

Renewal ... Change ... Service



Vibrant Healthcare
Alliance Community
Annual Report
2022/23





We look
backwards
to learn; we
look forward
to succeed.”

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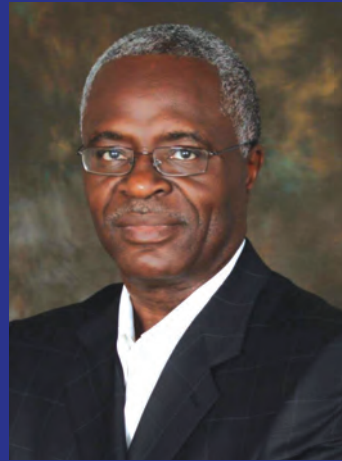
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Message From the Board Chair and Ceo



Wayne F. Leacock
Chair, Board of Directors



Ben Vozzolo
Chief Executive Officer

Welcome to the 2022/23 Vibrant Healthcare Alliance Annual Community Report.

Like other organizations in the healthcare sector, Vibrant's focus in the past year has been to resume normal in-person services at our Anne Johnston Health Station site. As they had throughout the pandemic, the staff at Vibrant Tobias House locations continued to provide unwavering support and care to clients on a 24/7 basis.

We thank all Vibrant staff and volunteers for their dedication and support not only this year, but throughout the myriad challenges to service posed by COVID-19.

Ben Vozzolo was hired as the new CEO by the Board of Directors in September. Together with his wealth of experience both in the healthcare and community services sectors, Ben brought a new perspective on how to reset Vibrant organizationally and set it on a path to continued success.

Ben's plan, *The Vision Forward*, was presented to the Board in January. Ben likened his path for Vibrant to renovating a house, with our mission – empowering independence, health, and well-being together – forming the roof and enclosing our objectives and strategies.

You can read more about this plan in the pages of this report. We are excited to start this journey together, building on the successes of our founding organizations and creating expanded, accessible healthcare for equity-seeking populations and the community at large.

As you read these pages, the work and dedication of Vibrant's staff and volunteers – and the resilience and perseverance of those we serve – will become clear.

Board of Directors 2022 – 2023



Wayne Leacock
Chair



Amir Soheili
Vice Chair



Victoria Marroccoli
Treasurer

Directors at Large



Jenny Hardy



Mario Longo



Laura Mattila



Josh McLarnon



Michael Munro



Viswanathan Nagarajan



Kunal Patel



Joanne Serflek



Dianetia Stewart

Senior Management Team



Ben Vozzolo
Chief Executive Officer



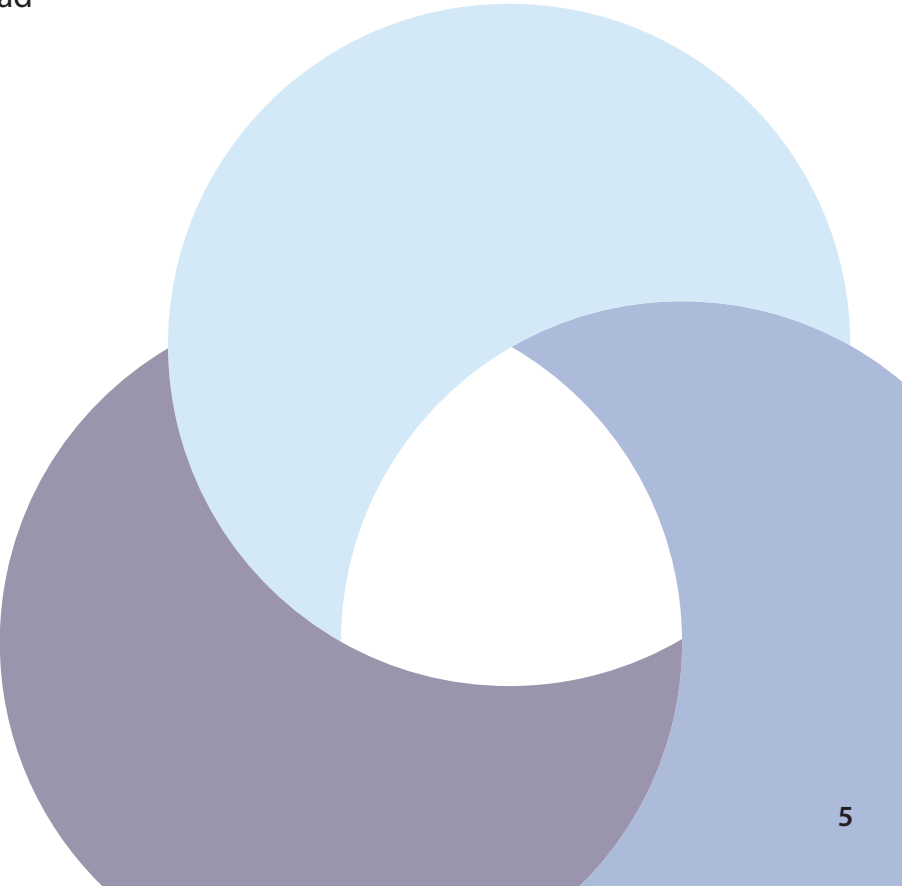
Gloria Kurera
Director,
Primary Care Program Operations



