

UBCM 2015 - FACT SHEET
REGIONAL DISTRICT OF ALBERNI-CLAYOQUOT
CAPITAL PLANS FOR TOFINO GENERAL HOSPITAL AND HELIPORT
[Meeting ID # 422]

COUNCIL ATTENDEES

Chairperson: Josie Osborne
Mayor: Dianne St. Jaques
Director Electoral Area D: Penny Cote
CAO: Russell Dyson

TOPIC

Capital Plans for Tofino General Hospital (TGH) and the heliport

KEY FACTS

Issue

- The Regional District of Alberni-Clayoquot (the Regional District) wishes to discuss capital plans for the TGH and the helipad.

Status

- The TGH heliport is located west of TGH and straddles both the hospital site and TGH Foundation (the Foundation) property.
- The TGH helipad was closed by Transport Canada in 2011 due to flight path concerns.
- The Vancouver Island Health Authority (VIHA) currently transfers patients to a higher level of care via BC Ambulance through the Tofino airport which is located 15 kilometers away.
- The airport is considered an interim measure due to:
 - the time it takes to prepare and transport the patient to the airport;
 - the requirement that staff and/or physician travel with the patient to the airport; and
 - rapid weather pattern changes that may occur in that time period.
- VIHA hired a consultant to identify potential helipad sites taking into consideration heliport dimensions, aviation criteria, medical considerations and maintenance considerations.
- The preferred helipad site was identified as the existing helipad location due proximity to the hospital, and the cost and complexity of alternatives locations. This is strongly supported by VIHA and the TGH Local Medical Advisory Committee.
- The Foundation has indicated their intention to develop a residential care facility on the adjacent property. A restricted covenant was placed on the Foundation property to ensure the proposed facility would not impact the flight path of the helipad.
- VIHA is reviewing the feasibility of constructing a new ground level helipad on the exiting helipad location given the proposed residential care facility adjacent to the property may not proceed in the short term.

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- VIHA has identified the existing TGH for a future redevelopment project however would require future planning to define the scope and cost of the future project. The proposed project has not been identified as a high priority at this time.

Next Steps

- VIHA is working with the District of Tofino to determine the willingness of neighbors to remove or top their trees which is required in order to proceed with redeveloping the helipad at its existing location.
- VIHA is also engaging the West Coast Health Committee and Foundation along with a consultant to develop the proposed scope and cost of the heliport project and impact on neighboring properties.
- Once the consultant's report is completed, the project will be prioritized alongside other capital projects as part of VIHA's 2016/17 capital prioritization process.
- The helipad project will most likely be classified as a Routine Capital Investment type project and would be subject to VIHA's internal prioritization process and availability of capital funding.
- Any redevelopment project would most likely be classified as a Priority Investment type project and would be subject to VIHA's and the Ministry's prioritization process and availability of capital funding.
- The Ministry has not identified a TGH redevelopment project as a high priority for capital funding and there is no funding allocation included within the Ministry's 10 year capital plan.

Background

- The TGH operates 10 medical inpatient beds, and offers a 24/7 emergency department, outpatient ambulatory care, medical imaging, laboratory and rehabilitation services.
- Originally built in 1954 with an addition constructed in 1966 and 1977, the two storey TGH footprint is approximately 1,700 square metres.
- Since 2001, VIHA has invested approximately \$1.8 million in TGH.

CONTACT

Joel Palmer, Executive Director, Capital Services Branch; 250-952-1102

Approved by:

Joel Palmer, Capital Services Branch; Sept , 2015

Manjit Sidhu, Finance and Corporate Services Division; Sept , 2015

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DISTRICT OF UCLUELET

[Meeting ID # 229]

COUNCIL ATTENDEES

Dianne St. Jacques, Mayor; Andrew Yeates, CAO; Councillors: Marilyn McEwen, Mayco Noel, Randy Oliwa, Sally Mole

TOPIC

Transportation Assistance

KEY FACTS

Tofino General Hospital (TGH) Helipad / Bamfield Health Centre Helipad

- In 2009/10, Transport Canada ordered several health authorities to improve safety measures at several helipads in BC, including the helipad at TGH.
- The helipad at TGH was unable to meet the new minimum technical specifications to comply with Transport Canada's standard for heliports, and was subsequently closed.
- Transport Canada asked Vancouver Island Health Authority (VIHA) to expand the site to accommodate the new regulations, but expansion would have caused problems with the construction of Rainbow Gardens, a new 15-bed residential care facility to be constructed adjacent to TGH.
- Alternative sites were explored by VIHA, including a municipal site and a site on TGH Foundation property, but new sites could not meet new standards without impacting private property.
- VIHA and the BC Ambulance Service have made a temporary arrangement for helicopter landings at the Tofino Airport, but the airport is one hour away from the hospital which is not ideal.
- In 2014, VIHA attempted to use the Tofino Life Boat station located within a few minutes of the hospital as a medium-term option, but they were unable to secure stretcher access to the helipad through a neighbouring property.
- VIHA conducted a feasibility study to explore whether an elevated helipad could be constructed, but the operation would be very complex and costly.
- Currently, VIHA is reviewing the feasibility of constructing a new ground level helipad at the existing location. However, the key issues/requirements of this ground-level option are: removal/topping of adjacent property trees and land lease arrangement with the TGH Foundation.
- VIHA continues to work with local stakeholder to develop helipad options. Any selection option will require further planning before any project costs or timelines can be determined.

Rural Policy Paper & Transportation/Health Services Access in Alberni-Clayoquot Regional District

- The District is a geographically diverse region covering 6,904 square kilometres on the West Coast of Vancouver Island. The region has a population of roughly 31,500 people¹, and includes the communities of Port Alberni, Tofino, and Ucluelet.
- The regional communities are served by TGH, Bamfield Health Centre, and West Coast General Hospital. Patients requiring a higher level of care are typically transferred or diverted to Nanaimo Regional General Hospital, or to Victoria General Hospital.
- The Ministry of Health recognizes that individuals who reside in rural and remote areas of the province tend to have comparatively poorer health outcomes and socioeconomic status compared to their urban counterparts and work is continuing with health authorities and other

¹ VIHA. (December 2014). *2013 Local Health Area Profile Alberni (70)*. Retrieved on August 30, 2015, from http://www.viha.ca/NR/rdonlyres/0589B51C-3E0F-4E5D-8E9E-D5535787F528/0/70Alberni_2013.pdf

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stakeholders in developing short and long term strategies that result in measurable improvements in rural health outcomes.

- The Ministry acknowledges that access to transportation systems can impact peoples' physical and psychological well-being, and that the District has unique transportation needs and issues that will require clear pathways and realistic, integrated, and flexible local solutions for patients to access health services.
- The Ministry is developing a rural health strategy to ensure it is providing effective community services for patients in rural and remote communities, including First Nations communities, and timely access to high quality perinatal care and specialized geriatric services; home and community care residential services; and emergency services. Efficient patient-centred pathways to medical and surgical services for rural populations are also a key part of this strategy.
- The strategy will also look at the important role that local governments, residents, health authorities, including the First Nations Health Authority, and the Ministry play in helping recruit and retain doctors, pharmacists, midwives, and other health professionals in rural and remote communities.
- A part of the work to improve transportation issues is education around services that residents can access closer to home and from the community and how to reach these services, as opposed to accessing via a hospital visit; for example, home and community care programs, public health programs, Telehealth, and mental health programs.
- The District has a diverse mix of urban, rural, and remote communities, which results in a complex and challenging transportation system that impacts the health and economic development of individuals and communities. As such, the District is in need of a diverse mix of transportation solutions from multiple stakeholders.
- The Alberni-Clayoquot Health Network (ACHN) was established in April 2012 through a protocol agreement and a one-time \$500,000 grant from VIHA to the Alberni-Clayoquot Regional District (ACRD) to improve the health status of the Alberni-Clayoquot communities population, and to support local governments in community planning as it relates to the determinants of health.
- ACHN consists of a 17 member planning committee that acts as a mechanism for citizens that work and live in the area to speak as a collective voice on health issues and to share ideas and resources to build healthy and sustainable communities.
- One of ACHN's main priorities is affordable and accessible regional transportation.
- In 2013, ACHN reviewed a proposal from Pacific Western Transport to undertake a study to look at the issues involved with a regional transportation system, and make recommendations that will identify current and future transportation needs for the District.
- After the lead consultant left Pacific Western Transport, ACHN entered into a new contract with the Sociable Scientists to complete the baseline study regarding the current transportation realities throughout the ACRD. The consultation completed in April 2014.
- According to the study, four overarching themes emerged:
 1. There is a lack of a coordinated approach in transportation networks, schedules, and options.
 2. Transportation is tied to mental and physical health and regional prosperity.
 3. Time is as much a factor as money when it comes to affordability. Many people in the region cannot travel to and from an appointment in one day.
 4. Stakeholders and community members are eager for solutions.
- The 11 recommendations that were brought forward in the report can be grouped into four main themes: encourage greater public engagement; improve coordination of services, investigate medical travel options, enhance transportation corridors.
- After reviewing the report, ACRD began to take action on the recommendations in the study by holding a Dialogue to Action workshop on June 11, 2015, with facilitation and support through

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Plan H, BC Healthy Communities. The workshop aimed to develop a strategy to move forward on the recommendations by working with elected officials, health authority representatives, and participants from First Nations communities and the transportation sector.

- Insights from the workshop have not yet been finalized, but will appear on the ARCD website when complete.
- VIHA is aware of these issues and has been in attendance at many of the ACHN meetings to offer insight and assist with recommendations as they come forward.
- In response to a suggestion from the mayor and councillors of the District of Ucluelet in 2014 to create a health network subset at the convention of the Union of BC Municipalities, the Minister encouraged the west coast communities of Ucluelet and Tofino to make a request to VIHA to enter into discussions regarding the development of a network. His letter to Mayor Bill Irving directs him to reach out to VIHA for assistance with the creation of a health network subset, as well as the TGH helipad issue.

