



VAUGHAN

COMMUNITY HEALTH CENTRE

A Different Kind of Healthcare



@VCHCcommunity



www.vaughanhc.com



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A DIFFERENT KIND OF HEALTHCARE



By focusing on health promotion, chronic disease prevention, and increasing access to health care, the VCHC is working toward our vision of a healthy community, one in which the physical and emotional well-being of the individual, and social determinants of health are addressed.



in partnership with



Primary Care Services

Our primary care team includes family doctors, nurse practitioners, and allied health professionals. Our team collaborates to provide medical services to registered clients of Western York Region. We also provide services to uninsured community residents.

OUR TEAM PROVIDES:

- Medical examinations
- Preventative health care
- Treatment and management of acute and chronic health conditions
- Pre and post-natal care
- Well baby care
- Immunizations and flu shots
- Bloodwork ordered by our provider



For more information call: 905-303-8490 ext. 1
CLINICAL FAX: 905-832-0093

Chronic Disease Prevention & Management Programs

Our Chronic Disease Program team consists of **Diabetes education, Lung Health and Chronic Obstructive Pulmonary Disease (COPD), and Exercise education.** We have a team of Nurse Dietitian, Chiropodist, Physiotherapist and a Kinesiologist

OUR TEAM PROVIDES:

- Individual or group sessions in-person or virtual
- Diabetes education for pre-diabetes, "at risk" and Type 2 diabetes
- Food nutrition and weight management
- Glucose monitoring, medication, and insulin management
- Self-management education and support
- Foot care education
- Smoking cessation
- Pulmonary rehabilitation
- Exercise assessment, prescription, and education



CHRONIC DISEASE FAX:
905-303-0320



Allied Health - PACT (People Accessing Care Teams)



PACT program provides access to a team of allied healthcare professionals. PACT services provide care to people with complex health conditions, who are facing barriers to accessing health care due to social determinants: low income, unemployment, and language barriers.



OUR TEAM PROVIDES:

- System navigation and case management
- Nutrition counselling
- Physiotherapy
- Chiropody (foot care)
- Mental health counselling

ALLIED HEALTH – PACT FAX:

Vaughan Site: 905-303-4922

Keswick Site: 905-476-3008

Health Promotion Programs



We offer a range of health promotion programs which promote and improve mental, social and physical well being.

WE PROVIDE PROGRAMS FOR:

- Young families
- Youth
- Adults
- Older adults and seniors
- Individuals experiencing mental health and addiction issues



OUR PROGRAMS FOCUS ON:

- Physical activity
- Socialization and capacity building
- After-school teen and youth groups
- Support groups
- Child development and school readiness
- Health awareness presentations

To see our list of programs, visit our website:
www.vaughanchc.com

Location & Contact Information



VAUGHAN SITE

9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

PHONE: 905-303-8490

FAX: 905-303-9444



KESWICK SITE

716 The Queensway
South Keswick, Ontario
L4P 4C9

PHONE: 905-476-5621

FAX: 905-476-3008



www.vaughanchc.com



@vaughan_chc



vaughan.vchc



vaughancommunityhealthcentre





**A DIFFERENT
 KIND OF HEALTHCARE**



Your Privacy Is Important To Us!

It is our policy to treat all personal and personal health information (PHI) with respect. We have policies and procedures to protect the security of your information and to ensure its privacy. We take all reasonable steps to keep your information confidential and secure by ensuring that your information is protected from loss, destruction or unauthorized use.

All staff members, students and volunteers have signed a confidentiality agreement.

Volunteers are not permitted access to personal health information, unless they receive proper training, sign a confidentiality agreement and are working on a supervised project.

INFORMATION DISCLOSURE



To provide you with the best care possible, your personal health information may be shared, as necessary, with staff members and students who are involved in providing your care.

Your personal information will only be shared with other sources with your consent or when the law permits or requires us to do so.

