

VAUGHAN

COMMUNITY HEALTH CENTRE

2022-2023 ANNUAL REPORT



LAND ACKNOWLEDGEMENT

The Vaughan Community Health Centre recognizes and acknowledges we are situated on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, who live alongside settlers, newcomers, and people whose ancestors were enslaved across the Americas and the Caribbean. We thank them for sharing this land. We also acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with whom we strive to build a respectful relationship.



A DIFFERENT KIND OF HEALTHCARE



Daniel Ferman
Board Chair



LoAn Ta-Young
Acting Executive Director

MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

Another successful year was accomplished as we approached the recovery phase of the Covid-19 pandemic. The Vaughan Community Health Centre continues to demonstrate our commitment to working with diverse communities to promote health and well-being and collaborate with community partners to address arising needs.

This year we focused on refreshing our strategic plan for the next five years. The VCHC's new strategic plan was developed through a six-month process of listening, learning, and engaging deeply with our clients, staff, board, and community partners.

We continued to receive funding for the High Priority Communities Strategy as the lead agency for the Covid-19 Response and Recovery in Vaughan. We increased access to Covid-19 testing, vaccination, and antivirals for seniors and families through pop-up vaccination clinics with York Region Public Health and community partners. In addition, we supported partner organizations to deliver mental health and wellness programs to youth and seniors.

As part of the Roadmap to Wellness, Ontario's Mental Health and Addictions Strategy, the VCHC received funding to improve access to mental health resources. We utilized the funding to reduce the backlog of mental health counselling referrals and supported our community partners' capacity to deliver mental health services and programs for their clients.

As the outgoing Board Chair, it has been an honour and privilege to serve on the VCHC Board for the last nine years. With knowledgeable and committed staff along with visionary leadership, we are well positioned to deliver on our new strategic priorities. We would like to thank our staff and community partners for their passion and engagement in moving forward our mission. We look forward to delivering more services and programs with community partners and achieve our vision for a healthy, thriving community.

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



NOOR DIN

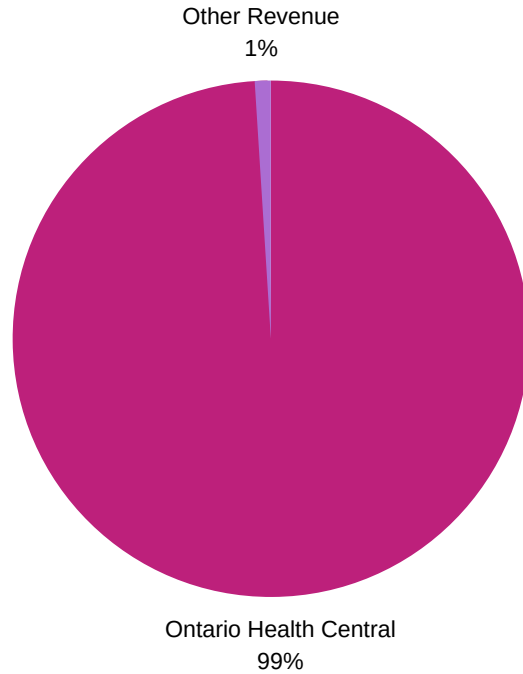
FINANCIAL SUMMARY

Sources of Revenue:

Ontario Health Central: \$7,424,839 = 99%

Other Revenue: \$97,226 = 1%

Total: \$7,522,065



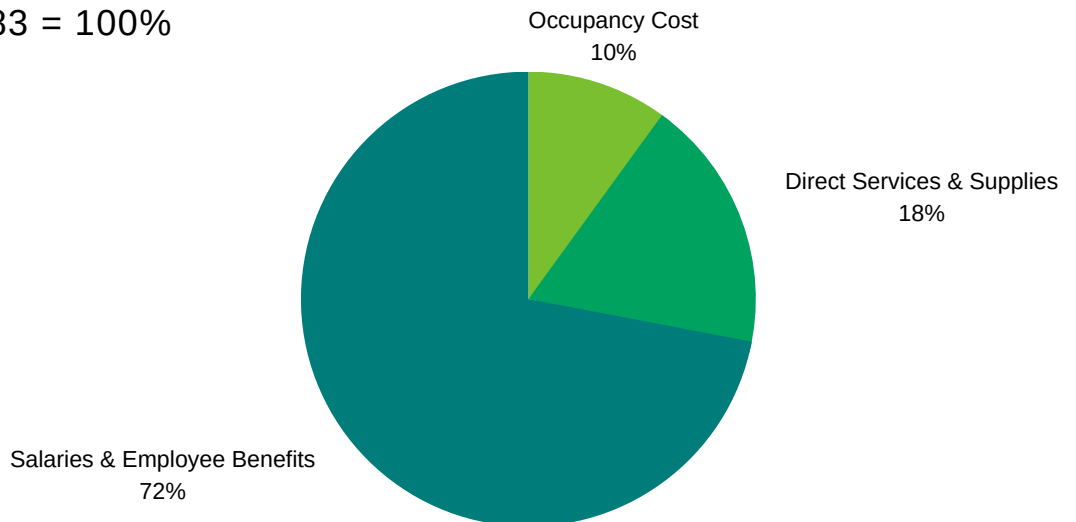
Expenses by Type:

Salaries & employee benefit: \$5,488,300 = 72%

Direct services & supplies: \$1,330,993 = 18%

Occupancy Costs = \$756,890 = 10%

Total: \$7,576,183 = 100%



OUR IMPACT

7, 315 clients received services from our team

289 non-insured clients without OHIP received primary care

4, 641 participants attended health promotion group programs

2, 936 appointments were provided in different languages

3, 577 clients received services for physiotherapy, chiropody, mental health and nutrition counselling and other supports





Vision

A healthy, thriving community.

Mission



Working with our community, VCHC provides exceptional client-centered community health services that address social determinants of health, foster more equitable health outcomes, and promote health and wellbeing.



Values

- **Belonging** – We facilitate a community where all feel welcome and safe.
- **Equity** – We advocate for and create culturally safe, inclusive, diverse and accessible environments.
- **Collaboration** – We develop strong, inter-disciplinary partnerships that respond to client, staff, and community needs.
- **Accountability** – We practice the highest standards of professional services.
- **Excellence** – We are leaders in providing exceptional community health care through continuous learning and innovation.

BECAUSE



Priorities

Organizational Vitality

Develop a healthy, innovative organization with a stable, skilled, and engaged workforce.

Inclusive Community Engagement

Provide intentional and inclusive service delivery with and for local indigenous, black, racialized, and other disadvantaged communities.

Innovative Partnerships

Enhance collective capacities by strengthening existing partnerships and cultivating new relationships.

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2023-2028 STRATEGIC PLAN IN ACTION

We would like to acknowledge VCHC staff, clients, Board and all the stakeholders involved in our six month journey of gathering information and feedback to shape our new Strategic Plan. The team's dedication and hard work is evident in creating the plan to ensure our priorities meet the client and community needs.

Below are some of our team planning sessions into action.



Board of Directors



Reception Team



Primary Care Team



Health Promotion Team

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2023-2028 STRATEGIC PLAN IN ACTION



