



**Annual  
Community  
Report  
2020/2021**



**#VibrantSTRONG: Supporting vulnerable clients through the COVID-19 pandemic.**



## #VibrantSTRONG Activities

Wellness checks. Food hampers. Take away hot lunches. Friendly virtual visits/conversations. Group chats. Mental health counselling. Virtual physician & Nurse Practitioner appointments. One to one urgent care appointments. Social prescribing.



### Our Mission

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



### Our Values

- Inclusiveness
- Excellence
- Accountability
- Collaboration



### Our Vision

Empowering independence, health and well-being together.





## Message From Our Leaders

This was a year that we could not have predicted and our lives were changed in unexpected ways, as the global pandemic challenged us both professionally and personally. The uncertainty of providing healthcare and attendant care services at the backdrop of the pandemic, catapulted us into a new reality which caused us to dig deep to access our inner resilience to continue providing vital services to vulnerable, marginalized and racialized clients and communities with complex needs.

Vibrant staff members remained **#VibrantSTRONG** and stayed the course while maintaining their laser focus; as we continued to deliver high quality care to individuals and communities struggling to access essential health and social care services during the pandemic.

One of our most significant accomplishments throughout the past year has been our ability to remain flexible and nimble and quickly pivot to respond to the rapidly changing external environment. We adapted our service delivery models to virtual platforms in order to continue providing essential primary health care and health promotion services while ensuring we maintained our extended hours of operation to remain accessible to our priority communities. Kudos to our staff team for embracing the quick learning curve to get this done!

While our focus and resilient efforts on providing services during the pandemic continues, there is a ray of hope that has galvanized our staff team and Board of Directors which is the prospect of a real estate development project at Vibrant's head office location – The Anne Johnston Health Station Site. This presents the opportunity for Vibrant to collaborate with our clients and partners in the North Toronto – Ontario Health Team and beyond, to think about the feasibility to developing a North Toronto Community Health Hub, closely situated to our current location.

While this project is in its infancy stage, it allowed us to “dream big” and think about the basket of wrap around programs and services that will support clients with complex needs, residing in the North Toronto area. As we look ahead, beyond the COVID-19 environment, and focus on the task before us, we will carry forward the valuable lessons related to the resilience of our team; the passion and compassion that drives them to show up to work every day, and put their personal needs and concerns aside, to focus on the clients in front of them and provide excellent quality of care. It's been a tremendous honor and privilege to work alongside this exceptional team of unsung heroes whose selfless commitment to the service of others makes us proud every day. We cannot THANK our staff team enough for their tremendous sacrifice during these unprecedented times.

**Carla Palmer**  
Chair, Board of Directors

**Simone Atungo**  
Chief Executive Officer



# PRIMARY CARE SERVICES

Our experienced and professional Primary Care team provided care to clients using a hybrid service delivery model which included both virtual and in-person services.



Number of Clients with complex needs



Number of Virtual Encounters



Number of On-Site Encounters



## NEW INITIATIVES


The Primary Health Care Team worked tirelessly to respond to the needs of our vulnerable clients. Throughout the year, several new initiatives were initiated to directly respond to client needs. These included, COVID-19 client & community support; a new Harm Reduction Program, and a partnership with Home and Community Care Support Services which imbedded a new Liaison Care Coordinator into our Primary Health Care Team. An abbreviated description of these new initiatives is provided below:

### COVID-19 Client & Community Support

The Vibrant Team participated and led a variety of system-wide initiatives to support our clients and community during the COVID-19 pandemic. These include:

- **North Toronto Ontario Health Team (NT OHT) COVID-19 Community Response Team:** In partnership with NT OHT system partners, Vibrant provided primary care resources to two Toronto Community Housing seniors-designated buildings, with the goal of enhancing attachment and access to primary care for tenants during the COVID-19 pandemic.



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- **COVID Vaccinations:** Vibrant worked in collaboration with North Toronto OHT partners on the implementation of the COVID-19 vaccination roll-out strategy, which included the delivery of onsite vaccine clinics at Vibrant, scheduling and transportation support to community clinics, and vaccination of homebound clients. Members of Vibrant's primary health care team provided ongoing support to this important vaccine initiative and played a critical role in supporting client and community vaccination rates in North Toronto.
  - **Community Ambassador Program:** Our Health Promotion Team, in partnership with the North York Cluster, partnered with Community Ambassadors, who are peer members of specific vulnerable communities. These Community Ambassadors work with their communities to disseminate information regarding the COVID-19 vaccine to promote increased awareness and increase vaccine uptake among these populations.
  - **COVID@Home Monitoring for Primary Care:** Vibrant was invited to participate in the COVID@Home Monitoring for Primary Care program to help manage unexpected surges in the health system and to maintain continuity of care for clients with mild to moderate COVID-19 symptoms in the community. Remote monitoring is provided to clients in their homes, with the goal to provide safe, effective care to clients that do not require immediate hospital attention but could be at risk for developing more serious symptoms without monitoring.



