



## **Carbon Neutral Action Report Vancouver Island Health Authority**

### **Executive Summary**

The Vancouver Island Health Authority is committed to not only reducing its carbon footprint but has a vision of a healthy healthcare system - a system in which an environmentally engaged healthcare community is dedicated to the health of patients, employees, their communities and the global environment. We envision a system where patients and staff interact in a healthy environment that embraces safer building products, clean air, reduced toxins, safe working practice, energy and water efficiency, education, and a commitment to public health.

The Executive and the Board of Directors of VIHA are fully supportive of energy conservation and sustainability. The Board has received presentations on Environmental Sustainability in 2007, 2008 and 2009.

Healthcare is under tremendous pressure - seemingly an infinite demand for services, increased technology improvements with associated increased costs and ultimately a fixed budget. However, environmental responsibility makes good sense. Energy efficiency, recycled product use, procurement of environmentally friendly products, capture of contaminants at the source, decreased garbage, and reducing gas emissions all contribute to long term savings. It is an investment in our employees and communities long term health and well being.

VIHA has focused on partnerships with BC Hydro and PESCA to decrease our energy consumption. The primary areas for improvement in 2009/10 were lighting replacement and environmental controls. The current construction of the Patient Care Centre on the Royal Jubilee Hospital campus is being built to LEED Gold standards and will allow the deconstruction of three existing wings of the current hospital. The recently announced approval of the Nanaimo Regional General Hospital Emergency Department will also be built to LEED gold standards.

VIHA has focused on enhancing our Traffic Demand Management program in Victoria and Nanaimo by increasing staff subsidies on BC Transit, increasing bicycle storage units and the frequency of shuttle services. In 2010/11, a three year graduated increase in parking fees, closer to market rates in communities, will be initiated.

An employee awareness campaign on environmental sustainability was launched in 2008/09 and carries on into the foreseeable future. An excellent website has been developed, local green teams established and energy awareness engagement of staff has occurred. The Chemainus Green Team has reduced the energy consumption in their building by 23%.

VIHA has taken the lead on behalf of the HAs to work with the Climate Action Secretariat to develop the SmartTool for health use. The SmartTool is a web based software program provided by government to all public sector organizations to measure, aggregate, and report GhG emissions. Internal data collection processes/systems are in place to identify all sources of carbon emission as defined within Bill 44.

VIHA has two energy managers focusing on energy consumption reductions. They have also assumed a lead role in coordinating environmental sustainable activities. VIHA's philosophy is that for a program to be successful it must be embraced by the individual employees and has placed a major focus on staff awareness of environmental sustainability.

VIHA has programs in place for energy conservation through light retrofits, DTC controller upgrades, recycling/waste management streaming, alternative transportation methods, decreased paper consumption and heat recovery systems.

Business processes have been, and will continue to be, modified that will not only decrease our carbon footprint but make VIHA a more efficient organization. Examples include increased use of administrative video conferencing, decreased reliance of paper reporting achieved by the completion of an electronic health record (including ordering and results reporting) and the initiation of Telemedicine. VIHA Executive meetings became largely paperless in 2009/10. Linen utilization studies have demonstrated opportunity to decrease laundry volumes which have been initiated.

All major renovations include review to minimize energy consumption and consider lifecycle costs. This ranges from complete lighting and mechanical/ventilation upgrades to replacement of single pane glass windows in older facilities.

All major capital projects have been designed with energy efficiency as a high priority (eg. VGH ED project) and many will be to LEED Gold standard (eg. RJH PCC project, NRGH ED project).

In addition to these activities the implementation and tracking of carbon emissions through the use of SmartTool has occurred in 2009/10. Recent tenders for service providers such as food contain sections on environmentally friendly products and reuse. The elimination of non-networked printers and conversion to double sided printers will also be completed. An estimated reduction of 60% of printers is planned for 2010/11.

VIHA will continue to work with its private sector partners, other HAs and the government to reduce our carbon footprint.

Areas of continued focus in 2010 include:

1. Installation of desktop management software to decrease energy consumption of idle desktop computers. This will be done in partnership with BC Hydro.
2. Completion of PESCA grant projections.
3. Continued development of local green teams' activities to gain sustainable grass roots support.
4. Participation in the provincial HA Environmental Sustainability Technical Team committee and with the MoHS.
5. Decrease printer/paper use.

