

## ANNUAL REPORT 2019 - 2020

<https://www.penderharbourhealth.com>

*We are honoured to provide services on the unceded, ancestral and traditional lands of the Shishalh Nation*

## Welcome and Message from the Chair



While 2020 was a challenging year for the Board and staff of the Pender Harbour Health Centre, it also proved to be extremely rewarding. Challenges to overcome included having to say farewell to our long-standing CEO, Rick McDonald, who retired in May; being notified that our long-standing affiliation with the Sechelt Doctors was coming to an end; and last but not least dealing with the issues of an ever-changing global pandemic. Our little health centre stood strong and came through the fires more resilient and refined than ever.

With thanks to our HR committee, Marilyn Duggan, Linda Pearson and Alan Skelley, and with connections made through Rick McDonald, we were delighted to recruit Susann Richter to the role of Chief Operating Officer. Susann has enthusiastically grabbed the torch and run with it making a profound impact on relationships with organized health care, staff, and our nurses. We are proud to have her steering the ship.

And while we were saddened to hear that the Sechelt Doctors were not going to renew their lease with the Health Centre, we saw it as an opportunity to improve the delivery of medical care in our community. While Doctors Forgie and Robinson are continuing to maintain their Pender Harbour practices in new and different ways, we are excited about exploring new relationships and models for our community and hope to have solutions in place in the not too distant future.

And in the face of the pandemic, we could not be prouder of how our nurses, staff and tenants have responded to delivering services. Homecare visits are up dramatically as our team works to deliver services outside of the clinic. This work may not be recognized by the general public until they need it, but it's a vital lifeline to our shut-ins now more than ever. Our doors have remained open and by taking precautions to protect everyone involved we anticipate that the Pender Harbour Health Centre will continue to be a place our residents and visitors can turn to for information and help.

Finally, with thanks to a significant grant from the Sunshine Coast Community Forest Legacy Fund and Rick and Karen King, we have procured an important tool in delivering health care and value to our community by way of our brand new and wheelchair friendly 11 passenger van which we are excited to see in use in the coming weeks, and for years to come. The SCRD has also provided funding for a garage for the van.

All in all, as Chairperson I am extremely proud of the work our Board, our management team and our staff have done over the past twelve months and I look forward to 2021, come what may.

**Alan Stewart**

### The Board of Trustees 2019 – 2020

Alan Stewart – President

Doug Cameron – Secretary / Treasurer

Alan Skelley – Trustee

Pia Sillem – Trustee

Marilyn Duggan – Vice President

Les Falk – Trustee

Linda Pearson – Trustee



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## Message from the COO

When unavoidable change happens and our lives are disrupted, it is the relationships with family, friends, people in our community and at work that sustain us. Coming to work at the Pender Harbour Health Centre in May of this year has helped me personally through this difficult pandemic time. The staff, the patients, the volunteers and Board members I am privileged to work with have really shown me what a caring and responsive community this is.

In the last six months and without hesitation, our staff have continued to provide services to patients at the centre, through outreach to homes and in the community. Some of our patients are more complex than before because many families are trying to care for their loved ones at home, rather than having them in a facility. Our nurses have provided almost 50% more hours of service than normal to try to help those in need. Families and individuals have been challenged to cope with isolation and an ever-changing landscape of resources, programs, and needs. The whole community has done great work to do things like deliver food and visit people who are isolated. Together with our community partners and volunteers we are trying to shape our services to meet these changing needs. *This report will highlight our programs to reflect who we are serving and how we have been adapting.*

One of our main priorities and core values is to increase the level of collaboration with our partners, Vancouver Coastal Health, the Ministry of Health, the BC Association of Community Health Centres and the Sunshine Coast Division of Family Practice. Our goal is to continue to embed the Pender Harbour Community Health Centre as part of the system of health and community care on the Sunshine Coast.

We will also be asking the community to help us this year with funding to refresh our building and to create a space that safely accommodates a busy clinic and community meeting spaces. Our building has served us for decades and needs updating.

We are so grateful for the many volunteers and donors who help to make it all happen and we look forward to many more years of working with you.