Personal Health Information (PHI) includes any identifying information about an individual's health care history, such as your family medical history, details of a recent visit to your doctor, or your Ontario health card number.



INFORMATION USE



Your information may be used:

To provide with the best service possible.

To help us improve the quality of our services.

To fulfill provincial regulatory requirements.

To keep you up to date on the activities of VCHC, including giving you information on our programs, services, special events, and opportunities to volunteer.

**Location & Contact
 Information**

VAUGHAN SITE

9401 Jane Street, Suite
 206 Vaughan, Ontario
 L6A 4H7

PHONE: 905-303-8490

FAX: 905-303-9444

EMAIL:

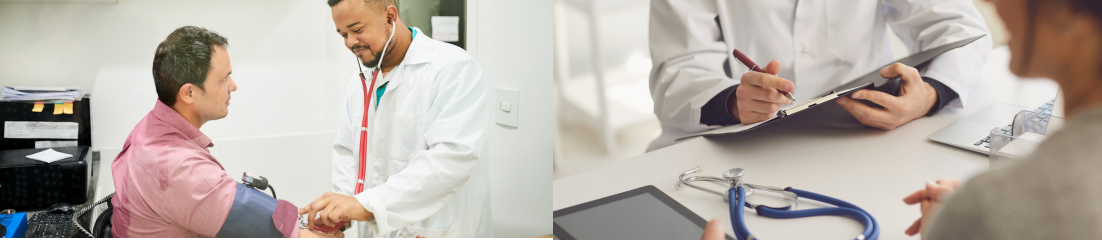
info@vaughanchc.com

KESWICK SITE

716 The Queensway
 South Keswick, Ontario
 L4P 4C9

PHONE: 905-476-5621

FAX: 905-476-3008



INFORMATION COLLECTION



We will only ask you for the information we need to give you the best service possible, or fulfill our funding obligations. If we would like to collect or use your personal information for any other purpose, we will only do so with your consent.

We will collect your personal information from other sources only when we have your consent.

The VCHC participates in accreditation reviews that involve a mandatory client journey component. This component requires an accreditation reviewer to access clients' personal health information to learn about clients' experience in accessing service at the VCHC. To this end, some clients are invited to participate in the client journey process. Interested clients are asked to sign a consent form to share their personal health information with the accreditation reviewer.

YOUR RIGHTS



Whenever you wish, you may ask to review and update your personal information, withdraw your consent for its use, or review our privacy policy. If you restrict the use of your health information, this may limit the type and quality of service we are able to provide to you.

Upon written request you may:

Have access to your health care record and assistance in understanding it

Ask for a correction of information in your record

Ask for a copy of your record, which will be provided from 30 to 60 days from the date of your request. You may be charged a reasonable fee to cover the costs.



WHAT WE ASK OF YOU



Let us know when your personal information has changed, so that we may keep it as accurate, complete, and up to date as possible.

Let us know when you have any questions or do not understand why your information is being collected or how it is being used.

If you have any questions or complaints regarding privacy and your personal information, contact our Executive Director (**Privacy Officer**) by phone at: **905-303-8490** or by email at : **privacy@vaughanchc.com**

If you are not able to satisfactorily resolve your complaint, we will explain how you may make your complaint to the information and Privacy Commissioner of Ontario.

In partnership with





A DIFFERENT KIND OF HEALTHCARE

We Ask Because We Care

COLLECTION OF SOCIODEMOGRAPHIC INFORMATION IN HEALTHCARE



in partnership with



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[vaughan.vchc](https://www.facebook.com/vaughan.vchc)

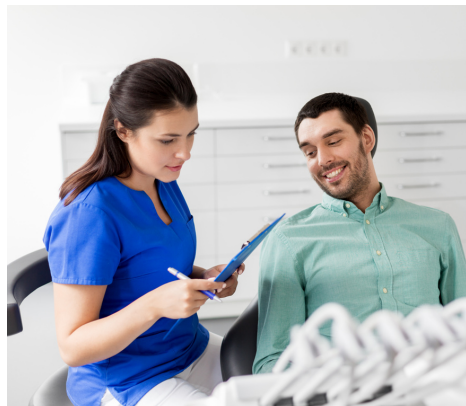
[@vaughancommunityhealthcentre](https://www.instagram.com/vaughancommunityhealthcentre)



WHAT ARE SOCIODEMOGRAPHICS?