31 March 2010

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## Actions Towards Carbon Neutrality

The actions listed below contribute to a reduction in greenhouse gas emissions from sources for which public sector organizations are responsible under the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)	Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Mobile Fuel Combustion (Fleet and other mobile equipment)</b>						
<b>Vehicle fuel efficiency</b>						
Replace vehicles with more fuel-efficient models	Ongoing/In Progress	4 % of vehicles are fuel- efficient models	10 new vehicles	14 vehicles will be replaced	2009	No End Date (Continuous)
Replace larger vehicles with smaller models according to fleet "right-sizing" principles	Ongoing/In Progress	11 % of vehicles down-sized since start year indicated	reduced fleet by 28 vehicles	reduce fleet by 12 vehicles	2009	No End Date (Continuous)
Perform regular fleet maintenance to improve fuel-efficiency	Ongoing/In Progress	100 % of vehicles are subject to regular maintenance for fuel efficiency	twice a year maintenance for all vehicles	Same as 2009	2009	No End Date (Continuous)
Replace small maintenance vehicles with more fuel-efficient models	Ongoing/In Progress	1 % of small maintenance vehicles are fuel-efficient	replaced 3 maintenance vehicles	review opportunities to replace vehicles	2009	No End Date (Continuous)
<b>Behaviour change program</b>						
Provide fleet driver training to reduce fuel use	Ongoing/In Progress	0 % of current drivers are trained	no training in 2009	provide training to 100% of fleet drivers	2009	2011
Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages)	Ongoing/In Progress		submitted draft policy for approval	implement policy	2009	No End Date (Continuous)
Encourage carpooling in fleet vehicles	Ongoing/In Progress		staff were encouraged to carpool in fleet vehicles	staff are encouraged to carpool in fleet vehicles	2009	No End Date (Continuous)
Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking)	Ongoing/In Progress		installation of bike racks and discounted bus passes; annual parking rate increase	installation of bike racks and discounted bus passes; annual parking rate increase	2009	No End Date (Continuous)
<b>Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)</b>						
<b>Planning/management</b>						
Enrol in a building energy benchmarking program (e.g., GREEN UP)	Ongoing/In Progress		initiated 2 LEED gold new construction projects	all new construction will be LEED gold standard above the \$20m capital threshold	2009	No End Date (Continuous)
Install a real time metering system (e.g. Pulse, Reliable Controls, Houle Controls)	Ongoing/In Progress	4 % of buildings have a real time metering system installed	planning installation pulse meters in 12 locations	installing pulse meters and upgrading existing meters at 4 sites	2009	No End Date (Continuous)
<b>Owned buildings</b>						
Establish energy performance baseline for owned buildings	Ongoing/In Progress	30 % of owned buildings have an established energy performance baseline	Energy baselines are completed in Central/North owned	Energy baselines are being compiled in South owned	2009	No End Date (Continuous)
Achieve LEED NC Gold certification at a minimum for new construction or major renovations	Ongoing/In Progress	0 % of owned buildings are certified LEED NC Gold or LEED NC Platinum	New Royal Jubilee Patient Care Centre and Emergency at Nanaimo Regional Hospital are planned LEED Gold	New Royal Jubilee Patient Care Centre and Emergency at Nanaimo Regional Hospital are planned LEED Gold	2008	No End Date (Continuous)

