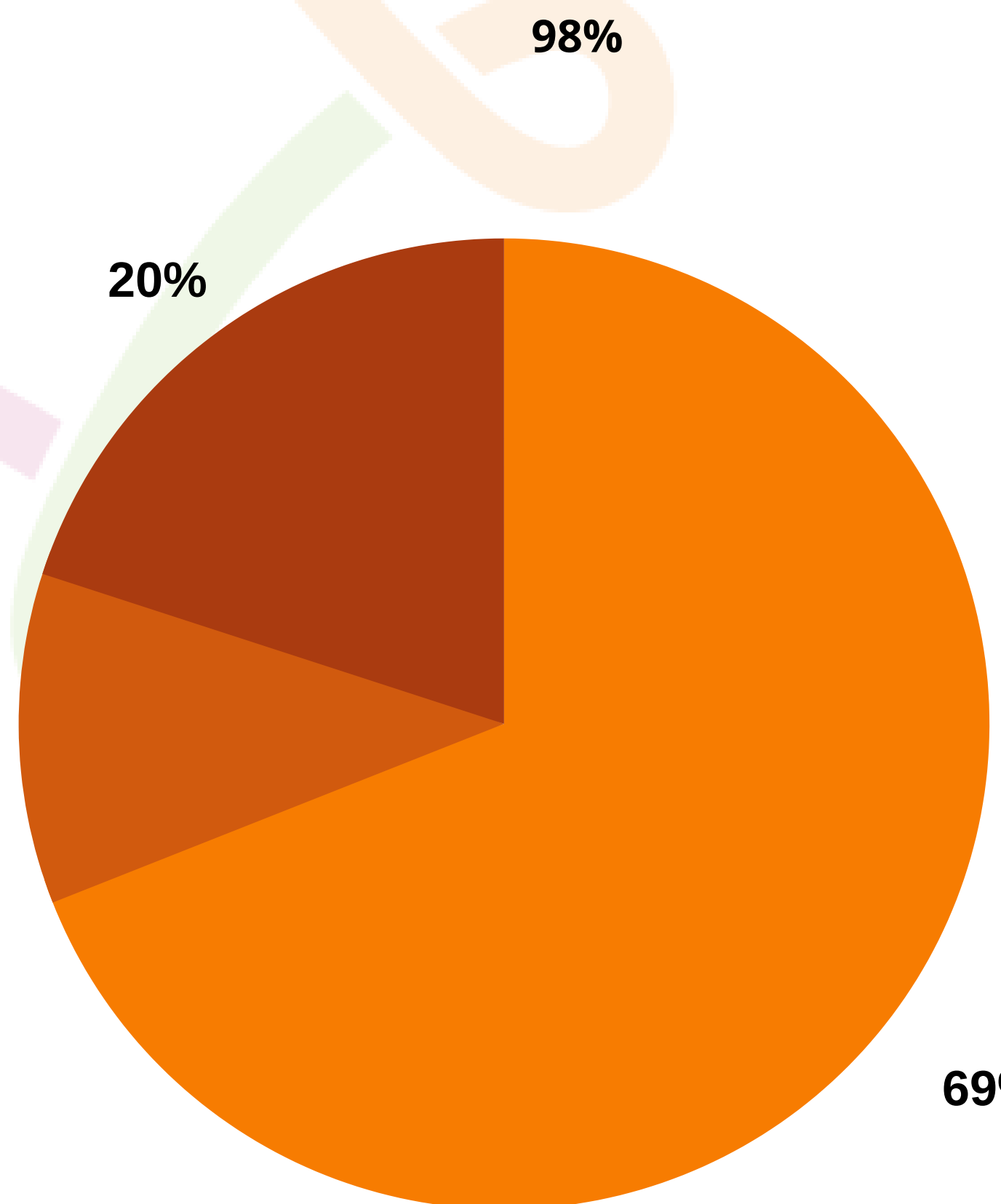
■ Occupancy Costs:

\$ 711 ,294.00 11%

■ Direct Service and Supplies:

