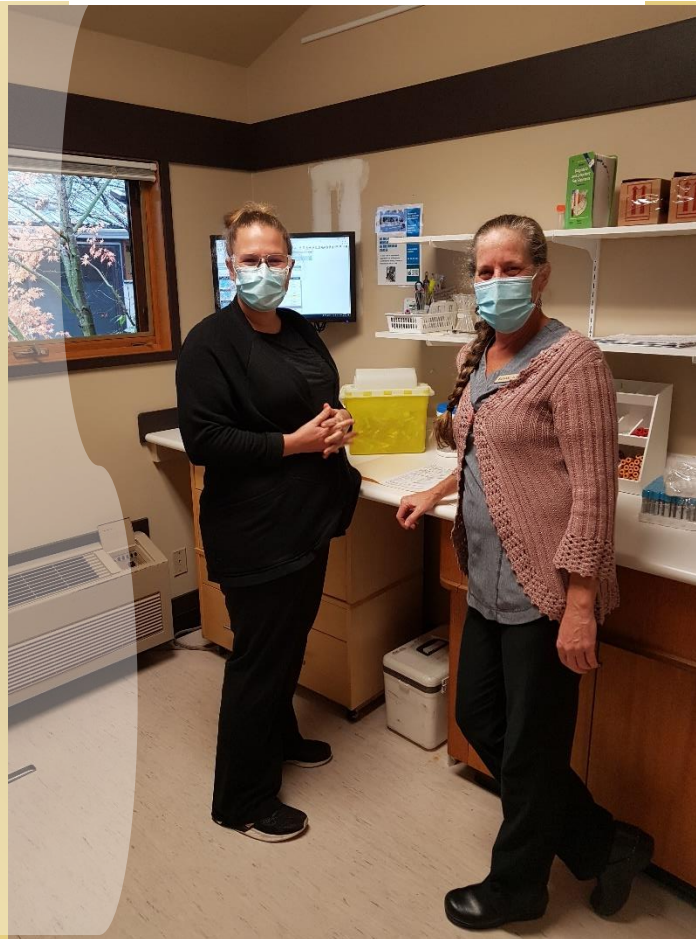




ANNUAL REPORT 2022 - 2023



Right here for you

[Penderharbourhealth.com](https://penderharbourhealth.com) We are honoured to provide services on the unceded,
ancestral territory of the Shishalh Nation

Responding to and strengthening our community

Welcome Message from the President and COO

Welcome to our annual report for 2022 – 2023! We are so grateful to be able to continue providing health services to the Pender Harbour community. While the worst of the pandemic is over, the effects on communities, on peoples' health and on health services has become evident. In the aftermath of the pandemic, health centres like Pender are more relevant than ever. A familiar, caring and friendly team is what people need when they have experienced hardship and trauma, and this is what the health centre team strives to do every day. We are so thankful and proud of the work of all of our dedicated staff who continue to go above and beyond expectations to serve the community.

This year has seen some great strides forward in increasing our programs to meet the needs of the community. Our Better at Home program helping to keep seniors at home as long as possible is now providing such services as light housekeeping, friendly visits, transportation and light yard and house maintenance. Our van transportation program has been busier than ever before.

The new social worker arrived and became busy very quickly working with the team and supporting people with a variety of issues and vulnerabilities. The support of a social worker not only helps our community members, but it enhances the work of our other clinicians. When people get support around the social determinants of health, their overall health improves.

We have an increased presence of public health at the health centre, as well as more opiate outreach and youth outreach services from Vancouver Coastal Health. We also made great progress this year advocating with the Ministry of Health for permanent, stabilized funding for community health centres. This is done through our work with the BC Association of Community Health Centres.

Our building is looking renewed with brand new flooring and paint. We have replaced the old public washrooms with new, accessible washrooms. This improves our washrooms to the standards that are expected for a health care centre. We will be reaching out to local artists to create a program for displaying artwork - enhancing the health centre and featuring their talent.

Like every other health care service in BC, we are facing staffing shortages and the challenge of recruiting physicians. We thank Dr. Sutton and his wife Linda for their work serving the Pender area as well as the hospital emergency department. Working with them has been a privilege and has paved the way for us to have our own physicians on site. We are working hard to recruit physicians and a nurse practitioner to the community and will keep you up to date on our progress. The year ahead will have its challenges but with the support of the community we know we will continue to provide great health services for our residents.