*Susann Richter B.Sc. J.D.*

### Our Mission

To provide access to quality, caring, and responsive health services for the Pender Harbour community

### Our Vision

A leader in community health services on the Sunshine Coast and in British Columbia

### Our Core values

- ♥ Responding to and strengthening our community
- ♥ Integration and collaboration across the health care system
- ♥ Honesty, integrity, and high ethical standards
- ♥ Integrated team-based care
- ♥ Supportive, respectful, and responsive work environment for staff
- ♥ Openness in communication
- ♥ Innovation and creativity



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In the past year, 5,739 individual patients were served



## Nursing Services

**Ambulatory Care and Urgent Care Nursing performed more than 5,000 treatments for patients. This is a 14% increase in service over last year.** Ambulatory services have been very important to people during this time period because many people have not been able to see a doctor, but still need or wish to see a health care professional in person. These visits include things like changing wound dressings, injections, removing sutures, taking blood pressure and ECGs, ear exams, counselling and education for patients and family members. Our wait times for ambulatory care have gone up because the treatment rooms must be disinfected after every appointment.



**Laboratory services – our nurses did more than 3,000 tests including** blood tests and urine samples. This lab service is extremely important to the community as it means that patients do not have to travel to Sechelt. Our wait times have also gone up for lab work due to the need for increased infection control. We are grateful to community members for your patience with these extended wait times.

**Home Care Nursing performed 7,200 treatments and services for patients at home. This is a 42% increase over last year.**



The Home Care nurses provide a wide variety of services and care coordination for patients who are home-bound. They help with wound management, cardiac care, catheter care, end of life care, family education and consultation among many other services. The complexity of patients at home has increased due to Covid 19 and our team work closely with Vancouver Coastal Health Home Support services, the patient's physician, and our social worker to help coordinate their care. It is this outreach that helps families remain together at home in the face of illness and decline in health.

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## Specialized and Community Services



♥ **Sexual Health and Youth clinic** – our Nurse Practitioner worked with 241 women around sexual health and with 78 youth for sexual health, LGBTQ support and a variety of health concerns.



♥ **The Dietician and Diabetes Nurse** work together to assess, monitor, coach and provide education for people with diabetes or other dietary issues. Through the pandemic, people have been able to continue to access this service in person or by phone.

♥ **The Chronic Disease Management Nurse** provides assessment, ongoing support, education around chronic illness including COPD and cardiac health. She also supports people in recovery from cardiac surgery. These services have also continued in person and over the phone.



♥ **Our Social Worker** has a busy practice, supporting vulnerable seniors, youth at risk, homeless people and providing help with navigation of health and social services. She will be providing increased hours of service through a grant from the Ministry of Health over the next year.

♥ **The Community Coordinator** works with all the above services and multiple community groups to develop social programs, volunteerism and to link other local initiatives with health programs such as Hospice, Seniors Advisory, Alzheimer's and other support groups. She is also invaluable in linking individual community members with programs and other supports they need.

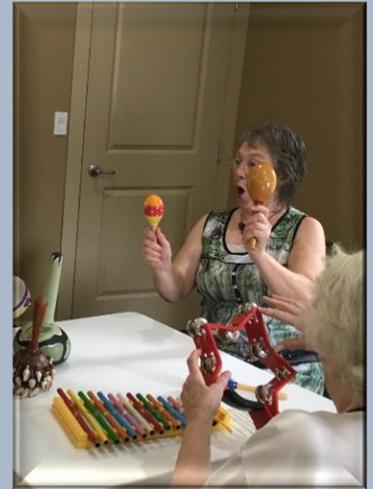


*The community garden at the health centre brings like-minded people together to grow and share in something so basic as food, breaking isolation and creating a positive and social environment.*

*"Thank you so much for having the garden plots by the Health Centre. As a senior citizen, I appreciate the opportunity to get fresh air, sunshine and getting my hands in the soil. And, most importantly, fresh vegetables. It certainly adds to my health"*  
V.K. – Health Centre member

## Specialized and Community Services ...

- ♥ **Our Adult Day Program** runs twice weekly in two separate locations to provide maximum accessibility in this large geographic region. These sessions provide social engagement for seniors, as well as needed respite for caregivers. While the program shut down for a while, it is operating again with Covid protocols and expert facilitation.
- ♥ **Harbourside Friendships** provides connection and social activities for isolated seniors in the community. For the first few months after pandemic closures, the program was not able to meet, however volunteers and the coordinator worked with other community partners to do food preparation and delivery to the most vulnerable in the community. Seniors are now able to come to social activities with appropriate social distancing.



