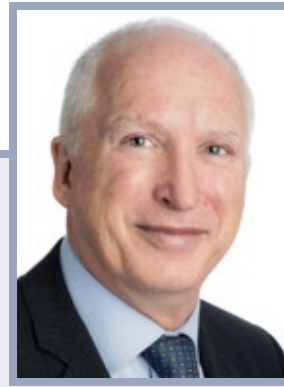


# 2017 Carbon Neutral Action Report

# Message from CEO



President & Chief Executive Officer, Interior Health

At Interior Health (IH), we are fully engaged in our shared responsibility to address the effects and impacts of climate change. Promoting and championing environmental sustainability through action is the right thing to do; it is essential.

Since 2010, the year in which IH became carbon neutral, we have been making progress on incorporating sustainability into our operations. I am proud of the innovation, collaboration, and creativity we have used to reduce our environmental footprint.

Promoting and championing  
environmental sustainability through  
action is the right thing to do;  
it is essential.

A key focus, year over year, has been to embed sustainability principles and practices within our operations. In 2017, many of our engaged employees weaved sustainability into initiatives and projects, reaping the benefits of operational efficiencies, reduced waste, cost savings or innovation.

All efforts have contributed to reducing our greenhouse gas (GHG) emissions, a key mitigation strategy for IH. Along with mitigation, we are also working toward identifying adaptive strategies. Our experience in 2017 with wildfire and flood emergency events has started the conversation across Interior Health of how we could modify our operations in the future if climate variability increases the number and severity of extreme events.

In IH, we continue to make steady progress on our commitments to reduce operational GHG emissions and I am pleased to use the 2017 Carbon Neutral Action Report to share key highlights of our climate action initiatives over the last year.

A handwritten signature in dark ink that reads "Chris Mazurkewich". The script is cursive and fluid.

**Chris Mazurkewich**  
President and Chief Executive Officer  
Interior Health

# Message from Executive Champion



Vice President, Support Services And Chief Financial Officer, Interior Health

Climate change is one of the most complex challenges facing organizations like Interior Health and we are committed to doing our part to respond.

Along with mitigation work to reduce our greenhouse gas emissions, we have started building capacity and knowledge sharing around climate change adaptation. This will help us to manage climate-related risks, identify and seize opportunities, and enhance our resiliency to climate change. Our experience with the wildfire situation in 2017 and predicted future climate variability may alter the number and severity of extreme events, so we want to be prepared with adaptation strategies and options.

The projects and initiatives in this document are the result of a momentum we have started, and are borne from our commitment to embed sustainability principles and practices across our organization. Often, the sustainable choice aligns with the right economic choice and when we improve our processes to lower energy and water consumption, reduce waste or look for operational efficiencies, we generate benefits that contribute to both environmental and financial health.

This report provides a historical record and a celebration of the work of many of our employees while also making a forward-looking pledge to continue identifying opportunities and taking action whenever possible to improve our environmental footprint.

...we have started building capacity and knowledge sharing around climate change adaptation. This will help us to manage climate-related risks, identify and seize opportunities, and enhance our resiliency to climate change

We are proud of the progress we are making toward embedding sustainability principles and practices in IH's operations and I look forward to keeping you informed of our ongoing progress.

A handwritten signature in dark ink, appearing to read 'Donna Lommer'.

**Donna Lommer**

Vice President,  
Support Services and Chief Financial Officer  
Interior Health





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# Carbon Neutral Action Report Overview

The Interior Health Carbon Neutral Action Report for the period of January 1, 2017, to December 31, 2017, summarizes our emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2017 to reduce our greenhouse gas (GHG) emissions, and our plans to continue reducing emissions in 2017 and beyond.

By June 30, 2018, IH's final Carbon Neutral Action Report will be posted on our public website at [www.interiorhealth.ca](http://www.interiorhealth.ca).

Following the emissions overview section, a detailed report provides additional information on emissions and actions taken to reduce emissions from IH's facilities.

**Table 1: 2017 Total IH Emissions and Offsets Summary**

Interior Health GHG Emissions and Offsets	
GHG Emissions created in Calendar Year tCO <sub>2</sub> e*	
Total Emissions (tCO <sub>2</sub> e)	42,013
Total Offsets (tCO <sub>2</sub> e)	41,957
Adjustments to GHG Emissions Reported in Prior Years	
Total Emissions (tCO <sub>2</sub> e)	214
Total Offsets (tCO <sub>2</sub> e)	207
Grand Total Offsets for the 2017 Reporting Year (from SmartTool Homepage)	
Grand Total Offsets (tCO <sub>2</sub> e):	42,164

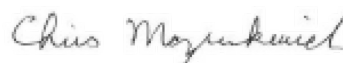
\*tonnes in carbon dioxide equivalent

The totals for tCO<sub>2</sub>e\* are shown rounded to the nearest whole metric tonne as only whole tonnes of tCO<sub>2</sub>e\* can be purchased for offsets. It was estimated that fugitive emissions comprise less than 0.01 per cent of IH's total emissions, and the ongoing effort to collect or estimate emissions from this source annually is disproportionately onerous. These emissions meet both the requirements to be below 1 per cent of IH's total emissions and onerous to collect. For these reasons, emissions from this source have been deemed to be out-of-scope and are not included in IH's total greenhouse gas emissions profile or offset purchase.

## Retirement of Offsets

In accordance with the requirements of the *Greenhouse Gas Reduction Targets Act* and the *Carbon Neutral Government Regulation*, Interior Health (the Organization) is responsible for arranging for the retirement of the offsets obligation reported above for the 2017 calendar year, together with any adjustments reported for the past calendar years. The Organization hereby agrees that, in exchange for the Ministry of Environment ensuring that these offsets are retired on the Organization's behalf, the Organization will pay the associated invoice to be issued by the Ministry in an amount equal to \$25 per tonne of offsets retired on its behalf plus GST.