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Incorporate integrated design process into new construction or during renovations of owned buildings	In Development			New Royal Jubilee Tower and Emergency at Nanaimo Regional Hospital are planned LEED Gold	retrofits will comply with new Green building codes	2009	No End Date (Continuous)
Incorporate a refrigerant management strategy into regular building management/maintenance to reduce fugitive emissions	Ongoing/In Progress			service contracts at all owned sites	service contracts at all owned sites	2009	No End Date (Continuous)
Complete energy retrofits on existing, owned buildings	Ongoing/In Progress	30	% of owned buildings have undergone energy retrofits since start year indicated	lighting upgrades, heat recovery unit, kitchen demand ventilation, boiler replacement	lighting upgrades, heat recovery unit, kitchen demand ventilation, boiler replacement (based on site specific funding)	2009	No End Date (Continuous)
<b>Retrofitting owned buildings</b>							
Upgrade mechanical systems (heating, cooling, ventilation) during retrofits	Ongoing/In Progress	15	% of retrofits (captured above) had heating, cooling, and ventilation systems upgrades	all new construction complies to new Green building codes and ASHRAE standards	all new construction complies to new Green building codes and ASHRAE standards	2008	No End Date (Continuous)
Upgrade lighting systems during retrofits	Ongoing/In Progress	50	% of retrofits (captured above) had lighting systems upgrades	all Central/North sites were completed and South has started	Completing South Island	2009	No End Date (Continuous)
Upgrade/adjust control systems during retrofits	Ongoing/In Progress	10	% of retrofits (captured above) had control system upgrades or adjustments	all new construction upgrades existing control system	all new construction upgrades existing control system	2009	No End Date (Continuous)
Improve building insulation (including windows) during retrofits	Complete	2	% of retrofits (captured above) had insulation improvements	upgraded insulation in extended care facility		2009	2009
Install an on-site renewable energy demonstration project	In Development	0		planning instalation of solar heating water system in one location	installing solar heating water system	2010	2010
<b>IT power management</b>							
Install power management software which shuts down computers outside of regular business hours	In Development	0		scheduling trials	Pilot of power management software	2010	2011
Implement server virtualization	Ongoing/In Progress	57	% of servers have been virtualized since start year indicated	Deployed 31 virtual servers this year. 57% of intel server fleet is virtual	Deployment of shared SQL server environment est 5KW savings	2009	No End Date (Continuous)
Apply auto-sleep settings on computer monitors and CPUs	Ongoing/In Progress	100	% of computers have auto-sleep settings applied	100% of monitors go to sleep, CPUs are not set to sleep due to software upgrade issues and inability to allow users to over ride the settings. All PCS are configured to spin the hard drives down after inactivity	100% of monitors go to sleep, CPUs are not set to sleep due to software upgrade issues and inability to allow users to over ride the settings. All PCS are configured to spin the hard drives down after inactivity	2009	No End Date (Continuous)
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress	0	% reduction in printers, copiers, and/or fax machines since start year indicated	Executive approval to proceed	60% reduction in overall print fleet	2009	No End Date (Continuous)
Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices	Ongoing/In Progress	100	% of devices have auto-sleep settings applied	~95% of network printers have auto sleep turned on. This setting is applied to 100% of networked printers	~95% of network printers have auto sleep turned on. This setting is applied to 100% of networked printers	2009	No End Date (Continuous)
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	100	% of computers are ENERGY STAR rated	100% of Intel servers are Energy Star rated. These servers are all set for dynamic power save mode (shutdown power, supplies fans, etc) 100% of PCs are Energy Star rated and all of the new PCs being ordered are Gold rated.	100% of Intel servers are Energy Star rated. These servers are all set for dynamic power save mode (shutdown power, supplies fans, etc) 100% of PCs are Energy Star rated and all of the new PCs being ordered are Gold rated.	2009	No End Date (Continuous)