These include:

- Language
- Indigenous identity
- Were you born in Canada
- Length of time in Canada
- Ethnic or cultural background
- Racial group
- Disability
- Sex at birth
- Gender identity
- Sexual orientation



IS IT LEGAL TO ASK THESE QUESTIONS?

Yes, the Ontario Human Rights Commission strongly encourages organizations to collect and use demographic information to keep track of outcomes and promote equity. Also, Ontario's Excellent Care for All Act, 2010 is a law that holds hospitals responsible for delivering quality healthcare. This law has healthcare organizations collect information from clients about their experience. We learned that demographic information greatly impacts client experiences and decisions about where to use healthcare or not. To fully understand clients' health care experiences we need to know more about why they are.

Who can see my demographic information?

It is our policy to treat all personal and personal health information (PHI) with respect and in accordance to the law.

We have policies and procedures to protect the security of your information and to ensure its privacy. We take all reasonable steps to keep your information confidential and secure by ensuring that your information is protected from loss, destruction or unauthorized use.

Who can see my demographic information? Continued...

All staff members and volunteers have signed a confidentiality agreement. All hospitals and community health centres collect demographic information. The purpose of this information is to understand who our clients are and what unique needs they may have. The information you share with us helps us understand access to care, experiences and outcomes.

How will you use this information?

We will review and use the information to develop programs and do service training.

We will study whether factors such as language, disability, gender and so on are linked to health outcomes.

We want to learn more about the link between length of time in Canada and health outcomes.

Members of your health-care team (or "circle of care") may refer you to services, give you information, or identify any unique needs, such as:

- Interpretation services
- Health information
- Treatment programs
- Accommodation for disabilities
- Care information



I am only here for a quick appointment, how is this relevant to my care?

It is important for us know who we serve and whether client needs match the care we provide for all.

This information will help us understand and plan care not only for your future visits, but for other clients who may have similar needs as yours. This gives us a full picture of our client population.

What if there are questions that I don't want to answer?

You can answer "prefer not to answer" to any or all questions. This will not impact care you receive here.



In partnership with



QUESTIONS



If you have questions or complaints regarding privacy and your personal information, contact our Executive Director (Privacy Officer) by phone at 905-303-8490 ext. 2648 or by email at privacy@vaughanchc.com. If we are not able to satisfactorily resolve your complaint, we will explain how you make your complaint to the Privacy Commissioner of Ontario.

Location & Contact Information

VAUGHAN SITE

9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

PHONE: 905-303-8490

FAX: 905-303-9444

EMAIL:

info@vaughanchc.com

KESWICK SITE

716 The Queensway South
Keswick, Ontario L4P 4C9

PHONE: 905-476-5621

FAX: 905-476-3008





Health Promotion

- Our Health promotion team focus on keeping people healthy and aims to empower individuals and communities to choose healthy behaviors, and make changes that reduce the risk of developing chronic diseases and other morbidities.

We offer a range of health promotion programs which promote and improve mental, social, and physical well being.

We provide programs for :

Young families

Youth

Adults

Older adults and seniors

Contact

Vaughan

Phone: 905-303-8490

ext. 0

Keswick

Phone: 905-476-5621

ext. 2600

If awaiting email communications from VCHC staff, please remember to check "junk" folder in your inbox to ensure you receive our email communications.

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 www.vaughanchc.com



People Accessing Care Teams Program!

Are you experiencing any of the following ?

