

Peachland Wellness Centre

An Introduction to the PWC



4426 Fifth Street
Peachland, B.C. V0H 1X6
wellnesscentre@shaw.ca
250-767-0141
www.peachlandwellnesscentre.ca



CONTENTS

AN INTRODUCTION TO THE PWC	3
A BRIEF HISTORY	3
WHAT SHAPES THE PWC?	4
<i>Board of Directors</i>	4
<i>Employees</i>	5
<i>Location</i>	5
<i>Programs</i>	5
<i>Proximity</i>	5
<i>Success breeds success</i>	5
<i>Volunteers</i>	5
EVALUATION	5
SUSTAINABILITY	6
CHANGES OBSERVED AT THE PWC	6
INTRODUCTION TO THE PWC CHANGE HISTORY	7

ATTACHED: VISION, MISSION, CORE VALUES, PWC OUTCOMES

AN INTRODUCTION TO THE PWC

The Peachland Wellness Centre (PWC) is a community-based organization that reflects community interests and addresses community needs in collaboration with other community organizations. Volunteers report that they improve their own quality of life by helping others. The PWC attracts volunteers who are productive citizens that make a difference to their community, who want to help people better their lives, and who want to use their skills in a positive way. The PWC is inclusive in nature, embracing all groups regardless of sex, race, or economic standing. The PWC is a catalyst for change in Peachland by providing education, information, support, and referrals.

A BRIEF HISTORY

The February 8, 2001 edition of the *Peachland Signal* notified the public of a proposed Health Resource Centre (HRC). A start-up Grant of \$4000 was received from the Community Health Advisory Committee. Phyllis Papineau, Chris Scowen, and Doug Armitage formed a Task Force and mobilized a groundswell of volunteers.

That same year on February 14 a Health Fair was held at the Community Centre with simultaneous tours of the Little House (owned by the District of Peachland) which was proposed as the location of the HRC. Dignitaries from all levels of government attended, along with community members. In March suggestions for a name were collected and the ***Peachland Wellness Centre*** (PWC) was chosen. By April, a Board of Directors was formed.

Volunteers did extensive cleaning and renovations to the building. While the composition of the Board of Directors (BOD) changed frequently, and volunteers came and went, enthusiasm to help others and a will to keep the society going was something that never changed. Open houses and garage sales were held to raise funds, and donations from local service clubs were received. November 21, 2001 marked the Official Opening of the PWC. Mayor Waldo cut the ribbon.

Over the years, fundraising continued, and grants were secured. New programs were developed. College and University students were accepted to complete their practicums here, and we became known in the larger Okanagan community. Open Houses, dinners, entertainment at the Community Centre, and raffles continued. PWC developed a successful "Aging in Place" program to help people stay in their own homes for as long as it is wise. PWC became a community partner of the United Way. PWC promoted the concept of a supportive senior's housing project to be built here so residents did not have to leave the community when they no longer could live safely in their own homes. PWC worked hard to be perceived as a responsible organization worthy of support.

The PWC is a grassroots organization with a strong group of volunteers, staff, and Board of Directors. We help people find services such as, drivers to provide rides to appointments housecleaners, window washers, gardeners, tree groomers, and home health care providers. PWC maintains a database of a large range of services to assist its participants. Evaluation of our programs is integral to finding out how to better meet the needs of the citizens. The PWC has always been there to provide a listening ear, a big healthy hug, a shoulder to cry on, and a binder full of resource contacts to assist in solving the problems as they come along. Our focus is on

helping people solve their difficulties or providing programs that enrich lives and thereby prevent problems from arising by keeping people healthy, happy, and wise. Operating a non-profit charity like the PWC is like being a Parent or Guardian. The work is never done, it is rewarding and surprising, and you get out of it what you put into it. You have to wait for your "child" to grow. The PWC has indeed grown since 2001. Each employee, volunteer, and board member helped to nurture and support it. We are grateful for the partnerships and funding support from service clubs, churches, governments, businesses, and individuals. Over 100 volunteers facilitate the programs and paid staff oversee the services. No man is an island, and no organization is either. We strive to be an integral part of the community's well being.

WHAT SHAPES THE PWC?

These are some of the facets/factors that shape the PWC: Board of Directors; Employees; Location; Programs; Proximity; Success; and our Volunteers. Following are short descriptions of each. They are not presented in order of importance, for each feature is a critical piece of the whole entity that is the PWC. A change in any one facet or factor affects the whole system that is PWC.

Board of Directors

The composition of the Board of Directors determines its overall productivity, program direction, and personal involvement levels. People on the Board come with varying skill sets, experiences, and determination. Phyllis Papineau was instrumental in keeping the PWC on the map in the early years. Her ability to mobilize people and her fundraising initiatives were instrumental in steering the PWC through the growing pains of its infancy. The Phyllis Papineau Rainbow Award to our volunteer of the year is given out annually in her honour as a wonderful example of selflessness.

