

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



REACH Community Health Centre

**ANNUAL REPORT
2007 - 2008**

Mission Statement

To improve the health and well-being of our community.

Statement of Principles

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

REACH remunerates all staff by salary.

REACH provides services using interdisciplinary teams.

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

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

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

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

President's Message

A year has passed and once again REACH has had some interesting times. Our Executive Director resigned her position, and in the time from November 2007, to August of this year, the amazing staff at REACH have again stepped up and gone beyond the call of duty.

In the absence of an ED, the co-coordinators of each department at the centre have come together and shared the running of the centre. Most wouldn't have noticed that anybody or anything was amiss, and that is testament to the excellent job this team has done. But to say we were leaderless would be overstated, because a leader did step forward. Lina Fabiano, the administrative co-coordinator, has done an amazing job of keeping us all informed, of leading us to what needed to be done, when, and how. She is an amazing woman who has done a great job, and to her, our hats are off. Thank you Lina. Of course she did not do this in a vacuum, as the rest of the admin staff also helped keep us afloat. Thanks to Deb, Eva, Yumi and Darlene. We have also had help from our former ED, Barbara Bell, who came forward, when asked, and has been helping with our budget and audit. Thanks, Barb.

Despite all of this extra activity, the staff has continued to operate a first class community health centre. They continue their every day practice of providing care to all of the clients and patients who walk through our doors. The medical side is continuing to work on streamlining the way in which all of the paper work gets done, using a computer system. The dental unit has bought and trained on new equipment, and is undergoing a restructuring of the unit. The Multi-Cultural Family Centre, downstairs, continues to serve an underserved population in innovative ways, as well as winning an award from the Canadian Red Cross.

It was once said that heroes do not act extraordinary in extraordinary times, but act ordinary in extraordinary times. This is what our staff has done. It comes as no surprise to me. A more dedicated, committed and passionate staff will not be found anywhere. Once again, I thank you, and commend you, and am very proud to be associated with all of you.

This goes for the board as well. Although we unfortunately lost our president (Fran Gillis) along the way, we continued on. Thanks to Fran for her work, and a special thanks to those board members who took on extra work during this transitional time. I will not list them all by name here, but this group of dedicated people volunteer their time, well beyond a once a month meeting. Thank you for your commitment to this place. As a fellow board member, and a long time patient, I truly appreciate it.

Further good news. REACH has hired a new ED. After two search committees, and many months, I am very pleased to announce that Greg Terpenning is our new Executive Director. He brings valuable strengths and skills with him. Greg comes from Surrey Community Services, and is happy to join our team. Welcome Greg.

There are few communities in B.C. that are as fortunate as ours to have community-based primary health care delivered in a setting where teams work together to serve our varying needs. To paraphrase a former REACH physician, when REACH was begun over 35 years ago it was on the cutting edge of health care delivery. Today, it still is!

Terry McNeney
President
Board of Directors

Program Highlights

Nutrition

In the centre, our nutritionist continues to provide nutrition education and counseling to individuals and families, as well as runs 2- 3 groups/year each of Mindfulness Based Stress Reduction and the Mindful Eating Course.

In the community, she concluded her 3 year term as co- chair of the Vancouver Food Policy Council, leaving the council with many exciting projects and policy initiatives underway.

Through out the year she has presented at two professional conferences, did numerous presentations and workshops with local community organizations, and 3 media interviews.

She has been meeting regularly with the VCH nutritionists, and co-chaired the committee to develop a proposal for an Obesity Strategy for VCHA.

Counselling

The Counselling services have been expanded to also focus on Family Counselling and Relationship Counselling, and will continue with Individual Counselling and Changeways Groups. A post Changeways monthly Group has been ongoing. Counselling services continue to be well used.

Program Highlights

MFC

CELEBRATING COMMUNITY!

The Multicultural Family Centre celebrates community! After 17 years of working with the Vietnamese, Latin American, and African communities, the MFC appreciates the high level of knowledge, skill, and energy shown by community members in their commitment to improving the health of their communities. We value the relationships of trust and mutual respect which we have carefully nurtured; this is a sensitive and complex process which takes into account constantly changing internal and external sociopolitical dynamics. We endeavour to provide a safe and respectful environment to allow people to share their experiences and their knowledge with others.

This year we have engaged community in the design and delivery of a number of health promotion projects, including two Latin American Community Diabetes Screening Events, one Vietnamese Community Diabetes Screening Event, one Francophone African Diabetes Education Event, the first Vancouver Latin American Seniors' Health Fair, the Tohio! Summer Literacy Camp for African children, our first African Family Winter Celebration, and the AMSSA Multicultural Health Fair. La Cosecha, the Latin American Community Garden, is a work in progress (check it out at the corner of Broadway and Clark!) In addition, 3 members of the MFC Advisory Committees were elected to the REACH Board of Directors for 2007/08, and the MFC received a Community Service Award from the Canadian Red Cross.