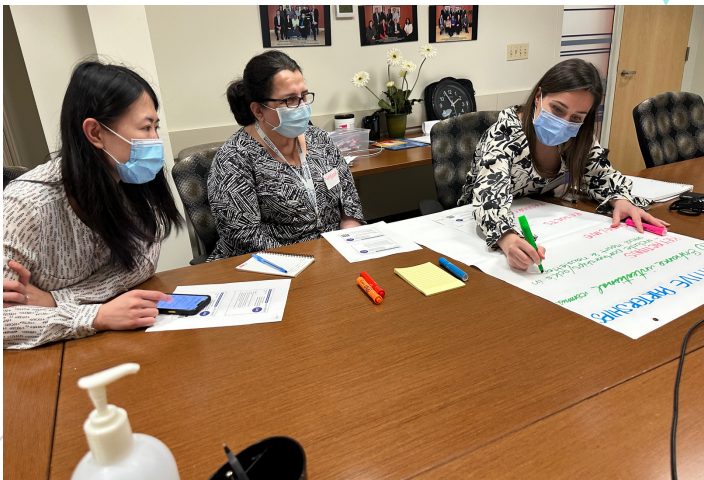
COLLABORATION



TEAM WORK



SUCCESS



PRIMARY HEALTHCARE SERVICES

Our team of physicians, nurse practitioners, registered practical nurse and phlebotomist offer in-person and virtual appointments to provide accessible services. This year, the primary healthcare team is strategizing ways to identify and work toward quality improvement indicators such as same day access to care and increasing client usage of our online appointment booking portal, OCEAN. Providers continue to involve and encourage clients to be involved in their care and care decisions. Additionally, the the team continues to educate clients about preventative health and staying up-to-date with immunization and cancer screening. Providers offer preventative cancer screening to eligible clients, including breast cancer referral, cervical cancer screening and colorectal cancer screening.



VCHC offers online booking appointments and virtual visits through OCEAN. This online booking portal is available to primary healthcare clients. Clients can also receive reminders for their medical and allied health appointments and communicate with some providers via a secure platform. This has made virtual care more accessible to clients. In addition, VCHC has launched the self check-in Ocean Kiosk at our reception area for clients to check-in upon arrival. This has created efficiencies in our workflows by informing providers in real time when clients arrive for their appointment. As a result, check-in wait times have decreased.

Access to Preventative Cancer Screening

90.5% of clients ages 50-74 were offered colon cancer screening

89.4% of female clients ages 50-74 were offered cervical cancer screening

90.9% of female clients ages 21-69 were offered breast cancer screening

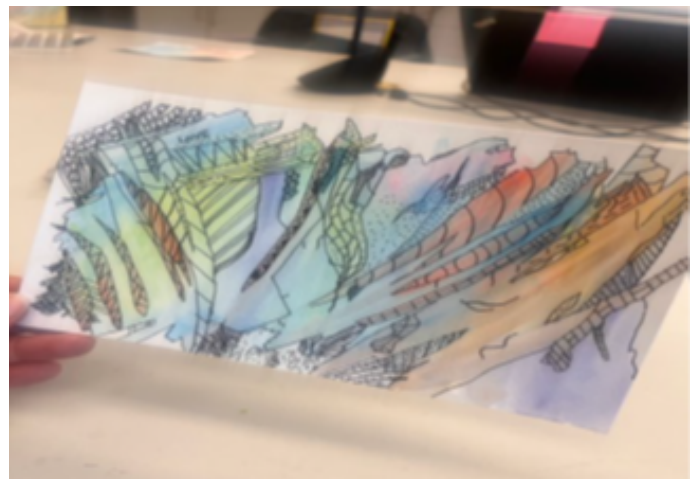
HEALTH PROMOTION PROGRAMS

The Health Promotion team collaborates with Allied Health providers to deliver programs to our community. This year, the team continued to focus on creating programs that support mental health and well-being. Our new hybrid program Expressive Art which is a free form of therapeutic art has received great success. The goal of the program was to create an environment of peace, relaxation and calmness, while the participants were engaged in creating their masterpiece. Participants' art work was displayed during the International Women's Day Celebration event and around the Centre, and that has increased interest in the program. Furthermore, inspired by the program, one of our participants has volunteered to co-facilitate the program, making this a peer-led program.

Expressive Art

Virtual programs

- Powerful Tools for Caregivers
- 360 Stress to Wellness
- Sense of Self Virtual
- Self-care Program
- Train your Brain
- Health Living Now – Self Management Program
- The Power of Foods
- Weight Diet and Health
- Creative Corner
- Family and friends Virtual Bingo



In-person programs

- Heart and Mind
- Cooking on a Budget
- Nourishing Possibilities Program
- Gardening Program
- Walk and Talk
- Ready For Success Tutoring Program
- Coffee and Chats

