

REACH COMMUNITY HEALTH CENTRE



Annual Report
2009 - 2010

REACH Mission Statement

REACH is a non-profit Community Health Centre governed by a community Board of Directors. Our mission is to improve the health and well-being of our community.

President's Message

Ruth Herman

The past year has been another eventful one for REACH. It has been enjoyable working as the President of the Board of Directors.

When Greg Terpenning left REACH in October, another Executive Director search was underway! The process was thorough, rigorous and, as expected, time-consuming. But we finally hired Madeline Boscoe in March. It gives me great pleasure to formally welcome Madeline to REACH. Her background as a health policy analyst, as a health educator, as a nurse and as an administrator in health care combined to make her an excellent choice for the E.D. of REACH. Since she started here, we have worked closely together. Her hard work, her thoughtfulness, her integrity and her obvious deep-seated support of REACH and our model have been most impressive. Madeline is already addressing some of our most pressing problems (i.e. finances), and we can look forward to wonderful things happening here in the future – her great ideas, her ability to network and her lovely personality will no doubt help us to continue to be an outstanding example of progressive health care in B.C.

But with new people arriving, inevitably others leave. Both Bev McMaster and Linda Trippel retired in June and it was with very mixed emotions that we said goodbye – they both deserve a wonderful retirement, yet we will miss them terribly. So many, many years of their kind faces in the halls of REACH! Their considerable skills will be difficult to replace. We wish them both many more years of good health and happiness that are filled with the joy of not having to be at work at 9 am!!

More broadly, we still face the challenges of operating a community clinic that is not fully supported by the government. In the next year we need to re-assert the benefits of providing holistic health care services to our community, to ensure that community health clinics not only survive but become a more integral part of the B.C.'s health system. For that, we need your support. Any help, either financial or volunteer services, would be most appreciated. Please let your friends and family know about us and what a great job we do!!

Finally, I personally want to thank my colleagues on the Board for their support during the past year and for the many hours they put in to help make our vision a reality. And, of course, without the staff of REACH, nothing is possible. So to them, my heartfelt thanks and best wishes.

Acting Executive Director's Message

Lina Fabiano

In October of 2009 and in the absence of the of an Executive Director, I stepped into the role of Interim Executive Director. Greg Terpenning had resigned his post in late July of 2009 and the Board approved the transition for three months. My goals and objectives were to ensure that the doors of REACH Community Health Centre were kept open, and that the organization continued to deliver care to all its clients. With the help of Barbara Bell, as the financial officer of REACH the organization remained strong and able to carry out its business.

In January 2010, Barbara Bell took over the role of Interim Director as I returned to my position as Manager of Administration. Barbara Bell was REACH's Executive Director between 1998 and 2005 and returning to the role of Executive Director was a comfortable transition for staff. Barbara's expertise in the area of finances ensured that the finances at REACH remained intact under her leadership.

The search was on for a new Executive Director by the Hiring Committee composed of Board and staff at REACH. After months of searching for a candidate, the Hiring Committee selected a successful candidate. Madeline Boscoe a candidate from Winnipeg, Manitoba was hired. Madeline's expertise in health care and women's advocacy played a pivotal role in the selection committee's recommendation to the board for her recruitment.

Madeline Boscoe has been with REACH since April 1, 2010, and the challenges confronted by both Barbara and myself continue. Madeline carries the torch as REACH's new Executive Director, with her expertise and sense of humor REACH is in good hands.

I would also like to recognize and thank Greg Terpenning for his leadership to the organization between August 1, 2008 and October 15, 2009. Greg was instrumental in spearheading and completing the renovations on the Dental Clinic. The dental clinic now has a highly functioning and fully equipped clinical area for clients and staff. After many attempts by past Executive Director's, Greg with the assistance of the Human Resources committee updated the Staff Policy Manual which is currently in use by the manager's and staff.

On behalf the Board and staff of REACH, I would like to take this opportunity to wish Greg Terpenning the best in all of his future endeavors.