Peter Singh Khela
Director,
Attendant Care
Services and
Health Promotion



Cheryl Denomy
Community Outreach
and Stakeholder
Relations Lead



A Year in Our Vibrant Life ...

“Every worthwhile accomplishment, big or little, has its stages of drudgery and triumph: a beginning, a struggle, and a victory.”

(Mahatma Gandhi)

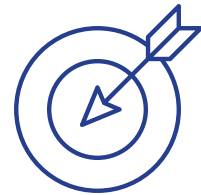
2022/23 was an incredibly busy year for us as we continued to move out of pandemic restrictions into a “new normal” of increasing onsite and hybrid programs and activities. The generosity of funders also allowed us to provide onsite training and skills development for more than 100 PSWs this past March.

We’ve had some incredible success this year through collaborating with granting and community partners. Here’s a few of our highlights ...

Making Connections

The COVID-19 pandemic – and the seemingly endless periods of lockdown that accompanied it – were difficult for all of us. For many clients of Vibrant – seniors living alone or those with complex disabilities – the social isolation that had been experienced before the pandemic only deepened as it wore on.

In response to this, we applied for – and were awarded – a \$147,600 *Resilient Communities Fund* grant from the Ontario Trillium Foundation. Its purpose? To install technological upgrades at the Anne Johnston Health Station building to allow more efficient connectivity in provision of healthcare and health promotion programming. The project aimed to provide Vibrant clients with access to quality health and social care programs from home during COVID-19 lockdowns.



\$147,600

We were awarded – a \$147,600 Resilient Communities Fund grant from the Ontario Trillium Foundation.

Collaborating with Whiteboard Consulting, Vibrant worked to develop and implement a 12-week iPad training program for cohorts of 25 clients from across Vibrant’s locations. Clients were loaned new iPads and headphones for virtual and onsite training. Supplementary instructional workbooks and videos were also provided to participants to foster continued learning following the training sessions.

In all, 140 Vibrant clients – aided by 33 tech-savvy volunteers – received support and training during the program.

The grant also allowed us to purchase a new television for the gym to facilitate ongoing virtual and onsite health promotions programs and air purifiers to ensure a safe environment for the increasing number of onsite clients and guests.

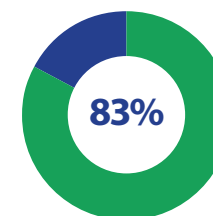
Creating Community

Through a generous multi-year grant from the City of Toronto’s Community Service Partnership (CSP) program, Vibrant – together with community partners March of Dimes Canada, SPRINT Senior Care, and the Centre for Independent Living – created a centralized resource and referral program for youth (16+), adults, seniors, and those with physical disabilities.

The individuals served live with several significant challenges, including cognitive, learning, and speech disabilities, mental health issues, food insecurity, social isolation, and extreme poverty.

By accessing this service, clients receive support, referral, and assistance in accessing community supports, health promotion workshops and activities, volunteer activities and support, as well as counselling, advocacy, outreach, and social care.

