



# MOUNT WADDINGTON REGIONAL HOSPITAL DISTRICT

## FEBRUARY 19, 2019 MEETING AGENDA

Following the Regional District of Mount Waddington Board of Directors Meeting  
Board Room, RDMW Administrative Office, 2044 McNeill Road, Port McNeill, BC

Page **CALL TO ORDER**

### **A. APPROVAL OF AGENDA**

- 1 1. Adoption of February 19, 2019 MWRHD Meeting Agenda as Presented (Or amended)  
*Motion to adopt or amend*

### **B. DELEGATIONS - None**

### **C. ADOPTION OF MINUTES**

- 2-3 1. Minutes of the MWRHD Meeting held January 15, 2019, as Presented (Or amended)  
*Motion to adopt or amend*

### **D. CORRESPONDENCE**

- 4-5 1. Port Alice Health Services-VIHA Public Meeting Handouts  
6 a) *Q & A-Changing Services at the Port Alice Health Centre*  
7 b) *Where to Get Help When You Need It*  
8 c) *What's new at the Port Alice Health Centre*  
d) *What's new-Postcard*  
*Motion to Receive and File*

### **E. REPORTS – None**

### **F. BYLAWS – None**

### **E. COMMITTEE REPORTS – None**

### **G. HEALTH NETWORK BUSINESS**

- 9-11 1. Mount Waddington Health Network Coordinator – February Update (Verbal)  
a) *Request for Proposal-Regional Transportation Needs and Strategy Assessment*  
*Motion to Receive and File RFP*

### **H. NEXT MEETING – March 19, 2019 following the RDMW Board of Directors meeting.**

**I. ADJOURNMENT** *Motion to adjourn*



# MOUNT WADDINGTON REGIONAL HOSPITAL DISTRICT

## January 15, 2019 Minutes

Following the Regional District of Mount Waddington Board of Directors Meeting  
Board Room, RDMW Administrative Office, 2044 McNeill Road, Port McNeill, BC

Present: Andrew Hory (Chair) and Directors Sandra Daniels, James Furney, Rod Sherrell, Dennis Dugas, Dennis Buchanan, Pat Corbett-Labatt, Alternate, Shelley Downey, Alternate  
Staff: Greg Fletcher, Liette Patterson  
Media: None  
Public: Angela Smith, MW Health Network Coordinator

Resolution **CALL TO ORDER** **Time 4:35 PM**  
No.

### A. APPROVAL OF AGENDA

1. Adoption of January 15, 2019 MWRHD Meeting Agenda as Presented (or amended)

001/2019 Moved/Seconded/**CARRIED**  
THAT the January 15, 2019 MWRHD Meeting agenda be approved as presented.

### B. DELEGATIONS - None

### C. ADOPTION OF MINUTES

1. Minutes of the MWRHD Meeting held December 18, 2018, as Presented (or amended)

002/2019 Moved/Seconded/**CARRIED**  
THAT the December 18, 2018 MWRHD meeting minutes be approved as presented.

### D. CORRESPONDENCE – None

### E. REPORTS – None

### F. BYLAWS – None

### G. COMMITTEE REPORTS – None

### H. HEALTH NETWORK BUSINESS

1. Mount Waddington Health Network Coordinator – December/January Update (Verbal)
  - *Investigating Managed Alcohol Consumption programs which could be likened to safe-injection sites; not aware of any opposition, other locations have been very successful, not the same type of stigma associated with safe injection sites; if moving forward, will need community buy-in; Salvation Army would be most likely to host based on previous programs*
  - *Request in to participate in research being done by Aboriginal Coalition for Housing and Homelessness in Victoria*
  - *Developing a Children's Committee-governance structure, collaboration and reporting back to table of partners; regional initiative; Christine Swain will spearhead*

*Director Buchanan departs 4:44*

- *Four proposals for Housing Needs Assessment & Strategy received- in discussion with the lead proponent*
  - *Timeline and Scope of work included – Ready by July 2019; press release*
  - *Need assistance building a database of programs and concerns in communities, interested in hearing from people who would like to take that on*