- Inadequate housing
- Unemployment
- Transportation issues to medical appointments
- No extended health benefits or No health coverage (No OHIP)
- Unable to speak English or French
- Experiencing complex health issues
- And are in a low to moderate income range

You may be eligible to receive services-at no cost to you

Services Offered:

- Case Management
- Physiotherapy
- Nutrition Counselling
- Mental Health Counselling (Social Work & Psychology)
- Respiratory Therapy
- Chiroprody

Contact

Vaughan

Phone: 905-303-8490
ext. 4

Keswick

Phone: 905-476-5621
ext. 2600

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 www.vaughanchc.com

People Accessing Care Teams (PACT) Vaughan Community Health Centre



Western York Region (WYR) - Vaughan Site
9401 Jane St, Suite 106 and 206, Vaughan
Phone: 905-303-8490 Fax: 905-303-4922

Northern York Region (NYR) - Keswick Site
716 The Queensway South, Keswick
Phone: 905-476-5621 Fax: 905-476-3008

Client Information

Client's Name: _____
DOB: _____ M F Other
Health Card #: _____
Address: _____
City/ Province: _____
Postal Code: _____
Telephone #: _____

Referring Provider Information

Provider's name: _____
Billing #: _____
Address: _____
City/ Province: _____
Postal Code: _____
Telephone #: _____ Fax #: _____
Signature _____ **Date** _____

Referred client has private health benefits: YES NO. Language: English French Other (please specify): _____

SERVICES REQUESTED – CHECK ALL THAT APPLIES. Note: incomplete referrals will not be processed

<input type="checkbox"/> Community Dietitian Reason: _____ <input type="checkbox"/> GI issues <input type="checkbox"/> Food intolerance <input type="checkbox"/> Prenatal, Infant and Toddler Nutrition <input type="checkbox"/> Weight, Cholesterol, Hypertension <input type="checkbox"/> Other _____	<input type="checkbox"/> Diabetes Education Program Reason: _____ <input type="checkbox"/> Pre-Diabetes <input type="checkbox"/> Type 2 Diabetes <input type="checkbox"/> Insulin / GLP1 Start
<input type="checkbox"/> System Navigation and Case Management <input type="checkbox"/> Health Navigation Services and Education <input type="checkbox"/> Connection to community support, financial assistance, or social services <input type="checkbox"/> Connection to settlement or legal services <input type="checkbox"/> Information and Referral to: _____ <input type="checkbox"/> Information about VCHC or community group programs	
<input type="checkbox"/> Physiotherapy (Non-MVA or WSIB). Reason: _____ Time of onset: <input type="checkbox"/> <1mth <input type="checkbox"/> <3mth <input type="checkbox"/> <6mth <input type="checkbox"/> > 1 yr. or <input type="checkbox"/> persistent <input type="checkbox"/> Significant limitation of function (ADLs, work and/or leisure activity performance is affected) <input type="checkbox"/> Post Sx _____ <input type="checkbox"/> Fracture _____ <input type="checkbox"/> Priority population (clients aged 20-64 years or recent/risk of fall) <input type="checkbox"/> Diagnostic imaging results if available (e.g., X Ray, MRI, ultrasound) and Medication list	<input type="checkbox"/> Mental Health (Non-MVA or WSIB). Primary reason for referral: <input type="checkbox"/> Caregiver Stress <input type="checkbox"/> Loss/Grief <input type="checkbox"/> Chronic Pain/Disease <input type="checkbox"/> Self-esteem <input type="checkbox"/> Eating Disorder <input type="checkbox"/> Stress <input type="checkbox"/> Family / Relationship <input type="checkbox"/> Substance Abuse <input type="checkbox"/> Anxiety <input type="checkbox"/> Trauma <input type="checkbox"/> Depression <input type="checkbox"/> ADHD or Autism Spectrum <input type="checkbox"/> Risk of harm. Specify: _____ <input type="checkbox"/> Mental Illness. Specify: _____ <input type="checkbox"/> Other: _____
<input type="checkbox"/> Chiropody – Reason: _____ <input type="checkbox"/> Skin pain and lesion (corns/callus/warts). <input type="checkbox"/> Ingrown/involuted toenails <input type="checkbox"/> Foot/toe pain <input type="checkbox"/> Difficulty with activities of daily living _____ <input type="checkbox"/> Other: (please specify) _____	
<input type="checkbox"/> Lung Health Program <input type="checkbox"/> COPD Self-management education, Pulmonary Rehab <input type="checkbox"/> Smoking Cessation (CAMH - STOP) <input type="checkbox"/> Respiratory Consultation	<input type="checkbox"/> Spirometry <input type="checkbox"/> Authorization to perform Pre and Post Spirometry testing <input type="checkbox"/> Yes <input type="checkbox"/> No with <input type="checkbox"/> Ventolin, as per medical directive

