

Teaching Self-Sufficiency

“CHCB takes the struggle out of health care for those who have struggled enough.”

Dan Raut with his family.



■ “When I try to assist with our chickens and garden, my wife tells me to leave,” said Dan Raut. “She says, ‘Go - you have people to help.’”

The people who Dan helps are newly-arrived refugees from Nepal and Bhutan. He provides 24/7 support as a pastor, interpreter, driver, food distributor and overall caretaker for the Nepalese-speaking community in Vermont – all from the goodness of his heart. “I know what it’s like to come to a completely different culture and feel needy,” he said.

Dan was recently hired at CHCB for a grant-funded refugee health orientation program. For the first time in history, CHCB has reached a ‘critical mass’ of patients who speak

one language other than English; a full 8% of all CHCB patients now speak Nepalese, representing upwards of 1,500 people. Dan’s job is to recruit orientation attendees and to be an in-person interpreter for Nepalese speakers. Ultimately, the goal is to create a solid support system for self-responsibility and assimilation into CHCB and improved health and wellness.

Originally from Nepal, Dan received two masters’ degrees and was a coach and secretary for the Nepal Karate Federation. After living in Hong Kong and becoming a pastor, he moved to Vermont in 2011. “A friend recommended Vermont because it was safe, calm and pretty.”

Dan feels fortunate about where he now lives. He recently bought his first house, and along with his wife, son and two daughters has established their family farm, The Vine Community Garden. Full of chickens, goats and Nepalese veggies, everything raised is donated to those who need food. He especially appreciates his relationship with CHCB and the connection he can provide the Nepalese community with quality health care. “CHCB is knowledgeable and respectful to our community; CHCB takes the struggle out of health care for those who have struggled enough.”

caring for newcomers

■ **70,000** refugees were resettled worldwide this year; over 65% of those arrived in the U.S.

(Source: Refugee Council USA - 2015 Presentation)

■ **17%** of all patient visits at CHCB are interpreted-assisted.

■ **5** CHCB providers are part of our Refugee Health Team, giving specialty care for newly-arrived refugees.

■ More than **30** different languages are spoken by CHCB patients.

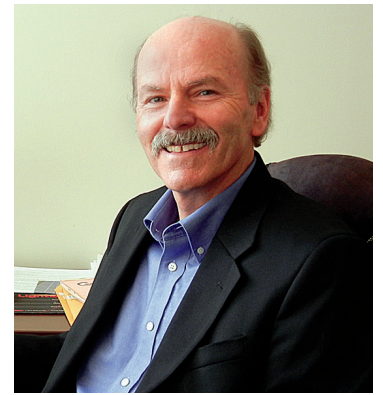
■ **8%** of all CHCB patients speak Nepalese as their primary language.

New this Fall at CHCB

- First-ever Combined Family Medicine/ Psychiatry Physician
- First-ever Pediatrics Program
- First-ever Midwife Services
- Expanded Refugee Health Orientation
- Expanded Case Management Services
- Beacon Place Supportive Housing for Homeless Residents
- New South Side Health Center
- New Site for Keeler Bay Health Center

“We strive to do better than what is *already* being done well.”

Jack Donnelly, CHCB CEO



A Note from Jack

■ Our success as an organization is all about the people who value our approach to health care. CHCB focuses on community, offering support services and life help in addition to great medical, dental, and psychological services for our patients. We increasingly provide care where it is needed—in family shelters, in homeless camps, in homes, and at partner organizations whose clients are most at-risk and in need. We serve our communities’ refugees from foreign countries, for whom English is not their first language, and who are

now making Vermont their home. We serve many who could go anywhere for care, but choose CHCB because we’re good at what we do. It’s really all about filling the many needs present in our community, which CHCB does so well. We value our great staff members, we value our community partners, we value our donors, and we value and respect each and every one of our patients. We strive to do better than what is *already* being done well. This is the essence of CHCB, and this is why over 18,000 patients choose to walk through our doors every year.