- *Transportation is still number one concern (also identified in Novatone Report)*
  - *Assessment of transportation services and possible engagement with Island Health regarding health-related transportation needs*
  - *Huge project to identify gaps; mobility and accessibility options, serve culturally and ethnically diverse populations; how transportation relates to poverty will come forward for review to the Table of Partners*
  - *Cancer Support Group wants a bus because Wheels for Wellness is not working but there are resources with buses that exist locally*
  - *New BCT contractor/VTN-how is all of that going to work? Put together draft RFP for VTN as there is only a three-month agreement with NICSS*
  - *Not the only region experiencing these transportation issues, lot of options being explored throughout Province*
- *SEBLAC Resource Guide, reached out to Hardy Bay Seniors, need up to date information and to support less tech-savvy population; Haven't reached out to Port McNeill seniors yet but will be brought to SEBLAC to review and update*
- *Homeless count stalled; MWHN needs to address, but didn't have supporting documentation to back up work undertaken; hopefully BC Healthy Communities can help implement some strategies*

**I. NEXT MEETING** – February 19, 2019 following the RDMW Board of Directors meeting.

003/2019 **J. ADJOURNMENT**

**Time 5:07 PM**

\_\_\_\_\_  
CHAIR

\_\_\_\_\_  
SECRETARY

**Q. Why is Island Health making changes at the Port Alice Health Centre?**

**A.** Communities change over time, and Island Health continually examines service levels to ensure we are best meeting peoples' needs. For the last two years Island Health has examined health service data in Port Alice and engaged with the community to evaluate the effectiveness of existing services and identify gaps in service. Island Health has worked to redesign services at the Port Alice Health Centre to better meet the community's changing needs by expanding the health-care team at the PAHC and improving community services.

**Q. Is Island Health going to close the Port Alice Health Centre?**

**A.** No. There are no plans to close the Health Centre. Island Health is maintaining its investment in health-care services in Port Alice.

**Q. What new services will be added to the Centre?**

**A.** Island Health is expanding the availability of home care to include weekends and evenings and a new staff member has joined the Centre team to provide support for people coping with mental health or substance use challenges. Island Health is also launching an adult day program for the community and planning renovations to support a community bathing program.

**Q. Why are these services important?**

Strong community services and team-based care like that provided at the PAHC are shown to reduce the need for hospitalizations and doctor's visits.

**Q. How did you choose the new services to offer in Port Alice?**

**A.** Services are being designed to increase support for the community's most vulnerable citizens, including seniors and people living with mental health or substance use challenges.

**Q. When will the new services be available?**

**A.** Increased mental health and substance use counselling became available in January, 2019. Increased home-care hours were also introduced in January, 2019. A new adult-day program will begin operating April 2019. Renovations are being planned to install a new tub at the Health Centre to support a community bathing program. An exact timeline for that program is not known yet.

**Q. The Health Centre will only have one doctor. Will I still be able to get care?**

**A.** Yes. Typically one doctor, working full-time, will care for up to 1,100 patients. As the current population of Port Alice is under 700, a physician working four days a week will be able to meet the community's needs.

**Q. Will I still be able to call the centre at night and on weekends?**

**A.** After hours service at the Port Alice Health Centre will be reduced but not eliminated. In March, 2019 on-call support from a nurse will be available from Monday to Thursday. As of April 1, 2019 a doctor will be available after hours from Monday to Thursday for urgent primary care. Nursing and pharmacist advice is available 24/7 by calling 811 and BC Ambulance Service will continue to provide 24/7 emergency care.

**Q. What is the difference between primary care and urgent primary care?**

•Primary care is the day-to-day health care given by a health-care provider like a doctor, nurse or Nurse Practitioner. Urgent primary care is the care that people need within 12 to 48 hours, for conditions such as sprains, urinary problems, minor cuts or burns.

**Q. I used to be able to access care from a nurse at the health centre on the weekend and I work during the day from Monday to Friday. Now what do I do?**

**A.** It may take time to adapt to the Health Centre schedule. Talk with your employer and the health centre about getting an appointment on your lunch break or at the beginning or end of the work day. If you need a weekend appointment contact the Port Hardy Primary Health Centre, which is open from 10 am until 4 p.m. on Saturdays. On weekends we will have newly expanded home support services available, and on-call support will be available for people receiving palliative care.

**Q. Why is Island Health reducing on-call hours in Port Alice?**

**A.** The use of on-call services in Port Alice has declined significantly in recent years. In fiscal 2017/2018, 11 people accessed the Health Centre after-hours for urgent and emergent care. We believe that strengthening the Health Centre team, offering high-value community services and working with local partners like BC Ambulance Service will meet people's health-care needs more affectively and sustainably.