Jackie Ordroneau – President



Susann Richter B.Sc. J.D. COO

The Board of Directors 2022 – 2023

Jackie Ordronneau – President
Doug Cameron – Secretary / Treasurer
Alan Skelley – Director
Pia Sillem – Director

Marilyn Duggan – Vice President
Alan Stewart - Director
Linda Pearson – Director
Diane Hopkinson – Director
Lorna Young - Director



Pender Harbour Health Centre 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



How have our services impacted the community?

Pender Harbour Health Centre was developed by the community in 1976 in response to the relocation of the hospital from Pender Harbour to Sechelt. The community wanted to ensure that health services would still be accessible. The distance to Sechelt and the lack of public transportation make it difficult for people to reach health and other services in Sechelt and beyond. The health centre makes care accessible to this community. This reduces pressure at the hospital and emergency department. Our services and programs help seniors and people with other health challenges stay in their homes for as long as possible. A variety of social supports, peer supports, and community programs help people with the circumstances and challenges that life presents. The health centre is also a hub for other health services and community support groups.

Nursing and Allied Services

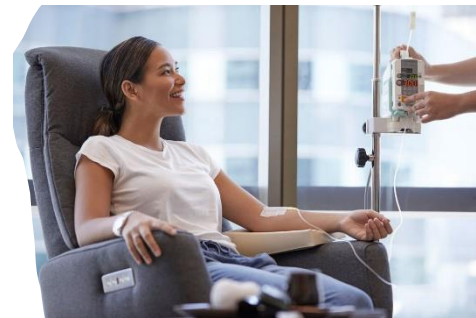
The nurse clinic provided 15,935 treatments this year.



Laboratory – our team **performed 2,070** venepunctures. Over **900** other types of lab samples were sent for analysis.

Wound treatment and dressings – there were **1,217** dressing changes in the centre or in patient homes and **46** emergency wound treatments.

Intravenous treatments – **201 people** received intravenous treatment at the health centre, which otherwise would happen at the hospital in Sechelt.



Blood Pressure, ECG, Holter Monitor, Oxygen Stats – over **550** procedures were done to monitor cardiovascular health for patients.

Home Care Nursing – performed **8,108** procedures for patients in their homes. These included injections, wound care, catheter care, counseling, education for self care, diabetic care, rash treatment, care of frail elderly



Palliative on-call nursing – our home care nurses provided 300 palliative care visits to patients who are living in the community. This service allows people to spend as much time as possible in their home during their end-of-life journey.

- ♥ *The Dietitian and Diabetes Nurse* work together to assess, monitor, coach and provide education for people with diabetes or other dietary issues. Over the year there were a total of 1382 treatments provided to patients with diabetes, including dietary and other counseling, education, monitoring of diabetes related health issues. The dietitian also provided 276 dietary counseling sessions for people with other chronic conditions.



- ♥ *The Chronic Disease Management Nurse* provides assessment, ongoing support and education around chronic illness including COPD and cardiac health. She also supports people in recovery from cardiac surgery. The nurse is currently providing ongoing services to 44 people in the community.



- ♥ *Women's and Youth Sexual Health*
A Nurse Practitioner works with women and youth, providing support for sexual health, LGBTQ2S services and a variety of health concerns. The NP also provides services at Pen Harbour Elementary/Secondary school.

- ♥ *The Social Worker* provides supports and resources for such issues as housing, disabilities, finances and elder abuse among others. She also specializes in counseling for a variety of mental health and personal issues.



Community Programs

Our community coordinator coordinates programs that help prevent social isolation, help people get to appointments and create spaces that are healthy and beautiful. Community groups use our meeting room to hold a variety of support group and educational meetings. With the help of volunteer drivers, we operate a wheelchair accessible van for transportation to medical appointments.

- ✓ the Adult Day Program,
- ✓ Harbourside Friendships,
- ✓ the Wheelchair Accessible Van
- ✓ the Caregiver Support Group
- ✓ Community Garden
- ✓ Community peer support groups



- ♥ *Seniors Initiative:* this collaborative community group holds popular programs to keep people active and social, including carpet bowling, chair yoga, Harbourside Friendships and excursions. These activities are so important to seniors who benefit from social connection. The electronic tablet lending library continues to be successful and individual training is being provided to people who want to learn how to use the internet.



