

**VAUGHAN  
COMMUNITY HEALTH  
CENTRE  
ANNUAL REPORT  
2023-2024**

*A healthy, thriving community*



# MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

### ***Our Land Acknowledgement***

*We acknowledge that we are situated on the treaty lands and territory of the Mississaugas of the Credit First Nation and the Williams Treaty First Nation. These lands have been cared for by other Indigenous peoples including Huron-Wendat and Haudenosaunee. We are grateful to the First Nation, Inuit and Metis people and we thank them for sharing this land. We acknowledge the Chippewas of Georgina Island First Nation as our close neighbour, one with whom we strive to build a respectful relationship.*



**Sunder Singh**  
**Board Chair**



**LoAn Ta-Young**  
**Executive Director**

This year, VCHC marked our 15th year of dedicated service to the community. We are proud to demonstrate our commitment to working with diverse communities to promote health and well-being and collaborate with our community partners to address arising needs.

To commemorate this milestone, VCHC celebrated the event with the Board of Directors and staff to acknowledge them for their loyalty and for being part of the VCHC family. The celebration continued with a week-long event during Client Appreciation Week, as a gesture of gratitude to the clients for their trust and support over the years. The event was a resounding success, with both clients and staff actively engaged and participating in the activities and sharing their stories.

We are pleased to share, that after a thorough process, VCHC has once again achieved full accredited status. VCHC has demonstrated that our commitment to client-centred care, responsiveness to community needs, and sound governance and fiscal management, meet the standards of practice set by the Canadian Centre for Accreditation. We sincerely thank our dedicated and hard-working staff teams, clients, Board of Directors, and community partners for their contribution in making the accreditation journey a success.

Building inclusive community engagement is a priority of our Strategic Plan. As the Lead Agency for the High Priority Communities Strategy, VCHC provided 1000+ referrals for older adults to access preventative cancer screening. In our health equity focus, we have joined the Black Health Committee of the Alliance for Healthier Communities to move forward anti-Black racism work and provide services to our local Black community. Another priority in our Strategic Plan is cultivating innovative partnerships. We have partnered with the Northern York South Simcoe Ontario Health Team to expand access to primary healthcare services for unattached, homeless, and equity-deserving communities in Northern York Region.

As the Board Chair, it is an honour to serve on the VCHC Board. And it is a great privilege to officially welcome LoAn Ta-Young as the Executive Director of VCHC. LoAn Ta-Young has served as the interim Executive Director for the past few years. A big thank you to our staff, students, and community partners for their continued support and engagement in moving our mission and vision forward. Together, we can create a stronger, healthier community.

