



VAUGHAN

COMMUNITY HEALTH CENTRE

2021-2022 ANNUAL REPORT



WHO WE ARE:

VISION:
A Healthier Community



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



VALUES:



Excellence



Equity



Accountability

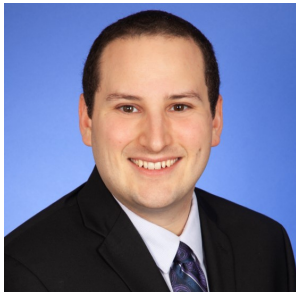


Collaboration



Belonging

A DIFFERENT KIND OF HEALTHCARE



Daniel Ferman
Board Chair



LoAn Ta-Young
Acting Executive Director

MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

This fiscal year was another challenging year while working our way through the different waves of Covid-19. Our dedicated staff and partners continued to work relentlessly to keep the Centre open and provide access to programs and services to our valued clients and the community. Our services were provided through a mix of in-person and virtual care model to better serve clients' needs.

As the VCHC continued to receive funding for High Priority Communities Strategy, we resumed our work on Covid-19 related activities with our community partners. The Strategy included community outreach and education, Covid-19 testing and wraparound supports such as assisting individuals with access to food, financial support, mental health and social support. Through the Community Ambassadors' work, the importance of vaccine education and vaccination was promoted. In addition, VCHC continued to participate in the Ministry of Health's Public Rapid Antigen Test Distribution program. Various channels were used for distribution including the support of over 20 community organizations in and around Vaughan.

Despite the many challenges, our committed staff maintained access to in-person appointments for our clients and were able to offer preventative cancer screening tests to our clients. In July 2021, the VCHC conducted client experience survey on virtual care. Results confirmed that clients preferred a mix of in-person and virtual visits for programs and services.

With the shift in virtual care model of delivering services, additional tools were implemented to improve quality of care. Through the Alliance for Healthier Communities, the VCHC received funding for the Ocean client booking portal and virtual visits. Ocean is an online platform for clients to book appointments with a physician or nurse practitioner. We launched the online portal and noted improved workflow efficiency and clients' ease of access to book appointments online. We look forward to having more clients use the portal for appointment bookings and we are happy to guide and support clients through the online booking process.

The demand for access to a technical device continues for our clients. To meet this need, VCHC was approved for New Horizon funding to deliver the "Keeping Seniors Connected" Digital Equity Project. This enabled VCHC to continue to provide tablets and internet access for seniors, along with virtual workshops and technology support.

As the Board Chair, it is an honour and privilege to serve on the VCHC Board. On behalf of the Board, I want to celebrate and express our gratitude to our staff, students, 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 would like to thank the exemplary staff and students for their dedication and relentless focus on serving our clients during these two challenging years. Your work is acknowledged by the community and is irreplaceable.

