



Annual Report
2023



Mission

To provide accessible oral healthcare to those residing in Middlesex-London who face barriers, including those with housing insecurity and low income.

Values

Focus on exceptional client care and a commitment to collaboration with our clients, community partners and stakeholders.

Vision

A community where everyone has the right to optimal oral health and well-being.

Board

Executive

Greg Nash, Chair
Dr. Ken Wright, Past Chair
Dr. Harvey Goldberg
Lara Timler
Dr. Pennie Thornton
Amy Farrell

Members at Large

Dr. Brad Carson
Donna Kosmack
Dr. Carlos Quinonez
Stanislav Rajic
Sheila Simpson

Executive Message

We are proud to meet an important need in our community, providing oral health care to people who, in the past, could not afford to access care. For many, inability to pay was accompanied by a sense of shame and embarrassment.

The Wright Clinic is a not-for-profit, community-based dental clinic managed by the London Community Dental Alliance (LCDA) Board of Directors. A team of dentists, dental hygienists and dental assistants, including volunteers, work collaboratively from a health equity framework to provide oral health care to individuals facing barriers, such as income or housing insecurity.

Not accessing care affects more than a person's mouth. Lack of adequate oral health care can lead to:

- Pain which can lead a person to visit a hospital or hospital emergency for relief and emergency treatment.
- Worsening of other health problems like diabetes and heart conditions.
- Socio-economic limitations such as education, employment.
- Feelings of embarrassment, lack of confidence, lower life satisfaction and quality of life.

In London and Middlesex, 29% of adults aged 20 years and older are without dental insurance, approximately 146,000 people. While some without insurance can afford to pay out of pocket, many cannot.

Another 27,000 individuals and families have inadequate coverage through social assistance. In 2021, visits to hospital emergency departments are estimated to have cost the system \$1.25 million. Three out of four visits were for non-traumatic oral health conditions – conditions which may have been prevented if people had been able to access oral health care from an oral health clinic like The Wright Clinic.

We are pleased that the federal government is implementing the Canada Dental Care Plan. We believe this Plan will help to meet some of the oral health needs and we also know that the Plan will not reach everyone that needs help accessing care. We know this Plan is still under development. There are many details that the dental community needs to better understand how the Plan will work and the impact it will have on Clinic operations. We look forward to the possibilities that the new Canada Dental Care Plan may provide for our Clinic and the community we serve.

Greg Nash
Board Chair

Sources:

Ayer, S. "Left Behind: The State of Oral Health in Toronto 2022".

"Ontario Social Assistance Case Characteristics by Census Metropolitan Area". Government of Ontario Open Data. Accessed 12 Feb. 2024.

Public Health Ontario. Emergency Department Visits for Oral Health Conditions Snapshot (2012 to 2021). Accessed 12 Feb. 2024.

----- Oral Health Snapshot. (2017-18). Accessed 12 Feb. 2024.

Staff

Amanda Blackport
Chantelle Bradshaw-Palmer
Sophie Couvillion
Dr. Leanna Dunn
Stephanie Gibson
Karen Howard

Bryanna Iannelli
Johanna Kaupp
Dr. Silken Lim
Theresa Pasquino
Dr. Zaid Abdel Majid
Skylynn Verkaik

Volunteers

Dr. David Aiello
Dr. Hiba Al Shawafi
Dr. Julie Bargiglione
Dr. Daniel Bottner
Dr. Alicia Brandt
Dr. Brad Carson
Dr. David Charrette
Dr. Anwar Dean
Lisa Dorssers, CDA
Dr. Alex Drozd
Dr. Frank Ferreira
Dr. Peter Fendrich
Dr. Manny Friedman

Dr. Kahdry Galil
Dr. Andrew Guzi
Hana Hamzeh, RDH
Dr. Pennie Thornton
Dr. Liliane Le Saux
Dr. Jacqueline Lopez Gross
Dr. Sepideh Noruziaan
Dr. Nader Shaker
Dr. Andy Shih
Dr. Mark Smith
Dr. Rob Suzuki
Dr. David Wu

We Thank Our Volunteers...

Our volunteers contributed a conservative estimate of \$22,000 through hours of oral health service provided in 2023.



Year in Review

2023 started with a stable and cohesive staffing team contributing to The Wright Clinic's ability to serve a growing number of clients. In 2023, The Wright Clinic served 640 people, twice as many than in 2021.