CONTACT

Michele Lane, Health Services Policy & Quality Assurance Division; 250-952-3028

Approved by:

Doug Hughes, Health Services Policy & Quality Assurance Division; September 10, 2015

Joel Palmer\Gordon Cross, obo Manjit Sidhu, Finance and Corporate Services Division; September 17, 2015

Tofino Tragedy



THIS IS A CONFIDENTIAL INTERNAL DOCUMENT: NOT FOR DISTRIBUTION

Date: Monday, October 26, 2015. Updated Oct. 27

Media Event: Five dead, one missing, after whaling boat capsizes off the shores of Tofino.

Confidential Background:

- MV Leviathan II, Jamie's Whaling Station and Adventure in Tofino, sends out mayday at 4 p.m. on Sunday, October 25.
- When the call came into TGH, there was one doctor, two nurses and an LPN on duty.
- Seven doctors and six nurses responded to the site immediately.
- Counselling services were also brought in.
- In total, 18 people were treated and released at Tofino General Hospital.
- As of Tuesday morning, Oct. 27:
 - One is in stable condition at Tofino General Hospital
 - Two are in stable condition at Royal Jubilee Hospital
 - One is in stable condition at Vancouver General Hospital
- Despite overwhelming response from the community in terms of rescue efforts, five people are confirmed dead, one missing.
- All five deceased are from the UK.

Key Messages:

- The thoughts and prayers of all Island Health staff and physicians are with the victims and their loved ones during this tragedy.
- Island Health would like to acknowledge the professionalism of staff at Tofino General Hospital – the doctors, nurses, clinical and support staff, and site leaders – who responded immediately.
- We would also like to recognize everyone else who responded to the emergency, including: the Ahousaht First Nation and residents of neighbouring communities, residents of Tofino, RCMP and victim services, Tofino Volunteer Fire Department, BC Ambulance Service, and the Joint Rescue Coordination Centre, who were all tremendous in their response.
- Tofino General Hospital (TGH) is highly prepared to respond to disasters and emergencies – in part due to the hospital's location in a relatively rural and remote location in an area that is at higher risk for natural disasters.
- TGH's mass casualty response plan was implemented and executed with compassion and efficiency on Sunday.
- Currently there are four patients in hospital:

One is in stable condition at Tofino General Hospital
Two are in stable condition at Royal Jubilee Hospital

One is in stable condition at Vancouver General Hospital

Specific evening of event:

- There were seven physicians and nine nurses at Tofino General Hospital to deal with this situation.
- The physician on the dock prioritized with paramedics the arrival of survivors at TGF to ensure the most acute arrived first.
- This is a planned approach within a disaster plan of any acute care site.
- The actions of emergency social services and paramedics were completely appropriate – they were taken to a warm home neighbouring the hospital where they were warmed up, provided hot showers and dry clothing.
- All 18 survivors were seen by clinicians at Tofino General Hospital on Sunday evening (October 25)
- Taking survivors to a non-acute site, such as a community hall or church basement, is not unusual in a mass casualty event in any community.

CONTACT: Valerie Wilson, 250-713-3911

Palmer, Joel HLTH:EX

From: Sidhu, Manjit HLTH:EX
Sent: Tuesday, October 27, 2015 1:32 PM
To: Palmer, Joel HLTH:EX; Postans, James HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor
Attachments: IN Tofino boat capsized 2015 10 26.docx; District of Ucluelet.docx

Importance: High

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Stewart, Sharon A HLTH:EX <Sharon.Stewart@gov.bc.ca>
Sent: Tuesday, October 27, 2015 12:57 PM
To: Sidhu, Manjit HLTH:EX; Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Cc: Hughes, Doug J HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor

Apologies, missed copying you. UBCM fact sheet attached. Helipad first issue

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Stewart, Sharon A HLTH:EX <Sharon.Stewart@gov.bc.ca>
Sent: Tuesday, October 27, 2015 12:54 PM
To: Plank, Sarah GCPE:EX
Cc: Hughes, Doug J HLTH:EX; Casanova, Tamara HLTH:EX; Duesterwald, Meghan HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor

UBCM fact sheet attached

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Casanova, Tamara HLTH:EX <Tamara.Casanova@gov.bc.ca>
Sent: Tuesday, October 27, 2015 12:47 PM
To: HLTH HAD Issues HLTH:EX; Stewart, Sharon A HLTH:EX
Cc: Hughes, Doug J HLTH:EX
Subject: FW: URGENT REQUEST: Tofino hospital - comment by mayor

Hi,

I've attached the UBCM factsheet that might be helpful to GCPE.

Thank you,

Tamara Casanova | Manager, Executive Operations | Office of the Assistant Deputy Minister | Health Services Policy Division |
Ministry of Health | P: 250.952.1125 | C: 250.508.3276 | email: tamara.casanova@gov.bc.ca

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From: Hughes, Doug J HLTH:EX
Sent: Tuesday, October 27, 2015 12:09 PM
To: Casanova, Tamara HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor
Importance: High

Check UBCM materials.

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Plank, Sarah GCPE:EX <Sarah.Plank@gov.bc.ca>
Sent: Tuesday, October 27, 2015 11:55 AM
To: HLTH HAD Issues HLTH:EX; Stevenson, Lynn HLTH:EX; Hughes, Doug J HLTH:EX
Cc: Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: URGENT REQUEST: Tofino hospital - comment by mayor

Hi – do you guys have this info the minister is requesting below? Need asap pls! Thx, S.

From: Lake, Terry HLTH:EX
Sent: Tuesday, October 27, 2015 11:55 AM
To: Plank, Sarah GCPE:EX
Cc: hlth Ministerial and Executive Assistants; Heinze, Laura R GCPE:EX; Stevenson, Lynn HLTH:EX; Hughes, Doug J HLTH:EX; Brown, Stephen R HLTH:EX
Subject: Re: Tofino hospital - comment by mayor

Can I have more details on the size if the hospital relative to other similar sized communities?

Terry Lake DVM
Minister of Health

On Oct 27, 2015, at 11:38 AM, "Plank, Sarah GCPE:EX" <Sarah.Plank@gov.bc.ca> wrote:

Hi again Minister – I am attaching Island's issues note on this situation for your reference, as a couple more media are now asking about health care resources in Tofino.

Thx, S.

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 8:52 AM
To: Lake, Terry HLTH:EX
Cc: hlth Ministerial and Executive Assistants; Heinze, Laura R GCPE:EX
Subject: Tofino hospital - comment by mayor

Hi Minister,

Just wanted to flag for you this story on CBC in which the mayor made a comment that could be interpreted as the hospital being overwhelmed. This was an offhanded comment and she in fact has been very complimentary of how the situation was handled by the local health care team at Island Health and Tofino General. I have not seen any other media carrying negative comments from the mayor. Nevertheless, I thought I would just give you the background on the situation.

Island Health had many staff come in in response to the situation – so many they had to turn some away. They had seven doctors and nine nurses on site, which was enough staff to attend to the 18 people. They did an excellent job and everyone really went above and beyond.

The paramedic who lives next to the hospital opened up his home initially because some of the people just had minor cuts and were cold. It was agreed that warming of patients could be undertaken with a paramedics' supervision. They then went to hospital to be checked out just to be on the safe side, once the more acute had been tended to.

This was planned and done at the direction of the physician on the dock receiving patients, as the most acute should of course go to the hospital first. That is a common planned approach for a mass casualty situation. The most acute would be taken to hospital first, and other patients staged in another location and receiving minor care.

In Tofino on Sunday, other homes and a lodge were also used for the people who did not require medical attention but who wanted a shower and some even had their clothes laundered by the home owners.

Here is the story below with the comment.

CBYG (CBC Radio)

26-Oct-2015 16:00

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Withheld pursuant to/removed as

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Palmer, Joel HLTH:EX

From: Postans, James HLTH:EX
Sent: Tuesday, October 27, 2015 1:40 PM
To: Palmer, Joel HLTH:EX; Bell, Mark J HLTH:EX
Subject: RE: URGENT REQUEST: Tofino hospital - comment by mayor
Attachments: 422 TGH Capital Plans and Hospital Heliport_v2.docx

No – this is an earlier fact sheet we did – attached is the one I'm about to send to Manjit that provides additional information.

James

From: Palmer, Joel HLTH:EX
Sent: Tuesday, October 27, 2015 1:36 PM
To: Bell, Mark J HLTH:EX; Postans, James HLTH:EX
Subject: Fwd: URGENT REQUEST: Tofino hospital - comment by mayor

Is the attached fact sheet consistent with what we have on file as the most recent on this topic?

Begin forwarded message:

From: "Sidhu, Manjit HLTH:EX" <Manjit.Sidhu@gov.bc.ca>
Date: October 27, 2015 at 1:31:36 PM PDT
To: "Palmer, Joel HLTH:EX" <Joel.Palmer@gov.bc.ca>, "Postans, James HLTH:EX" <James.Postans@gov.bc.ca>
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Stewart, Sharon A HLTH:EX <Sharon.Stewart@gov.bc.ca>
Sent: Tuesday, October 27, 2015 12:57 PM
To: Sidhu, Manjit HLTH:EX; Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Cc: Hughes, Doug J HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor

Apologies, missed copying you. UBCM fact sheet attached. Helipad first issue

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Stewart, Sharon A HLTH:EX <Sharon.Stewart@gov.bc.ca>
Sent: Tuesday, October 27, 2015 12:54 PM
To: Plank, Sarah GCPE:EX
Cc: Hughes, Doug J HLTH:EX; Casanova, Tamara HLTH:EX; Duesterwald, Meghan HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: Fw: URGENT REQUEST: Tofino hospital - comment by mayor

UBCM fact sheet attached

Palmer, Joel HLTH:EX

From: Postans, James HLTH:EX
Sent: Tuesday, October 27, 2015 2:11 PM
To: Palmer, Joel HLTH:EX; Sidhu, Manjit HLTH:EX
Subject: RE: Helipad at TGH
Attachments: 422 TGH Capital Plans and Hospital Heliport_v2.docx

Yes we do have a more recent UBCM fact sheet (attached) that provides additional information than the one from GCPE. The attached UBCM fact sheet was for a meeting with the Regional District of Alberni-Clayoquot specific to the heliport issue and future capital plans for the hospital.