Hybrid programs

- Go With Your Gut
- Expressive Art



CHRONIC DISEASE PREVENTION AND MANAGEMENT PROGRAM

Our Chronic Disease Prevention and Management Program consists of Diabetes education, lung health and Chronic Obstructive Pulmonary Disease (COPD), and exercise education. The team provides a variety of different services both in-person and virtual. The programs help clients gain an understanding of their chronic disease and learn how to self-manage and improve their symptoms. Our new Obesity Management Program provided clients with insight and knowledge on obesity management and resources for sustainable success. Our unbiased approach empowers clients to make lifestyle change goals and encourages them to discuss medical obesity management solutions with their family doctors if warranted. Our first in-person group after the pandemic was well received and achieved close to 100% attendance due to our convenient evening timing.

Here is a list of programs accessed by many community members

Diabetes Education Program

- One-on-one session (virtual or in-person)
- Introduction to Diabetes
- Pre-diabetes, “at risk” and type-2 diabetes
- Healthy eating and meal planning
- Weight management
- Glucose monitoring, medication, and insulin management
- Self-management education and support
- Foot care education

Chronic Obstructive Pulmonary Disease Program

- COPD Support Group
- COPD Virtual Care Program
- Smoking Cessation
- Pulmonary Rehabilitation

Exercise Education Program

- Total Body Conditioning
- Mobility & Endurance
- Chair Yoga
- Step it Up
- Energize with Exercise
- Exercise assessment, prescription, and education
- Low impact exercises
- Virtual & in-person classes



MOBILE BUS INITIATIVE

VCHC collaborated with local partners and participated in a pilot project- the mobile foot care initiative with a focus on diabetes education. The mobile foot care program provides quality foot care to clients who are not able to access these services due to socio-economic and/or transportation barriers.

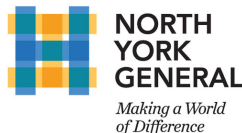


The mobile bus is equipped to provide health assessment and treatment. The bus travels to various areas within the region where there is the highest admissions to the emergency department for diabetes foot care. The initiative will help to reduce emergency department visits and provide timely care for community members living with diabetes.

As a partner of the Diabetes Education Program Leaders Collaborative, the VCHC was engaged in the funding application and launch of the mobile foot care program. We have referred clients to the program.

We would like to acknowledge all the partners in this initiative. We are excited to be part of such an important initiative that will make a difference in the quality of life of our clients.

OUR PARTNERS



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ALLIED HEALTH SERVICES AND PACT

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 in-person and virtual programs and initiatives.

Post pandemic, we continued to see an increased demand for mental health services, physiotherapy, and chiropody. Our system navigators, social workers and health promotion team worked collaboratively to offer programs and services within the community to provide mental health counselling and support. We continue to meet community needs by improving our triage and intake process.

People Accessing Care Teams (PACT), services offered:

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



Staff Acknowledgment

A big thank you to our clinical counsellors and system navigators who tirelessly worked to triage and follow-up with the influx of mental health counselling referrals! The team reduced backlogs which were created as a result of high demand for the service and staff shortages. We would like to acknowledge the following staff members:

Marisanna T. - Primary Healthcare Manager

Christine N. - Social Worker (Both sites)

Shereeza B. - Social Worker (Vaughan)

Mayada S. - Psychotherapist (Vaughan)

Mahek R. - System Navigator (Keswick)

Marina R. - System Navigator (Vaughan)

QUALITY IMPROVEMENT AND CLIENT EXPERIENCE SURVEY RESULTS

Quality improvement initiative continues to drive the operations of the VCHC. Looking ahead, our objectives are; timely efficient care, better client experience and equitable access to services. This is reflected in VCHC's Quality Improvement Plan, which is submitted to Ontario Health. To reach this goal, the VCHC collects client feedback on our programs and services on a regular basis.