## Executive sign-off:



Signature

May 23, 2018

Date

Chris Mazurkewich

Name

President and CEO

Title

# Interior Health at a Glance

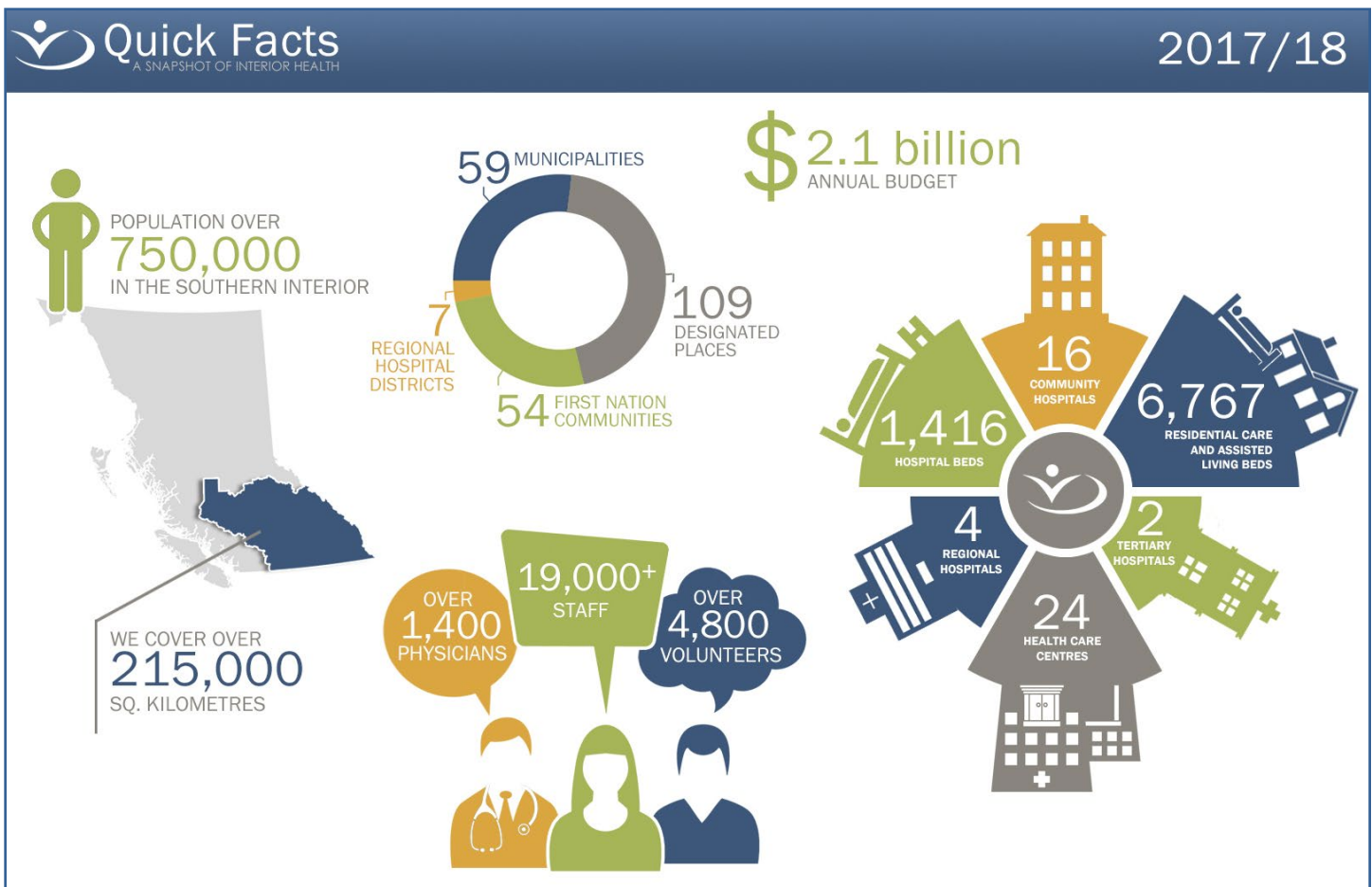
## Who We Serve

Interior Health (IH) was established as one of the five geographically-based health authorities in 2001 by the Government of British Columbia. It is responsible for ensuring publicly-funded health services are provided to over 750,000 residents of the Southern Interior.

Interior Health covers a very large and geographically diverse area of over 215,000 square kilometres. The Interior Health region covers a cross section that includes some of the more rural, remote areas of the province and also some of the fastest growing urban centres.

## What We Do

Interior Health is responsible for providing services spanning population health, Aboriginal health and well-being, primary health care and chronic disease management, home and community care, residential care, mental health, substance use, and acute care services. As well, IH is responsible for clinical and administrative support services, including diagnostic services, information management/information technology, research and education, and communication.



# Carbon Footprint

At Interior Health (IH), we've been carbon neutral since 2010 and we're proud to be part of the Carbon Neutral Government in the province of British Columbia. Our environmental sustainability initiatives have a goal of reducing our overall carbon footprint, which includes greenhouse gas (GHG) emissions from our building energy consumption, fleet vehicles and office paper use.

Our Carbon Neutral Action Report (CNAR) is a required submission for the Government of British Columbia under the *Greenhouse Gas Reduction Targets Act*. More information is available on the B.C. Climate Action Secretariat's [website](#).

## 2017 Emissions and Offsets

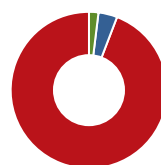
### Greenhouse Gas Emissions

The majority of our emissions result from the energy used in our buildings inventory (94 per cent), and the remainder of emissions come from the fuel used in our fleet vehicles (4 per cent) as well as the paper we consume (2 per cent).

In 2017, our total emissions for offsets increased by 2 per cent. Even with the 2 per cent increase in emissions, we are pleased with our results because our overall floor space increased by 4 per cent in 2017 compared to 2016. The increase is due in large part to more energy used in our buildings portfolio due to facility space requirements expanding and of higher overall colder average temperatures in Interior Health's service region, and the need to heat our buildings. As well, although our space requirements

grew, our increased floor space is located in more energy efficient buildings or in buildings with energy efficiency retrofits and building upgrades, thereby reducing our overall energy costs per square metre.

Fleet emissions represent a smaller portion of our GHG emissions and decreased by 13 per cent compared to 2016. Finally, emissions from our paper increased by 10 per cent compared to 2016. Both the total emissions and total emissions for offsets increased by 2 per cent.



- 2% Paper Use
- 4% Fleet Fuel Use
- 94% Buildings Energy Use

### 2017 Reportable GHG Emissions tCO<sub>2</sub>e

Emissions Source	2017	2016	% Change
Buildings Energy Use	39,710	38,828	↑ 2 %
Fleet gas/off –road vehicle fuel use	1,508	1,739	↓ -13 %
Office paper	795	725	↑ 10%
Total Emissions, Calendar Year	42,013	41,292	↑ 2%
Offset Exempt	56	66	
Total for Offsets	41,957	41,226	↑ 2%

All values are in tonnes carbon dioxide equivalent - tCO<sub>2</sub>e

# Offsets Applied To Become Carbon Neutral In 2017

Under the *Greenhouse Gas Reduction Targets Act*, Interior Health has been required to report and offset its emissions since 2010, including emissions from all properties owned and leased by IH.

IH measures and reports on its GHG emissions under carbon accounting protocols consistent with the *Carbon Neutral Government Regulation*, using the web-based application known as SMARTTool, and offsets those regulated GHG emissions it cannot avoid.

Consumption data was compiled from utility vendors and suppliers to determine Interior Health’s carbon footprint for the 2017 calendar year.