**Q. What should I do if I need emergency care?**

**A.** If you have an urgent health concern or medical emergency call 9-1-1 to be connected to the Port Alice ambulance station.

# Where to Get Help When You Need It



A guide for residents living in and around Port Alice

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## Primary Care

Routine care you get from your regular doctor, nurse or Nurse Practitioner.

### Examples of routine care:

- Check-ups
- Followup visits
- Annual physicals
- Medication questions
- Mild to moderate pain or discomfort
- Management of a chronic condition
- General medical questions
- Doctor's notes and medical forms

Call the Port Alice Health Centre or your regular doctor's office for an appointment.



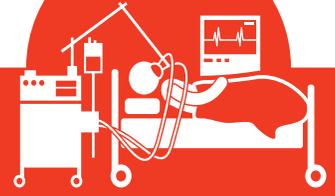
## Urgent Primary Care

Care for when you are sick or hurt and need to see a doctor or nurse on short notice.

### Examples of urgent primary care:

- Sprains and strains
- Urinary tract infections
- Moderate asthma symptoms
- Cuts or wounds that need prompt attention
- Minor injuries
- Moderate backaches, abdominal pain and migraines

Call the Port Alice Health Centre at 250 284-3555 for an urgent appointment or to find out if a doctor is available after hours. If you are unsure what to do call **8-1-1** to speak to a nurse or pharmacist.



## Emergency Care

Care for when you think you or someone else is in danger and in need of immediate help.

### Examples of emergency care:

- Babies needing immediate care (high fever, limp or hard to rouse)
- Significant difficulty breathing
- Broken bones
- Pressure or pain in the chest, upper arm, jaw and/or upper back
- Thoughts of suicide or self-harm
- Serious burns
- If you feel your health is in serious danger

Don't delay. **Phone 911** for an ambulance.

**Community Care:** A variety of community services are available in Port Alice, including home support and mental health and substance use counselling. For more information please inquire at the Port Alice Health Centre or visit [IslandHealth.ca/portalicehealth](http://IslandHealth.ca/portalicehealth) for more information.

# What's new at the Port Alice Health Centre?

The community of Port Alice is changing, and the Health Centre is changing with it.



**More Home Support.** New staff will help us provide home support seven days a week and in the evening.



**More support for mental health & substance use concerns.** A new counsellor has joined the PAHC team.



**New Adult Day Program.** Adult Day Services improve the quality of life for seniors and people with disabilities.



**Centre improvements.** Renovations are planned to improve accessibility and allow for a bathing program.

**Clinic Hours:** On April 1, 2019 clinic hours will be Monday to Friday, 8:30 am to 4:30 p.m. A physician will be available Mon-Thurs.

**After Hours:** In March, 2019 a nurse will be available after hours from Monday to Thursday. From April 1 onward a doctor will be available after hours Mon-Thurs for urgent primary care. B.C. Ambulance Service will continue to provide 24/7 emergency care, and health advice from registered nurses and pharmacists can be accessed 24/7 by calling HealthLink BC at 8-1-1.

Learn more about new and changing health services in Port Alice:

## Community Meeting

February 20, 6-8 pm  
Port Alice Rec Centre

[www.islandhealth.ca/portalicehealth](http://www.islandhealth.ca/portalicehealth)



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Learn more about new and changing health services in Port Alice:

## Community Meeting

**Wednesday, Feb. 20**

**6-8 p.m.**

**Port Alice Rec. Centre**

[www.islandhealth.ca/portalicehealth](http://www.islandhealth.ca/portalicehealth)

Email questions: [info@viha.ca](mailto:info@viha.ca)



REQUEST FOR PROPOSAL

PROJECT: Regional Transportation Needs and Strategy Assessment  
ORGANIZATION: Mount Waddington Health Network  
WEBSITE: www.mwhn.ca  
ADDRESS: PO Box 709 Port McNeill, B.C. V0N 2P0  
CONTACT: Angela Smith, Coordinator  
Pat Corbett-Labatt, Co-Chair  
EMAIL: coordinator@mwhn.ca  
PHONE: Please email the coordinator to schedule a call

**BACKGROUND - ORGANIZATIONAL**

The Mount Waddington Health Network (MWHN) is Vancouver Island’s oldest health network. We are funded by Island Health to engage with the community to improve the health status of Mount Waddington resident by advocating for better programs and services, strengthening the health capacity of local communities, and influencing public policy. Please visit [www.mwhn.ca](http://www.mwhn.ca) for more information.

