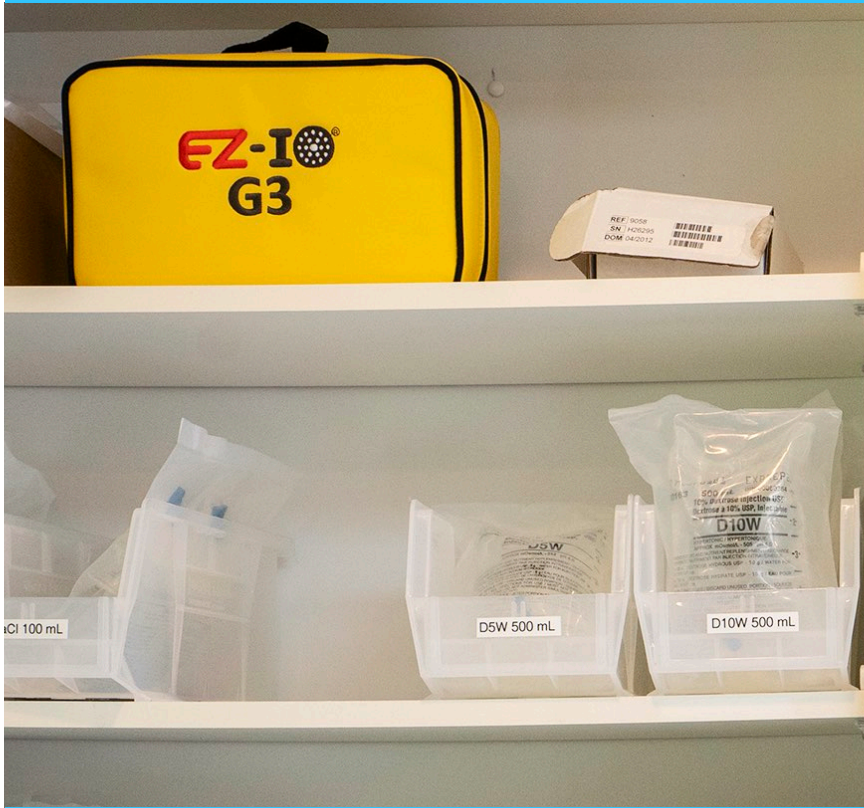


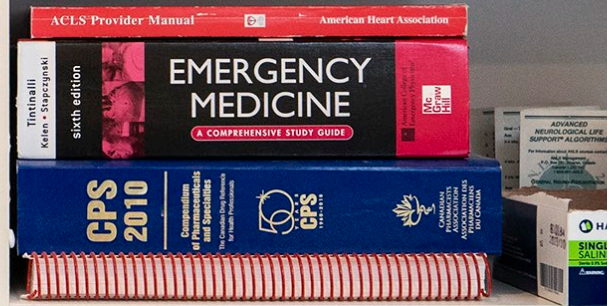


Pender Islands
Health Care Society



Annual Report for 2021-2022

Presented at the Annual General Meeting
September 26, 2022



NaCl 1000 mL





Pender Islands
Health Care Society

Territorial Acknowledgment

We are located on the traditional territories of the WSÁNEĆ and Lkwungen-speaking Peoples, on whose traditional lands we live, learn, play, and do our work.

Our Vision

We strive for quality, accessible health care, and wellness support for the Pender Islands community.

Our Mission

To facilitate access to primary health care and complementary services to support the health and wellbeing of the Pender Islands community.

Our Core Values

Reliable and quality services

Fostering a space where services are reliable and meet the needs of the community.

Respect and Inclusion

Providing a safe and accessible place for community members, especially those who need it most.

Grounded and pragmatic

Operates using a pragmatic approach to ensure the sustainability of the organization.

Community-centred

The ultimate goal of the Society is to serve the community. It was founded on community needs and will continue to do so.