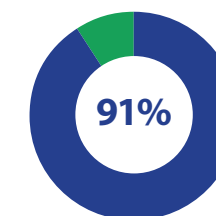
For the 94 unique individuals who were served by the program, evaluation data reported an 83% increase in community engagement, 100% increase in social interaction, 91% increase in focus and attention span, and 64% increase in feelings of overall health and wellbeing.



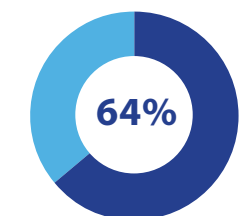
83% increase in community engagement



100% increase in social interaction



91% increase in focus and attention span



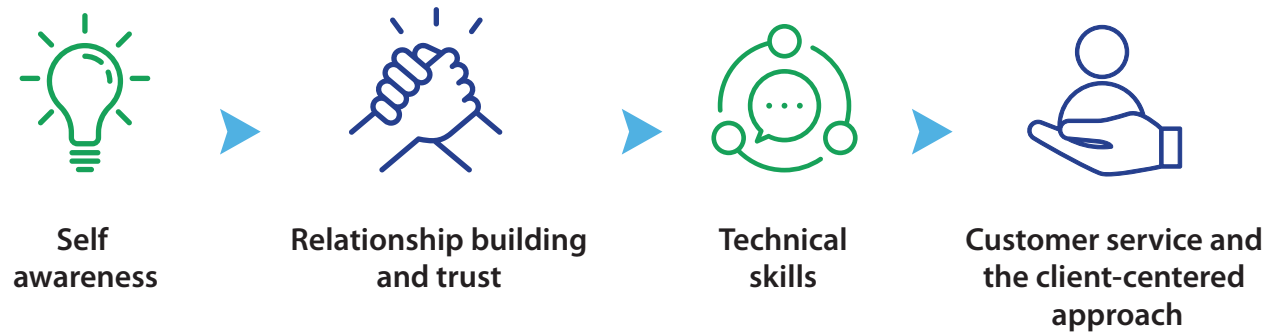
64% increase in feelings of overall health and wellbeing

Skills Development Fund – PSW Training

Vibrant, together with three other community health and independent living organizations, undertook a project to address Personal Support Worker (PSW) human resource shortages that became critically apparent during the pandemic.

With funding provided by the Ontario Skills Development Fund, the project aimed to recruit and train up to 80 certified and aspiring PSWs to provide relief and respite support to frontline PSWs and extend training opportunities to vulnerable and displaced workers.

By the conclusion of the project, 61 participants were trained in Independent Living Philosophy – the cornerstone of care for Vibrant’s Tobias House locations. The training was a mix of virtual and sessions spread over thirteen weeks for each of the three participant cohorts. Through the project, we were able to develop an innovative approach to on-demand learning which included the development of resources, materials, and learning modules participants could access at any time. The virtual training was provided in a fun and engaging way by a learning development organization through an app, focusing on:



According to Peter Singh Khela, Director of Attendant Care Services and Health Promotion, some of the most significant impacts of the training were the increased sense of teamwork and a higher level of confidence in participants’ ability to communicate successfully with clients while providing care.



SUPPORT

Social Prescribing for Mental Health Announcement at Vibrant

On March 3, in its capacity as a member agency of the Alliance for Healthier Communities, Vibrant hosted The Honourable Carolyn Bennett, Minister of Mental Health and Addictions and Associate Minister of Health, Government of Canada, for an announcement of \$4 million in funding for community mental health initiatives. The Honourable Marco Mendicino, Minister of Public Safety, Government of Canada, also attended, together with representatives of the Alliance.

Twenty-eight member agencies of the Alliance, including Vibrant, have received funding from this initiative for a wide range of activities aimed at improving mental health and increasing social isolation as we continue to move out of the pandemic.

Collaborating With Partners to Improve Care

As partners working with the North York Toronto Health Partners (NYTHP), the North Toronto Ontario Health Team (NTOHT) and Sunnybrook Health Sciences Centre, Vibrant is part of an ongoing and coordinated effort to expand access to primary healthcare services to equity-deserving populations and the community at large.

Together, we have worked on several projects, including a Pap Test Screening Clinic for cervical cancer. Early in the new fiscal year, we will be partnering with staff from Sunnybrook Health Sciences Centre to offer self-referred prenatal care to women in the community.