Here is the summary of results from our 2022-23 Client experience survey

Satisfaction: overall experience with one-on-one appointments	Waiting time: the time it took to make an appointment and the visit date	Services offered in a language that client understands	If the client had an opportunity to ask questions about treatment	Top 5 virtual services accessed
An average of 8-10* was rated	An average of 8-10* was rated	An average of 9-10* was rated	An average of 8-10* was rated	<ul style="list-style-type: none">• Chronic Obstructive Pulmonary Disease• Group Programs• Diabetes Education• Nutritional Counselling• Mental Health Counselling

- 80% of clients responded that they were treated with dignity and respect
- >95% of the clients reported feeling comfortable and welcomed at the Centre

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SUCCESS STORIES



Pat Hawley & Indra Deonandan, Health Promotion Peer Leaders

"I am honoured to be chosen to be a peer leader for the Coffee and Chat program. Thank you, Stacey, you and your colleagues. I'm truly grateful, I thank you and VCHC for your trust and vote of confidence. I accept being peer leader with much pride and joy. I nominate my beautiful friend Pat as my back up plan.

A list of a few reasons why I accepted to do this!

- Giving back to my community unconditionally.
- Putting smiles on other peoples' face, no matter what the circumstance.
- Satisfaction in making a difference, with utmost determination, resilience and perseverance....
- My mantra is yes I can and yes I will
- Connecting and recruiting friends to join the Coffee and Chat program gives me great joy and fulfillment.
- My motto is that every client coming into the program is guaranteed to leave happier than they came into it! With heart happy, proud chest and smiles on their faces.
- Each half hour is dedicated to first socializing, then if anyone have a special something to share, or talk about it's open forum (no judgement), everything remains confidential.
- I offer yoga or laughing yoga, meditation, stretching and dance exercise and more, obedience to mother earth and the universe.
- General prayers (no set religion) and the attention to attitude for gratitude when we focus on gratitude, there is less to complain about. Also self-care!
- On the last Tuesday of every month, we celebrate with a cake! Attention to birthdays, anniversaries, graduation, or anything that anyone needs to celebrate.
- Most importantly, request for speakers to come in and educate us with matters that's significant to our needs!

I am who I am, because you are in my life in more ways than one, VCHC, you have raised me up from a wheelchair client to a peer leadership role! I thank you again for the opportunity to serve and making a difference."

- Indra Deonandan

"About six years ago, I became a type two diabetic, overweight with a high A1c with high cholesterol and high blood pressure. Today, thanks to the support, guidance, education and the great help of the VCHC centre team, my A1C is lowered and most recently an overall significant body mass loss. I still have a lot to do in my weight loss and my exercise, but I have learned so much from the team. I have learned how to eat healthy, how to understand my own blood test results and how the lack of exercise affects my health. The support from the VCHC team has encouraged me so much and I am fortunate and grateful to have these amazing programs in Vaughan."

-DARLENE VERN, OBESITY MANAGEMENT PROGRAM PARTICIPANT

Client "A" was in a vulnerable situation and in need of a housing. Through participation in our programs, client "A" learned about our system navigator and support services.

The system navigator assists clients with navigating various services such as legal, education, housing, employment support, referrals to other community organizations and more. With the support of our system navigator client "A" was able to secure housing within few months of applying for the subsidized housing. This was a great accomplishment as the client was connected to the resources in a timely manner.

System Navigator

YOUR FEEDBACK IS IMPORTANT TO US!

The VCHC engages the community and clients on an ongoing basis. We would like to hear from you regarding our programs and services.

There are many ways in which you can provide feedback:

Client Experience Surveys

We collect Client Experience Surveys that are specific to programs and services. Surveys are shared electronically by email to registered clients.

Suggestion Boxes at the Centre

Drop off a comment in our suggestion boxes located on first and second floors at the Vaughan site and at our main entrance at the Keswick site.