Medical History/ Medication list / Clinical Information (most recent bloodwork, diagnostic images)- or Please Attach

For more information on PACT services and for program updates please visit www.vaughanhc.com and subscribe.

Western-Northern York Region People Accessing Care Teams (PACT) Vaughan Community Health Centre

Description of services offered at Vaughan CHC – Western and Northern York Region PACT Program.

Allied Health Services	Description	
Community Dietitian (up to 6 sessions)	<ul style="list-style-type: none"> Prenatal (pregnancy), infant, toddler nutrition (failure to thrive, picky eater, low weight gain) Digestive issues (e.g., reflux, Irritable bowel Syndrome, Inflammatory Bowel Disease, etc.) Food allergies and intolerances 	<ul style="list-style-type: none"> Hypertension High Cholesterol Weight management, Meal Planning Prediabetes, “at risk”, type 2 on oral medications at NYR Keswick site
Diabetes Education & Management -	Services provided by Diabetes Educator Nurse and Dietitians for: <ul style="list-style-type: none"> Adults with Type 2 diabetes Adults with pre-diabetes Adults with insulin/non-insulin injections (GLP-1 Agonist) 	
Chiropody (4 sessions only)	<ul style="list-style-type: none"> Dermatological issues (warts/corns/callus). Individuals who have issues with activities of daily living, (for e.g., decreased in mobility or cognitive impairment) Clients with pre-diabetes will be offered to attend a group session to receive foot care education 	Diabetes <ul style="list-style-type: none"> Peripheral neuropathy needing second tier devices to prevent diabetes related foot complications.
Physiotherapy (Up to 6 sessions)	<ul style="list-style-type: none"> Personalized therapeutic exercise Soft tissue and manual therapy techniques Functional activity and tolerance testing and training 	<ul style="list-style-type: none"> Prescription, fabrication and application of assistive, adaptive, supportive, and protective devices and equipment
Mental Health (Psychology/Social Work to be triaged) (Psychologist - up to 5 sessions) (Social Worker up to 6 sessions)	<ul style="list-style-type: none"> Individual counselling, couples counselling and family counselling Mental health issues including depression and anxiety Managing emotions Trauma 	<ul style="list-style-type: none"> Low self-esteem Parenting/Family issues Life stressors Work/life balance Isolation
Case Management / System Navigation	<ul style="list-style-type: none"> Support in navigating various systems - education, legal, housing, and employment 	<ul style="list-style-type: none"> Referrals to other community organizations and government services Help with completing applications/forms
Chronic Obstructive Pulmonary Disease (COPD) Rehabilitation Program	<ul style="list-style-type: none"> Respiratory consults to assesses respiratory therapy needs Smoking Cessation for individuals and in group counselling sessions for clients 19 years of age and above 	<ul style="list-style-type: none"> Spirometry Tests Self-management education Exercise Groups
Spirometry Test	<ul style="list-style-type: none"> Lung functioning diagnoses for Asthma, COPD, and other conditions that affect breathing 	
Smoking Cessation	<ul style="list-style-type: none"> Individual and group counselling for individual 19+years of age and above 	
Respiratory Consultation	<ul style="list-style-type: none"> Registered Respiratory Therapist assesses respiratory therapy needs 	
Group Programs	<p>The health promotion team provides health promotion programs for youth & families, adults, and seniors. Programs are provided in person or virtually through an online video platform. For more information, please visit our website at http://www.vaughanchc.com/health-promotion-group-programs/ or call directly for more information: WYR: 905-303-8490 Ext 3, NYR: 905 476 5621 Ext 2604.</p> <p>Diabetes Prevention & Management Group Programs. Clients can call directly for more information: 905-303-8490 Ext. 2</p> <p>Exercise Education Programs focus on preventing or managing chronic illnesses and are for individuals who are looking to begin exercising or incorporating light activity. Call directly for more information: 905-303-8490 Ext. 2</p> <p>COPD Group Programs focus on self management education to help manage COPD. Call directly for more information: 905-303-8490 Ext. 2</p> <p>For a full list of programs, please visit http://www.vaughanchc.com/programs-services/pact/</p>	