Board members have completed countless jobs and have taken volunteers under their wings seeing initiatives through to success. Board members created his or her own space and usefulness according to their own abilities and interests. Website design, data entry procedures, program development, policy handbooks, renovations, and fundraising are some of these contributions. In 2013, the Board of Directors chose to move to a Governance Model and continues to strive to create this structure of operations.

Employees

Having employees is a strong driver of the PWC. This has helped to raise the level of professionalism demonstrated by the PWC. Continuity of service, intercommunication systems between volunteers and employees, development of consistent industry accepted procedures, ongoing reflection of our professional practice and accountability standards have been established and are maintained by having employees.

Location

The PWC is located in an old house which has enjoyed careful renovations over the past few years. The furnishings, wall colours, window dressings, and old flooring: all these evoke a feeling of stepping into the past. This setting, being located in a little old house that is lovingly cared for, is certainly integral to promoting our programs.

Programs

Programs drive the PWC. For example, in January of 2005, the PWC accepted some Okanagan College practicum students, and one of them worked on the development of the Peachland Reaching Out to Seniors (PROS) program. At the end of the practicum, the program continued, and it was voluntarily facilitated by Olive Fielding with Wendy Howard developing suitable programs for the participants. An offshoot of that program was the Tea Party, offering a social experience for the members of the PROS program.

In 2006, the Seniors Housing Survey Needs Analysis (PWC promoted this) conducted by UBCO and CitySpaces, recommended in part that aging-in-place initiatives be developed to keep people living independently in their own homes as long as possible. PROS morphed into 'Aging in Place' (AIP). In time, AIP was absorbed into the services of the PWC in general and renamed Outreach. PROS became Aging in Place, which is now Outreach. Programs at the PWC do not remain unchanged for very long. Successful programs expand and lead to additional programs, always changing.

Proximity

There is a ripple effect caused by managing numerous programs from the same building. A woman attends the Bereavement group. One day, she notices an advertisement for the Wellness Circle and attends. She is introduced to a new circle of friends. Her life is expanding. One program initially involved this person but led to other options in PWC's constellation of offerings.

Success breeds success

We are now at a new phase in the journey of the PWC. There is momentum within this organization that is now feeding itself: a positive feedback loop. The PWC has partnerships and interests within most social groups within the community. Each volunteer is a member in several other groups, so the network of friendly connections is vast.

It is a challenge to maintain a manageable degree of growth while adapting to the changing needs of the community. Another challenge is to integrate continuous quality assurance principles and procedures in the day-to-day operations of the PWC. With time all things change. The exact names of programs, individual participants, leaders, and community partnerships will alter according to the needs we perceive, our evaluation findings, our abilities to help, and our will to help. Our current level of success has been achieved through measures now in place.

Volunteers

Volunteers influence the direction that the PWC takes. We have many dedicated volunteers with valued and varied contributions. They always listen to what the program participants say, and see that changes are made in the presentation of programs. Individuals and the dynamics they bring to their involvement at the PWC affect the direction of initiatives, whether continuing or new. For instance, Jerry Dober who started the Breakfast program which continues to grow and flourish.

EVALUATION

An Evaluation Plan is produced annually to guide the work of volunteers and staff in collecting evaluation statistics and information for quality assurance purposes. The evaluation findings are used for planning and modifying our programs and the way we do business. We value opinions and are open to change.

SUSTAINABILITY

The PWC has always been a grass-roots organization. We attract volunteers and staff with the strong and valuable skill sets that we need to be able to fulfil our vision and mission. We strive to maintain a high degree of professionalism. The following helps ensure our sustainability:

- Yearly development and revision of an operations plan, including long and short-term goals.
- Timely grant applications and reports
- Ongoing annual Evaluation Plan
- Staff and volunteers who understand the social context of our clients and work to provide the services we commit to provide, within the context of the mission, vision, and core values and Outcomes
- A Board that seeks to make wise and prudent decisions that balance finances with social needs
- Board members who are experts in specific areas such, as governance, policy development and pertinent Not-For-Profit legislation
- Honest, consistent, and frequent communication between the various parts of the PWC: formally and informally
- Honestly and efficiently identifying and facing challenges and effectively dealing with them with cooperation and respect
- Recruiting and screening potential new Board members and volunteers in a timely fashion
- Consistently carrying out the Volunteer Management Plan

CHANGES OBSERVED AT THE PWC

From its inception, the PWC worked to meet the needs of people in the community. The methods and programs vary. New Board members, Presidents, volunteers, different skill sets, varying backgrounds and interests provide a dynamic mix. The PWC with its good reputation and a sound relationship with the community continues to mature. Since 2001, the Board and staff worked toward increasing the amount of professionalism in all matters. PWC moved to a model of a working Board taking care of their delegated areas of business. In 2014, PWC transitioned to a governance model board, with many board members continuing to volunteer in other capacities beyond that of the Board of Directors.

