



# ANNUAL COMMUNITY REPORT

2017-18



**Vibrant**  
HEALTHCARE  
ALLIANCE

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## **Our Vision**

Empowering independence, health and well-being together.



# Who We Are

Vibrant Healthcare Alliance is a multi-service organization, operating at four (4) locations across the Greater Toronto Area, providing services to people and communities with a range of ages, health status, physical abilities, and complex needs. Our services include: primary healthcare; health promotion and prevention; attendant care services; and community development. Vibrant Healthcare Alliance provides services to over 2,200 clients each year and many of our service users identify as vulnerable, living with a variety of complex issues including physical disabilities, socially isolated, members of racialized communities and complex older adults 55+.



## Independent Living Philosophy

*Vibrant Healthcare Alliance confirms that we subscribe to the social and rights-based principles of the Independent Living Philosophy to facilitate our clients' ability to achieve independence.*

### We believe that:

Every person living with a disability is best able to define their own needs and have the same choices and control in their everyday life as everyone else in society.

A person living with a disability has the right to exercise individual choice and self-determination through accessing appropriate support services and direct resources to address their needs.

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## Our Mission, Vision and Values

### Our Vision

Empowering independence, health and well-being together.

### Our Mission

Building healthier communities using integrated services to empower individuals living with complex issues.

### Our Values

- **Inclusiveness** – We model respect, dignity, and compassion. We empower autonomy and choice. We promote diversity and inclusive practices.
- **Excellence** - We are innovative, practice continuous quality improvement, and strive to achieve the highest standards.
- **Collaboration** – We partner closely with our clients, team members, and stakeholders to achieve common aims. We are honest and transparent in our communications and demonstrate integrity in all of our interactions and relationships.
- **Accountability** – We deliver on our commitments and are responsible in our usage of resources.



