



How to Start
a Rural, Not-For-Profit
Dental Outreach Clinic

A SUCCESS STORY

from Haliburton County, Ontario Canada



Because Everyone Deserves To Smile

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“Good Day Sir,

I am writing in hopes you may help my husband.

He has just turned 35, and his teeth are so bad they are falling apart. He is in constant pain and suffers from infection, and is now to the point he has to mush his food before he can eat it.

We have been to the hospital several times, because he is in severe pain and serious infection to the point he was almost septic, the hospital says it is cosmetic and they can't help. There is not a tooth in his head that isn't rotten. We do not have a plan. He serves as a local firefighter in Minden, and he has a hard time wearing his air mask most times as it hurts his jaw. I can't afford to have them all pulled, but that is the point he is at and needs dentures.

If there is anywhere he could go for help... It's been 10 years since I have seen him smile, and the tears roll down his face as our daughter asks why his teeth are black.”

A volunteer dentist was able to restore this man's teeth and two months later the woman wrote...

“ I can't thank you enough. I can't believe how beautiful his teeth are. I didn't think I'd be so emotional through this process, but seeing him yesterday we both broke down and cried. It has taken 10 years for me to see him smile and not hold back. Our daughter was amazed and kept wanting him to show his teeth. "WOW!!!" she said. "Daddy you have white teeth just like mine.”... "What makes you different than any dentist we have dealt with is you treated us like people and understand we didn't want to get into this position, but never made us feel ashamed for asking for help when I didn't know who else to turn to... you actually care to make a difference. I am truly blessed that you answered my letter.

Thank you.”



1. BACKGROUND

The Volunteer Dental Outreach (VDO) for Haliburton County was started to address a need in the community. Local residents are in mental and physical pain; many are also embarrassed by the state of their teeth. This reality has social and economic impacts on individuals and families as people miss work due to dental emergencies and others are not hired because of the appearance of their teeth. The patients of the VDO are helped in obvious ways, but the community as a whole also benefits as this initiative helps create a stronger, more reliable work force for the local businesses. Dental health is a major component of overall health and well-being. Many patients are going to the hospital due to dental problems, which can't be treated at the hospital. They need better access to dental services. Think of a young father whose daughter questioned him about his black teeth. After accessing services through the VDO, this family can celebrate his ability to eat solid food and see his smile after 10 years of hiding his teeth.

In a press release in November of 2013, the Haliburton, Kawartha, Pine Ridge District Health Unit (HKPR) stated that in 2012 there were a total of 472 visits to the Haliburton Highlands Health Services for oral health issues, based on Ontario Ministry of Health and Long-Term Care data obtained by the local Health Unit.

The release goes on to say that “In 2008, the provincial government committed to develop a program to pay dental costs for low-income families. Financial-assistance programs were created or expanded, but only cover dental treatment for low-income children – not adults. Even here, the income eligibility for families to access money to pay for dental care is extremely low, meaning many cannot qualify for assistance.”

By the summer of 2014, free volunteer dental treatments offered through the VDO surpassed one million dollars for 450 patients. Volunteer dental professionals who have participated at the clinic include: 18 dentists, 16 hygienists, 11 dental assistants, and 8 dental administrators.

2. HISTORY

The VDO charity exists to provide free dental care for people who live in Haliburton County who cannot afford to go the dentist. Its mission is to provide free urgent dental care for low-income residents of Haliburton County.

In November of 2010, a local dentist and local hygienist expressed their willingness to volunteer in Haliburton County to do free dental work for people who could not afford to get treatment on their own. They consulted other concerned members of the community for advice on how to start the process and were encouraged to expand their thinking to include other volunteers and create a free-standing clinic. The VDO was then founded by a group referred to as the “Steering Committee”. This group of motivated volunteers brought a host of skills that were, and continue to be, invaluable to establishing the VDO - accounting, not-for-profit development, dental practice consultant, fundraising, dentist and hygienist, local government, administration/volunteers, practice management, and marketing/communications. A strong media connection was also very helpful as the project progressed.



Originally this was a program of a registered charity called SIRCH Community Services, a not-for-profit organization with charitable status that has provided dozens of community-based programs in Haliburton County since 1989. See appendix 1 for the breakdown of roles which were required to operate as a program of SIRCH Community Services.

Construction of the clinic, which is located in a municipally-owned building, began in March 2011 and the first patients were treated in May of that year. The VDO became a not-for-profit corporation in October 2011 and received its charitable status in April 2012.

The VDO aims to help the hard-working people in Haliburton County who are sacrificing their dental needs because all of their earnings are going to pay for housing, food, heat, etc. Many of their children are eligible for dental treatment through government sponsored programs and can go to local dentists at no cost. Parents and Grandparents, however, cannot access the same services and therefore are the focus for the VDO. Almost all of the patients come to the clinic because they are in some degree of pain from dental infections.

The VDO is the only free dental clinic for low income adults in the Haliburton County area. Research has shown that the VDO is the only volunteer free dental clinic in Canada that is a registered charity (Canada Revenue Agency Charities Listing as of August 5, 2014). Even public health clinics and dental schools that treat patients charge a reduced fee and the closest public health dental clinic to Haliburton County is in Lindsay (approximately 100 kms away).

The VDO was open and treating patients 120 days during its first year of operation and was able to provide 771 appointments to 178 patients. In total, dental professionals provided \$271,284.65 in free dental services exceeding the initial projection of \$150,000 in the first year. An additional 60 patients were screened and placed on the waiting list for a first appointment at the end of the first year. Patients have come from all over Haliburton County, including Algonquin Highlands, Cardiff, Carnarvon, Eagle Lake, Gelert, Gooderham, Haliburton, Harcourt, Highland Grove, Kinmount, Lochlin, Minden, Tory Hill, West Guilford, and Wilberforce.

On average, the VDO receives four calls per day asking for information about how to become a patient of the clinic and the majority of these calls are from people who are in some degree of pain. Dental treatments provided include primarily composite resin restorations, extractions, root canals, complete and partial dentures and repairs, dental scaling, preventative services, and oral hygiene instruction. Within the first two months of operation it was necessary to hire a dental assistant to oversee the ordering of dental supplies and to be available to work with, and orient, the volunteer dentists. This job has evolved into a four-day per week position and now includes financial screenings, lab work, and volunteer orientation. This is possible primarily due to generous support of the Rotary Club of Haliburton, the Haliburton County Development Corporation and various community sponsored fundraisers. In its first year of operation, VDO volunteers included: 7 dentists, 4 hygienists, 8 dental assistants and 6 dental receptionists, as well as a multitude of other volunteers who provided various services from plowing to fundraising to start-up construction.



3. INTRODUCTION

This document has been compiled in an effort to provide other communities with insight into what has made the VDO successful. Every community will need to refine the approach to meet the needs of the demographic they want to serve and the realities of the geographic location. There are, however, some key components outlined that are important to consider regardless of the context. An overview of program logistics is provided, as well as information about the VDO facility. Funding initiatives like the VDO is an on-going challenge. This section is divided into capital, start-up, and operating costs. The VDO's human resources include paid staff, volunteers skilled in dentistry, and volunteer community members. This section provides an overview of the skills needed to operate the VDO and a sense of the number of volunteers participating. Included at the end of the document are a series of appendices that provide examples of the VDO documentation. These are only examples and should be tailored to each community.

4. KEY COMPONENTS

There are several key considerations to keep in mind when opening a volunteer dental clinic.

1. Having a *Licensed Dentist* to champion the project. As with any dental clinic, one dentist is legally required to take responsibility for clinic oversight. The dentist who initiated the VDO recognized a gap in serving adult patients without insurance or means to pay for dental care despite many having coverage for their children under government funded dental plans.
2. Establishing a volunteer dental clinic is the same as creating a *Professional Clinic*. "The Royal College of Dental Surgeons of Ontario (RCDSO) is the governing body for dentists in Ontario. Their mission is to protect the public's right to quality dental services by providing leadership to the dental profession in self-regulation. *The* role and authority of the College is set out in the Regulated Health Professions Act (RHPA), the Health Professions Procedural Code, and the Dentistry Act, and the regulations made under these acts." (www.rcdso.org). The RCDSO Library on their website (<http://rcdso.org/KnowledgeCentre/RCDSOLibrary>) provides information about the guidelines of operating a dental clinic (conduct, forms, etc.) and how to comply with Ontario's Personal Health Information Protection Act. Essentially, setting up a volunteer dental clinic is just like establishing a dental practice. The same processes and legislation apply. Recruiting someone with knowledge of how to operate a dental office is imperative to moving forward with establishing a volunteer dental clinic in your community.
3. *Incorporation and Charity Status* is important as it provides credibility and a governance structure for the organization. Local CFDC's can be of assistance in working through both of these processes. In this case, the Haliburton County Development Corporation provided mentorship during the start-up phase of the project. Charitable status is of great benefit to those making financial contributions and donating equipment. Incorporating as a not for profit: www.ontariobusinesscentral.ca
Charitable Status in Canada: <http://www.cra-arc.gc.ca/chrts-gvng/chrts/pplyng/menu-eng.html>
4. *Community support* is an essential piece of the process of starting a volunteer dental clinic. Knowing your community and being able to recruit and maintain support for a clinic is critical to the success of the project. Understanding the key players to approach first is extremely important. Identify local organizations that are already providing dental



services and support for services, to address concerns about competition. These groups in Haliburton County included local dentists, the local hospital, social service agencies, and the health unit. Creating good partnerships with the media and local government will also help bolster support. The community at large will become your volunteer pool and the source of financial and in-kind support for start-up and for fundraising. Think about how to generate long term interest in the project, as there will be the need for funding and volunteers on an on-going basis.