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Appliances and electronic devices</b>							
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	15	% of fridges are ENERGY STAR rated	all new refrigerators were ENERGY STAR when available	all new refrigerators will be ENERGY STAR when available	2009	No End Date (Continuous)
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress			part of evaluation criteria when purchasing new equipment	part of evaluation criteria when purchasing new equipment	2009	No End Date (Continuous)
Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases	Ongoing/In Progress	70	only have purchased compact fluorescents in the last 2 years	all new lighting purchased are compact fluorescents	all new lighting purchased will be compact fluorescents	2009	No End Date (Continuous)
<b>Behaviour change program</b>							
Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress			Internal website posts energy saving tips based on seasonal demand	Energy saving tips on internal website suggest using blinds where possible; call from employees to suggest installing blinds where needed	2008	No End Date (Continuous)
Provide tips to staff on saving energy in the office while working outside of regular business hours	Ongoing/In Progress	2	awarded 750,000 kw/hrs in savings from BC Hydro	On-going GOOD TO BE GREEN VIHA energy awareness campaign	Energy saving tips will be submitted by staff	2008	No End Date (Continuous)
Encourage use of stairs instead of elevators	Ongoing/In Progress			Internal GOOD TO BE GREEN WEBSITE " Green TIPS"; pilot performed at various sites of making the stairwells more inviting for use	Testing other stairwells to make more inviting for use	2008	No End Date (Continuous)
Provide reminders for turning off lights (e.g., signs, stickers, messages)	Ongoing/In Progress			Internal GOOD TO BE GREEN WEBSITE " Green TIPS", BC Hydro posters, light switch covers for reminders	Protection Services will leave reminder leaflets to employees who leave lights on	2008	No End Date (Continuous)
Promote hot water conservation	Ongoing/In Progress			Internal GOOD TO BE GREEN WEBSITE " Green TIPS"; low flow toilet replacement, auto sensor hand wash stations	continued installation of low flow toilet replacement, auto sensor hand wash stations	2008	No End Date (Continuous)
<b>Supplies (Paper)</b>							
<b>Paper Type</b>							
Purchase 30% post-consumer recycled paper	Ongoing/In Progress	3	% of total paper purchased contains 30% recycled content	still not cost effective , applied when allowable	review provincial contract opportunity	2008	No End Date (Continuous)
Purchase 100% post-consumer recycled paper	Ongoing/In Progress	2	% of total paper purchased contains 100% recycled content	still not cost effective , applied when allowable	still not cost effective , applied when allowable	2009	No End Date (Continuous)
<b>Printer/document settings</b>							
Switch networked printers and photocopiers to automatic double-sided	Ongoing/In Progress	85	% of network printers or photocopiers are set to automatic double-sided	all network printers were set to double sided where it was possible	all new printers will be able to be set to doublesided	2009	2010
Apply "print and hold" settings to networked printers to eliminate unclaimed print jobs	Ongoing/In Progress	30	% of network printers have 'print and hold' settings applied	Project started on existing printers that allow this and replacing with new printers	Project will be completed	2009	2010
<b>Electronic media in place of paper</b>							
Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress	10	% of staff workstations with software installed	varies among departments, depending upon documents that need editing; Executive currently trialing	expanded to new users	2009	No End Date (Continuous)

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Use electronic document library for filing common documents	Ongoing/In Progress	5	share drives for storing common documents	shared drives were put in place for common documents for each department	shared drives will continue to be utilized as part of ongoing practices	2009	No End Date (Continuous)
Post materials online that were previously printed	Ongoing/In Progress	25	no measuring matrix	all internal forms and information were posted on internal website	all internal forms and information will continue to be posted on internal website	2009	No End Date (Continuous)
<b>Behaviour change program</b>							
Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	In Development			Executive have adopted paperless meetings and use of SharePoint; portfolios use SharePoint exclusively as sharing tool/eliminates excessive email/printing	Link to SharePoint creation/use with directions for use will be posted to Green VIHA site	2009	No End Date (Continuous)
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	In Development			Executive have adopted paperless meetings and use of SharePoint; portfolios use SharePoint exclusively as sharing tool/eliminates excessive email/printing	Link to SharePoint creation/use with directions for use will be posted to Green VIHA site	2009	No End Date (Continuous)

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## Actions to Reduce Provincial Emissions and Improve Sustainability