# Message From Board Chair & CEO

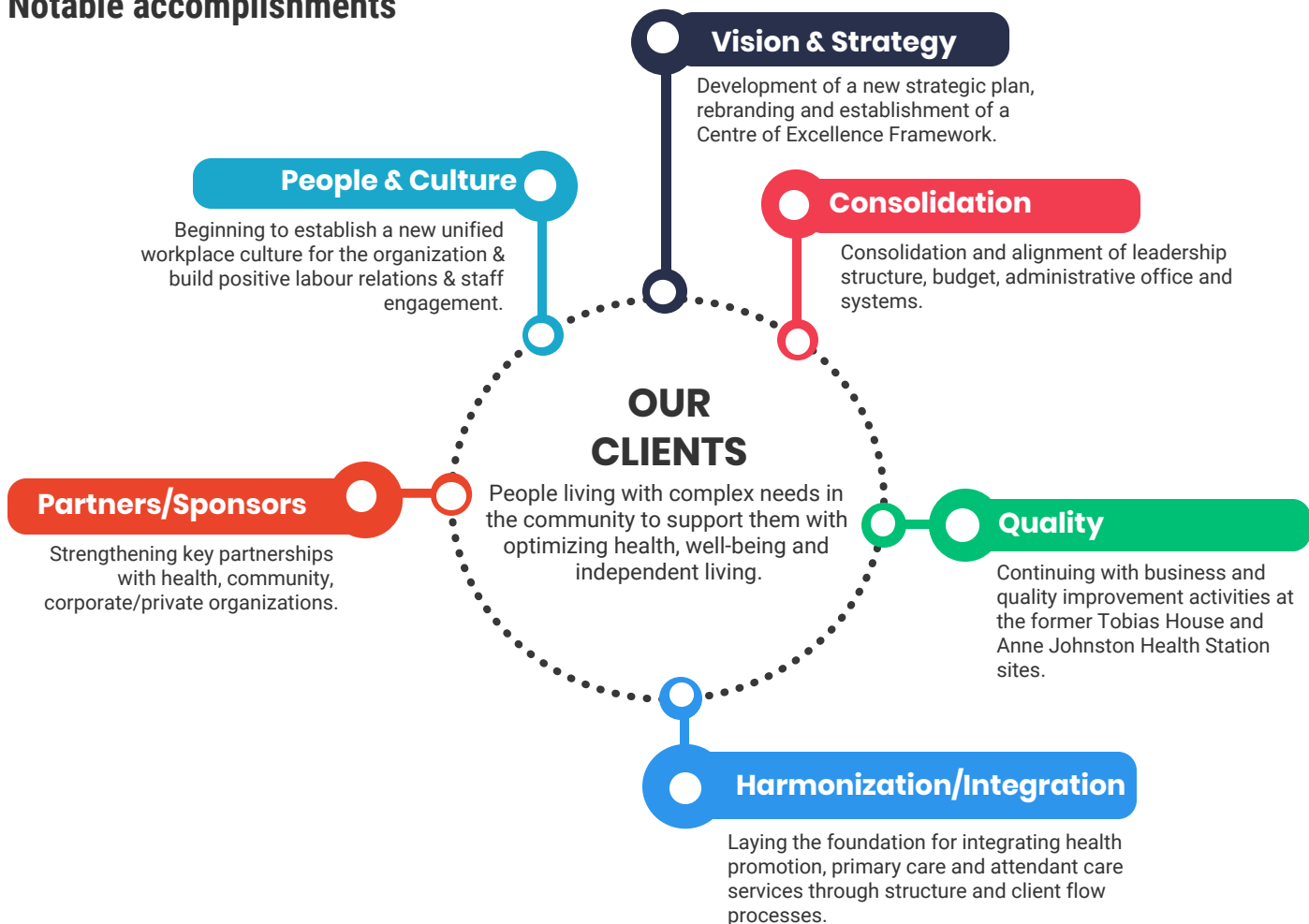
## Our Integration

In April 2017, Anne Johnston Health Station and Tobias House Attendant Care announced a voluntarily integration. The primary objectives of the integration were to improve access to a broader range of primary care, health promotion, and personal support services for people with physical disabilities, seniors and youth in the community to support them with optimizing health, well-being and independent living.

The voluntary integration of the The Anne Johnston Health Station and Tobias House Attendant Care is the backdrop and provides important context for the activities and accomplishments that have taken place within the new organization throughout the past year.

With clients at the centre of what we do, the different elements of the organization have worked together this past year to accomplish a number of key priorities in alignment with its integration business plan and strategic goals and objectives.

### Notable accomplishments





Throughout the past year, one of the major initiatives that we focused on was the development of our new strategic plan. After extensive stakeholder consultations, we are extremely excited by the final results. Findings from the stakeholder consultations, environmental scan and internal assessment provided the rationale for the strategic directions. These directions relate to and underpin all our strategic goals and objectives. Our new strategic plan will drive us forward to deliver on our strategic goals and objectives. The details of the plan are highlighted here.

## Strategic Plan: 2017 - 2020

### CLIENT FIRST

The people we serve are our number one priority and at the core of everything that we do. We will engage with, listen to and respect what our clients tell us that they need to be empowered to make choices to have holistic, independent health and well-being. We will work hard to improve client experiences.

We are known for our specialized knowledge, skills and experience in supporting vulnerable & complex populations. We will develop and contribute this unique expertise at the local, regional and provincial levels as a partner, working closely with our partners to build system capacity to serve vulnerable and complex populations.

### POPULATION HEALTH & WELL-BEING

Healthy communities require access to a range of programs and services that support both health (e.g., primary care, health promotion and prevention) and social determinant of health needs (e.g., housing, income, food/nutrition, education, employment). We will work as a system partner to improve access to a range of programs and services.

To support our client, population and system strategic directions requires our people to work to their full potential and effective, efficient, and sustainable organizational practices. We will integrate and adopt leading organizational processes, systems and technology to create a healthy environment where people can contribute their best.

## Strategic Directions

### SHARE OUR EXPERTISE

The rebranding of the organization was another key milestone achieved throughout the last year. Our new name, Vibrant Healthcare Alliance, will become the name for the umbrella organization. However, the legacy organizations will continue to bear their site names at their respective locations. The Anne Johnston Site name will be maintained at our Yonge and Eglinton location while the Tobias House site name will be retained at our Coxwell Avenue, Carlton and Jarvis Street locations. We are thrilled by the honour of retaining the sites names as an ongoing tribute to the founders of the legacy organizations.