# OUR BOARD OF DIRECTORS



**SUNDER SINGH**  
BOARD CHAIR



**CARIN BINDER**  
VICE CHAIR



**MALCOM WONG**  
TREASURER



**DENNIS BAILEY**  
SECRETARY



**GINO CAPUTO**



**EMMANUEL ABARA**



**NOOR DIN**



**LOUISA POON**



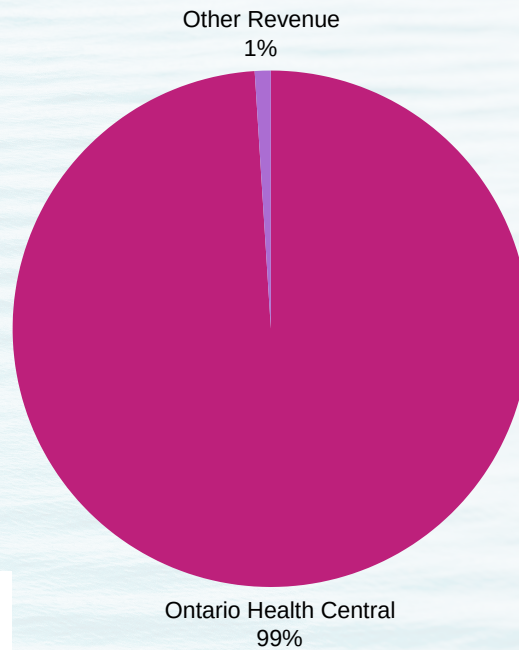
**SHAWN MATADEEN**

# FINANCIAL SUMMARY

## Sources of Revenue:

- Ontario Health Central: \$7,207,898 = 99%
- Other Revenue: \$82,820 = 1%

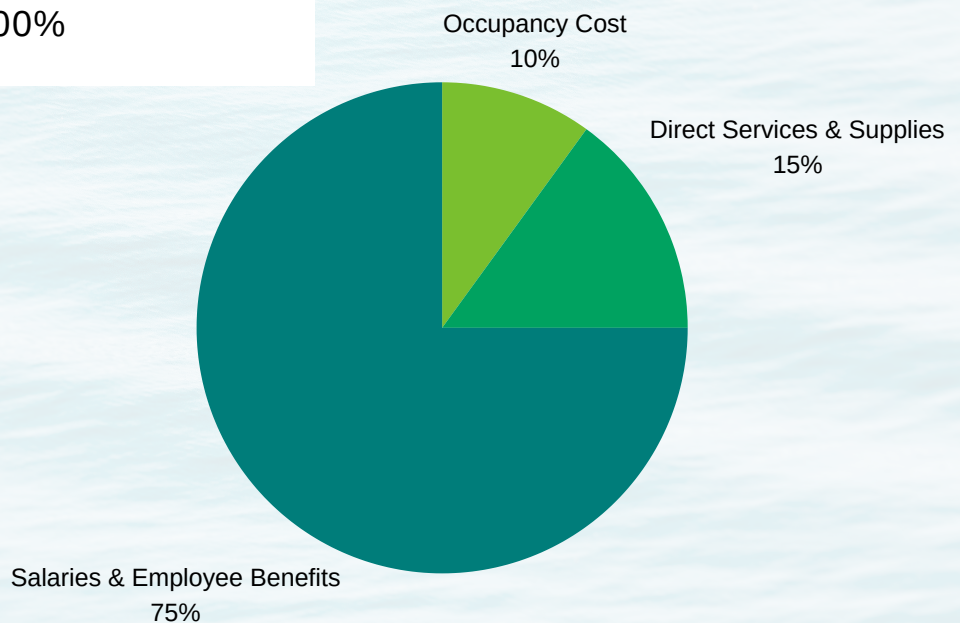
Total: \$7,290,718



## Expenses by Type:

- Salaries & employee benefit: \$5,448,086 = 75%
- Direct services & supplies: \$1,068,735 = 15%
- Occupancy Costs = \$765,149 = 10%

Total: \$7,281,970 = 100%



## OUR IMPACT

**7,393** clients received services from our team

**201** non-insured clients without OHIP received primary care

**4,582** participants attended health promotion group programs

**3,559** appointments were provided in different languages

**3,728** clients received services for physiotherapy, chiropody, mental health and nutrition counselling and other supports

## Did you know?

Clients ages 50-74 were offered colon cancer screening

83.6%

Female clients ages 21-69 were offered breast cancer screening

86.4%

Female clients ages 50-74 were offered cervical cancer screening

89.7%

## VCHC'S 15TH ANNIVERSARY: CELEBRATING OUR GROWTH & MILESTONE

### HISTORY OF VCHC

#### Feb. 17, 2009

VCHC opened its doors to serve Vaughan community.

- Annual budget of \$3,146,440
- 25 staff
- 1,100 clients registered for primary health care services
- 8 community partners.

1

2

#### Tremendous growth by March 2012

Annual budget of \$4,413,997 (40% increase).

- 39 staff (56% increase).
- 4,000 clients served (tripled)
- 35 community partners (quadrupled).

#### Spring 2013

3

- VCHC expanded its chronic disease management program to include Chronic Obstructive Pulmonary Disease (COPD) and physical activity programs.
- Presently, more than 500 clients receive COPD management services and attend exercise programs annually.

4

#### Fall 2013

- Established a regional language interpretation program for 25 community-based agencies in Western York Region.
- Presently, interpretation services are provided for 2,000+ appointments annually for clients of VCHC and our community partners.

5

#### June 2018

People Accessing Care Teams (PACT) – expanded inter-professional allied health services to individuals with complex medical & social needs without extended health benefits.

