

# ANNUAL REPORT

2022-2023



**REACH**

Community Health Centre

Building healthy, sustainable communities since 1969





### Land Acknowledgement

REACH would like to acknowledge that the land on which we gather is the unceded territory of the Coast Salish Peoples, including the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tseil-Waututh) Nations.

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# Message from the President



**Barbara Wood,**  
President

As Board Members of REACH Community Health Centre, we have the privilege to be a part of an incredible organization that works to support our neighbours and address inequities in our community. While the staff team, led by REACH's Executive Director, Nicole LeMire, carry out all the many daily tasks that help to accomplish that goal, the Board provides oversight and high-level leadership. The Board also participates in public advocacy on behalf of REACH to protect and improve public healthcare.

It was a transitional year for the Board as several long time Board Directors stepped down after completing their terms a year ago and it was my first year as President. We took the opportunity of having new members to step back and provide education and training that benefited all of us, both seasoned and new Board members alike. We organised training in financial literacy to help us better understand our financial reporting and took a dive into what global funding (sustainable long-term funding) is and why it is important in tackling inequities in our community.

Building on our commitment for a more inclusive and representative Board, we completed several steps from our Action Plan including trying out a new meeting schedule, setting up a Board buddy system, organising a Board meeting Open

House and developing new tools for recruitment of new members (see Justice, Equity, Diversity, & Inclusion Committee report for more details). An evaluation of our efforts to date is pending to help us plan our next steps.

Other actions the Board took this past year include:

- Sent a letter to BC Premier, David Eby requesting stable long-term (global) funding for Community Health Centres (CHCs) like REACH. Currently, REACH's funding comes from 24 financial partners. This piecemeal funding situation is very time-consuming, is not sustainable and does not allow for the flexibility we need to address emerging needs in our community.
- Active participation in planning and advocacy work alongside two key partners, the BC Health Coalition, and the BC Association of Community Health Centres (BCACHC). Our partnership with these organizations is a vital part of our broader work to protect and improve public healthcare in B.C..
- Worked in collaboration with REACH staff representatives to explore possible retirement plans. (see Human Resources Committee report).
- Nominated our Executive Director, Nicole LeMire, for the YWCA Women of Distinction Award. Nicole's leadership is exemplary, and we are deeply appreciative of her commitment and work for REACH.

It is impossible not to mention that all the work that the staff and Board have accomplished this year is in the context of the crisis in public healthcare that has put incredible pressure on healthcare workers and left so many community members without access to adequate healthcare. The Medical team at REACH is no exception – we know that the REACH Medical is stretched and feeling the strain. The Board strongly supports our doctors and the entire healthcare team and has supported our Executive Director to negotiate an improved contract that would address some of the pressure points in the system. There is a lot more to do on this front and we will be looking at this in the coming year.

Next year, the Board will be starting work on a new five-year strategic plan that will shape REACH's work from 2025 to 2030. Developing a strategic plan involves hearing from and working with members of our staff, our neighbourhood allies and community members. A strategic plan will enable REACH to build on its solid reputation and critical work in the community and to be able to respond to new challenges as they appear.

I want to thank each member of the Board for their participation, energy and contributions during the year despite the challenges we faced as a small group. I especially want to mention the Board members who are stepping down from the Board this year: Janell Cosco who stepped into the role as Board Treasurer this year and did an amazing job; Usman Mushtaq whose deep commitment and activism for public health care and community well-being strengthened our work; and finally Colleen Fuller whose passionate

voice and deep knowledge of public health policy will be sorely missed. I would also like to express the Board's gratitude to the staff team at REACH for the extraordinary effort that they put in everyday to help make REACH a place where community members can come to heal, be heard, and be empowered. Finally, deep appreciation to Nicole LeMire for her leadership of REACH - her problem-solving ability, quick wit and genuine warmth benefit us all.

**Barbara Wood**

# Message from the Executive Director



**Nicole LeMire,**  
Executive Director

Amidst the challenges and accomplishments of the past year, I invite you to explore the content of this year's annual report. You will discover stories of resilience, collaboration, and the embodiment of our mission to promote a healthy community. As we pursued our strategic priorities, our dedication to team-based and interdisciplinary care and health equity was evident through the wide spectrum of services offered at REACH.

As the COVID era concluded, we faced obstacles related to the post-pandemic surge. REACH, much like the broader healthcare system in British Columbia, confronted a "primary care crisis", resulting in limited avenues for individuals to find a family doctor. Within our Medical clinic, we navigated physicians' shortages and operational hurdles, impacting our capacity, accessibility, and the delivery of primary care services. We are optimistic that the recent renewal of our physicians' contract, with a more competitive structure, will help rectify this situation. During these demanding times, our Urgent and Primary Care Centre (UPCC) played a crucial role in offering urgent and primary care services. Our team demonstrated resilience, providing high-quality care to all, including an increasing number of people without Medical Services Plan (MSP) coverage.

At the core of REACH's strategic priorities lies our commitment to Indigenous health and wellness. Despite the challenges posed by the pursuit of sustainable funding, which at times strained our ability to retain and recruit Indigenous Health Promoters, we continued to provide tailored services from medical and dental care to transformative social programs and cultural initiatives. In doing so, we aim not only to address immediate health needs, but also to foster holistic well-being and community empowerment among Indigenous populations.

Our Pharmacy and Dental clinic have been shining stars this year. These essential services not only generate needed revenues but have also excelled in their commitment to patient care. Their success has enabled us to expand our reach and impact.

Our Health Equity and Community Engagement Department (HEED) remained at the forefront of our mission. In addition to the work of our Cross-cultural Health Promoters (CCHPs) in empowering members of their cultural communities, we have hosted specialized clinics and educational workshops that promote health equity and provide comprehensive support.

Our community engagement efforts encompassed multifaceted initiatives that offered a path of connection to needed health and social services, provided resources, built partnerships, and engaged our community. Across our social media platforms, we cultivated a powerful presence, strengthened existing connections, and forged new ones. Our

community involvement included collaborations with organizations to address critical issues like extreme weather. We participated in impactful discussions during public forums and town hall sessions, advocating for universal dental and prescription drug plans. This comprehensive and adaptable approach reflects our dedication to addressing social determinants of health while ensuring our efforts remain aligned with the evolving needs of the community.

REACH currently employs a total of 193 staff members, including contracted physicians and dentists. Despite recruitment hurdles, especially in the UPCC and the Medical clinic, staff satisfaction improved over the years. We continued to foster a healthy workplace through initiatives, such as social activities to promote inter-departmental engagement, additional resources and support like hiring a Nurse Educator and contracting a Clinical Supervisor, and initiatives to address health and safety concerns. Efforts are underway to resolve IT issues, improve software reliability, and address connectivity problems. Space limitations have been managed through flexible work arrangements and innovative solutions, such as repurposing UPCC changing rooms for staff relaxation.

In closing, our commitment to fostering relationships with our diverse partners remains unwavering, whether they are financial, service-oriented, collaborative, or advisory roles. In particular, I extend my recognition to the BC Association of Community Health Centres (BCACHC) and the Ministry of Health for their

commitment to promoting health equity and community engagement. Their support has been instrumental in driving our vision forward this year. I also express my thanks to Vancouver Coastal Health Authority (VCHA) whose impactful contributions have been the cornerstone of our healthcare services.

I am also profoundly thankful for the remarkable resilience and skills demonstrated by our entire staff, including our dedicated administrative team, whose tireless efforts behind the scenes have been indispensable. Additionally, I extend my heartfelt gratitude to our Board Directors and Board Committees' Members, particularly President Barbara Wood, who has been a steadfast source of support and inspiration. Specifically, this year, I want to warmly thank departing Colleen Fuller who has stood by my side since I became Executive Director at REACH. Our journey, filled with meaningful discourse, agreements, and the occasional disagreements, firmly rooted in mutual respect, has forged a lasting friendship. To each member in our organization, your trust and encouragement inspire me to strive to always do my best!

