



REACH...

For the NEWS

REACH has a new ED

It is with considerable pride and enthusiasm that the Board of Directors of REACH announces the appointment of our new Executive Director, Ms. Madeline Boscoe.

Madeline's leadership skills, administrative experience and history in community health care are essential to her new position. She is a registered nurse.

Madeline comes to REACH—and has been here for several months now—after being the Executive Director of the Canadian Women's Health Network, and the Advocacy and Special Project Coordinator of Winnipeg's Women's Health Clinic.

She has a longstanding commitment to community health care, with recognition including appointments to several Provincial and Federal advisory committee or councils on women's health issues, been published extensively, and was granted an honorary PhD by Carlton University for her many years of dedicated work to healthcare issues.

The Board and Staff wish Madeline every success. She will play a pivotal role in ensuring that REACH achieves its goal of delivering excellent health care to our clients, and that we continue to be the vibrant, committed clinic we always have been.

Special thanks to our Hiring Committee members, who developed and implemented a thorough hiring plan.



Join Us!

REACH'S Annual General Meeting

Wednesday September 22
6:00 to 8:30 pm

At REACH (Basement Meeting Room)
1145 Commercial Dr.

Dr. Robert Evans is
Our Guest Speaker

**“Medicare Sustainability:
Facts and Myths”**

Please see Page 4 for details!

New Facilities/ User Support Coordinator.

Liliana Llanos is REACH's new Facilities and User/Support Coordinator. Liliana started with REACH in September, 2009 and has been a wonderful addition to the Administration department and to REACH. Liliana was born and raised in Latino America and her first language is Spanish. Her Spanish and English languages have helped many of the MFC clients feel welcomed and accepted.

Liliana's background is in Computer Sciences and she received her BSC from the University of the North in Barranquilla, Colombia.

The organization welcomes Liliana and we are very lucky to have her as part of our Administrative Team.

Welcome to :

* Carla Sill: full time dental receptionist

* Jessica Do, Medical Office Assistant

* Coming in the fall: Anne Doherty, primary care nurse

A HEARTFELT THANKS TO: Dr. Gene Bonny

Dr. Gene Bonny is a Clinical Psychologist who sees patients at REACH a half day per week and provides much valued care. He has been volunteering his time and expertise at REACH since 2003 following a career of working with children and their families at Burnaby Mental Health and other community agencies.

Dr. Sandi Witherspoon, physician

Good-Bye and Thanks to:

* Darlene Pearson, Dental Receptionist for most of her 14 years at REACH.

* Dr. Jenny Lai, Dentist who is now pursuing graduate studies in periodontics.

* Dr. Thanh Luu, Maternity leave-congratulations on your new son.

* Lorna Pennykid, Dental Manager for almost thirty years

A very special thank you to all the staff who wrote articles for this newsletter. Thanks to Liliana Llanos, Lina Fabiano, John Hardie, Carol Ranger, Dan Kemlo and to our new volunteer, Victor Schwartzman for all his editing and layout help.

REACH IS RECRUITING COMMUNITY MEMBERS FOR ITS BOARD OF DIRECTORS!

Candidates must be a REACH client and or live/work in REACH's catchment area (residents of Grandview Woodlands and East Vancouver, in the Province of British Columbia).

We are seeking individuals with experience and interest in: fund development, human resources, law, clinical practice, or finance.

REACH is a pro-choice, gay positive organization committed to employment equity and antidiscrimination. REACH has a strong commitment to democratic decision making at all levels within the organization. Potential Board members must be willing to participate and adhere to these values.

To receive an information package or to inquire further please contact info@reachcentre.bc.ca or visit www.reachcentre.bc.ca.



A Special Good Bye

This June, **Linda Trippel** (on left) and **Beverly McMaster** (on the right) left REACH after over 20 and 40 years respectively of providing care to medical clients at REACH.

We already miss their gentle spirits and great sense of humor!

We wish them well in their retirement and are ever grateful for their leadership and vision of what community health centres can and should be. They always went that extra mile for our clients and our staff

We promise to carry it on!



Goodbye to Greg Terpenning

In October, 2009 Greg resigned as Executive Director of REACH. He spent over a year at REACH, spearheading renovations on the new Dental Clinic, and completing the staff policy manual.