We continue to actively participate on several community health tables and committees to ensure that access to primary healthcare for equity-seeking groups remains top of mind (and action) for those concerned.



\$4 million
in funding for community mental health initiatives



Under Construction ...

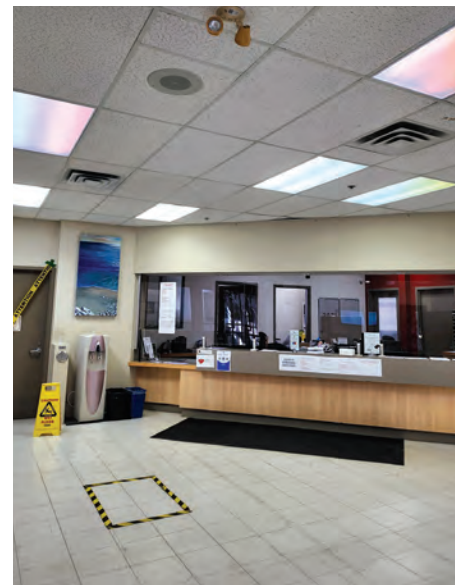
Vibrant's Anne Johnston Health Station site has the advantage of being in a historical building that has many unique architectural details – from the well-rubbed brass handle on the front door to the railings and detailing in the stairwells.

Unfortunately, the building is also 81 years old – increasingly showing its age.

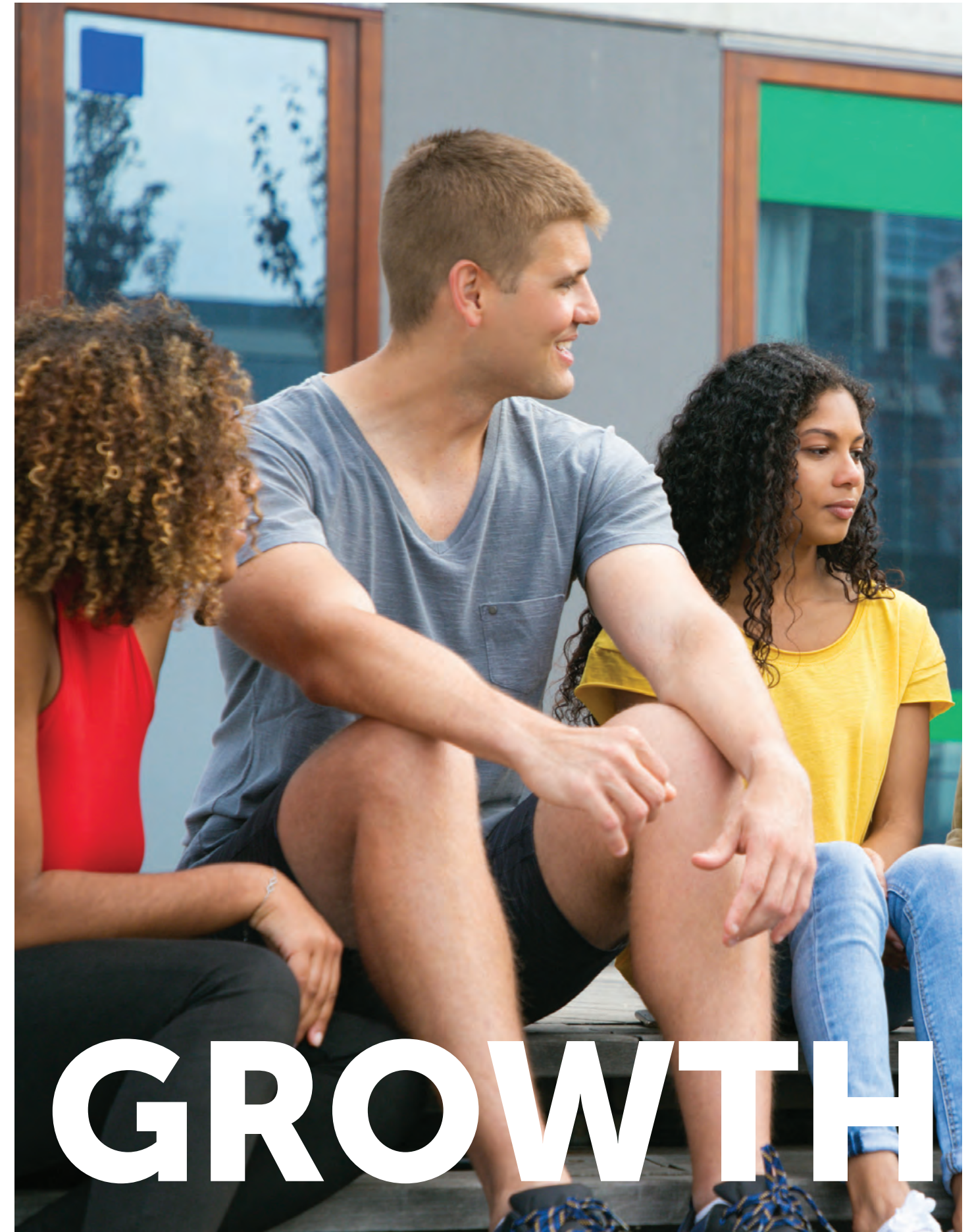
To address much-needed repairs and renovations, we will be applying to receive funds from the Community Infrastructure Renewal Fund (CIRF). Grants will also be submitted early in the next fiscal year to assist in the replacement of the increasingly balky elevator and renovating the second-floor gym into an inclusive multi-purpose space.