A summary of the issue:

- TGH Helipad was closed in 2011 by Transport Canada due to flight path issues;
- VIHA currently transports patients via the Tofino Airport 15 KM away however this is a temporary solution until a permanent heliport solution could be found;
- The preferred heliport site is the current location next to the hospital;
- The Foundation was looking to construct a new residential care facility on property adjacent to the identified helipad site however a restrictive covenant was placed on the property to address any potential flight path issues;
- VIHA is working with the District of Tofino to determine the willingness of neighbours to remove trees near the heliport to address the current flight path issues;
- VIHA has also engaged a consultant to assess the scope and cost of remediating the heliport;
- Once the flight path issues have been addressed and the consultant's report is completed, VIHA will prioritize the capital project within its 16/17 internal capital prioritization process;
- The project will most likely be an Routine Capital Investment type project and VIHA will be expected to managing this project within its current RCI allocation;

A preliminary estimate of the overall heliport project is \$700,000 and may be cost shared with the Alberni-Clayoquot RHD (this was not included in the note and is recent information)

Please let me know if you need any further information.

Hope this helps,

James Postans, CPA, CGA
Director | Capital Services | BC Ministry of Health
Phone: (250) 952-1510 | Fax: (250) 952-1851 Email: James.Postans@gov.bc.ca

From: Palmer, Joel HLTH:EX
Sent: Tuesday, October 27, 2015 1:25 PM
To: Sidhu, Manjit HLTH:EX; Postans, James HLTH:EX
Subject: Re: Helipad at TGH

I heard this quote on the news just now. Will get you the fact sheet.

James, I believe a ubcm fact sheet exists tag at deals with this topic, correct? If so, pls provide to Manjit.

Thanks.

On Oct 27, 2015, at 12:56 PM, Sidhu, Manjit HLTH:EX <Manjit.Sidhu@gov.bc.ca> wrote:

Do we have any notes on this?

Manjit Sidhu, CPA, CA.
Assistant Deputy Minister
Financial and Corporate Services
Ministry of Health

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 12:52 PM
To: Hughes, Doug J HLTH:EX; Sidhu, Manjit HLTH:EX; HLTH HAD Issues HLTH:EX
Cc: Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Subject: RE: Helipad at TGH

Reporter just tweeted this...

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From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 12:51 PM
To: Hughes, Doug J HLTH:EX; Sidhu, Manjit HLTH:EX; HLTH HAD Issues HLTH:EX
Cc: Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Subject: Helipad at TGH
Importance: High

Apparently the premier just said we are looking at whether Tofino General needs a helipad. Doug, you mentioned this came up at UBCM. Can you please send me the background you have on it?

Thx!
Sarah.

Palmer, Joel HLTH:EX

From: Sidhu, Manjit HLTH:EX
Sent: Tuesday, October 27, 2015 4:17 PM
To: Postans, James HLTH:EX; Palmer, Joel HLTH:EX
Subject: FW: Premier on Tofino helipad
Attachments: IN_CI Tofino helipad Aug 2015.docx

From: Feulgen, Sabine HLTH:EX
Sent: Tuesday, October 27, 2015 4:14 PM
To: Sidhu, Manjit HLTH:EX
Subject: FW: Premier on Tofino helipad

From: Heinze, Laura R GCPE:EX
Sent: October 27, 2015 2:50 PM
To: Plank, Sarah GCPE:EX; Lake, Terry HLTH:EX
Cc: hlth Ministerial and Executive Assistants; Brown, Stephen R HLTH:EX; Stevenson, Lynn HLTH:EX; Feulgen, Sabine HLTH:EX
Subject: RE: Premier on Tofino helipad

Minister, just following up on this – attached is a note from VIHA on the proposed helipad.

The note references an RFP for a helipad consultant – it has recently closed and they are in the process of hiring someone. Once that has been complete, they will update the note.

Thanks
Laura

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 1:00 PM
To: Lake, Terry HLTH:EX
Cc: hlth Ministerial and Executive Assistants; Heinze, Laura R GCPE:EX; Brown, Stephen R HLTH:EX; Stevenson, Lynn HLTH:EX; Feulgen, Sabine HLTH:EX
Subject: Premier on Tofino helipad

Hi Minister – just a heads up that the premier has told media that she will meet with Tofino mayor about the issue of the helipad at the hospital. It was closed about five years ago due to Transport Canada rules. I am attaching the fact sheet that was prepared for one of the UBCM meetings on this topic, for your reference. Emile will share with the PO.

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Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Office: 250.952.1889 | Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca

Forsberg, Nicole A HLTH:EX

From: XT:Sullivan, Chris HLTH:IN
Sent: Tuesday, January 19, 2016 3:56 PM
To: Mah, Brandon HLTH:EX
Subject: VIHA helipads Jan 2016.xlsx
Attachments: VIHA helipads Jan 2016.xlsx

Here you are. I added Bamfield and deleted some text for Tofino.

Ministry of Health Services
Hospital Heliport Issues

Health Authority	Community	Site	Issue	Cost	Status	Status Comments	Health Authority Plans
Vancouver Island	Bamfield	Bamfield Health Centre	Closed by TC	???		A study is under way with results expected in February 2016	To be determined after study is completed and reviewed
Vancouver Island	Campbell River	Campbell River & District General Hospital	Heliport was temporarily closed for upgrades in order to meet TC requirements resulting from 2009 Audit Create over-height traffic route for bypassing heliport flight path	\$ 139,000 \$ 99,000		Upgrades complete to meet H2 standards. TC Certified Upgrades completed, but heliport closed during construction of new hospital	A report is primary alternate landing site at this time
Vancouver Island	Comox	St. Joseph's General Hospital	TC ordered upgrades	\$ 160,444	Open	Work completed July 2011. TC Certified August 2011	
Vancouver Island	Duncan	Cowichan District Hospital	none	\$ 200,000	Open	Corrective works Complete. TC Certified	
Vancouver Island	Ganges	Lady Minto Hospital	none	\$ 544,000	Open	Corrective works Complete. TC Certified	
Vancouver Island	Nanaimo	Nanaimo Regional General Hospital	none	\$ 80,000	Open	TC Certified	Currently reviewing south-west approach for clearance of proposed new building
Vancouver Island	Port Alberni	West Coast General Hospital	none	\$ 30,000	Open	TC Certified	none
Vancouver Island	Port Alice	Port Alice Health Centre	Not a TC regulated/certified heliport	\$ -	Open	Since heliport is not a regulated site, it is operated at the pilot's discretion. Port Alice would likely not require significant upgrades even if inspected.	none
Vancouver Island	Port Hardy	Port Hardy Hospital	none	\$ 185,000	Open	TC Certified	none
Vancouver Island	Port McNeill	Port McNeill & District Hospital	none	\$ 110,000	Open	Currently TC Certified but under review.	none
Vancouver Island	Tofino	Tofino General Hospital	Closed by TC and currently under design and cost estimating for a new pad at an alternate location, near the hospital.	???		The former helipad at TGH, which straddles land owned by VHA and the FGH Foundation, was closed by Transport Canada. VHA is actively reviewing options to develop a helipad at the hospital. The Tofino-Long Beach Airport continues to be used for air evacuations.	Continue to use the Tofino-Long Beach Airport. Continue to actively review options to develop a helipad at the hospital.
Vancouver Island	Victoria	Royal Jubilee Hospital	none	\$ 375,000	Open	TC Certified	none
Vancouver Island	Victoria	Victoria General Hospital	none	\$ -	Open	TC Certified	none
TOTALS		12		\$ 1,919,444			

Ministry of Health Services
Hospital Heliport Issues

Health Authority	Community	Site	Issue	Cost	Status	Status Comments	Health Authority Plans
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Updated info since Sept 21, 2011
Further clarification requested

Acronyms
CAP - Corrective Action Plan
COA - Certificate of Approval
FAFO - Final Approach and Take-Off area
TLOF - Touchdown and Lift Off area
LLTO - Life Limb Threatened Organ
NISC - National Transportation Safety Council
RCG - Restricted Capital Grant
RHD - Regional Hospital District
STARS - Shock Trauma Air Rescue Society
TBD - To Be Determined
TC - Transport Canada

- H1 - Most restrictive - no reachable emergency landing areas and, in case of engine failure, only helicopters with enough power to safely return to heliport or clear all obstacles by 4.5m (15 ft.)
max glide slope in excess of 16%
H2 - Medium level restrictions - multi-engine helicopter but still has reachable emergency landing areas or rejected take-off areas with 625m of the FATO
max glide slope of 12% (or 16% if two approach paths)
H3 - Least restrictive - single or multi-engine helicopter - reachable emergency landing areas or rejected take-off areas with 625m of the FATO for single engine craft
max glide slope of 6% (or 8% if two approach paths)

16% slope = approximate ratio of 1:6 (or 10 degrees)
12% slope = approximate ratio of 1:8 (or 7 degrees)
8% slope = approximate ratio of 1:12 (or 5 degrees)
6% slope = approximate ratio of 1:16 (or 3 degrees)

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Date: August 2015. (see previous IIs in 2014 folders)

Issue: Tofino helipad

Confidential Background:

- In 2011, Transport Canada (TC) issued an order requiring improvements be made to the heliport located at Tofino General Hospital (TGH).
- The helipad closed on December 5, 2011, and has not reopened. Since that time airevac landings have taken place at the Tofino Airport, located about 20-minutes by land ambulance from TGH (approximately 15 kilometres from TGH).
- The TGH helipad was located partly on Island Health property and partly on TGH Foundation property.
- The airport is considered a stop-gap measure due to the time it takes to travel from the hospital and rapid weather pattern changes that may occur in that time period.
- BC Emergency Health Services is responsible for any patient movement outside of the facility, however, a physician or nurse is often required to accompany the patient to the airport. Given the number of staff at the facility, this may require calling staff in to provide coverage.
- Rural Programs and the TGH Local Medical Advisory Committee (LMAC) strongly support development of a helipad at the hospital given the close proximity.
- The current TGH heliport is built partially on land adjacent to the hospital and is owned by the Tofino Hospital Foundation. The land is leased to a seniors housing group that intends to build a housing development on the property in the future. The flight path for the heliport would be directly over the area of the property where the development will be situated, thus the reasoning for the foundation and seniors' group not wanting the helipad located at its current site.
- The foundation sent a letter to Island Health stating their official position in the matter.
- As the Foundation property is unavailable for a helipad, a consultant was hired to identify potential helipad sites taking into consideration various criteria including heliport dimensions, aviation criteria, medical considerations and maintenance considerations. A number of locations were reviewed by the consultant including:
 - Use of the nearby Coast Guard heliport; and
 - Construction of an elevated helipad at the hospital using a steel structure and expanding the elevator shaft to the roof.
- The other locations identified had a number of disadvantages including distance from the hospital or price.
- Due to the cost of the elevated steel structure, the Coast Guard option was pursued. However, after a thorough review, this option is not available as there is no method for stretchers to access the dock. TGH is the only Island Health hospital without an operational on-site helipad.
- BC Ambulance Service reports that from 2008/09 to 2011/12, there were about 17 airevacs per year from the TGH helipad and one per year from the airport.

- Island Health will be issuing an RFP shortly for a helipad consulting firm. The successful firm will be preparing a feasibility study which will identify helipad options, along with the cost and feasibility of those options, for both Bamfield and Tofino.

Key Messages:

- The helipad at Tofino General Hospital (TGH) was closed in December 2011 following an order for upgrades that was issued by Transport Canada (TC).
- The helipad at TGH is partially located on property owned by the Tofino Hospital Foundation. Prior to undertaking the TC-required upgrades, Island Health met with the Foundation regarding its plans for future use of the property.
- As the Foundation lands are being planned to house a seniors facility, as well as the constraints imposed due to the height of trees on neighbouring properties, the Foundation property is unsuitable for a helipad.
- Since then, Island Health has been reviewing alternative options for a helipad to service TGH.
- A short-term option to use the Tofino Coast Guard station's helipad for airevac landings was considered. However, this option is not viable because there is no route for BC Ambulance Service to access the dock.
- A second option is to build an elevated helipad at TGH. Approval to proceed with this option is subject to feasibility and funding approval.
- In the interim, Island Health and BCAS have made alternate arrangements for helicopter landings at an alternative site - Tofino Airport - as deemed necessary by Transport Canada and air ambulance operators.
- Patients are transferred to and from the Tofino Airport by land ambulance.
- Island Health has used alternative sites for medevac/airevac landings in recent years during helipad upgrades. Currently in Campbell River, the Campbell River Airport, located about 20 minutes away from the hospital by land ambulance is being used due to construction of a new acute care facility at the existing hospital site. In Nanaimo, a helipad at the Nanaimo Port Authority was used – located about 10 minutes by land ambulance from the hospital for about two years during construction of the new emergency department.
- Island Health will be issuing an RFP shortly for a helipad consulting firm. The successful firm will be preparing a feasibility study which will identify helipad options, along with the cost and feasibility of those options, for both Bamfield and Tofino.

Contact Information		Phone
Spokesperson(s):	Chris Sullivan and/or Communications	
Program Contact(s):	Chris Sullivan	
Prepared by:	Val Wilson	
File location:	Highlight the following, right click, and select "update field" Document1	

UBCM 2015 - FACT SHEET

District of Ucluelet

[Meeting ID # 229]

COUNCIL ATTENDEES

Dianne St. Jacques, Mayor

Andrew Yeates, CAO

Councillors: Marilyn McEwen, Mayco Noel, Randy Oliwa, Sally Mole

TOPIC

Transportation assistance.

KEY FACTS

Tofino General Hospital (TGH) Helipad / Bamfield Health Centre Helipad

- In 2009/2010, Transport Canada ordered several health authorities to improve safety measures at many of the 31 helipads in BC, including six sites on the Island, one of which being TGH.
- The helipad at TGH was unable to meet the new minimum technical specifications to comply with Transport Canada's standard for heliports, and was subsequently closed.
- Transport Canada asked VIHA to expand the site to accommodate the new regulations, but expansion would have caused problems with the construction of Rainbow Gardens, a new 15-bed residential care facility to be constructed adjacent to TGH.
- Alternative sites were explored by VIHA, including a municipal site and a site on TGH Foundation property, but new sites could not meet new standards without impacting private property.
- VIHA and the BC Ambulance Service (BCAS) have made a temporary arrangement for helicopter landings at the Tofino Airport, but the airport is one hour away from the hospital which is not ideal.
- In 2014, VIHA attempted to use the Tofino Life Boat station located within a few minutes of the hospital as a medium-term option, but they were unable to secure stretcher access to the helipad through a neighbouring property.
- VIHA conducted a feasibility study to explore whether an elevated helipad could be constructed, but the operation would be very complex and costly.
- Currently, VIHA is reviewing the feasibility of constructing a new ground level helipad at the existing helipad location. However, the key issues/requirements of this ground-level option are: removal/topping of adjacent property trees; land lease arrangement with the TGH Foundation; VIHA Executive funding approval of the project cost estimated at \$655,000.
- VIHA will be arranging a meeting in Tofino with all of the interested parties to explore this ground-level option as well as other options.
- In August 2015, an issue with the helipad in Bamfield was reported. The Alberni-Clayoquot Regional Hospital District Board of Directors instructed staff to investigate options to restore use of the helipad at the Bamfield Health Centre.

UBCM 2015 - FACT SHEET

Rural Policy Paper and Transportation/Health Services Access in Alberni-Clayoquot Regional District (the District)

- The District is a geographically diverse region coving 6,904 square kilometres on the West Coast of Vancouver Island. The region has a population of roughly 31,500 people¹, and includes the communities of Port Alberni, Tofino, and Ucluelet.
- The regional communities are served by TGH, Bamfield Health Centre, and West Coast General Hospital. Patients requiring a higher level of care are typically transferred or diverted to Nanaimo Regional General Hospital, or to Victoria General Hospital.
- The Ministry of Health (the Ministry) recognizes that individuals who reside in rural and remote areas of the province tend to have comparatively poorer health outcomes and socioeconomic status compared to their urban counterparts and work is continuing with health authorities and other stakeholders in developing short and long term strategies that result in measurable improvements in rural health outcomes.
- The Ministry acknowledges that access to transportation systems can impact peoples' physical and psychological well-being, and that the District has unique transportation needs and issues that will require clear pathways and realistic, integrated, and flexible local solutions for patients to access health services.
- The Ministry is developing a rural health strategy to ensure we are providing effective community services for patients in rural and remote communities, including First Nations communities, and timely access to high quality perinatal care and specialized geriatric services; home and community care residential services; and emergency services. Efficient patient-centred pathways to medical and surgical services for rural populations are also a key part of this strategy.
- The strategy will also look at the important role that local governments, residents, health authorities, including the First Nations Health Authority, and the Ministry play in helping recruit and retain doctors, pharmacists, midwives, and other health professionals in rural and remote communities.
- A part of the work to improve transportation issues is education around services that residents can access closer to home and from the community and how to reach these services – as opposed to accessing via a hospital visit – for example, home and community care programs, public health programs, TeleHealth, and mental health programs.

The District has a diverse mix of urban, rural, and remote communities, which results in a complex and challenging transportation system that impacts the health and economic development of individuals and communities. As such, the district is in need of a diverse mix of transportation solutions from multiple stakeholders.

- In April 2012, the Alberni-Clayoquot Health Network (ACHN) was created through a Protocol Agreement between the District and VIHA, and \$500,000 in grant funding.
- The ACHN consists of a 17 member planning committee that acts as a mechanism for citizens that work and live in the area to speak as a collective voice on health issues and to share ideas and resources to build healthy and sustainable communities.
- One of the ACHN main priorities is affordable and accessible regional transportation.
- In 2013, the ACHN reviewed a proposal from Pacific Western Transport to undertake a study to look at the issues involved with a regional transportation system, and make

¹ VIHA. (December 2014). *2013 Local Health Area Profile Alberni (70)*. Retrieved on August 30, 2015, from http://www.viha.ca/NR/rdonlyres/0589B51C-3E0E-4E5D-8E9E-D55357B7F528/0/70Alberni_2013.pdf

UBCM 2015 - FACT SHEET

recommendations that will identify current and future transportation needs for the District.