REACH Centre Association thanks Greg for his contribution to the organization. We wish him the best in his future endeavors!

A Special Thank You to: BARBARA BELL AND LINA FABIANO

On behalf of all the board and staff at REACH, I would like to sincerely thank Barbara Bell and Lina Fabiano for their hard work and dedication as interim executive directors.

Both Barb and Lina demonstrated once again that they are able and willing to put the needs of REACH ahead of all else. They performed the director's role with grace, intelligence and sensitivity. Their thoughtful touch and knowledgeable leadership resulted in a smooth-running organization which was well-prepared for our new executive director.

Barb and Lina's contributions to REACH this year were amazing and we are grateful to them both.

Board Chair, Ruth Herman.

From the Desk of Madeline Boscoe, Executive Director

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

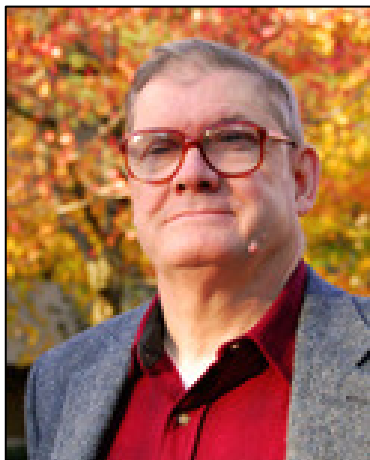
I am very lucky to become part of the team of dedicated compassionate staff here at REACH. The contribution REACH has made to client centred innovation in primary care has gained attention nationally and internationally. Most recently, we have been recognized by the Canadian Health Services Research Foundation selected us as one of forty innovations across Canada to be featured at its upcoming major national conference on Primary care, “Picking Up the Pace; How to Accelerate Change in primary Health Care.”

Getting Feedback and Helping to Plan REACH’S Future!

Second, as part of my learning about REACH, and as an opportunity to meet some of our clients and community members, I plan to host several round tables. It is an opportunity to meet you and get some opinions. The round tables will contribute to a strategic planning process for REACH. Dates are:

- Thursday September 16, 5 p.m – 7 p.m;
- Saturday October 2, 10 a.m -11:30 a.m here at REACH.

Please RSVP to 604-254-5456 ext 1 or mboscoe@reachcentre.mb.ca



Annual General Meeting Guest Speaker: Robert Evans

“Medicare Sustainability: Facts & Myths”

Dr. Robert Evans is an internationally renowned health economist and is currently a University Killam Professor in the Department of Economics at the University of British Columbia.

His works, “*Strained Mercy: The Economics of Canadian Health Care*”, “Why Are Some People Healthy and Others Not?” and “The Determinants of Health of Populations”, are classics in the field.

Most recently he has been analyzing the economics of Medicare, writing papers and speaking to Canadians on the counterpoint between the myths of “unsustainability” and the realities of cost control.

From the Desk of Our Counselor, Dan Kelmo- An Update on New Approaches to Depression

Depression symptoms often improve with exercise. Here are some realistic tips to help you get started and stay motivated.

You have anxiety or depression — and exercise seems like the last thing you want to do. But once you get motivated, exercise can make a big difference.

Exercise helps prevent and improve a number of health problems, including high blood pressure, diabetes and arthritis. Research on anxiety, depression and exercise shows that the psychological and physical benefits of exercise can also help reduce anxiety and improve mood.

The links between anxiety, depression and exercise aren't entirely clear — but working out can definitely help you relax and make you feel better. Exercise may also help keep anxiety and depression from coming back once you're feeling better.

How does exercise help depression and anxiety?

Exercise probably helps ease depression in a number of ways, which may include:

- **Releasing feel-good brain chemicals** that may ease depression (neurotransmitters and endorphins)
- **Reducing immune system chemicals** that can worsen depression
- **Increasing body temperature**, which may have calming effects

Exercise has many psychological and emotional benefits too. It can help you:

- **Gain confidence.** Meeting exercise goals or challenges, even small ones, can boost your self-confidence. Getting in shape can also make you feel better about your appearance.
- **Take your mind off worries.** Exercise is a distraction that can get you away from the cycle of negative thoughts that feed anxiety and depression.
- **Get more social interaction.** Exercise may give you the chance to meet or socialize with others. Just exchanging a friendly smile or greeting as you walk around your neighborhood can help your mood.
- **Cope in a healthy way.** Doing something positive to manage anxiety or depression is a healthy coping strategy. Trying to feel better by drinking alcohol, dwelling on how badly you feel, or hoping anxiety or depression will go away on their own can lead to worsening symptoms.

