

REACH

THE MANY SERVICES OF REACH COMMUNITY HEALTH CENTRE



Nutritional Services



Medical Clinic



Pharmacy Services



Dental Clinic



Multicultural Family Centre



Administration Services



Counselling Services



Community Awareness

ANNUAL REPORT
2005



Research

Education

and

Action for

Community

Health

REACH Community Health Centre

REACH is a community health centre that has been located in the east side of Vancouver since 1969. We became incorporated as a non-profit society in 1970 with a Board of Directors comprised primarily of community members and patients of the clinic. REACH has, since its inception, strived to meet the medical, dental, and cultural needs of the community with an emphasis on prevention and the development of programs, which reflect the ongoing needs of the ever-changing composition of the community.

REACH strives to reflect the philosophy of community health centres, which promotes a team approach in a non-profit setting with all staff, including dentists and physicians on salary.

The community of which REACH is a part is a richly diversified ethnic setting in the area known as Grandview-Woodlands. Many of the residents have a lower than average income, with a high level of single parent family households. REACH has adopted the definition of health as: "The extent to which an individual or group is able on one hand to realize aspirations and satisfy needs: and on the other hand, to change or cope with the environment." Our community health centre strives to incorporate this definition of health in its culturally sensitive programs and multi-disciplinary approach to the delivery of services.

REACH has a strong commitment to community development and strives to practice a collaborative relationship with users of the clinic. There is an equally strong commitment on behalf of the staff to illustrate an openness and acceptance of the ethnic, cultural and social diversity which is found in our community.

REACH COMMUNITY HEALTH CENTRE

Our Mission: To improve the health and well being of our community

President's and Executive Director's Report

This past year has been another busy one at REACH, with many new successful initiatives.

We have undertaken a number of changes to the physical building. Most of you will have seen our beautiful new front desk and the new meeting room located beside the Dental Reception area. We have also made changes to the Multicultural Family Centre offices that make more efficient use of the space downstairs. We are continuing to enhance the flow of traffic in and around our doctors' offices and examining rooms. The doctors now work together in a common office area and medical patients are assisted into examining rooms by the clinical coordinators. We are finding that these changes have resulted in more efficient use of the doctors' time.

Our Board committees are continuing to plan for REACH's future as well. The Facilities committee successfully applied for a grant that was used to fund a feasibility study with regard to future building planning. This work is continuing in the year to come - stay tuned!

We have had a couple of energetic new faces join us this past year. Tammy Rogers is the "new nurse on the block", very capably stepping into the role left vacant by Joanne Thiel who retired last year. Tammy is a Primary Healthcare Nurse Practitioner who trained at McMaster University. We were lucky to persuade her to leave her position in Enderby and join our team. In addition to her many nursing duties, Tammy is running a diabetes group together with Dr. Layla Wickremasinghe.

Another recent addition to the REACH team is Tamara Abramson who is consulting with us part-time on Fund Development. Tamara brings a great deal of knowledge and experience. She worked for seven years as the Fund Development and Communications Director of the Alzheimer Society of BC and has also worked with a number of other health and social service providers in Canada and the United States. Tamara was the creator and core organizer of the REACH Walk last spring, and she has initiated a number of fund development strategies together with members of the REACH Board and other volunteers. You can read more about these fund development strategies in the Fund Development Report.

This year we have continued to progress towards our goal to increase the quality of care we provide, particularly to clients who are managing chronic diseases. We started two new peer support groups, one aimed at diabetes and the other at depression. We have distributed surveys to both clients and staff in order to gather feedback about the services we provide and we are keen to receive input from a wide range of people who care about REACH and our services. We want to use that feedback to continue to plan new ways to offer services to the communities we serve.

Earlier in the year, Board Treasurer, Tracy-Anne Northey and Executive Director Barbara Bell traveled to Winnipeg for a National Conference on Primary Health Care. They were pleased to learn that after over 35 years of REACH and other Community Health Centres advocating for interdisciplinary teams as a means of providing community health care, the idea seems to finally be catching on across Canada. The recent increased focus on primary health care in Canada is good news for those of us who believe in our model.