2021-2022 Board of Directors

Executive Committee

Daniel J. Weeks, President
Catherine Dawson, Vice President
Bruce Waygood, Treasurer
Allan Shapiro, Secretary

Committee Members at Large

Art Curtis
Keith Gladstone
David Harrison
Eric Taylor

Board of Directors

Karen Bell
Urs Boxler
Howard Cummer
George Fowlie
Gail Jamieson
Simone Marler

Resigned

John Ackermans
Tom Caston
Keith Gladstone
Kathleen Lightman
Morlene Tomlinson

Final Term Completed

Howard Cummer

Program Partners

We gratefully acknowledge the support of the following program partners:

- BC Ministry of Child and Family Services: part-time counselling position
- Island Health: Lab Services, part-time counselling, volunteer coordination, and food support programs
- Health Aging, United Way of BC: Better at Home Program, Pender, and Saturna Islands (in partnership with Saturna Community Club)
- CRD - Pender Island Parks and Recreation Commission (recreation programs)
- SGI Community Resource Centre: food security program
- BC Association of Community Health Centres: Nurse Practitioner locum housing, one-time deficit operational funding grant
- BC Farm Market Nutrition Coupon Program
- Mayne Island Food Recovery Program: Frozen Soup Program

President's Report

In May, as we were completing another trip around the sun, the Board met at the Legion Hall to assess our progress against the Strategic Plan. The challenges facing our Health Centre have been daunting, the strain on our community, our staff, and our facilities has been palpable.

We are gratified that we have indeed completed, or made significant progress on, many of the goals and tasks we set for ourselves in the Strategic Plan. We know that COVID is not completely behind us. In fact, it may never be. However, the plan has kept us all laser-focused on ensuring that the future of the Health Centre is supported by secure and predictable operational funding. As a Board, we are humbled by the fact that the long and rather complicated referendum process culminated in an overwhelmingly strong vote of support from the Pender Island community.

While the referendum was a major undertaking, the Board successfully completed several other pressing projects over the year. Importantly, many projects have been, or will be, funded through grant applications and donations from the Pender Island community, which remain vital. In all, the future looks bright for the Health Centre and for the citizens of Pender Island.

As the saying goes, "the only thing that is constant is change." That change will bring about new challenges and opportunities for health care in our community. Indeed, the entire approach to health services is under consideration across the country. I have no doubt that the resilience of our community and the tenacious representatives on the Society Board will stand ready to again meet those challenges head on.

One of the most difficult things about change in our lives is letting go of the people and places we have come to cherish. As most of you now know, Dr. Gerry Moore has signalled his intention to retire in mid-December, after more than 30 years of service. Community Health nurse, Carolyn Cartwright-Owers has also recently retired. She, too, served the Gulf Islands for more than 30 years. I know I don't need to tell anyone how much they will be missed. As difficult as change can be, I encourage everyone to fully open a space in our hearts and our community for those that will follow them.

I am grateful for the many relationships and connections I've made as a member of the Society. Like so many folks I have met, the decision to make Pender Island our forever home was heavily influenced by the availability of local health care. Consequently, it has been a distinct privilege to serve the Pender Island community as the Society President.

I want to thank Past-President, Kathleen Lightman for her friendship and frequent words of wisdom. Thanks to all the Board Members for your dedication. The full extent of your service to our community is evident in the reports that follow. Also, a special thanks to Marion Alksne and Jane Harrison for helping to keep the Board on point.

I look forward to supporting the success of the next President of the Pender Islands Health Care Society.

Respectfully submitted: *Daniel J. Weeks, President, Pender Islands Health Care Society*

Executive Director's Report

An overwhelming 84.74% voted “Yes”! What a humbling response to the tax roll referendum vote on November 20, 2021. In our 40th Anniversary year, islanders demonstrated yet again their support for the Society’s mission. It’s a responsibility we continued to strengthen this past year.

“Facilitating access to primary health care and complementary services”—as our Mission says—means effectively operating the Health Centre—surely one of the island’s busiest community facilities. As you might expect from a 40-year-old complex, operational finances and building maintenance took the bulk of our organization’s attention this year, along with the ongoing challenges of COVID. We had to deal with a continuous round of day-to-day—and often urgent—activities, while leaving time for longer term projects. Details of many of those projects follow in the Treasurer’s Report.

That said, day-to-day successes and big picture progress don’t happen without people, and I do not want to lose sight of the important relationships we valued over the year. The Pender Islands Lions Club, Green Angels Wood Choppers, and individual donors were encouraging partners, not only by what they provided financially, but also by their words and actions of support.