## **Harm Reduction Program**

Vibrant is a new partner of the North End Harm Reduction Network, which includes membership from several health and social care organizations. There is a significant gap in harm reduction services in the North Toronto community and we are working with our partners to ensure services are provided to address this vital issue. Our primary focus is on the distribution of harm reduction supplies. In preparation for the roll out of the program, Vibrant's team has accomplished the following:

- Developed harm reduction policies and staff survey to assess training needs
- Participated in harm reduction training sessions, including Harm Reduction 101 and Overdose Reversal and Naloxone training
- Reviewed organizational processes to ensure alignment with a harm reduction framework
- Hosted a site visit from Toronto Public Health to confirm organizational readiness for program implementation

An internal Harm Reduction Working Group (HRWG) was established to provide oversight of the program, including reviewing feedback received from staff post training; conducting mock drills to support staff to effectively intervene to address overdose reversals, and ensuring additional support on overdose response protocols during COVID are in place at the organization.

## **Home and Community Care Support Services – Liaison Care Coordinator**

In partnership, with Home and Community Care Support Services - Toronto Central Region, Vibrant implemented a Liaison Care Coordination Model. The purpose of the model is to facilitate a more coordinated and integrated approach to service delivery for clients with complex needs. The model strives to improve care transitions between providers, and will, ultimately, facilitate more streamlined access to care for clients. The Liaison Care Coordination services are embedded in Vibrant's primary care and attendant care services and provides vital support to our front-line providers to successfully address the needs of the many vulnerable clients with complex needs we serve.



# ATTENDANT CARE SERVICES

Attendant Care Services are delivered by our dynamic team of Personal Support Workers, in residential settings, at three locations across the Greater Toronto Area. These services are delivered to people living with physical disabilities, around the clock - 24 hours a day; 7 days a week; and 365 days per year. We are extremely grateful to this team for providing these essential services throughout the pandemic environment without any service disruption.



**46**

Total number of clients



**15,707**

Resident days



**110,109**

Hours of service at Tobias House

# HEALTH PROMOTION & PREVENTION PROGRAMS

Throughout the last year, many of Vibrant's Health Promotion and Prevention Programs were successfully delivered both in-person and through virtual platforms. Open to anyone in the community, our virtual health and wellness series focused on important topics such as COVID-19 Myths and Facts; maintaining physical, mental and social health and well-being; adjusting to change; recognizing elder abuse; and chronic disease management, to name a few.

Highlights from two of our most popular health promotion and prevention programs are featured below:



Group Sessions Facilitated



Participants Attended

## Boccia Ball & Stretching Program

Boccia Ball For All, is a free 8-week recreational Boccia sports series. This is a physical activity geared towards people living with physical disabilities to facilitate increased mobility and to have a bit of FUN. To ensure Boccia classes were effectively executed, we designed an adaptive virtual program and delivered home kits to participants. Additional program facilitators were retained to conduct smaller group sessions. To enhance program delivery, facilitators also incorporated music, movement, recreation and encouraged social connections which kept the participants engaged. We made great effort to guarantee that participants continue the physical activity practices and maintain connections. The programs were offered through five different methods:

- onsite classes (we had to lower the number of participants to follow COVID protocols);
- outdoor classes (we had to lower the number of participants to follow COVID protocols);
- group conference call (via phone) classes;
- One-on-One classes via phone; and
- Virtual sessions held via Zoom and Webex internet.

This program is made possible, through the generous funding received from the Ontario Trillium Foundation.





## Food Security Program

Funded by the Emergency Community Support Fund, our popular hot meal lunch program was developed in response to client needs. Throughout the last year, more than 8,875 hot meals were provided to clients, over the last year. Meals are prepared by an expert team, including an experienced Nutritionist, who designs a monthly meal calendar which includes both standard and vegetarian options.

In addition, 1404 wellness packages or food hampers containing non-perishable items such as canned vegetables, pasta, and soups, were delivered to clients at their homes. The wellness packages included healthy and nutritious recipes, prepared by Vibrant's Dietitian, which can be created using the items contained in the packages.