- After the lead consultant left Pacific Western Transport, the ACHN entered into a new contract with the Sociable Scientists to complete the baseline study regarding the current transportation realities throughout the ACRD. The consultation completed in April 2014.
- According to the study, four overarching themes emerged:
 1. There is a lack of a coordinated approach in transportation networks, schedules, and options.
 2. Transportation is tied to mental and physical health and regional prosperity.
 3. Time is as much a factor as money when it comes to affordability. Many people in the region cannot travel to and from an appointment in one day.
 4. Stakeholders and community members are eager for solutions.
- The 11 recommendations that were brought forward in the report can be grouped into four main themes: encourage greater public engagement; improve coordination of services, investigate medical travel options, enhance transportation corridors.
- After reviewing the report, the ACRD began to take action on the recommendations in the study by holding a Dialogue to Action workshop on June 11th, 2015, with facilitation and support through Plan H, BC Healthy Communities. The workshop aimed to develop a strategy to move forward on the recommendations by working with elected officials, health authority representatives, and participants from First Nations communities and the transportation sector.
- Insights from the workshop have not yet been finalized, but will appear on the ARCD website when complete.
- VIHA is aware of these issues and has been in attendance at many of the ACHN meetings to offer insight and assist with recommendations as they come forward.
- In response to a suggestion from the mayor and councillors of the District of Ucluelet in 2014 to create a health network subset at the convention of the Union of British Columbia Municipalities, the Minister encouraged the west coast communities of Ucluelet and Tofino to make a request to VIHA to enter into discussions regarding the development of a network. His letter to Mayor Bill Irving directs him to reach out to VIHA for assistance with the creation of a health network subset, as well as the TGH helipad issue.

CONTACT

Michele Lane, Health Services Policy & Quality Assurance Division; 250-952-3028

Approved by:

Doug Hughes, ADM, Health Services Policy & Quality Assurance Division; approval date

From: [Duesterwald, Meghan HLTH:EX](#)
To: [Hughes, Doug I HLTH:EX](#); [Lane, Michele HLTH:EX](#); [Abbott, Brendan HLTH:EX](#)
Cc: [Guerrero, Thomas HLTH:EX](#); [Fischer, Jennifer HLTH:EX](#)
Subject: FW: Messaging regarding incident - Tofino
Date: Monday, December 7, 2015 3:10:15 PM

FYI on the story below:

From: Heinze, Laura R GCPE:EX
Sent: Monday, December 07, 2015 2:56:16 PM (UTC-08:00) Pacific Time (US & Canada)
To: HLTH HAD Issues HLTH:EX; Patterson, Ted HLTH:EX
Cc: Plank, Sarah GCPE:EX
Subject: FW: Messaging regarding incident - Tofino

Just FYI on this – I’ve added my summary of the incident here as well, for your info:
High level details here are that a couple of experienced helijet pilots flew in to Tofino at 1am on Nov 15 to transfer out a stroke patient, with two paramedics on board.
For whatever reason, the pilots did not develop a flight plan for the trip, and so when they went to land they were not in the appropriate spot, but over the water. They started to go down and the engine stalled out, however, the aircraft got up to around 10 feet (while over logs – and maybe trees?), before eventually landing relatively safely.
However, the helicopter was too damaged to fly out again, and the paramedics were traumatized.
s.22

The patient eventually was transferred out the next day, via a fixed wing aircraft.
As you know, the Premier has promised a helipad for Tofino – our last intel on this is that Island Health’s RFP for planners has recently closed.

From: McCurry, Theresa [<mailto:Theresa.McCurry@phsa.ca>]
Sent: Monday, December 7, 2015 2:55 PM
To: Heinze, Laura R GCPE:EX; Plank, Sarah GCPE:EX
Cc: XT:Pritchard, Lesley HLTH:IN
Subject: Messaging regarding incident - Tofino

Here is our messaging for the interview with Daly around 3:45 pm today.

Key Messages

- At BCEHS we believe in a culture of patient safety - Patient safety and the safety of our crews is our top priority
- BCEHS is taking this incident very seriously. BCEHS has launched its own investigation and is cooperating with the Transportation Safety Board’s continuing investigation of the incident

If asked how this incident impacted patient care:

- We are committed to transparency and will share what we can. We can confirm that any delay caused by this incident did not compromise patient care. However any details regarding the pilots or the helicopter should be directed to Helijet
- The patient was stable and spent the night at the hospital in Tofino
- The crew was not injured and was transported to YVR
- A fixed wing aircraft was dispatched the next morning to transport the patient to the intended health care facility
- It’s important to note that BCEHS has contingency plans and spare ambulances throughout the province ready to go into service should an ambulance or carrier go out of service for any reason

If asked about the helipad

- We are pleased that Island Health has been able to move forward on its plans to develop a helipad in Tofino: Following an RFQ process held recently, Island Health has contracted with a helipad consulting firm that will be conducting a feasibility study that will identify helipad location options, along with the cost and feasibility of those options, for a helipad

Chronology

Time	Action
12:52 AM	Event Created
1:10 AM	Helicopter is en route with crew on board
1:20 AM	BCEHS checked with Tofino hospital. Per doctor PT is OK to travel to airport or if needed to Port Alberni without RN escort
3:11 AM	Crew/Mechanical issues reported, PT is returned to Tofino hospital. Will be rebooked for transfer at 8:00 AM
4:23 AM	Second helicopter flies empty to pick up crew and gear and fly them to YVR (Pilots stay with damaged helicopter in Tofino)
5:53 AM	PT is rebooked for transfer 8:30 AM
7:29 AM	CCT confirm PT is stable, both helicopter and fixed-wing options are available. CCT team takes fixed-wing
9:06 AM	Patient is flown to Victoria Airport and subsequently transferred to Victoria General via ground ambulance.

From: [Gardner, Anna HLTH:EX](#)
To: [Christney, Collette HLTH:EX](#)
Subject: Re: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
Date: Wednesday, October 28, 2015 9:36:26 AM

OK thanks .

From: Christney, Collette HLTH:EX
Sent: Wednesday, October 28, 2015 9:27 AM
To: Gardner, Anna HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI

From: Duesterwald, Meghan HLTH:EX
Sent: Wednesday, October 28, 2015 7:58 AM
To: Christney, Collette HLTH:EX; Abbott, Brendan HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
FYI

From: HLTH HAD Issues HLTH:EX
Sent: Wednesday, October 28, 2015 6:23 AM
To: Duesterwald, Meghan HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

From: Plank, Sarah GCPE:EX
Sent: Wednesday, October 28, 2015 6:23:02 AM (UTC-08:00) Pacific Time (US & Canada)
To: Sidhu, Manjit HLTH:EX; Hughes, Doug J HLTH:EX; Patterson, Ted HLTH:EX; Feulgen, Sabine HLTH:EX
Cc: Brown, Stephen R HLTH:EX; HLTH HAD Issues HLTH:EX
Subject: Fwd: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI on the premier's promise to speed up helipad...
Copyright

Island's RFP for a consultant to advise on options just closed. Will send you their updated issues note when I am in the office.

Sarah Plank

Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca
Sent from my iPhone

Begin forwarded message:

From: <tno@gov.bc.ca>
Date: October 28, 2015 at 5:18:16 AM PDT
To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

Copyright

From: [Rains, Derek HLTH:EX](#)
To: [Sanderson, Geoffrey HLTH:EX](#)
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
Date: Wednesday, March 2, 2016 12:00:38 PM
Attachments: [image001.gif](#)
[1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic.docx](#)
[IN CI Tofino helipad updated October 2015.docx](#)
[20151217131712.pdf](#)
[656760-Druehl0001.pdf](#)
[FW TNO Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun.msg](#)

One more to add to the pile.

From: Griffiths, Kaitlyn HLTH:EX
Sent: Wednesday, January 6, 2016 9:50 AM
To: Rains, Derek HLTH:EX
Cc: Abbott, Brendan HLTH:EX
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hi Derek,

I'm just following-up on my email below from December 22, could you please advise on the status.

Thank you so much,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

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From: Griffiths, Kaitlyn HLTH:EX
Sent: Tuesday, December 22, 2015 2:00 PM
To: Rains, Derek HLTH:EX
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hi Derek,

As Brendan is away, I am hoping you could assist me. Do you have a counterpart in the health authority that you could connect with to find out if Island Health has any information/plans about building a helipad near the Bamfield Health Clinic?

I have to draft two responses (one is for Minister's signature). I would like to start drafting the responses the week of January 4th.

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

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From: Duesterwald, Meghan HLTH:EX
Sent: Tuesday, December 22, 2015 11:36 AM
To: Griffiths, Kaitlyn HLTH:EX
Cc: Fischer, Jennifer HLTH:EX; Guerrero, Thomas HLTH:EX
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
That doesn't leave you with many options hey! This file belongs to Brendan Abbott, s.22
s.22

but if you need program contact with Island Health I would suggest going thru his counterpart as opposed to Island Health comms, that's not usual process for us to go direct to communications. Derek Rains is acting for Brendan, I suggest you check with him.
I connected with GCPE, here is the most recent note they have, but it's a few months old now.
Hope that helps,
Meghan

From: Griffiths, Kaitlyn HLTH:EX
Sent: Tuesday, December 22, 2015 11:26:49 AM (UTC-08:00) Pacific Time (US & Canada)
To: HLTH HAD Issues HLTH:EX
Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hello,
Do you have any communications contacts in Island Health? The PCQO advised this is out of there scope as it is not patient specific.
Thanks,
Kaitlyn Griffiths

From: Young, Leta G [<mailto:Leta.Young@viha.ca>]
Sent: Tuesday, December 22, 2015 11:13 AM
To: Griffiths, Kaitlyn HLTH:EX
Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
Good Morning Kaitlyn,

I just received this RFI from you, and I am concerned that this is outside the scope of the PCQO. Concerns such as this one typically should go to our Communications team – to whoever your contact is in that department. Our scope focusses on Patient Care Quality concerns (typically involving a named patient).
I've had a chance to run this RFI past my Director (Jeff McLaren), and he's indicated that if yourself or Gayle have any questions about this process, and what the PCQO scope is for RFI's he is available by phone.

Kindest Regards,
Leta Young, BCom Officer, Patient Care Quality Office
Phone: 250.370.8013 ext.18013 email: leta.young@viha.ca
Web: www.viha.ca [Facebook](#) [Twitter](#)



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From: Griffiths, Kaitlyn HLTH:EX [<mailto:Kaitlyn.Griffiths@gov.bc.ca>]

Sent: Tuesday, December 22, 2015 10:47 AM

To: Patient Care Quality Office (PCQO)

Subject: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hello,

Please find attached an RFI. Any information you can provide would be greatly appreciated.