Executive Director's Message

Madeline Boscoe

First I want to thank everyone for being so welcoming. You have all been wonderful, helping me on an enormous learning curve!

I have been very lucky to become part of a team of dedicated compassionate staff that we have here at REACH. REACH has a national reputation as a leader in providing client centred innovations in primary care and as a passionate voice for reducing inequities in health and wellbeing. Most recently, we have been recognized by the Canadian Health Services Research Foundation, which has just selected us as one of forty innovative services across Canada to be featured at its upcoming major national conference on primary care, "Picking Up the Pace; How to Accelerate Change in primary Health Care."

As I write this I have just received a copy of Dr. Roger Tonkin's paper, "Little Engines That Did" which tells the story of REACH's history and the passion and vision of our founders. We, who have the responsibility of carrying that vision forward, are indeed standing on shoulders of giants.

As an opportunity meet and network with some of our clients and community members, and to help form a vision for REACH for the future, in the coming months, I will be conducting interviews, roundtable discussions and surveys. Please send me a note or give me a call if you would like to be involved. You can contact me at 604-254-5456 ext 1 or mboscoe@reachcentre.mb.ca. I look forward to hearing from you!

Program Highlights

Multicultural Family Centre

Now in our 19th year at REACH, we continue in our work with immigrant and refugee communities to reduce inequities in accessing health care.

The number of immigrants and refugees settling in the Metro Vancouver area is rapidly increasing, with 45.6% of residents born outside of Canada (2006 Census). Many newcomers face numerous barriers to accessing health services which are still, for the most part, designed for an “Anglo” population.

Although immigrants arrive in Canada with higher health status than the average Canadian (having been medically screened prior to acceptance), their health status deteriorates significantly within three years of arrival. This is known as the “Healthy Immigrant Effect”.

Refugees face additional health care issues, as they often arrive with pre-existing health problems resulting from war, political strife, and food and health shortages in their country of origin. The MFC’s community development approach provides opportunities for these community members to be involved in all stages of program development and implementation, ensuring cultural relevance while building their capacity to take an active role in their own health care and that of their communities.

Much of our recent work addresses the prevention and management of chronic disease. Immigrants and refugees are at significantly higher risk than the Canadian-born population for chronic diseases including heart disease, depression, and diabetes.

Highlights of this year's programs include:

- **Latin American and Vietnamese Diabetes Screening Events:** in partnership with Vancouver Coastal Health and the Public Health Agency of Canada, these events were part of a research project to test the validity of a diabetes risk assessment tool.
- ***Buen Provecho Project:*** in partnership with the Grandview Woodlands Food Connection, a group of Latin American seniors worked with the Britannia Latin American Youth Group to develop and publish a cookbook of favourite traditional recipes and stories about food.
- ***St. Paul's Hospital Diabetes Education Centre pilot project:*** German Blanco, one of our Latin American Cross-Cultural Health Promoters, provided diabetes education in Spanish to newly diagnosed Latin American community members. This was highly successful, and may be repeated with the Vietnamese community in the near future.
- ***Mental Health First Aid training:*** MFC staff, along with members of the African, Latin American and Vietnamese Advisory Committees, attended the CMHA Mental Health First Aid Training. They increased existing skills and acquired new ones regarding identifying and assisting with mental health emergencies, and how to reduce the stigma associated with mental health challenges.
- ***African Winter Cultural Celebration:*** An event for low-income African families, many of whom lived in war-torn countries or countries of asylum before coming to Canada. This event helped break the isolation that many newcomers experience, and provided a chance for the families to build community and support with other African and non-African peoples.

And so we marshal on, adapting to the challenges of the current economic and political climate, inspired by the resilience, courage, skills and knowledge of the immigrant and refugee communities we work with.