Together, we are building a healthier, more connected community, forging a brighter path toward a more dynamic future. Join us on this journey to make a lasting impact!

**Nicole LeMire**

# Vision, Mission & Values

**Vision:** Sustainable, healthy community

**Mission:** REACH Community Health Centre is a community-governed organization that believes that good health is a state of physical, mental and social well-being. We advocate for and provide innovative, high-quality primary health and dental care, and social and educational services to support the physical and mental health and well-being of our community and the individuals within it.

## Values:



# REACH & YOU

## PHARMACY

- Full range of prescriptions
- Over-the-counter (OTC) medications
- Consultations
- Flu shots (seasonal) & immunizations

## HEALTH EQUITY AND COMMUNITY ENGAGEMENT DEPARTMENT (HEED)

- Cross-cultural health promotion (Spanish, Arabic & Vietnamese speaking)
- Mental health & Wellness workshops
- Community counselling (one-to-one)
- Chronic disease screening and Prevention workshops
- Extreme weather safety workshops
- Indigenous circles and one-to-one support sessions
- Gender-based violence prevention support
- Documentation assistance and other support for immigrants and refugees



## DENTAL CLINIC

- Dental hygiene and Exams
- Restorations
- Extractions
- Root canals
- Crowns & Bridges

## MEDICAL CLINIC

- Family/General medicine
- Chronic disease management
- Mental health management
- Medication management
- Team-based care

## URGENT AND PRIMARY CARE CENTRE (UPCC)

- Walk-ins
- Non-life-threatening illnesses or injuries
- Basic in-office urgent care services
- Assessment and treatment for minor illness
- Close access to diagnostic imaging and lab services
- Team-based care

SCAN THE QR CODE AND CHECK OUT A DAY IN THE LIFE OF REACH VIDEO.





# Strategic Priorities

This section sets out the strategic goals as identified by the REACH Board of Directors. Its aim is to provide a unified direction over a five year period (2020-2025). The Board revisits this document each year, including evaluating progress towards each priority.

1



## Indigenous health & wellness

We acknowledge that a person's health must be understood holistically, with an appreciation for the interrelationship of physical, social, emotional and spiritual aspects.

2



## Access to quality health services

REACH provides high quality health services to thousands of community residents. REACH strives to continually improve its services through further collaboration and expand them to more residents. We seek to provide the right care, at the right time, in the right place, by the right person.

3



## Community engagement

Both as a community organization and a healthcare provider, we recognize that REACH is nothing without its community. In order to ground everything that we do in our community, we will engage with, listen to, and respond to our communities.

4



## Healthy workplace

We recognize that acting with integrity means looking inward as much as we look toward the community around us. The work that is proposed by this plan, as well as the work that is done every day at REACH would be impossible without a highly trained, dedicated, and compassionate staff. We will create an environment where staff, volunteers, and Board feel valued.

5



## Strategic partnerships

We recognize that in order to achieve our goals, we will need to work together with other organizations, governments, and individuals. We will pursue purposeful partnerships and collaborations that will advocate for and improve our patients' experience and the overall performance and effectiveness of the broader health system.

# Key Highlights

Over **44,199 people** received our healthcare services totalling **125,598** visits, contacts and consultation

PRIORITY 1

Medical and Dental registered **~3,100 visits** by self-identified **Indigenous patients**, totalling 8% of visits in Medical and 6% in Dental

READ MORE ON PAGE 12

PRIORITY 2

**77,249** annual prescriptions were reached by **Pharmacy**, a 6% increase from last year

READ MORE ON PAGE 14

PRIORITY 2

**Medical Clinic** served **5,338 patients**, totalling **36,350 visits**

READ MORE ON PAGE 16

PRIORITY 2

**Dental Clinic** served **3,562 patients**, totalling **9,170 visits**

READ MORE ON PAGE 15

PRIORITY 2

**Urgent and Primary Care Centre** received **18,845 visits**

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PRIORITY 2

Multicultural Centre (MFC) as part of Health Equity and Community Engagement Department (HEED) provided: **15,444** service contacts and **407** group sessions

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PRIORITY 4

**193 staff at REACH** serve our community

**96%** of staff feels a sense of accomplishment from the work they do at REACH

**98%** of staff believes REACH is committed to fulfilling its mission

(2023 staff survey result)  
READ MORE ON PAGE 26

PRIORITY 3

**COVID booster campaign** reached **1,200+ people**. **Extreme Weather workshops** delivered to **710 people**

READ MORE ON PAGE 22

PRIORITY 5

REACH collaborated with **97 community partners** and managed **28 funding contracts & grants**

READ MORE ON PAGE 29



# Operations Report

## STRATEGIC PRIORITY 1 Indigenous Health & Wellness

REACH commitment to Indigenous health and wellness is evident through a range of services catering to Indigenous communities. These services encompass medical and dental care, diverse programs, community involvement, cultural activities, and strategic partnerships. The core focus remains, providing consistent and meaningful support to Indigenous community members as demonstrated through these varied initiatives.

In terms of medical and dental services, the organization registered close to 3,100 visits by self-identified Indigenous individuals, constituting 7% of the total visits to these clinics. This demographic represents 8% of active medical patients and 6% of dental patients. In addition, there has been a consistent rise in self-identified Indigenous patients at the UPCC, increasing from

26 in September 2022 to 134 in May 2023 with an average of 70 per month - a considerable improvement from the previous annual report period.

Additionally, we established 714 service contacts, primarily aiding Indigenous individuals with mental health concerns, recovery, housing, and social needs. We actively engaged with Indigenous communities through various programs, such as Indigenous Women's Sharing Circle, Indigenous Men's Group Warrior to Warrior, and Blanketing Ceremonies. Expressive Art Therapy at Lum'a Shelter yielded transformative experiences, and fostered creativity. Particularly, our Indigenous/Syrian initiative with RayCam Community Centre brought together over 100 people from both cultures at each Cultural Sharing event.



Indigenous Women's Group

The organization's efforts extended to flu vaccinations, addressing opioid awareness, and land-based healing excursions. Collaborations with Indigenous service agencies, coupled with Elders' involvement and cultural wellness series videos on social media enhanced community engagement. Importantly, our Indigenous outreach programming saw robust participation, with event attendance ranging from 100 to over 200 people, a testament to their resonance and impact. Key strides have been taken in enhancing cultural competency among staff, exemplified by Lunch and Learn sessions featuring Indigenous guest speakers and educational courses like the Indigenous Cultural Safety Hummingbird Level One Course through Vancouver Coastal Health.

Despite challenges in Indigenous Health Promoter retention and recruitment, the commitment to Indigenous community wellness remained steadfast. The organization is keen to apply insights garnered from this year's activities and training sessions to strengthen connections between programs and facilitate increased referrals to Indigenous Health Promoters, Elders and specialized Indigenous-focused groups. The journey ahead continues to be defined by collaborative growth and meaningful impact within Indigenous communities.

“  
Best group I've been in, it makes me feel welcomed and like I belong! ...I love how the group has evolved, I really look forward to coming on Thursdays.  
Participants of the Indigenous Women's Group  
”



The National Day for Truth and Reconciliation



Indigenous Men's Supporting Group



Elder in Residence



# Operations Report

## STRATEGIC PRIORITY 2

### Access to Quality Health Services

#### Pharmacy

The 2022-2023 Pharmacy fiscal year started with steady growth from the previous year. As our UPCC saw more urgent and primary care cases, prescription numbers surged in the second half of the year, leading to workflow adjustments. Despite challenges like staffing changes and space issues, stability returned by year-end. Our emphasis remained on staffing, workflow implementation, renovations, and IT updates.

We generated an impressive 10% increase in revenue from the previous fiscal year. Specifically, total prescription counts rose by 6%, driven by the rise in urgent and primary care cases at UPCC coupled with improved margins from rebates and efficient staffing. As UPCC usage continues to grow, so will Pharmacy's caseload.

