



**Southern Gulf Islands Better at Home
Rural and Remote Pilot Project
Stakeholder Meeting Report
March 2015**

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1 Introduction

1.1. Better at Home

Better at Home is a program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. The program is funded by the Government of British Columbia and managed by the United Way of the Lower Mainland. The Better at Home program is designed to address the specific needs of local seniors, allowing communities to assess their local strengths, identify gaps in services for seniors, and design Better at Home to enhance local capacities to bridge these non-medical seniors support service gaps.

The range of Better at Home services available varies from community to community, depending on the specific needs of local seniors. Services are delivered by a mix of volunteers, contractors, and paid staff, which depends on the capacity and human resource availability in local communities. Examples of Better at Home services include:

- Friendly visiting
- Transportation
- Light yard work
- Minor home repairs
- Light housekeeping
- Grocery shopping
- Snow shoveling

There are currently Better at Home programs offering services in over 60 programs across British Columbia. There are twelve programs on and around Vancouver Island:

- Salt Spring Island
- Victoria
- West Shore
- Esquimalt
- Saanich
- Nanaimo (will serve Ladysmith and Gabriola)
- Cowichan Tribes
- Cowichan Region (Duncan)
- Comox Valley
- Port Alberni
- Campbell River
- North Island (Mount Waddington Area Port Hardy, Port McNeil, Port Alice, Sointula, Alert Bay)

A full list of current Better at Home programs can be found online at <http://betterathome.ca/map>. Those with limited access to the Internet are welcome to call the Better at Home Provincial Office on 604-268-1312 to enquire about program and availability around the province.

1.2. Better at Home Rural and Remote Pilot Project

In April 2014, United Way of the Lower Mainland received additional funding, some of which was used to undertake the Rural and Remote Pilot Project. The pilot project will test new approaches for delivering Better at Home services in hard-to-serve rural and remote BC communities and inform Better at Home's efforts to effectively serve seniors in these areas.

The project will run in five rural and remote communities, which may devise five different ways to deliver Better at Home services. As part of the pilot project, United Way will support the development of locally appropriate approaches that may differ from the current approach in various ways—financial, governance, services, delivery, management, and staffing— but will remain in line with Better at Home core principles.

The selection process for the rural and remote pilot programs was evidence-informed, consultative, and responsive, in line with the guiding principles of Better at Home. Following extensive consultation with regional experts and stakeholders, site selection criteria were developed, which included but were not limited to the following:

- Numbers of seniors in community
- Non-medical home support needs
- Number of challenges to overcome (remoteness, small size, winter travel)
- Isolation factors
- Lack of other services/transportation infrastructure
- Outlying areas to work with
- Community readiness
- Community capacity

The criteria provided a guideline to the kinds of communities which regional experts considered ideal for participation in the Better at Home Rural and Remote Pilot Project. Communities selected met a number of the criteria to varying degrees while also presenting variation between the pilot communities in an attempt to maximize learning potential for Better at Home.

Nakusp, Invermere, the Villages of Fraser Lake and Valemount, and Pender Island were the five communities chosen to help Better at Home understand how best to deliver services to seniors living in rural and remote communities in B.C. Following a local stakeholder engagement process in each community, local pilot Better at Home programs will be funded from April 2015.¹

¹ At the time of writing this report, there were only five pilot communities. A sixth has since been added: the Village of Granisle.

1.3. The Southern Gulf Islands Better at Home Pilot Project

Pender Island was identified as a potential Better at Home Rural and Remote Pilot Project community as described in the previous section. Discussions with regional experts as well as local community contacts encouraged the Better at Home Provincial Office to engage not only with stakeholders from Pender Island but also the neighbouring Southern Gulf Islands of Mayne, Galiano, and Saturna.

Rural and remote pilot programs may face very different challenges and local contexts than communities with more urban-based Better at Home programs. For this reason, the pilot Better at Home programs may come up with very different services and service delivery approaches than Better at Home programs to date. The focus for rural programs, as for all Better at Home programs, is supporting seniors to remain at home and connected to communities. How this will look in the Southern Gulf Islands is as yet undecided. The approach will be locally appropriate, community-based, grounded in local capacities to safely provide services, and focused on the non-medical needs of seniors. The Better at Home Provincial Office will provide resources, connections, and support to the pilot programs as they design and implement their local approach.

1.4. Description of the local engagement approach

An initial stakeholder teleconference was held on 7th January with key contacts from the respective island health societies. The purpose of the teleconference was to inform key stakeholders about the Better at Home pilot program, gauge initial interest in participation and collaboration across the islands, and gather a wider key stakeholder contact list for an in-person meeting later in the month.

The in-person meeting was held on Pender Island on 26th January 2015 to further gauge interest in participation, assess capacity across the various communities, and begin to design the local pilot program approaches. The communities of Pender Island, Mayne Island, Galiano, and Saturna were actively represented, indicating a broad interest in and commitment to supporting seniors' to stay at home and connected to their local community. An estimated 18 people attended the meeting, which was held at the Pender Island Community Hall from 12:30p.m. through 3:30p.m.