These repairs will allow Toronto Public Health to re-open the dental clinic in our space early next year. It's an important and much-missed service for our clients and community.

At Vibrant's Tobias House locations, staff areas were given a facelift with repainting, as well as new furniture and amenities to ensure the spaces are bright, inviting, and comfortable for staff to rest between assisting consumers.



While renovations can be a long and disruptive process, the result will be increased safety for our clients, staff, volunteers, and guests, and a fresher, more modern environment for all of us.



GROWTH

“The Vision Forward” – A New Vision for a New Vibrant

“Life’s milestones are not supposed to be counted – they’re supposed to be celebrated and remembered.”

(Unknown)



In January, Vibrant’s new CEO Ben Vozzolo presented his vision for Vibrant to the Board of Directors.

In *The Vision Forward*, Ben compared his vision for Vibrant over the next sixteen to eighteen months to renovating a house – beginning with the foundations of infrastructure and facilities development, marketing and fundraising efforts, and program and service delivery review to ensure that we have the resource allocation and necessary skills to provide value to our clients and the organization.

The “rooms” of the house are our objectives for growth – increasing access to care, providing leadership in independent living, and growing through the exploration of opportunities to provide new programs through integrating with other agencies.

And the “roof” of the house? It’s the Vibrant mission of empowering independence, health, and well-being together” that overarches, protects, and informs our decisions about how to serve our clients and community.

All of this will culminate in Spring 2024 with the release of a new Strategic Plan for Vibrant, which will detail the direction and focus of the organization over the next three to five years.

It’s an ambitious vision that will require the diligence and commitment of every level and member of Vibrant staff as the “new” Vibrant emerges as an engaged and capable community partner, care provider, and advocate for equity-seeking populations facing barriers to health care.



Spring 2024

All of this will culminate in Spring 2024 with the release of a new Strategic Plan for Vibrant, which will detail the direction and focus of the organization over the next three to five years.

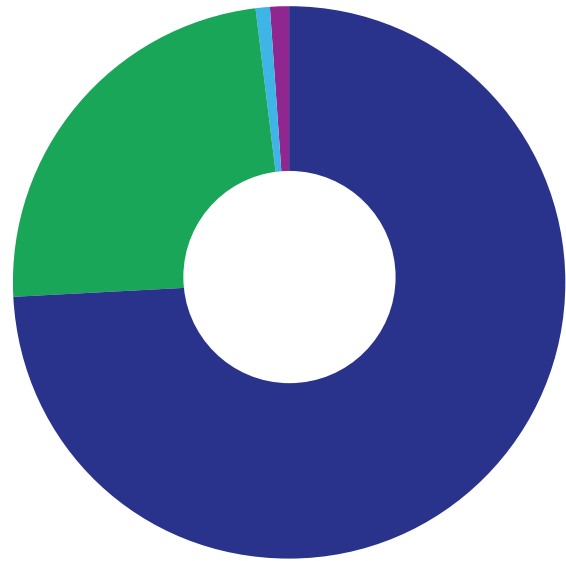
Celebrating Four and a Half Centuries of Service