In 2019 the Wellness Committee of the MWHN, constituted of health industry and community professionals and in response to need from the community, passed a motion to support the development of a transportation needs assessment for the Mount Waddington region.

**BACKGROUND – RFP NEEDS**

The MWHN is seeking to engage in a contract with a communications professional, preferably with experience and/or knowledge in the health, transportation sectors, and community wellness

The successful proponent will have the capacity to assess and report on the status of public transportation in the Regional District of Mount Waddington. The report will assess the current service levels, gaps, overlaps, and underutilized or poorly functioning systems. It will identify opportunities for collaboration in the region. Optimally it will demonstrate successful service models in place in other rural areas of British Columbia. The report must contain strategic recommendations for the enhancement of transportation services in the Mount Waddington area and address barriers specific to the region.

**BACKGROUND - PROJECT**

- BCTransit, The Regional District of Mount Waddington, regional communities and other key stakeholders collaborated in 2006 and formed the basis of the current transit system. BCTransit provides services between several North Island Communities and, in the winter, the local ski hill.



- First Nations Bands provide transportation services and varying levels of support for on-reserve and off-reserve band members
- Currently there are several non-profits providing transportation services, and there are several commercial carriers operating in the region. These include but are not limited to:
  - Wheels for Wellness
  - North Island Community Services Society
  - Scared Wolf Friendship Centre
  - North Island Transportation
  - Cove Adventure Tours
  - Tofino Bus
  - BCTransit
  - Pacific Western Transportation
  - BC Ferries
  - Pacific Coastal Airlines
  - Angel Flight
  - Rainbow Taxi
  - Wavin' Flags Taxi
  - Alert Bay Taxi
  - Town Taxi
  - Cape Scott Shuttle

## **PROJECT GOALS AND SCOPE OF SERVICES**

There are service gaps, overlaps, and underutilized transportation services on Northern Vancouver Island. There are issues with out-of-town patient transportation for diagnostic services, and inter-regional transportation. The MWHN and its partners are looking to:

- Review the current status of transportation
- Communicate with organizations who are working in transportation and patient transport
- Communicate with organizations who understand the parameters of patient transport required
- Communicate with youth groups and seniors
- Communicate with social services agencies
- Support increased capacity in the region through liaising and creating connections with transportation providers from outside the region
- Look at manners of streamlining patient care in the region by suggesting transportation efficiencies

The selected proponent will have active support of the following:

- Mt Waddington Health Coordinator and Table of partners
- Local Government
- Wellness First Committee

## **ELEMENTS OF THE PROPOSAL**

The following are considered deliverables of the project. In formulating the strategy, the MWHN is open to the suggestions and best practice recommendations of the contractor.

- A transportation strategy document with action recommendations based on available information
- Increased connection with transportation providers within and outside the region
- Acknowledgement of community needs into the strategy, including but not limited to: youth, seniors, First Nations, social and low-income people, and sub-sets of our community facing transportation challenges

## **TIME AND PLACE OF SUBMISSION OF PROPOSALS**

Submissions must be emailed to [coordinator@mwhn.ca](mailto:coordinator@mwhn.ca) by midnight February 24, 2019

## **TIMELINE**

Selection of successful proposal: Thursday February 28, 2019.

The Regional Transportation Assessment and Recommendations are due to the MWHN within a timeline of approximately 6 months and no later than August 1, 2019.

## **ELEMENTS OF PROPOSAL**

Have to include a brief description indicating methodology, expectations, relevant experience and expected timelines.

## **EVALUATION OF CRITERIA**

Proponents with the following will be given additional consideration:

- Experience in writing strategy & plans
- Experience in health, transportation or social sectors
- Experience in public administration
- A history of successful grant applications
- A history of facilitating collaborative partnerships
- Local knowledge or experience in the RDWM
- The proponent will represent an impartial 3<sup>rd</sup> party voice capable of communicating with all stakeholders in an unbiased manner

## **BUDGET**

The initial proposal should be in the magnitude of \$25,000