The agenda, as seen in Figure 1, was as follows:

1. Introductions
2. Better at Home program overview
3. Seniors support assets (group exercise)
4. Seniors non-medical support needs (group exercise)
5. Local approach
6. Next steps

Figure 1: Agenda of the stakeholder meeting held 26th January, 2015

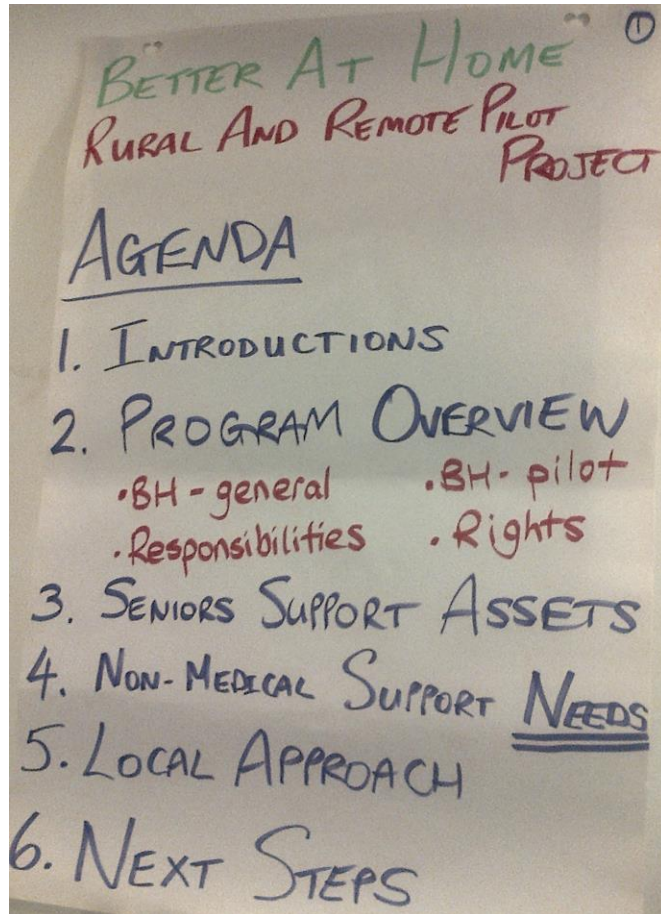
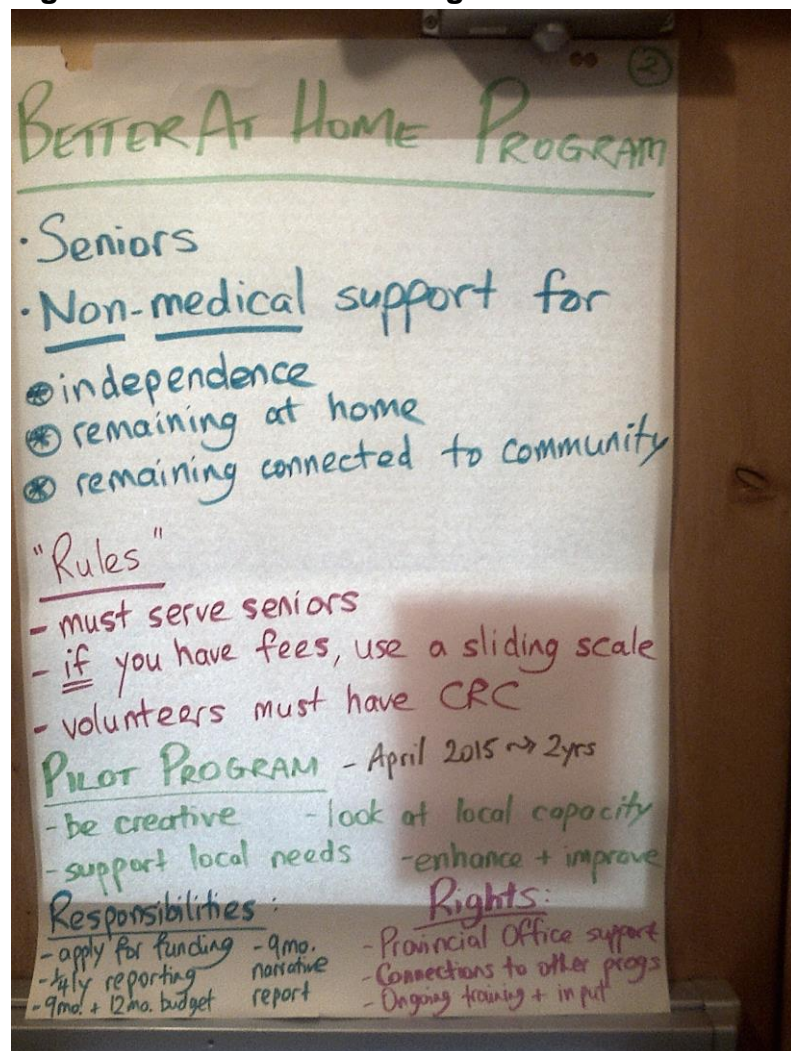


Figure 2: Pender Island Community Hall (stakeholder meeting venue)



Figure 3: Better at Home Program overview



As shown in Figure 3, the Better at Home program was discussed in general as well as with particular reference to the Rural and Remote Pilot Project. Key areas discussed involved Better at Home as a non-medical support program for seniors. The program aims to support seniors' independence and ability to remain at home and connected to community as long as possible.