- Opened Keswick site clinic.
  - Annual budget increased to \$6,279,438
  - Staff increased to 60
- Presently, over 3,500 clients annually receive services for physiotherapy, chiropody, lung health education & management, mental health counselling, nutritional counselling, & case management support.

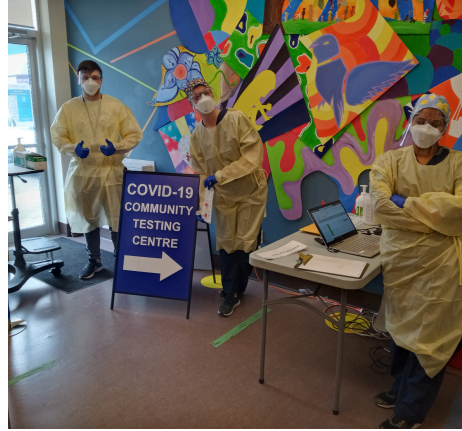


## VCHC'S GROWTH CONTINUES

**Dec. 2020**

6

VCHC was awarded the role as Lead Agency for the High Priority Communities Strategy (HPCS) in Vaughan.



**Jan. 2021-  
Mar 2024**

7

Covid-19 Pandemic Response:

- Established Vaughan Covid-19 Response Coalition and engaged 30 community partners.
- Recruited team of 20 High Priority Communities Strategy staff.
- Provided outreach and education about Covid, access to testing and wrap-around supports.
- Opened Vaughan Covid- testing clinic.
- Tested 4645 individuals for Covid
- Provided wraparound support to 636 individuals.
- Engaged over 58,000 Vaughan residents.
- Responded to 2,557 inquiries about Covid, community resources, etc. through Vaughan Community Information and Support phone line.

Covid-19 Recovery Response:

- Community ambassadors provided community engagement and education about:
- mental health resources for youth and older adults; provided 400+ referrals
- preventative cancer screening for older adults; provided 1000+ referrals to access screening for breast, cervical, and colon cancer.