OUR BOARD OF DIRECTORS



DANIEL FERMAN
BOARD CHAIR



SUNDER SINGH
VICE CHAIR



MALCOM WONG
TREASURER



LYNETTE KATSIVO
SECRETARY



GINO CAPUTO



EMMANUEL ABARA



CARIN BINDER



DENNIS BAILEY

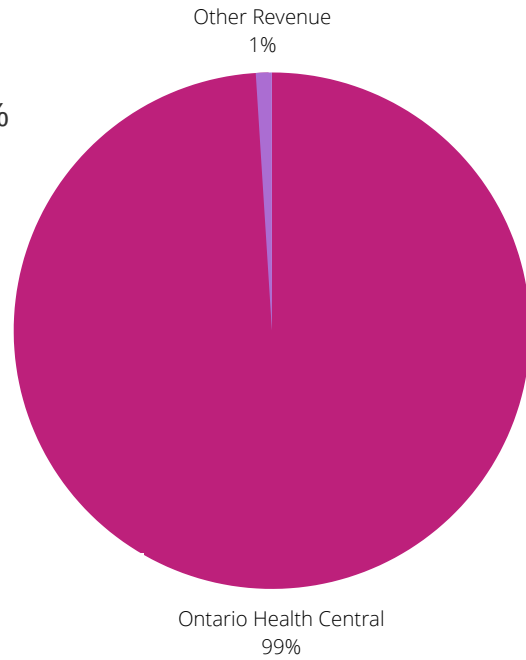


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FINANCIAL SUMMARY

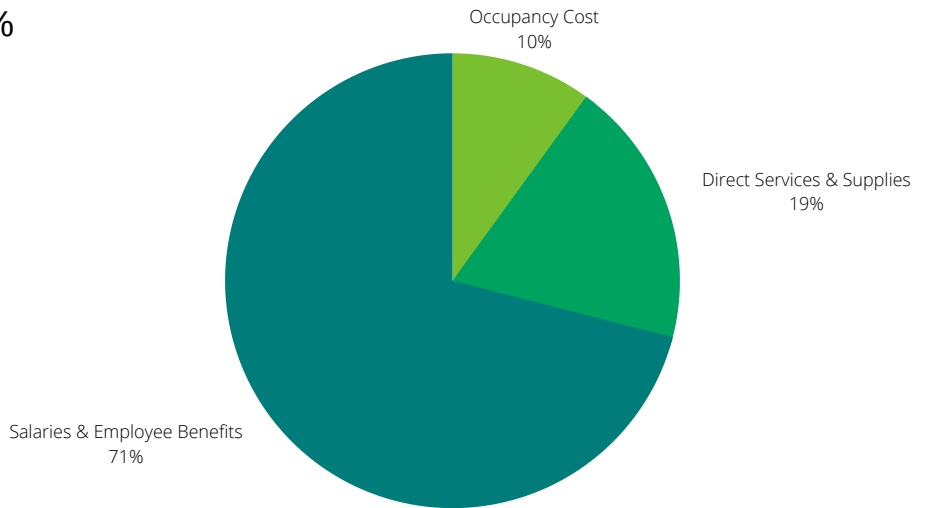
Sources of Revenue:

- Ontario Health Central: \$7,376,321 = 99%
 - Other Revenue: \$103,231 = 1%
-
- Total: \$7,479,552 = 100%



Expenses by Type:

- Salaries & employee benefit: \$5,348,402 = 71%
 - Direct services & supplies: \$1,411,265 = 19%
 - Occupancy Costs = \$788,137 = 10%
-
- Total: \$7,547,804 = 100%



OUR IMPACT



Access to Programs and Services

7,468 clients received services from our team

169 non-insured clients without OHIP received primary care services

6,156 participants attended 413 health promotion group sessions

2,817 appointments were provided in different languages

3,546 clients received services for physiotherapy, chiropody, mental health & nutrition counselling and other supports. 4,960 participants attended 419 group sessions for these services.



Access to Preventative Cancer Screening

82% of clients ages 50-74 were offered colon cancer screening

83% of female clients ages 50-74 were offered cervical cancer screening

83% of female clients ages 21-69 were offered cervical cancer screening



PRIMARY CARE SERVICES

Despite the challenging times, where access to care was limited, we were able to safely operate and serve our clients and the community. Our resilient team of physicians, nurse practitioners, registered practical nurse and phlebotomist continued to offer in-person appointments along with virtual care. Our primary care team focused on providing access to preventative cancer screening and was able to reduce the backlog created during the pandemic.

The shift to virtual care opened up possibilities for growth in our service delivery model. We received funding and support from the Alliance for Healthier Communities to successfully implement Ocean online booking portal and virtual visits through the electronic medical record. The online portal was launched at the end of February 2022 and enabled clients to book appointments online, receive reminders and communicate with our providers via a secure platform. This has made virtual care more accessible for our clients. The virtual visits provided a seamless system for clients to connect with providers. This has improved the virtual care experience for providers and clients.

We will soon be launching Ocean Kiosk, where clients can self-check in and respond to the Covid-19 self screening questionnaire.