The last year has been filled with many, many long hours and oftentimes, difficult, challenging and transformative work. We are truly grateful for the steadfastness of the Board of Directors, volunteers, and staff team who were the glue that kept the programs and services running while we were undergoing tremendous change.

We are looking forward to the coming year with great anticipation for continued growth and the provision of quality services to our clients with complex needs.

**Sue Cooper**  
Chair, Board of Directors

**Simone Atungo**  
Chief Executive Officer



# Our Successes

The positive impact of the integration is already evident in the lives of some of our clients. As a result of the integration, many clients are able to access a broader range of programs and services which has improved their overall quality of life. Some highlights are provided below:

# of primary care clinics delivered at Tobias House sites

2

# of former Tobias clients House linked to primary care services

3

# of Health Promotion initiatives delivered at Tobias House Sites

6

# of former Anne Johnston clients provided with assistance to access supportive housing

9

# of former Anne Johnston clients linked to supportive housing programs at Tobias House

1

# of new integrated programs or events

7



# of new partnerships

12

# of new funding grants received as an integrated organization

3

# of youth employed through Canada Summer Jobs Program

16

# of professional practicum students

9

# of professional job shadow students

8

# of new research projects

2

Clients accessing new programs. **Rogers – Connected for Success**

19

Clients accessing new programs. **Kids Up Front**

37

Clients accessing new programs. **First Book Canada**

100+



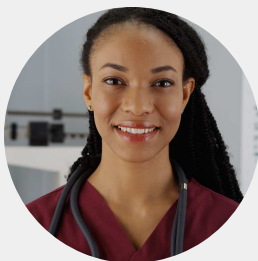


# Programs & Services

Our programs and services are focused on improving the health and well-being of individuals and communities. This requires consideration of the whole person and motivates us to provide a comprehensive range of quality programs and services to support people living with complex issues with their life journeys. We provide inter-disciplinary services to the diverse individuals who reside in our community by facilitating an easier way for them to get the health and independent living programs and services they need. A description of our primary services, health promotion and prevention programs; community development, as well as attendant care and personal support services is provided below:

## Primary Healthcare Services

Our primary healthcare services are provided by a dynamic team of inter-disciplinary service providers and includes one-to-one appointments with physicians, nurse practitioners, nurses, chiropractors, physiotherapist, occupational therapists, social workers/therapists, dietitians and medical secretaries.



# of primary healthcare clients served:  
**2,046**  
# of primary healthcare client-provider interactions:  
**15,856**

## Health Promotion and Prevention Programs & Community Development

Health Promotion and Prevention Programs are provided through an energetic team of health promoters and peer support workers. Using a population health approach, the team delivers a wide range of health promotion and prevention and community development initiatives; as well as independent living education programs such as, exercise, nutrition, social inclusion, mental health, food and nutrition, arts-based programs and groups and facilitate access to a range of other services to address clients' social determinants of health, including housing, food security, and employment, to name a few.

# of health promotion group sessions: **525**  
# of outreach activities: **55**  
# of community engagement activities: **26**

## Attendant Care Services and Personal Support Services

Attendant Care and Personal Support is provided on a 24/7 basis by an experienced team of approximately 90 full-time, part time and relief Personal Support Workers (PSWs) on staff. We provide personal support accompaniment, cooking, cleaning, and shopping to people living with complex physical disabilities in our 3 residential locations across the Greater Toronto Area.