\$ 1, 516, 786.00 20%

\$ 7, 419, 020.00 100%



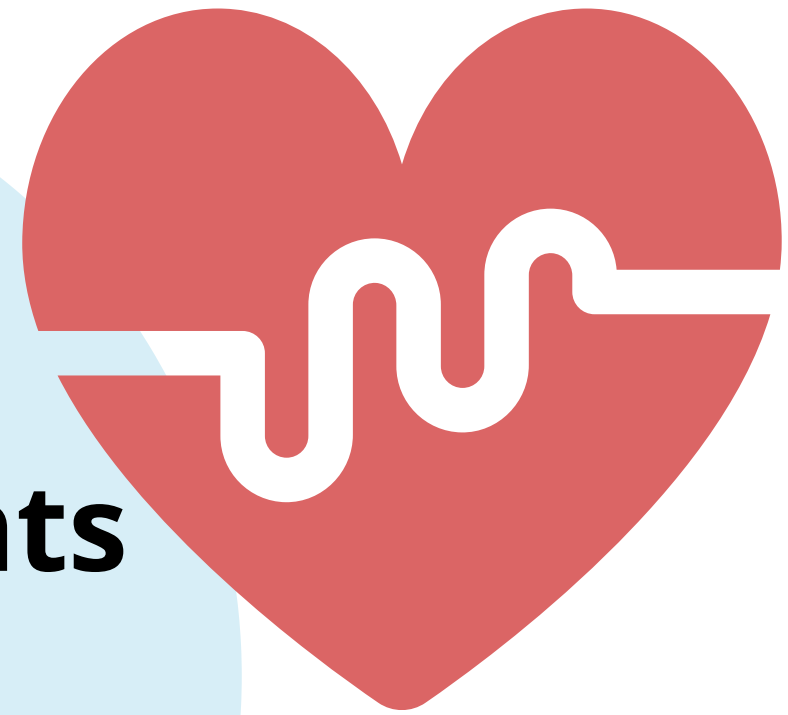
• To find out more about the Vaughan CHC visit our website: www.vaughanchc.com



Service Impact & Client Profile:



**Individual Clients Served:
14,546**



**Clients Without Provincial Health Insurance:
266**



**Health Promotion Group Sessions:
380**



**Appointments Provided in Different Languages:
3,312**

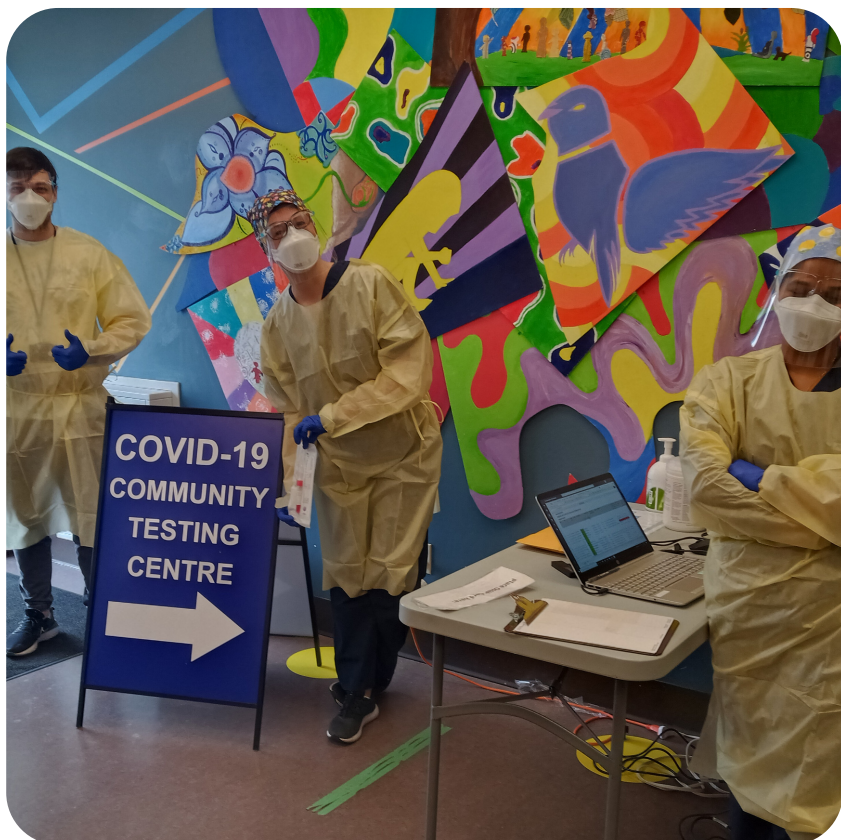


**Group Participants:
5,310**





COVID-19 High Priority Communities Strategy:



Our courageous VCHC COVID-19 Community Testing Clinic Team ready for action

On December 21, 2020, the province of Ontario announced the implementation of a High Priority Communities Strategy funding. The City of Vaughan was identified as a high priority community and a “hot spot” with high positivity rate and a lower testing rate. The Vaughan Community Health Centre was selected as the lead agency to implement the Strategy in Vaughan. The Strategy consists of three pillars of support.