Some key points noted were:

- the Better at Home program must serve seniors
- if fees are charged for the Better at Home services, they should be on a sliding scale to ensure low-income seniors are not facing financial barrier to accessing services
- volunteers must have a Criminal Record Checks

As the Southern Gulf Islands are part of a pilot program, they are encouraged to be creative in terms of their approach when looking local seniors' support needs. In addition, it is important to consider the opportunities and limits of local capacity when designing attempts to create, enhance and expand support.

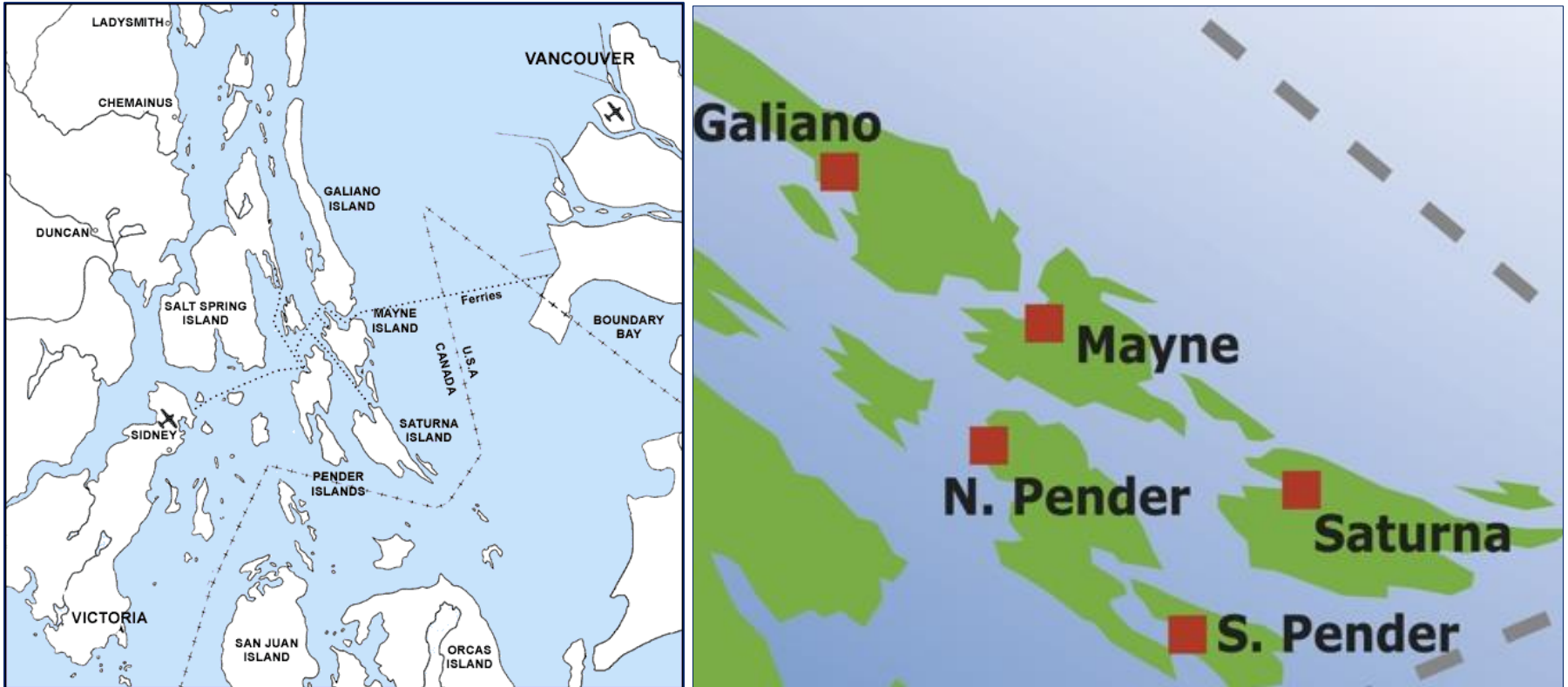
Better at Home programs are required to

- apply for funding annually
- submit client and service data quarterly
- complete quarterly telephone check-ins
- complete a nine-month budget and narrative report
- complete a 12-month actual budget

Pilot programs will participate in focus group evaluation sessions to monitor progress and success, and will receive provincial office support, the opportunity to participate in a community of learning with other Better at Home programs (exchanging knowledge and support), and ongoing training. Funding is anticipated to begin in April 2015.

2. Community Profile

2.1 Description of the Southern Gulf Islands communities



As seen in the above maps, the Southern Gulf Islands within the Capital Regional comprise the islands of North and South Pender, Mayne, Galiano, and Saturna.² They are accessible by ferries from Vancouver Island and floatplanes from Vancouver or Vancouver Island, as well as by water taxi between the islands themselves.

² Salt Spring Island is often considered part of the Southern Gulf Islands but this already has a Better at Home program so is not part of the pilot project.

2.2 Demographics of local seniors populations

2.2.1 Pender Islands

According to Statistics Canada's most recent census, there were 2,236 people living on North Pender and South Pender in 2011.³ At that time, there were 507 people aged 65 and over (23% of the population).

2.2.2 Mayne Island

As of to Statistics Canada's most recent census, there were 1,071 people living on Mayne Island in 2011. At that time, there were 405 people aged 65 and over (38% of the population).