**9 Providers
offered
online
appointment
booking**

**52 clients
booked
online**

Staff Acknowledgment

A big thank you to the core team who established the Covid-19 Testing Centre from the ground up and ensured it operated smoothly and successfully throughout the year.

Ana Khatchatourian-Acting Primary Healthcare Manager

Marisanna Tersigni- High Priority Communities Strategy, Project Coordinator

Elena Kalmanson- Nurse Practitioner

Rosanna Yu- Nurse Practitioner

Divya Filji- Registered Practical Nurse

Molly Yuen Shen- Phlebotomist



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RESPONSE TO PANDEMIC AND IMPACT HIGH PRIORITY COMMUNITIES STRATEGY

The Vaughan CHC COVID-19 Community Testing Centre operated from February 2021 to March 2022 through funding provided by the province of Ontario. The VCHC has continued to collaborate with our community partners to promote Covid-19 vaccination and offer wraparound supports

In March 2022, Vaughan Community Health Centre partnered with two organizations to assemble and distribute food provisions to Vaughan families. ANCHOR and Human Endeavour were connected to families disproportionately impacted by COVID-19. Funds were used to purchase food and household resources for 85 families. Vaughan Community Health Centre continues to participate in the Ministry of Health's Public Rapid Antigen Test Distribution program. Various channels were used for distribution including the support of over 20 community organizations in and around Vaughan. Over 20,000 rapid antigen tests have been distributed to shelters, food banks, religious centers and other organizations. This initiative strengthened VCHC's and our partners' ability to act as a pillar of support and trust for our community during such a challenging time.



41,000
community
residents
engaged

**12 focus
groups
were held
with 136
attendees**

**4,491
Covid-19
tests
administered**

**574
individuals
received
wraparound
supports**

**85 families
received
food
hampers**

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TESTIMONIALS FROM OUR COMMUNITY AMBASSADORS



- A client called me to thank VCHC for reaching out to them weeks after their struggle with COVID-19.
- We are building health equity by supporting vulnerable individuals in the community. Health equity in our community matters during this pandemic because increasing community capacity in order to achieve the outcomes of ending this pandemic involves everyone.
- A senior client expressed that they did not know how to get vaccinated since they did not have a car but since they now know there are supports from VCHC to get transportation to get vaccinated, they are going to book the service.
- Health equity matters in our community because individual needs are unique, and it is important that there is easy access to support and information. A sense of trust can be built if we continue gathering data on what communities need and in return, promoting solutions or providing support paths.
- We are honoured to have you in our community, helping people of our background get the same care as everyone else.
- In our community, we are reducing barriers that limit people from accessing the resources and tools that are beneficial for their well-being. Health equity matters in our community because it reduces the health disparity within the diverse communities in Vaughan and protects every individual's health and well-being.
- My role has been and still is to remind the community of the need to follow the health measures for COVID-19 and provide ways to prevent the spread, still reminding them of all precautions even though it seems repetitive to them and provide tools on where to receive support and guidance from VCHC.
- People just want to be heard and when they see us wearing our VCHC ambassador vest, they feel comfortable to walk up to us for a chat. I try to hear them more and talk less as a way of showing them that we are here in the community to serve them.
- Over the span of the year, the VCHC team learned that the location of the testing centre and the space itself made residents feel comfortable and welcome.



A DIFFERENT KIND OF HEALTHCARE

ALLIED HEALTH SERVICES

Our team of allied health professionals continued to deliver a wide range of services and programs that foster health and well-being in our community. With the collective efforts of our allied healthcare providers and community health workers and in partnership with different organizations, we were able to offer many virtual programs and initiatives.

During the pandemic, we observed an increased demand for mental health services. Our system navigation case managers, social workers and health promotion team worked collaboratively to offer programs and services within the community to provide mental health counselling and support. In addition, programs such as Taking Care of You – Self-Care program, Self-Care 101, 360 Stress to Wellness, Zumba and many more programs were established.