1. Community outreach & education about COVID-19

- Engaged 85 Vaughan residents in focus groups to inform on the needs of the community
- Partnered with Region of York and ANCHOR to engage Black community
- 12 Community Ambassadors were recruited to conduct outreach and education in the community
- Conducted 1,300 organic outreach hours and strategic community outreach and engagement
- 4,680 community members engaged
- 10,399 users reached on social channels
- Addressed COVID-19 misinformation through education
- Reached out to faith-based and culturally specific organizations, including South Asian Community
- Information was translated in multiple languages

2. Accessible COVID-19 testing for our community

- The VCHC community testing centre opened on February 22, 2021, operating 2 days per week
- Online booking system was established
- Interpretation and transportation services are offered for testing
- Tested 473 individuals in February-March 2021
- 1,000 PPE kits distributed to individuals at testing centre and George Bailey Public School



Elena getting ready to administer COVID-19 tests!

3. Wraparound Supports

Using case management approach our team connected individuals and families impacted by COVID-19 with available services:

- Access to testing
- Financial resources
- Food Access
- Access to household items
- Social Supports
- Emotional counselling and support
- Referrals to voluntary self-isolation centre



- Information about COVID-19
- Vaccine booking support
- PPE and more
- Support for community members with barriers such as language, access to transportation, technology, etc.
- Provided support to 60 individuals in February-March 2021
- Vaughan COVID-19 Information Phone Line



COVID-19 High Priority Communities Strategy:



About the Vaughan COVID-19 Response Coalition:

In February 2021, the Vaughan CHC engaged and collaborated with 11 organizations serving diverse and vulnerable populations in Vaughan to form the Vaughan COVID-19 Response Coalition.

- **360 Kids**
- **ANCHOR**
- **CAYR Community Connections**
- **CHATS: Community & Home Assistance to Seniors**
- **Elsbeth Heyworth Centre for Women**
- **Human Endeavour**
- **REENA**
- **Regional Municipality of York**
- **The Food Bank of York Region**
- **United Way Greater Toronto**
- **Vaughan Community Health Centre**
- **York Region Food Network**



Meet Our Community Ambassadors!

Community Ambassadors play a crucial role in reaching communities that need access to COVID-19 information, access to testing and wraparound supports.

Here is what they have to say:



"I decided to become a Community Ambassador in order to play my part and help in the community. What better way to get through this pandemic than by doing it together! By providing information, education and tips on COVID-19 related resources and help to members of our community, we can hopefully stay safe and put an end to the pandemic"

Shahd



"As a member of the Vaughan community, I value being an informed and active citizen. My role as a community ambassador allows me to engage locals with accessible support to ensure a safe and convenient function of society during these unprecedented times"

Sonia



"Hello residents of Vaughan, my name is Fitz-Roy Gordon and I am one of many Community Ambassadors supporting our residents through (VCHC, Vaughan community health centre) as part of its Covid 19 awareness initiative. I have lived in this beautiful city for over eighteen years. During this time I have volunteered in the community in a variety of ways and have belonged to many non profit organizations providing supports and services for residents. An educator by profession I am passionate about contributing my skills and knowledge to this initiative."

Fitz

Addressing Social Determinants of Health: Vaughan CHC Digital Inclusivity Project: Tablets for Loan For Seniors



"Having access to health management apps is like a lifeline for my gut health"
- VCHC Tablet User

• Digital Inclusivity is Now a Social Determinant of Health

We recognize digital inclusivity is an important social determinant of health that enables access to services for seniors and connects them to the community. Through the use of funding provided by the New Horizons for Seniors program, VCHC developed and implemented the "Tablets for Loan for Seniors Project" in June 2020.

The project enabled socially isolated seniors aged 65+ in York Region to access virtual programs and services. Twenty-eight clients were able to access online programs and services in Western and Northern York Region, free of cost. The seniors attended virtual programs such as, Chronic Obstructive Pulmonary Disease Management and Support Group, and weekly exercise education programs. While staying safe at home, seniors were able to have a source of connection to their community and appreciated the resourcefulness of technology during the pandemic.