On a monthly basis, we consistently filled about 6,400 prescriptions. Meanwhile, our caseload grew from 7,000 to 9,000. Our goals are to achieve 7,000 monthly prescriptions and a caseload of 10,000 clients within the next two years. We are actively pursuing workflow enhancements to manage these goals effectively within limited space.

Our response to the shifting landscape of COVID evolved from vaccination and education to testing and treatment. We maintained our role in dispensing Rapid Antigen Tests and providing Health Canada-approved PAXLOVID treatment. We faced important challenges associated with Flu vaccinations, due to the introduction of IMMUNIZE BC systems. However, we navigated this hurdle successfully and conducted walk-in flu clinics at Peggy's Place and Native Housing.

Our commitment to improvement extended to software upgrades, leading to enhanced efficiency and capacity. These upgrades facilitated paperless processes, text communication capabilities, and streamlined inventory management.



Celebrating our Pharmacy team during Pharmacy Appreciation Month

While we anticipate stability in our Pharmacy operations, we are mindful of potential impacts from the prospect of a National Pharmacare and expanded pharmacist prescribing. We also have observed a reduction in drug costs, bringing down the average prescription cost from \$33 to \$29. This aligns with the industry's shift towards a service-based approach, which could potentially affect our overall revenue.

We will continue tracking these changes and their influence on our net revenue. Our goals of 7,000 monthly prescriptions and 10,000 clients reflect our commitment to serving the community's health needs.

#### Dental Clinic

Our Dental clinic commenced the year with a dip in production, but rebounded to conclude on a positive note with an average monthly revenue marginally below target. Notably, we exceeded monthly targets from January to March 2023, attributed to factors such as a consistent presence of dentists and hygienists, adequate support staff, minimal downtimes, and varying patient dental plans and treatments.

The type of dental plans significantly influences revenue levels. Under the provincial dental insurance plan, we bridged the gap between province-reimbursed amounts and total visit costs. This does not apply to other plans like First Nations Health Authority (FNHA) or private insurance, where insurers fully cover treatment costs. Around 46% of patients were covered by the Ministry of Social Development and Poverty Reduction, with the clinic bearing 62% of costs due to co-payments. The clinic's sustainability is challenged by this trend, prompting other clinics to refer these patients.

“  
*The pharmacy team at REACH is honestly the best I've ever come across. The whole time I've been going there over the last few years, they've gone above and beyond what I'd ever have expected; they're respectful, funny, conscientious, and seem to actually really care about folks.*  
 ”

Pharmacy patient at REACH

Throughout the 2022-2023 fiscal year, the Dental team served 3,562 patients, resulting in 9,170 visits. Of these, only 34% were patients with private or Interim Federal Health plans. No-shows and cancellations, resulted in downtimes of 21% and 13% for dentists and hygienists, respectively. While there were 603 missed appointments, we were able to accommodate walk-in urgent cases. Despite challenges, we provided discounts to low-income patients without insurance (averaging 75 patients/month) and subsidized treatments for social insurance-covered patients (21% of revenues).



Celebrating National Dentists Day and Dental Assistants Recognition Week



# Operations Report

In terms of quality improvements, we re-opened an operatory that was closed during COVID to serve as a changing room for staff in order to meet safety protocols. It has added more capacity and the operatory is now functioning smoothly, requiring minor equipment such as x-ray sensors. We introduced a patient communication texting software to enhance recall systems, minimize no-shows, and streamline operations. We are also exploring a Clinic Coordinator/Team Lead role to ensure daily efficiency and support the dental manager.

The clinic stays committed to innovation and efficient patient engagement, adapting to technology shifts while considering vulnerable populations' needs.

“ I recently became a client for REACH Dental. They booked me right away I did not have to wait a long time. I was very happy with the client care from the receptionist, and the dentist was clear, caring and explained what work needed to be done...They are timely, upfront, honest and will be patient in working with you. Thank you to The REACH Dental Team!

Dental patient at REACH

”



## Medical Clinic

The medical panel size stood at 5,338 patients by March 31. Throughout the year, the team managed 36,350 visits, where nearly 69% were with physicians or nurse practitioners, 23% with nurses (RN or LPN), 5% with counsellors or social worker, 1% with medical office assistants (MOA), and 1% with members of the Links to Employment team—showcasing our commitment to a team-based care approach. This dynamic approach ensured comprehensive patient care across various disciplines.

Throughout 2022, the Medical clinic resumed extended clinic hours and increased in-person visits, responding to clinicians' guidance and public health recommendations. As of August 2022, the clinic transitioned into a hybrid service model, offering both in-person and virtual appointments, allowing flexibility for staff and supporting capacity initiatives.

The clinic also adopted Cortico as its software partner, streamlining patient communication and enhancing overall efficiency.



New e-communication system between the healthcare providers and patients

Recognizing the need for ongoing improvements, we held a day session with physicians and nurse practitioners to discuss gaps and ways to move forward.



2023 Medical MRP Away Day

We systematically addressed priorities through in-service activities, collaboration with care providers, and external partnerships. Also, our commitment to technological advancement, enhanced communication, and optimized workflows remained steadfast.

Despite our dedication, turnover and colleague absences affected our capacity, leading to repercussions on the accessibility of quality healthcare services. Permanent departures and parental leaves of our Most Responsible Providers (MRP) impacted the availability of care. As a result, we temporarily stopped accepting new patient referrals in September 2022, prioritizing safe care for existing patients and those on our waitlist. To address these capacity challenges and ensure the sustainability of our clinic's services, we submitted a Workload funding application to Vancouver Coastal Health Authority, currently awaiting a response. The proposed additional physicians will support our ability to provide care to an increasingly complex patient population, compensate for unfunded indirect care, tackle burnout, and maintain high-quality patient care standards.

Our efforts to enhance access to care were coupled with negotiations regarding physician compensation. The Longitudinal Family Physician Compensation (LFPC) model discussions outlined the importance of equitable compensation and care access. Successful negotiations ensured renewed contracts, safeguarding our values while attracting physicians to join our clinic and address parts of the access to care issues.

Looking ahead, we will continue to build upon our achievements and address the challenges that lie ahead. Our ongoing commitment to recruiting and retaining skilled healthcare professionals will be a top priority to meet the increasing demand for our services. We will remain vigilant in advocating for equitable compensation and ensuring that our team members are supported and empowered to deliver the highest quality care.



Medical team

“ You are the only person that listens to me and I feel like I am seen.

Medical patient at REACH

”



# Operations Report

## Urgent and Primary Care Centre (UPCC)

The fiscal year 2022-2023 marked the conclusion of the COVID pandemic, resulting in a shift in operations at the Urgent and Primary Care Centre (UPCC). Over this period, the UPCC team effectively managed a total of 18,845 visits, averaging 1,570 per month. Additionally, between April and June 2023, visits increased substantially, averaging 1,734 per month.



Received the recognition from Vancouver Coastal Health

UPCC served a diverse range of patients, each with unique reasons for seeking care and it played a vital role in the community by offering a safe, low-barrier, and cost-effective avenue for individuals without Medical Service Plan (MSP) coverage to access healthcare - the percentage of patients without MSP coverage has grown to around 20% of all monthly patients seen.

This undertaking comes with unique considerations such as limitations in clinical care recommendations, referral options, and language barriers. Fortunately, the team has developed tools and partnered with external organizations to ensure effective patient care and communication. The team engaged in other substantial quality improvement initiatives aimed at enhancing access to quality healthcare services:

- **Diagnostic Accreditation:** The UPCC successfully fulfilled the Diagnostic Accreditation requirements set by the College of Physicians and Surgeons of BC (CPSBC). This achievement involved the formulation of policies, procedures, and training materials, enabling the provision of blood spinning and phlebotomy services to patients facing barriers to accessing external services.
- **Co-visits:** Co-visits, involving collaborative team-based care by nurses and providers, were introduced to optimize assessment and care planning. This approach streamlines straightforward cases, increasing overall capacity by reducing the time providers spend with one patient.