Program Highlights

Dental

The dental department has seen many changes throughout the last year. We received two very generous grants from both the Woodward's Foundation and the Dental Society. With those funds we are giving ourselves a well deserved "face lift". We have purchased a new software program which hopefully will make us paperless by early next year. Our radiographs are now being taken digitally, something both the dentist's and the patient's love.

Along with all the clinical changes we also have had many staff changes- Martina, Paisley, and Brenda are all a wonderful additions to the front desk. Dr. Derhami who has worked at Reach since 2001, left us in August. Dr .Laura Stewart has changed her schedule to once a month when she does oral surgery for our patients. Dr. Adam Chipiuk has joined our team and is working with us full time. The department has also undergone a structural reorganization with two new positions being implemented- Maria Botero is our dental coordinator and Lorna Pennykid is the dental administrator.

All in all it has been an exceptionally busy year with a number of challenges, but as usual the dental staff has risen to overcome all of them with a positive and team approach. Well Done Everyone!!!!

Program Highlights

Pharmacy

REACH Pharmacy has had another successful year. We filled well over 6000 prescriptions in 2007, even with 5 weeks of closures. This is an average of over 500 prescriptions per month which is our highest totals ever. We introduced a new blister packing service to help our clients with compliance issues, and we went online with more third party insurance providers to simplify payment for many of our clients. Our pharmacist was published in a couple of journals for his work in transgender hormonal therapy, and he has continued to consult with the Downtown Eastside Women's Clinic to help establish their own pharmacy. The upcoming year appears to be just as promising and we hope to build on the success of 2007.

Medical

Another year has flown by and the medical department remains busy as usual. All the medical staff has been working well together on our "paperless" journey.

Scanning all the medical documents into the patient chart has gone very well with a few minor hiccups along the way. Many more institutions are now sending test results directly through the computer which then are uploaded in to the patient electronic chart. This has made an impact on the front desk and filing positions so we are still trying to increase job skills so the staff can do other jobs within the centre.

Our complement of staff has remained constant with a number of "REACH seasoned" locums covering for physicians on holiday throughout the year. In the coming year we look forward to implementing more paperless techniques and creating some extra space by culling the paper charts and sending them to storage.

In Appreciation

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

B.C. Council for Families
B.C. Gaming Commission
B.C. Housing Management Commission
BDO
Britannia Community Services Centre
Burnaby Family Life Institute
Canadian Women's Foundation
Cedar Place Tenants Association
Certified Management Accountants
CKNW Orphan's Fund
Concord Pacific
DASH
Evergreen Foundation
Home Depot
Human Resources Development Canada
Kaatza
The Woodward's Foundation
Uprising Breads Bakery Ltd.
United Way of the Lower Mainland
University of British Columbia-Faculties of Medicine, Dentistry, and School
of Social Work and Family Studies
University of Dublin School of Social Work
University of Victoria School of Social Work
Vancity
Vancouver Coastal Health Authority
Vancouver Community College
Vancouver Foundation

**CONDENSED STATEMENT OF REVENUE AND
EXPENDITURES AND MEMBERS EQUITY
FOR THE YEAR ENDED March 31, 2008**

REVENUE:	2008	2007 (restated)
Medical Grants	2,170,258	2,135,066
Dental Fees	1,075,118	1,092,752
Pharmacy Sales	337,391	340,939
Multicultural Family Services	263,946	232,679
Other	<u>258,384</u>	<u>262,363</u>
	4,105,097	4,063,799
EXPENSES:		
Direct salaries, wages and employee benefits	2,886,324	2,736,214
Direct services and supplies	544,094	595,413
Administration	<u>719,302</u>	<u>674,167</u>
	4,149,720	4,005,794
Net Expenditures over Revenue	(44,623)	20,251
Net Assets available, beginning of year	637,018	616,767
Net assets available end of year	592,395	637,018

TREASURER'S REPORT

As you may know, for the majority of the term we were without an Executive Director and REACH was very lucky to have our former Executive Director, Barbara Bell fill in for the accounting aspect of the job. Barbara kept the finances accounted for and afloat and revamped the budget all the while keeping the executive and board of directors well apprised of her progress.

Certain projects and fundraising events were suspended this year for energy to be directed in other areas but the bingos went on as planned and we thank the volunteers for that.

REACH is now in very good hands with Greg Terpenning and the next executive will be lucky to work with him.

**Leslie Brunanski
REACH Treasurer**

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