"The VCHC tablet helpline is like my guardian angel"
- VCHC Tablet User



Contributions and Recognition:

- Honorable Minister Deb Schulte for attending the New Horizons for Seniors virtual launch event and for her continued recognition of our efforts to support the health of the York Region community
- The Federal Government of Canada for the New Horizons for Seniors funding
- Human Endeavour for their continuous collaboration on the project and providing access to devices and technical support for clients
- Our clients for having the courage and resolution to try these devices and dive into the world of technology and internet.

Addressing Social Determinants of Health Love Emergency Fund:

● Helping Clients During Covid-19:

It is no doubt that Covid-19 has had a negative impact all over the world. Locally, the Vaughan Community Health Centre (VCHC) in partnership with the York Region Food Network (YRFN) and Community & Home Assistance to Seniors (CHATS) was approved by the United Way Greater Toronto (UWGT) Local Love Emergency Fund to deliver



Delivery box of groceries for clients

a food-based project to VCHC's most vulnerable clients. The project – **From Farm to Plate During Covid-19** took place from May 13, 2020 to June 30, 2020. It aimed to provide fresh food delivery and grocery cards at no cost. Food ranges from fresh meals to produce boxes, which include fruits and vegetables sourced from York Region farms. More than 400 clients have benefited from this initiative.

In addition, 310 fresh meals were given out to clients who reside in Keswick, Vaughan and the surrounding areas. Fresh meals were prepared every week by the YRFN staff in their public health-inspected kitchen facility in Aurora. Staff prepared different food options to include a variety of dishes for breakfast, lunch and dinner. Food was culturally appropriate and nutritious, and clients have a choice of 3 to 4 menu options.



Prepared meals for clients





Programs & Services: Primary Care & Allied Health Services



Our dedicated team of Primary Care and Allied Health providers continue to support our community in a safe manner. We are able to modify our clinical spaces using physical distancing methods to offer a mix of in-person and virtual appointments.



• We have implemented safety measures to ensure that optimal safety of our clients and staff on-site are maintained by:

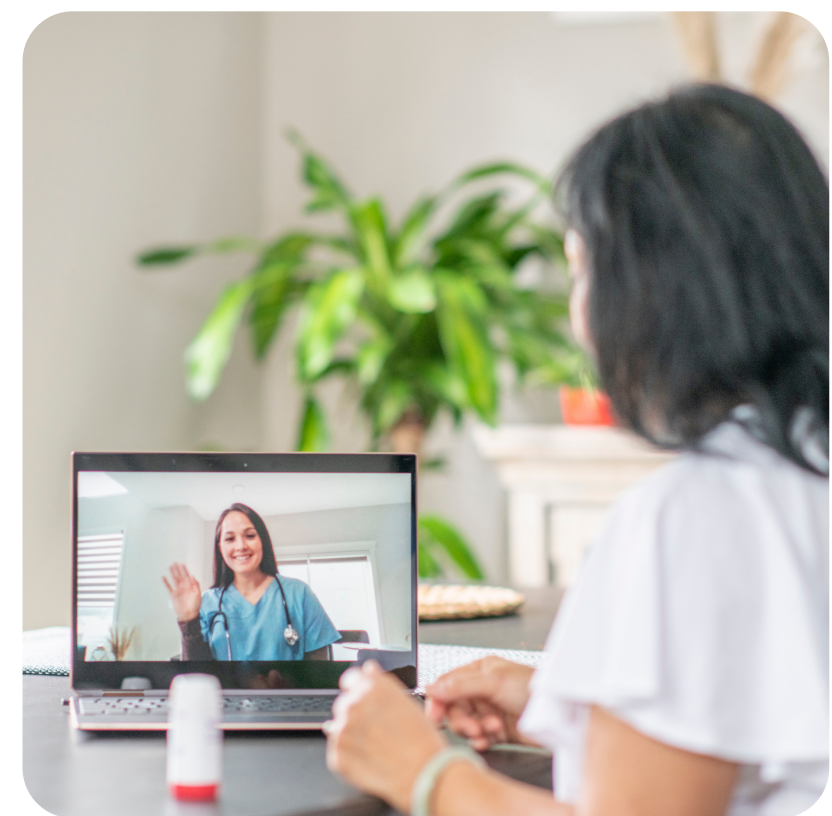
- Pre-screening clients for COVID-19 symptoms before their appointment
- Conducting in-person screening for those arriving for in-person appointments
- Maintaining physical distancing practices, limiting waiting room capacity and seating in our clinical areas
- Implementing safety precaution measures for safer client-provider interactions
- Following mask policy as per Ministry guidelines
- Offering masks and hand sanitizers to clients



Our VCHC providers have used both phone and the Ontario Telemedicine Network (OTN) application to conduct virtual appointments. For example, our physiotherapist has been able to support the clients to remain mobile through virtual appointments!