# of supportive housing clients: **44**  
# of resident days: **14,901**  
# of service hours provided: **117,000**



# Financial Report

## Anne Johnston Health Station - Tobias House Attendant Care

### BALANCE SHEET

Year Ended March 31, 2018

	2018	2017
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash	\$ 112,361	\$ 745,860
Accounts Receivable	252,860	158,581
Prepaid Expenses	90,612	95,835
Marketable Securities	1,557,701	1,983,608
	2,013,534	2,983,884
<b>Property &amp; Equipment</b>	73,277	97,321
	<b>2,086,811</b>	<b>3,081,205</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accounts Payable & Accrued Liabilities	451,126	597,868
Due to the Toronto Central LHIN	94,649	324,177
Deferred Revenue	43,709	110,337
	589,484	1,032,382
<b>Deferred Capital Contributions</b>	52,095	71,541
	641,579	1,103,923
<b>NET ASSETS</b>		
Capital Fund	946,146	950,742
Internally Restricted Net Assets	7,467	7,467
Unrestricted Net Assets	491,619	1,019,073
	1,445,232	1,977,282
	<b>\$ 2,086,811</b>	<b>\$ 3,081,205</b>



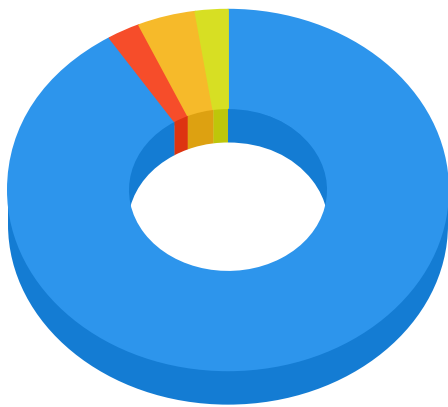


# Financial Report

## *“Efficiency and Accountability”*

The total operating budget for the fiscal year 2017/2018 was approximately \$8,401,521 dollars. The information below is based on the operating budget and is broken down into two components: Sources of Funding and Use of Funds. A complete copy of the Audited Financial Statements can be obtained by contacting the Chief Executive Officer.

### Sources of Funds



- Toronto Central LHIN Core Program Funding
- Toronto Central LHIN Diabetes Funding
- Other Grant Projects
- Other Income