### The Logic Behind Carbon Offsetting

A carbon offset represents a reduction in GHG emissions that can be used to compensate for, or offset, emissions from other sources.

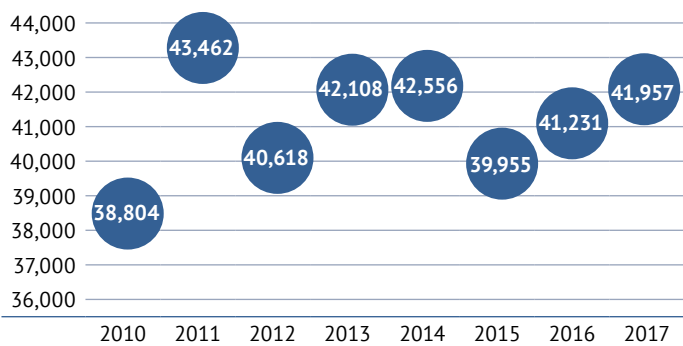
Through the Carbon Neutral Government, B.C. invests in carbon offset projects and each offset project reduces or sequesters GHGs.

Offsetting is all about balance. Because our atmosphere is like an ocean of gases, a reduction in carbon emissions at any one location benefits the whole system.

As required by Section 7 of the *Carbon Neutral Government Regulation*, in 2017 IH has offset 42,164 tonnes of carbon dioxide (tCO2e) equivalent emissions from the following sources<sup>1</sup>:

- building operations, including the consumption of natural gas and electricity;
- fleet gas consumption, including the consumption of fuel for non-standard fleet; and
- supplies of office paper.

## Annual Total GHG Emissions For Offsets tCO2e



In 2017 IH has offset a total of 42,164 tonnes of carbon dioxide (tCO2e) equivalent emissions

<sup>1</sup>41,957 tCO2e plus 207 tCO2e in prior year adjustments for a grand total of 42,164 tCO2e offset in 2017.



# Environmental Responsibility

## Actions Taken To Reduce Greenhouse Gas Emissions In 2017

At Interior Health, a number of projects have led to continuous improvements in our carbon footprint since 2010. The following section will provide a snapshot of initiatives to reduce our reportable emissions with a focus on activities undertaken in 2017.

### Our Buildings

#### Retrofitting And Designing More Energy Efficient Buildings

In 2017, our gross energy consumption increased 2.8 per cent compared to 2016. In 2017, our gross energy consumption increased 2.8 per cent compared to 2016. The increase in energy consumption is attributed to both the 4 per cent increase in our floor space, but more significantly to weather. 2017 had much colder weather - the annual average temperature for facilities in the IH-region was 6.7 degrees Celsius compared to 9.3 degrees Celsius in 2016.

Colder weather meant more use of natural gas and propane to heat our facilities. Both natural gas and propane fuel use increased by 3.75 per cent, compared to 2016, alongside our regular use of electricity. This increase in the use of heating fuel led to an overall energy cost increase of 2.5 per cent compared to 2016.

Removing weather variability, known as weather normalization, enables a more accurate comparison to determine whether our energy improvements have made a difference. When normalized for weather (i.e. the energy our buildings would have used under average conditions), our energy consumption would have decreased by 4.9 per cent, compared to 2016. Had weather conditions been the same as they were in 2016, we would have seen a projected \$750,000 decrease in utility cost savings. To guide energy management, IH has set aspirational target to direct energy efficiency improvements (see Table 1). These targets are based on weather normalization.

Table 1: IH's Energy Management Targets

Commitment	Reduction Target
Interior Health GHG emissions	4 per cent compared to 2015 levels, normalized for weather
Interior Health utility reduction target	1.5 per cent compared to 2015 levels, normalized for weather
BC Hydro – electrical utility reduction target	500,000 kWh for fiscal year 2017
BC Public Sector Organizations (all)	80 per cent reduction in GHG's by 2050 by all public sector organizations

Using weather normalized practices, in 2017 we did meet our normalized utility reduction targets. Although we met our utility reduction target, due to the large amounts of natural gas and propane use due to colder weather in 2017 (and their corresponding high conversation factor to GHG emissions), we did not meet our gross GHG emissions target.

## Culture of Energy Conservation

In 2017, energy management expanded to include specific behavioural change campaigns led by our green network of employees known as sustainability associates. To achieve greater energy savings and modify behaviour, this team developed a campaign at our largest corporate site encouraging staff to turn monitors off when not in use, especially during breaks. At the end of the campaign, 64 per cent more monitors were turned off than at the start of the campaign and it's now common practice for many employees at this site!

### **Behaviour change makes a difference!**

If everyone at Community Health and Services Centre (CHSC) in Kelowna turned their monitors off for each break and at the end of every day for a whole year, the facility would use 8736 kW less energy, which amounts to savings of almost \$800 and enough energy to power a home for over 6 months!



### **Sustainability Associates Monitors-Off Campaign**

Featured (left to right): Ashley Gunn, Dr. Sue Pollock, Amanda Anderson, Julie Steffler, Hanna Kushner, Julian Mallinson, Caroline Reid



## Low Carbon Innovative Projects

Innovation played a key role in reducing our carbon footprint and identifying new strategies to make our facilities more sustainable. In 2017, Interior Health became the first health authority in B.C. to implement a biomass boiler to reduce both GHG emissions and propane use. At Lillooet and District Hospital in Lillooet, a propane boiler plant was replaced with a biomass boiler plant, considered to be carbon neutral. This project is expected to reduce propane consumption by over 90 per cent as well as reducing GHG emissions at this site by over 90 per cent. This is a first for B.C. health authorities and this innovative approach has bolstered the installation of a second biomass installation at another site.

**In 2017, Interior Health became the first health authority in B.C. to implement a biomass boiler to reduce both GHG emissions and propane use.**



As well, a number of high efficiency boiler replacements were completed in 2017. At Elk Valley Hospital in Fernie, these new boilers will reduce our natural gas use by approximately 1,600 gigajoules (GJ) per year, resulting in a reduction of over 83 tCO<sub>2</sub>e and a decrease of \$2,000 in carbon offset payments. As well, at Kootenay Boundary Regional Hospital in Trail, we replaced another aging boiler with a high efficiency model. This change, reduced our natural gas use by 2,557 GJ per year, our GHG emissions by over 127 tCO<sub>2</sub>e, and led to a decrease of \$3,175 in carbon offset payments.



### 2017 Boiler Replacement Results

- 550 tonne reduction of carbon dioxide emissions
- 9,776 GJ/year
- \$13,750 reduction in carbon offset payments

Along with high efficiency boiler replacements, we completed a major lighting upgrade in 17 facilities in the Okanagan Valley and Kootenay Boundary regions. Over 44,000 LED (light emitting diode) tubes were replaced, expected to reduce electricity consumption by 4,200,000 kWh.