Our System Navigator Case Managers and Community Health Workers have supported our clients by conducting continuous wellness check-in calls and informing them of COVID-19 support services that could aid in maintaining their physical, mental, and social wellbeing during the pandemic.



As we remain open to provide healthcare services through blended delivery methods, we want to thank our clients for their patience and flexibility during the challenging times as they navigate their path to the virtual world.



Programs & Services: Health Promotion



The Health Promotion team continues to support the community by providing engaging programs virtually in order to keep community members connected and supported during the COVID-19 pandemic.

• Newly Developed Virtual Programs:

- **Taking Care of You**, supports clients with at-home self-care activities during the lockdown
- Presentation on **grocery shopping and food safety during the pandemic**.
- **Blueprint and Brain Logic and Tricks**, engaging children's programs
- **Family and Friends Bingo Nights Program** was launched to engage and connect community members



Thank you to our amazing Let's Dance instructor **Giovanna** for facilitating her dance lessons online!

To ensure programs are accessible, our Community Health Workers provided one-on-one technical support, created a guide with steps on how to register and log into virtual group programs and conducted check-in calls. For those community members who were not able to access virtual group programs online, a telephone group program was provided.



The team facilitated the "Beginner's Guide to Virtual Programs" and "Connecting to your Health Care Provider" monthly presentations. The team ended the year with the annual End-of-Year celebration to maintain connections with clients and bring joy and entertainment to families at home.



Programs & Services: Health Promotion



Community Partnerships:

The VCHC continues to create new partnerships with community agencies on various programs and presentations for all ages!

Some of our collaborations this past year included:

- **Circle of Care:** presented on topics such as self-care at home, decluttering, mindfulness and mental wellbeing, lifehacks, stress and anxiety
- **Human Endeavour:** presented on topics such as staying social during COVID, youth mental health and wellness during pandemic
- **Humber Valley United Church-** Self-care, winter staycation
- **Other partners:** Bernard Betel Centre, CAYR Community Connections, York Region Public Libraries and Scouts Canada



Getting Creative at Home!

Clients joined our virtual programs and created lovely pieces of art from the comfort of their homes!



The paint of my memory back to my old days...

"I am proud to draw this picture when I attended to the program running by the community health workers at Vaughan Community Health Centre. That was me sitting on the rocks closing at the sea, so peaceful, so fresh, listening to the rhythm of the sound wave...bringing me back to my old days."

-Senior online attendee and Arts Club artist participant



Want the latest updates on VCHC Group Programs?

Visit our website to learn more about our group programs:
www.vaughanchc.com



Programs & Services: Chronic Disease Prevention and Management Program



Since March 2020, Chronic Disease Prevention and Management Program efficiently and quickly transformed all group and one-on-one programs to virtual care via Zoom.

● **Chronic Obstructive Pulmonary Disease (COPD)**

Our Diabetes and Chronic Obstructive Pulmonary Disease (COPD) Management providers offered one-to-one and group appointments for both new and follow up clients through virtual platforms such as the Ontario Telemedicine Network and telephone appointments based on client's preference. The COPD Virtual Care Group remains popular with frequency and ease of programming. The total annual enrollment in the program increased as clients easily accessed the program without any transportation challenges.

The COPD virtual support group, facilitated by our respiratory therapist and kinesiologist, had success in reaching out to clients with COPD living in rural areas where previously, access to such group programs was not possible.

● **Diabetes Education Program**

The Diabetes Education Program offsite clinics were transformed for virtual consult immediately for all offsite clinics such as medical centers, doctor offices and pharmacies. In the past year, the team successfully collaborated with community pharmacies and coordinated 26 virtual clinics. Some of the virtual group programs such as Chronic Pain Management Group and Living a Healthy Life with Diabetes, helped clients living with type 2 diabetes to learn self-management techniques.