Please note:

- Clients can be referred for more than one service with the same referral form. Please check all services needed
- Referrals sent without **mandatory documents** will **not** be processed and returned for follow-up
- **3 attempts will be made to contact the client** to schedule the appointment. If attempts are unsuccessful the referral will be closed, and the referring clinician will be informed
- For more information on PACT program and other Vaughan CHC services, please visit: www.vaughanchc.com



FREE virtual and in person Case Management Services!

Need to find community support services but don't know where to look?
VCHC's System Navigation Case Manager can help!

No referral form required to access case management services

The Vaughan Community Health Centre Vaughan and Keswick sites offer support to community members in need of service coordination!

Services Include:

- Support in navigating various systems (i.e. education, legal, immigration, housing and employment support)
- Referrals to community organizations and government services
- Help with completing application forms

Contact

Vaughan Site

Phone: 905-303-8490
ext. 4

Keswick Site

Phone: 905-476-5621
ext. 2600

If awaiting email communications from VCHC staff, please remember to check "junk" folder in your inbox to ensure you receive our email communications.

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 [@vaughancommunityhealthcentre](https://www.instagram.com/vaughancommunityhealthcentre)

 www.vaughanchc.com



FREE Nutrition Counselling

Available at Vaughan and Keswick locations

Having difficulty achieving and managing a healthy weight? To access our free nutrition counselling with a registered dietitian, please ask your family physician or nurse practitioner to submit a referral form to us.

- **Proper management of the following health issues:**

- High blood pressure & cholesterol
- Fatty Liver Disease
- Inflammatory Bowel Disease
- Irritable Bowel Syndrome
- COPD
- Anemia
- Other nutrient deficiencies
- Meal planning for pregnancy & baby's first food



For more information, contact:

Vaughan Community Health
Centre- Vaughan Site
9401 Jane Street, Suite 206
Vaughan, Ontario, L6A 4H7

Tel: 905-303-8490 ext. 4
Fax: 905-303-4922

Vaughan Community Health
Centre- Keswick Site
716 The Queensway South,
Keswick ON, L4P 4C9

Tel: 905 476 5621 Ext. 2600
Fax: 905-476-3008

To download a referral form visit:
www.vaughanhc.com

Please let us know if you need any specific accommodations. This flyer is available in an alternative format

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 www.vaughanhc.com

What is COPD?

COPD is a disease that blocks the lungs, causing less air to flow in and out, leading to shortness of breath and difficulty breathing

The VCHC COPD Program aims to improve quality of life for people living with COPD. The program is led by a Respiratory Therapist/Certified Respiratory Educator and Registered Kinesiologist.

Participants in the program will:

- Gain an understanding of COPD
- Learn how to self-manage their symptoms
- Increase activity tolerance and range of motion
- Learn how to plan meals
- Socialize within a group setting

Clients of the VCHC-COPD Pulmonary Rehabilitation program self-reported:



Improved shortness of breath



Reduced hospital visits



Improved activity tolerance



Improved capacity for daily activities



Services are available in the following languages:

- French
- Punjabi
- Hindi
- Urdu
- Italian
- Bulgarian
- Serbian
- Macedonian

Other languages available upon request.