5. Knowledge of *volunteer management*.
6. Having *marketing expertise* on board is critical for engaging with the community, visibility, creating and maintaining a consistent message, and raising the profile of the organization. Producing quality marketing materials is of benefit as it projects a professional image however, it is important to balance this with the charitable mandate so it does not appear that funds that could be spent on patient care are being used for promotion/fundraising efforts. Samples of promotional material can be found in appendix 3.
7. Including an *educational component* expands the services offered. The majority of patients who attend the clinic have not been educated about how to care for their teeth. Most programs that offer dental care to low income adults focus on emergency treatment only, which means they will be covered to have teeth extracted. Many other patients have had no access to dental treatment or the benefit of treatment from a dental hygienist. The VDO focuses on rehabilitating a patient's oral health, which includes fillings and root canals but also results in 2-4 visits with a dental hygienist to explain periodontal disease and what they can do at home to maintain their oral hygiene and health. The education component offers positive outcomes for patients and dental professionals equipping patients with the knowledge of how to maintain the progress made in their oral health.

5. Program Logistics

a) Intake Process

Screening process – Intake is done by a telephone screening where basic questions are asked about the person's household monthly income and expenses. Patients are given basic information over the phone about what information to prepare for the phone screening. The interview takes approximately fifteen minutes and people are booked appointments for the telephone screening to enable them to gather the necessary information. Patients must reside in the county and have no form of private dental insurance. Patients covered by Ontario Works are usually accepted. Patients covered by Ontario Disability Support Program are not accepted for general dentistry but are included for dentures. Patients are then asked to validate the information they have provided with documentation such as "Notice of Assessment and pay stubs". The VDO does not publish the complete evaluation process so as not to jeopardize the process. Each clinic needs to determine what their Low Income Cut Off will be. The VDO's Low Income Cut Off was established using a grossed up Statistics Canada table. A "high income cut off" is also considered to ensure care is provided to those most in need. Referrals for financial counselling are also provided where deemed beneficial.

The second component to the screening is a dental screening to gain information about patients' oral condition (See appendix 5 for sample). The information is then evaluated by the person



completing the screen and reviewed with another screener if there are any extenuating circumstances or ambiguity. The patient is then informed whether or not they have been accepted to the program and placed on a waiting list based on the severity of their dental condition.

b) Privacy & Confidentiality

Dental professionals are not advised of patient financials - only that they meet criteria and screening, reviewed annually. Patients are asked to report changes in income and if their dental coverage changes. Privacy and confidentiality for the patients is critical and all provincial standards must be maintained. Sample Privacy policy is included in appendix 6.

c) Scope of Dental Work Offered

The VDO focuses on establishing treatment plans for each client to meet their individual needs. There is a suggested ODA fee guide for all the services provided by dentists in Ontario, which is useful in tracking the real cost of service. *ODA Suggested Fee Guide for General Practitioners* is available for a fee to ODA members. The VDO uses a dental software program that, among other things, enables tracking of what the services would cost if they were done at a private office. The VDO is open on average 13 days per month seeing patients. The other days are used for lab work and screening patients who want to come to the clinic.

Many patients require root canals, composite fillings, extractions, and full or partial dentures.

Dental hygienists provide cleaning and scaling teeth as well as giving oral hygiene instruction.

The scope and nature of treatment to be provided is dependent upon the skill and comfort level of the volunteer dental practitioners and patient requirements. It was made a policy of Volunteer Dental Outreach not to perform crown and bridge treatments at Volunteer Dental Outreach in order to conserve resources and focus on other restorative treatments.

d) Insurance

Board of Directors: The Board has taken out a Non-Profit Entity Management Liability and Errors and Omissions Insurance Policy. This is paid by the Charity.

Volunteer Dentists: Each dentist lists the clinic as a secondary practice location and their liability coverage follows them to the VDO. Each dentist is responsible to the patients they treat. This does not add a cost for the volunteer dentists as they are covered by their own malpractice insurance and the VDO is one location where they practice.

The Clinic: The clinic is covered by CDSPI- Triple Guard for loss of the equipment. This is paid by the Charity.

e) Front Desk Procedures

The basis of all the procedures is safety of the patients and quality of care. At the VDO, the front desk is a volunteer position. For the safety of the patients, experienced front desk volunteers are recruited to determine the urgency of the patients' need and who is the best provider for them. A procedure manual was developed by a practice consultant and is a component of the dental office set up. The management of each clinic will need to develop its own set of procedures to meet their specific needs.



6. FACILITY

a) Equipment

Equipment and supplies must be of a high standard so that professionals can maintain a standard of care as mandated by their governing body. The VDO was very fortunate to solicit many donations of equipment. Each organization will need to source equipment and supplies through their own network based on the requirements of the volunteer dental professionals.

b) Location

Physical space requirements will be community specific. The VDO is approximately 700 square feet and includes 2 operatories, a back office, reception area, and a very small sterilization area and back lab. The size of the clinic should be a financial decision of the board based on what they are willing/able to support. The VDO is located near the downtown area of Haliburton Village, one of our rural centers. Client transportation can be a challenge in rural areas and should be considered when establishing the location of the clinic. Partnering with other community services may be an option in terms of support for transportation.

7. FUNDING

a) Overview

All funds raised are used to operate the dental clinic. Basic costs include: purchase of a significant amount of supplies, rent, telephone, and one employee who works with all the dentists. The VDO's operating budget is approximately \$70,000.00 per year. Periodically it is also necessary to purchase equipment – for example the VDO recently purchased a new Digital Panoramic X-Ray machine worth \$40,000.00 and are now fundraising to cover the cost. It is necessary to plan to fundraise for initial capital building costs, start-up and equipment costs, and annual operating costs.

b) Capital Building Costs (Construction/Renovation Phase):

The VDO was very fortunate that local businesses and contractors supplied labour and material at reduced costs. Local businesses offered materials at cost; local tradespeople donated their time; and local residents volunteered their labour. Local media was a huge resource to get the word out and generated a multitude of offers to help from the community.

c) Start-up and Equipment/Supply Costs:

The start-up phase is a critical time to reach out to local community supporters and to the dental industry. The Haliburton, Kawartha, Pine Ridge Health Unit was an excellent resource for questions about poverty issues in our community and developing the screening process by charting which agencies and programs exist in our region. Local service clubs played an important role, providing cash at this phase of development. The Haliburton County Development Corporation assisted with start-up costs, providing a grant to hire a consultant to assist with initial set-up documentation. The VDO received a donation of services to create the website (www.dental-outreach.com). A local business brokered the purchase of all computers and donated peripherals, internet and network installation. The District Health Unit was able to donate discretionary funds of \$5000 to purchase computer equipment.



A checklist of items sourced to open the VDO clinic includes

- ✓ Clinic design to convert existing space to dental clinic was completed by dental company and applied for radiation approval of construction drawings.
- ✓ A \$5000.00 environmentally friendly Dry-Vac suction unit to the clinic.
- ✓ Dental drills.
- ✓ 2 dental chairs
- ✓ Dental charts
- ✓ Dental supplies
- ✓ Burrs
- ✓ Disinfection products
- ✓ Digital x-ray supplies
- ✓ Element obturation unit, apex locator, endo supplies
- ✓ Toothbrushes
- ✓ Supplies, paper towel dispensers, soap dispensers
- ✓ Dental management software worth \$10,000.00
- ✓ A used Pan-Ceph machine
- ✓ 2 x-ray machines
- ✓ Dentist and assistant stools
- ✓ Surgical instruments
- ✓ Perio instruments
- ✓ Light cure unit
- ✓ Office furniture
- ✓ Statim sterilizer
- ✓ Dental cabinets
- ✓ Scannex machine
- ✓ Emergency kit, blood pressure cuff, antibiotics

d) Operating Costs

On-going support for the clinic is imperative to long term success. The VDO receives limited funding on a per patient basis for about 10% of our patients from Social Services. Patients on Ontario Works can sign an agreement with Social Services and their annual dental benefit is sent to the VDO. This is the current amount allowed per 12 month period for emergency treatment (emergency exams and extractions only), however at the VDO patients receive full treatment and dental hygiene. The Ontario Trillium Foundation has not supported the clinic as they considered it a “Medical Clinic” and not within their mandate. Our local government, the Municipality of Dysart et al, has provided a location at very low rent. A strong partnership with a local printing company, is a huge resource for advertising events, professional representations, signage and is beneficial in fundraising and volunteer recruitment.

Fundraising is the primary method for securing operating costs annually – the goal is to raise half the operating funds this way. The golf tournament is the main VDO fundraiser and is organized by a sub-committee of the Board. A bowling tournament is also organized by Board members in partnership with a local venue. Many of the original fundraisers were done by volunteers, who approached the VDO before the event to say they were willing to run the event independently



and make a financial contribution at the end. This included some private golf tournaments, house concerts, and church choir events. As a result of presentations about the VDO, service clubs have been major supporters. In 2012, the VDO received a one year, \$20,000 grant from Green Shields Canada. These funds supported the start-up operations and enabled the hiring of the dental assistant for the VDO. Grant applications are part of the on-going operational funding for the VDO. Donations from individuals, local organizations, and businesses account for the balance of our budget. Tooth Fairy boxes were placed around town where people could donate change and to maintain a positive profile in the community. Of the \$70,000 required to operate the clinic, the VDO aims for 50% from fundraising events; 25% from grants; and 25% in donations. The importance of having marketing expertise and professional materials plays a significant role in the success of fundraising efforts. Creating awareness of the VDO and projecting a professional image is a critical part of the fundraising efforts – both during start-up and on an on-going basis.