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## Designing More Energy-Efficient Buildings

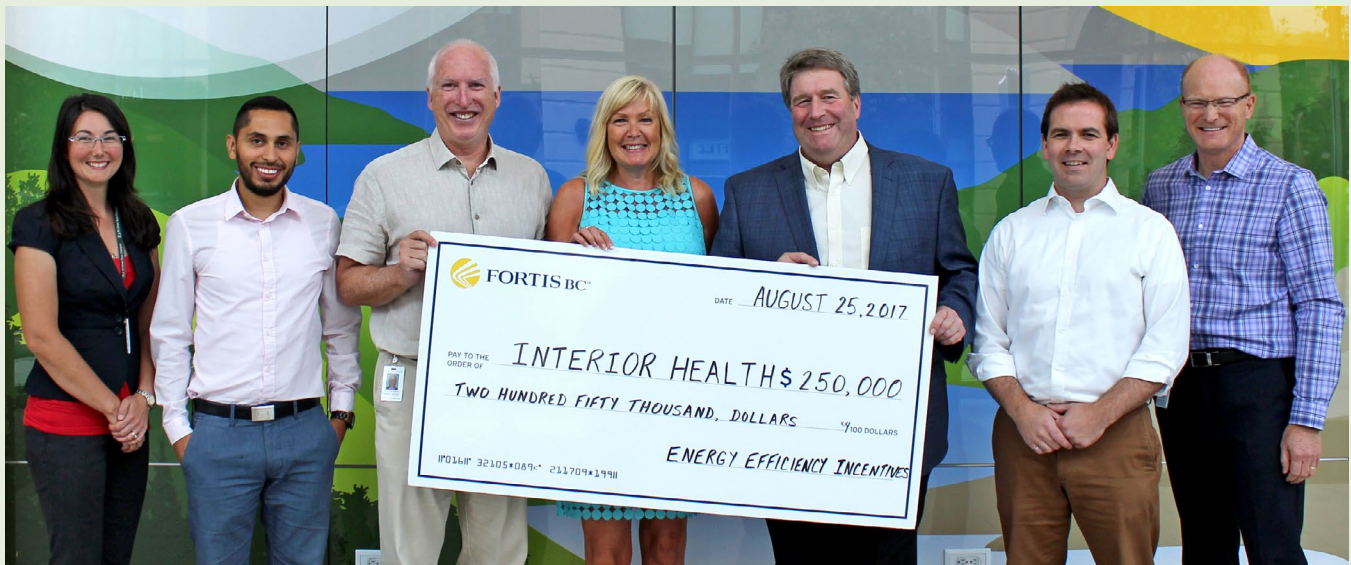
At Interior Health, we are dedicated to improving our energy efficiency and reducing our environmental impact across our facilities. We continue to work with our P3 partners to ensure new facilities are built to LEED (Leadership in Energy and Environmental Design) Gold standard through the Canada Green Building Council (CaGBC). Energy efficient patient care towers are underway in both Penticton and Kamloops, along with the many retrofits of existing facilities.

As well, Interior Health regularly applies for funding assistance from utility partners. In 2017, FortisBC recognized IH's leadership and commitment to environmental sustainability with a cheque for \$250,000. The incentive cheque was for both natural gas and electricity projects. FortisBC also presented Interior Health with its **Efficiency In Action** award to acknowledge our on-going efforts in energy savings.

*"Interior Health is proud to collaborate with FortisBC," says Chris Mazurkewich. "We look forward to continuing our work together to ensure the best possible management of energy use for our patients and all British Columbians."*

Our commitment to energy conservation – all appliances, televisions, fridges and dishwashers used in our facilities are Energy Star®

**It pays to be energy efficient. FortisBC awarded Interior Health with an incentive cheque of \$250,000 for our natural gas and electricity projects in 2017.**



Featured (left to right): Former IH Energy Manager Caroline Reid, FortisBC Energy Solutions Manager Juan Rincon, IH CEO Chris Mazurkewich, FortisBC Key Account Manager Jen Coulthard, FortisBC Former CEO Michael Mulcahy, FortisBC Technical Advisor Dan Higginson, and IH Corporate Director Lorne Sisley.

## Our Fleet

### Improving Transportation of Our People

IH operates a fleet of 296 vehicles. These vehicles are primarily used for site visits, materials delivery, and inter-office travel within our region, which covers over 215,000 square kilometres.

Our fleet vehicle emissions account for approximately four per cent of our total GHG emissions. In 2017, GHG emissions from fleet fuel use (which includes fuel used for non-standard fleet such as lawnmowers, snowblowers, etc.) decreased by 13 per cent. We continue to encourage use of technology such as video-conferencing, Skype for Business and WebEx as opposed to fleet travel, which is one aspect contributing to our reduced fleet GHG emissions.

As well, 23 fleet vehicles were replaced with more efficient vehicles with better fuel economy. To continue improving our fleet use, we also completed an annual review of our vehicles to identify any underutilized vehicles appropriate for relocation or removal from the fleet inventory. Lastly, we are pleased on our progress to develop a business case to identify whether any fleet vehicles are appropriate for electrification in the future. If funding and program management requirements are met, we will pilot an electric vehicle in the future.

## Our Supplies

### Using Paper Appropriately

In 2017, our paper consumption increased by 10 per cent compared to 2016. This increase represents a slow down on growth of paper use and supports the improvements made across our organization to lower paper use, as well as a general trend towards digital communications. Many corporate reports are posted online, and web-based technologies such as WebEx, Skype for Business and other on-line platforms are commonly used instead of paper print-outs. From a technology-deployment perspective, default settings on printers are set to double-sided printing whenever possible. These efforts should see our trend to greater reductions in the future.

Although paper use accounts for a small fraction of our overall emissions inventory, we will continue to promote actions, such as the ones noted above, that reduce our paper consumption.

# Embracing Our Responsibility

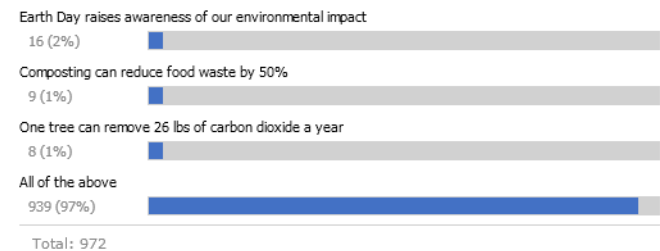
## Beyond The Required

Interior Health is committed to find ways to address our wider environmental impacts beyond the reportable GHG emissions. Some of the additional initiatives we are proud of are outlined below.