It has been a year of busy activity and new starts at REACH, and this spirit of growth and change will continue as we welcome a new Executive Director this winter. REACH has a long and rich history of partnership between our staff, volunteers and community to provide the best possible health care. We will be taking advantage of that partnership to guide us through the exciting year ahead.

Elizabeth Barbeau
President

Barbara Bell
Executive Director



Then
(1979)

Now
(2005)



REACH'S Resounding Demand Carries On

Fund Development Director

Tamara Abramson

This past year, REACH succeeded in alerting our neighbours and dental community about what a valuable resource REACH has been over the years. At 35 years young, REACH has provided exceptional primary health services including medical, dental, counselling, nutritional, and other related programs.

Our Multicultural Family Centre (MFC) continues to reach out to new African, Latin American and Vietnamese immigrants. MFC's main focus is to help people learn how to access health care, employment, education, and social activities more effectively. This empowering knowledge and support allows new members of the Canadian community the opportunity to better adapt to life in a foreign land.

REACH Community Health Centre receives 81% of its over-all funding from the government and traditional funding sources. The remaining 19% must be raised by other means.

People are regularly surprised to learn that REACH is a non-profit centre - ***and that many of our programs are not funded on an on-going basis.*** Examples of some financially uncertain programs include a number of MFC programs, dental emergency services for the underserved, and the purchase of medical and dental equipment.

This year, REACH was excited to receive \$28,000 from generous individual donors. It is an excellent start, and we are most grateful. In the year to come, we will continue to tell the stories of the increasing number of people who turn to REACH for what many of us take for granted – quality healthcare in its broadest sense.

There are many ways which people can “reach” out and make a difference. We urge everyone to consider the following:

- Volunteering
- Supporting our annual fall fund development campaign
- Participating in our annual **REACH Walks for Health**
- Designating REACH as one of your chosen charities through your workplace United Way Employee Giving Program (we do not automatically receive funds from the United Way unless it is designated)
- Sponsoring an event through your work or in your neighbourhood for REACH
- Naming REACH as a beneficiary in your will and/or life insurance policies

Please contact our Fund Development staff or Executive Director for more information.

REACH's New Look

A new dynamic newsletter format and website were developed for easier access and recognition. **REACH for the News** provides our membership with current information about the activities at REACH, including new programs and events.

The final touches of our internal renovations took place this year making REACH even more comfortable and spacious.



Annual Campaign

In November, 2004, we launched an annual “appeal letter campaign” to members of REACH and to the dental community. It was a valuable opportunity to share more information about REACH’s work and we were gratified by the response that we received.

REACH Walks for HEALTH

On March 19, 2005 REACH proudly held its first annual community walk in glorious sunshine at Grandview Park. Thanks to over 200 participants who walked the course, countless sponsors and volunteers, the event was great fun and raised additional funds for our programs. The fantastic volunteer committee, which worked so tirelessly on this event, has indicated that they will return to help organize REACH's second annual walk.

Major Sponsors for the 1st Walk for Health included:

Commercial Drive Business Association
David Narine and Associates
Health Sciences Association
Hemptown
Uprising Breads
Vancouver Courier
WaaZuBee Café

Other generous sponsors were:

BC Dental Association
BC Nurses Association
East End Food Co-op
International Loss Prevention Systems



REACH Program Summary

2004/2005

Medical Program

- Family Practice Primary Care.
- Prevention (health education).
- Participation in health research activities.
- Participation in St. Paul's Hospital medical staff and planning committees.
- Consultation with other care-providers and community groups, health professional training of family practice residents, nursing (RN and LPN), and Medical Office Assistants.
- Advocacy for groups and individuals in health system.
- Vietnamese, French-speaking and Spanish-speaking patient health care.