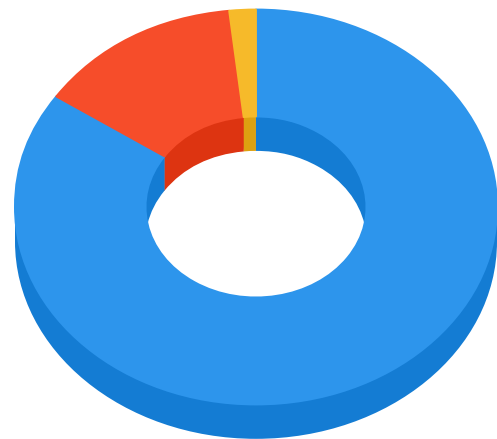
Core Program Funding  
**\$7.7M**

Diabetes Program  
**\$204K**

Other Grants  
**\$358K**

Other Income  
**\$200K**

### Use of Funds



- Salaries & Benefits
- Operating
- Non Recurring

Salaries & Benefits  
**\$7.1M**

Operating  
**\$1.7M**

Non Recurring  
**\$150K**

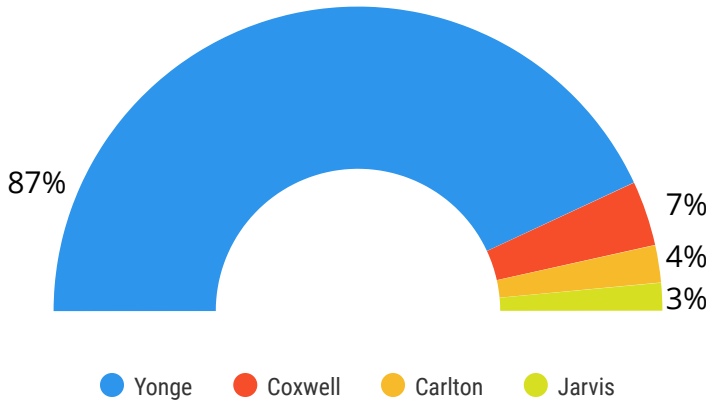
Deficit  
**\$532K**



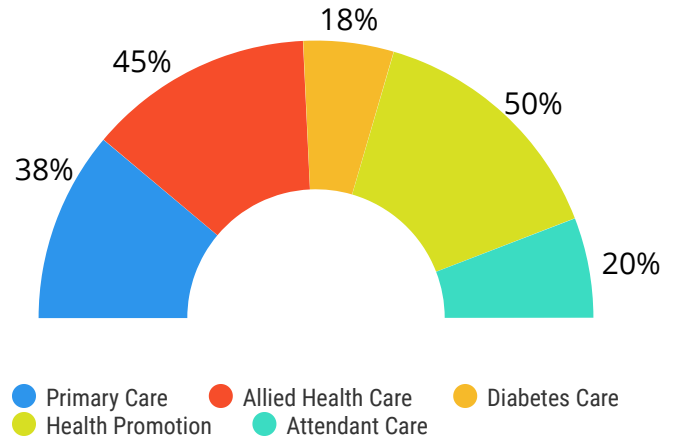
# Client Experience Survey Results

The Client Experience Survey was rolled out earlier this year. The purpose of the survey was to gather client feedback regarding their experiences when accessing services to help inform program and service enhancements and continuous quality improvement of service delivery. Overall, the survey results were positive and the feedback will support us to focus on continuous quality improvement of our programs and services. Highlights of the survey results can be found below:

Location of Services



Types of Services Used\*



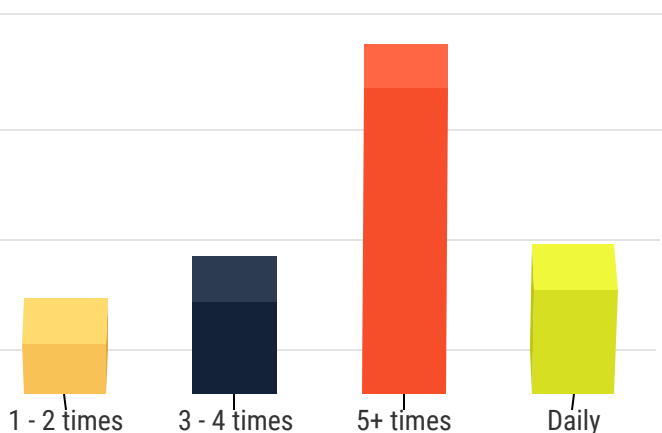
\*Clients used more than one service



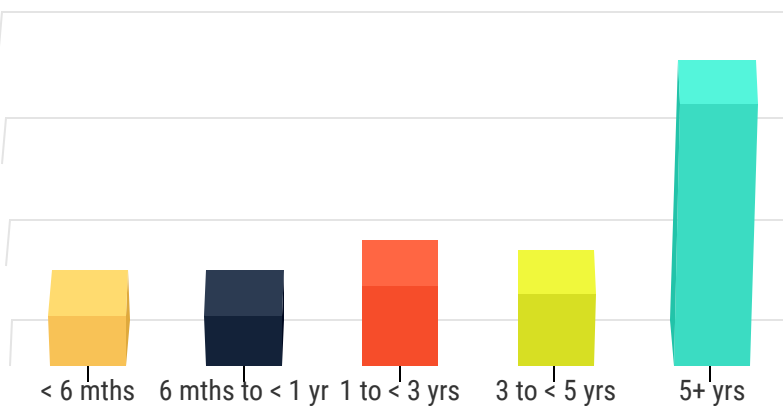
**Overall Health: 81%**  
have good/very good/  
excellent overall health