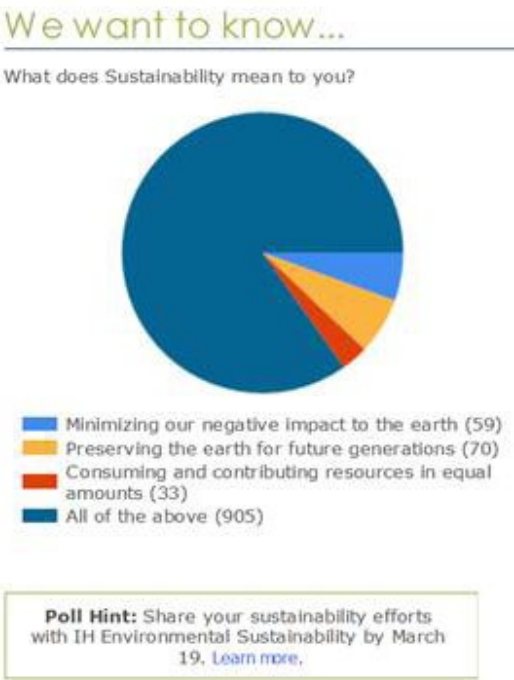
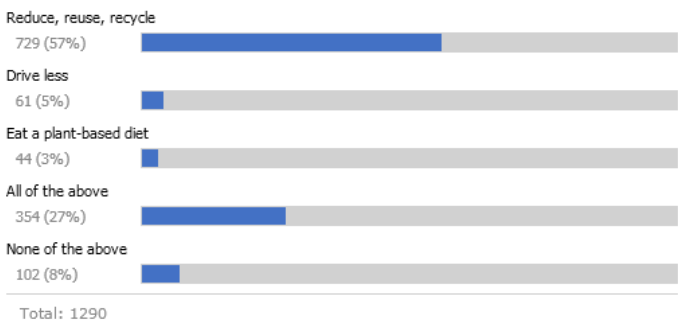
### Engaging Our Employees

Direct staff engagement has been crucial to the success of Interior Health’s commitment to sustainability. We regularly reach out to employees through our internal newsletter In the Loop recognizing and highlighting employees who make a difference to lower our environmental footprint. During campaigns, such as Earth Day, we solicit input from our employees to find out more from them, to help us tailor future employee engagement campaigns.

1. IH encourages environmental sustainability. Which of the following are true?



1. How are you taking care of Mother Earth?



But it’s our active employee-led group of “green-minded” individuals called sustainability associates who lead and promote sustainability and environmental awareness across our organization. The purpose of this team is to build health care staff capacity and leadership to integrate sustainability values into decision-making and actions across the health care sector.



## Food Waste Composting Project Equals Public Garden

One sustainability associate's interest in reducing food waste led to a larger project growing vegetables available free to the public in Kamloops. Supported by the building property manager, a team located at the Kamloops Public Health building rolled out a composting project using lunchroom food waste. Next, they built on their success and partnership with the building manager to use composted soil and turned flower beds into public food gardens. Now clients and patients visiting the site are able to pick for free and take home vegetables such as kale, basil, cherry tomatoes and cucumbers.

Assorted desk accessories, dozens of binders, hundreds of hanging file folders and a vase of Popsicle makers scattered throughout a building led one sustainability associate to wage war against waste and organize a Re-Store for used office supplies. In an effort to reduce, reuse and recycle, over 100 employees now have easy access to used office supplies in a common area accessible to all staff.



*"It may not be very big or jaw-dropping beautiful, but our little public garden has spunk and is giving us the gift of gratification as well as some good food."*

**Deb Alore,**  
**Volunteer Sustainability Associate**

## Participation In Bike-To-Work Week

Every year, employees across IH make personal wellness a priority and some kick-start this priority by commuting to work by bicycle. In 2017, 447 employees registered – that's 20 more participants than the previous year. Our riders logged 9,104 kilometres, reducing GHG emissions by more than 2,305 kilograms while also burning 318,000 calories. Inspired by this event, one sustainability associate launched Critical Mass – a group connecting other like-minded pedal pushers at the Community Health and Services Centre in Kelowna.

## Critical Mass

- Loved Bike to Work Week?
- Have some great ideas?
- Need to borrow an inner tube?



I'd like to start a group to connect cyclists at the CHSC. If you're interested in getting involved, let me know.



[Julian.Mallinson@interiorhealth.ca](mailto:Julian.Mallinson@interiorhealth.ca)

(sustainability associate and two-wheel enthusiast)

## Improving Waste Diversion Across IH

Although not part of our reportable emissions, we are pleased with our progress on waste management. The majority of our sites have recycling programs to handle multiple waste streams. Depending on the regional infrastructure, our sites process landfill garbage, mixed container recyclables and office paper. In some areas, we are also able to process organics (food waste) as well as recycle paper towels.

Recycling at Kelowna General Hospital – employee efforts have kept 575 cubic metres (m<sup>3</sup>) from the landfill.



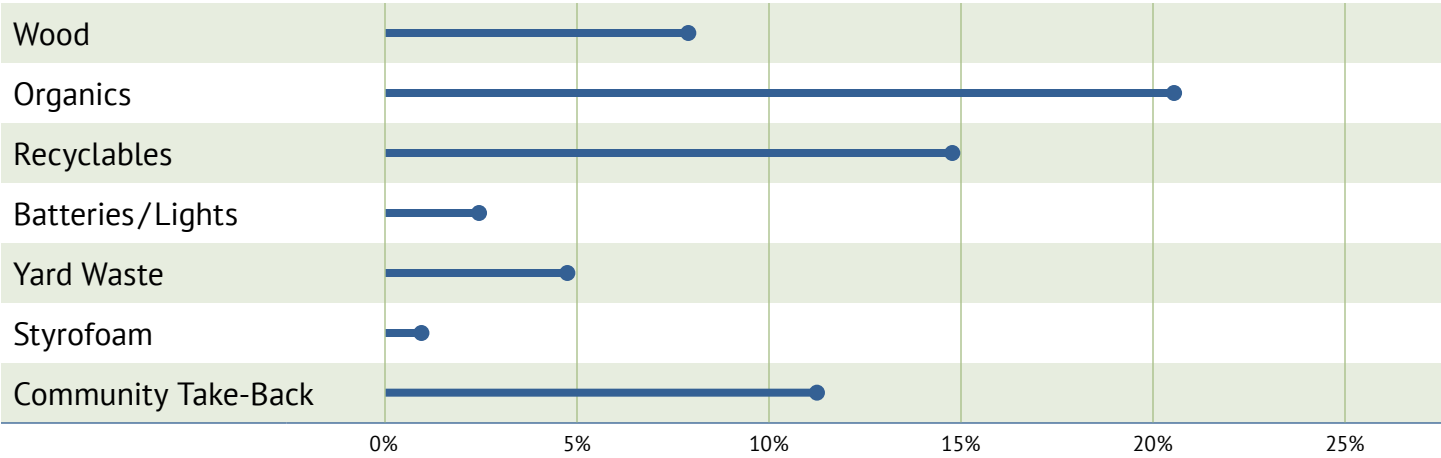
## Finding the Opportunities – Waste Reduction

Using the landfill composition estimates, we continue to look for more opportunities to limit unnecessary organics waste going to the landfill. Organics are better suited to a recycling or compost process and because of this, our major corporate site located in Kelowna, piloted organics recycling to deal with employee food waste. By September 2017, it became a permanent recycling program accounting for over nine per cent of the waste at this site. Plans and education sessions are underway in order to increase organics recycling at this location.