Our volunteer team grew from 7 in 2021 to 24 by the end of 2023.

The Wright Clinic was able to continue offering evening appointments with funding from Green Shield Cares.

Our partnerships with the Middlesex-London Health Unit (MLHU), Fanshawe College, Glen Cairn Community Resource Centre and volunteer dentists increase community access to care, support sustainability and build capacity among oral health providers to deliver trauma-informed, supportive and quality care.

Throughout the year, 48 dental hygiene students and 34 dental assisting students from Fanshawe College contributed 1,042 hours of care and support.

Our partnership with Glen Cairn Community Resource Centre (GCRRRC) continues to strengthen. Through this partnership, our clients are supported to access food and other basic needs.

"It is very satisfying and encouraging to volunteer at The Wright Clinic providing dental care to clients who are currently unable to have this done in the community. The full time staff at The Clinic are wonderful to work with."
(Volunteer dentist)

The Wright Clinic in partnership with Henry Schein and the London and District Dental Society hosted a seminar in November featuring five speakers and attracting 60 local dental professionals. This event provided local oral health professionals the opportunity to get Continuing Education credits. Two seminars are scheduled for 2024.

We are pleased at the success of our first lottery. All 500 tickets were sold. We thank everyone who purchased tickets and congratulate the lucky winners.

In December, with the sponsorship of Patterson Dental, we hosted our first year-end gala at the Lamplighter Inn in London. The event was a great success with 255 people attending including donors, partners, dental professionals and dental organization representatives.

Looking ahead in 2024, we will be considering how the Canada Dental Care Plan fits into The Wright Clinic model. We are hosting two continuing education seminars as well as focusing on sustainability models, volunteer and staff development and our communication strategy.

Reflections

Increasing Access to Care Through Partnership



In 2023 The Wright Clinic had 251 Ontario Seniors Dental Care Program (OSDCP) patients on their client list. This partnership enabled the Middlesex-London Health Unit (MLHU) to address the wait times for service for the OSDCP. Additionally, MLHU rented space in The Wright Clinic while MLHU was building a new dental clinic in Strathroy, allowing MLHU staff to further address service wait times and see even more patients.

Building the Future Workforce with Student Placements

Workforce development particularly among dental assistants is a top issue according to the Canadian Dental Association.

In 2023, 48 dental hygiene providing clients with dental hygiene care and 34 dental assistant students from Fanshawe College directly supported care to clients while achieving program competencies with a client group that presents with significant oral health problems.

Student Feedback... Clinical Skills Developed



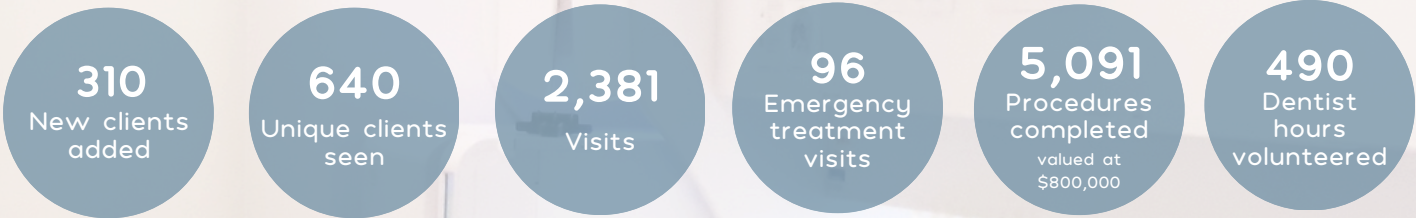
Students Reflect...Developing Understanding, Empathy and Communication Skills

“One thing I will take with me from my time at TWC, is learning to be empathetic and resourceful for those who don't necessarily have the financial means to get dental care - as well as showing compassion because you truly never know what anyone is going through or what they have been through in their personal life.” (Student)

“I really enjoyed this placement because it always brought me back to remembering why I wanted to become a dental hygienist!” (Student)

“My experience...helped increase my understanding of barriers, as well as motivational interviewing.” (Student)