2.2.3 Galiano Island

According to Statistics Canada's 2011 census, there were 1,138 people living on Galiano, 375 of whom were 65+ (33%).

2.2.4 Saturna Island

According to Statistics Canada's 2011 census, there were 359 people living on Saturna, 120 of whom were 65+ (33%).

In 2011, the Southern Gulf Islands were home to just over 1,400 seniors. The Better at Home experience with urban programs has been that not all seniors ask for or need Better at Home services. Similarly not all clients will need services all the time—for many Better at Home services represent a temporary measure or an occasional supplement to existing supports. Also, only a portion of people needing services will require subsidies. It is important to build these assumptions into the program and budget planning.

As reported in the [Better at Home annual report](#) (March 2014), Better at Home service users tend to be

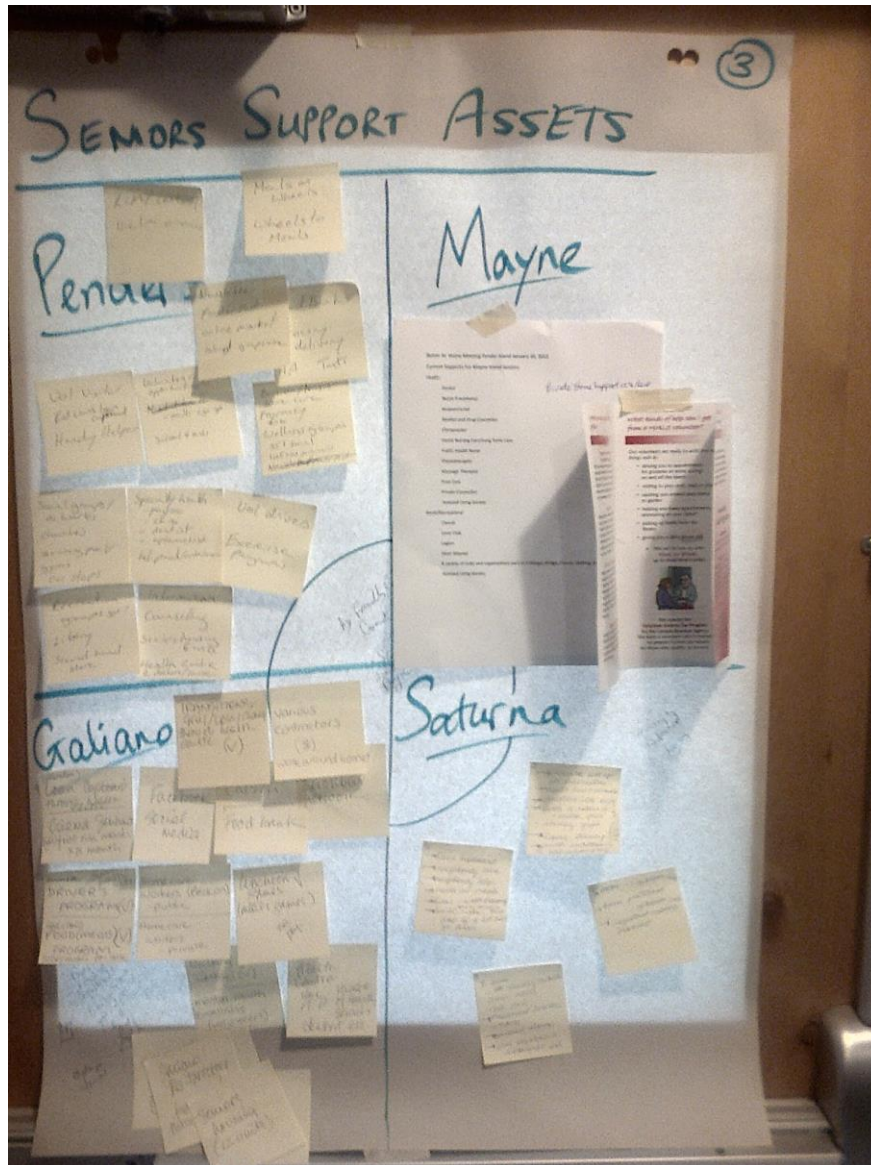
- seniors living alone
- senior women
- between 75 and 84 years of age

NOTE: Better at Home does not define 'senior'. Local programs define the criteria for senior in their local context (in some communities it is 65+, in others it is lower).

³ These are the most recent statistics available and the current local seniors population numbers may be a lot different. These are intended as a guideline for program planning. Not all seniors will want or need Better at Home services but demographics give an idea of what service request levels *might be* in the first year.

3. Summary of the Community Assets for Seniors

The stakeholder group spent time mapping seniors support assets on each island. As there are different assets and strengths around senior support across the islands, these were listed by island during discussions and mapped as below.



Considering the size and isolation of islands, the number of seniors support assets available is astounding. These will be listed by island below, following a summary of key assets common to all islands.⁴

⁴ Any inaccuracies are entirely the responsibility of the author. The details are subject to revision, clarification, addition, and improvement by the Working Group.

3.1 Common Assets

3.1.1 Transportation: Car Stops

This is a program in which people can wait at designated spots for drivers to voluntarily pick them up. This is available on Pender, Mayne, and Saturna but not Galiano.