Dental Program

- Primary care dentistry.
- Hygiene and prevention programs (health education).
- Advocacy – development of low cost treatment programs.
- Consultation with other care-providers and community groups.
- Advocacy for individuals and groups in the dental health system.
- Training of dental students, dental hygienists, dental assistants, and receptionists.

Pharmacy Program

- In-patient dispensing.
- Patient counselling on prescription drug use.
- Consultation with other care-providers and community groups.
- Prevention (health education).
- Health professional training (pharmacy students).

Nutrition Program

- Individual counselling.
- Consultation with care-providers and community groups.
- Advocacy for nutrition policies.

Counselling Program

- Individual counselling.
- Group programs, i.e., Changeways.
- Advocacy with individuals and groups in the health system.
- Consultation – community groups/other care-providers.
- Health professional training (social work, counseling, art therapy).

Multicultural Family Centre

- Information for new immigrants and refugees.
- Referral to health, community, and social services.
- Practical help in dealing with various agencies, filling out forms, etc.
- Cross-cultural facilitation, including facilitating medical & other agency appointments.
- Individual, family, and group counselling.
- Our programs include Latin American Men's Group, Latin American Women's Group, English Conversation Groups, Latin American Senior's Group, Computer Drop-in, Basic Computer Skills, Citizenship Preparation Classes, African Women, Children and Youth Programs, Basic Literacy (Spanish), Health & Parenting Education Programs, Healthy Eating Active Living (HEAL), and Diabetes Prevention Management Program.

Partnership Programs

- Youth Clinic with North Health Unit, Vancouver Coastal Health Authority.
- Vietnamese Seniors Program with Britannia, Strathcona and Mount Pleasant Community Centres.
- Energy Healing with students in the Langara/Coastal Health Integrated Energy Healing Program.

Administration

- Management.
- Accounting/Payroll.
- Medical Billing and Statistics.
- Clerical/Secretarial.
- Board of Directors Support.
- Community Liaison/Fund Development.
- Computer Systems.



Thank You To Donors

We regret that we are unable to list all the names of the many individuals who generously gave financial donations to REACH. We applaud each and every one of you for your support. Each gift makes a significant contribution to the future of REACH's programs and services.

Our Donors Speak Out

"I know that my donation will go directly to support the vital work done at REACH. People who are in genuine need are welcomed here. They are helped and steered in the right direction if they need additional help." **Trish Morrison, Donor**

*"As an owner of a local business, I was asked to consider sponsoring **REACH's Walk for HEALTH**. I have been a patient at REACH for over 20 years. I did not know that REACH was non-profit and needs donations to fund some of its programs. Of course I said yes, and I encourage other local businesses to donate. Celebrating 35 years in this community this year – REACH has been there for us!"* **Don McGinn, Patient and Owner of Uprising Breads**

"I believe REACH's Dental Program provides high quality care in an incredible atmosphere. It is unfortunate that dental care is not seen by the government as an essential healthcare service. As a result so many people are falling through the cracks". **Barbara Bell, Staff and REACH Dental Patient**

"My father was a dentist for over 35 years. When he passed away I wanted to contribute to something meaningful in his memory. Even though I don't live in the area, I know about the valuable work that REACH does. I contacted REACH and set up an 'Emergency Dental Fund' for working poor individuals and their families. I know my father would be most supportive of the help that this fund provides." **Kathy Booth, Volunteer and Founder of the Dental Emergency Fund**

*"I attended **REACH Walk for HEALTH**" in March and experienced the strong sense of support and community. I have an on-going interest in learning about and preserving multicultural uniqueness. I also have empathy for those facing the daunting task of starting a new life in a totally new country. I applaud the supportive help that REACH provides in this regard."* **Gale Woodward, Donor**

The Board of Directors and staff would like to thank the following partners for their continued generous support of REACH and the concept of community health care:

Anonymous Donors
Britannia Community Services Centre
B.C. Council for Families
Health Canada
Langara College
London, Ontario Inter Community Health Centre
Ministry of Community, Aboriginal and Women's Services – Settlement & Multicultural Branch
Mount Pleasant Starship Community Charitable Associations and all its patrons
Settlement & Multicultural Branch
United Way
University of British Columbia – Faculties of Medicine and Dentistry
Van City Savings Credit Union
Vancouver Coastal Health
Vancouver Community College
Vancouver Foundation

Celebrating the Retirement of Darlene Bothwell



Darlene Bothwell retired recently from her position as a Full-time File Clerk in the medical department. She started full-time with REACH in September of 1991.