Dr. Inker: Breaking Barriers and Winning Awards

■ The calls come in from all across Vermont — from kids who have struggled their whole lives, or from parents who desperately want to help but don’t know how. Who are they turning to? - Dr. Rachel Inker, an extraordinary family doctor who created the first Transgender Clinic at CHCB. In Rachel’s welcoming practice, transgender Vermonters find a much-needed safe, specialized and non-judgmental environment for access to the health care services most of us simply take for granted. The need for her care speaks for itself: in just the last two years, transgender patient numbers at CHCB have doubled, totaling 160.

At this year’s Outright Vermont awards celebration, Dr. Inker was recognized for her dedication to her patients, being awarded the Lifetime Queer Youth Advocate Award for her role in making Vermont a better, healthier place for queer youth.

At CHCB, we witnessed firsthand the hours of training, commitment and incredible heart she has shown in breaking down barriers to quality, fair health care for these most vulnerable and at-risk youth. She is everything we hope a CHCB physician would be.



Mission: Focus on Families

■ How do you change the health of a community? By investing in healthy children and thriving young families. This fall, we did just that by bringing pediatric and midwife services into our family practice care model. Dr. Theresa Hetzler, a pediatrician with over 27 years of experience, and Jade Kaplan, a certified nurse midwife who has delivered over 1,500 babies, will put their expertise right to work to support CHCB families. This year,

we'll care for 180 new moms, most of whom are low-income and struggling with barriers to healthy babies. With these new services in our mission toolbox, we can, and will, change health outcomes for the better.

Jade Kaplan, MN, MPH, CNM
and Dr. Theresa Hetzler.



40 Years of Giving



■ Long before Michael Scollins hung his shingle to start his own internal medicine practice, a tiny free clinic in Burlington's North End captured his heart. Forty-three years ago, as a newly-minted internist who was still pursuing two years of post-residency training, he learned from his mentor Dr. Allen Tisdale, then Chairman of the Department of Medicine at the College of Medicine, of the need for volunteer physicians at the fledgling facility. Both of them, along with several other internists from the Medical Center Hospital of Vermont (now UVM Medical Center), began donating evening time at CHCB, then known as the People's Free Clinic. "I remember stepping over

“The essence of medical care
is primary care.”

Dr. Michael Scollins

icy curbs to get into the small building on North Street," he remembered. "It was vaguely warmer inside than it was outside!"

As a young physician, Michael worked side-by-side with the clinic's staff in treating low-income patients, those who likely felt too intimidated to seek care outside their own community, or even at the hospital. "It was a unique chance to be immersed in health care access for low-income families. I was inspired by the opportunity to care for the indigent and underserved; a goal to which I always felt committed," he fondly recalled.

In 1974, Michael joined Aesculapius Medical Center, now UVM Primary Care in South Burlington. He served in the late 1980s as President of the MCHV Medical Staff and, during that time, engaged in a prolonged dialogue with Mayor Bernie Sanders about how to improve health care delivery to Vermonters, especially to the poor and underinsured. He eventually became Professor of Medicine and Pharmacology at UVM

College of Medicine. All the while, he followed CHCB's evolution, enjoying the mailings and making annual donations. "The essence of medical care is primary care," he said. "To see how CHCB has grown from such a shoestring operation 43 years ago, and has met such a huge need, is truly exciting — indeed, astonishing!"





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CHCB Special/Clinical Programs

- Pediatrics
- Prenatal Care Program including Midwifery
- Physician Home Visits
- Dietician Services
- Supportive Housing Programs
- Specialty Volunteer Clinics with UVMC and Associates in Orthopaedic Surgery
- Community Health Outreach Team
- Homeless Healthcare Program
- Prescription Assistance Programs
- Sliding-Fee Scale Program
- Transgender Clinic
- Refugee Health
- School-Based Dental Program
- Child and Adult Psychiatry



The Community Health Centers of Burlington Newsletter

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All CHCB programs and services are accessible to people with disabilities. This newsletter is available in alternative formats upon request.