8. HUMAN RESOURCES

The VDO professional staff members are all licensed dental professionals. The dental assistants need HARP certification to take x-rays. The front office staff are trained on the computer software and it is preferable that they have dental experience. Other volunteer roles include cleaning and snow shoveling. The Practice Manager's role is also volunteer and includes book keeping (banking, bills, mail, tax receipts, donation thank you's, meeting with accountant,), office administration oversight, correspondence with dentists and hygienists, front desk responsibilities, board meetings, public speaking, and grant applications. For all human resources, it is important to find people who understand that privacy and confidentiality are critical component to working at the VDO as in any professional office.

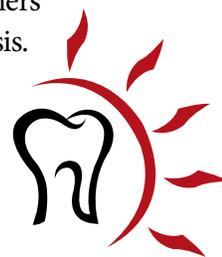
a) Board

Board of Directors – Chair, Treasurer, Secretary, President and at large board members of various skill sets including accounting, dental practice consulting, dentist, hygienist, marketing and communications, and social welfare. The Board provides oversight and is active in all fund raising activities.

b) Dentists/Hygienists/Business Assistants

Licensed dentists and licensed dental hygienists, dental assistants with HARP certification, and administrative staff are all required to operate the volunteer clinic. Affiliation with an Oral Surgeon is also helpful for situations beyond the scope of this clinic.

When recruiting volunteers, working within their schedules is important. The VDO is grateful for any time donated and has one dentist who volunteers weekly and several who volunteer bi-weekly or monthly. The hygienists usually only come for a couple of days and are often coming from very far away. Often they are volunteering because they are unemployed or only working part time. Volunteer Dental Outreach has found accommodation for the visiting volunteers either in guest rooms or cottages. Volunteer work in general is not for everyone. Many dentists have tried volunteering and have not made a long term commitment to VDO. However others have been returning since we opened and are caring for the same patients on an ongoing basis.



This is part of the reality of a volunteer dental clinic and should be considered in developing a model that can sustain over time.

Volunteers at the VDO apply similar to applying for a job (see application form and reference form in appendix 7 and 8). It is important to ensure that they are qualified to do the work they are coming to do. All the dentists and dental hygienists are licensed to practice in Ontario. Generally all the volunteers have had experience working in a dental office before because there is a specific skill set required and understanding of the dental field for the safety of the patients and to maintain the highest standard of care. All volunteers are asked to provide current police criminal record searches. Dentists are screened for any former or outstanding complaints or disciplinary proceedings on the RCDSO website.

The creation of a Privacy Policy, Volunteer Dentist and Hygienist agreements, and Office policy manual are useful when outlining various volunteer relationships. Examples of dentist and hygienist agreements which are signed by all volunteer dentists and hygienists are included in appendix 9 and 10.

c) Paid Staff

A paid dental assistant coordinates supplies and works with volunteer dentists. She is a level II dental assistant who assists all the volunteer dentists, screens patients, does the majority of the lab work to make dentures for patients, does the ordering, and cleans the clinic.

d) Accountant

The Board hires a Certified Chartered Accountant to prepare and file required Charity and Canada Revenue corporate tax filings and returns.

e) Snow Removal and Lawn Maintenance

These tasks need to be considered as required.

9. CONCLUSION

The VDO is very proud of the successful development of dental care for those in need in the Haliburton County community. This project requires on-going dedicated support from dental professionals, community volunteers, and those able to provide financial support. It is important that local dentists are aware that the Volunteer Clinic is intended to treat patients who cannot afford to attend private dental offices so as to dispel any fears of competition with local dentists. Recruitment was initially done by word of mouth and since that time VDO has also been written up in dental journals and sent out a mailing to 4000 dentists within a 3 hour radius of Haliburton. Various cottage associations have advertised for the VDO in their newsletters. The local radio stations and newspapers have covered progress of the volunteer dental clinic (see appendix 4). The VDO also has a website www.dental-outreach.com.

The impact of the VDO at the community level is remarkable – patients served and the amount of dental care provided. The impact of the VDO on an individual level can only be seen in the smiles of patients, and that is the true measure of success.





Terms of Reference – Steering Committee Volunteer Dental Outreach for Haliburton County

The Terms of Reference outline the roles and responsibilities and scope of authority of the Steering Committee of the Volunteer Dental Outreach for Haliburton County (herein referred to as **the Clinic**).

The Steering Committee is comprised of community members who have come together to create a service in Haliburton County provide free urgent dental care for low income residents of Haliburton County.

SIRCH Community Services (herein referred to as “**SIRCH**”) has agreed that Volunteer Dental Outreach for Haliburton County will be a program of SIRCH. **SIRCH** is a not-for-profit, charitable organization located in Haliburton County that provides community-based direct services.

The Steering Committee is responsible for the start-up of **the Clinic**.

These responsibilities include:

- Securing space and negotiation of lease with the municipality.
- Development of a business plan.
- Development of an operational plan.
- Creation of policies and procedures.
- Creation of a Communications plan – in collaboration with **SIRCH**.
- Fundraising to cover the costs of the start-up - in collaboration with **SIRCH**.
- Securing funding required for first year of operation.
- Secure commitment of dental professionals.
- Securing donations of equipment, supplies and furnishings.
- Development of the patient screening process/protocol.
- Volunteer recruitment
- Overseeing renovations of the leased space for **the Clinic**

The Steering Committee will support **SIRCH** in the establishment of a Management Committee (as a standing committee of the Board of Directors of **SIRCH**) to oversee the ongoing operation of **the Clinic**.

Role of SIRCH

SIRCH has authority over any aspects of the operations that require a commitment by the **SIRCH** board of directors or the **SIRCH** corporation such as:

- Signing legal documents such as the lease, insurance, grant applications.

- Approval of marketing materials
- Activities that may have an impact on other **SIRCH** programs (eg. fundraising, grant writing)

SIRCH will provide support to the Clinic and the Committee through:

- Staff support for financial administration.
- Staff support for screening applicants for eligibility.
- Issuing charitable tax receipts to donors.
- The expertise of the Executive Director and Board of Directors.
- Sponsoring funding applications.

Finances

All funds raised on behalf of **the Clinic** will be held by **SIRCH**.

These funds will be accounted for separately from other programs of **SIRCH**. **The Clinic** will reimburse **SIRCH** for staff time used for financial management and screening.

SIRCH will issue charitable tax receipts to all donors of cash and eligible in-kind donations.

Reporting

Written and/or verbal reports will be made monthly to the **SIRCH** Board of Directors by the **SIRCH** Board liaison.

The Committee will keep minutes of its meetings and submit these to **SIRCH** for its records, on an ongoing basis.

Any surplus in funds at the year end will be considered as accumulated surplus of **the Clinic** and be available for use by **the Clinic** for the next year;

Neither party shall enter into a contract/agreement that affects the other party without mutual consent of both parties.

The Committee shall not make any financial commitments outside of the approved budget without prior approval from **SIRCH**.

Ownership

All materials produced and equipment and capital items purchased are the property of the **SIRCH** as the incorporated body. These items will be accounted for separate from other programs of **SIRCH**.

Volunteer Dental
Outreach is a program of:





Terms of Reference – Board of Directors of Volunteer Dental Outreach for Haliburton County

The Terms of Reference outlines the roles, responsibilities and scope of authority of the Board of Directors of Volunteer Dental Outreach for Haliburton County

Volunteer Dental Outreach for Haliburton County is a not-for-profit, charitable organization located in Haliburton County whose mission and charitable purpose is to provide free dental care to low income residents of Haliburton County.

1. The Board of Directors

1.1 Membership

The Board will have a membership of no less than 6 and no more than 9 members. This will include a minimum of Chair, Chief of Dental Staff as President, Registered Dental Hygienist as Vice- President, Secretary and Treasurer as officers and Members at large. Officers may hold more than one position.

1.2 Board Chair

The Chair of the Board and officers will be elected by the Board members by a majority vote.

1.3 Board Positions

The Board shall be comprised of the following positions:

- i. Chair
- ii. President/Chief of Dental Staff who is a dentists licensed in the Province of Ontario
- iii. Vice-President, who is a Registered Dental Hygienist licensed in the Province of Ontario
- iv. Treasurer
- v. Secretary
- vi. Directors at Large

1.4 Roles and Responsibilities

The Board shall be responsible for:

- i. Regular review of the Charities mission and charitable purpose
- ii. Oversight of Dental Clinic Operations
- iii. Fundraising
- iv. Financial Management
- v. Communications and Community Relations
- vi. Volunteer Recruitment and Orientation
- vii. Oversight of Patient Screening Process
- viii. Regular review of the Terms of Reference
- ix. Disclosing any conflict of interest where applicable

1.5 Quorum

The Quorum for the Board shall be 50 % + 1 of committee members.

**Terms of Reference -Board of Directors of Volunteer
Dental Outreach for Haliburton County****1.6 Term of Board Positions**

Board members shall serve for a two year renewable term. Board members may continue to serve until they resign or are removed by a majority vote of the Board of Directors.