Number of Times Annually Services Used



Length of Time Using Services



126 Respondents

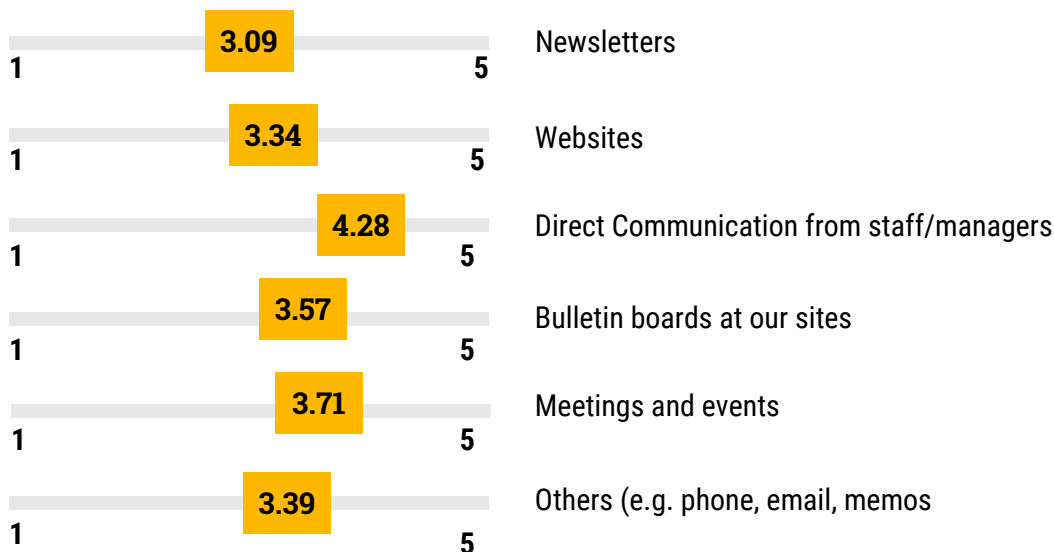


# What Our Clients are Saying

## Overall Experience (% represents favourable responses - strongly agree/agree)

I always feel comfortable & welcome	87%
I am treated with dignity & respect	89%
I trust staff to keep my personal information confidential	87%
I receive services when I need them	85%
My expectations for service & quality are met	84%
The programs & services have helped me improve my health & well-being	89%
I know how to make a suggestion or complaint	78%
Staff help me connect to services & programs I need	78%
I am satisfied with the services I receive	89%
I feel the integration will have a positive impact on the programs & services I need	60%
I would recommend Vibrant Healthcare to my friends and family	85%