The Wright Clinic Activity in 2023



Who We Have Served

1,022

Total clients seen since The Wright Clinic opened

41% have low-income and are uninsured

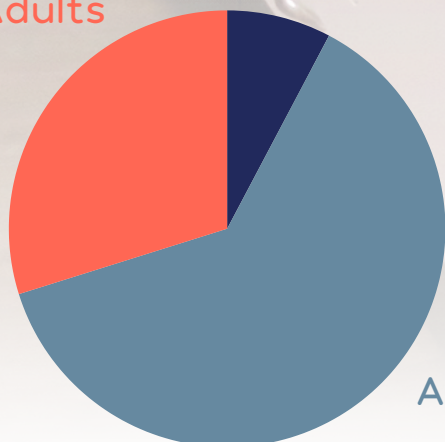
Low income & uninsured **41%**

Ontario Works & Ontario Disability Support Program **29%**

Ontario Seniors Dental Care Program **23%**

Government sponsored health programs (Newcomers, Veterans) **7%**

Older Adults
65+



Youth 13 to 25

62%

are between the ages of 26 and 64.

Adults 26 to 64

Our Impact

2023 Client Experience Survey

Clients share...

138 people responded to our annual survey.

“The Wright Clinic is a game changer. Thanks to the Wright Clinic I might get some part of my life back, like for example seeing my friends more often.”

“Has changed my life, in terms of self- confidence, knowing that the staff care so much and listen to my concerns, knowing they will do their utmost to help, is invaluable, beyond words. Plus, I feel like they are "family".”



38% came to The Wright Clinic instead of visiting hospital emergency. Potential savings resulting from this diversion rate are estimated to be between \$155,000 and \$237,000.



86% Report their mouth health, oral hygiene, self-confidence and/or life satisfaction improved.

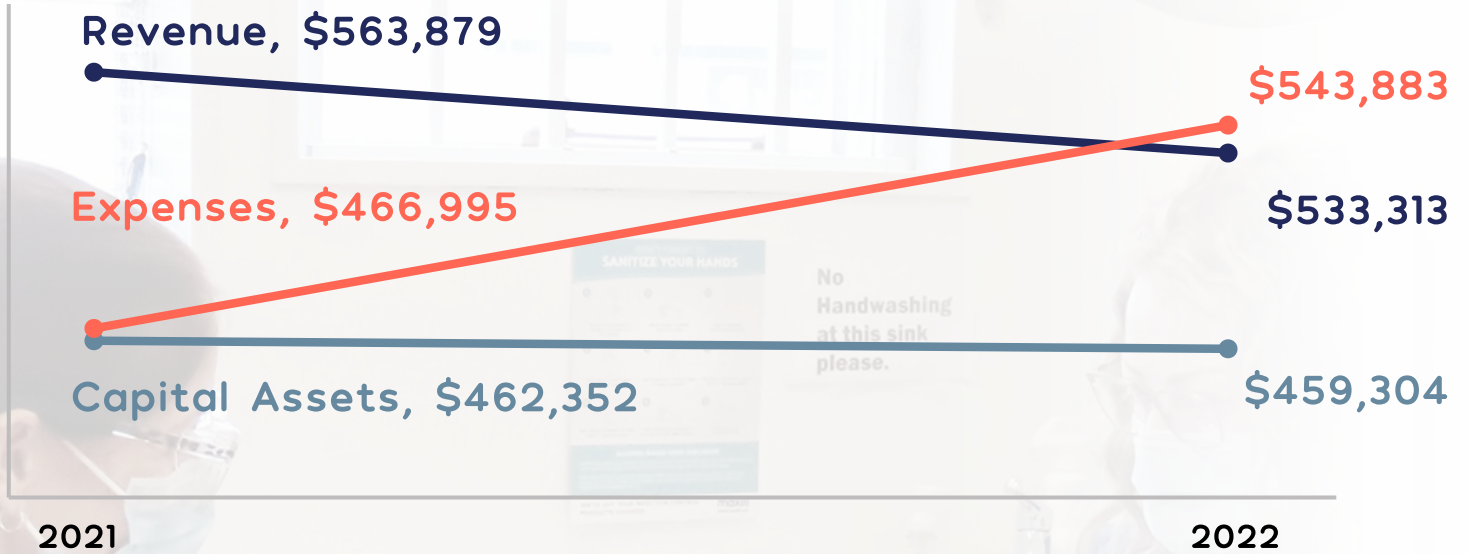
“Before coming I was very self-conscious about smiling and my teeth. They worked with me to get my smile back and I will be forever grateful.”

“It has changed how I feel about going out in the public now that they have fixed my teeth I can smile and talk to people without worrying how my teeth look.”

