

The
RIGHT
CLINIC

Annual Report
2022



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

Dr. Kenneth Wright, Chair
Greg Nash
Dr. Harvey Goldberg
Lara Timler
Dr. Pennie Thornton

New member in 2023

Amy Farrell

Members at Large

Dr. Brad Carson
David Cottrill
Donna Kosmack
Rachel Halaney
Dr. Carlos Quinonez
Stanislav Rajic
Sheila Simpson

Executive Message

The year 2022 saw some significant changes in the operation of The Wright Clinic. An important change was the coming together of an efficient, hardworking, loyal group of employees under the supervision of a team manager.

This team has developed the culture necessary to treat our special clients and be receptive to their needs and barriers. As a result we have seen a steady increase in the number of clients treated as well as an increase in the type of services provided.

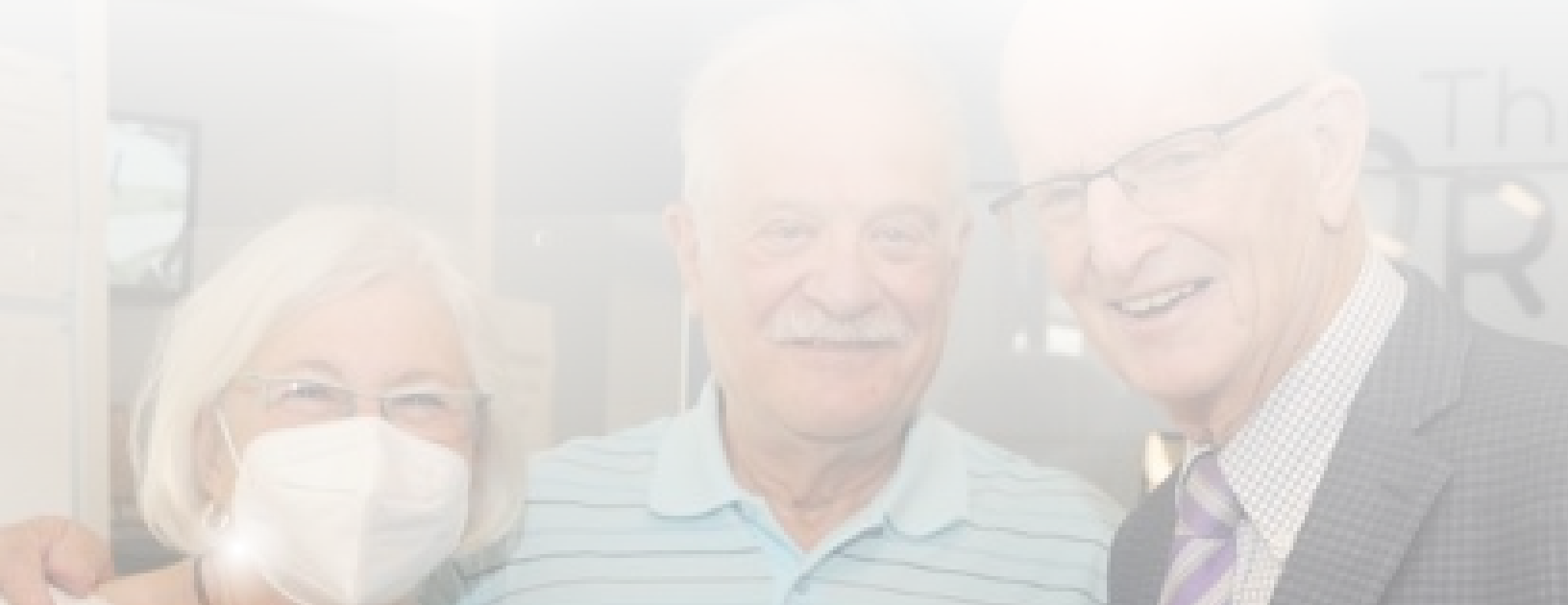
Another significant accomplishment in 2022 was partnering with Green Shield Canada to create an 18-month grant in support of the clinic, which has enabled us to expand our working hours into the evenings for three days of the week. Again, this allowed The Wright Clinic to increase the number of clients treated.

The easing of COVID guidelines allowed us finally to invite Donors and Stakeholders to a "Celebration of 18 Months" of operation, and have them see first hand the wonderful facilities that they have made possible.

We are indeed fortunate to have such a dedicated Board to oversee the operations of The Wright Clinic, and we welcome the new Director of the Schulich School of Dentistry, Dr. Carlos Quiñonez, to our Board.

Finally, The Wright Clinic is grateful for the community's support, and for the significant financial contributions of our many donors.