## Landfill Composition

According to our main waste hauler, our waste composition at our owned-sites is estimated to consist of the following composition.

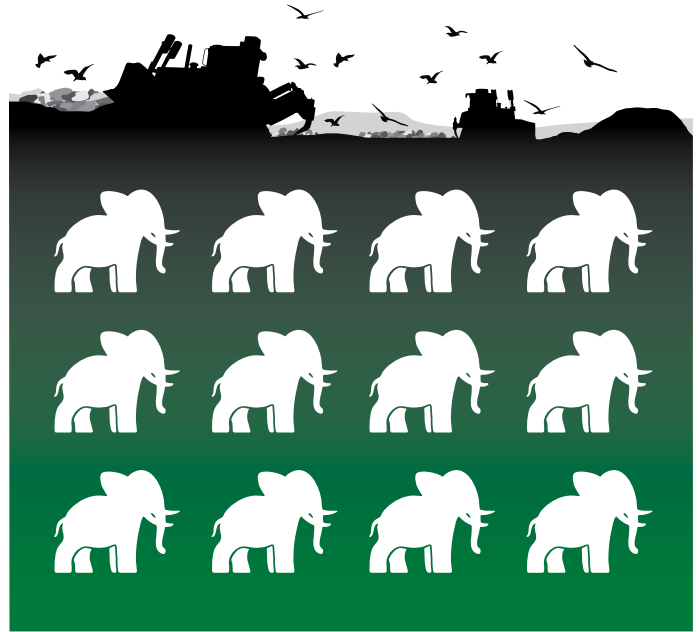


## Twelve Elephants... in a Landfill?

IH has been recognized by SmartOffice Solutions for using 'refreshed' office furniture at the Community Health and Services Centre (CHSC) in Kelowna. By doing so, 206,000 pounds of furniture was kept from going into the local landfill – the equivalent of the weight of 12 elephants!

*"Using a product otherwise destined for the landfill, while reaping the cost-savings, was a significant factor in our decision-making."*

**Donna Lommer,**  
CFO & V.P. Support Services



## CERTIFICATE OF RECOGNITION

THIS CERTIFICATE IS PRESENTED TO



**Interior Health**  
*Every person matters*

Congratulations to the INTERIOR HEALTH AUTHORITY for keeping 206,000 pounds of office furniture from the landfills!

Smart Office Solutions through our authorized dealer, Chase Office Interiors, has a vision of eliminating waste and we thank you for your support. It's progressive organizations like yours that make a difference in this world.

**Did you know:** Over 19,000,000 pounds of office furniture hits our landfills every year?

"Consuming less means throwing away less, while reusing things actually helps to save the planet as well as the pennies."  
- Sheherazade Goldsmith - British environmentalist, jeweller and columnist.

**smart**  
OFFICE SOLUTIONS

Simple. Sustainable. Smart  
Better than New Solutions  
to Furnish your Office

**CHASE**  
OFFICE INTERIORS



# Commitment To Education

## Recycling Stewardship Program Participation

IH participates in a number of recycling stewardship programs, specifically the Electronic Products Recycling Association (EPRA), a not-for-profit organization, where we are able to send our end-of-life electronics. As well, a number of our facilities recycle batteries through Call2Recycle, a major battery stewardship program in B.C.

## Working With Our Suppliers

Finding the opportunities to manage our waste doesn't stop at IH facilities. Our major laundry provider has applied for Clean Green Certification – a certification applicable to companies who have implemented best management practices that meet or exceed standards on wastewater and water reuse technology, recycling programs,

alternative energy use and energy efficiency. In comparison to IH's previous laundry facilities, the energy efficient equipment used by our new service provider uses the most modern tunnel washing technology available. Compared to some of IH's older, now decommissioned equipment, the newer technology is expected to reduce water consumption by 24.2 M gallons annually. As well, our new provider is recycling plastic soiled linen bags – previously, these plastic bags were sent to the landfill, however with this new process, close to 100,000 pounds of plastic from IH facilities yearly will now be recycled.

New recycling practice at IH – close to 100,000 pounds of plastic soiled linen bags are now being recycled.



Featured (left to right): Roxanne Engli, Dean Musey, Candy Sheifele, and Dr. Etienne Prinsloo are operating room recycling champions at Royal Inland Hospital.

## Improving Our Paper Use

Our Information Management and Information Technology (IMIT) Document Services group leads efforts across IH to reduce paper use. Over the last four years, IMIT has been working with our service provider responsible for printing of forms, brochures, posters, envelopes, booklets, pads and business cards to proactively increase the sustainability of IH's printing at no additional cost to IH. This service uses paper made from left-over agricultural products, namely sugar cane fibre, and reduces greenhouse gas emissions from traditional paper based products. Since 2014, the conversion of IH's paper use by Document Services to agri-paper products has saved the equivalent of 3638 trees, 214,998 kg of GHG emissions and 7,181,725 liters of water.

Since 2014, the conversion of IH's paper use by Document Services to agri-paper products has saved the equivalent of 3638 trees, 214,998 kg of GHG emissions and 7,181,725 liters of water.

Employee campaigns promoting paper reduction continue and on-line tools are being developed across our organization to further reduce paper use.