# A DIFFERENT KIND OF HEALTHCARE

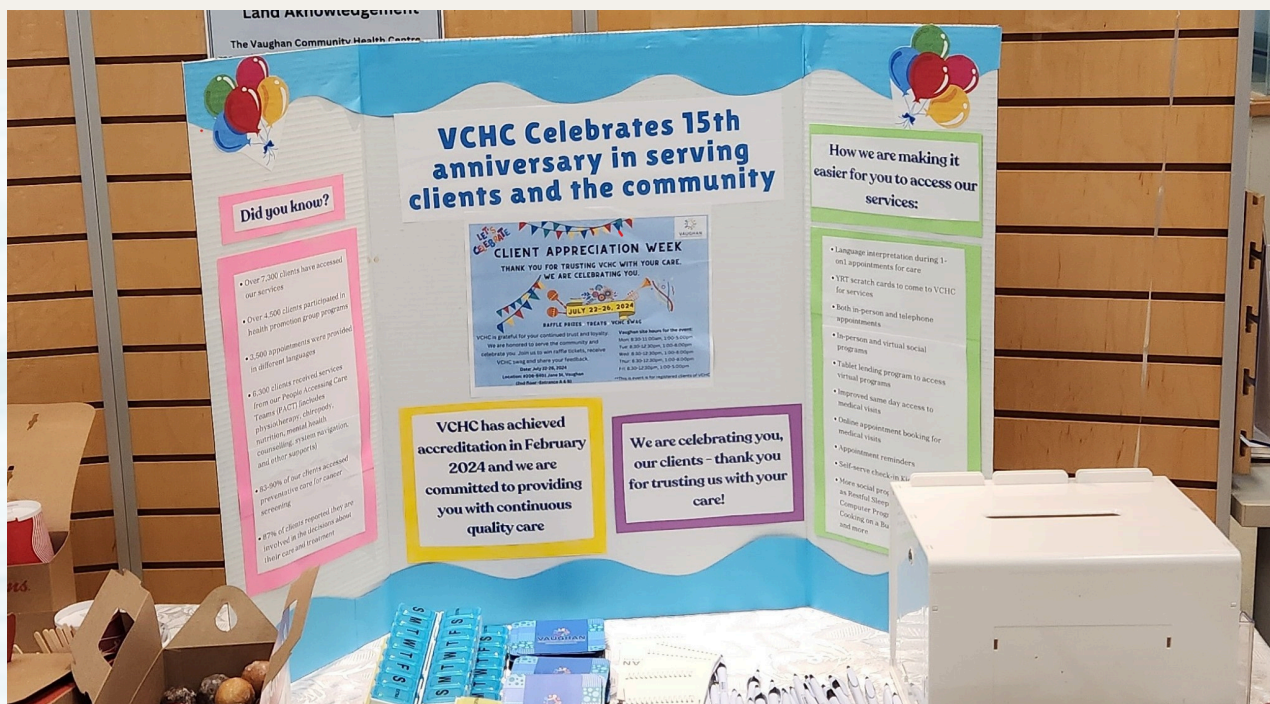
## CLIENT APPRECIATION EVENT



We extend our heartfelt gratitude to our clients who participated during the week of Client Appreciation event. Our clients' engagement with the staff truly added great value and contributed to the success of the event.

Many clients shared heartwarming stories of how VCHC had positively influenced their lives and helped them overcome various challenges. These testimonials highlighted the impact of VCHC's services in the community and reinforced our organization's commitment to delivering exceptional care.

Our clients' ongoing support and trusting VCHC in their care is truly appreciated and we look forward to future opportunities to engage and collaborate with our clients in service delivery.





# WHAT OUR CLIENTS ARE SAYING



- Allowing me to be among people to talk to
- I like this place, physio, dietician - we use these services- I changed multiple doctors and care was the same. No waiting time for appointments
- They help me a lot with all of my problem diabetes and more
- Providing good healthcare program
- I am so grateful & happy to be coming to VCHC. My nurse practitioner is very patient and thorough. Myself and my girls are happy to be her patients. Met dietician & she is so helpful & very informative
- My medical guidance and advice to healthy living since the day I stepped into VCHC. My doctor, make me comfortable and welcome.
- Taking my health and wellbeing in their hands. Every time I come here, I feel like I'm visiting family members, it's a pleasant atmosphere.
- Providing much needed time and considerate and compassionate therapy and guidance and support
- Offering great programs that are fun and educational as well.

- Excellent with everyone I have had the pleasure of meeting with and working with. The care is exceptional.
- Very positive, over the years I have seen so much improvement in many aspects, they not only improve your health but they make sure that you are happy as well.
- So wholesome, I always get all the help I need.
- Good. I feel listened to and both appreciated and cared about. I'm glad this facility exists.
- Fantastic and therapeutic!



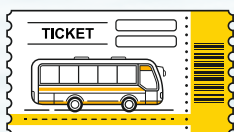
- It's very good for seniors to be together & enjoy each others company.
- The environment which is so peaceful.
- They are knowledgeable, compassionate and empathetic, always listening.
- Very respectful, helpful, non judgmental, supportive. All staff has been wonderful

## HOW WE ARE MAKING IT EASY FOR CLIENTS TO ACCESS SERVICES



Language interpretation service for 1-on-1 appointments for care

1



YRT scratch cards to visit VCHC for services

2



Convenient in-person and telephone appointments

3



Convenient in-person and virtual social programs

4



Tablet lending program to access virtual programs

5



Improved same day access to medical visits.

6



Availability of online appointment booking for medical visits

7



Self-serve check-in Kiosk

8



A wide range of social programs across different age groups

9

# A DIFFERENT KIND OF HEALTHCARE

## QUALITY IMPROVEMENT FOCUS

Quality improvement initiative continues to drive the operations of the VCHC. In our 2023-2024 quality improvement plan, we focused on providing better client experience and timely access to care for medical visits, diabetes education and management and foot care services.