Darlene has seen the file cabinets increase from one or two in the hallway outside the pharmacy to about six banks of files. As part of our recent renovations and due to the privacy act, an actual file room was built and all the files are now in one room. Darlene now had the luxury of having an actual desk to work from. The file room is one of the busiest areas of the clinic with people coming and going all day. Darlene did a great job of organizing everything to do with the files. She had a remarkable ability to actually remember the chart numbers of many clients.

Darlene is now enjoying her large garden (while trying to keep the deer from eating all the vegetables) and the spectacular water and mountain views from her home in Gibsons.

Program Statistics *2004 - 2005*

Primary Medical Care Services	16,224
Youth Clinic Services (VCHA)	1,530
Primary Dental Care Services	6,480
Pharmacy Program Services	5,620
Counselling Program – Individuals and Groups	658
Nutrition Program – Individuals and Groups	531

Multicultural Family Centre

Total Service Contacts	12,993
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(Includes programs and services provided by MFC staff, volunteers and the HEAL program)

Community

African	3,580
Latin American	5,929
Vietnamese	2,566
Other & Third party	918

Age		Gender	
Child	1,751	Male	5,091
Youth	1,012	Female	7,902
Adult	6,976		
Senior	3,254		

Service Provided

Information	2,365
Counselling	742
Referral	661
Cross-Cultural Facilitator	2,433
Practical Assistance	1,624
Service Bridging	333
Group Facilitation	5,968
Advocacy	285

*Condensed Statement of Revenue and
Expenditures and Members Equity
For the Year Ended
March 31, 2005*

REVENUE:	2005	2004
Medical Grants	2,029,600	2,486,224
Dental Fees	761,744	727,407
Pharmacy Sales	263,551	232,774
Multicultural Family Services	236,937	237,854
Other	<u>295,534</u>	<u>303,309</u>
	3,587,366	3,987,568
 EXPENSES:		
Direct salaries, wages and employee benefits	2,483,791	2,748,632
Direct services and supplies	539,543	484,503
Administration	<u>518,951</u>	<u>479,460</u>
	3,542,285	3,712,595
 Net Expenditures over Revenue	 45,081	 274,973
Net Assets available, beginning of year	446,659	171,686
Net assets available end of year	491,740	446,659

**Full Audited Statements
are available at the office of
REACH Community Health Centre**

Treasurer's Report

April 2004 - March 2005

Our funding from the Vancouver Coastal Health Authority has been stable this year providing some calm for the majority of the organization. All retroactive payments were received and other funding sources remained constant, some with a slight increase. Funding for the Multi-cultural Family Centre's programs was also stable for 2004/5; however, this program is facing some funding challenges for the coming year.

Having received all of the retroactive monies due for 2002 through 2004, the Board was able to review salaries throughout the organization. It was felt that it was time to do a survey of external salaries and compare them as best as possible to the positions at REACH. Although there continues to be an emphasis on internal equity between the various wages earned, the survey indicated that the professional staff at REACH had been falling significantly behind external fair market values. It was agreed that increases would be provided with the desire to bring everyone up to the market value (albeit the low end) as much possible given the available funds.

Due to a delay in programming our new Electronic Medical Record system, REACH's Primary Health Care Transition grant was under spent this fiscal year, however will be totally utilized next year. Gaming funds remained constant despite the many changes in this industry. REACH's Fund Development program had a good first year, bringing in over \$28,000. Expenses were almost equal, but this is excellent for the first year. Please see the separate report on Fund Development for all of the details of last year's activity.