- **Nurse Check-ins:** A process was implemented to ensure patients receive clinical check-ins within 30 minutes of arrival, enhancing patient flow and safety.
- **Facility Enhancement:** With the relaxation of infection control requirements post-COVID, the UPCC was able to repurpose the isolation room into a versatile room equipped with a slit lamp for eye assessments and a medical recliner, expanding the range of services offered.

“Excellent experience at Urgent Care this evening, from the receptionist to nurse, and doctor, everyone was friendly, thorough, efficient, and willing to explain. As a patient, felt totally respected and heard and well looked after.”

UPCC patient at REACH



## Health Equity and Community Engagement (HEED)

With its broad array of healthcare services, the Health Equity and Community Engagement Department (HEED) team has made significant strides in addressing crucial social determinants of health and in promoting equity within our community. In this section, we highlight achievements and efforts in providing comprehensive, culturally sensitive and trauma-informed programming that caters to a wide range of individuals.

Our Multicultural Family Centre (MFC) is successfully responding to the escalating demand for Cross-Cultural Health Promoters (CCHP), exemplified by the enrollment of 1,325 new individuals, a 29% increase from the previous year. Together, they reported 15,444 service contacts through diverse activities encompassing drop-ins, medical appointment accompaniments, and group sessions. Significantly, the drop-in initiative achieved a total of 5,266 contacts, responding to the needs of 1,193 unique clients.

Throughout the reporting period, our peer-led group programs have delivered a cumulative total of 407 group sessions.

These offerings include:

- Latin American Programs:
  - Tertulias, Men’s Group
  - Women’s Group
  - Seniors Group
  - Digital Learning Project
- Vietnamese Programs:
  - Ballroom and line dancing classes
- Middle Eastern Women’s Programs:
  - Settlement Support Program (Family group outings, English Conversation, and Nobody’s Perfect parenting)
  - Violence Prevention Program



Middle Eastern Women’s Group

“Urgent care staff are lovely. They LISTEN to your concern. Attentive and caring.”

UPCC Patient at REACH



# Operations Report

“  
I've been a big fan of REACH for years... The staff at REACH have helped me out of several difficult situations when I had young people in distress who needed medical attention. I was thrilled to see your email about your ability to deliver workshops about extreme heat and wildfire smoke.  
”

Community partner

The Links to Employment program is offered by professionals from the Canadian Mental Health Association (CMHA). Staff collaborate with our Medical clinic providers to support medically challenged individuals facing multifaceted barriers, empowering them to achieve meaningful training, volunteer work, and gainful employment. This initiative's clientele expanded significantly throughout the year, culminating in 32 active participants by the close of the fiscal year, affirming substantial progress that coincided with a revival of referrals.



A press conference by the Government of B.C. held at REACH, in partnership with the CMHA B.C. Division, Links to Employment team. MLAs Sheila Malcomson and Melanie Marks

The Mental Health and Substance Use Program stands as an exemplar of successful collaboration and integration between our departments. Characterized by both onsite and offsite workshops, these sessions are facilitated by our team members and external collaborators.

The Basics for Health (B4H) program addresses social determinants of health (SDOH) within a clinical context. Operational on a bi-weekly basis within the UPCC Waiting room, our volunteers guided by a coordinator work with clients to cover topics including child development, dental care, education, employment, food security, healthcare access, and housing. These committed volunteers have been instrumental in supporting individuals, collectively amassing an impressive 512 volunteering hours.



Tertulias, Latin American Men's Group celebrated its 12<sup>th</sup> anniversary

The program offered three rounds of workshops, encompassing a total of 17 workshop series and totalling 138 distinct participants. Encouragingly, participants' feedback highlights the positive impact of these workshops on mental well-being.

Mental Health and Substance use programming includes much-needed community counselling with a total of 569 counselling sessions to 73 individuals grappling with complex challenges. The primary focus has remained the same throughout the year, addressing chronic post-traumatic stress disorder (C-PTSD) and post traumatic stress disorder (PTSD), along with providing support for anxiety and depression management. This has been especially significant among clients from racialized communities and individuals identifying as 2STGD (Two-spirit, Trans, and other Gender Diverse).

During the summer, our community counsellor supported the Youth Group hosted by Kiwassa Neighbourhood House. This program has consistently drawn considerable attendance. We were pleased to be able to partner with Kiwassa Neighborhood House to support their important program.

“  
REACH is the reason I am here and that I was able to get connected to that counsellor.  
”

Community member

Our specialized clinics and workshops are strategically tailored to address community and patient needs and span an array of topics, including:

- Comprehensive cervical screening clinics, yielding benefits for nearly 1,400 patients, a testament to our Medical clinic's commitment to proactive healthcare.

- Cardiovascular workshops, orchestrated under the supervision of the HEED department, designed to facilitate monthly screening and health information dissemination.
- The diabetes-centric initiatives. We offered three sets of workshops:
  - Our culturally adapted 'Type 2 Diabetes screening' session was offered in Arabic and Vietnamese involving 52 participants (22 from the Arabic community and 30 from the Vietnamese community)
  - Tertulias, Latin American Men's Group conducted two diabetes sessions for eight men.
  - Diabetes management workshop with two of our staff – a pharmacist and a social worker.
- The pilot Diabetes Foot Care clinic, addressing a gap in podiatric services among low-income individuals with diabetes, demonstrated a promising pilot success.
- The twice-delivered Bone Health workshop, ingeniously structured as a hybrid model, resonated with a combined participation of 23 attendees.



Cardiovascular Health Screening Workshops



Community Diabetes Screening Session



# Operations Report

## STRATEGIC PRIORITY 3 Community Engagement

Our community engagement initiatives embraced multifaceted initiatives, focusing on effective communication, resource provision, and collaborative partnerships. This comprehensive approach reflects our commitment to addressing community health and well-being. Guided by community insights, we tailored initiatives to evolve alongside changing community needs, ensuring we remain relevant and effective.

Outreach and HEED teams have fostered connections through various avenues including social media, advocacy, and workshops.

Our impactful social media presence across platforms like Facebook, LinkedIn, and Instagram deepened existing connections and catalyzed new relationships.

The strategic use of waiting room engagement and window displays allowed us to raise awareness about pressing health topics. These visual aids and informative displays tackled subjects such as oral health, team-based care, Indigenous History Month, and heat awareness. Additionally, we actively distributed resources such as Indigenous Wellness kits, bus tickets, and food gift cards, promoting community well-being through accessible support. Remarkably, our Indigenous wellness and public health prevention videos consistently garner an average of over 1,750 views per month. The use of our window display at the forefront of REACH reflects our strategic commitment to promote, raise awareness, and educate the local community about health equity by addressing key social determinants of health.

### Empowering Community Well-being: Our Dynamic Participation in Community Initiatives

Meaningful connections were established through active participation in various meetings and events, to name a few:

- The United Way event facilitated collaborations, generating valuable insights relating to the population they serve.
- During the VCH meeting with Sanctuary Health Collective, we addressed pressing UPCC challenges.
- The BC Pharmacy Association town hall allowed discussions on the National Pharmacare plan’s potential implications.
- Participation in the SMART Community of Practice enabled us to confront equity issues effectively.
- The BC Dental Association’s Not-for-Profit Conference provided valuable insights into Equity, Diversity and Inclusivity (EDI) discussions and the evolving dental industry.

Our advocacy efforts included collaboration with the BC Dental Association to promote cultural sensitivity.



The BC Pharmacy Association town hall  
(Photo by Council of Canadians)

Inter-generational connections were fostered at Britannia’s Breakfast with Santa, and informative webinars were conducted for newcomers through SUCCESS. Our involvement extended to key organizations like BCACHC and BC Office of Human Rights, where meaningful discussions took place about the social determinants of health and the importance of promoting health equity.