Below is the summary of our progress:

Service/focus	Our Progress
1. Medical visits access	<ul style="list-style-type: none"><li>We are providing more same day access to appointments for medical visits, with an average of 33 appointments/week.</li></ul>
2. Diabetes Education	<ul style="list-style-type: none"><li>98% of new clients referred to the diabetes education program are booked within 3 weeks.</li><li>94% of clients are satisfied with the services.</li></ul>
3. Foot care appointments	<ul style="list-style-type: none"><li>Our chiropodist are fully booked many weeks in advance.</li><li>We have designated spots for urgent foot care, so that our clients can be served in a timely manner.</li></ul>
4. Client involvement in care	<ul style="list-style-type: none"><li>108 client experience surveys were collected. 85% of clients reported being involved in making decisions about their care and treatment.</li></ul>
5. Online appointment booking	<ul style="list-style-type: none"><li>We are educating our clients about online appointment booking through Ocean portal.</li><li>We have an average of 33% usage rate. We will continue to promote uptake.</li></ul>

### YOUR FEEDBACK IS IMPORTANT TO US!

There are many ways in which you can provide feedback:

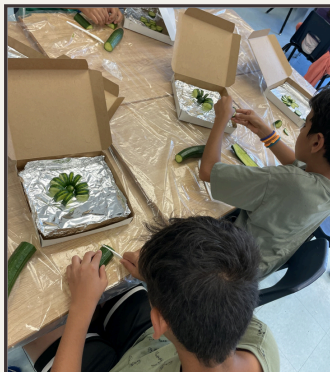
- Client experience surveys
- Suggestion boxes at the centre
- Website at [www.vaughanchc.com](http://www.vaughanchc.com)
- Email at [info@vaughanchc.com](mailto:info@vaughanchc.com)



## PROGRAMS & SERVICES

VCHC offers a comprehensive range of services: primary care visits; chronic disease management; group health promotion and education; and interprofessional allied health services referred to as People Accessing Care Teams (PACT), which includes mental health counselling, nutrition counselling, chiropody, physiotherapy and system navigation. We are highlighting some of our programs below. For more information visit [www.vaughanchc.com](http://www.vaughanchc.com)

### Summer Camp



Summer camp is one of our popular and high in demand programs. The program is designed for children ages 6-12 to provide them with an opportunity to develop new friendships, gain new experiences, learn basic life skills, and have fun. The activities promote critical thinking, problem solving, physical activity and how to work in teams.

### Spotlight

**We received funding from Service Canada: Employment & Social Development, to hire students as Youth Workers for the camp and they are sharing their experience:**

“ The preparations for summer camp and implementing the activities we have created for camp has been an extremely rewarding experience. During the planning period, working with a team to decide what programs will best benefit the individuals participating in the camp program, and watching the expectations for success become reality is truly special. The bonds that form amongst staff and campers create an environment for everyone to flourish. Summer camp is all about developing friendships while experiencing new things and it has been nothing short of fulfilling”.

“This year was my first experience as a Youth Worker with the Vaughan Community Health Centre (VCHC). I was involved with the planning and supervision of the VCHC Summer Camp. It was an interesting and eye-opening experience. I had hands-on experience of making a schedule and coming up with different activities to suit the different age groups. I learned about the importance of being organized and how to adapt to unforeseen circumstances. Being able to directly work on the planning and preparation put into the creation of an eventful and fun summer camp for the kids was a wonderful learning experience. All in all, I learned so much from this experience”.

# PROGRAMS & SERVICES

## Mental Health Program

Our social workers/therapists provide mental health assessment and counselling to address psychological and emotional well-being of client. They also work collaboratively with the Health Promotion team to offer various programs such as:

- **Restful Sleep**- this program empowers participants through an awareness of their own sleep patterns and other factors influencing sleep quality and provides techniques to manage thoughts. Participants learn the scientific basis and habit-related behaviours that impact sleep quality which leads to improved overall sleep.
- **360 Stress to Wellness**- a stress management program aimed to educate clients on the psychology and physiology of stress. Participants learn tips for managing stress and gain community resources to help reduce stress.