What kind of exercise is best?

The word "exercise" may make you think of running laps around the gym. But a wide range of activities that boost your activity level help you feel better. Certainly running, lifting weights, playing basketball and other fitness activities that get your heart pumping can help. But so can gardening, washing your car, or strolling around the block and other less intense activities. Anything that gets you off the couch and moving is exercise that can help improve your mood.

You don't have to do all your exercise at once, either. Broaden how you think of exercise and find ways to fit activity into your routine. Add small amounts of physical activity throughout your day. For example, take the

How much is enough?

Doing 30 minutes or more of exercise a day, for three to five days a week can significantly improve depression symptoms. But smaller amounts of activity — as little as 10 to 15 minutes at a time — can make a difference. It may take less time exercising to improve your mood when you do more-vigorous activities such as running or bicycling.

How Do I Get Started and Stay Motivated?

Starting and sticking with an exercise routine can be a challenge. Here are some steps that can help. Check with your doctor before starting a new exercise program to make sure it's safe for you.

- **Identify what you enjoy doing.** Figure out what type of physical activities you're most likely to do, and think about when and how you'd be most likely to follow through. For instance, would you be more likely to do some gardening in the evening or go for a jog in the pre-dawn hours? Go for a bike ride or play basketball with your children after school? Do what you enjoy to help you stick with it.
- **Get your mental health provider's support.** Talk to your doctor or other mental health provider for guidance and support. Discuss concerns about an exercise program and how it fits into your overall treatment plan.
- **Set reasonable goals.** Your mission doesn't have to be walking for an hour five days a week. Think realistically about what you may be able to do. Tailor your plan to your own needs and abilities rather than trying to meet unrealistic guidelines that you're unlikely to meet.
- **Don't think of exercise as a chore.** If exercise is just another "should" in your life that you don't think you're living up to, you'll associate it with failure. Rather, look at your exercise schedule the same way you look at your therapy sessions or medication — as one of the tools to help you get better.
- **Address your barriers.** Figure out what's stopping you from exercising. If you feel self-conscious, for instance, you may want to exercise at home. If you stick to goals better with a partner, find a friend to work out with. If you don't have money to spend on exercise gear, do something that's virtually cost-free, such as walking. If you think about what's stopping you from exercising, you can probably find an alternative solution.
- **Prepare for setbacks and obstacles.** Give yourself credit for every step in the right direction, no matter how small. If you skip exercise one day, that doesn't mean you can't maintain an exercise routine and may as well quit. Just try again the next day.

Do I need to see my doctor?

Talk to your doctor to make sure you know which activities, how much exercise and what intensity level is OK for you. Your doctor will consider any medications you take and health conditions you have. He or she may also have some good advice about getting started and staying motivated. If you exercise regularly but anxiety or depression symptoms still interfere with your daily living, see your doctor or other mental health provider.

Counseling program continues to be very busy. Focus tends to be Anxiety, Depression, as well as Relationship and Family Counseling. The Resiliency Skills Group (8 weeks, for Anxiety, Depression and Chronic Stress) that was developed in 2008, continues to be offered (next group starts October 2010).

Healthy Teeth on the Drive- An Update from the Dental Department

The REACH Dental Clinic has been providing care to our neighbourhood for over forty years! Our goal is to provide high quality dental care at a reasonable cost and where possible, provide subsidies for those who are unable to pay.

Frustrating us is the lack of support for this care including the fact that the fees for providing care to those of us living on social assistance have not increased for over 5 years and remain approximately 2/3 of the accepted fee guide recommendations. We are fundraising to fill the gap and thank everyone for their support.

Our Dental Clinic recently had a major renovation with state of the art equipment, electronic dental records, air conditioning, a Velescope for screening of oral cancer and intra-oral camera that lets you see how your teeth are doing. We would like to extend an invitation to come check us out - booking an appointment with our dentists or hygienists.