Notice of Privacy: The Community Health Centers of Burlington protect the health information of our patients and gift information of our donors in all of our activities including our fundraising work. If you no longer wish to receive newsletters, fundraising appeals, or event invitations from us, please contact the CHCB CR&D Department at 617 Riverside Avenue, Burlington, VT 05401, acalderara@chcb.org, or call (802) 264-8190.



Please Donate Your Toiletries!

Many of us take simple over-the-counter basics for granted. Here at CHCB, these items are an important part of staying healthy. Specifically for our homeless children, teens and adults, these hygiene items bring individuals into care, increase motivation to reach health goals, and celebrate achievement. Has that travel-sized shampoo or body wash been taking up room under your sink? Put them right to work! The best sample-sized items to donate are:

- Lip Balm or Chapstick
- Sunscreen
- Bug spray
- Hand Sanitizer
- Shampoo and Conditioner
- Deodorant
- Body Wash
- Feminine Hygiene Products
- Band-Aids
- Lotion
- Tissue Packs
- Razors and Shaving Cream
- Toothbrush and Toothpaste
- Handwarmers
- Over-the-Counter Medications in small containers such as Tylenol, Motrin, Imodium, cough syrup, triple antibiotic cream or vitamins

We are always looking for helpers to organize drives for these small items that will make a big difference for the Vermonters we serve. If your community group, church or school is interested in hosting a drive, please contact Kim at kanderson@chcb.org or (802) 264-8193.



South Burlington High School student Prakriti delivered the results of her toiletries drive.



Edmunds Middle School students coordinated a drive to collect toiletries for CHCB.



Wish List

Your donations go straight to work with these specifically-needed items:

Pediatric Pulse Oximeter \$700

Help our new pediatrician assess kids in respiratory distress with a pediatric pulse oximeter. This common tool is used to monitor blood oxygen saturation for kids with asthma, or the inevitable colds and flu.

EKG Machine for Pearl Street Youth Health Center \$5,000

Big kids need their hearts checked, too. Help us provide more comprehensive primary care at our Pearl Street Youth Health Center. An EKG is used to evaluate the electrical activity of the heart (and hopefully avoid an emergency room visit).

Prescription Printer for Pearl Street Youth Health Center \$700

Our child psychiatrist is now on site at our Pearl Street Youth Health Center, significantly improving access to care for kids in mental health crisis. He needs a specialized prescription printer which records what is prescribed/printed 100% of the time; a best quality practice measure.

High Capacity Digital Scale (26) \$135 each

Nobody likes this part of their visit, but we never miss an opportunity with a patient. Help us take a quicker, more accurate weight measurement and join the fight against obesity in our community.

VRI Machine for Dental Patients \$2,000

Our growing number of deaf patients need access to dental care in more than just one room. Help us upgrade our wireless connection so our VRI Machine, a video system that allows us to communicate with a live interpreter for our deaf patients, can be usable in all of our dental operatory rooms.

Laptops for Outreach Program (2) \$1,400 each

On the streets, at the Food Shelf or at LUND...we go where the need is. Help us connect quickly with our care using laptops.

Breastfeeding Accessories \$1,000

New moms need personal help and confidence to breastfeed successfully and we have licensed lactation consultants who are there to help. All we need to complete the picture is help from donors with minor equipment and accessories, such as breast pumps for working moms and new tubing and bottles for donated pumps.

Touch N' Heat Dental Equipment for Safe Harbor Health Center \$1,000

Dental pain and infection are a serious health concern that we see every day in our homeless patients. Help us save teeth and preserve health with this dental equipment that supports root canals.

To make a donation or learn more, please contact Kim at kanderson@chcb.org or (802) 264-8193