1.7 Sub-Committees

The Board has the authority to establish the following sub committees:

- i. Golf Tournament Committee;
- ii. Audit Committee;
- iii. Any other sub-committee as required.

1.8 Board Meetings and Meeting Attendance

The Board shall meet every other month or at the request of the Chair. Board members are expected to RSVP to the secretary and attend meetings. Should a Board member fail to attend three consecutive meetings, the Chair may inquire with the member privately as to the member's intentions with respect to continuing on the Board and if the matter is not resolved the Board may vote to remove the member from the Board.

1.9 Remuneration

VDO Board Members serve as volunteers and shall not receive any payment or financial gain for their contributions to the Board or clinic.

2. Scope of Authority of the Board

2.1 The Board has authority to oversee the clinic operations and ensure the following take place:

- i. The clinic operates within budget
- ii. Patients, volunteers and dental professionals are scheduled for the Clinic
- iii. Volunteers are recruited, oriented and trained where applicable and appropriate documentation is in place
- iv. Records are kept in accordance with RCDSO regulations
- v. Staff is hired where appropriate and in compliance with employment standards legislation
- vi. Fundraising activities
- vii. Access funding and grant writing
- viii. Soliciting of donations of equipment and supplies for the benefit of VDO,
- ix. Signing documents such as leases, insurance documents and other legal documents
- x. Financial screening for patient eligibility
- xi. Issuing of Charitable tax receipts.

2.2 The Board will ensure that the clinic operates in accordance with all the guidelines of the Royal College of Dental Surgeons of Ontario (RCDSO) including to not limited to:

- i. Record-keeping
- ii. Licensing requirements of professional volunteers
- iii. Standard of Care
- iv. Privacy legislation

**Terms of Reference -Board of Directors of Volunteer
Dental Outreach for Haliburton County**

3. Minutes

The Board will keep minutes of its meetings and once approved, these minutes will be signed by the Chair and retained by the Secretary of the Board.

4. Ownership

All materials produced and equipment and capital items purchased and/or donated are the properties of the Corporation know as Volunteer Dental Outreach for Haliburton County as the incorporated body. The disposition of any property owned by the Charity must be in compliance with Canada Revenue Agency and Charities directorate regulations.

5. Financial

5.1 Budget

The Board will approve an annual operating budget for the clinic.

5.2 Auditor

The Board will approve and appoint an auditor to review and produce annual financial statements for the Corporation and file necessary documentation with Revenue Canada and Charities Directorate.

5.3 Fiscal Year End

The fiscal year end of the corporation is June 30.

5.4 Cheque Signing Authority

All cheques written on behalf of Volunteer Dental Outreach will require signatures of two active Board Members who are designated as signing authorities by a motion of the Board.

**Approved by the Board of Directors of Volunteer Dental
Outreach for Haliburton County**

Date: _____

Signatures:

President

Secretary

These are just three of the over two hundred patients who have been helped at the clinic this year.



When residents of Haliburton County have nowhere to turn for dental care because of financial barriers, they can turn to us.

Patients, who qualify, are treated for free by fully licenced volunteer dentists and dental hygienists at our clinic which is funded by private donations, fundraising and donations of local community service clubs.



739 Mountain St., Haliburton, ON K0M 1S0
705-457-3111 www.dental-outreach.com

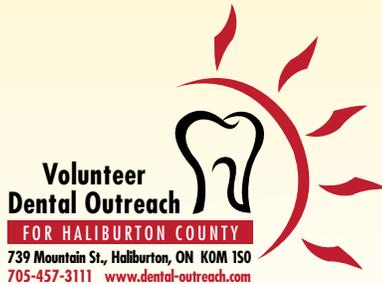
Call 705 457-3111 or visit www.dental-outreach.com for more information on how to become a patient. See reverse for information on how to donate.

Volunteer Dental Outreach for Haliburton County is a Registered Charity under the Income Tax Act BN # 84297 9486 RR0001

Volunteer Dental Outreach for Haliburton County is supported in part by:



“The cost of even basic dental care is beyond the reach of an alarming number of Haliburton County residents. Your donation will help fund the operating expenses of the Volunteer Dental Outreach clinic which is dedicated to providing free dental care to disadvantaged families. Our dental professional volunteers, patients, Board of Directors and other volunteers thank you for your kindness.” Dr. Bill Kerr



Cheques Payable to “Volunteer Dental Outreach” may be mailed to:
739 Mountain Street, Box 1412 Haliburton, Ontario K0M 1S0

Online donations at www.dental-outreach.com
Click Donations tab, Click on 

Visa: Card # _____

Mastercard: Card # _____

Exp. _____ CV# (3 digits on back of card) _____

Information required to provide Official Receipt for Tax Purposes

Donor Name _____ Donation Amount _____

Donor Full Mailing Address _____

Phone _____

Volunteer Dental Outreach for Haliburton County is supported in part by:



PAGE 2

Thursday, January 13, 2011

Dental outreach expected to require \$40-50,000 annually

By Mark Arike

Haliburton County's first dental outreach centre, which will offer free "urgent care" to low income adults, is estimated to require an annual operating budget of \$40,000 to \$50,000, said members of the project's management committee during a Jan. 7 meeting at the Haliburton County Development Corporation's (HCDC) board room.

Committee member Lisa Kerr provided some "round ball" numbers outlining operating costs of a Scarborough dental outreach centre that her husband, Dr. William Kerr, regularly volunteers at.

"The round ball number, which they put out in 2008, talks about them running their clinic for \$80,000 per year," said Kerr. "They do employ one person and are open two days per week."

Only volunteers will run the local outreach centre, expected to open sometime this spring.

"If we can train all these volunteers, we can have all the people on site that we need," said Kerr. "Based on the number of dentists that have come forward, I think we're in the same ballpark of having eight to 10 days per month."

Dr. Kerr, the head visionary of the project along with dental hygienist Lisa Stoughton, pointed out that it's hard to determine an annual operating budget at this time due to the fluctuation in donations.

"I've always been hesitant about putting a number on it because I just keep getting people giving me stuff," he explained.

Hugh Nichol, another member of the committee and local chartered accountant, responded by saying that challenges may present themselves when it comes to securing ongoing donations.

"People give in the beginning ... I'm just thinking about what happens after our first year," said Nichol.

The group agreed that since the Haliburton Volunteer Dental Outreach would not have a paid staff person, annual operating expenses would likely range in and around \$40,000 to \$50,000.

To help keep start-up costs to a minimum, Dr. Kerr explained that he originally intended on opening the outreach centre with conventional x-ray film equipment rather than installing the more current, digital Pan-Ceph technology. However, because of a forthcoming donation, it would be wise to use the latter from the onset, he said.

"This piece of equipment, which I know is pretty expensive, was offered to Gena [Robertson] and I by an orthodontist who isn't using

it," said Dr. Kerr, estimating that one of the diagnostic machines would likely go for around \$75,000.

Dr. Kerr said that he plans to approach organizations like HCDC about funding opportunities that may be available to help cover costs associated with running the digital x-ray equipment.

Since news of the outreach centre was first released in December, individuals, businesses and organizations have offered monetary and other types of support.

Gena Robertson, committee member and executive director of SIRCH Community Services, said that to date, \$6,336 in funds have been received, \$5,000 of which came from the Haliburton Kawartha Pine Ridge District Health Unit's discretionary fund.

SIRCH took on the lead role as the charitable organization responsible for collecting and holding all monetary donations made to the project.

A list of dental professionals who have signed up to volunteer at the outreach centre currently includes: six dentists, one dentist, four dental hygienists and four office managers/receptionists.

Since the outreach centre will require ongoing funding, the group discussed the need for fundraising.

"That's going to be critical," said committee member and restaurant owner Maarten Steinkamp.

Nichol pointed out that Dr. Kerr could give talks to local service clubs about the project in hopes of gaining further support. Kerr said he would "speak anywhere" as long as it fits around his busy work schedule.

Both Steinkamp and Janis Parker, a committee member and owner of Parker Pad & Printing Ltd., agreed to be involved in fundraising efforts.

Parker said that she was already working on organizing a benefit concert that would feature Juno award-winning artist Ian Tamblyn.

"It looks like I'm going to have it at the West Guilford Recreation Centre," said Parker of the event she hopes to have together for February.

Issues that the management committee also examined included the screening process for the outreach centre, renovations to the future location, governance and what the legal structure would look like.

To make a donation to the project, go to www.sirch.on.ca and click on the "donate now" button. All inquiries can be sent to Dr. Kerr via email at bill_kerr@sympatico.ca. ■

Dental outreach expected to open mid-May

By Mark Arike

Even though a few “construction slowdowns” and “financial setbacks” have come its way, Haliburton County’s first volunteer dental outreach is expected to open close to its original target date.

In an April 23 email to *The Voice*, Bill Kerr, head organizer of the dental outreach said that drywall work had been completed but there still was some painting that needed to be finished before a mid-May opening.

Kerr also said that he recently toured the renovated space, located at 739 Mountain St. in Haliburton, with six of the dentists who have agreed to volunteer their services.

“The dentists were very impressed with the facility,” said Kerr, who also met with them to discuss logistics of the clinic’s operation.

SIRCH Community Services has started doing “financial screenings” which determine a resident’s eligibility for urgent dental services that will be available at the outreach.

At an April 7 meeting, organizers of the outreach indicated that they were facing a financial shortfall of just over \$2,500 for start-up costs.

