



REACH COMMUNITY HEALTH CENTRE

**Celebrating over 35 years of community health
in community hands**



Annual Report 2006-2007



MISSION STATEMENT

To improve the health and well-being of our community

STATEMENT OF PRINCIPLES

REACH is a non-profit Community Health Centre governed by a community Board of Directors.

REACH remunerates all staff by salary.

REACH provides services using interdisciplinary teams.

REACH is a place where members of the community, staff, board and volunteers feel equally welcomed, listened to and respected.

REACH staff, board and volunteers are resource people that members of our community can access to help overcome barriers to health as defined by the community, and to assist them in making informed choices about their health. Our relationship with the community is one of allies.

REACH places a high value on democratic decision making with input from the board, the staff, those who use the centre and our community.

REACH prioritizes the use of our resources to mesh with the needs of the community.



PRESIDENT'S REPORT

If there is one word that could sum up the past year at REACH, it is "change." Personally speaking, one of the biggest changes was finding myself in the position of being new to the board AND president in the same year! It has been a huge learning curve for me and one not bereft of pitfalls. But the entire executive and board—through discussion, questions, and listening—has worked our way through some very interesting and difficult issues. I have found this extremely gratifying.

Change has also occurred in every department of REACH. The administration department had significant staffing changes, which necessitated the present staff taking on additional workloads to keep the centre running smoothly. At times it seemed heroic measures were required and, as usual, the staff rose to the occasion. The medical department has been incorporating electronic medical records, and it is an ongoing process that needs continual commitment as more areas of the clinic adapt from print to online records. The dental department has seen great improvements in revenue generation and the arrival of new and much needed equipment. There is a feeling of great accomplishment within the department, and congratulations are certainly in order. The Multicultural Family Centre has become a more integral part of REACH, and the important work they do in the immigrant community continues.

REACH is at the point of assessing what the future holds. Will our current building be able to accommodate any expansion of services, and if not, what would be the best direction? Questions like this take a lot of energy and time to consider. If any of you, our members, feel so inclined, I would encourage you to inquire about the committees that are dealing with the future of REACH, either the sustainability committee or the facilities committee. Participation of our members is always encouraged and appreciated.

I hope we can all look forward to another year where REACH continues to provide the valuable services to our community that it has maintained for the last 38 years.

- Fran Gillis, President



PROGRAM HIGHLIGHTS

NUTRITION

In March 2007, our nutritionist completed a 2.5 year term as co-chair of the Vancouver Food Policy Council. The council, whose mandate is to create a just and sustainable food system for the City of Vancouver, is involved in supporting food security based initiatives in the city, as well as making policy recommendations to City Council.

Successes of the council this year include:

- Unanimous adoption by City Council of a Food Charter for the City of Vancouver. To view the full charter visit the City of Vancouver website: <http://vancouver.ca/commsvcs/socialplanning/initiatives/foodpolicy/index.htm>
- Inventory and/or development support of over 950 community garden plots created since Jan 2006, well on our way to accomplishing 2010 food producing gardens by 2010
- Development of Urban Agriculture Guidelines for inclusion in the Green Building Strategy
- Hosted the 4th Annual Food Secure Canada Conference, with over 900 participants
- Expansion of Plant a Row for the Community Program
- Acceptance of Food Waste Reduction Guidelines by the City



As well as continuing to see individual patients, our nutritionist:

- Facilitated 2 Mindfulness Based Stress Reduction courses
- Facilitated one 12 week Mindful Eating course
- Did numerous nutrition presentations to Grandview Woodlands area community agencies
- Spoke at a number of conferences and VCHA staff education sessions



PROGRAM HIGHLIGHTS

MULTICULTURAL FAMILY CENTRE (MFC)

During the past year, the MFC has been focusing on food security issues, through the activities of the Healthy Eating Active Living (HEAL) Program, as well as the implementation of a Healthy Food Policy in our department.

Food security is a significant issue for many immigrant and refugee communities, who often have difficulty accessing foods and ingredients which had been staple to their diet in their country of origin. Instead, they are faced with an array of unfamiliar foods which they do not know how to prepare. Combined with other factors, e.g., lower income, this makes access to a healthy, nutritious diet difficult, if not impossible, and has been associated with increased risk of chronic disease, including diabetes. The MFC has been working with these communities to increase their food security through a number of projects, including the development of a Latin American Community Garden ("La Cosecha"), ongoing Community Kitchens, health education presentations, and a HEAL newsletter in Spanish providing information on chronic disease prevention.

In addition, MFC and HEAL staff attended and presented at the annual gathering of the BC Food Systems Network, and serve on the advisory committee for the Grandview Woodlands Food Connection to ensure that the specific concerns of immigrant and refugee communities are included in food security discussions. The MFC's in-house Healthy Food Policy works to make sure that only high quality, healthy foods are provided and/or prepared at MFC events and programs, in order to provide participants with nourishing food, and to model principles of healthy eating.