♥ *Better at Home*

We have successfully started our Better at Home program and are already providing services. The program provides non-medical services to seniors over 60 in ways that help them live longer in their own homes. Services may include companionship, grocery shopping, transportation, light housekeeping, light yard work, light home maintenance, recycling and group walks. Better at Home works on a sliding scale so that all seniors, regardless of income, can receive services which are provided by volunteers, contractors and paid staff. We provide services from Halfmoon Bay to Egmont.



♥ *Hub for services:* the health centre provides office space and reception for a Public Health nurse from VCH, doing well baby and immunization programming. We also provide space for mental health counseling and psychiatry from VCH. Women's and youth clinics are held here weekly by a nurse practitioner.



Physician Services

Dr. Colin Sutton and his wife Linda Waller, R.N. have provided caring team-based services to this community for the last 3 years. Dr. Sutton has also been covering many shifts in the emergency department of the hospital, which has been a benefit to the whole Coast. He will be retiring from family practice later this year. We are currently working with a clinic in Sechelt, the Division of Family Practice, and a physician recruitment firm to find physicians. We thank Dr. Sutton and Linda for the great care they have provided to patients in Pender Harbour. We are optimistic we will find a solution and will keep the community informed about our progress!



Successes and Initiatives In addition to managing operations, the health centre has worked on a number of important initiatives over the past year.

1. Stabilization funding – we are working with the BC Association of Community Health Centres to advocate with the Ministry of Health for a funding model for community health centres. While about 52% of our funding is stable from ongoing contracts or grants, the other 48% comes from donations and grants which can vary significantly from year to year. We are asking the Ministry of Health to recognize the great value that community health centres provide to the health system, by funding us for some of the basic costs of operations. We applied for stabilization funding last year.



2. Building renovations – we have completed the renovation of our public washrooms to make them accessible. This was funded by a federal accessibility grant. In addition, most of the old carpeting in the building has been replaced with vinyl plank flooring and the walls have been painted. The flooring replacement was funded by the SCRD and the best part is, the floors are easy to wash!



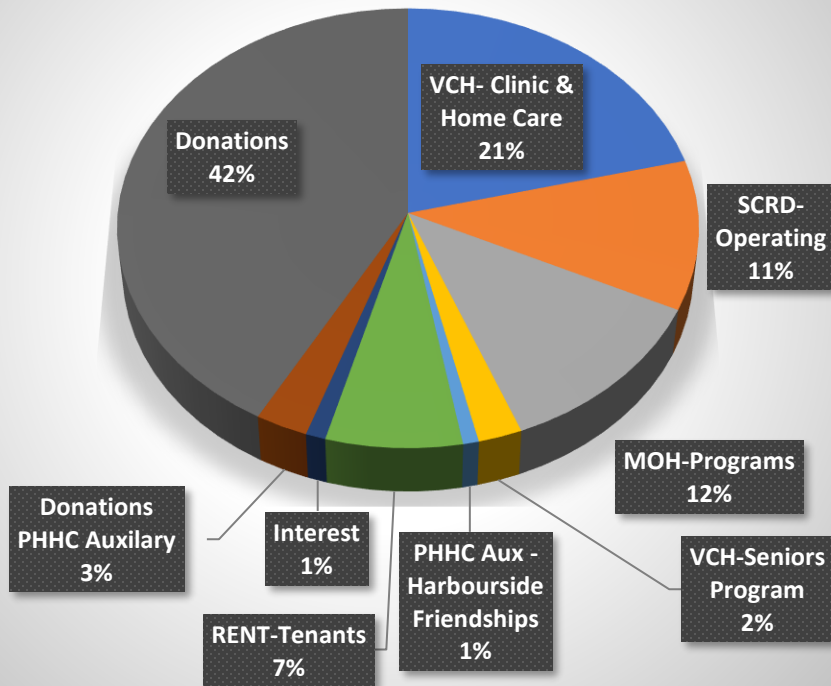
We will be renovating the physician wing and finishing the flooring replacement over the coming year with funds from our Healthy Buildings campaign thanks to our generous donors – please see our donor list on page 11.



3. We received a grant from the Ministry of Health in the amount of **\$137,000.00** for continued social work, adult day programming, community coordination, diabetes programming and chronic disease management. This is funding we hope to stabilize with our core funding application.