“We are still asking for financial donations or donations of Timbr Mart vouchers purchased with Air Miles so we do not have to delay the opening for financial reasons,” said Kerr.

The group has organized a movie fundraiser night for Thursday, April 28 at the Northern Lights Performing Arts Pavilion. All proceeds from the 7:15 p.m. showing of “A Small Act” will benefit the outreach. The event is sponsored by Those Other Movies.

For more information about the event call Bill at 705-286-3696 or Those Other Movies at 705-286-3656.

Donations to the dental outreach can be made online at www.sirch.on.ca. Donors can receive a tax receipt for their contribution. The volunteer dental outreach is intended to provide urgent dental services to Haliburton County residents who aren’t financially able to pay for important dental treatment. A website with more details is up at www.dental-outreach.com.



Volunteer dentists tour the outreach on April 22, left to right: Dr. Rick Bastien, Dr. Bill Moebus, Dr. Bill Kerr, Dr. Jeff Martin, Dr. Brad Oldfin, Dr. John Purc and Dr. Ed Busvek.

Photo by Mark Arike.

Free clinic response has dentist smiling

Jenn Watt
Editor

They should have been smiling; he was, after all, fixing their children’s teeth.

But many parents who brought their kids in to dentist Dr. Bill Kerr couldn’t smile comfortably – their teeth were too decayed. And while the Ontario government provides money for children under 17 from low-income families to have dental work done, there is nothing for adults, leaving many to suffer with pain, infection and social anxiety.

“There is the pain and infection and the inability to think or concentrate when you’re in pain or when you’re fighting an infection ... but there’s also a social component to it; if you don’t feel that you can smile because people will see your teeth then it definitely has an impact on how you function in society and also your likelihood of being employed,” Kerr said.

The necessity of good dental care was what motivated him and Haliburton dental hygienist Lisa Stoughton to travel to Honduras in 2009 and 2010 to help children with basic procedures and it is what ultimately motivated their plan to open a free dental clinic for Haliburton County.

“On our way coming back from Honduras the first year we were very excited about what we had done: we had helped more than 300 children over there, but we kind of had the feeling that it’s lovely going to another country, and ... helping out but our own little community is in desperate need of our help as well,” Stoughton said of their first discussion in 2009.

“One thing that we really noticed around here [in Haliburton County] were unhealthy smiles or lack of smiles due to lack of dental care and lack of funds for dental care. It’s disappointing to see, especially with the way your oral

“

We wanted to give people back some dignity as well, to be able to smile again.

— Lisa Stoughton, dental hygienist

health affects your overall health. We wanted to give people back some dignity as well, to be able to smile again,” said Stoughton, who has her own clinic on Highland Street and has been a dental hygienist for 13 years.

“Now it’s just a few months away from being a reality, which is wonderful, and that’s what we want to do around here – to have it be a community-oriented clinic – and everybody seems to want to jump on board and help out because this is a great community,” she said.

It took only a few phone calls and a few contacts made before the entire social justice community rallied around the plan – something Kerr found surprising.

“Our county is just so awesome; people get excited and there are so many people who volunteer and do so many great things in Haliburton County. I probably should have expected it, but I really didn’t, so it’s really cool to see,” he said. Kerr has been a dentist since 1987 and has spent the last five years volunteering at a free clinic in Scarborough as well as practising commercial dentistry and working Fridays at Dr. Ed Smolen’s clinic.

Since initially broaching the idea, everyone from contractors to dental workers to business owners have rallied behind Kerr and Stoughton and an incredible amount of

work has already been done in creating what will be called the Haliburton County Volunteer Dental Outreach clinic, though the location is yet to be firmed up.

Most recently, Dr. Bill Ryding of the health unit has used his discretionary fund to donate \$5,000 to the clinic and the Haliburton County Development Corporation has added \$2,500 to hire a consultant for a business plan.

Local entrepreneurs Janis Parker and Maarten Steinkamp have both pledged their support, contractors Alex Roome and Jason Reay have agreed to renovate whatever space is found, Patient News Publishing will add their expertise and contacts from the dental industry, Smolen has donated a dental chair with light, cuspidor and dental unit and an X-ray unit, Dr. David Butera will be donating extra equipment from his dentistry practice and SIRCH has set up a link on their website to donate to the project.

“I can’t fund the whole office out of my real office, so basically we need money,” Kerr said. He’s unsure of how much money is needed at this point. While all staff will be volunteers there are still the expenses of supplies, rent, administration and accommodation.

The social services of the county are also excited about the clinic, and Kerr has been in regular contact with the 4Cs food bank and SIRCH about how to screen appropriately for those in need.

One of the provincial government’s 2007 election promises was to provide dental care to low-income adults, but money was directed to children instead.

According to a recent Health Canada report, 17 per cent of Canadians do not go to the dentist because it is too costly. Thirty two per cent do not have dental coverage.

The dental outreach clinic is supposed to be up and running by the spring and will be free of charge for patients. Those interested in donating should contact Kerr or SIRCH: bill_kerr@sympatico.ca or info@sirch.on.ca.

Haliburton County Echo - Nov. 30, 2010

Free dental clinic in the works

By Mark Arike

Members of the community are pitching in to create Haliburton County's first free dental clinic aimed at serving low income adults.

"This project has taken off," said dentist Dr. William Kerr. "We are planning to open the clinic in the town of Haliburton sometime in the New Year." The new project will be called the Haliburton County Volunteer Dental Outreach. Kerr, a Minden area resident who runs a dental practice in Scarborough, said that he began talking about the concept with local dental hygienist Lisa Stoughton three years ago.

"It's something we were both thinking about," said Kerr in a phone interview, mentioning that the two got to know one another

on dental mission trips to the Honduras.

In recent months, a number of individuals, local organizations and others have taken notice of Kerr and Stoughton's vision. Donations of money, manpower and the formation of partnerships appear to be increasing the project's momentum. "Dr. Ed Smolen has donated a complete dental chair set up with light, cuspidor and dental unit. He has also donated dentist and assistant stools and an x-ray unit," said Kerr.

Another Haliburton dentist, Dr. David Butera, is "very supportive" of the clinic and has agreed to donate any extra equipment that he's not using at his office.

SIRCH Community Services has provided a forum on their web site where people can make monetary donations to the cause. Donations will

be heavily relied upon to make the clinic possible.

"All services (with the possible exception of lab work) will be donated services, but there will be other associated expenses. SIRCH has also offered to help with the screening process and would even consider booking appointments," said Kerr.

Point In Time, The Department of Social Services, the Haliburton Highlands Family Health Team, Haliburton-Kawartha-Pine Ridge District Health Unit (HKPR), members of Haliburton County Food Net and local food banks like the 4Cs in Haliburton and are a number of the supporters on a growing list.

Individuals like Janis Parker of Parker Pad & Printing have offered financial contributions

and printing services. One of the largest private employers in the community, Patient News, has confirmed that they will offer marketing services through their powerful reach into the dental community. And two local contractors, Alex Roome Construction and Jason Reay Construction have both volunteered to help with the renovations to the clinic location.

To ensure that overhead costs are kept to a minimum, Kerr has sought dentists, dental hygienists and other professionals willing to volunteer their services.

"I've spoken to a dentist who talked about doing one Friday per month ... I've also reached a few semi-retired dentists – who haven't said they're in for sure – but want more details," he said.

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Home found for low-income dental clinic

Jenn Watt
Editor

Haliburton's new community dental clinic will be joining Canoe FM on Maple Avenue as it moves into the back portion of the building owned by Dysart.

For a low monthly rate, the Haliburton County Volunteer Dental Outreach Clinic will be a tenant of the municipality, allowing volunteer dentists and hygienists to offer their services to low-income adult residents of the county.

The location was announced during a meeting of organizers Friday, Dec. 17, where other major issues were tackled, including governance structure and legal matters.

It was also announced that dentist Dr. John

Purc would be volunteering with Dr. William Kerr and hygienist Lisa Stoughton at the clinic.

"Dentists or hygienists will sign in and be available to have patients booked with them. Dr. Purc is going to be one of the dentists and I'll be one of the dentists," said Kerr, who along with Stoughton was the originator of the clinic.

All the supplies will be donated either by the dental professionals in the community, product manufacturers or purchased through donations from the public.

After the meeting Friday, which included many prominent local residents, a management board was created including Bill and Lisa Kerr, Janis Parker, Maarten Steinkamp, Lisa Stoughton, Hugh Nichol and Gena Robertson.

"This meeting this morning was excellent. I

was very impressed. I think this idea has legs," said Steinkamp.

Steinkamp will be approaching the board of The Blue Line, the wing of his restaurant that collects and disperses funds to worthy causes, about sponsoring the dental clinic on an ongoing basis.

"I'm going to present this to the board of The Blue Line to see if we can become a structural partner, because I'm not worried about the start-up costs, I'm worried about the operational costs," he said.

Barb Bolin, who was chairperson at the meeting as part of the Haliburton County Development Corporation's contribution to the project, said the mood of the meeting was uplifting.

"I haven't seen an initiative in Haliburton

County that has had just immediate excitement around it in a long time. It was really encouraging," she said.

Kerr estimated that the clinic would be opening in May, since the group has to wait for the Ontario Senior Winter Games to vacate the space first.

The clinic will be open to adults since there is already a government program for children from low-income households to receive dental care. However, there are discussions about including some kids who "fall through the cracks."

Donations to the program can be made by contacting Kerr or SIRCH Community Services bill_kerr@sympatico.ca or info@sirch.on.ca. You can also donate online at www.sirch.on.ca.