## Spotlight



Joseph Farruggio,  
Social Worker/Therapist

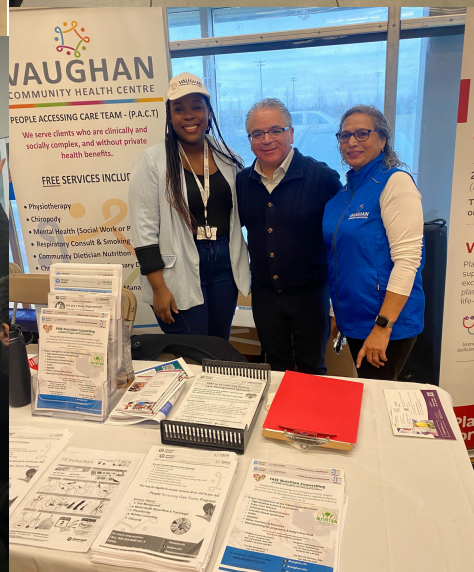
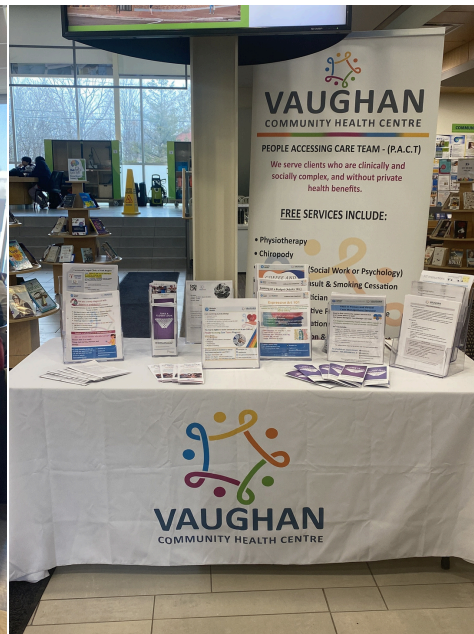
Meet Joseph Farruggio, one of our social workers at our Keswick site. Joseph supported a client with anxiety and sleep disturbances. After few sessions, client reported that they were experiencing progress towards understanding and coping with anxiety and sleep disturbances. Client expressed gratitude for counselling experience and identified increase in self-awareness regarding anxiety, past trauma and interpersonal relationships. Client successfully implemented strategies that addressed the concern.

## PROGRAMS & SERVICES

### Preventative Health Week

As part of the High Priority Communities Strategy, VCHC in collaboration with our partners organized a series of events for Preventative Health Week. The focus was to share information and resources on preventative health measures that included: making healthy lifestyle choices; taking care of mental health; getting enough sleep; identifying risk factors for disease; and importance of active lifestyle in decreasing the risk of chronic disease and cancer.

The event was interactive and well received. Over 90 participants attended the presentations and received information and resources on health literacy, cancer screening, and more.