## Communications preference for methods of communication (1 = low, 5 = high)



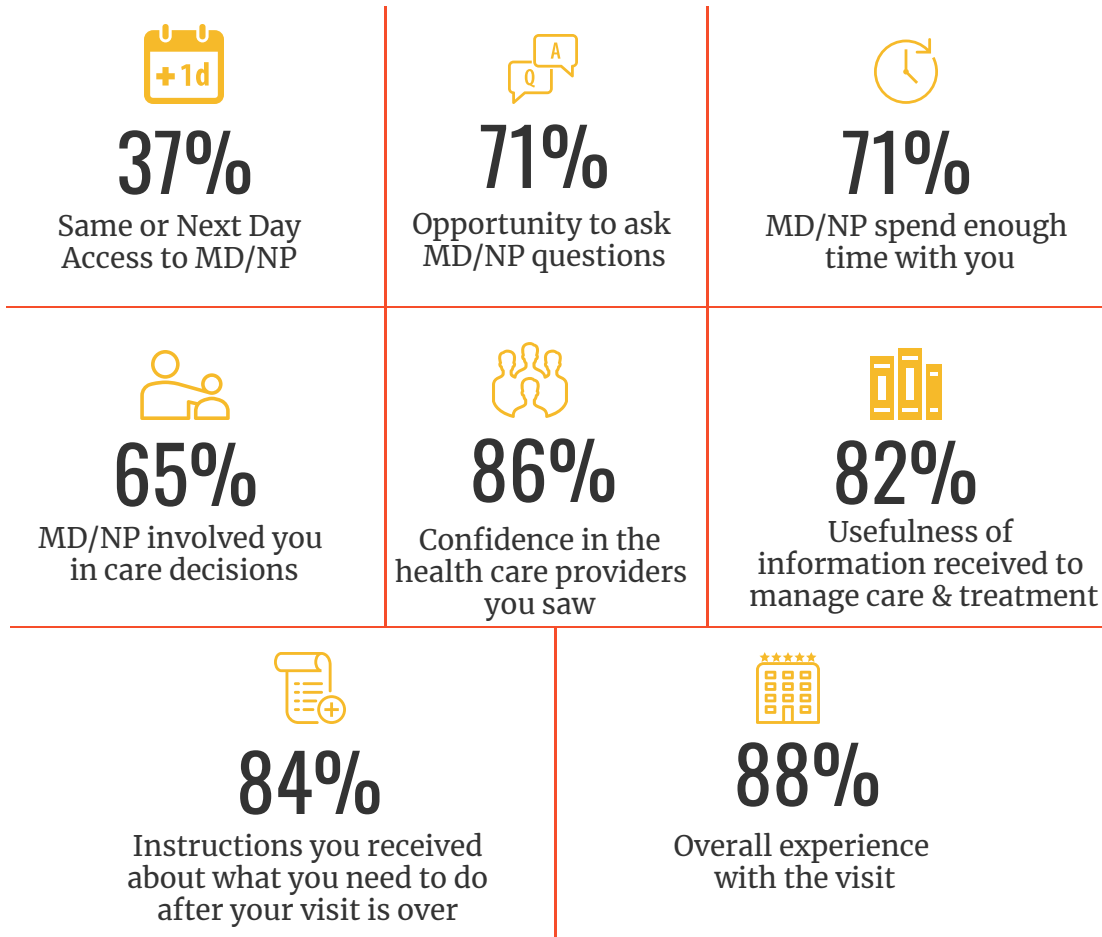
82%

of respondents feel that the communications received are good/very good/excellent



# What Our Clients are Saying

## Health Services at Anne Johnston



(% represents often/always responses) or  
 (% represents good/very good/excellent responses)

MD = Doctor  
 NP = Nurse Practitioner

## Attendant Care Services (% represents favourable responses - strongly agree/agree)

I have positive interactions with the staff	67%
I feel that staff respect my boundaries	54%
I feel that staff are responsive to my feedback	54%
I am satisfied with how staff treat me	58%
I am satisfied with how staff communicate with me	54%
Staff have supported me to enhance my self-care & independence	71%
Using attendant care services has helped me to improve my independence & well-being	71%



# Acknowledgements

## Partner Acknowledgement

We would like to take this opportunity to acknowledge and thank the numerous community and corporate partners that collaborate with us to enhance our ability to deliver high quality programs and services. While listing all of our partners would be too extensive, we would like our partners to know how much we truly appreciate and value their support and will continue to count on their commitment to partnering with us moving forward to ensure we provide high quality services to our clients and community.



## Staff Tribute

Our first year as an integrated organization was a tremendous success due to the continued hard work and commitment of our staff team. The Board of Directors and Management Team would like to thank our staff and extend an enormous appreciation for the amazing work done by each and every one of our team members. Their continued diligence, dedication and professionalism has been a source of inspiration to all of us as they have continued to exceed expectations in carrying out their day-to-day duties and responsibilities on the front lines. Congratulations, to our entire staff team for exhibiting such a high-level of excellence in carrying out their respective roles.



# ...and Thanks

## Members of the Board of Directors

The Board of Directors consisted of 13 dedicated volunteer Directors who provided overall governance and oversight to the organization throughout the year. The Board of Directors met at least once a month and worked extremely hard to ensure they provided excellent leadership and stewardship to the organization. We would like to express our sincere thanks to these dedicated Directors for their service throughout the year.

Susan Cooper  
Chair

Karen Linker  
Vice-Chair

Anna Marziliano  
Secretary

Greg King  
Treasurer

James Bartlett

Henry Hill

Fr. Peter Knaapen

Roslyn Kogan

Christie Ladner – Freeman\*

Frances MacNeil

Gaurav Marwaha

Carla Palmer

Elizabeth Janet Parsons

\*Resigned Mid-Year

## Volunteer Recognition & Appreciation

We are forever grateful to our extensive roster of volunteers who selflessly give of their time, talents, energy and expertise to enhance our ability to provide quality programs and services to the diverse communities that we serve. These volunteers are an invaluable extension to our staff teams and provided hands-on support in a variety of program areas.

We would like to pay a special tribute to our wonderful volunteers and acknowledge their many hours of service and countless contributions to our organization which supports us to better meet the needs of our clients.





# Our Gallery

## Okay Blue Jay!



## Bocci Anyone?



## Keeping Active







**Vibrant**  
HEALTHCARE  
ALLIANCE