*Some of the folks from MFC
From Left to Right: Comfort Ero,
Junior Mansaray, Dr. Carole
Christensen, Jenipher Wasike, Thoa
Lam, and Patricia Dabiri*



PROGRAM HIGHLIGHTS CONT'D

PHARMACY

The past year was another financial success for REACH's Pharmacy. We made some significant changes to our drug ordering which lowered our costs, and we continued to show a large growth in our sales. The key changes were to join a buying group of small, independent pharmacies in order to increase our purchasing power and to restructure our generic drugs so as to increase our rebates.

We also started a new system of data backup and upgrades in anticipation of a pharmacy software update in the upcoming year. Once these administrative details are resolved we hope to refocus our attention to more clinical services in the future.



*REACH Pharmacist
Afshin Jaber*

COUNSELLING

Dan Kemlo commenced counselling services at REACH on May 1, 2007. Counselling services have been expanded to also focus on Family Counselling and Relationship Counselling, and will continue with Individual Counselling and Changeways Groups. A post Changeways monthly Group is ongoing.

MEDICAL

The Medical Department remains busy as always. We have had a number of locums in over the summer. The front desk staff have been working hard, training in other areas of their jobs, learning to do referrals, and filing, so they can increase their job skills while improving the flow of patients. As of June 4th, all medical documents are now being scanned into the patient electronic medical record. We continue to strive towards being "paperless".



PROGRAM HIGHLIGHTS CONT'D

DENTAL

The Dental department had another stellar year - hitting our monthly targets and ending the year with a surplus. The staff can be credited for this enormous accomplishment. We are also thankful for the many generous donations we received throughout the year. The donations helped us acquire some much needed dental equipment. Through our dental trust fund and a very generous donation which was acquired from CKNW, we were able to offer dental treatment to over 50 patients who couldn't otherwise afford the treatment.

The dental department welcomed Michelle Giorgio to its compliment of hygienists which helped expand the hygiene services to four days per week. Mahwash Devji one of our dental receptionists/chairsides left the REACH Dental Clinic to pursue a career as a dentist in Australia. She is greatly missed.

IN RECOGNITION OF DR. CAROLE CHRISTENSEN

REACH honoured the many contributions of **Dr. Carole Christensen**, the Multicultural Family Centre's founder and mentor, in May. Many of Carole's colleagues at REACH, family members and community partners came to celebrate the work that she has done over the past 15 years.

Carole had a vision to alleviate the many barriers immigrants and refugees face when attempting to access healthcare and other community resources. She has worked hard to develop and maintain the MFC's unique community development approach, which has been so successful in providing culturally appropriate programs and services to local immigrant and refugee communities.

In recognition of Dr. Christensen's work and commitment, REACH Community Centre has named an annual scholarship fund in her name. This \$1,000 gift will be given to a grade 12 student at Britannia Secondary School to further their education. The student will have demonstrated commitment to the community through volunteer work and leadership.



FUND DEVELOPMENT

To keep a lamp burning you have to keep putting oil in it.

-Mother Teresa

REACH's Board of Directors, staff, and volunteers are committed to offering support, treatment, and encouragement to improve overall health and well-being to over 14,000 clients living and working in our community.

We are most grateful to Vancouver Coastal Health Authority, our major funder. To supplement programs and other costs, REACH continues to work hard at raising 40% of its annual budget. The support of donors in the community and beyond is necessary and sincerely appreciated.

This past year, donations have allowed REACH to accomplish a number of wonderful projects. Some of these include:

REACH covered the cost of all or a portion of emergency dental care for 50 REACH clients who desperately needed dental services but did not have the money; new learning tools were bought to assist over 35 African children, many of them refugees, who attend REACH's after school Homework Club; new dental instruments and small equipment was purchased enabling our dental department to further improve our service delivery; educational toys were bought for the medical wait room for children to learn and play with; and we began a number of initiatives including our Mindful Eating Program which helps those learn how to eat nutritiously.



The REACH team salutes the Mr. & Mrs. P.A. Woodward Foundation for their support to medical and dental.



FUND DEVELOPMENT CONT'D

Our Fund Development Committee has worked hard over the past year to help increase awareness about REACH and the good work that it does in the community through its fundraising initiatives. These efforts are the starting point as the Committee develops new ideas to increase revenue for REACH. Last year the Committee introduced **Dine Out with REACH** held at Federico's Supper Club. The event was a huge success and was attended by over 100 guests raising \$15,000 for REACH's programs.

We would like to sincerely thank the special volunteers who helped with this initiative:

Chelsea Benny

Miranda Bon

Kathy Booth

Patricia Elahee

Harry Grunsky

Melissa Lane

Emily Small



Left: Mayo Hawco, Executive Director and MFC's team celebrate REACH at "Dine Out with REACH."