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points of view

Looking to the future

In keeping with the *Echo* New Year's tradition, here are a few things to be thankful for in 2011.

Our library system: Aside from the two new branches in Haliburton and Minden, our entire library system – all eight branches – have been infused with new life over the past couple years. A big part of that is the dedication and inspiration of chief librarian Bessie Sullivan. Sullivan has brought the county into the 2000s with new materials including DVDs; an online database that can handle requests, holds and renewals; and a strong public relations effort. The library has reaped the rewards with circulation numbers rising steadily and excitement within the community for books and learning.

Fighting hunger: The Haliburton 4Cs estimates this might be the best year ever for donations during the Christmas season. The *Echo*'s reporters were on constant cheque-photo duty as members of the public and businesses gave to help others through the festive season. Donations to the Moose FM radiothon surpassed the \$20,000 mark for the food bank – nearly double what came in last year. SIRCH Community Services has also successfully mobilized the

county around hunger issues. When the Community Kitchen was on the verge of shutting down, community members came through with thousands of dollars to keep the program running.



Jenn Watt
Editor

Big Ideas: If you don't try you'll never know and the Highlands is full of try-ers. In the north we have John and Thea Patterson, both dedicated to creating an ecological tourist destination. Then there is Winterdance and musher Hank DeBruin,

who famously took on the Iditarod Alaskan dogsled race last winter. Although he didn't finish the race, he's back on the sled this year competing in the Yukon Quest and plans to re-enter the Iditarod again. In the village of Haliburton, dentist Bill Kerr and dental hygienist Lisa Stoughton took the idea of a free clinic and tested the waters. Overwhelmed by positive response, they now predict the first free fillings (among other things) for low-income families will begin this spring.

More than we can handle: There are more positive things going on in this village and this county than can ever be squished into this editorial space. Our glass, and this paper, overflows with things to be thankful for.

points of view

Making hard decisions

WHEN THINGS don't transpire the way we think they should it's frustrating.

When doctors won't come to Haliburton County no matter how much we beg and plead, or when tourists won't embrace new festivals or attractions it's disappointing.

Which is why, despite how much it might hurt, we have to try something new.

This week's paper outlines examples of these types of situations; county council is battling around the idea of offering financial incentives to doctors who relocate to the Highlands, meanwhile we discover that the new regional tourism organization (fortuitously named Ontario's Highlands) may require an additional tax to allow it to function past 2012.

Both of these situations chafe the sensibilities of taxpayers in tight economic times.

How can we, a county with a tiny population and low average income level, be expected to foot the bills for these things?

It seems incredibly unfair that in order to receive adequate health care, we must fork out \$50,000 to pay a physician just to move here.

Just about as unfair as asking "roofed accommodators" (those who run bed and breakfasts, motels and hotels) to charge their customers another three per cent on top of the HST.

These are hard decisions to make. And perhaps neither of these suggestions will come to pass. We have a new county council coming in December and the tourism levy will only transpire if 51 per cent or more of the region's accommodators vote in favour.

But the sentiment is that if we always do what we've always done, we'll never get ahead, no matter how unreasonable the alternative is.

It is what Bill Kerr and Lisa Stoughton wrangled with in deciding to launch a



Jenn Watt
Editor

free dental clinic due to open in Haliburton in the spring.

Kerr said he was frustrated that the provincial government wouldn't cover dentistry in the same way it covers surgery – not even for low-income adults.

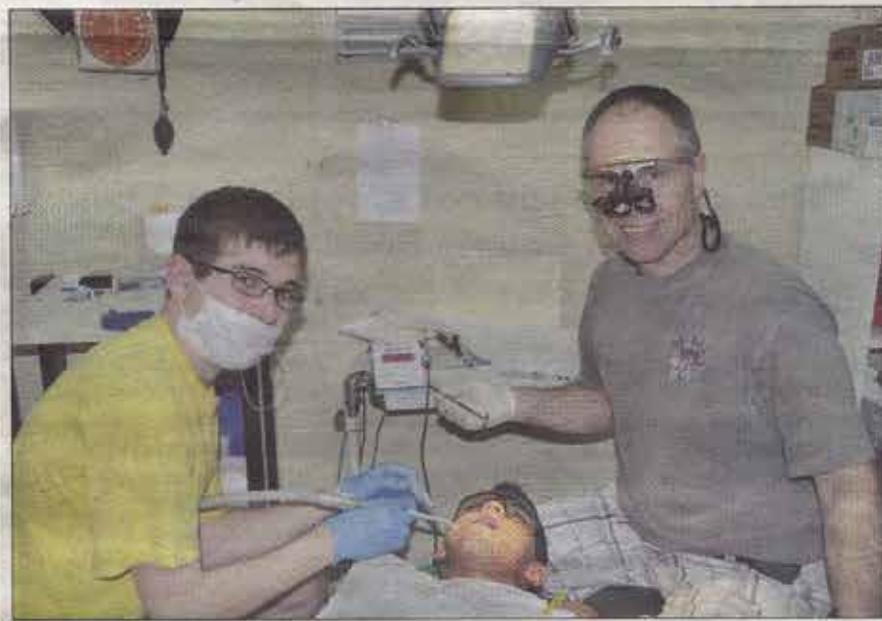
The status quo was to continue to lobby the government for more money, but all the while people were suffering with infected mouths and rotting teeth.

So, as backward as it is for the community to fill the gap that should be covered by the province, the pair stepped up.

The community has subsequently stepped up, too.

This county shouldn't have to accommodate for underfunded programs or service shortages, but the reality is that we have to.

To get what we need sometimes we have to do it ourselves.



Dentist William Kerr, right, and his son JJ works on a young patient during a mission trip to the Honduras. Photo Submitted

Local dentist and others collaborate to open free clinic in New Year

from page 1

The clinic, which would be open to serve patients based on the availability of volunteers, will serve adults only as there already programs in place for children. An example is Healthy Smiles Ontario – a new financial support program offered through by the HKPR that covers dental costs for those ages 17 and under in low income families.

Some sort of a screening process (yet to be determined) would be implemented to ensure that those who need the services the most get them.

“Screening is our main concern,” explained Kerr. “Since I’ve been talking with many of the local agencies [that work with low income residents] we’d have a good idea of who these people are, but I’d like something more concrete.”

Kerr doesn’t believe in requesting proof of income via tax receipts, because he feels that would be some what of demeaning process. He will be meeting with everyone involved in the project on Dec. 17 to work out those particulars.

As of now, Kerr isn’t sure how much money will be needed to get the clinic off the ground, but that’s what some of the other partners involved will help determine.

“I have no idea ... now that things are taking off I realize how huge of a project it is,” he said.

A business application has been submitted to the Haliburton County Development Corporation (HCDC) for \$2,500 to hire a consultant to set up a business plan.

The clinic would be located in Haliburton, but a space hasn’t been secured as of press time.

“We are currently looking for an appropriate location that is affordable (650-900 square-feet). We have a couple of possibilities we are looking

at but we are open to any organization offering to donate a location for a very worthy cause,” said Kerr in his email.

Since paid for dental practices have patients on wait lists, said Kerr, he is sure that the demand will be high for the clinic’s services. The main procedures that will be provided will include root canals, fillings and extractions.

“There will be more to do than I can handle, said Kerr, pointing out that his intention is work on Thursdays at the clinic.

In addition to running his Scarborough practice, Kerr volunteers one Thursday per month at an urban outreach centre, where he mainly performs root canals. Should he take on Thursday’s at the clinic, his partner at his practice has agreed to cover his shift at the outreach centre.

From Kerr’s own observations, the need for this kind of service is just as high, if not higher in Haliburton County, than it is in a big urban centre like Toronto. He went on to stress the importance of dental health.

“Dental care is so important for overall physical and mental health, and when people are stretching every dollar, and have no health benefits, the dental care is often the first to go,” he said. “We know there are many adults in this community who cannot afford dental care and whose lives are affected because they have been unable to get to a dentist. We want to help.”

If you are interesting in support this initiative, or know someone else who is, contact Kerr by email at bill_kerr@sympatico.ca or SIRCH at info@sirch.on.ca.

Donations can be made by going to www.sirch.on.ca, click on the “donate now” image. ■

Location available for low income dental clinic

Municipality offers space for Haliburton County Volunteer Dental Outreach

By Mark Arike

Haliburton County's first free dental clinic for low income residents, scheduled to open sometime next spring, is looking like it will be located in the building that is currently home to the 2011 Winterfest Games office.

That information was revealed at a meeting with some of the project's key players on Friday, Dec. 17 at the Haliburton County Development Corporation's (HCDC) board office.

"There won't be a problem with getting a five-year lease on the space," said Janis Parker, a member of the organizing committee for what will be known as the Haliburton County Volunteer Dental Outreach.

Parker, who has been in communication with the municipality of Dysart et al, said that the municipality has agreed to offer the clinic the space for a nominal monthly fee, with hydro and heat included.

"The Wintergames staff have to stay in there until the end of February, but we can get in and do all of the measurements ahead of time," said Parker.

Organizers on the project's "management committee" (formed on Friday) – including dentists, non-profit workers, prominent locals and others – are scheduled to work out the details on the property at a meeting on Jan. 7.

Before tackling a number of other issues – such as the project's legal structure, governance, partnerships, an operating model and finances, Dr. William Kerr, a dentist who spearheaded the entire project with local dental hygienist Lisa Stoughton, provided an overview of the how the clinic would work.