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

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BAMFIELD COMMUNITY AFFAIRS SOCIETY

*Bamfield, British Columbia
Canada, V0R 1B0*

4 December 2015

Premier Christy Clark
Office of the Premier
PO Box 9041
STN Prov Govt
Victoria, BC V8W 9E1

Re: A helipad for Bamfield

Dear Premier Christy Clark,

At the November 16 Bamfield Community Affairs Society meeting considerable concern was expressed over the lack of means to quickly evacuate compromised citizens in need of health support services beyond those available at the Bamfield Health Clinic.

Bamfielders are susceptible to health consequences that put them in greater jeopardy than the large British Columbia population. According to the 2011 census 43% of Bamfielders are over 60, whereas only 16% of all British Columbians are over 60. As a popular care-giver has stated, "most Bamfielders are beyond their best before date." Our older, lopsided population experiences more strokes and heart attacks per capita that require immediate attention beyond that available in Bamfield. Delays in evacuation result in death or prolonged suffering.

Earlier this month, s.22

s.22

s.22 . Parallel to this is the looming possibility of a marine disaster. Bamfield is positioned in the middle of the Pacific Rim Park. Thousands of visitors transit the West Coast trail, kayak in local waters and participate in sports fishing, charter fishing and storm watching. Bamfield would be a major evacuation point for accident victims among our visitors. Thus, our responsibility extends far beyond that of caring for our small, aged population.

Bamfield needs an acceptable helipad. This should be adjacent to the Bamfield Health Clinic. The existing pad should be expanded or located elsewhere on the property or foreshore. The expense of making this adjustment may prove less than locating further away when one considers the necessity of suitable land transport linking the clinic with the helipad and the associated qualified personnel. Further, in dire emergencies, a quicker response is needed.

Bamfielders consider this issue as critical. Lives may be lost or impaired if delays in establishing a workable helipad continue.

Thank you for your attention.

Sincerely yours,

Louis Druehl & Sheryl Mass, Co-Chairs

MINISTRY OF HEALTH

REQUEST FOR INFORMATION / PATIENT COMPLAINT

(Pursuant to the *Ministry of Health Act*)

☐ IMMEDIATE (same day) ☐ URGENT (1-3 days) ☒ ROUTINE (3-5 days)

DATE REQUESTED: December 22, 2015

DATE DUE: January 4, 2015

PROGRAM AREA OR FACILITY: Bamfield Health Clinic

COMPLAINANT: MLA Scott Fraser and Bamfield Community Affairs Society

PATIENT NAME: N/A

PHN:

DOB:

DETAILS OF CONCERN RECEIVED:

- Community is concerned about the lack of efficient emergency evacuation transport for critically ill patients in the Bamfield region. They would like a helipad built adjacent to the Bamfield Health Clinic.

INFORMATION REQUIRED:

- Has MLA Scott Fraser or members of the Bamfield Community Affairs Society contacted Island Health/ PCQO about their concerns (when)?
- Has the PCQO/ Island Health responded (when)?
- Can you advise if there are any plans to place a helipad next to the Bamfield Health Clinic?
- Who in Island Health can they speak with about their concerns (Name, Title, contact)?
- Is there any other information you can provide?

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

INFORMATION PROVIDED BY (PCQO OFFICER):

DATE:

THIS IS A CONFIDENTIAL INTERNAL DOCUMENT: NOT FOR DISTRIBUTION

Date: August 2015. October 2015.(see previous Ins in 2014 folders)

Issue: Tofino helipad

Confidential Background:

- In 2011, Transport Canada (TC) issued an order requiring improvements be made to the heliport located at Tofino General Hospital (TGH).
- The helipad closed on December 5, 2011, and has not reopened. Since that time airevac landings have taken place at the Tofino Airport, located about 20-minutes by land ambulance from TGH (approximately 15 kilometres from TGH).
- The TGH helipad was located partly on Island Health property and partly on TGH Foundation property.
- The airport is considered a stop-gap measure due to the time it takes to travel from the hospital and rapid weather pattern changes that may occur in that time period.
- BC Emergency Health Services is responsible for any patient movement outside of the facility, however, a physician or nurse is often required to accompany the patient to the airport. Given the number of staff at the facility, this may require calling staff in to provide coverage.
- Rural Programs and the TGH Local Medical Advisory Committee (LMAC) strongly support development of a helipad at the hospital given the close proximity.
- The current TGH heliport is built partially on land adjacent to the hospital and is owned by the Tofino Hospital Foundation. The land is leased to a seniors housing group that intends to build a housing development on the property in the future. The flight path for the heliport would be directly over the area of the property where the development will be situated, thus the reasoning for the foundation and seniors' group not wanting the helipad located at its current site.
- The foundation sent a letter to Island Health stating their official position in the matter.
- As the Foundation property is unavailable for a helipad, a consultant was hired to identify potential helipad sites taking into consideration various criteria including heliport dimensions, aviation criteria, medical considerations and maintenance considerations. A number of locations were reviewed by the consultant including:
 - Use of the nearby Coast Guard heliport; and
 - Construction of an elevated helipad at the hospital using a steel structure and expanding the elevator shaft to the roof.
- The other locations identified had a number of disadvantages including distance from the hospital or price.
- Due to the cost of the elevated steel structure, the Coast Guard option was pursued. However, after a thorough review, this option is not available as there is no method for stretchers to access the dock. TGH is the only Island Health hospital without an operational on-site helipad.
- BC Ambulance Service reports that from 2008/09 to 2011/12, there were about 17 airevacs per year from the TGH helipad and one per year from the airport.

- Island Health will be issuing an RFP shortly for a helipad consulting firm. The successful firm will be preparing a feasibility study which will identify helipad options, along with the cost and feasibility of those options, for both Bamfield and Tofino.

Key Messages:

- The helipad at Tofino General Hospital (TGH) was closed in December 2011 following an order for upgrades that was issued by Transport Canada (TC).
- The helipad at TGH is partially located on property owned by the Tofino Hospital Foundation. Prior to undertaking the TC-required upgrades, Island Health met with the Foundation regarding its plans for future use of the property.
- As the Foundation lands are being planned to house a seniors facility, as well as the constraints imposed due to the height of trees on neighbouring properties, the Foundation property is unsuitable for a helipad.
- Since then, Island Health has been reviewing alternative options for a helipad to service TGH.
- A short-term option to use the Tofino Coast Guard station's helipad for airevac landings was considered. However, this option is not viable because there is no route for BC Ambulance Service to access the dock.
- A second option is to build an elevated helipad at TGH. Approval to proceed with this option is subject to feasibility and funding approval.
- In the interim, Island Health and BCAS have made alternate arrangements for helicopter landings at an alternative site - Tofino Airport - as deemed necessary by Transport Canada and air ambulance operators.
- Patients are transferred to and from the Tofino Airport by land ambulance.
- Island Health has used alternative sites for medevac/airevac landings in recent years during helipad upgrades. Currently in Campbell River, the Campbell River Airport, located about 20 minutes away from the hospital by land ambulance is being used due to construction of a new acute care facility at the existing hospital site. In Nanaimo, a helipad at the Nanaimo Port Authority was used – located about 10 minutes by land ambulance from the hospital for about two years during construction of the new emergency department.
- Following an RFQ process held recently, Island Health has contracted with a helipad consulting firm that will be conducting a feasibility study that will identify helipad options, along with the cost and feasibility of those options, for a helipad.

Contact Information		Phone
Spokesperson(s):	Chris Sullivan and/or Communications	
Program Contact(s):	Chris Sullivan	
Prepared by:	Val Wilson	
File location:	Highlight the following, right click, and select "update field" Document1	

-30-

From: [Duesterwald, Meghan HLTH:EX](#)
To: [Abbott, Brendan HLTH:EX](#); [Christney, Collette HLTH:EX](#)
Cc: [Stewart, Sharon A HLTH:EX](#); [Fischer, Jennifer HLTH:EX](#)
Subject: RE: Helipad at TGH
Date: Tuesday, October 27, 2015 1:07:34 PM
Attachments: [image001.jpg](#)

Just sent them ☺

From: Abbott, Brendan HLTH:EX
Sent: Tuesday, October 27, 2015 1:07 PM
To: Duesterwald, Meghan HLTH:EX; Christney, Collette HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: RE: Helipad at TGH

I saw that...the good news is that we have UBCM materials on the subject.

From: Duesterwald, Meghan HLTH:EX
Sent: Tuesday, October 27, 2015 1:04 PM
To: Abbott, Brendan HLTH:EX; Christney, Collette HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: FW: Helipad at TGH
FYI

From: HLTH HAD Issues HLTH:EX
Sent: Tuesday, October 27, 2015 12:52 PM
To: Duesterwald, Meghan HLTH:EX
Subject: FW: Helipad at TGH

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 12:51:43 PM (UTC-08:00) Pacific Time (US & Canada)
To: Hughes, Doug J HLTH:EX; Sidhu, Manjit HLTH:EX; HLTH HAD Issues HLTH:EX
Cc: Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Subject: RE: Helipad at TGH

Reporter just tweeted this...

Copyright

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 12:51 PM
To: Hughes, Doug J HLTH:EX; Sidhu, Manjit HLTH:EX; HLTH HAD Issues HLTH:EX
Cc: Stevenson, Lynn HLTH:EX; Heinze, Laura R GCPE:EX
Subject: Helipad at TGH
Importance: High

Apparently the premier just said we are looking at whether Tofino General needs a helipad. Doug, you mentioned this came up at UBCM. Can you please send me the background you have on it?

Thx!

Sarah.