3.1.2 Southern Gulf Islands Emergency Program

This program connects the islands in cooperation with each other and teams of volunteers which support the public in preparing for, responding to, and recovering from hazards in the area. This shows the capacity of the islands to work together for the common good and plan for the future. For more information, go to this website:

<http://www.crd.bc.ca/service/fire-burning/southern-gulf-islands-fire-and-emergency-services>

3.1.3 Age-Friendly Communities Grants

This is a potential asset available to communities to research and plan to become age-friendly communities. Grants of up to \$20,000 are provided through the Union of British Columbia Municipalities to establish or continue project that support healthy, active seniors. For more information: http://bchealthycommunities.ca/news_item/692/view

3.2 Pender Islands

Information

- Pender Post (monthly community information publication)
- Community Support's monthly Social, Health, and Wellness email newsletter
- Online marketplace:
<http://penderislandbuzz.com/marketplace>
- Pender Island Trading Post:
<http://penderislandweb.com/trading-post/>
- Library

Better at Home-type services

- Transportation
 - Volunteer drivers
 - Taxi service (Pender Taxi)
 - Car stops
- Grocery delivery
- Volunteer visitor program
- Handy helper
- Meals on Wheels (partially funded by VIHA)
- Meals to Wheels (partially funded by VIHA)

Health-related

- Health centre with two doctors and a nurse
- Beacon Community Services provides nurses and Home Care support

- Physiotherapist, chiropractor, dentist, optometrist
- Ambulance
- Helipad
- Pharmacy
- Counselling
- Wellness groups
 - 55+ socials
 - Wellness seminars
- Red Cross Loan Cupboard
- Exercise programs
- Swimming pool
- Gyms

Other services/assets

- Seniors Housing: 6 units
- Food bank
- Recreation groups
- Second-hand store (Nu Tu Yu)
- Churches
- Social groups/networks
- RCMP Central
- Victim services

Other non-service related assets were mentioned, including

- Volunteer opportunities for various ages including schoolchildren

3.3 Mayne Island

Better at Home-type services

- Mayne Island Assisted Living Society (MIALS) volunteers
 - Visiting to play cards, read, chat, etc.
 - Assisting around home and garden
 - Helping make appointments or advocating for clients
 - Picking up library books
 - Daily phone calls
- Transportation
 - Driving to appointments for groceries/social outings on and off island (MIALS)
 - Pilot Volunteer Community Bus

Services requiring special training

- Mayne Island Assisted Living Society
 - Volunteer income tax program
 - Emergency overnight or overnight respite care

Social/recreational

- Church
- Lions club
- Legion
- Silver Maynes
- Activities including cribbage, bridge, fitness, quilting, gardening

Health

- Doctor
- Nurse practitioner
- Public health nurse
- Private Home Support worker
- Home nursing care/long-term care
- Acupuncturist
- Chiropractor
- Physiotherapist
- Massage therapist
- Foot care
- Alcohol and drug counsellor
- Private counsellor
- Assisted living society
- Health Centre
 - Medical equipment loan program
 - Hospice/palliative care volunteers

Other

- Mayne Island Assisted Living Society
 - Caregiver support group
 - Grief and loss support group

3.4 Galiano Island

Better at Home-type services

- Transportation
 - Galiano Bus Company: seasonal bus service that runs between ferries and locations on the island (privately operated vehicle)
 - Volunteer Driver program: volunteer drivers transport residents (mostly seniors) to and from medical/dental appointments on/off-island (through the Health Centre)
- Food/meals program
 - Soup/meals for sale
 - Food and friendship/lunch and games (social opportunities and food)
- Volunteer-run weekly walking group
- Various contractors do work around the home

Health

- Health centre
 - Doctor
 - Health centre
 - Other health services, e.g. dentist

- Public home care workers (Beacon Community Services)
- Private home care workers
- Volunteer mental health and wellness program
- Volunteer transitions grief/loss group (through the health centre)
- Loan cupboard (through the health centre)

Other assets

- Seniors housing (12 units)
- Seniors discounts in stores on Fridays
- Galiano directory
- Free store (through recycle centre)
- Thrift store through the church
- Speakers series through the Health Centre
- Church
- Food bank
- Informal neighbourhood network
- Information on Facebook/social media
- Cinema Galiano (first-run movies) run by volunteers

3.5 Saturna Island

Better at Home-type services

- Transportation
 - Lions' 20-passenger bus equipped with wheelchair lift: provides scheduled service at peak times (weekends and key ferry times)
 - There is currently no volunteer driver program on Saturna (unlike the other islands)
- Meals on wheels (Saturna Café)
- Wood chopping (done by the Lions); donations accepted
- Food support: Saturna Women's Service Club delivers leftovers/food for dinners

Information

- Library (book delivery available)

Health

- Saturna Medical clinic
 - Professionals
 - Doctor (Wednesday)
 - Nurse practitioner (Wednesday)

