



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](https://twitter.com/vaughan_chc)

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

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



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. 2

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, Chiroprapist, 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
- Chiroprody (foot care)
- Mental health counselling

ALLIED HEALTH - PACT

Vaughan Site: 905-303-4922

Keswick Site: 905-476-3008



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.

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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 we 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.

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 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.

in partnership with



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

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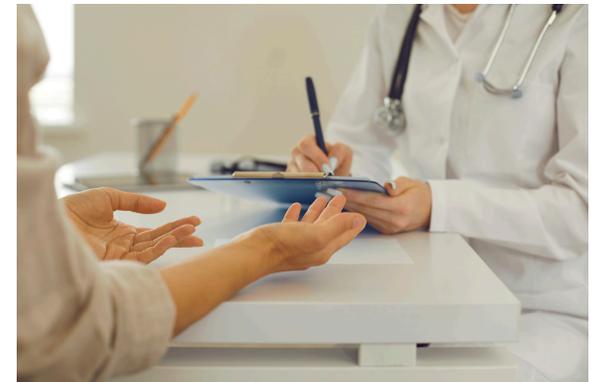
 @vaughancommunityhealthcentre

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.



I'm 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 the care you receive here.

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 may make your complaint to the Information and Privacy Commissioner of Ontario.

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We Ask Because We Care

Collection of Sociodemographic Information in Healthcare



in partnership with





What are Sociodemographics?

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.

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
- Income

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 whether to use healthcare or not.

To fully understand clients' health-care experiences we need to know more about who 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.

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

Who can see my demographic information? Continued...

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

If used in research, the information from all clients is combined and researchers are not able to identify who any of the individuals are.

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



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.



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

Please visit our website for a full list of health promotion group programs

[VCHC Program Calendar](#)

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.

 [@VCHCcommunity](#)

 [@vaughanchc](#)

 [@vaughancommunityhealthcentre](#)

 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
- Chiropody

Contact

Vaughan

Phone: 905-303-8490
ext. 4

Keswick

Phone: 905-476 -5621
ext. 2600

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 9401 Jane St, Suite 206
 Vaughan, ON L6A 4H7
 Tel: 905-303-8490 ext. 4
 Fax: 905-303-4922

Keswick Location:
 716 The Queensway South
 Keswick, ON L4P 4C9
 Tel: 905-476-5621 ext. 2600
 Fax: 905-476-3008

[Complete or apply label here]

Client Name: _____
 DOB: _____
 OHIP#: _____ Version code: _____
 Gender: _____ Preferred Language: _____
 Address: _____
 Phone: _____

People Accessing Care Teams (PACT) Referral Form

Vaughan Community Health Centre gives priority for services to individuals from equity deserving communities, those living with complex medical and social needs, chronic medical conditions, and those facing barriers related to social determinants of health.

- ♦ The VCHC **will not** accept referrals for clients with open motor vehicle accident (MVA) or workplace injury claims.
- ♦ The VCHC **does not** provide physiotherapy services for clients with extended health benefits. Referred clients will be offered an appointment with the Case Manager to locate services in the community.

Reason for referral:

Mental Health Counselling (all ages) Please answer each question:

Reason for referral: _____

Specify any relevant mental health or developmental diagnosis: _____ None

Specify any risk issues: _____ None

The VCHC offers short term counselling, information, and referral to specialized services as needed. A Case Manager is available to assist with health system navigation. **Exclusion criteria:**

- | | | |
|--|--------------------------|---------------------------------|
| ♦ active substance use | ♦ eating disorders | ♦ psychoeducational assessments |
| ♦ actively suicidal or attempted suicide in the last six months | ♦ employment counselling | ♦ psychosis and mania |
| ♦ significant cognitive impairment, developmental or intellectual disability | ♦ fertility concerns | ♦ trauma as a primary concern |
| ♦ crime related, court orders or legal concerns | ♦ personality disorder | |

Social Prescribing (e.g., system navigation, group social programs, connection to services)

- Group programs related to: nutrition/healthy eating selfcare stress reduction dance/exercise classes
- Connection to community services (i.e., housing, settlement, legal, food access, financial or social assistance)
- Support with form completion Other: _____

Physiotherapy

Reason: _____ Time of onset: <1mth <3mth <6mth >1yr or persistent

Significant limitation of function (activities of daily living, work and/or leisure activity is affected)

Post Surgery: _____ Fracture: _____

Priority population (age 20-64 yrs or recent/risk of fall) Diagnostic Imaging results attached (if available)

Nutritional Counselling

Reason: _____

- GI Issues Food intolerance
- Prenatal, infant, toddler nutrition
- Weight, Cholesterol, Hypertension

(Please attach medication list and recent lab results)

Diabetes Education Program

Reason: _____

- Pre-Diabetes
- Type 2 Diabetes
- Insulin / GLP1 Start

(Please attach medication list and recent lab results)

Lung Health Program

- Respiratory assessment
- Consultation and education
- Smoking Cessation (STOP Program)
- Pulmonary Rehabilitation

(Please attach PFT results and/or proof of diagnosis)

[Complete or apply stamp to the right]

Referring provider name: _____

Signature: _____

Billing # (if applicable): _____

Date: ____/____/____
 DD / MM / YY



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

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 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

 @vaughan_chc

 @vaughan.vchc

 @vaughancommunityhealthcentre

 www.vaughanhc.com



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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 www.vaughanhc.com



Confirm Your Appointment with Email in 3 Easy Steps

Step 1: From the email, click “Confirm Appointment”

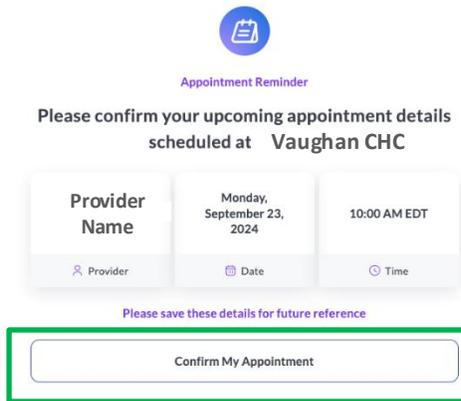
Subject: Reminder regarding your upcoming appointment

Dear Client

This is a reminder that you have an appointment at the Vaughan Community Health Centre.

Confirm Appointment

Step 2: A new screen will open. click “Confirm My Appointment”



Appointment Reminder

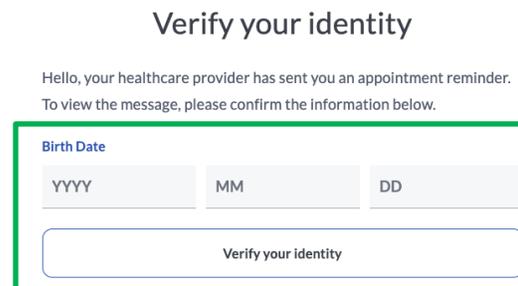
Please confirm your upcoming appointment details
scheduled at Vaughan CHC

Provider Name	Monday, September 23, 2024	10:00 AM EDT
Provider	Date	Time

Please save these details for future reference

Confirm My Appointment

Step 3: Enter your birthdate and click “Verify your Identity”



Verify your identity

Hello, your healthcare provider has sent you an appointment reminder.
To view the message, please confirm the information below.

Birth Date

YYYY	MM	DD
------	----	----

Verify your identity

Your Appointment is Confirmed!



Appointment Confirmed

Provider Name
 Monday, September 23, 2024
 10:00 AM EST