In December, we gathered for our holiday lunch ... and to celebrate **455 years** of cumulative service by **24 staff members**. **Well done!!**



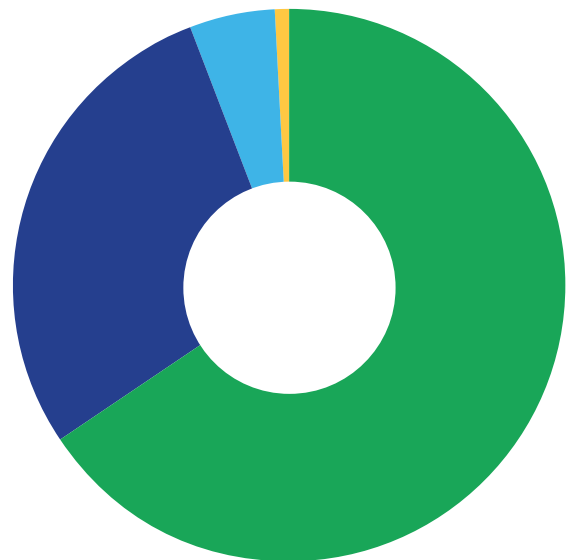
- ★ **5 Years of Service**
My Dong
Gringo San Diego
Mwangawalo Tshetu
- ★ **10 Years of Service**
Zahera Mohammed
- ★ **15 Years of Service**
Gabriela Hernandez
Jocelyn Flores
He Chian Ho
Prati Khatiwada
Oluwayemisi Odeniyi
Mark David Sese
Janet So
- ★ **20 Years of Service**
Stephan Ilk
Cynthia Joseph
Andrew McCulloch
Marilyn Brownlee
Emlyn Thomas
- ★ **25 Years of Service**
Mark Silverman
Karen Kyle
Lorna Palencia
- ★ **30 Years of Service**
Nana Oku-Ampofo
Grace Reyes
Heather Sloan
Lovelyn Wright
Marjorie Castro

Where the Money Goes



Revenue

- 74.4% Ontario Health
- 23.8% Project Funding
- 0.7% Amortization
- 1.1% Other Income



Expenses

- 65.6% Salaries/wages/benefits
- 28.8% Project Funding
- 4.9% Rent and Maintenance
- 0.7% Depreciation

Statement of Operations

Revenue

Ontario Health	9,554,910
Project Funding	3,053,757
Amortization of deferred capital contributions	90,968
Other Income	27,875

Total Revenue \$12,727,510

Expenses

Salaries, Wages, and Benefits	8,306,427
General and Operating	1,664,047
Project Funding	1,963,846
Rent and Maintenance	626,851
Depreciation	90,968

Total Expenses \$12,652,139

Excess of revenue over expenses \$75,371

Source:
Vibrant Healthcare Alliance Audited Financial Statements for the
Fiscal Year ended March 31, 2023.

For a copy of the full financial statements, please contact Cheryl Denomy,
Community Outreach and Stakeholder Relations Lead, at 416.486.8666,
extension 306, or by email at cheryld@vibranthealthcare.ca.