“I feel safe. I was welcomed with open arms and treated right. I don't have to be scared of getting a needle or asking for help no one talks down to me. I feel like I belong and I don't have to be sad over my mouth”

Financial Statement

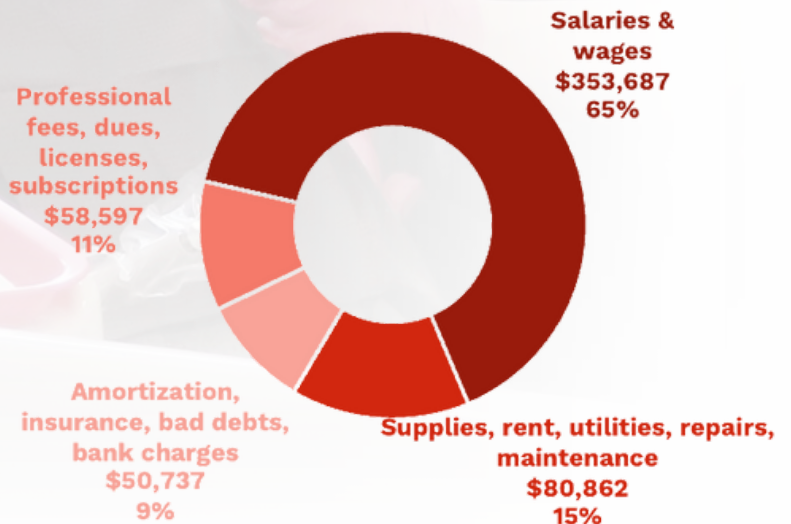
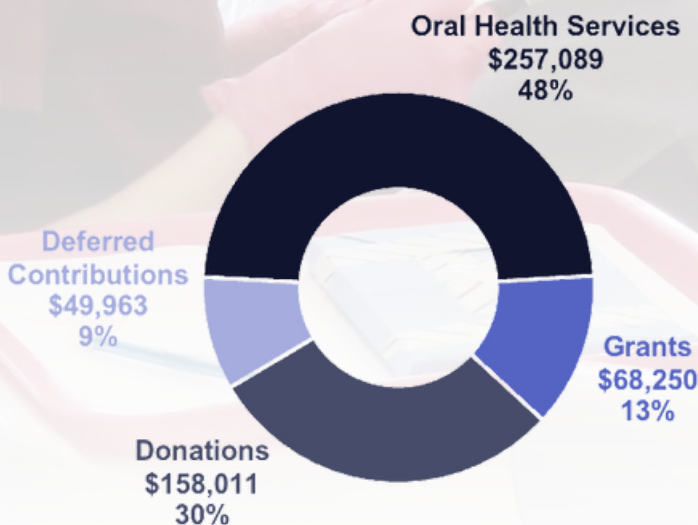
Revenue and assets were lower in 2022 than 2021 and expenses were higher.



Over three years, procedures completed are valued at **\$1.8** million, based on the Ontario Dental Association Fee Guide. **55%** of the value of procedures is made possible through donations and grants.

2022 Revenue: \$533,313

2022 Expenses: \$543,883



2023



2023 Donors

In addition to our 2023 funders, we are grateful for the support of our many donors who contributed to The Wright Clinic in 2023.

Annette Scheyen

Brad Carson

Brian P. Kyle

Dale Pettit

David Manness

Deborah Tennant

Donna Crowell

Dr J Bargiglione Dentistry

Professional Corp

Dr. Cecilia Aragon Ojeda

Dentistry Professional

Corporation

Harvey Goldberg

Jeannie Larocque

Jim Trafford

Joan Ang

Jodi Moore

Keri Selkirk

Lerners LLP

Lorne Dickie

Manfred Friedman, 562 Endodontics

Mary Warner

Nabeel Ghareeb

Paul Shanks

Dr. Pennie Thornton

Reham Issa

Robert Kayser, Medtronic

Robert Lucy

Sarkany Dentistry Professional

Scott Merrifield

Steve Lintner

Susan Florian

Timothy Wilson

Tom and Kathy Davidson

Virginia Tyrrell

Wendy Thompson





244 Adelaide St. S.
Second Floor
London, ON N5Z 3L1

The London Community Dental
Alliance. Charitable Registration
#725000715 RR 0001

Tel: 519-558-1331
Email: info@wrightclinic.ca
Web: www.wrightclinic.ca