Prepared by Pat Dabiri

Dental Clinic

The Clinic is continuing its conversion to a “paperless” format. This is being aided by a \$4,000 grant from the Workplace Training Program, supported by the Provincial and Federal Governments for innovative staff training programs. The grant will permit staff members to receive approximately two hours of computer training tailored to their unique professional requirements.

In recent months the Dentistry Fund of Canada underwent major changes. A positive consequence of this was that the Clinic received a cheque for \$4,000 to be used on a discretionary basis.

During the months of May and June, the Clinic accepted 33 dental hygiene students as part of their clinical practicum experience. This was one of the largest groups of such students accommodated at any one time.

In the fall, the Clinic will initiate a cooperative program with the Faculty of Dentistry at UBC. The program will allow dental students, under faculty supervision, to perform care to REACH patients during special evening sessions. This is a renewal of the Clinic’s association with the Dental Faculty. It is hoped that this might lead to general dental practice residents being involved in the routine care of REACH patients.

Since July patients have been asked to participate in a survey regarding their level of satisfaction with various aspects of the Clinic. To date, 16 completed surveys have been received. Their initial assessment indicates that patients have a high regard for the general operation of the Clinic and believe that all staff demonstrate commendable professional and empathetic approaches to patient care. Once 50 surveys have been returned, a comprehensive analysis of the results will be performed.

In April, Dr. Jenny Lai left the Clinic to pursue graduate studies in periodontics. She will be missed by her patients and co-workers.

A recent economic analysis of the Clinic has indicated that the present operational format of the Clinic might not be making the most efficient use of the existing facilities. It is anticipated that measures to correct this situation will be implemented in the coming months. However, such corrective actions will not adversely influence the nature of the care that for many years the Clinic has provided to its patients.

Prepared by John Hardie

Health Services

Comings and goings:

After twenty years, Linda Trippel, our LPN/clinical coordinator...and after forty years, Bev McMaster RN who was functioning as an advanced practice nurse, have both retired. They provided exemplary care for our clients and were integral to the culture of the organization. Their leaving resulted in a departmental reorganization and quite an emotional adjustment for staff.



Departmental Reorganization:

A review process was conducted resulting in some of the responsibilities of the LPN being distributed among other staff, with a .2 FTE Medical Team Leader position being created to provide supervision to support staff, leadership within the medical team and management representation of the department. Carol Ranger is the successful incumbent.

MOAs have been trained to work to their scope, and are now doing clinical support work for the care providers. This is increasing the efficiency of care providers and providing new challenges and stimulation for the MOA staff. Cross training of all of the front staff is currently underway, with the goals of deepening the skill base, increasing efficiency and reducing the need for sick time and holiday coverage.

A new nurse has been hired, Ann Doherty, who comes with an extensive background, including rural nursing and midwifery. She will start October 7th.

Activities:

Dr. Clare Heffernan has a ministerial appointment to the Drug Benefit Council. Drug manufacturers apply to this council, hoping to get their drugs approved for Pharmacare benefits. The council members assess evidence and make Pharmacare coverage decisions. Congratulations Clare!

Teaching of medical residents and nurse practitioner students has been ongoing through the year. We are pleased to have Dr. Priya Gupta, a recent Family Practice graduate, trained at REACH, now working here as a locum.

Budget reductions have resulted in a decrease of both counseling and nutrition positions from .8 to .7 FTE.

Nutrition

The nutritionist continued to provide nutrition education and counseling to individuals and families. She also collaborated with the counselor to facilitate a Resiliency Skills Training Group.

In the community she coordinated three successful Food Skills for Families programs, a six week, hands on cooking course for those on a budget. It was offered in partnership with the Lions Den Seniors program and the Canadian Diabetes Association.

As a member of PHOOD (Promoting Healthy Options on the Drive), she took a lead in organizing a community forum entitled “Food Justice” bringing farmers and activists together to explore solutions to the tension between promoting healthy local food and the limitations of poverty.

