

## REACH's Innovative Community Health Care

### Speakers in video

Dexter McMillan: Engagement and Outreach Coordinator

Colleen Fuller: Vice President – Board of Directors

### Audio Transcript

**[Video Description: "REACH's Innovative Community Health Care"  
"Interviewees: Dexter McMillan & Colleen Fuller"]**

**Dexter:** [0:00:16] My first day at REACH was pretty enlightening coming into an environment where you know it's clear that everyone cares about the community and the work that they do.

Everyone was so passionate. So REACH primarily cares for the neighborhood of Grandview-Woodland, in the East Vancouver region of Vancouver and the boundaries are from Main to Boundary and from the water down to 41st. The fact that we have a Medical Department, a Dental Department, a Pharmacy and a Multicultural Family Center all in one, really sets REACH apart from the other kind of health care clinics that are kind of walk-in, churn them through kind of kind of operations.

One of the reasons that I'm happy to support REACH and so excited to work here is the fact that we're holistic like that and I think that we target kind of the more vulnerable populations in our community right and that's a real focus for us not just the people that can afford health care but we believe everyone should have access to it.

**Colleen:** [0:01:39] So I think one of the changes that I've seen since I've been on the board is a kind of a increased interest in being very innovative in the community, to responding to needs that are not being met in the community, and in terms of medical care but also more broadly speaking with these other types of services.

Our doctors wanted to have a more meaningful relationship with the community, not just the 7 minute visit in and out of the office but really to be engaged with the community to address social determinants of health that would determine whether or not their patients were healthy or not healthy.

**Dexter:** [0:02:23] Well what's really incredible about REACH I think is that despite those challenges and the fact that they kind of pop up now and then the community

always rallies together to support reach and gets them through it and I think that's a testament to the power of community and the power of an organization.

**Collen:** [0:02:42] I think that when people become patients at REACH we have a really committed community. You know we are committed to our community but our community is also committed to us and that's based on the experiences that patients have had and that they have told other people about.

So, the takeaway for people is that once you are part of the REACH you don't just have a relationship with a doctor, you have a relationship with the community.

**[Video Description: "Filmed and Produced by: Daniel Vibar, Arthur Sogocio, Irene Lo"]**

**"Special Thanks to: The Pharmacy Department, Multicultural Family Centre, Dexter McMillan, Colleen Fuller, and All of the REACH Community"**

**"Music by Podington bear –"Filaments""**

**"REACH Community Health Centre Celebrating over 45 years of Community Health in Community Hands"**

**"School of Interactive Arts and Technology"]**