● **Chronic Disease - Exercise Program**



A variety of virtual exercise programs were offered from beginners to intermediate levels for adults and seniors with chronic illness. Since moving to virtual class, the exercise program have increased class size capacity to accommodate more participants.

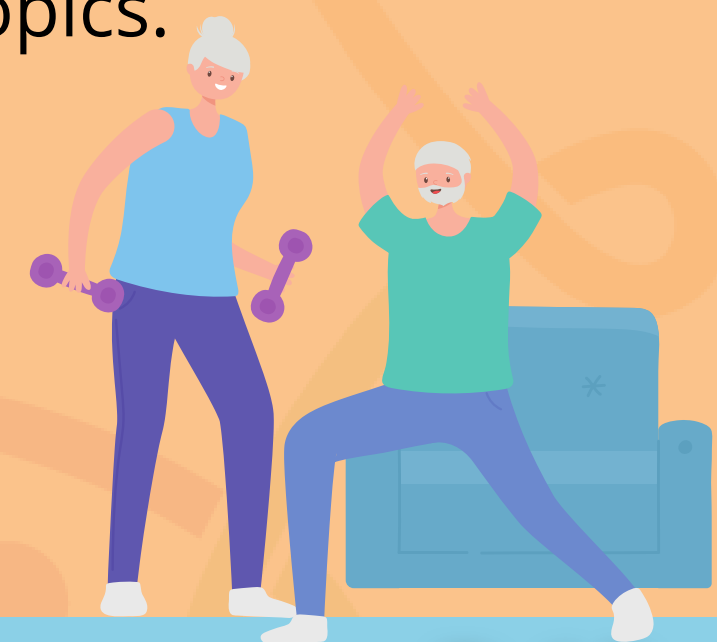


● **New Community Partnerships:**

During the pandemic, the Chronic Disease Management Program successfully collaborated with existing community partners and formed new partnerships to provide virtual workshops and education on various chronic disease management topics.

● **Some of the new partnerships are listed below:**

- Markham Brotherhood Seniors Club
- Iranian Bahamian Community
- Imam Ali Islamic Centre
- Social Services Network



Programs & Services: Keswick Satellite

Our Keswick site operates in a rural area and we aim to provide clients with enhanced access to as many allied health services as possible via online platforms such as Ontario Telemedicine Network (OTN) and phone appointments. During the pandemic, Keswick staff worked together with our main site staff to expand services and continue to operate to ensure we achieve our mission and vision and support the community.



• New developed virtual programs:

- Work of HeART
- The Power of Food and Weight
- Connecting through Chatter Program
- Nutrition & Gut Health
- Mindfulness Meditation Group Program



Our main focus is to remove barriers and support the community to remain connected and access services. Similar to our main site, seniors who were staying home and had challenges in accessing programs virtually, received tablets through “The New Horizons Tablets for Loan for Seniors Program”.



Wellness collage created during our virtual self-care program

Our System Navigator Case Managers and Community Health Workers teamed up during the pandemic to offer support and information on VCHC services and available community resources to clients. Check-in calls were made to clients and it provided an opportunity to chat with our Community Health Workers on health promotion topics of their interest.