Vibrant by the Numbers

Primary Health Care



Clients Served
1,744



Virtual Interactions
9,363

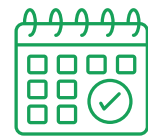


On-Site Interactions
6,688

Attendant Care Services



Number of Clients
46



Resident Days of Care
15,894



Hours of Service
107,259

Health Promotion and Prevention



Group Sessions Facilitated
666

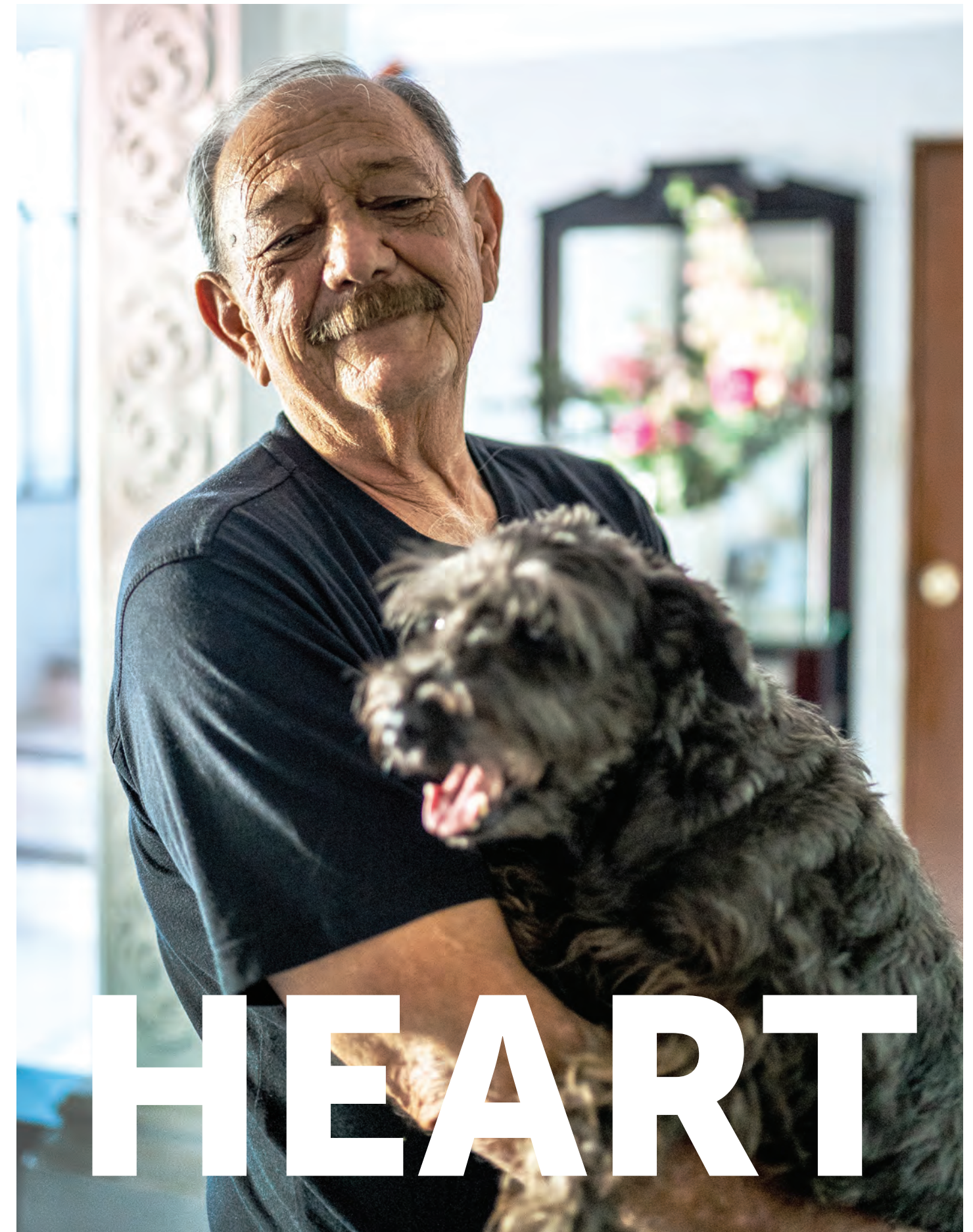


Total Sessions Attendees
13,541

Food Security



Hot Meals Served
3,336



Administrative Offices

Anne Johnston Health Station | 2398 Yonge Street | Toronto, ON M4P 2H4

Tobias House

Coxwell | 611 – 695 Coxwell Avenue, Toronto, ON M4C 5R6

Jarvis | 490 Jarvis Street, Fourth Floor, Toronto, ON M4Y 2G8

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

Ben Vozzolo, Chief Executive Officer

Cheryl Denomy, Community Outreach and Stakeholder, Relations Lead



www.vibranthealthcare.ca



Charitable Business Number 129433777 RR0001