*Harbourside Friendships group enjoying a concert by Skinny Jimmy at the Community Hall*

- ♥ **The wheelchair accessible van** that was purchased this year through grants and donations from the Sunshine Coast Community Forest Foundation, the King Family and the SCRD, is now being operationalized and will work to transport patients to medical appointments and to help them get to social programs like Harbourside Friendships and the Adult Day Program.



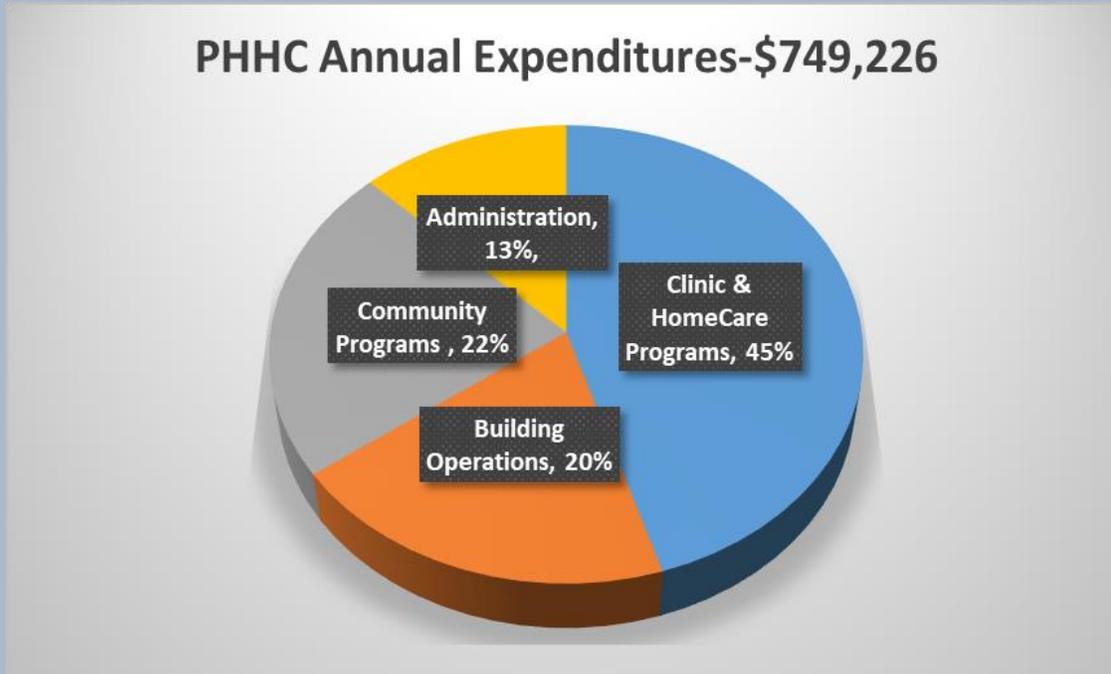
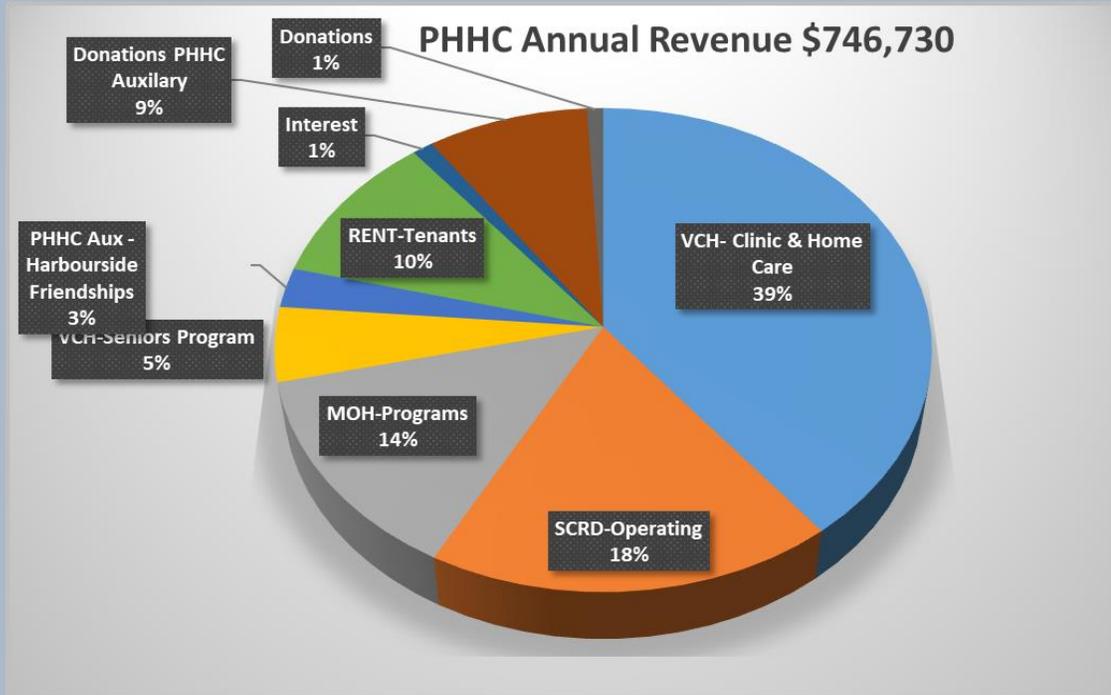
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- ♥ **The Pender Memory Club** is a group designed to support people living with mild to moderate dementia and includes light exercise, socialization, games and refreshments. This is done in conjunction with Vancouver Coastal Health, Older Adult Mental Health program. This program has been on hold until VCH is able to resume in-person services.
- ♥ **The Caregiver Support Group** meets with peer facilitators to provide support and respite for family members who are providing care for a loved one. The Caregiver support group is meeting again after pausing during the first wave of the pandemic. *"I am so appreciative of the support group for caregivers. It helps me keep going when I think I can't carry on. It helps me see that I'm not alone and there are people who really care. It allows me to unload when my cup is full – thank you !!" GN – Health Centre member*