Other Services Include....

- Pulmonary Rehabilitation Program (Group and one-on-one)
- Breathing Test
- Medication Education
- Quit Smoking Programs and Counselling
- Healthy Eating Counselling
- Stress Management Counselling
- Personalized Plan to Self-Manage Symptoms
- COPD Support Group

"I am now comfortable to travel as I know that I can gauge my level of activity so that I don't go into distress. My breathing does not control who I am or what I want to do in life"

- Arlene Simms

"The COPD Pulmonary Rehabilitation Program has given me back my life! I've lost weight and use my oxygen tank a lot less."

- Pauline Norman

"The program taught me the right way to breathe and how to control my breath. Knowing this makes it easier to go outside and manage my day."

-Ronald Passer



VAUGHAN COMMUNITY HEALTH CENTRE

9401 Jane Street, Suite 206
Vaughan, Ontario L6H 4H7

CHRONIC DISEASE PROGRAM



(905)-303-8490 Ext. 2



(905)-303-0320



www.vaughanhc.com



This brochure is available in an alternative format.



FREE CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD) SELF-MANAGEMENT EDUCATION PROGRAM



Learning how to manage your COPD can reduce and even eliminate symptoms.



Have you been recently diagnosed with Pre-diabetes or Diabetes?



Are you or your loved ones new to type 2 Diabetes? Feeling overwhelmed?
You are not alone.

- Best place to start is with VCHC! Visit our diabetes educators
- Understand how to manage and prevent complications
- Learn strategies and techniques to achieve your goals
- Get empowered, make small changes
- Create huge impacts on your overall health

Join us for diabetes education in the comfort of your own home:

- Self referral or Physician referral
- Check out our frequently asked questions
- Visit www.vaughanhc.com

Join our virtual diabetes education groups!

Sessions held 3x a month
Timings are held in the
morning, afternoon and
evenings



For more information on how you can book your appointment with us, Call 905-303-8490 ext. 2667 or visit our website www.vaughanhc.com

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 [@vaughancommunityhealthcentre](https://www.instagram.com/vaughancommunityhealthcentre)

 www.vaughanhc.com

Community Legal Clinic of York Region



COMMUNITY OFFICE CONTACT

Phone: 905-508-5018

Toll Free: 1-888-365-5226

Address;

21 Dunlop Street Suite 200
Richmond Hill L4C 2M6

Website:

www.clcyr.on.ca

HOURS OF OPERATION

FRI 3:00PM-4:30PM

NOTE: Does not offer assistance with criminal charges

TIME: Please call (905)508-5018

PLACE: VAUGHAN COMMUNITY HEALTH CENTRE
9401 JANE ST #206, MAPLE, ON L6A 4H7 – USE ENTRANCE A TO 2ND FLOOR ELEVATORS, SUITE 206

AIM

- To offer on-site free legal help;
- Does not offer assistance with criminal charges

ELIGIBILITY

- **Financial eligibility criteria;**
 - o Low income residents of York Region
 - o Applicants and recipients of OW (Ontario Works, also known as welfare) and ODSP (Ontario Disability Support Program).

SERVICES – 5 TYPES

- 1. Eviction Prevention Program**
 - Tenant Duty Counsel at Newmarket hearings of Landlord and Tenant Board
- 2. Social Assistance Issues**
 - income assistance matters including denials, cancellations, and overpayments
 - o Canada Pension Disability
 - o Old Age Security
 - o Disability Tax Credit & RDSP (Registered Disability Savings Plan)
 - o Canada Child Benefits
- Legal representation**
 - 3.** • appear before various administrative tribunals with clients
- Public legal education outreach**
 - 4.** • educating members in the community regarding their legal rights
- Immigration Law**
 - 5.** • Assistance with immigration matters