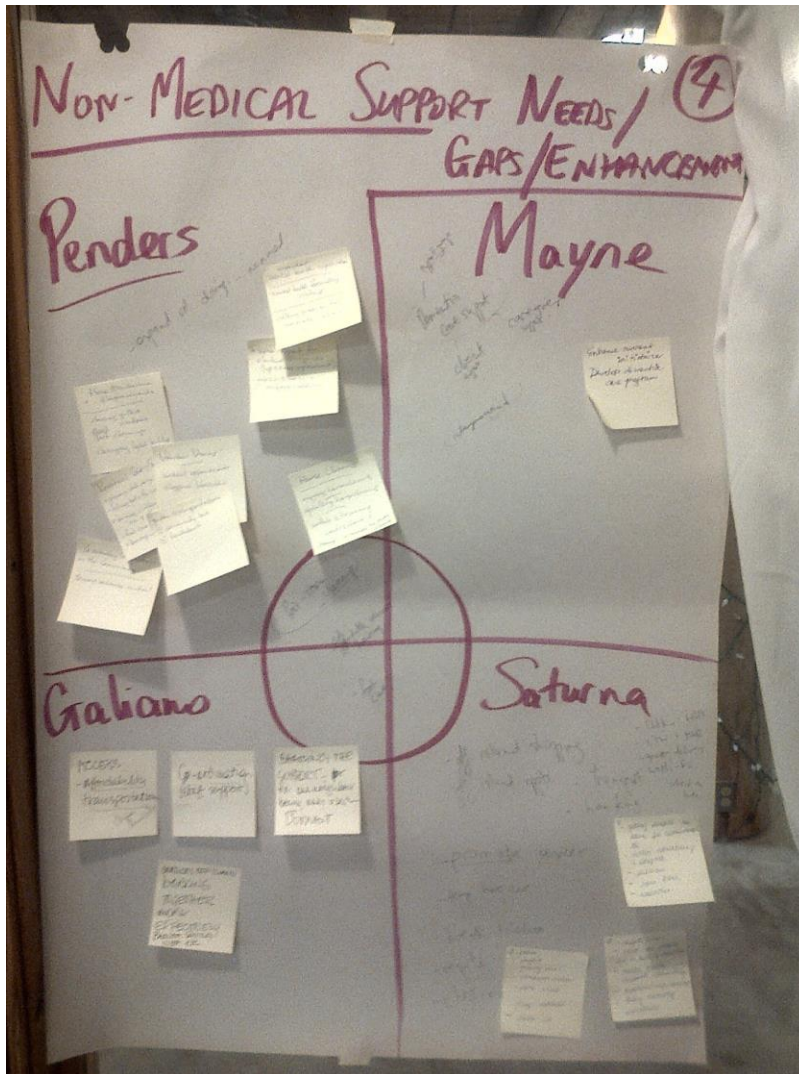
- Home and community care registered nurse
- Public health nurse
- Registered massage therapist
- Services
 - Saturna Equipment Loans cupboard
 - Prescription pick-up
- Health Services Committee
- Health fair

Other supports

- Subsidised housing: 4 units
- Private initiatives to help seniors stay
 - Home cleaning
 - Yard work
 - Chores
 - Pet care
 - Meal support
- Professional homecare workers
- Personal alarm
- Home maintenance discounts for seniors
- Neighborly care and support

4. Summary of Seniors' Non-Medical Support Needs (gaps/areas to enhance)

The stakeholder group discussed existing gaps or needs for seniors non-medical support. The group also examined capacities which could be enhanced, expanded, and strengthened in partnership with Better at Home. The results of these discussions are mapped below and listed in the following pages.



4.1 Common Needs

- Post-storm cleanup
- Non-medical foot care
- Affordable seniors' housing

NOTE: Non-medical foot care and housing fall outside of the mandate of Better at Home. Foot care falls within the realm of personal hygiene and the Health Authority purview; housing supports are not an area where Better at Home can be of assistance.

4.2 Pender Islands

Pender representatives indicated there are many services they would like improved, expanded, and enhanced. Some are Better at Home-related, as indicated below.

Services potentially related to Better at Home

- Expanded volunteer driving to non-medical appointments
- House cleaning
 - Ongoing housekeeping (regular)
 - Quarterly housekeeping (e.g. spring clean)
 - Links with contractors to do housecleaning (and supporting subsidies)
- Transportation services
 - Community bus
 - HandyDart
- Home maintenance and improvements
 - Cleaning gutters and windows
 - Fall leaf cleanings
 - Changing light bulbs
- Other support support
 - Grocery delivery
 - Taking pets for walks and/or to the vet
 - Buying clothes on and off the island
 - Bringing in wood
 - Foot care⁵
- Walking program for mobility issues
- Friendly visiting (with a mental health link)
- Coordinating information in the community

Services that fall outside the mandate of Better at Home

- Mental health support capabilities
- Seniors' Resource Centre

4.3 Mayne Island

Representatives from Mayne Island indicated that they would like to enhance the current seniors support program operated by the Mayne Island Assisted Living Society.

They would also like to develop a dementia care program which includes

- client support
- caregiver support
- intergenerational components

⁵ As noted in the previous section, foot care falls into the realm of personal hygiene and has historically not formed part of Better at Home's services.