Our staff speak 12 different languages including- *Farsi, Korean, French, German, Cantonese, Italian, Khmer, Spanish, Tagalo, Russian, Czeck and English.* We are taking new clients—and are looking at ways to make it easier to get an appointment faster.

We are about to put in a new phone system--- and thanks to everyone for their patience in putting up with busy signals!

REACH'S Dental Clinic

- Survives on donations and fees for its services.
- Last year we had hundreds of requests for free or subsidized care...

Care we *want* to provide!

**We need your help
to provide that care!**

**Please consider
a donation to REACH.**

**See the last page of this newsletter
for donation choices!**

Keep In Touch!

Hey! Do we have your email?

**Sometimes we hold special events
or have new programs
that might benefit you.**

**General communications these days is
digital. Paper will be used less frequently- to
save money and trees.**

**Therefore we want to email you with our
latest news!**

**So please send us your email, if you have
one! Email: info@reachcentre.bc.ca**

From The Multicultural Family Centre

NEWS FROM THE MULTICULTURAL FAMILY CENTRE

Stella Castillo, the facilitator of the MFC Latin American Women's Group (*Mujeres en Accion*) and Zoila Salazar, a long-time MFC volunteer and member of MFC's Latin American Seniors Social Club, are among three women who were recently recognized as "Women of the Year" by the local Latin American magazine *Spanglish*. The award was presented on March 26, 2010 at the "Casa del Artista" in celebration of International Women's Day. Stella was recognized for her leadership of *Mujeres en Accion*, and for her contributions to promote Latin American culture, Zoila for her volunteer work with many community organizations, and for her commitment to studying English.

Both women are valued members of the MFC team. *Mujeres en Accion* provides an opportunity for women from the Latin American community to be part of a friendly, informal setting, with an emphasis on self care, stress management, and community involvement. On Thursday afternoons REACH glows with the positive energy they generate! And Zoila's volunteer work has been key to the success of many MFC activities, including the Community Diabetes Screening Events. Congratulations to both of these inspiring women!



Zoila Salazar



Stella Castillo

On Sunday, April 18, 2010, the MFC African Youth Group had a special guest at their monthly meeting: *Kae Sun*, a Toronto based musician originally from Ghana. He and Marshall Tully, his manager, were in Vancouver for a performance, and came to the group to share the music and talk to the youth. Kae's music is based on his experiences both in Ghana and in Canada, and the ideas and emotions he expressed resonated with the members of the group. Many of the youth are recent immigrants to Canada from a wide range of African countries, and could identify with the songs. They plan to keep in touch with Kae Sun, and will follow his career with a special interest.



HELP REACH to REACH OUT!

We are a non-profit organization dedicated to providing excellent health care to people in the Grandview Woodlands and East Vancouver area. We value your support. Any donation given to the REACH Centre Association goes to help fund our many programs.

Start With This Handy Form For Donation by Cheque or Visa One Time or through regular Monthly donations:

I Want to Help REACH!

NAME _____

ADDRESS _____

PHONE NUMBER/S _____ EMAIL _____

I would like to support: Dental care or Counseling services for low income people
 Outreach to recent immigrants and refugees
 REACH services in general- including helping us with a new carpet and paint job

I would like to make a donation of: \$25 \$50 \$100 Other: _____

Payment by: Cheque Credit Card: _____ Expiry _____

Tax Receipt Requested (for donations over \$10)?: Yes No

JOIN OUR PAC – Making Donations Easier!

By making monthly contributions you join a group of committed REACH boosters who help us increase access to care to those who otherwise cannot afford it.

Your financial institution account will be automatically debited on the fifteenth of each month. Please attach a VOID cheque for the account. We will contact you with details.

Please debit my account each month: \$5 \$10 \$25 \$50 \$ _____ Other Amount

You may change or cancel your monthly donation at any time by calling us at 604- 254-5456 ext 248 or by email to info@reachcentre.bc.ca. Please give us at least 30 days notice before your next scheduled donation date to ensure no additional donations are processed. To obtain a sample cancellation form, or for more information on your right to cancel, please contact your financial institution or us.

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Charitable number: 107877375 RROOO1