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everywhere, every time.



November 2, 2016

Dear Mr. Houle:

I am writing this letter to request priority boarding for Island Health staff for the Gabriola Island Ferry.

Island Health provides Home and Community care services to Gabriola Island from the Nanaimo Community Health Services Office on a daily basis Monday through Friday. The services provided include, Occupational therapy, Physiotherapy, Rehabilitation assistant services and Nursing care. These services are significantly impacted by the ferry and associated wait times.

The clinician time spent waiting in ferry line ups varies from 45 minutes to 2 hours per day depending on time of day and time of year. The number of clinicians waiting in the ferry line up varies from a minimum of 1 per day to a maximum of 4 per day. The end of day ferry tends to have the longest line ups. Conservatively, this equates to a minimum cost of \$26,650 per year paid to clinicians to wait in ferry line ups and 520 less visits to Gabriola clients.

Clinicians traveling to Gabriola use a “watching the cam” app to assess ferry line ups. When ferry traffic is heavy resulting in long ferry waits there are significant impacts to clinicians, client service delivery and the health care system. These impacts include, increased work days for clinicians, shortened clinical service delivery time for clients to allow for the extra time spent waiting for the ferry, and increased costs to health care delivery due to overtime costs incurred by clinicians waiting in long ferry line ups.

Priority boarding for Island Health clinical staff will result in the ability to maximize clinical services, optimize clinical care, and eliminate unnecessary costs through efficient use of clinician time.

Thank you for considering this request and please feel free to contact me if you should require any more information.

Sincerely,



Shelley McKenzie
Director, Oceanside/Nanaimo Community Services