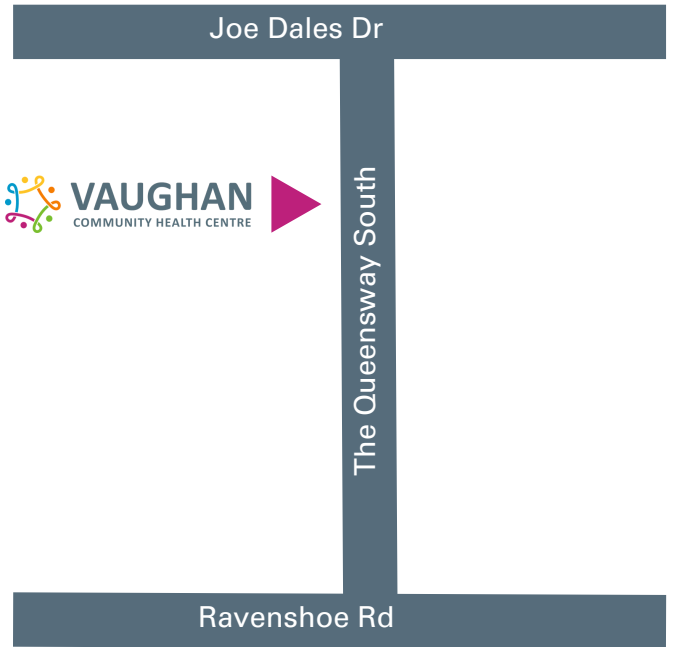
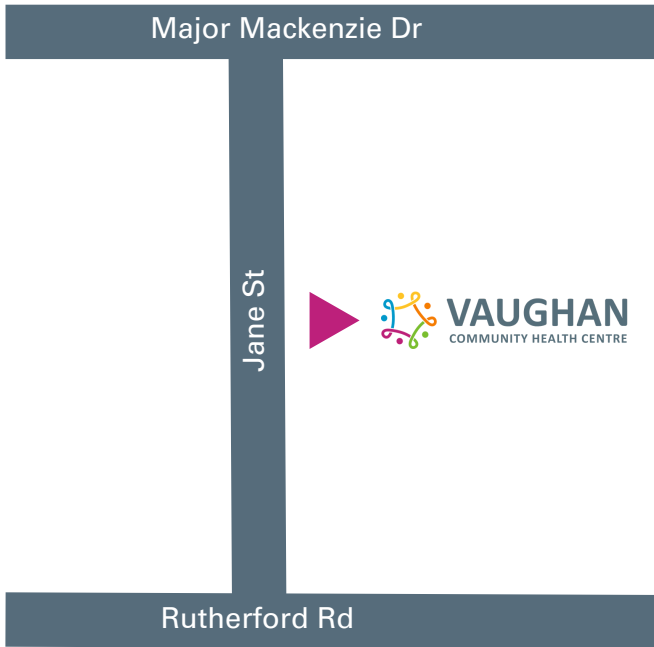


# OUR PARTNERS

We partner with many organizations to deliver programs and services. We would like to acknowledge their collaboration and continued support.

- ANCHOR
- Basilicata Cultural Society
- CAYR Community Connections
- CAMH
- CHATS
- Circle of Care
- CMHA York Region
- Communion Keystone Chapel
- Costi
- Dufferin Major Medical Clinic
- EarlyOn Program
- Family Services of York Region
- Food Bank of York Region
- Georgina Food Pantry
- Georgina Hospice
- Grand Genesis Medical Centre
- Health Centre of Maple
- HealtFood Bank of York Region
- Health Commons Solutions Lab
- Human Endeavour
- Humber College
- Ivory Medical Clinic
- Jewish Russian Community Centre
- Keswick Physiotherapy & Sports Injuries Clinic
- Kids Up Front
- Mackenzie Health Hospital
- Mackenzie Health Vaughan Library
- Maple High School
- Markham Stouffville Hospital
- My Physio Sports and Rehab Centre
- Northern York South Simcoe Ontario Health Team
- Pancea Pharmacy
- Pierre Berton Library
- REENA
- Sutton Physiotherapy & Rehabilitation Clinic
- triOs College
- University of Toronto
- Vaughan Physiotherapy
- Vaughan Public Libraries
- Vaughan Rehab Centre
- VIP Medical
- Vitanova
- Welcome Centre Vaughan
- Western York Region Ontario Health Team
- York Region Alliance of African Canadian Communities (YRAACC)
- York Region District School Board
- York University
- And many more!

# CONTACT US



## Vaughan Community Health Centre

9401 Jane St Suite 206  
Vaughan ON. L6A 4H7  
Telephone: (905) 303-8490  
Admin Fax: (905) 303-9444  
Clinical Fax: (905)-832-0093  
Chronic Disease Program Fax: (905) 303-0320  
Allied Health - 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

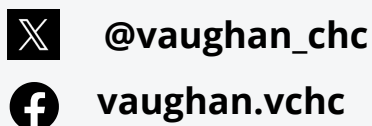
## Vaughan Community Health Centre-Keswick Site

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

### Hours of Operation

Monday: 8:30am-4:00pm  
Tuesday: 8:30am-4:00pm  
Wednesday: 8:30am-7:00pm  
Thursday: 8:30am-7:00pm  
Friday: 8:30am-4:00pm

To make a donation visit: [www.vaughanchc.com/donate/](http://www.vaughanchc.com/donate/)  
For more information visit:



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vaughan.vchc



@vaughancommunityhealthcentre

[www.vaughanchc.com](http://www.vaughanchc.com)

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