From: [Duesterwald, Meghan HLTH:EX](#)
To: [Christney, Collette HLTH:EX](#); [Abbott, Brendan HLTH:EX](#)
Cc: [Stewart, Sharon A HLTH:EX](#); [Fischer, Jennifer HLTH:EX](#)
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
Date: Wednesday, October 28, 2015 7:57:53 AM

FYI

From: HLTH HAD Issues HLTH:EX
Sent: Wednesday, October 28, 2015 6:23 AM
To: Duesterwald, Meghan HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

From: Plank, Sarah GCPE:EX
Sent: Wednesday, October 28, 2015 6:23:02 AM (UTC-08:00) Pacific Time (US & Canada)
To: Sidhu, Manjit HLTH:EX; Hughes, Doug J HLTH:EX; Patterson, Ted HLTH:EX; Feulgen, Sabine HLTH:EX
Cc: Brown, Stephen R HLTH:EX; HLTH HAD Issues HLTH:EX
Subject: Fwd: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI on the premier's promise to speed up helipad...
Copyright

Island's RFP for a consultant to advise on options just closed. Will send you their updated issues note when I am in the office.

Sarah Plank

Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca
Sent from my iPhone

Begin forwarded message:

From: <tno@gov.bc.ca>
Date: October 28, 2015 at 5:18:16 AM PDT
To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

Copyright

From: [Gardner, Anna HLTH:EX](#)
To: [Christney, Collette HLTH:EX](#)
Subject: Re: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
Date: Wednesday, October 28, 2015 9:36:26 AM

OK thanks .

From: Christney, Collette HLTH:EX
Sent: Wednesday, October 28, 2015 9:27 AM
To: Gardner, Anna HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI

From: Duesterwald, Meghan HLTH:EX
Sent: Wednesday, October 28, 2015 7:58 AM
To: Christney, Collette HLTH:EX; Abbott, Brendan HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
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From: HLTH HAD Issues HLTH:EX
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Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

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Sent: Wednesday, October 28, 2015 6:23:02 AM (UTC-08:00) Pacific Time (US & Canada)
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Cc: Brown, Stephen R HLTH:EX; HLTH HAD Issues HLTH:EX
Subject: Fwd: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

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Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca
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To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

Copyright

From: [Gardner, Anna HLTH:EX](#)
To: [Capron, Alyse HLTH:EX](#); [Evans, Jay HLTH:EX](#)
Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
Date: Wednesday, January 6, 2016 10:46:00 AM
Attachments: [image001.gif](#)

I talked with Derek briefly, I don't have any info on a Bamfield helipad or plans for one. There is movement around a Tofino pad, but we have very little info about that project either – but upstairs Capital Services might have more info. All we knew was that Premier Clark called for faster movement on a new Tofino pad and that Island Health had an RFP for a consultant to advise on options (as of Oct)

Anna

From: Capron, Alyse HLTH:EX
Sent: Wednesday, January 6, 2016 10:40 AM
To: Gardner, Anna HLTH:EX; Evans, Jay HLTH:EX
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
Any insight on this?

Alyse

From: Rains, Derek HLTH:EX
Sent: Wednesday, January 6, 2016 10:17 AM
To: Griffiths, Kaitlyn HLTH:EX
Cc: Abbott, Brendan HLTH:EX; Duesterwald, Meghan HLTH:EX; Capron, Alyse HLTH:EX; Gardner, Anna HLTH:EX
Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hi Kaitlyn,

Further to our discussion, it is probably best to redirect to Capital. We do not have info in our area on this.

Thanks,

Derek

From: Griffiths, Kaitlyn HLTH:EX
Sent: Wednesday, January 6, 2016 9:50 AM
To: Rains, Derek HLTH:EX
Cc: Abbott, Brendan HLTH:EX
Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic
Hi Derek,

I'm just following-up on my email below from December 22, could you please advise on the status.

Thank you so much,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

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From: Griffiths, Kaitlyn HLTH:EX
Sent: Tuesday, December 22, 2015 2:00 PM

To: Rains, Derek HLTH:EX

Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hi Derek,

As Brendan is away, I am hoping you could assist me. Do you have a counterpart in the health authority that you could connect with to find out if Island Health has any information/plans about building a helipad near the Bamfield Health Clinic?

I have to draft two responses (one is for Minister's signature). I would like to start drafting the responses the week of January 4th.

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

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From: Duesterwald, Meghan HLTH:EX

Sent: Tuesday, December 22, 2015 11:36 AM

To: Griffiths, Kaitlyn HLTH:EX

Cc: Fischer, Jennifer HLTH:EX; Guerrero, Thomas HLTH:EX

Subject: FW: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

That doesn't leave you with many options hey! This file belongs to Brendan Abbott, s.22

s.22 but if you need program contact with Island Health I would suggest going thru his counterpart as opposed to Island Health comms, that's not usual process for us to go direct to communications. Derek Rains is acting for Brendan, I suggest you check with him.

I connected with GCPE, here is the most recent note they have, but it's a few months old now.

Hope that helps,

Meghan

From: Griffiths, Kaitlyn HLTH:EX

Sent: Tuesday, December 22, 2015 11:26:49 AM (UTC-08:00) Pacific Time (US & Canada)

To: HLTH HAD Issues HLTH:EX

Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hello,

Do you have any communications contacts in Island Health? The PCQO advised this is out of there scope as it is not patient specific.

Thanks,

Kaitlyn Griffiths

From: Young, Leta G [<mailto:Leta.Young@viha.ca>]

Sent: Tuesday, December 22, 2015 11:13 AM

To: Griffiths, Kaitlyn HLTH:EX

Subject: RE: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Good Morning Kaitlyn,

I just received this RFI from you, and I am concerned that this is outside the scope of the PCQO.

Concerns such as this one typically should go to our Communications team – to whoever your contact is in that department. Our scope focusses on Patient Care Quality concerns (typically involving a named patient).

I've had a chance to run this RFI past my Director (Jeff McLaren), and he's indicated that if yourself or Gayle have any questions about this process, and what the PCQO scope is for RFI's he is available by phone.

Kindest Regards,

Leta Young, BCom Officer, Patient Care Quality Office

Phone: 250.370.8013 ext.12013 email: leta.young@viha.ca

Web: www.viha.ca [Facebook](#) [Twitter](#)



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From: Griffiths, Kaitlyn HLTH:EX [<mailto:Kaitlyn.Griffiths@gov.bc.ca>]

Sent: Tuesday, December 22, 2015 10:47 AM

To: Patient Care Quality Office (PCQO)

Subject: 1046019 and 1045997 MoH RFI to Island Health re Bamfield Health Clinic

Hello,

Please find attached an RFI. Any information you can provide would be greatly appreciated.

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Issues & Risk Management

Health Services Policy Division

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

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Official Opposition

Parliament Buildings
Victoria, BC V8V 1X4
Phone: (250) 387-3655
www.opposition.bc.ca

Community Office

3945B Johnston Rd.
Port Alberni, BC V9Y 5N4
Phone: (250) 720-4515
scott.fraser.mla@leg.bc.ca



**Province of
British Columbia**
Legislative Assembly



Scott Fraser, MLA
(Alberni-Pacific Rim)

December 17, 2015

Hon. Dr. Terry Lake
Minister of Health
Rm 337, Parliament Buildings
Victoria, BC V8V 1X4

Dear Dr. Lake:

The Bamfield Community Affairs Society has recently sent a letter to me expressing the community's concern around the lack of efficient emergency evacuation transport for critical ill patients.

The community of Bamfield and the surrounding area including the Huu-ay-aht First Nation are only accessible by boat or logging road some 90 km from the Alberni Valley. With a large portion of the population over 60 years of age, regular school group visits to the Marine Science Centre, many tourists – hikers of the Westcoast Trail, kayakers, sport fishers and storm watchers – that frequent the area, not to mention the marine traffic just beyond Barkley Sound travelling through the "Graveyard of the Pacific", a helipad located adjacent to the Bamfield Health Clinic would provide a crucial lifeline for those who would need to be evacuated in a timely manner.

I encourage the ministry to consider placing a helipad close to the Bamfield Health Clinic as an added level of emergency evacuation for this very remote rural community.

Yours truly,

Scott Fraser, MLA (Alberni-Pacific Rim)

sf:bm
BCGEU

MINISTRY OF HEALTH

REQUEST FOR INFORMATION / PATIENT COMPLAINT

(Pursuant to the *Ministry of Health Act*)

☐ IMMEDIATE (same day) ☐ URGENT (1-3 days) ☒ ROUTINE (3-5 days)

DATE REQUESTED: December 22, 2015

DATE DUE: January 4, 2015

PROGRAM AREA OR FACILITY: Bamfield Health Clinic

COMPLAINANT: MLA Scott Fraser and Bamfield Community Affairs Society

PATIENT NAME: N/A

PHN:

DOB:

DETAILS OF CONCERN RECEIVED:

- Community is concerned about the lack of efficient emergency evacuation transport for critically ill patients in the Bamfield region. They would like a helipad built adjacent to the Bamfield Health Clinic.

INFORMATION REQUIRED:

- Has MLA Scott Fraser or members of the Bamfield Community Affairs Society contacted Island Health/ PCQO about their concerns (when)?
- Has the PCQO/ Island Health responded (when)?
- Can you advise if there are any plans to place a helipad next to the Bamfield Health Clinic?
- Who in Island Health can they speak with about their concerns (Name, Title, contact)?
- Is there any other information you can provide?