PWC became an organization with a growing amount of grant revenues to support its programs. Increased amounts of funding arrived from individual donors who agreed with our mission and vision for the community. Some programs altered greatly from changes in leadership of a program, the dropping of a program due to lack of interest, or the development of new initiatives due to perceived community need.

Ideas brought forth in Strategic Planning Sessions and less formal discussions are held up for examination and evaluation of progress on a regular basis. Business does not override the necessity of reflective examination of practices. Each program or new initiative is examined through the lens of the mission and vision statements. Honest and open communication between all parts of the PWC is maintained. PWC leaders, volunteers, staff, and participants are valued and kept informed of changes, work together, and support each other. We are a community of friends.

COVID-19

Where are we at now and how are we doing? July 2, 2020

What a year it has been so far, and we are only halfway through. The year 2000 was supposed to bring so many changes and the end to the world as we knew it. That did not happen. Maybe the predictors got it wrong and it was 2020 instead. Certainly feels like the world as we knew it is gone and we are all learning how to cope and what to do to move forward and have life as normal as possible and back to as close to what we lived before COVID-19.

Early in the crisis, PWC made the decision to stop its social programming and to focus on maintaining key services, which we did well and continue to do. PWC is like everyone in this community and the world. We are learning new ways to deliver services that supports the people of Peachland.

We held the tablet drive and had several tablets donated. We then went through the process of having each tablet 'cleaned' and set-up as simply and basically as possible for ease of use by those not familiar with this technology. We then looked at how to get the tablets to the people and at the same time teach them how to use them while maintaining safe practices, (social distance and PPE's in place). Once that was all set up the task of ensuring the ability of many to have internet service where it may not have been available before. So many hurdles overcome and now people are starting to get the tablets and learning to use them.

PWC has also learnt how to host gatherings in the garden to allow for coffee get together again observing all the new rules of socialization. If you or someone you know wants to get together, but you are concerned about safety, contact PWC and we will arrange for you to meet in the beautiful gardens. As people are using the parks, restaurants and getting out with others more use of this opportunity may not be as required, however many are still concerned for safety and this offers an alternative to being in a public space with people you don't know.

PWC continues providing many services such as the Better at Home light housekeeping, where possible, as well as friendly visitors, outreach, calls to all existing clients/participants and transportation to essential appointments. As the transportation requests pick up, we remind everyone that for safety reasons all riders will be requested to ride in the back seat and wear a mask during the trip. The Drivers have all been provided with all they need to maintain sanitized vehicles and have enough PPE's for themselves and the riders. We will continue the grocery shopping that was started at the beginning of this crisis and will continue to provide this service post COVID.

Pulling together and supporting people is what we do. We are in the office and here for you our regular hours of Monday to Friday from 9 to 3. We are maintaining personal distance and personal contact with our outside options for meetings and

drop-off/pick-up space. We are having some meetings in the building but only by appointment and with a very minimal number of people in the building at any given time. Staff and volunteers are answering phones, making calls, organizing shopping, organizing volunteers that are providing programs and services, organizing online 'zoom' social opportunities, and supporting all our clients/participants in the community.

PWC is the go-to place for so many and for such a variety of needs and we grow and adapt to meet those needs as they arrive. The COVID-19 pandemic is just one more example of how PWC has met the needs of this community and how fortunate we are to have this type of organization in our small town. Your support to continue this organization and the programs and services it provides is greatly appreciated, from donations of funds to run the operations to the many volunteers who offer themselves to help others. We are so lucky to have this. Thank you, Peachland!

When this pandemic passes our collective character will be defined by the choice's we made to protect the most vulnerable. It will be strengthened by the lessons that we learn. Each one of us holds a piece of the better world we need, where compassion and cooperation are key.

Stay safe and well.

Christina MacMaster,
Executive Coordinator

INTRODUCTION TO THE PWC CHANGE HISTORY

Revision	Date	Author(s)	Change Description
0	5/27/2010	J. Wyper (author). S. Hawthorne (editing/formatting)	1. Initial Release-ratified at BOD meeting 5/27/10
1	5/17/2012	L. Spalleck	1. Logo change
2	3/21/2013	J. Wyper	1. Update Vision, Mission and Core Values 2. Update all sections.
3	3/28/2015	C. MacMaster	1. Update Vision, Mission, Core Values and Outcomes from December 2014. 2. Review and update or edit all sections.
4	4/29/2016	C. MacMaster	1. Update Vision, Mission, Core Values from December 2015. 2. Reviewed and updated/edited all sections.
5	9/02/2020	C. MacMaster	1. COVID information