We engaged in impactful discussions at the REACH Board Public Forum and town hall sessions, addressing universal dental and pharmacy plans and our support for transformative health programs.

### Building Bridges: Our Comprehensive Approach to Community Engagement

Community connection, awareness, and collaboration were nurtured through workshops and activities, with impressive statistics highlighting our impact:



### Community Partner Consultation Session

- REACH Community Health and Wellness Fair with Britannia brought together 25 partners and over 285 participants, while a Youth Scavenger Hunt engaged 30 youth/children.
- Our community consultation involved 23 external participants from 17 organizations, revealing important health gaps and barriers.
- The COVID booster campaign supported by the Canadian Association of Community Health Centres reached over 1,200 contacts through educational workshops, surveys, presentations, and events, garnering significant feedback.

- Our commitment to vulnerable communities in the face of climate change has spurred the creation and delivery of workshops, resulting in meaningful outcomes.
  - Five Extreme Cold Weather Safety workshops benefited over 100 participants through partnering with eight community services organizations.
  - 26 workshops addressing challenges of hot weather and wildfire smoke reached over 612 individuals, emphasizing our commitment to safety and well-being.
- Through the First Native Health Authority Dental Therapy program, 21 appointments (16 patients) received restorative and extraction oral healthcare.



Community Health and Wellness Fair



# Operations Report

## Fostering Health Equity: Unveiling our Engaging Community Initiatives

Our involvement in various events consistently bolstered community engagement, reinforcing our dedication to diverse backgrounds and allowed us to create awareness about our programs to support the well-being of our community:

- The Union Gospel Mission (UGM) Summer Connect event attracted approximately 450 participants, facilitating connections with the Downtown Eastside community.
- Our presence at the Trout Lake Mother's Day Indigenous Pow Wow event, which saw over 4,000 attendees, showcased our commitment alongside Women Against Violence Against Women (WAVAW).
- World Elder Abuse Awareness Day event reached over 300 people, fostering discussions around elder abuse awareness.
- The Indigenous Peoples Day event organized in front of REACH, attended by around 150 people, honored Indigenous traditions, and distributed 250 medicine bags and buttons.

“  
REACH is the back bone to society.  
Community member  
”



Mother's Day Traditional Pow Wow

“  
I am very much in awe of what the REACH Community Health Centre does and I'm hoping we can advertise/ extend your services to the immigrant and newcomer communities we serve.  
Community partner  
”



World Elder Abuse Awareness Day

Our multifaceted initiatives to community engagement have illuminated a path of connection, collaboration, and empowerment. From our activities we have consistently strived to bridge gaps and tackled pressing health topics. Our commitment is not just evident in numbers but also in stories of lives transformed, barriers broken, and knowledge shared.

“  
This place is an oasis and sanctuary for migrants who find themselves living in difficult situations due to labor inequality and the enormous economic gap that exists in Vancouver. Thank you very much for your work and delivery.  
Community member  
”



Board President, Barbara speaking at the September 2022 Undocumented Rally event



International Overdose Awareness Day in collaboration with Robert and Lily Lee Community Health Centre



# Operations Report

## STRATEGIC PRIORITY 4 Healthy Workplace

This year, our staffing situation has reached a stabilizing point, with a total of 193 staff. Among them, 42% hold a permanent position (full-time or part-time), 35% are primarily physicians and dentists under contract arrangements, and 22% hold a casual position.

The year was not without challenges in terms of recruitment. We encountered difficulties attracting qualified candidates across various departments, which persisted throughout the year. Notably, several impactful resignations have occurred at our UPCC and Medical clinic. We have managed to fill the physician positions at the UPCC, but recruiting nurse practitioners at the UPCC and physicians at the Medical clinic remains ongoing. This has led to access and capacity issues, mostly at the Medical clinic. Additionally, our long-serving staff dentist retired after 24 years of dedicated service and a long-standing open hygienist position; posed a challenge in recruiting new dentists and hygienists due to intense competition.



Happy retirement Dr. Erika Stefanovic!  
Thank you for being part of the REACH Dental team for 24 years

At the HEED department, retaining and recruiting our Indigenous Health Promoter proved challenging, and efforts are ongoing to fill this essential role.

Amid these challenges, we also saw the departure of two managers who were subsequently replaced with well-qualified candidates.

While turnover and related issues persisted in some professions, these concerns appeared to stabilize in most departments, a positive trend compared to previous years.

An operational and clinical restructuring of the Medical and UPCC departments aimed at efficiency and cohesion led to the recruitment of two coordinators to support workflows. This initiative has shown promising results and is currently functioning well.

Despite these staffing challenges, the resilience and positivity of our teams shone through, as evident in the results of our 2023 Staff Satisfaction survey. Survey results indicated increased satisfaction across most criteria when compared to the previous survey conducted in 2021.



UPCC team dressing up for Halloween

### Staff Retention and Workplace Well-being initiatives:

REACH is dedicated to fostering a supportive environment. Throughout the year, we have undertaken a wide array of initiatives and activities to promote staff retention and a healthy workplace environment.



Some of REACH staff participated in the BMO Vancouver Marathon

### Social Activities and Community Building:

The Social Committee, comprising staff from all departments, organized engaging activities, games, potlucks, and events throughout the year. These activities enhance inter-departmental communication, staff engagement, and overall morale. Participation is consistently high, fostering a sense of community and enjoyment among employees. In addition, other initiatives like International Women's Day celebrations and yoga session contributed to a vibrant workplace culture.



Nomination for the Untapped 2022 B.C. Workplace Inclusion Awards

“

*My experience has been very positive and inspiring this past year I have been working here. The workplace culture is very special and rare and I hope that they continue to strive towards hiring employees who embodied our mission, values, and beliefs at REACH.*

Staff at REACH

”

### Additional Resources and Support:

The addition of a Registered Nurse Educator (RNE) significantly supported professional development for nurses at UPCC and the Medical clinic. A Clinical Supervisor was introduced this spring to enhance our peer support team's capabilities in handling complex cases, providing valuable clinical expertise. These additional resources improved the quality of care delivered and supports clients effectively while encouraging our staff to professionally developed.



International Women's Day



# Operations Report



Annual staff summer social event

## Group professional development:

Monthly departmental meetings were organized to streamline operations, enhance workflow, and promote community and engagement. In addition, specialized education rounds occurred regularly within the Medical, UPCC, and Peer Support teams. Finally, we encouraged our staff to attend external conferences, such as the OSCAR conference, to enrich their knowledge and keep them informed about the latest advancements.

“

*I love it here! The passion for holistic health promotion in individuals and communities at REACH is special, and I'm grateful to be a part of it. Thank you.*

Staff at REACH

”

## Individual professional development:

Professional development is also encouraged both at a personal and group level. Staff members have access to 5 professional days per year, facilitating individual growth. Lunch and Learn events and various workshops covered diverse topics, including respectful workplace practices, medical procedures, and information security. Personalized training, such as “Resisting Burnout and Vicarious Trauma,” supported mental health and well-being.

These strategic initiatives collectively created a positive workplace environment that promotes staff well-being, professional growth, retention, and a sense of community within the organization.

“

*I feel a connection to my colleagues and feel they are there for me when I need support.*

Staff at REACH

”



Lunch Time Yoga

# Operations Report

## STRATEGIC PRIORITY 5 Strategic Partnerships

As always, we recognize the importance of building and nurturing relations at different levels to ensure our healthcare services effectively meet the needs of our patients, clients, and community, thereby enhancing their experience. Our partnerships take various forms: financial partners who provide funding for new or existing programs, service partners that directly complement or supplement our range of services, and collaborative partnerships with other community service providers. For a comprehensive list of our partners, please see page 40.

Through 24 financial partners we successfully secured 28 contracts and grants that provide indispensable support for our ongoing initiatives. While the process is time-consuming and highly inefficient, these financial partnerships have undeniably enriched our services and together they allow us to serve our community the best possible way.