We continued with the Keeping Seniors Connected Program to lend tablets to clients. The project achieved its intended results of addressing social isolation among seniors, providing access to virtual community programs and promoting digital literacy and capacity-building. Through this program, 85 seniors were able to access virtual appointments, social programs and community resources. In addition, we ensured that clients have access to technology support while navigating the tablets. The virtual social programs have kept the community engaged and connected this year.

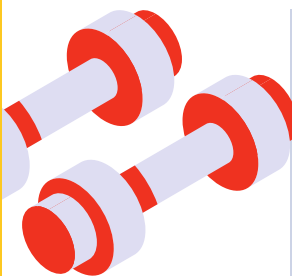
Chronic Obstructive Pulmonary Program

- Virtual Smoking Cessation Program in partnership with CAMH
- COPD Support Group
- COPD Virtual Care Program



Diabetes Education Program

- One-on-One Session
- Introduction to Diabetes
- Pre-diabetes and Type-2 Diabetes
- Healthy Eating and Meal Planning
- Weight Management
- Insulin Education and Training
- Benefits of Exercise



Exercise Education Program

- Total Body Conditioning
- Qigong
- Mobility & Endurance
- Chair Yoga
- Salsa for Seniors
- Energize for Exercise
- Tai Chi for Health
- Zumba

ALLIED HEALTH SERVICES CONT...

Health Promotion Programs

- Taking Care of You – Self-Care Program
- Self-Care 101
- Creative Corner
- Creative & Crafty
- A Work of Heart
- Coffee and Chats 55+ and 65+
- Keeping Seniors Connected Digital Literacy Program
- Decluttering 101
- Kids Have Stress Too!
- 360 Stress to Wellness
- Sense of Self
- Weight, Diet, and Health
- Ongoing presentations (24 sessions)
- Beginners Guide to Virtual Group
- Connecting with your healthcare provider
- End of Year celebration

People Accessing Care Teams (PACT)

- Mental Health Counselling
- Nutrition Counselling
- Physiotherapy
- Chiropody
- System Navigation
- Lung Health



Agencies we partnered with to provide programs:

- 360 Kids
- ANCHOR
- Basilicata Cultural Society
- Bernard Betel Centre
- CAMH
- CAYR Community Connections
- Chasdei Kaduri Food Bank
- CHATS
- City of Vaughan
- Communion Keystone Chapel
- Costi
- CWL- St. Margaret Mary Parish
- EarlyOn Program
- Elspeth Heyworth Centre for Women
- Family Services of York Region
- Food Bank of York Region
- Human Endeavour
- Humanity First Canada
- Island Breeze Senior's Group
- Indian Seniors Club
- Jewish Russian CC
- Kids Up Front
- Maple Community Church
- Pierre Berton Library
- Richview Manor
- Rose of Sharon Services for Young Mothers
- Saint Elizabeth Centre
- Vaughan Food Bank
- Vaughan Public Library
- Vision Loss Rehabilitation Ontario
- Vitanova Foundation
- Welcome Centre Vaughan
- WYR-OHT
- York Region District School Board
- York Region Muslims
- York Region Subsidized Housing Locations
- York Region Seniors Club

CLIENT FEEDBACK

In our efforts to continuously improve service delivery, VCHC conducted client virtual experience survey as an opportunity to receive feedback on the benefits and challenges of virtual care.

Facts:

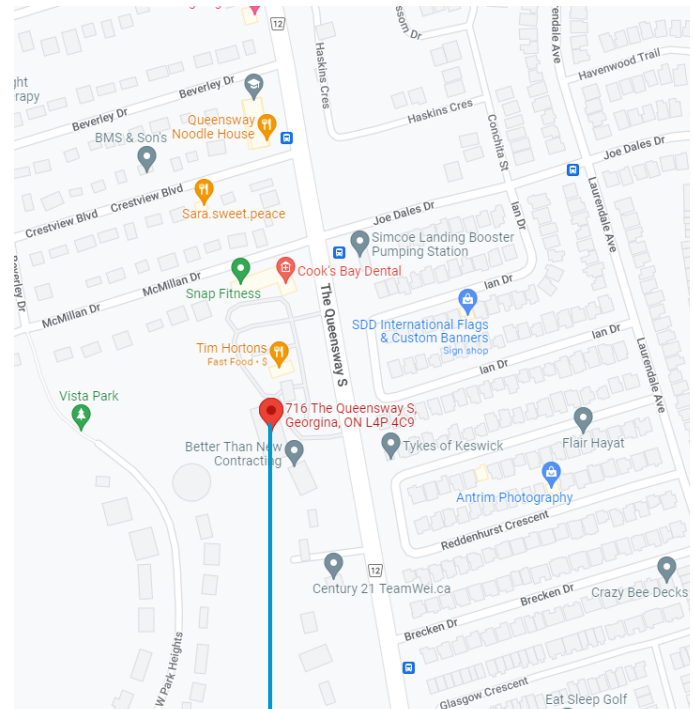
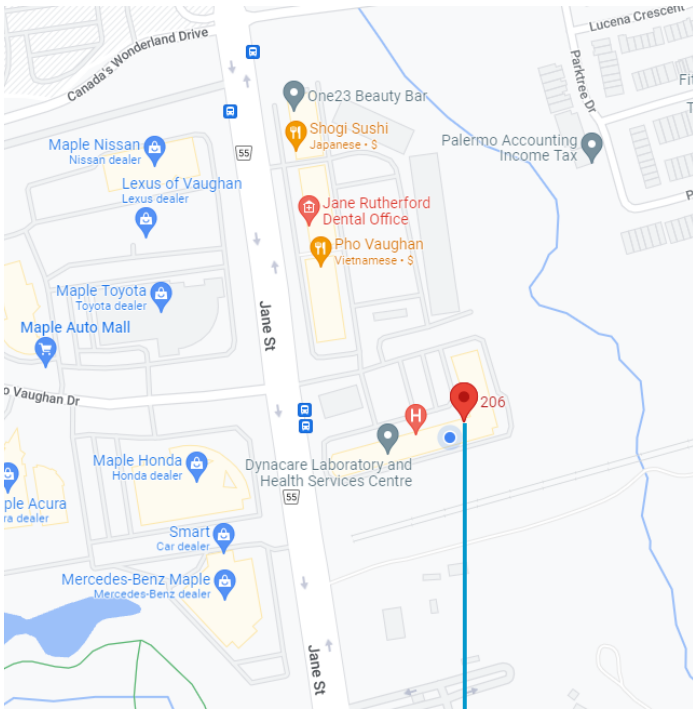
- 158 clients were surveyed
- 89% of clients had a positive experience with virtual care
- 74% reported no issues when connecting with provider
- 72 % reported high information technology knowledge

Benefits:

- Virtual care is a convenient way of receiving services
- Ease of access in receiving care
- No transportation issues
- It saves time
- It feels safe to receive care at home virtually

Your Feedback	VCHC's Response
There is lack of access to a device to be able to attend appointments virtually	Keeping Seniors Connected Program: 50 tablets were distributed as part of tablets for loan program
Lack of knowledge related to information technology when accessing programs & services virtually	Group programs such as Beginners Guide to Virtual Group and Connecting With Your Healthcare Provider were offered to educate clients how to access group programs virtually.
As part of reopening plans, demand for a mix of in-person and virtual appointments was expressed	Increased in-person access to physicians, nurse practitioners, physiotherapy and chiropody was provided. Group programs continued to be offered virtually.

CONTACT US



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Admin/Clinical Fax: (905) 303-9444
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 - 8:00pm
Thursday: 8:30am - 8:00pm
Friday: 8:30am - 5:00pm

Vaughan Community Health Centre-Keswick Site

716 The Queensway South, Keswick
ON. L4P 4C9

Telephone: (905) 476-5621
Fax: (905) 476-3008

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

For more information visit: www.vaughanchc.com
To make a donation visit: www.vaughanchc.com/donate/



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