## Emergency Community Support Fund



**8,875**  
Hot meals

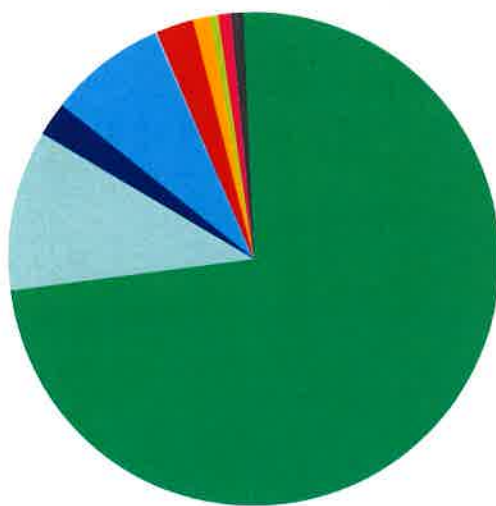


**1404**  
Wellness packages



# FINANCIAL REPORT

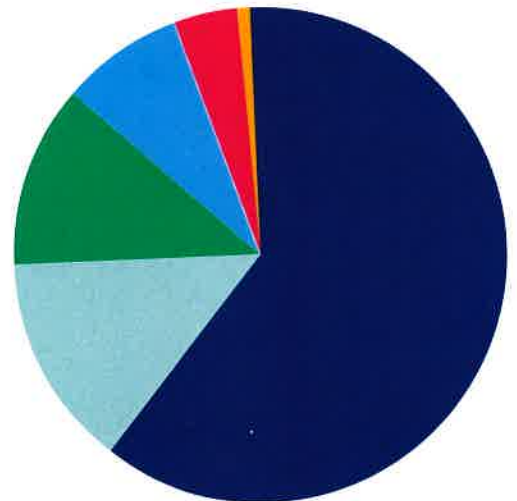
The organization effectively and efficiently administered its annual operating budget which continued to experience tremendous pressures, particularly in the context of the global pandemic environment. Below, are the highlights from our Audited Financial Statement for the fiscal year, April 1, 2020 to March 31st, 2021.



- Toronto Central LHIN
- Core program funding **\$8,083,151**
- Pandemic funding **\$1,149,868**
- Diabetes intervention program **\$231,793**
- Other grants and projects **\$860,382**
- Investment income **\$262,159**
- Clients fees **\$120,696**
- Amortization of deferred capital contributions **\$84,990**
- Rental income **\$84,067**
- Other income **\$71,358**

**Revenue: \$10,948,464**

- Salaries **\$6,662,660**
- General and operating **\$1,518,370**
- Benefits and relief **\$1,302,130**
- Other grants and projects **\$860,382**
- Rent and maintenance **\$450,854**
- Depreciation expense **\$84,990**



**Expenses: \$10,879,386**



## Partner Acknowledgement & New Partnerships

To successfully deliver our programs and services, Vibrant relies on the support of our numerous health and social care partners. We would like to take this opportunity to thank our existing partners. Please know that we appreciate your continued support and we are so glad you are there as an extension of our services to support us to more effectively meet the needs of the vulnerable clients and communities we serve.

Throughout the past year, new partnerships were developed to offer a wider range of support to our clients and communities. A few of our recent partnerships are noted below:

- Black Coalition for AIDS Prevention
- Eva's Satellite
- John Howard Society
- PRIDE Toronto
- Syme Woolner Neighbourhood and Family Centre
- Weston King Neighbourhood Centre

We are grateful for your collaboration and look forward to working with you.





## STAFF TRIBUTE

On behalf of the Senior Leadership Team and Board of Directors, we would like to thank our dedicated staff team for their hard work. Our success would not be possible without their continued commitment and tireless efforts. Providing healthcare services at the backdrop of a global pandemic, is no easy feat! Fortunately, our staff team rose to the occasion and continued to remain #VibrantSTRONG throughout the duration of this long haul pandemic. We salute each and every member of our staff team for their perseverance, diligence and resilience.

On a brighter note, earlier this year we took the opportunity to celebrate a wonderful milestone when a long service member of our staff team announced their retirement.

### Retirement – Jennifer McAulay

We recently said goodbye to our employee Jennifer McAulay and wished her Happy Retirement and lots fun and good health in her life after work. Jennifer has been with Vibrant since 2006 working as a Personal Support Worker (PSW). Jennifer will be remembered for her compassion, kindness, hard work and willingness to go beyond and above the formal requirements of the job. Jennifer loves to travel and already has made her travel plans for the next sixth months. She will be greatly missed by the staff and clients of Vibrant.



Jennifer McAulay





## BOARD TRIBUTE

Vibrant’s Board of Directors continued to provide leadership at the governance level and supported the organization by providing strategic oversight. Despite the current pandemic, these dedicated volunteers did not waiver from carrying out their fiduciary duties and responsibilities. We would like to thank them for their diligence and persistence during this extremely challenging time.



**#VibrantSTRONG**

## OUR LOCATIONS

### Head Office

Anne Johnston Site  
2398 Yonge Street  
Toronto, ON M4P 2H4

### Carlton Site

84 Carlton Street, Main Floor  
Toronto, ON M5B 2P4



[vibranthealthcare.ca](http://vibranthealthcare.ca)

416.486.8666



### Coxwell Site

611-695 Coxwell Avenue  
Toronto, ON M4C 5R6

### Jarvis Site

460 Jarvis Street, 4th Floor  
Toronto, ON M4Y 2X8



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