Dr. Ken Wright
Board Chair



Staff

Amanda Blackport
Sophie Couvillion
Dr. Leanna Dunn
Theresa Pasquino
Stephanie Gibson
Karen Howard
Dr. Zaid Abdel Majid
Sandra McMillan
Skylynn Verkaik



Volunteers

Dr. David Aiello
Dr. Hiba Al Shawafi
Dr. Julie Bargiglione
Dr. Daniel Bottner
Dr. Brad Carson
Dr. Anwar Dean
Lisa Dorssers, CDA
Dr. Alex Droz
Dr. Frank Ferreira
Dr. Manny Friedman
Dr. Kahdry Galil
Dr. Andrew Guzi
Hana Hamzeh, RDH

Dr. Liliane Le Saux
Dr. Jacqueline Lopez Gross
Dr. Nader Shaker
Dr. Andy Shih
Dr. Mark Smith
Dr. Rob Suzuki
Dr. David Wu

“I love...doing what I love, make some people healthier and not worry about all the aspects of running a business.” (Volunteer dentist)

Year in Review

After a dynamic opening year, 2022 started with a stable and cohesive staffing team which resulted in opportunities for growth and development at The Wright Clinic.

In March 2022, the Middlesex London Health Unit's (MLHU) Oral Health Team started renting 2 operatories at The Wright Clinic one day a week. This partnership allowed the MLHU Oral Health Team to expand services for the Ontario Seniors Dental Care Program, assisting the MLHU Oral Health Team with its backlog of patients.

With the announcement of operational funding from Green Shield Canada, planning for service expansion occurred in June 2022. By July 19, evening appointments became a regular offering. By August 17, a part-time dentist, dental assistant and reception staff were hired.

Our volunteer team grew from 7 in 2021 to 20 by the end of 2022.

Throughout the year, 50 dental hygiene students and 45 dental assisting students from Fanshawe College participated in student placement activities.

In the summer, 13 Board members, staff and volunteers attended the "Trauma and Violence Informed Care" training delivered by Susan MacPhail.

The opportunity to participate in this training reflects The Wright Clinic's commitment to embed health equity in the provision of oral health care to a population that has experienced barriers to care.

In September 2022, our Grand Opening attracted over 100 guests who were able to tour the facility and meet the staff.

Our partnership with Glen Cairn Community Resource Centre (GCCRC) is strengthening as we learn more about the services and supports offered, helping us to connect The Wright Clinic clients to other kinds of community supports and services they need.

With a small staff, instances of illness and unexpected circumstances affect the ability of The Wright Clinic to provide service. While infrequent, The Wright Clinic experienced reduced capacity in the months of November and December due to staff illness and short-term disability.

As we move into 2023, our focus is on sustainability models, volunteer and staff development, and communication.

Reflections

Board, Volunteer and Staff Reflect...

Highlight: How the staff group came together to form a deeply bonded team.

Working well: If the environment wasn't warm, I don't think it would operate as efficiently as it does.

What matters: understand that profit isn't the priority; the needs that clients have are.

Trauma & Violence Informed Care Training



Ripple Effect

Being able to rent space at The Wright Clinic enabled the MLHU Oral Health Team to see “430 clients for cleanings, helping tremendously with our waiting list and ensuring clients have proper care”.

Students Reflect...

“This experience not only benefitted myself as a dental hygiene student craving hands-on experience in order to better my skills, but it also provided me with a much broader understanding of the ways in which socioeconomic factors are affecting the oral health of individuals right here in my own community.”

“It made me realize about how big of an impact a person’s smile can make on their confidence, and even their happiness”



The Wright Clinic Activity in 2022

347

New clients added

474

Unique clients seen

1,961

Appointments booked

4,071

Procedures completed

490

Dentist hours volunteered

Who We Have Served

709

Total clients seen since The Wright Clinic opened

Low income & uninsured

38%

Ontario Works & Ontario Disability Support Program

30%

Ontario Seniors Dental Care Program

29%

Government sponsored health programs (Newcomers, Veterans)

3%

Jennifer's Story

"I was really nervous to call The Wright Clinic but I was also hopeful. Making any phone call when you know that you are poor and have second class status is always nerve-racking and humiliating. I was hopeful because people explained what The Wright Clinic was all about and that I would get help before I was in real crisis.

I feel lucky being able to get care from The Wright Clinic because they treat you like anyone else."