4.4 Galiano Island

Galiano representatives indicated they see Better at Home as an opportunity to further support seniors by:

- improving access to affordable transportation (providing financial support)
- sharing the support systems better (to prevent neighbours becoming burned out)
- coordinating activities (financial resources for staff support)
- making the various seniors support services work better together (particularly services housed off-island, e.g. VIHA)

4.5 Saturna Island

Saturna representatives see a number of gaps, many of which fall outside the scope of Better at Home. These include:

- Podiatrist
- Mental health support and counselling
- Respite care
- Chiropractor services
- Physiotherapy services
- Drugs and alcohol support
- Better medical home-care support

Some identified service needs could fall within a Better at Home program, including:

- Friendly checking in on people who have just returned from the hospital
- Home repairs and maintenance
- Light and heavy cleaning
- Grocery delivery
- Companionship to overcome isolation
- Walking groups
- Home visits
- Check-in services
- Transportation to town for appointments
- Transportation off-island for services not available on Saturna (e.g. banking)
- Better promotion to overcome the stigma of needing services

5. Community Readiness

Long-distance interactions with community members from the Southern Gulf Islands and the active in-person stakeholder meeting on January 26th 2015 demonstrated that the Southern Gulf Islands are ready to pursue the next stage of pilot program engagement. This will involve representatives of each community collaborating to propose a locally appropriate Better at Home program design, work plan, and budget.

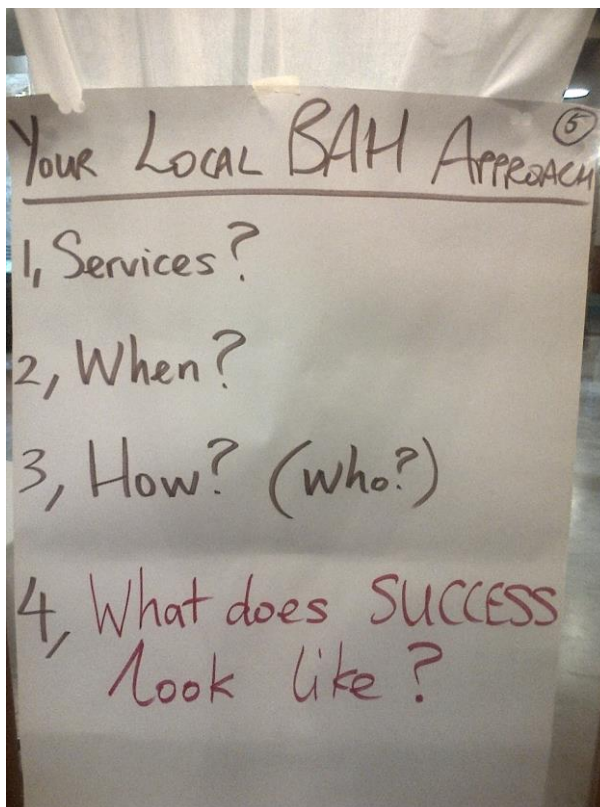
6. Potential Risks

As with any small community, the volunteer base is small and tends to be the same people repeatedly donating time and energy to community initiatives. Any Better at Home approach designed for the Southern Gulf Islands should keep volunteer capacity in mind in order not to overly rely on this group of people who are already over-extended in many ways. A mix of different volunteers, contractors, and paid staff may be a solution to avoiding overly burdening the volunteers. This issue should be examined by the Working Group.

There is a risk that Better at Home could weaken and/or damage seniors supports already in place in community. It is vital that the Working Group design a program that does not encroach upon existing seniors support initiatives that are working successfully in local communities.

7. Local Better at Home Pilot Program Approach and Details

A Working Group will be formed out of the initial stakeholder group. Local community strengths and assets will be examined alongside seniors non-medical support needs. Based on this, a Better at Home approach will be designed to enhance local capacities and collaboration in order to provide seniors non-medical supports in a locally appropriate way, with an eye towards long-term feasibility.



7.1 Services and delivery approach

This will vary by island, as there are varying services available and gaps identified as needed to be created and/or enhanced to support seniors' independence at home and connection to community. Service delivery approaches will similarly vary by local community capacity and culture.

7.2 Who should be delivering services?

This will depend on the availability of volunteers, contractors, and staff on each island. The Working Group should examine options that support and build on existing infrastructure. Existing contractors, service groups, volunteers, etc. should be brought into discussions around their capacity to partner in Better at Home.

7.3 What does success look like?

The stakeholder group made a number of suggestions regarding what success would look like for Southern Gulf Islands Better at Home.

Success in programming is:

- setting up and delivering a set number of programs as planned
- the number of people that use the service should grow—which means we are being successful with supporting community
- staying on budget

Success regarding clients is:

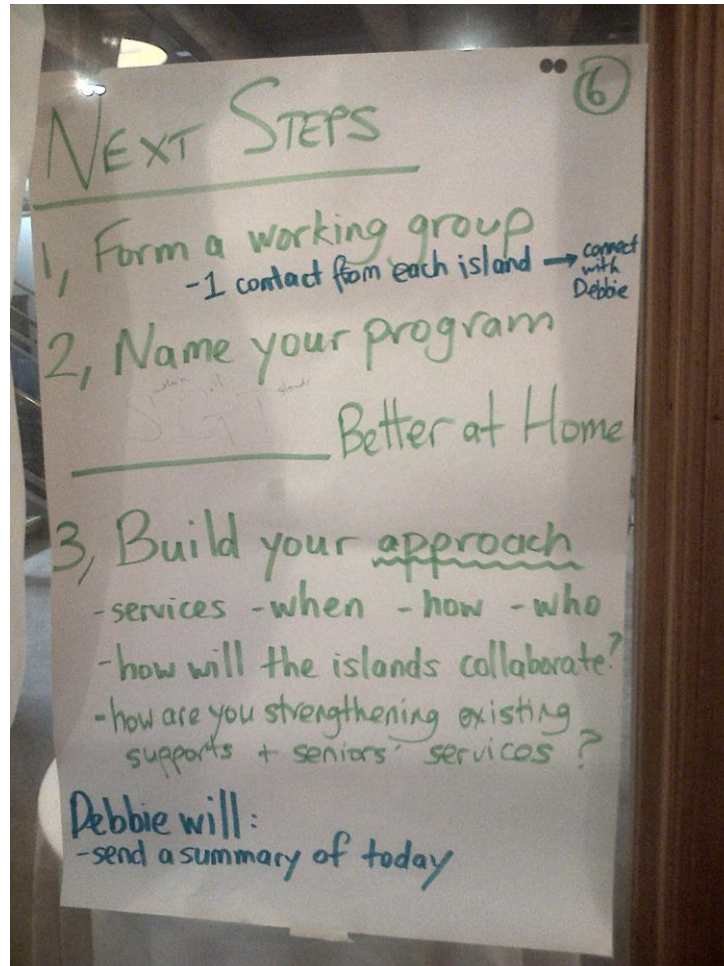
- having people that would have left be able to stay on the island (fewer people moving off the island—and telling us that they stay because of Better at Home)
- feedback from clients that that has helped them personally in their daily life (seniors sharing positive stories around being able to stay at home)
- reducing the stress of the aging seniors
- a program that gives opportunities for seniors to contribute their knowledge and expertise

Success in community is:

- support from businesses
- eliminating or reducing volunteer burnout and fatigue
- bringing communities together to create a joint vision
- people talking about Better at Home in a positive light

7.4 Working Group Next Steps

The Working Group will be meeting over the coming weeks to discuss the details of how Better at home could look across the Southern Islands and how they will collaborate (what services, where, when, how, and by who). Once a rough approach has been designed, local costs and a budget should be created.



The initial key steps will be to form a Working Group with representatives from each of the Southern Gulf Island. Then the group will create a draft approach detailing

- what services each island would like to provide as part of Better at Home
- when and how to provide the services
- how the islands will collaborate within Better at Home
- how Better at Home is strengthening existing supports and seniors services

In order to receive funding by April 1st, the application, work plan, and budget need to be finalized by mid-March. United Way's Better at Home Provincial Office (represented by Debbie Sharp) will be corresponding with and supporting the Working Group during the process.

8. February-March 2015 Follow-up

During February and March 2015, the Southern Gulf Islands worked together to outline and detail the work plan, budget, and service delivery approach for their Better at Home program.

Plans for implementation include:

- The Pender Islands, Mayne Island, Galiano Island, and Saturna Island will form the Southern Gulf Islands Better at Home program
- The program will provide services that vary by island in order to remain flexible and responsive to the needs of local seniors
- The age criteria will be 55+ across all of the islands (with the ability to make exceptions on a case-by-case basis)
- The Pender Islands Health Centre Society will be the lead organization for the program and will channel resources to the other islands
- While the services available, method of delivery, and costs to clients may vary by island, the Southern Gulf Islands Better at Home program will use the same sliding scale across all islands.

Key elements that will help the Southern Gulf Islands Better at Home program be sustainable and stable in the long-term, include:

- Secure, ongoing funding
- Support and integration with medical services, including Home Care nursing support, on-call emergency nursing support, Island Health, Beacon Services
- Coordination and collaboration with the local Health Care societies on each island
- Strong inter-island communication and collaboration
- Establishing protocols and work tools to simplify the administrative burden
- Time to learn what the real needs are in the community and positive expectations from the community

Elements being put into place to ensure sustainability and stability:

- Creating partnerships and connections through the Health Care societies
- Starting to build networks and connections with medical services
- Trying to create consistency of services available for seniors across the islands
- Moving towards regular inter-island meetings (phone, in person and online)
- Sharing some existing administrative tools (forms, protocols)
- Giving ourselves time to learn the real needs and gain experience
- Planning to start with helping people in the most need first to gain experience with how to run the programs and then to start advertising based on the positive experiences.

9. Acknowledgements

I would like to acknowledge the tremendous response to the Better at Home Rural and Remote Pilot Project from representatives from the Southern Gulf Islands: Pender, Mayne, Galiano, and Saturna. Thanks go out particularly to Andrea Mills of the Pender Islands Health Centre and Pender Islands Community Hall for helping to set up meetings and connect the communities together in support of seniors' issues

These are initial steps towards creating and sustaining locally appropriate, long-term non-medical supports for seniors in the Southern Gulf Islands. The Better at Home Provincial Office looks forward to working with the islands to support seniors moving forward.

Debbie Sharp

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10. References

[CRD-BC Transit, Southern Gulf Islands Service Discussion Document, April 2014](#)

Pender Islands Health Centre website: <http://www.penderislandhealth.ca/>

Mayne Island Health Care Association website: <http://mayneislandhealth.ca/>

Mayne Island Assisted Living Society website <http://www.mials.org/>

Saturna Island Community Website:

<http://www.saturnacan.net/PageFiles/medclinic.html>

Galiano Health Care Society: <http://galianohealth.org/>