As well, Jessica Johnson, Clinical Services Director, and Dr Brendon Irvine, Medical Director, both with Island Health (Saanich and Gulf Islands), committed significant time to listen to local challenges with an eye to being part of the solution. This was no small task given the magnitude of all they juggle on a broader scale. CRD Director David Howe also was a strong advocate prior to his retirement. Thank-you! Executive Directors and Board representatives from Galiano, Mayne, Saturna, and Pender Community Health Centres met on a regular basis, including two meetings with Adam Olsen, MLA for Saanich North & The Islands. The purpose was to share solutions to common concerns and raise a collective voice for island-related issues in health care delivery.

We welcomed Dr. Emma Marler to the Health Centre as the new sole dentist/owner in January 2022. This was a “full circle moment” as 40 years ago her grandparents donated the land on which the Health Centre sits. In March, Dr. Schaafsma retired from his optometry practice after almost 20 years; his gentle presence is missed. In May, Registered Massage Therapist, Taylor Watson, joined the facility. The Better at Home program received a grant from the CRD Southern Gulf Islands Emergency Program to conduct a pilot project on emergency preparedness for seniors. Participants accepted our two project leads into their homes with warmth and enthusiasm. “Grab and Go” starter kits were distributed, and we learned more than anticipated from each person who participated.

Like dessert after a good meal, I want to finish this report with sincere thanks for a team that worked hard and pushed through multiple uphill challenges at any given time. The Society’s Board, staff, program contractors, tenants, and volunteers were focused and diligent contributors to a year that would have been overwhelming otherwise. Unlike dessert, these thank-yous are not a “nice option”, but a recognition of the key role each one of them played. Work was accomplished because of their wisdom, time, and energy. In yet another unprecedented year, we learned much and entered uncharted territory on more than one occasion. The passion to care for island residents and visitors remains strong.

Please pause for a moment and allow my personal thanks to wash over you. To the community of Pender Islands, thank you for the opportunity to learn from you, and share the journey with you.

Respectfully submitted: *Marion Alksne, Executive Director, Pender Islands Health Care Society*

Treasurer's Report

Note: *The first part of this report covers highlights from the attached audited statements for the period of April 1, 2021, to March 30, 2022. The second part reports on what has occurred in the current year.*

The Society is financially healthy, and the future appears promising, a far cry from last year.

The financial year for the audited statements was April 1, 2021, to March 30, 2022. The budget for that year started with a \$92,000 operating deficit, which was soon covered by a grant from the BC Association of Community Health Centres. As the statements show, donations from the community were strong and included an anonymous \$100,000 donation for the replacement of the septic field.

The Society also succeeded in obtaining a \$164,000 CVRIS grant for the replacement of the HVAC system and emergency generator, with the latter yet to be installed. Further, a \$100,000 federal government grant was awarded in March to support improvements to building accessibility, including a washroom, entrance door, and ramp. Work on these improvements is planned for 2023.

The most significant achievement was the successful referendum campaign for tax base funding for the Health Centre in the fall of 2021. Thus in 2022-23, the Society has received \$206,000 in revenues generated from property taxes, and the request for 2023-24 is \$229,000. This funding can only be used for operating expenses but frees up other funds (primarily rental income and donations) to address outstanding capital issues.

The Society was able to add \$50,000 to the Building Reserve, using donations in 2021-22. This brings the actual reserve to \$156,000, which is still considered inadequate for a building with a replacement value approaching \$4 million. The Society plans to continue to build the reserve once current capital projects have been completed, many of which have been delayed by supply-chain problems and contractor availability.

As a potential consequence of receiving property tax funding, the Society recognizes that the community may believe donations are no longer needed. Analysis shows that this is NOT the case. Budget projections which include capital improvements rely on the Society continuing to receive donations of at least \$40,000/year.

This summer of 2022 saw two related events that will have significant impact on the finances of the Society in this current year (2022-23) and future years. First, the Society will begin to provide administrative services to the medical clinic, with provincial government support. This is a necessary step for physician recruitment and retention. At the time of this report, details are being worked out, however, the Society will be reimbursed for the extra duties. Secondly, leases for the medical clinic portion of the Health Centre will be renegotiated, and the Society anticipates considerable gains in rental income, which is used for capital projects.

In 2020, a Building Condition Report identified several major building code deficiencies related to handicap accessibility and fire safety. The Building Committee developed a plan to address these deficiencies in conjunction with needed renovations. This capital project is likely to cost about \$1 million over the next 5 years and will require most of the rental income, donations, and whatever grants can be obtained.

Respectfully submitted: *Bruce Waygood, Treasurer, Pender Islands Health Care Society*