Website and Email

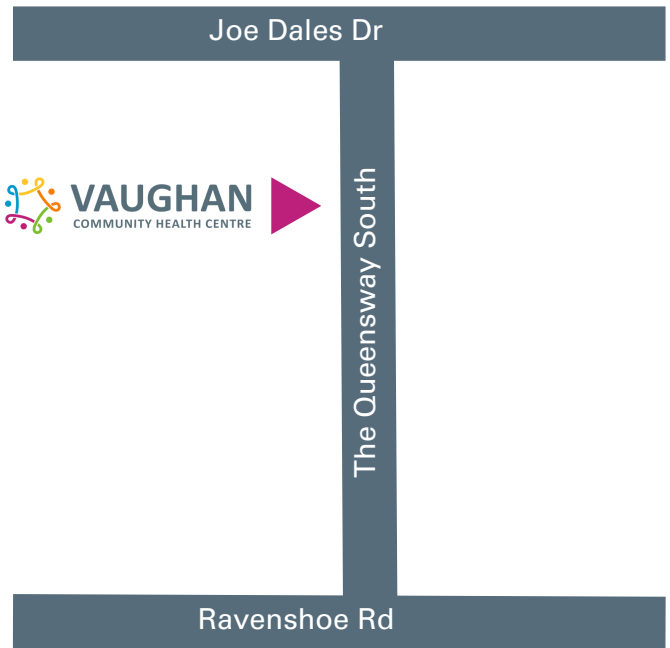
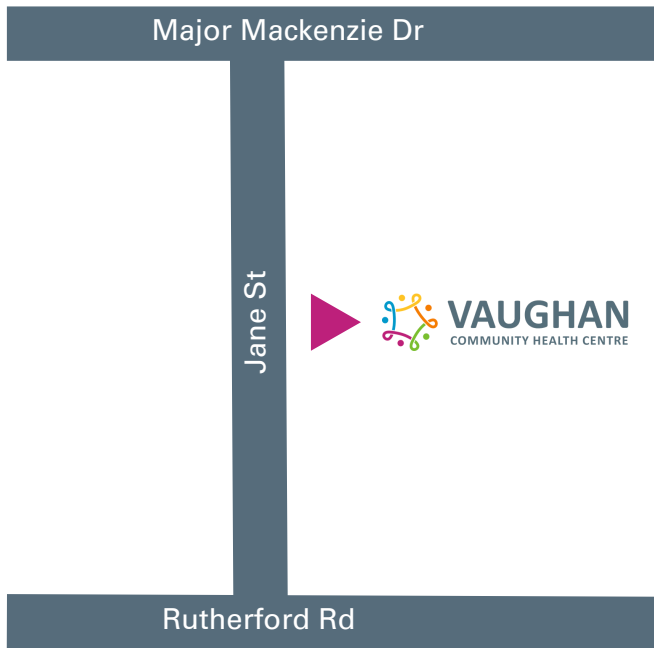
Visit our website at www.vaughanchc.com or email us at info@vaughanchc.com to share your feedback.



AGENCIES WE PARTNERED WITH TO PROVIDE PROGRAMS:

- 360 Kids
- Ahmadiyya Muslim Community
- ANCHOR
- Basilicata Cultural Society
- Bernard Betel Centre
- CAMH
- CAYR Community Connections
- CHATS
- City of Vaughan
- CMHA York Region
- Communion Keystone Chapel
- Costi
- EarlyOn Program
- Elspeth Heyworth Centre for Women
- Family Services of York Region
- Food Bank of York Region
- Georgina Food Pantry
- Georgina Hospice
- Health Commons Solutions Lab
- Human Endeavour
- Indian Seniors Club
- Jewish Russian CC
- Kids Up Front
- Krasman Centre
- Muslim Women of Vaughan
- Pierre Berton Library
- REENA
- Saint Elizabeth Centre
- Vaughan Food Bank
- Vaughan Public Libraries
- Vision Loss Rehabilitation Ontario
- Vitanova Foundation
- Welcome Centre Vaughan
- Western York Region Ontario Health Team
- YRAAC
- York Region District School Board
- York Region Muslims
- York Region Public Health
- York Region Seniors Club

CONTACT US



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Clinical Fax: (905)-832-0093
Chronic Disease Program Fax: (905) 303-0320
Allied Health - PACT Fax: (905) 303-4922

Vaughan Community Health Centre-Keswick Site

716 The Queensway South, Keswick
ON. L4P 4C9
Telephone: (905) 476-5621
Fax: (905) 476-6339

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

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.vaughanhc.com
To make a donation visit: www.vaughanhc.com/donate/

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