Service partners play a crucial role in enhancing and expanding the scope of services we offer. For example, we established a partnership with Health Initiative for Men (HIM) to host a tailored medical clinic at REACH, addressing the sexual health needs of gay, bisexual, queer men and gender diverse people. Another example is our partnership with Lifelabs and West Coast Medical Imaging to provide diagnostic support to health providers and patients at the UPCC. These collaborations contribute to our timely, comprehensive and holistic approach to health care services at REACH.

Our collaborative partnerships with other community service providers further extend our impact. These collaborations enable us to leverage partners' expertise and resources, creating a synergy that benefits the whole community. For instance, our partnership with the Links to Employment team supports our medical patients with multiple barriers to find meaningful and purposeful employment. Together we have a positive impact on the mental health and emotional well-being of our most vulnerable patients.

Our belief in the values and attributes of Community Health Centres have driven us to invest considerable time advising and supporting other organisations that reached out to us directly or through the BC Association of Community Health Centres (BCACHC). For example, as part of an advisory group under the umbrella of ResoSanté, we submitted a funding proposal to the Ministry of Health to create an innovative model for delivering healthcare services in French across the province.

Our strategic partnerships form the cornerstone of our ability to provide healthcare services, with each partner contributing to the overall well-being of our community. While we truly appreciate the contributions of our partners, we recognize the need for a more consolidated funding approach to ensure the sustainability and growth of our Community Health Centre.



# Message from the Treasurer



**Janell Cosco,**  
Treasurer

I have just completed my first year as the Treasurer for REACH and it has been an incredibly gratifying experience to be a part of such an amazing organization. I want to express a heartfelt thank you to the Finance members Abbe Nielsen, Neal Jennings, Jill Kelly, and Barbara Wood as well as acknowledge the dedication and hard work of staff members Henry Yuen and Nicole LeMire over this past year. Your patience and support are appreciated.

The 2022-2023 fiscal year has been a strong one for REACH as the world returns to a new normal following the dissolution of the COVID pandemic. Production was hindered by challenges in staff recruitment that prevented REACH from operating at full capacity.

In spite of this, the Finance Committee is pleased to report an excess of revenue over expenses for the year. This income stability was driven by another good year for the Pharmacy department, which increased its bottom line. Interest income was also higher than anticipated due to rising interest rates. This revenue helps REACH maintain its other services, and cover overhead costs for the organization as a whole.

While we are pleased with an excess of revenue, the Board continues to work to ensure that every dollar that comes through REACH's doors is invested in our organization, staff, and our community. This philosophy comes to life in REACH's remarkable accomplishment of paying down part of its mortgage upon its renewal in late 2022. Furthermore, REACH remains dedicated to providing competitive compensation for its staff. The Board will continue its regular evaluation of staff salaries to ensure equitable staff compensation.

As we set our sights on the fiscal year 2023-2024, it is with great enthusiasm that we announce REACH's success in securing funding for our Indigenous and Community Engagement programs, valid for a one-year term. While this grant is indeed valuable, the Board is committed to its pursuit of long-term funding sources that will safeguard the continuity of these vital programs.

Unfortunately, I will be resigning from the Board this year but will remain as Treasurer until a suitable replacement is found. I wish the Board and Finance Committee all the best for 2023-2024 and sincerely thank the REACH organization for its warm welcome during my term.

**Janell Cosco**

# Financial Statement

Condensed Statement of Revenues and Expenses and Members Equity for the Year Ended March 31, 2023

Revenue	2023	2022
Medical Grants	3,329,312	3,371,305
Dental Fees	2,103,039	1,942,896
Pharmacy Sales	2,432,592	2,197,772
Health Equity and Engagement	658,942	574,330
UPCC	2,951,564	2,576,267
PCN	601,402	523,362
Other	290,115	311,590
	<b>\$ 12,366,966</b>	<b>\$ 11,497,522</b>

Expenses	2023	2022
Salaries and Benefits	8,981,091	8,377,293
Direct Services and Supplies	2,024,481	1,866,713
Administration	1,282,110	1,253,784
	<b>\$ 12,287,682</b>	<b>\$ 11,497,790</b>

Net Assets	2023	2022
Net Revenue over Expenses	79,284	(268)
Internally restricted for contingency purposes	800,000	1,500,000
Invested in property and equipment	2,598,974	1,899,242
<b>Total Net Assets</b>	<b>\$ 3,478,258</b>	<b>\$ 3,398,974</b>



# Board Committee Reports

## OUTREACH COMMITTEE

**Members: Daniel Cook (Chair), Kimberley Laing (Co-Chair), Barbara Wood, Bill Hood, Cyndia Cole, Jean Kavanagh, Usman Mushtaq, Nicole LeMire**

The Outreach Committee planned to build on last year's successful on-line public forums on global funding and public dental care and discussed various issues for another forum this year.

The Committee first discussed a focus on COVID in the post-pandemic phase (prevention, protection, long COVID, workplace rights, mental health). Feedback from the Board suggested that the community was experiencing fatigue on the topic of COVID, and the following alternate topics were proposed:

1. Addictions and approaches to care – harm reduction, rehabilitation;
2. Trans Care, especially as it relates to teens and youth;
3. Lack of public healthcare for people needing mental health support - universal counseling;
4. Global funding.

The Committee decided to focus the forum on Trans Care as it was seen as being an area needing more education and support. Unfortunately, the forum due to Committee illness and absences was not able to be organized when originally planned. The Committee will pick this up and set a date after the REACH AGM in September 2023.

During the year, the Outreach Committee also looked at conducting another "Listening for Direction" survey to gather information from our community on their priorities and needs. The Committee also discussed "team-based care" to understand it as one tool to address the doctor and healthcare worker shortage in our province.

*Respectfully submitted, Kimberley Laing, Committee Co-chair*

## HUMAN RESOURCES COMMITTEE

**Members: Cyndia Cole (Chair), Barbara Wood, Emma Macklem, Nicole LeMire**

The Human Resources (HR) Committee has continued this year to provide advice and recommendations to the Board on the effective implementation and application of sound human resources policies and decisions.

In this role, the HR Committee provided advice and feedback on possible Retirement Plans for staff. This has included updating and following the Terms of Reference for a Joint Staff and Board Committee. The HR committee hosted a meeting of the Joint Staff and Board Committee with six staff representatives and a retirement plan expert attending. The expert presented information about Retirement Plan options and answered questions about costs and operations. A further meeting of the Joint Committee will be held. Staff representatives are sharing information and gathering feedback. The possibility of budgeting for a Retirement Plan in the next fiscal year will be considered.

The HR Committee also provides on an as-needed basis advice and assistance in the resolution of any personnel issues, such as potential conflict of interest, which have been referred to it.

*Respectfully submitted, Cyndia Cole, Committee Chair*

## JUSTICE, EQUITY, DIVERSITY, AND INCLUSION COMMITTEE

**Members: Daniel Cook (Co-Chair), Emma Macklem (Co-Chair), Barbara Wood, Stephanie Skourtes, Nicole LeMire**

The Justice, Equity, Diversity and Inclusion (JEDI) Committee was established two years ago as part of the Board's commitment to diversifying the Board.

The JEDI Committee is charged with ensuring the REACH Board is a comfortable, accepting and welcoming place for the diverse voices of REACH's catchment area. These voices include Black, Indigenous, and all People of Colour (BIPOC); Lesbian, Gay, Bi-Sexual, Trans, Queer, Questioning, Intersex, Pansexual, Two-Spirit, Androgenous & Asexual (LGBTQQIP2SAA); and women, as well as diversity of ages; abilities; life experiences; and social, financial, cultural, or educational backgrounds.

This year, the JEDI Committee continued work on its Action Plan, a series of recommendations as part of the Board's work to address potential barriers preventing key voices from seeking election to the REACH Board. Work included the trial of a new onboarding program; a Buddy System for new Board members; implementation of a reimbursement policy for things like childcare, transit, parking, and gas; and the introduction of a refined meeting structure that offered more flexibility for Board members.