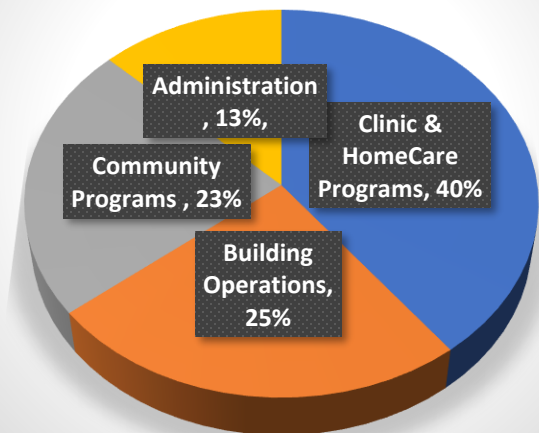
Financials – 2021- 2022

PHHC Annual Revenue \$1,459,198



The health centre received generous donations during the year. Some of these will be used for further capital renovations - modernizing our physician wing and adding an exam room.

PHHC Annual Expenditures- \$1,002,583



Many thanks to our donors and granting agencies for 2022 - 2023

Our generous donors gave a total of \$670,000 during the year. With these donations and with grants we have added to our healthy building fund and purchased equipment. Donations and grants also contribute to program operation and facilities maintenance. In particular we thank the volunteers who work with the Hea

Equipment purchased:

- ♥ Automatic lift chairs
- ♥ Digital and manual blood pressure monitoring units
- ♥ Physician exam lights
- ♥ Oximeters for lending to patients with chronic conditions
- ♥ Patient weigh scale
- ♥ Two new computers and monitors for the nurses



Grants Received

- ♥ **Annual Donation - Pender Harbour & District Healthcare Auxiliary** - \$52,000 for health centre operation and programs
- ♥ SCRD – additional \$18,000 to complete our flooring replacement (making a total grant of \$37,000)
- ♥ Sunshine Coast Healthcare Auxiliary - \$9,800 for equipment purchases
- ♥ BC Association of Community Health Centres and Ministry of Health - \$137,000 for program operation
- ♥ United Way Better at Home grant - \$87,000
- ♥ VCH Smart grant – Seniors Initiative - \$33,500
- ♥ Sunshine Coast Community Foundation – Endowment fund grant \$16,000



We would like to acknowledge our generous donors. There are many donors who have given up to \$500 and we are so grateful. We have also received the following from individual donors over the last 3 years:



Friends of the Health Centre \$500 - \$2,000

Andreas Stieglitz
Anna Bergmans-Drost and Harry Drost
Anne Marfleet
Barbara Lofton
Daniel Russell
Darlene Kerfoot
Darlene Lenfesty
Deborah Davison
Dick Barr Charitable Foundation
Edward Turner
Effie Griffin
Geoff Bevan
Gilbert Yard
Gillian and Gregory Strauski
Ian and Faye Wright
John and Anne Rathbone
Joka and William Wright
Kathie Tweedie
Katrina Bishop
Len and Piri Borysowich
Lesley and David Domries
Linda Harris
Marg Penney in memory of Rose Everett
Margaret Meeres
Rebecca Udy
Robert Symington
Robin and Catherine McLean
Sandra Hughes
Scott McQuitty

Bronze Donors - \$2,000 - \$10,000

Brian Everett in memory of Rose Everett
Dennis and Marilyn Burnham
Don and Donna Johnson
Elena Fraser and Brian Miller
Gerald Reynolds
Janet McIntosh
Ken and Margaret O Coffey
Pam and Darrell Endresen
Pia and George Sillem
Susan Campbell
Yovhan and Katharine Burega

Silver Donors - \$10,000 - \$50,000

Bob Fielding
Estate of Wayne Job
Helen and Gerald Krantz
Jane McOuatt
Johnston Packers Ltd.
Karen and Richard King
Peter Ainslie
RJ Nelson Foundation
Sylvia Woodsworth

Gold Donors - \$50,000 - \$250,000

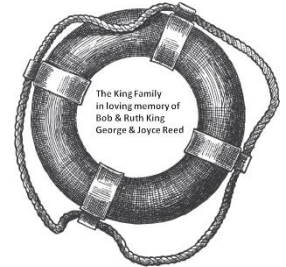
Anonymous donor

Platinum Donors - \$250,000 - \$1 Million

Anonymous donor



RJ Nelson Foundation



United Way helping seniors remain independent.



How can I get involved? Please visit our website at: penderharbourhealth.com and click on the menu - "Get Involved"