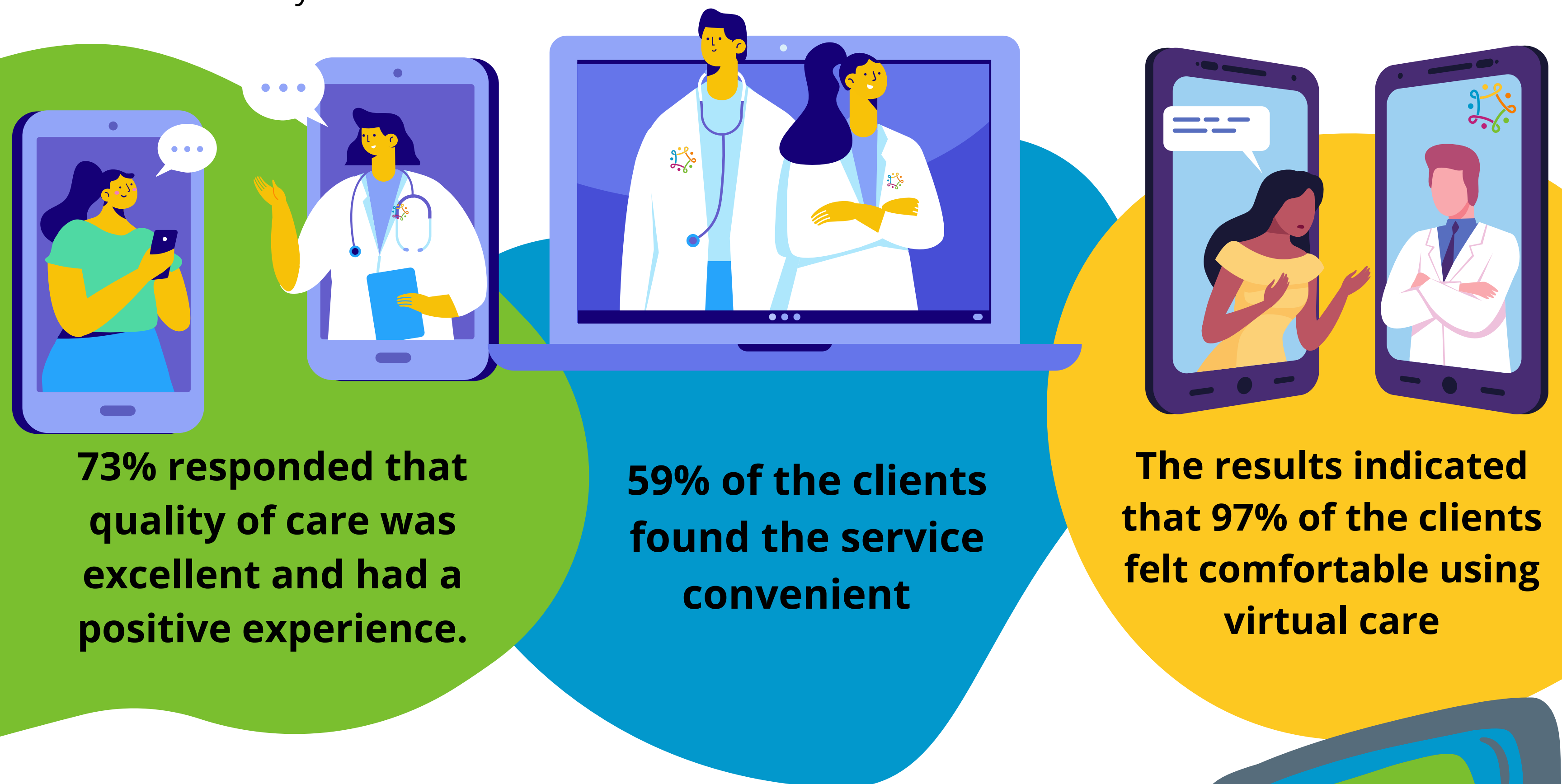
In order to meet demand for chiropody service, in October 2020, we began to offer direct chiropody services on-site.



Quality Improvement: Virtual Care



When the province announced the state of emergency in mid-March of 2020. The VCHC restructured its service delivery model and provided services both virtually and in-person for essential services. To ensure that we receive feedback from clients on their experience with the virtual care model, the VCHC implemented a virtual care survey. A total of 56 surveys were collected.



Your Feedback:

About 3.5% indicated that they were not comfortable using virtual care services and or had technological challenges such as using Zoom or Ontario Telemedicine Network (OTN) platform for their appointments. Some had issues with accessing communication device.

VCHC's Response:

VCHC developed a program called Beginner's Guide to Virtual Group, to provide tips to clients on how to access Zoom meeting for groups. Another program, TeleFriends was provided to clients who do not have access to internet or preferred a group support/check in program via phone. Similarly, a program for those who experienced challenges accessing OTN appointments were offered.



How to Provide Feedback to VCHC:



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's Leadership Team and reported to the VCHC Board and community at large.



A DIFFERENT KIND OF HEALTHCARE

● **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: 8:30am - 5:00pm

Tuesday: 8:30am - 8:00pm

Wednesday: 8:30am - 5:00pm

Thursday: 8:30am - 8:00pm

Friday: 8:30am - 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 - 6:00pm

Tuesday: 8:30am - 6:00pm

Wednesday: Closed

Thursday: 8:30am - 6:00pm

Friday: 8:30am - 6:00pm



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www.vaughanchc.com