In the coming year, the JEDI Committee will continue to support the Executive Committee in carrying out the modernized onboarding process and a refined meeting structure. The Committee will also continue to explore ways to involve REACH Board alumni in Board advocacy and activity in a meaningful way.

*Respectfully submitted, Emma Macklem, Committee Co-chair*

## PROGRAM PLANNING AND EVALUATION COMMITTEE

**Members: Colleen Fuller (Chair), Barbara Wood, Jane Turner, Jean Kavanagh, Kimberly Laing, Piotr Majkowski, Nicole LeMire**

The Program Planning and Evaluation Committee (PPEC) is responsible for recommending direction for program planning and priorities; to review the strategic plan annually and to provide direction on effective Board oversight.

During 2022-2023, the PPEC along with the entire REACH Board faced unique challenges as we struggled to emerge from three years of COVID and public health restrictions. As COVID spiked numerous times over the course of the year, both PPEC and Board meetings were cancelled – including the 2023 annual retreat. These disruptions had an impact on the PPEC's work.

Early in the new year the Committee reviewed the new agreement between Doctors of B.C. (which represents BC physicians) and the Ministry of Health. We were concerned that the new agreement might put pressure on REACH to move to a fee-for-service model, so we brought several recommendations to the Board for action. These included a reaffirmation of the Board's commitment to a non-fee-for-service payment model for REACH physicians and a recommitment to the priorities set out in our strategic plan (Indigenous Health and Wellness; Access to Quality Health Services; Community Engagement; Healthy Workplace; Strategic Partnerships).

In 2023, REACH received a grant from the Vancouver Foundation to support an evaluation of cost-effectiveness across the organization. This will provide important and relevant information, including for our efforts to achieve global funding.

Finally, the PPEC discussed the strategies to achieve global funding, something REACH has struggled to obtain since 2016. Global funding remains an important objective and the Committee will continue to work closely with the Board president and the Executive Director on this goal.

*Respectfully submitted, Colleen Fuller, Committee Chair*



# A Year at a Glance



## Exploring the Wellness Path

Our Mental Health Workshop series participants took a transformative journey of self-discovery and healing in nature. They committed to weekly adventures, forming connections within themselves, with each other, and with the natural world.



## International Day for the Elimination of Violence Against Women

Purple unity against Gender-Based Violence! Our team stands united, wearing purple ribbons to champion the cause of ending gender-based violence. Together, we wield the power to create lasting change.



## PRIDE @ REACH

Colour, Connection and Community power! Our third annual PRIDE event was colourful, informative and lots of fun! We joined hands with Rainbow Refugee and Health Initiative for Men (HIM) as allies of the 2LGBTQIA+ community.



## Extreme Heat Safety Workshop

Vietnamese community beat the heat! With translation support for this workshop, we explored cooling tips, spotting signs, and ensuring safety. Participants left with cooling kits, empowered to conquer the heat.



## Sewing Workshop

Middle Eastern community members mastered sewing in our Women's group, progressing from handwork to machines. Sewing not only lets them make family clothes but also fosters independence.



## National Indigenous Peoples Day

Embracing Wisdom and Unity! Our hearts were enriched as Indigenous Knowledge Keepers and Elders graced our community, breathing life into tradition through rhythmic drumming, soulful songs and cleansing smudging.



## Volunteers Make a Difference

Shining a spotlight on our devoted REACH volunteers! Their collaboration with staff and their teamwork are invaluable. We extend our heartfelt gratitude for being the force behind our success!





### UGM's Summer Connect

This Downtown Eastside event serves as a beacon of information and hope for the community. Deep gratitude to the Union Gospel Mission team for organizing another successful event, opening doors to health services for hundreds of community members.



### Community Dental Care Day

REACH Dental team partners with First Nations Health Authority (FNHA)! They joined forces for a day of giving back, offering complementary dental services to brighten the community and spread smiles.



### Change of Seasons Gathering

Elders bless cuisine! The Elder's words echo: "Without the snow there is no water for us, no salmon... and no berries in the mountains and valleys." A beautiful event with Britannia showcasing how nature and community are inextricably intertwined.

### REACH on Instagram

We expanded our reach by pioneering an Instagram contest. Our community, alongside dedicated staff, shared their diverse personal wellbeing tools and strategies.



### International Nurses Day

Our exceptional nursing teams make it happen! A pivotal force behind our team-based care approach, our nurses' dedication and skills continue making a difference. Hat's off to them!



### Sharing REACH Model

Presenting community health centre and its service delivery model to a delegation of 25 leaders from Unimed a large Health Coop in Brazil.



### Make It! Art Program adds Community Mural

Celebrating a Musqueam Masterpiece on 1069 Commercial Drive! A burst of excitement as we revealed a captivating community mural by the talented Atheana Picha. In partnership with Frog Hollow and REACH, we proudly brought this powerful art to life.



### Thanks Board of Directors

Our voluntary Board, rich in experience and expertise, collaborates with diverse staff representatives to support and enhance community health and wellbeing.

### Celebrating Social Work Month

Our REACH Social Workers shine bright! Among the most caring and compassionate souls, they are pivotal in our team-based care model. Nurturing mental health and well-being, they skillfully guide our community members through a complex array of health resources.





### Stay Safe from Extreme Cold

As winter's grip loosened, we collaborated with Britannia to host an Extreme Cold Safety workshop. Equipping participants with essential preparedness skills, they left with cold weather safety kits – ready to brave the elements with confidence.



### Pink Shirt Day

Taking a stand against bullying! A splash of pink united our staff to share our commitment to kindness, empathy, and understanding. Our team believes in the power of collective action to create a world free from bullying.



### Staff Lunch and Learn

Resilience Unveiled! We were honoured to host Jimi Delorme, Author and residential school survivor for a staff lunch and learn. Through his lived experience and powerful wisdom, he illuminated the 'red road' to healing, leaving us educated and inspired.



### Kudos to our exceptional Physicians and Nurse Practitioners

Their personalized medical care enriches the lives of our community members and patients. Their dedication does not go unnoticed – we are deeply grateful for their contributions!

### Connecting with Nature and Community

Outdoor physical activities and connecting with nature are great ways to help maintain overall well-being. Our Middle Eastern Women's Group and their children enjoyed this grounding event.

# Special Acknowledgement

## Nicole LeMire at the YWCA Women of Distinction Awards Ceremony



(Photographed second from the left)

On May 9th 2023, Nicole LeMire was one of 78 B.C. women honoured at the YWCA Women of Distinction Awards Ceremony in Vancouver in recognition of her contribution to REACH and, more broadly, for her leadership in B.C.'s health sector. Among the achievements highlighted was her work in developing team-based, interdisciplinary care, and the confidence and support she has earned from a staff of over 190 people, the REACH Board of Directors and from our diverse community as a whole. The honour recognized her work during COVID, which hit our community particularly hard. During the pandemic, as the number of patients without access to primary care rose across the province, Nicole significantly increased access

“

*I appreciate what REACH does to help sustain a healthy community fulfilling our mission and values. I'm inspired by the organization which turns challenges into opportunities. I know this is a lot to do with vision and leadership of the Executive Director.*

Staff at REACH

”

to REACH services. In 2020, she opened the REACH Urgent and Primary Care Centre (UPCC), the first UPCC in the province to be located in a community health centre. This enabled over 15,000 additional people to be seen annually by a team of healthcare providers including doctors, a clinical pharmacist, nurse practitioners, and social workers.

In 2022, Nicole created a unique Health Equity and Community Engagement Department (HEED) to address social determinants of health with a strong focus on seniors, Indigenous peoples and people struggling with substance use, mental health disorders, poverty, and racism. She established an Indigenous advisory team, including an in-house Elder, to identify appropriate health services for Indigenous community members. All of these programs contributed to an overall increase of 30% in the number of Indigenous patients attached to the REACH Medical clinic. Nicole also obtained cultural safety training for both staff and Board members to better support, work with and serve Indigenous community members who represent 7% of REACH's client base.