Thanks,

Kaitlyn Griffiths

Patient and Client Relations Officer

Patient & Client Relations

Ministry of Health

Kaitlyn.griffiths@gov.bc.ca

250-952-2020

INFORMATION PROVIDED BY (PCQO OFFICER):

DATE:

THIS IS A CONFIDENTIAL INTERNAL DOCUMENT: NOT FOR DISTRIBUTION

Date: August 2015. October 2015.(see previous Ins in 2014 folders)

Issue: Tofino helipad

Confidential Background:

- In 2011, Transport Canada (TC) issued an order requiring improvements be made to the heliport located at Tofino General Hospital (TGH).
- The helipad closed on December 5, 2011, and has not reopened. Since that time airevac landings have taken place at the Tofino Airport, located about 20-minutes by land ambulance from TGH (approximately 15 kilometres from TGH).
- The TGH helipad was located partly on Island Health property and partly on TGH Foundation property.
- The airport is considered a stop-gap measure due to the time it takes to travel from the hospital and rapid weather pattern changes that may occur in that time period.
- BC Emergency Health Services is responsible for any patient movement outside of the facility, however, a physician or nurse is often required to accompany the patient to the airport. Given the number of staff at the facility, this may require calling staff in to provide coverage.
- Rural Programs and the TGH Local Medical Advisory Committee (LMAC) strongly support development of a helipad at the hospital given the close proximity.
- The current TGH heliport is built partially on land adjacent to the hospital and is owned by the Tofino Hospital Foundation. The land is leased to a seniors housing group that intends to build a housing development on the property in the future. The flight path for the heliport would be directly over the area of the property where the development will be situated, thus the reasoning for the foundation and seniors' group not wanting the helipad located at its current site.
- The foundation sent a letter to Island Health stating their official position in the matter.
- As the Foundation property is unavailable for a helipad, a consultant was hired to identify potential helipad sites taking into consideration various criteria including heliport dimensions, aviation criteria, medical considerations and maintenance considerations. A number of locations were reviewed by the consultant including:
 - Use of the nearby Coast Guard heliport; and
 - Construction of an elevated helipad at the hospital using a steel structure and expanding the elevator shaft to the roof.
- The other locations identified had a number of disadvantages including distance from the hospital or price.
- Due to the cost of the elevated steel structure, the Coast Guard option was pursued. However, after a thorough review, this option is not available as there is no method for stretchers to access the dock. TGH is the only Island Health hospital without an operational on-site helipad.
- BC Ambulance Service reports that from 2008/09 to 2011/12, there were about 17 airevacs per year from the TGH helipad and one per year from the airport.

- Island Health will be issuing an RFP shortly for a helipad consulting firm. The successful firm will be preparing a feasibility study which will identify helipad options, along with the cost and feasibility of those options, for both Bamfield and Tofino.

Key Messages:

- The helipad at Tofino General Hospital (TGH) was closed in December 2011 following an order for upgrades that was issued by Transport Canada (TC).
- The helipad at TGH is partially located on property owned by the Tofino Hospital Foundation. Prior to undertaking the TC-required upgrades, Island Health met with the Foundation regarding its plans for future use of the property.
- As the Foundation lands are being planned to house a seniors facility, as well as the constraints imposed due to the height of trees on neighbouring properties, the Foundation property is unsuitable for a helipad.
- Since then, Island Health has been reviewing alternative options for a helipad to service TGH.
- A short-term option to use the Tofino Coast Guard station's helipad for airevac landings was considered. However, this option is not viable because there is no route for BC Ambulance Service to access the dock.
- A second option is to build an elevated helipad at TGH. Approval to proceed with this option is subject to feasibility and funding approval.
- In the interim, Island Health and BCAS have made alternate arrangements for helicopter landings at an alternative site - Tofino Airport - as deemed necessary by Transport Canada and air ambulance operators.
- Patients are transferred to and from the Tofino Airport by land ambulance.
- Island Health has used alternative sites for medevac/airevac landings in recent years during helipad upgrades. Currently in Campbell River, the Campbell River Airport, located about 20 minutes away from the hospital by land ambulance is being used due to construction of a new acute care facility at the existing hospital site. In Nanaimo, a helipad at the Nanaimo Port Authority was used – located about 10 minutes by land ambulance from the hospital for about two years during construction of the new emergency department.
- Following an RFQ process held recently, Island Health has contracted with a helipad consulting firm that will be conducting a feasibility study that will identify helipad options, along with the cost and feasibility of those options, for a helipad.

Contact Information		Phone
Spokesperson(s):	Chris Sullivan and/or Communications	
Program Contact(s):	Chris Sullivan	
Prepared by:	Val Wilson	
File location:	Highlight the following, right click, and select "update field" Document1	

-30-

From: [Gardner, Anna HLTH:EX](#)
To: [Rains, Derek HLTH:EX](#)
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
Date: Wednesday, January 6, 2016 10:13:31 AM

fyi

Anna Gardner, RN, BScN, MPA

Manager, Planning & Evaluation, Acute and Provincial Services, Ministry of Health, PO Box 9638 Stn Prov Govt, Victoria, BC, V8W 9P1,
Office: 250-952-2423, Cell: 250-896-6773

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From: Christney, Collette HLTH:EX
Sent: Wednesday, October 28, 2015 9:28 AM
To: Gardner, Anna HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
FYI

From: Duesterwald, Meghan HLTH:EX
Sent: Wednesday, October 28, 2015 7:58 AM
To: Christney, Collette HLTH:EX; Abbott, Brendan HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
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From: Plank, Sarah GCPE:EX
Sent: Wednesday, October 28, 2015 6:23:02 AM (UTC-08:00) Pacific Time (US & Canada)
To: Sidhu, Manjit HLTH:EX; Hughes, Doug J HLTH:EX; Patterson, Ted HLTH:EX; Feulgen, Sabine HLTH:EX
Cc: Brown, Stephen R HLTH:EX; HLTH HAD Issues HLTH:EX
Subject: Fwd: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI on the premier's promise to speed up helipad...
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Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca
Sent from my iPhone

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From: <tno@gov.bc.ca>
Date: October 28, 2015 at 5:18:16 AM PDT
To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee -

Vancouver Sun

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From: [Duesterwald, Meghan HLTH:EX](#)
To: [Abbott, Brendan HLTH:EX](#)
Cc: [Stewart, Sharon A HLTH:EX](#); [Fischer, Jennifer HLTH:EX](#)
Subject: Fwd: URGENT REQUEST: Tofino hospital - comment by mayor
Date: Tuesday, October 27, 2015 11:59:01 AM
Attachments: [ATT00001.htm](#)

Do you know if we have this??

Sent from my iPhone

Begin forwarded message:

From: "HLTH HAD Issues HLTH:EX" <HADIssues@gov.bc.ca>
To: "Duesterwald, Meghan HLTH:EX" <Meghan.Duesterwald@gov.bc.ca>
Subject: FW: URGENT REQUEST: Tofino hospital - comment by mayor

From: Plank, Sarah GCPE:EX
Sent: Tuesday, October 27, 2015 11:55:57 AM (UTC-08:00) Pacific Time (US & Canada)
To: HLTH HAD Issues HLTH:EX; Stevenson, Lynn HLTH:EX; Hughes, Doug J HLTH:EX
Cc: Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: URGENT REQUEST: Tofino hospital - comment by mayor

Hi – do you guys have this info the minister is requesting below? Need asap pls! Thx, S.

From: Lake, Terry HLTH:EX
Sent: Tuesday, October 27, 2015 11:55 AM
To: Plank, Sarah GCPE:EX
Cc: hlth Ministerial and Executive Assistants; Heinze, Laura R GCPE:EX; Stevenson, Lynn HLTH:EX; Hughes, Doug J HLTH:EX; Brown, Stephen R HLTH:EX
Subject: Re: Tofino hospital - comment by mayor

Can I have more details on the size if the hospital relative to other similar sized communities?

Terry Lake DVM
Minister of Health

On Oct 27, 2015, at 11:38 AM, "Plank, Sarah GCPE:EX" <Sarah.Plank@gov.bc.ca<<mailto:Sarah.Plank@gov.bc.ca>>> wrote:
Hi again Minister – I am attaching Island's issues note on this situation for your reference, as a couple more media are now asking about health care resources in Tofino.

From: [Duesterwald, Meghan HLTH:EX](#)
To: [Christney, Collette HLTH:EX](#); [Abbott, Brendan HLTH:EX](#)
Cc: [Stewart, Sharon A HLTH:EX](#); [Fischer, Jennifer HLTH:EX](#)
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Sarah Plank

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Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca
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To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

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From: [Gardner, Anna HLTH:EX](#)
To: [Christney, Collette HLTH:EX](#)
Subject: Re: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
Date: Wednesday, October 28, 2015 9:36:26 AM

OK thanks .

From: Christney, Collette HLTH:EX
Sent: Wednesday, October 28, 2015 9:27 AM
To: Gardner, Anna HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI

From: Duesterwald, Meghan HLTH:EX
Sent: Wednesday, October 28, 2015 7:58 AM
To: Christney, Collette HLTH:EX; Abbott, Brendan HLTH:EX
Cc: Stewart, Sharon A HLTH:EX; Fischer, Jennifer HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun
FYI

From: HLTH HAD Issues HLTH:EX
Sent: Wednesday, October 28, 2015 6:23 AM
To: Duesterwald, Meghan HLTH:EX
Subject: FW: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

From: Plank, Sarah GCPE:EX
Sent: Wednesday, October 28, 2015 6:23:02 AM (UTC-08:00) Pacific Time (US & Canada)
To: Sidhu, Manjit HLTH:EX; Hughes, Doug J HLTH:EX; Patterson, Ted HLTH:EX; Feulgen, Sabine HLTH:EX
Cc: Brown, Stephen R HLTH:EX; HLTH HAD Issues HLTH:EX
Subject: Fwd: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

FYI on the premier's promise to speed up helipad...

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Island's RFP for a consultant to advise on options just closed. Will send you their updated issues note when I am in the office.

Sarah Plank

Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca
Sent from my iPhone

Begin forwarded message:

From: <tno@gov.bc.ca>
Date: October 28, 2015 at 5:18:16 AM PDT
To: Undisclosed recipients;;
Subject: TNO: Clark vows to boost emergency resources - Jeff Lee - Vancouver Sun

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