And, our major sponsors:

Uprising Breads

Vancity

The Vancouver Courier

Vancouver District & Dental Society

It takes a noble person to plant a tree that will one day provide shade for those whom he or she may never meet.

- Anonymous



IN APPRECIATION

REACH relies on partnerships throughout the community (and beyond) for financial donations and program initiatives. Our sincerest thanks to our members, clients, donors, and partners for your generosity and confidence in the work that we do and for supporting the concept of community health care.

B.C. Council for families

B.C. Gaming Commission

B.C. Housing Management Commission

B.C. Antiracism and Multiculturalism Program

Britannia Community Services Centre

Burnaby Family Life Institute

Canadian Women's Foundation

CCF Community Care Foundation

Cedar Place Tenants Association

CKNW Orphan's Fund

Concord Pacific Charitable Trust One

Evergreen Foundation

Frontier College

Home Depot

Human Resources Development Canada

The McLean Foundation

Starbucks

The Woodward's Foundation

Theanon Charitable Foundation

Trinity Western University

Trout Lake Community Centre

United Way of the Lower Mainland

University of British Columbia -
Faculties of Medicine, Dentistry, and
School of Social Work and Family
Studies

University of Victoria School of Social
Work

University of Dublin School of Social
Work

Vancouver Coastal Health Authority

Vancouver Community College

Vancouver Foundation



TREASURER'S REPORT

The fiscal year from April 1, 2006 to March 31, 2007 had some remarkable positive highlights: Pharmacy *quadrupled* its net revenue to \$67,862. The Dental Department again covered all its expenses and almost doubled its net revenue. Our auditors recognized significant improvements in REACH's accounting practices. Staff got Board approval for the 2007-2008 budget before the fiscal year began. The new budget leaves room to negotiate some much-needed improvements in staff compensation.

I especially want to highlight one new source of revenue, not because of its financial impact on REACH, but because it shows why our province needs REACH: For years REACH doctors have been filling out a form about patients living with diabetes. This long-term information gathering is so beneficial to patients that the provincial government has begun paying all doctors to collect the same information. This is an example of innovation at REACH and other community health centres helping everyone.

62 percent of REACH's revenue came from Vancouver Coastal Health (VCH) last year. They fund the medical practice and some programs in the Multicultural Family Centre. 35 percent came from Dental and Pharmacy revenue. 3 percent came from other sources including fundraising. All contributions to REACH are greatly appreciated.

We continue to work to ensure a long future of community health care innovation at REACH. Since last year, a joint board/staff Sustainability Committee has been looking for more sustainable funding for REACH. The Committee has analyzed where our funding comes from and how it's spent. Most of our programs are not fully funded. We hope to address the difference soon and then find long-term funding that allows REACH to carry on its great tradition of health care excellence and innovation.



TREASURER'S REPORT CONT'D

There are still challenges: Bingo money, \$158,786 last year, keeps REACH in the black. We're now more restricted in how we can use bingo money and the Gaming Branch of the BC Government has increased the administrative burden of receiving bingo money. We continue to search for alternatives.

As our building ages, it becomes more expensive to maintain. The board has been evaluating options for a few years now. Not surprisingly, all options require a significant capital investment. Fortunately the situation of the building isn't critical, but in the not-too-distant future REACH will have to address the financial challenge of its facilities.

The fundamental accounting measures of REACH are sound: REACH's net revenue for 2006-2007 was \$58,005. This is down from last year, but last year included some one-time revenues. Total expenses for 2006-2007 were \$4,005,794. Of this, \$3,331,627 or 83 percent was directly attributable to providing care and services for our patients. REACH continues to hold a capital reserve of \$200,000 and has property and equipment assets of \$524,103.

- Larry Reid, Treasurer



CONDENSED STATEMENT OF REVENUE, EXPENDITURES AND MEMBERS EQUITY FOR THE YEAR ENDED

MARCH 31, 2006

REVENUE:	2007	2006
Medical Grants	2,135,066	1,996,479
Dental Fees	1,092,752	899,169
Pharmacy Sales	340,939	276,647
Multicultural Family Services	232,679	278,560
Other	<u>262,363</u>	<u>397,897</u>
	4,063,799	3,848,752
 EXPENSES:		
Direct salaries, wages and employee benefits	2,736,214	2,620,797
Direct services and supplies	595,413	536,540
Administration	<u>674,167</u>	<u>566,388</u>
	4,005,794	3,723,725
 Net Expenditures over Revenue	58,005	125,027
 Net Assets available, beginning of year	491,740	446,659
 Net assets available end of year	616,767	491,740

Full Audited Statements are available from
REACH Community Health Centre
To request a copy: info@reachcentre.bc.ca

REACH Community Health Centre
Over 30 years of community health in community hands



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