"My vision is to have a clinic where dentists, hygienists and

others would book into to volunteer," explained Kerr of the set up.

Kerr said that he would volunteer for three Thursdays per month.

To that end, Dr. John Purc, former owner of a practice in Minden, said that he knew of a dental assistant interested in volunteering at the clinic. He said that he would also be willing to provide his services.

"If I come up, she'll probably come up," said Purc.

Kerr explained that a screening process would need to be in place to determine a patient's need for dental work and how soon they should be seen.

"Initially, we'd probably be providing more emergency type dentistry – things like root canals, extractions and deep fillings."

Kerr would like to see a clinic with two operatories, a sterilization room, and a waiting and reception area.

Dental supplies and equipment have already been donated by local dentists and donations continue to flow in. Monetary donations – like \$5,000 that recently came from the Haliburton-Kawartha-Pine Ridge District Health Unit's (HKPR) discretionary fund – are being collected by SIRCH Community Services, a local not-for-profit, charitable organization, on behalf of the project.

SIRCH's executive director Gena Robertson was at the meeting and explained why her organization became involved with the project from the get-go.

"Many of our programs deal with families at risk, so this is a nice match for us," said Robertson.

Founded in 1989, SIRCH provides more than 20 programs to Haliburton County, including those that deal with poverty, hospice and healthy eating.

The dental clinic will cater to working adults, most likely those over the age of 17. It was pointed out that government run programs like CINOT (Children in Need of Treatment) and Healthy



Some of the members of the community involved in the launch of Haliburton County's first free low-income dental clinic listen to Dr. William Kerr explain the project.

Photo by Mark Arike

Smiles Ontario are for kids from low income families in need of services. There aren't, however, programs like those for adults.

"We want to make sure that there aren't people falling through the cracks," said Kerr.

Barb Bolin, chairperson of the meeting and chair of HCDC, said that the project has already received an overwhelming amount of support.

"It's so nice to see a project in the county where you don't have to draw people in," said Bolin. "It's really taken a life of its own."

Organizers of the project have applied for \$2,500 in funds from HCDC for the purpose of creating a business plan.

Members of the recently formed management committee include Bill and Lisa Kerr, Janis Parker, Maarten Steinkamp, Lisa Stoughton, Hugh Nichol and Gena Robertson.

To donate to the project, visit www.sirch.on.ca or email Dr. Kerr at bill_kerr@sympatico.ca. □



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Singing for dental outreach

Canadian musician and songwriter Ian Tamblin performs for a packed crowd to raise money for the Volunteer Dental Outreach for Haliburton County, as hosted by McKecks in Haliburton on Sunday, Feb. 27. The event that included lunch buffet was sponsored by SIRCH.

Visit our website for more photos of the event. www.haliburtonecho.ca.

Darren Lum Echo staff



Construction begins

Left, Lisa Stoughton and Bill Kerr were on hand when construction began at the Volunteer Dental Outreach for Haliburton County in Haliburton last week. Ray Ralph, not pictured, a Haliburton cottager and president of REM Equipment donated a brand new BaseVac dry vacuum suction unit which retails for \$5,000. This environmentally friendly unit will significantly reduce the water consumption and energy draw of this clinic, Kerr said. Dr. Ed Busvek, one of seven volunteer dentists, was there, not pictured. Submitted by Bill Kerr

MARCH 29, Hal. County Echo

Editorial **VIEWPOINT**

By Stephen Patrick



Teeth, rotten teeth, and a concerned community

Most western countries have had some form of medicare for the past 40 years or so: in Canada, or at least Saskatchewan, and in the U.K., a version of universal health

care has been around since the Second World War. And in the U.K., the post-war labour government introduced universal state-run dental care as an integral part of its National Health Service.

Despite some glaring failures, the British NHS over the years has delivered quality health care to millions of Brits regardless of income who previously were dependent on either charity or the kindness of their local GP. At the hospital level the gap between the care available to the rich and to the poor in pre-WWII Britain was enormous.

However, the State's attempt to deliver dental care using the same NHS formula proved disastrous. Standards of dentistry in Britain by the late 1950s were appalling, and getting rapidly worse. British teenagers in the 1960s, unless they were pop stars, were often distinguished by a set of teeth usually seen only in nursing homes. Even some 30 years after that, comedian/actor Mike Myers could get instant laughs from the rotting teeth of his leering, 1960s Austin Powers. In Britain, leading-edge dental research and development scarcely existed. Gradually even the most fervent supporters of the NHS had to agree that the private sector had an important role to play in dental care – and as a result of the privatization of much of British dentistry, the last decade has seen the standards of British dentistry improve dramatically.

In Canada governments sensitive both to the British experience and taxpayer's tolerance have been loath to even contemplate any version of universal dental care. In place of universality, there have been patchwork programs for the very poor, from both governments and the dental professional community. And the Ontario government has just announced another program to help children of low-income families receive proper dental care.

And now, as Mark Arike reports on page 1 of this week's *Voice*, a local Haliburton group spearheaded by Dr. Bill Kerr has stepped up and begun development on a plan to deliver first rate dental care to those for whom even regular dental procedures are financially out of reach. And, as dental scientific research continues to prove, dental health is a huge factor in everyone's over-all health. There are numerous proven connections between gum disease and a myriad of other diseases and conditions ranging from heart attacks, strokes, osteoporosis, diabetes, and some cancers (pancreatic and prostate for example, and just recently revealed, breast cancer) to name just a few. Even pregnant women with compromised dental health have an increased risk of giving birth prematurely or to infants with a low birth rate.

So the argument for universal access isn't just about a few fillings and flossing regularly: it's about an essential component of everyone's overall medical health. Dr. Kerr and his associates deserve great credit for harnessing the generosity and sense of social responsibility that is such an integral part of the Haliburton County community. And if successful, this project, with its imaginative combination of private donations, in-kind volunteerism, and some public funds could well provide a template for other communities across Ontario to address the undoubted dental health needs of lower income adults. It's to be hoped that our newly-elected municipal and county governments will give this project more than just verbal support for its development and ultimate success. □

**Volunteer Dental Outreach for Haliburton County
Urgent Dental Care Screening Form**

Date_____

Section #1

Name:_____ File #_____

Address:_____

Home Phone:_____ Cell:_____

Leave Message with:_____

Okay to leave message on machine No answering machine

Section #2

HOUSEHOLD INFORMATION			
Family Members (Names)	DOB	Age	If minor, who has custody?

Volunteer Dental Outreach for Haliburton County

Section #3

INCOME		
Income Sources	Per Month (Net)	Annually (Net)
Previous Source of Income (T4 amount or similar) Indicate year: _____		
Current Employer Name: _____ FT PT SEASONAL CASUAL Are you on any dental plan? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Ontario Works / ODSP Do you have an ODSP benefit card? Yes / No		
EI / WSIB / CPP		
Child Support / CTB		
Other Income		
A) Total Income		

Section #4

SHELTER EXPENSES		
Rent		
Mortgage / Property Taxes If LOC must bring in bank statement		
Heat		
Hydro		
Water / Sewer		
Rental / House/ Insurance		
Phone (Home & Cell)		
B) Total Shelter		

Volunteer Dental Outreach for Haliburton County

Costs		
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Section #5

OTHER BASIC EXPENSES		
Food		
Medical Needs		
Transportation (Gas, Insurance, Car Payments)		
Debt Payments / Child Support		
Satellite / Cable / Internet		
Other		
C) Total Other Basic Expenses		
D) TOTAL EXPENSES		

Section #6

Monthly Family Income:	Monthly Shelter Costs:	% Shelter to Income:
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Section #7

ASSETS	AMOUNT	LIABILITIES	AMOUNT

Volunteer Dental Outreach for Haliburton County

Notes: _____

Section #9

Monthly family income (based on ___ # people): _____

LICO (based on same number of people): _____

- This income is
1. Below the LICO, so the person qualifies for VDO
 2. Above the LICO.

If above the LICO:

From chart: A. Monthly Family Income per month: _____

Minus B. Total Shelter Expenses per month: _____

Minus C. Total Other Basic Expenses per month: _____

Equals D. Amount of disposable income per month: _____

This income is 1. Less than \$ _____ per month so the person qualifies for VDO

2. more than \$ _____ month so the person does not qualify for VDO

Screeener’s Initials: _____

Date Reviewed: _____

Additional information required: _____

Date(S) requested additional information: _____

Referral’s: _____

Signature of person reviewing: _____

Volunteer Dental Outreach for Haliburton County

Date Approved: _____ Date Declined: _____

Patient Id # _____

Date _____

Patient Name _____

Has the patient seen a dentist recently, or been to the hospital regarding dental health?

Specifics: _____

What does the patient state is the problem? _____

If there is a problem, where? _____

Primary symptoms

- Pain does it keep you up at night? Extreme/constant pain?
- Sensitivity to hot cold sweets pressure/chewing
- broken chipped rampant Decay
- Red swollen bleeding abscess pressure
- Missing many teeth
- Dentures broken cracked worn out/can no longer wear



PATIENT CONSENT FORM: FOR COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

The Privacy of your personal information is an important part of Volunteer Dental Outreach providing you with quality dental care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your personal information. It is important to us to provide this service to our patients.

The Privacy Information Officer for Volunteer Dental Outreach is Dr William Kerr.

All staff and volunteers who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information.