The actions listed below contribute to a reduction in greenhouse gas emissions from sources that fall outside of the reporting requirements defined in the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*. Public sector organizations can optionally use this section to report on actions that will help British Columbia meet its provincial greenhouse gas reduction targets, engage the public, and improve environmental sustainability across all aspects of their organization.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)	Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Business Travel</b>						
<b>Virtual meeting technology</b>						
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Ongoing/In Progress	0 % of computers have web-conferencing software installed	Testing with 3 pilot groups for 5 weeks, involving approximately 45 individuals	Rolling out to approximately 600 users at VIHA. Executives, directors and direct reports	2009	No End Date (Continuous)
Make desktop web-cameras available to staff	Ongoing/In Progress	0 % of staff have access to a desktop web-camera	25 existing users deployed 40 additional webcams	As funds become available, desktop web-cameras could be deployed to those users that have the software (600)	2009	No End Date (Continuous)
Install video-conferencing units in meeting rooms or provide mobile video-conferencing units	Ongoing/In Progress	45 % of meeting rooms have access to video-conferencing equipment	Completed. Installed 40 videoconference units during 08/09. VIHA has approximately 90 meeting rooms video enabled	As network infrastructure is deployed in rural and remote areas, additional sites will be provided with videoconference capabilities.	2009	No End Date (Continuous)
<b>Behaviour change program</b>						
Train staff in web-conferencing	Ongoing/In Progress	2 % of staff are trained web-conferencing	Installed Microsoft Office 2007. Training started for pilot users	Training will be provided to the rest of the 600 users.	2009	2010
Train staff in video-conferencing or provide technical support for video-conferencing set-up	Ongoing/In Progress	10 % of staff are trained in video-conferencing or have access to technical support	There have been approximately 200 users trained	Develop a video and continue to train as many staff as need be.	2009	No End Date (Continuous)
Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress		The deployment of tools so users can work remotely fulfills multiple objectives of decreasing carbon footprint, travel time, expense, and staff safety.	The deployment of tools so users can work remotely fulfills multiple objectives of decreasing carbon footprint, travel time, expense, and staff safety.	2009	No End Date (Continuous)
Encourage carpooling to meetings	Ongoing/In Progress		There are designated reserved parking for those car-pooling at sites with limited parking.	There are designated reserved parking for those car-pooling at sites with limited parking.	2008	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	Ongoing/In Progress		VIHA Communications promotes and encourages people to lead healthier lifestyles. VIHA has well established TDM initiatives.	VIHA Communications promotes and encourages people to lead healthier lifestyles. Continue to provide TDM initiatives. Increase paid parking over 3 years to close to market rates. Introduce paid parking at sites where it currently is free over the next 3 years.	2007	No End Date (Continuous)
<b>Education, Awareness, and Engagement</b>						
<b>Team-building</b>						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	In Development		Started a pilot green team at one location; 23% reduction in electricity	Implementing new Green teams at selected locations	2009	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress		Hired a second Energy Manager	Hire Energy Co-ordinators in addition to Energy Managers	2010	No End Date (Continuous)
Providing behaviour change education/training to teams (e.g., community-based social marketing)	In Development		Started posting articles on internal Green website / lunch and learns; Executive and Board presentations of VIHA Goes Green Initiatives	Lightbulb exchange program with more sites, establishing "Green Teams", Lunch and Learn, Greenhouse Gas Reduction Awareness	2009	No End Date (Continuous)
<b>Awards/Recognition</b>						



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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Establish a sustainability/green awards or recognition program	Ongoing/In Progress			Performed Green contests that rewarded staff on Green ideas and implementation	K-3 school kids will be asked to come up with Energy Mascot ideas for VIHA; education sessions, plant a tree for winning class and luncheon with treat bags; continue employee recognition with awards	2009	No End Date (Continuous)
<b>Staff Professional Development</b>							
Support green professional development (e.g., workshops, conferences, training)	Ongoing/In Progress	10	planning for 2010 started	Attended BC Hydro workshops, environmental sustainability conferences	Certified Energy Manager Training	2009	No End Date (Continuous)
<b>Staff awareness/education</b>							
Provide education to staff about the science of climate change	In Development			Posted on internal Green website / lunch and learns	Posted on internal Green website	2009	No End Date (Continuous)
Provide education to staff about the conservation of water, energy, and raw materials	Ongoing/In Progress			Posted on internal Green website	Posted on internal Green website	2009	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress			Posted on internal Green website	Posted on internal Green website	2009	No End Date (Continuous)
Provide sustainability education during new staff orientation	In Development				Modular on VIHA's sustainability goals to be developed; HR to be contacted to add information on Green VIHA site	2010	No End Date (Continuous)
<b>Client/public awareness/education</b>							
Provide education to clients/public about the science of climate change	Ongoing/In Progress			Posted on internal Green website	Posted on internal Green website; internet Green VIHA site will be created for the public	2009	No End Date (Continuous)
Provide green tips on client/public website or in newsletters	Ongoing/In Progress			Posted on internal Green website	Posted on internal Green website; internet Green VIHA site will be created for the public	2009	No End Date (Continuous)
<b>Other Sustainability Actions</b>							
<b>Water conservation</b>							
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Ongoing/In Progress	15	installing low flow toilets and faucets	On-going in new construction and replacements	On-going in new construction and replacements	2009	No End Date (Continuous)
Introduce a stormwater management landscape strategy (e.g., vegetated roofs, permeable paving, rain gardens, bioswales)	Ongoing/In Progress			As part of meeting LEED Gold standard, this has been incorporated into the RJH PCC project. Permeable paving is also used in select environmentally sensitive areas.	Will be incorporated in the NRGH ED project which will meet LEED Gold standard	2009	2012
<b>Waste reduction/diversion</b>							
Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Ongoing/In Progress	85	recycling, composting	Recycling and composting programs in areas that have municipal programs in place	Recycling and composting programs in areas that have municipal programs in place	2008	No End Date (Continuous)
Implement a hazardous waste reduction and disposal strategy	Ongoing/In Progress			Hazardous waste disposal system in place	Hazardous waste disposal system in place	2008	No End Date (Continuous)
<b>Procurement (non-paper supplies)</b>							
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	In Development				Will be reviewed through the SSO - Supply Chain	2009	No End Date (Continuous)
<b>Building construction, renovation, and leasing</b>							