REACH's total expense budget was \$3,542,285 (\$3,712,595 prior year) for the fiscal year April 1, 2004 through March 31, 2005. These figures more accurately reflect the annual costs of providing REACH's services to the community as the prior year included retroactive wage increases of over \$200,000. Wages are 81% of our total expense budget this year and of this 86% was paid for direct primary care services. Increases in the balance of the expenses include a one time expense of about \$20,000 on legal fees to develop our privacy policies and bring all of our documentation in line; changeover to a new voice mail system; and, provide additional repairs and maintenance to our old building. However, overall, we ended the year with a surplus of about \$45,000 which was invested in assets. The very good news is that the Board agreed to pay the final lump sum of our mortgage! We now own our building as of May 31, 2005!

The year has been encouraging in terms of REACH's fiscal disposition, current and future challenges not withstanding. I would like to thank my colleagues on the executive committee, which now also acts as the finance committee.

Tracy-Anne Northey
Treasurer

Statement of Principles

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

REACH remunerates staff by salary.

REACH provides services using inter-disciplinary teams.

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

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

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

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

Gorgene Evans

This summer marks the end of Gorgene Evan's 30 years with REACH, and what a career it has been. Thirty years marked by hard work, dedication and commitment to the centre. Gorgene started as a secretary/bookkeeper in October of 1975 and, with perseverance and hard work, she rose to become the first Administrative Coordinator for the centre. Gorgene continues in her role as bookkeeper to this day, having chosen to retire and do contract work and special projects for REACH.

Gorgene's accomplishments have been many and impressive throughout the years. During her long standing tenure at REACH, Gorgene has oriented and trained the many Executive Directors who have come and gone in the last 30 years. Working along side such names as Barbara Olsen, Brian Hadden, Chris Wamsely, Marilyn Forster, Pat Archibald, Ian Ross, John Silver and Barbara Bell required that Gorgene adapt to many different styles! In her strong and unassuming manner, Gorgene was always at the helm guiding the staff through the stages of going through "the next executive director." Her strength, knowledge and constant presence in the administration department provided the needed continuity that staff could consistently rely on.

Gorgene's career profile at REACH encompasses many other accomplishments. She assisted and coordinated the computerization of the administration department. She also helped establish and implement the Peer Review Evaluations Process and the Salary Compensation Grid System. Both these systems are still being used today and her expertise is called upon when training new Executive Directors. Gorgene was consistently successful in generating solutions to increase efficiency and productivity for her department. With her integrity, gentleness and kind words, she molded, trained and left a legacy for many of us to live up to and carry on.

As her successor, I am honored to carry the torch. However, there are things that can never be duplicated. Gorgene's sense of style, arriving in the morning with a new colorful outfit always helped brighten the dull and dungeon-like atmosphere of the administration department. Her constant pursuit for time-sheets has left her the legacy of "time-sheet queen", making sure that all staff received their paycheques.

In appreciation, the Board and Staff of the REACH Community Health Centre would like to express their gratitude for all she has done over the past 30 years. Congratulations, Gorgene, and many thanks for playing such a big part in making the past, present and the future of REACH a better place to work.

Lina Fabiano
Administrative Coordinator

Celebrating the Career of Gorgene Evans



REACH COMMUNITY HEALTH CENTRE

Celebrating Over 35 Years of Community Health in Community Hands

1145 Commercial Drive, Vancouver, BC V5L 3X3

Administration (604) 254-5456, Fax (604) 254-8789

Medical (604) 254-1354, Fax (604) 258-9190

Dental (604) 254-1331

Multicultural Family Centre (604) 254-6468, Fax (604) 254-1079

Healthy Eating and Active Living (604) 254-1374

Fund Development Office (604) 254-5456 ex. 270

Website www.reachcentre.bc.ca

Charitable Registration Number – 107877375RR0001