# Financials 2019 – 2020





Many Thanks ... to everyone who contributes to the work of the Health Centre – Staff, Board Members, Volunteers, Donors, and Partners we work with in the Community. It is your efforts and contributions that make it all happen !

Special thanks to the Volunteers from the Pender Harbour & District Health Centre Auxiliary Society for being able to adapt and recover during these trying and uncertain times. The Society operates the Bargain Barn Thrift Store and the money raised by the store is key to funding many of our operations as well as the school bursary program. The support offered through the Bargain Barn to the community is more important than ever - providing affordable clothing and goods for people who have been impacted is essential.

We also wish to thank their volunteers for persisting through renovations of the Barn and the multiple moves that has involved to continue operating.

It has really been our good fortune to have the support of the Auxiliary over the years.





## How can I get involved?

**Donate:** your donations help provide services that are accessible and responsive to needs of the community. In addition, over the next year we will be raising funds for renovations that will refresh our health centre and create accessible washrooms, so please watch for our fundraising campaign. If you would like to know more about how you can donate, and what your gift will support, please call John at 604-883-2764. All donations are tax deductible and receipts will be issued for donations of \$20 or more.

**Volunteer:** your participation in community programming and with the Auxiliary is what makes them successful. If you are interested in learning more about opportunities, please contact Kym at 604-883-2764.

**Shop at the Bargain Barn:** all money raised at the thrift store goes into school bursaries or health centre operations. They also have an online store that can be reached through this link:



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