Attached to this consent form, is our **Personal Information Privacy Commitment** that outlines what Volunteer Dental Outreach is doing to ensure that:

- only necessary information is collected about you;
- we only share your information with your consent;
- storage, retention and destruction of your personal information complies with existing legislation, and privacy protection protocols;
- our privacy protocols comply with privacy legislation, standards of our regulatory body, the Royal College of Dental Surgeons of Ontario, and the law.

Do not hesitate to discuss our policies with the dental professional working with you.

Please be assured that every person at Volunteer Dental Outreach in our office is committed to ensuring that you receive the best quality dental care.



How Our Volunteer Dental Outreach Collects, Uses and Discloses Patients' Personal Information

We understand the importance of protecting your personal information. To help you understand how we are doing that, we have outlined here how Volunteer Dental Outreach is using and disclosing your information.

Volunteer Dental Outreach will collect, use and disclose information about you for the following purposes:

- to deliver safe and efficient patient care.
- to identify and to ensure continuous high quality service.
- to assess your dental health needs.
- to provide dental health care.
- to advise you of treatment options.
- to enable us to contact you.
- to offer and provide treatment, care and services in relationship to the oral and maxillofacial complex and dental care.
- to communicate with other treating health-care providers, including specialists and general dentists who are the referring dentists and/or peripheral dentists.
- to allow us to maintain communication and contact with you to distribute health-care information and to book and confirm appointments.
- to allow us to efficiently follow-up for treatment and care.
- to comply with legal and regulatory requirements, including the delivery of patients' charts and records to the *Royal College of Dental Surgeons of Ontario* in a timely fashion, when required, according to the provisions of the *Regulated Health Professions Act*.
- to comply with agreements/undertakings entered into voluntarily by the member with the *Royal College of Dental Surgeons of Ontario*, including the delivery and/or review of patients' charts and records to the College in a timely fashion for regulatory and monitoring purposes.
- to deliver your charts and records to the dentist's insurance carrier to enable the insurance company to assess liability and quantify damages, if any.
- to prepare materials for the Health Professions Appeal and Review Board (HPARB).
- to assist this office to comply with all regulatory requirements.
- to comply generally with the law.



By signing the consent section of this Patient Consent Form, you have agreed that you have given your informed consent to the collection, use and/or disclosure of your personal information for the purposes that are listed. If a new purpose arises for the use and/or disclosure of your personal information, we will seek your approval in advance.

Your information may be accessed by regulatory authorities under the terms of the Regulated Health Professions Act (RHPA) for the purposes of the Royal College of Dental Surgeons of Ontario fulfilling its mandate under the RHPA, and for the defense of a legal issue.

You may withdraw your consent for use or disclosure of your personal information, and we will explain the ramifications of that decision, and the process.

Patient Consent

I have reviewed the above information that explains how Volunteer Dental Outreach will use my personal information, and the steps Volunteer Dental Outreach is taking to protect my information.

I know that Volunteer Dental Outreach has a Privacy Code, and I can ask to see the Code at any time.

I agree that the dental professionals and authorized volunteers of Volunteer Dental Outreach can collect, use and disclose personal information about _____
patient name

as set out above in the information about the privacy policies of Volunteer Dental Outreach.

Signature

Print Name

Date

Signature of Witness



Volunteer Dental Outreach Application Form for Volunteers

Please return this application to:
Volunteer Dental Outreach
739 Mountain Street, Rear Unit, P.O. Box 1412, Haliburton ON K0M 1S0
Haliburton, ON K0M 1S0

All information on this form will be kept confidential!

Please print. Use one application form for each person applying.

Name: _____

Address: _____

Postal Code: _____

Phone(s):

Day: _____

Evening: _____

E-mail: _____

Why are you interested in volunteer work?

Please describe your personal qualities which might make you a good volunteer:

What life experiences do you have that would contribute to your volunteer work at VDO?



Volunteer Reference Form

Volunteer Dental Outreach will need to check references should you decide to volunteer with us. Please fill in the following information for the reference check. When giving the name of an individual for reference please make sure that they have known you for at least two years. It is your responsibility to give the reference forms to those you are listing below. However, we need to have a record of who you gave these to so that we may follow up in the event that the reference check is not returned to us.

The following references are for: _____
(Your Name)

1. Name: _____

Address: _____

Phones:

Day: _____ Evening: _____

In what capacity do/did you know this person? _____

In what capacity do/did you know this person? _____

2. Name: _____

Address: _____

Phones:

Day: _____ Evening: _____

In what capacity do/did you know this person? _____

3. Name: _____

Address: _____

Phones:

Day: _____ Evening: _____

In what capacity do/did you know this person? _____

Under the Freedom of Information Act, I give Volunteer Dental Outreach permission to check the above references.

Signature

Date

Witness

Date



Volunteer Agreement for Dentists

I agree to provide my services in a volunteer capacity as a dentist to the Volunteer Dental Outreach program (herein referred to as “**the Clinic**”). As a volunteer dentist I agree to the following:

- I understand **the Clinic** is a not for profit charitable organization located in Haliburton County that provides community-based direct services.
- I understand and agree with the Mission and Mandate of **the Clinic**
- I have received and read **the Clinic’s** policy and procedure manual.
- I have read and agree to the policies and procedures of **the Clinic**.
- I agree to keep all information related to clients of **the Clinic** confidential and to maintain all records and uphold a standard of care according to the guidelines of the *Royal College of Dental Surgeons of Ontario*.
- My activities and those my accompanying staff are covered by my own insurance.
- I agree to cover any travel, accommodation or meal costs associated with my volunteer work.
- I understand that I will receive no remuneration through any source for my volunteer work at **the Clinic**.
- I understand that I will not receive a charitable receipt for services rendered.
- I understand that all dental records produced at the clinic are to be held by the principal dentist of **the Clinic**.
- I agree to assign any monies that I receive from third parties for my work at the Clinic to support the operation of **the Clinic**
- I agree to advise the Operations manager at least two weeks in advance should I be unable to keep my commitment to see patients on a day for which I am scheduled to see patients at the clinic.
- I agree to have a police check completed before I begin my work as a volunteer and to provide **the Clinic** with a copy of this document.

To support your work as a volunteer, **the Clinic** will provide:

- Space to consult with patients and to perform dental procedures.
- Supplies required to perform dental procedures.
- Reception services for patients.
- Auxiliary staff to assist with procedures.
- Equipment to undertake dental procedures.
- Patients (who have been screened for eligibility)
- Scheduling for your time at the Clinic.
- Commercial Liability Insurance that covers the premises of **Volunteer Dental Outreach** and the activity of community volunteers working at **the Clinic**.

In signing this volunteer agreement I also confer that:

- I have a current license to practice as a dentist in Ontario and to advise the Operations manager should this situation change at any time during which I am a volunteer at Volunteer Dental Outreach for Haliburton County.
- I have insurance in place to cover my work as a dentist in the Clinic.
- I have signed the confidentiality agreement for **Volunteer Dental Outreach**.

Name of Dentist

Signature

Date

Witness

Date



Volunteer Agreement for Hygienists

I agree to provide my services in a volunteer capacity as a hygienist to the Volunteer Dental Outreach program (herein referred to as “**the Clinic**”). As a volunteer hygienist I agree to the following:

- I understand **the Clinic** is a not-for-profit charitable organization located in Haliburton County that provides community-based direct services.
- I understand and agree with the Mission and Mandate of **the Clinic**.
- I have received and read **the Clinic’s** handbook that outlines policy and procedures manual.
- I have read and agree to the policies and procedures of **the Clinic**.
- I agree to keep all information related to patients of **the Clinic** confidential and to maintain all records and uphold a standard of care according to the guidelines of the *College of Dental Hygienists of Ontario*.
- My activities are covered by my own insurance.
- I agree to cover any travel, accommodation or meal costs associated with my volunteer work.
- I understand that I will receive no remuneration through any source for my volunteer work at **the Clinic**.
- I understand that I will not receive a charitable receipt for services rendered.
- I understand that all dental records produced at the clinic are to be held by the principal dentist of **the Clinic**.
- I agree to assign any monies that I receive from third parties for my work at the Clinic to support the operation of **the Clinic**.
- I agree that should I be unable to keep my commitment to work on a day I am scheduled to work at the clinic, I will notify the Operations manager at least two weeks in advance to enable the Operations manager to find another hygienist to work in my place. If I am unable to provide two weeks notice, I will make every attempt to find a suitable replacement from the list of VDOHC volunteer hygienists and to advise the Operations manager of the name of the hygienist will replace me.
- I agree to have a police check completed before I begin my work as a volunteer and to provide **the Clinic** with a copy of this document.

To support your work as a volunteer, **the Clinic** will provide:

- Space to consult with patients and to perform dental hygiene procedures.
- Supplies required to perform dental hygiene procedures.
- Reception services for patients.
- Equipment to undertake dental hygiene procedures.
- Patients (who have been screened for eligibility)
- Scheduling for your time at the Clinic.
- Commercial Liability Insurance that covers the premises of **Volunteer Dental Outreach** and the activity of community volunteers working at **the Clinic**.

In signing this volunteer agreement I also confer that:

- I have a current license to practice as a hygienist in Ontario and agree to advise the Operations manager should this situation change at any time during my time as a clinic volunteer.
- I have insurance in place to cover my work as a hygienist in the Clinic.
- I have signed the confidentiality agreement for **Volunteer Dental Outreach**.

Name of Hygienist

Signature

Date

Witness

Date