At the request of the City of Vancouver, she organized, then co facilitated with the community developer from VCH, a community process for agencies and individuals to provide input on the City’s Homelessness Strategy “Out of the Cold”, which focused on providing shelter and food in Grandview Woodlands during the winter months.

She continues to offer nutrition presentations and workshops in the community, and meets regularly with the VCH nutritionists.

Counseling

We continued with our Resiliency Skills Training groups and in 2010 introduced a four week Skills Mini-Group, involving mindful walking. These groups were developed to assist anyone who is experiencing chronic stress, anxiety or depression. The program utilizes mindfulness, body centered, and cognitive behavioral approaches to:

- enhance our ability to tolerate distress,
- to regulate our emotions,
- to become more effective in our personal and work relationships.

Both groups filled up quickly. We utilized the Mind Over Mood Anxiety Inventory, and the Mind Over Mood Depression Inventory in pre-test and post-test. Overall, significant reduction in Anxiety related and Depression related symptoms were reported at the completion of each group.

Groups will also be offered again this fall.

Counseling services will continue to be offered for Anxiety, for Depression and for Crisis management as well as for Relationship and Family concerns.

Pharmacy

2010 has been yet another successful year for the REACH Pharmacy. With the full introduction of our compliance packing program we are now consistently filling over 900 prescriptions a month. This is an increase of about 20%, which will be reflected in our revenues. We have spent most of the year preparing for the upcoming changes to the Pharmacy Legislation in BC which will see a decrease to some of our generic rebate programs. Hence, we have made changes to our inventory to minimize our expenses in preparation of this decrease. Our pharmacy continues to grow and we anticipate another big year in 2011

Prepared by Carol Ranger, Dan Kemlo and Afshin Jaberli.

**Condensed Statement of Revenues
Expenditures and Members Equity
For the Year Ended March 31, 2010**

REVENUE	2010	2009
Medical Grants	2,603,913	2,255,016
Dental Fees	1,209,484	1,136,736
Pharmacy Sales	404,988	406,112
Multicultural Family Services	232,279	235,434
Other	200,668	217,930
	<u>4,651,332</u>	<u>4,251,228</u>
EXPENSES		
Direct Salaries, wages and employee benefits	3,538,495	3,100,803
Direct services and supplies	491,200	526,205
Administration	667,836	716,884
	<u>4,697,531</u>	<u>4,343,892</u>
Net Expenditures over Revenue	(46,199)	(92,664)
Net Assets available, beginning Of the year	499,731	592,395
Net Assets available end of the year.	<u>453,532</u>	<u>499,731</u>

Treasurer's Report

Jill Kelly

This is my first year on the REACH Board of Directors. I have been learning quite a bit about REACH, even though I have been a patient for many, many years.

It has been an eventful year, as the Board was trying to address two years of deficits while at the same time there was a changeover in the Executive Director, which is always challenging. Many thanks to the staff, including Barbara Bell for getting us through the year.

Unfortunately, REACH ended the year with another deficit. The good news is that the 2010 deficit was only half of the one we had in 2009, but that is clearly not good enough. The Board is committed to balancing the budget for the current year and into the future.

In Appreciation

We would like to express a sincere thank you to our members, our staff, Board of Directors, clients, donors, and partners for your generosity and confidence in the work that we do and for supporting the concept of community health care.

Our Individual Donors

B.C. Gaming Commission

Burnaby Family Life Institute

CKNW Orphan's Fund

Dentistry Fund of Canada

Vancity

Vancouver Coastal Health Authority

Workplace Training Program

Rotary Club of Vancouver Quadra

Trout Lake Community Centre

UBC School of Social Work

Vancouver Community College

Affiliation of Multicultural Societies

& Service Agencies of B.C.

B.C Council for Families

Britannia Community Services Centre

Coast Capital Savings

VCH Healthy Living Program

Evergreen Foundation

Human Resources Development Canada

Literacy BC Raise a Reader

SUCCESS

United Way of the Lower Mainland

University of Victoria School of Social work

Vancouver Foundation



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