Since joining REACH as Executive Director in 2018, Nicole has emerged as one of B.C.'s most knowledgeable and skilled leaders in primary healthcare. These achievements, and the positive impact they have had on our organisation, patients and clients, and on our community, were among the reasons that the YWCA chose to honour this remarkable woman in 2023. It is a well-deserved recognition and one extended to her by the REACH Board of Directors as well.

*Respectfully submitted, Colleen Fuller  
- Board of Director/Former Board President  
(2019-2022)*

# Special Thanks

## Embracing the Remarkable Contributions of REACH's Team

- Administration
- Dental Clinic
- Medical Clinic
- Health Equity and Community Engagement Department (HEED)
- Pharmacy
- Urgent and Primary Care Centre (UPCC)

## Honoring our Board of Directors

- Barbara Wood – President
- Daniel Cook – Vice President
- Janell Cosco – Treasurer
- Emma Macklem – Secretary
- Colleen Fuller
- Cyndia Cole
- Jean Kavanagh
- Kimberley Laing
- Usman Mushtaq

## Recognizing Staff Representation on the Board

- Afshin Jaber – Pharmacy
- Brenda Sang – Dental Clinic
- Caroline Reilly – UPCC
- Daisy Kler – HEED
- Flavia Silveira – HEED
- Wendy Redhead – Medical Clinic

## Extending Gratitude to our Valued Funders

- Asian Women for Equality
- BC Association of Community Health Centres
- BC Community Safety and Crime Prevention
- BC Council for Families
- BC Dental Association
- BC Gaming Commission
- BC Ministry of Children and Family Development
- BC Ministry of Health
- BC Ministry of Social Development and Poverty Reduction
- Bob and Judy Hager Family Fund, held at Vancouver Foundation
- Canadian Action Initiative
- Canada Food Centres
- Canada Summer Jobs
- Canadian Association of Community Health Centres
- Canadian Emergency Wage Subsidy Program
- Canadian Women's Foundation Grant
- City of Vancouver
- Employment and Social Development Canada
- Immigration Refugees and Citizenship Canada

- Indigenous People's Resilience Fund (in partnership with Vancouver Native Housing Society)
- Private Donors
- Service Canada
- United Way of the Lower Mainland
- Vancouver Coastal Health (SMART Funds, Primary Care, UPCC, PCN)

## Acknowledging our Collaborative Partnerships

- 4-1-1 Senior Society
- Battered Women's Support Services
- BC Dental Association
- BC Centre for Disease Control
- BC Housing
- BCIT
- Brightside
- Britannia Community Centre
- Britannia Lodge
- Burnaby Neighbourhood House
- Canadian Mental Health Association
- Catherine White Holman Wellness Centre
- CARES-EH
- Citizenship and Immigration Canada
- City of Vancouver
- College of Dental Surgeons of BC
- Covenant House
- Correctional Services
- Eastside Family Place
- Elizabeth Fry Society
- First Nations Health Authority
- Frog Hollow Neighbourhood House
- Frontier College
- Gathering Place
- General Practice Services Committee (Practice Support Program collaboration between Doctors of BC and Ministry of Health)
- Girls Who LEAP
- Greater Vancouver Mental Health Team
- Good Food Fund
- Grandview Woodlands Food Connection
- Grief and Loss Society
- Harwood Women's Clinic
- Health Data Coalition of BC (HDC)
- Health Connection
- Health Emergency Management British Columbia (HEMBC)
- Health Initiative for Men (HIM)
- Indian Residential School Survivors Society
- John Howard Society
- Kilala Lelum
- Kinbrace Community Centre
- Kiwassa Neighbourhood House
- LifeLabs
- Lower Mainland Grief Recovery Society
- Lu'ma Housing

- Ministry of Social Development and Poverty Reduction
- Metro Vancouver Indigenous Health Society
- Mid Main Community Health Centre
- Mount Pleasant Neighbourhood House
- MOSAIC Vancouver
- Our Place
- Pacific Immigrant Resources Society
- Pacifica Treatment Centre
- Peggy's Place
- Portland Society
- PosAbilities Association of BC
- Provincial Health Services Authority
- Rainbow Refugee
- Raven Song Health Centre
- RayCam Community Centre
- REACH Indigenous Advisory Committee
- Regional Addiction Program (RAP)
- Renfrew Collingwood Seniors Society
- RésoSanté
- RICHER
- RISE Community Health Centre
- Robert and Lily Lee Family Community Health Centre
- Saa'ust Centre
- Sanctuary Health
- Self-Management BC
- Sheway
- Simon Fraser University
- Société de développement économique de la Colombie-Britannique (SDECB)
- SOS
- South Vancouver Neighbourhood House
- St-Paul's Emergency Department
- Strathcona Community Policing Centre
- Swan Vancouver
- The Kettle Society
- Thrive Living Society
- UBC Faculty of Medicine
- UBC School of Social Work
- University of Victoria
- Umbrella Health Collective
- Union Gospel Mission
- Vancity
- Vancouver Aboriginal Health Society
- Vancouver Aboriginal Policing Station
- Vancouver Coastal Health Authority
- Vancouver Community College
- Vancouver Division of Family Practice
- Vancouver Native Health Society
- Vancouver Native Housing Foundation
- Vancouver School Board
- VGH's Emergency Department
- Watari
- West Coast Medical Imaging
- Whole Way House Society

# Dashboard

Dept	Indicators	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Medical	Physician Panel Size (D-74)	4,312	4,531	5,141	5,027	5,110	5,385	5,338
	Total Appointments (D-82)	23,961	24,161	30,135	32,089	37,076	37,360	36,350
	Physician Visits	18,603	19,379	21,738	20,755	22,922	23,001	22,251
	Nurse Practitioner Visits					1,767	2,514	2,818
	Nurse Visits	3,962	2,814	6,150	7,951	9,087	8,517	8,517
	Social Worker Visits	524	565	870	1,015	1,456	855	855
	Counsellor Visits	872	1,069	1,377	1,377	1,844	1,858	1,858
New Patients (D-77)	441	531	801	374	401	336	245	
Pharmacy	Caseload	2,547	3,132	4,410	5,107	6,508	8,444	9,244
	Prescriptions Filled	20,048	33,740	51,067	58,817	64,785	72,748	77,249
	Total Consultations	5,122	8,087	8,103	8,769	10,293	10,935	12,500
Dental	Total Visits	7,733	9,189	10,317	10,068	6,826	9,102	9,170
	Panel Size (in past year)	2,627	2,865	3,401	3,605	3,142	3,285	3,562
	# of Patients on Active Recall	1,555	1,553	1,574	1,647	1,649	1,520	1,730
	Total # of Recall Visits	1,067	1,142	1,191	1,232	823	1,080	1,168
MFC	Subsidy Spending Against Budget	\$305,714	\$366,875	\$427,993	\$456,493	\$345,362	\$498,765	\$544,134
	Service Contacts	16,148	18,055	16,353	14,678	17,132	18,140	15,444
	New Participants	2,333	2,382	928	909	636	769	1,325
UPCC	# of Group Sessions	503	528	684	464	241	367	407
	Total # of Visits					20,205	19,025	18,845
	Total # of In-Person Patient Visits					15,815	18,003	17,971
	Total # of Virtual Visits					4,390	1,022	381
	Average Per Day					58	55	52
	Total to Date					20,205	39,230	59,207
	# of Phone Calls					23,084	13,059	5,996
	# of COVID Tests					7,504	2,477	127
	# of Patients Self-Identified as Indigenous					N/A	316	674
# of Patients w/o MSP					N/A	1,361	2,531	





# REACH

Community Health Centre

Building healthy, sustainable communities since 1969



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