**Education and awareness was a key component in our recycling program in 2017. The 'Recycling Roadshow' traveled to five acute sites, to help staff determine what can and can't be recycled in health care.**



Featured (left to right): Andrew Hughes, Tanja Stockmann, Simone Lagies, Jackie Marsh, Lorne Cooke

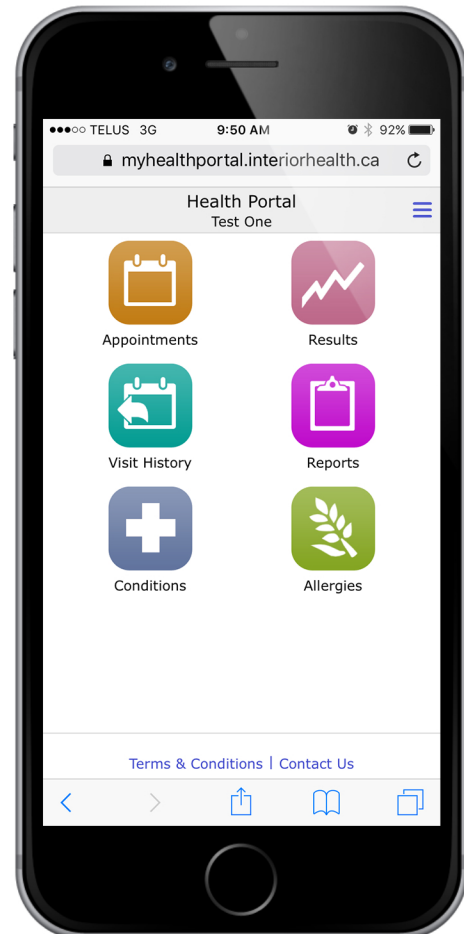
Multiple projects to digitize hardcopy forms and electronic file platforms have been developed including:

- the MyHealthPortal, a secure on-line tool that provides patients secure 24-hour access to their personal health information from a home computer or smartphone. Since May 2016, we've been rolling out this new tool to patients across Interior Health, so they can view displays of lab results and medical imaging reports (such as X-ray, CT, and ultrasounds) from their health-care visits.
- E-enabled person services and integrated health records such as a project in the emergency department (ED) at Royal Inland Hospital (RIH) in Kamloops, have incorporated advanced clinical software enabling electronic ordering and documentation by doctors and nurses; additionally, through this platform, the B.C. Ambulance Service can now send clinical information as well as electrocardiogram (ECGs) to the ED while en route to the hospital, ensuring improved patient care.

As well, IH was among seven public sector organizations recognized with a **Best of Public Procurement 2017 Award** for developing a process on electronic bidding, having a direct impact on less paper use with the electronic process.



Secure online access to your  
**Interior Health** patient record from your  
computer or smartphone, anytime, anywhere.





## Promoting Sustainable Transportation Options

We continue to encourage staff to take sustainable forms of transportation, whether that is for commuting to and from work or travelling for business.

Currently, IH has twenty-two electric vehicle charging stations. Eleven of these stations are located at Kelowna General Hospital and the other 11 are located at Vernon Jubilee Hospital. As well, over 35 electric vehicle charging stations are under construction at the Clinical Services Building at Royal Inland Hospital in Kamloops and at Penticton Regional Hospital.

To lower GHG emissions from business travel, we have corporate guidelines directing employees to minimize business travel whenever possible, and promote the use of online options such as video and teleconferencing for meetings and training. As well, employees have access to collaborative tools such as Skype for Business across our networks, enabling staff to attend online meetings, share screens and view presentations.

We also promote ride sharing and cycling to work by having bicycle lock-ups as well as bike cages at some facilities, and new bike cage areas are factored into new building design. In 2017, our employees were enthusiastic participants in the province-wide Bike to Work Week held from May 30 to June 5. Over 447 IH employees participated, a five per cent increase over 2016, and combined, these riders saved more than 1,000 litres of gasoline.

Carpooling is promoted across the organization and numerous campaigns remind employees of the benefits of carpooling. From October 17–21st, IH participated in Carpool Week where B.C. residents were encouraged to share a ride on their way to work. As well, using IH's internal website, IH employees were able to solicit matches for ride-sharing opportunities across all

regions. These efforts to encourage any form of sustainable transportation also complement and contribute to our strategies to reduce fleet fuel consumption.



Featured: Caroline Reid, Energy Manager

## Building More Sustainable Food Chains Through Local Food

IH is actively participating in **Nourish**, a collaborative effort with multiple outcomes which include sourcing locally grown food in order to limit food transportation – less food transported means lower fuel GHG emissions. IH is in a good position to meet and/or exceed local food procurement goals. During the 2016/17 fiscal year, local food accounted for 26.94 per cent of our food supply. Numbers for the 2017/18 fiscal year are forecast to be even higher. We are working closely with our suppliers to identify further opportunities and believe that IH compares favourably to other B.C. health authorities as all food that is produced through our regional food production centres meets the definition of local B.C food.



### Plans To Continue Reducing Greenhouse Gas Emissions Beyond 2017

Greenhouse gas emissions remain a distinct corporate performance measure. Our focus on reducing energy will continue, along with building capacity on climate change adaptation planning.

We will continue to look for incremental efficiencies to lower our emissions, including opportunities to encourage employees to make sustainable decisions in their day-to-day work and personal choices. A number of employee engagement campaigns will be pursued, to include Bike to Work Week, Earth Day, as well as energy savings campaigns such as “Monitors Off” to create more awareness of climate change.

In 2017, we began building capacity on climate change adaptation into our culture. Our next stage will identify facility and health risks related to climate change and how climate hazards such as poor air quality, extreme heat, flooding or changes in infectious agents could damage infrastructure, our energy and supply chain or disrupt health services and patient care. This exercise will help us prepare adaptation plans based on anticipated future risks, ensuring we continue to be prepared for current and future impacts of climate change.

Along with climate change adaptation planning, we plan to develop a strategic management framework, outlining the current and future state of energy and environmental sustainability opportunities in order to define our path forward along with performance measures.

We will continue with our mitigation plans – to reduce our carbon footprint.

We will build our knowledge of adaptation in order to be resilient – to prepare for impacts of extreme weather and the shifting burden of disease.

We will lead – by educating staff, our leaders and the public, while promoting policies that reduce our GHG emissions and protect public health from climate change.

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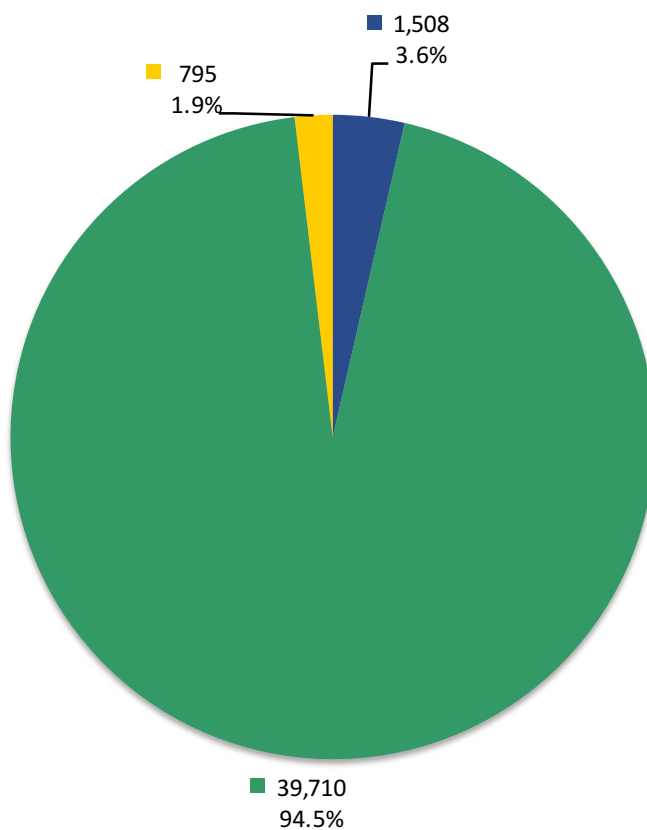
### The following section contains:

Section A: Emissions Source Report (SMARTTool)  
– May 15, 2018

Section B: Carbon Neutral Action Report Survey  
Submitted to the BC Ministry of the Environment

# Section A: Emissions Source Report (Smarttool) – May 15, 2018

## Interior Health Authority Greenhouse Gas Emissions by Source for the 2017 Calendar Year (tCO<sub>2</sub>e\*)



**Total Emissions: 42,013**

- Mobile Fuel Combustion (Fleet and other mobile equipment)
- Stationary Fuel Combustion (Building Heating and Generators) and Electricity
- Supplies (Paper)

### Offsets Applied to Become Carbon Neutral in 2017 (Generated May 07, 2018 11:36 AM)

Total offsets required: **41,957**. Total offset investment: **\$1,048,925**. Emissions which do not require offsets: **56** \*\*

\*Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) is a standard unit of measure in which all types of greenhouse gases are expressed based on their global warming potential relative to carbon dioxide.

\*\* Under the *Carbon Neutral Government Regulation of the Greenhouse Gas Reduction Targets Act*, all emissions from the sources listed above must be reported. As outlined in the regulation, some emissions do not require offsets.



# Section B: Carbon Neutral Action Report Survey Submitted to the BC Ministry of the Environment

## Part 1: CNAR Survey

### 1. General Information

Name: Tanja Stockmann  
Contact Email: tanja.stockmann@interiorhealth.ca  
Organization Name: Interior Health Authority  
Sector: Health

### 2. Stationary Sources (eg. Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

During 2017, did your organization take any of the following actions to support emissions reductions from buildings? (please select all that apply):

- Conducted an energy audit/study of building(s) in the organization's portfolio;
- Performed energy retrofits of the organization's building(s);
- Built, or are building new LEED Gold or other "Green" buildings

**If you selected "Performed energy retrofits of the organization's building(s)":**

How many buildings were retrofitted?: 22

**If you selected "Built, or are building new LEED Gold or other "Green" buildings ":**

How many new "Green" buildings?: 1

**Did your Organization perform any retrofits during 2017? Please describe briefly:**

In 2017, Interior Health undertook LED lighting retrofits at 16 facilities in the Okanagan Valley and Kootenay Boundary regions. Lillooet and District Hospital also became the first hospital in B.C. to break ground on a biomass boiler retrofit. As well, older, inefficient boilers were replaced at several hospitals along with digital data controls (DDC) replacement projects at 2 facilities.

### 2a. Stationary Sources (eg . Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

Please briefly describe your organization's plans to continue reducing emissions from its stationary sources:

#### a) Over the next 1 – 5 years

Interior Health continues to be a leader in reducing emissions from stationary sources. Our multi-year plan for energy conservation initiatives in our buildings portfolio may include (funding permitted):

- installation of a biomass boiler plant at Golden and District Hospital;
- installation of CO<sub>2</sub> heat pumps for domestic hot water production;
- upgrading building management systems;
- replacing boilers and chillers with industry leading technology.

**b) Over the following 6 – 10 years**

Our long-term plans for energy conservation continues to focus on 5 key areas:

- 1) Benchmarking of facilities to identify areas of greatest impact;
- 2) Continued research and piloting of innovative technologies such as biomass boilers, CO2 heat pumps and heat recovery chillers;
- 3) Building re-commissioning;
- 4) Staff training and capacity building;
- 5) Continued renewal of building stock, including LEED Gold new construction and retrofit projects using energy efficient technologies.

**3. Mobile Sources (Vehicles, Off-road/portable Equipment ): Fuel Combustion:**

During 2017, did your organization take any of the following actions to support emission reductions from its mobile sources? (please select all that apply)

Replaced existing vehicles with more fuel efficient vehicles (gas/diesel)

**3. Mobile Sources - Other? Please specify:**

IH replaced 23 vehicles with more fuel efficient vehicles of similar size and model; newer vehicles are normally more fuel-efficient than older technology vehicles.

**If you selected “Replaced existing vehicles with more fuel efficient vehicles (gas/diesel)”:**

How many vehicles?: 23

**If you selected “Replaced existing vehicle s with hybrid or electric vehicles”:**

How many vehicles?: n/a

**3a. Mobile Sources (Vehicles, Off -road / portable Equipment): Fuel Combustion:**

Please briefly describe your organization’s plans to continue reducing emissions from its mobile sources :

**a) Over the next 1 – 5 years**

Interior Health is assessing suitability of electric vehicles to be used in our fleet operations and developing a business case to support the purchase of replacement electric vehicles in a pilot scenario. As well, IH is conducting an annual utilization review aimed at relocating and/or removing under-utilized vehicles from the existing fleet.

#### 4. Supplies (Paper ): Indicate which actions your PSO took in 2017:

**During 2017 , did your organization take any of the following actions to support emissions reductions from paper supplies? (please select all that apply)**

None of the above

**If you selected “Had a policy requiring the purchase of recycled content paper “: State the required recycled content here (30%, 50%, 100%):**

**If you selected “Had a policy requiring the purchase of alternate source paper (bamboo, hemp, wheat, etc.)”, which type of alternate source paper did you use?**

N/A

**Please briefly describe your organization’s plans to continue reducing emissions associated with its office paper use in future years .**

IH continues to look for opportunities to replace paper records with electronic processes. As well, we continue to encourage employees to work paperless whenever possible, using collaborative software such as Skype for Business, WebEx and SharePoint. Our Green Teams, known as Sustainability Associates will be encouraged to work on paper reduction programs in their sphere of influence.

#### 5. Other Sustainability Actions

##### a) Business Travel

**During 2017, did your organization take any of the following actions to support emissions reductions from business travel? (please select all that apply)**

Encouraged or allowed teleworking or working from home

##### b) Education / Awareness

**During 2017 , did your organization have any of the following programs or initiatives to support sustainability education and awareness? (please select all that apply)**

- A Green, Sustainability or Climate Action Team;
- Support for professional development on sustainability (e.g. workshops, conferences, training)

##### c) Other Sustainability Actions

**During 2017, did your organization have any of the following programs or initiatives to support sustainability? (please select all that apply)**

- An operations policy or program to facilitate the reduction and diversion of building occupant waste (e.g., composting,
- collection of plastics, batteries) from landfills or incineration facilities; Lifecycle costing of new construction or renovations