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Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities	Ongoing/In Progress			LEED Gold new construction incorporates this. Deconstruction RFPs incorporate salvages	LEED Gold new construction incorporates this. Deconstruction RFPs incorporate salvages	2008	No End Date (Continuous)
Incorporate lifecycle costing into new construction or renovations	Ongoing/In Progress	100	% of business cases incorporating lifecycle costing since start year indicated	Life cycle costs are incorporated into normal operations	Life cycle costs are incorporated into normal operations	2009	No End Date (Continuous)
<b>Indoor air quality</b>							
Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.)	Ongoing/In Progress			VIHA Policy in place	VIHA Policy in place	2007	No End Date (Continuous)
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Ongoing/In Progress			All new construction specs have this in place	All new construction specs have this in place	2008	No End Date (Continuous)
<b>Commuting to and from home</b>							
Introduce telework/work from home policy	Ongoing/In Progress	1	pilots on-going	Where business needs can be met this is in place - health records transcription	Where business needs can be met this is in place - health records transcription	2008	No End Date (Continuous)
Offer staff a compressed work week	Ongoing/In Progress	65	% acute and residential care (direct care) providers in BCNU	A large number of RN staff in residential care work 12 hour shifts now	Alternative Work Arrangements policy was created as part of a VIHA People Plan Recruitment & Retention initiative.	2008	No End Date (Continuous)
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress	23	(1) 23% percent increase in Propass usage. (2) Constructed stairs at NRGH, pedestrian paths at RJH, bicycle parking area at new VGH ER. (4) Bus route established and operating. (5) 22 staff per day using shuttle between VGH and RJH.	(1) Established BC Transit ProPass program at South and Central Island. (2) Created friendly walking areas around hospital campuses. (3) Promoted carpool options for staff. (4) Collaborated with BC Transit to establish bus route through RJH campus. (5) Established shuttle service for staff between RJH and VGH campuses. (6) Purchased and Installed bus shelter for WCGH, Port Alberni.	Purchase and install bus shelter for RJH campus bus stop. Encourage more frequency of BC Transit buses at NRGH. Continue to identify easily accessible pathways for staff and the public to commute through hospital campuses.	2009	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Ongoing/In Progress			Increasing sizes of spaces at larger sites	Increasing sizes of spaces at larger sites	2009	No End Date (Continuous)
Provide secure bicycle storage	Ongoing/In Progress	12	(1) 12% increase in bicycle parking capacity. (2) Updated security camera and lighting inside compounds.	(1) Increased bicycle racks by 10 units across VIHA. (2) Increased security within bicycle compounds.	Commence and complete bicycle compound for VGH. Plan for increased bicycle capacity at NRGH.	2009	2010
Modify parking fees or parking availability for staff/students	Ongoing/In Progress	5	(1) Increased staff parking rates by 5% across VIHA. (2) Introduced pay parking 1941 Pandora for staff.	Planning	Aggressive staff parking rate increases planned for the next three years. Introduce pay parking at 3 Acute care sites in Central Island.	2009	2012