Our Impact

2021 Client Survey: Increased access to care and improved health and wellbeing



95% of clients had experienced one or more barriers to accessing oral health care in the past

91% identified “cost” as a barrier



71% had not received dental care for at least 2 years before coming to The Wright Clinic

62% used to go irregularly or only in an emergency



24% came to The Wright Clinic instead of visiting hospital emergency



30% increased how often they brush and/or floss their teeth



64% said the health of their mouth had improved

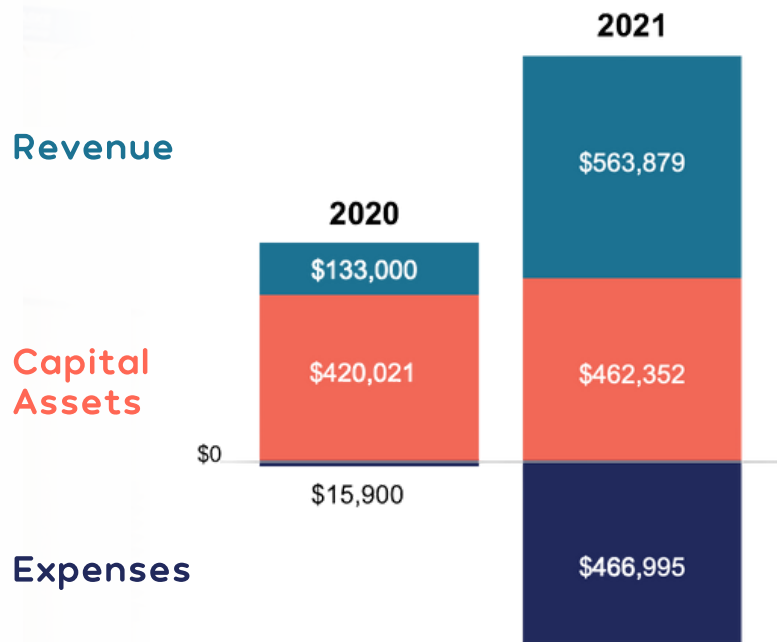
30% felt less embarrassed about their appearance



45% reported an improvement in their general satisfaction with life

“Coming to The Wright Clinic has given me hope...that I matter and I have confidence again, when I smile, that I look the best I can.” (Patient)

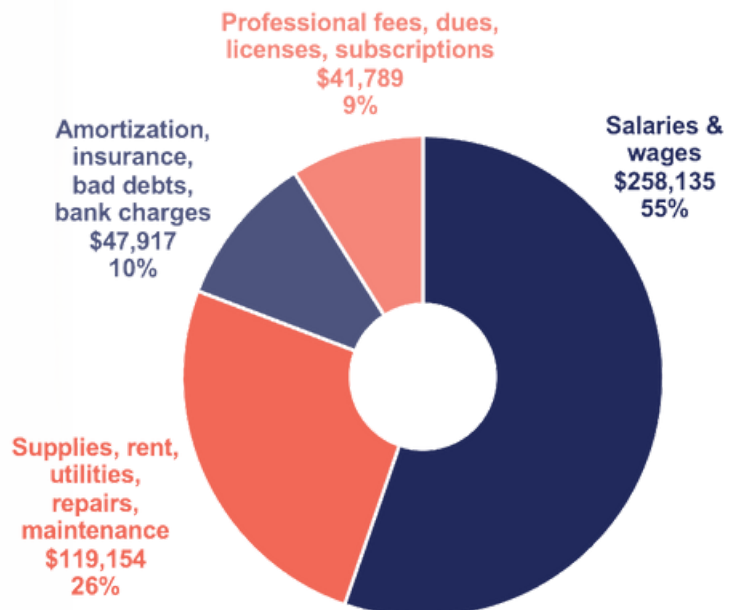
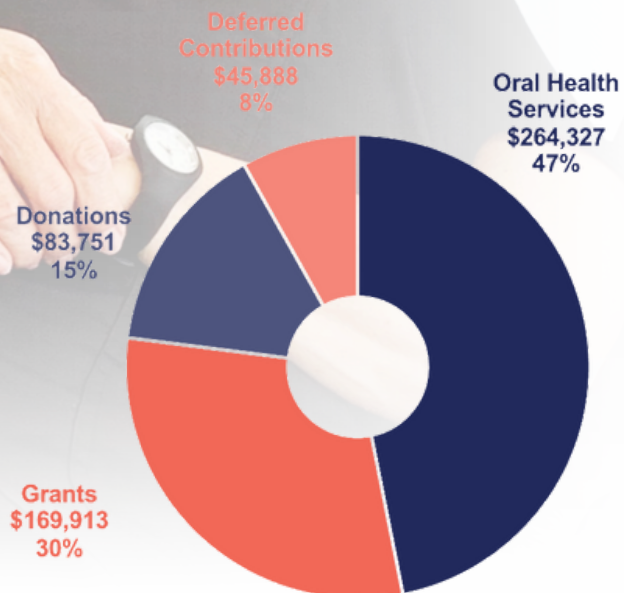
Year Over Year Comparison



Statement of Operations Year-End 2021

Total annual revenue:
\$563,879

Total annual expenses:
\$466,995



2022





London
CANADA



The Walter J Blackburn Foundation



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



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