



**To:** Community Safety Committee

**Date:** August 11, 2011

**From:** John McGowan  
Fire Chief

**File:**

**Re:** VIAL OF LIFE PROGRAM STATUS REPORT

**Staff Recommendation**

That the Vial of Life Program Status Report (dated August 11, 2011 from the Fire Chief) be received as information.

John McGowan  
Fire Chief  
(604-303-2734)

<b>FOR ORIGINATING DEPARTMENT USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b> 		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## Staff Report

### Origin

At the June 15, 2010 Community Safety Committee meeting the Vial of Life (VoL) program was referred back to staff to “report back on the success of the program by June 2011 and the time requirement of the Program.”

This Vial of Life Program aligns with the Council term goal,

*Ensure Richmond remains a safe and desirable community to live, work and play in through an interdisciplinary approach to community safety.*

### Findings Of Fact

The City of Richmond’s contribution to the VoL Pilot Program is primarily through the one-time financial contribution of \$3,000. Secondly through in-kind involvement from Fire-Rescue’s Community Relations Officer. The in-kind support has been minimal at approximately one hour per month to attend meetings.

To date the \$3,000 financial contribution has been used for the release VoL Stickers for use on refrigerators or entry ways, for analysis and usage mapping costs to support evaluation of the program.

The overall goal of the VoL Richmond Pilot Program is to utilize the experience and evaluation results gathered in the pilot to move forward in re-launching the VoL to the population at large in the rest of the BC as a permanent, sustainable community health initiative. The VoL Pilot Program was active until June 2011, at which time the Program entered into it’s “Evaluation Phase”.

A formal evaluation will utilize the database along with end-user interviews, partner-program data, and, key-stakeholder input. Current data indicates that the VoL Pilot Program has been a great success within City of Richmond. There has been a large commitment from influential individuals as well as organizations currently working in health and wellness promotion for the City of Richmond. The VoL Pilot Program has received positive remarks from all end users and health promotion teams working in Richmond, as well as, featured on the news and in print media for their efforts. Roger Mah, BC Ambulance Services, was also publically rewarded for his work on the project (attachment 1). BC Ambulance Services have documented several VoL encounters and were able to use the included information in order to expedite the assessment, treatment and transportation of patients. Richmond Firefighters have also encountered two of the VoL kits, of which they report, helped aid in the flow of the call and ease the retrieval of information.

To date the VoL Pilot Program distributed over 1,000 VoL kits and enrolled almost as many clients in to the database. The attached letter (attachment 2) from the BCAS Coordinator for the VoL program summarized the current status of the program. Also attached (attachment 3) are maps and statistical information on the VoL End Users.

**Financial Impact**

No financial impacts at this time.

**Conclusion**

The information provided in the VoL kits assists Richmond Fire-Rescue in providing exceptional First Responders services. Richmond Fire-Rescue is honoured to have been involved in the VoL Pilot Program since its inception and looks forward to assisting the VoL Program in becoming a sustainable community health initiative in the City of Richmond.



*Per* Kim Howell  
Deputy Chief - Administration  
(604-303-2762)

KH:js

Attachment 1

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# Paramedic honoured to work on Vial of Life program

By [Matthew Hoekstra - Richmond Review](#)

Published: April 29, 2011 3:00 PM

Updated: April 29, 2011 3:23 PM

Paramedic Rodger Mah took on a special project in 2010—redeveloping the Vial of Life program in Richmond.

For his work in allowing ill people to communicate medical information in an emergency, Mah won the Ambulance Paramedic of the Year Award at Wednesday's 911 Awards.

The program stores physician and pharmacist contacts, along with other medical information in a vial stored in the refrigerator.

A fridge magnet alerts emergency services that the client is part of the Vial of Life program.

Mah helped develop a plan to bring this timesaving tool back to Richmond. His efforts—much of them on his own time—exceeded the B.C. Ambulance Service's vision, mission and values.

Also nominated: paramedic Chief Joe Cramer and paramedic Toby McLeod.



Rodger Mah wins the Ambulance Paramedic of the Year Award. *Matthew Hoekstra photo*  
[Buy Richmond Review Photos Online](#)



**TO: City of Richmond, Community Safety Committee**

**From: Roger Mah, BC Ambulance Service – Coordinator, Vial of Life Richmond Pilot Program**

**RE: Vial of Life Richmond Pilot Program Status Report**

July 8, 2011

The Richmond BC Standardization Committee for the Vial of Life Pilot Program (hereafter referred to as the "Committee") was formed in late 2009 with the goal of re-launching the Victorian Order of Nurses' Vial of life Program. In conjunction with the Victorian Order of Nurses (VON), a nucleus for the Committee was formed from members of the Richmond Seniors Fall Prevention Network. The re-launch of the Vial of Life Program (VoL) then transitioned into being a "Pilot Program" to take place in the City of Richmond (CoR).

The CoR was selected as the trial site for a number of reasons: seniors made up ¼ of the population (approximately 43,600 persons), the CoR had already demonstrated a strong commitment to community safety, and the CoR had a dedicated and interconnected community healthcare and service delivery network for seniors with the goal of assisting older adults to age gracefully in place.

The VoL Richmond Pilot Program was launched in May 2010 with the goal distributing 1-10,000 VoL Kits to CoR residents who were living in the community (not in a "care facility") and fell into either of the inclusion populations; Seniors (age 65 or older) and Individuals Living with Disabilities. The inclusion criteria focused on these two types of end-user as they tend to be more likely to be prescribed multiple medications, are at greater risk of suffering a debilitating health event, and often live alone in the community. The VoL Kits included an informational brochure, a plastic container (the vial), a medical information form, and either a VoL fridge magnet or decal. As the VoL is to be stored in the client's refrigerator door, the magnet or decal is to be placed on the outside of the fridge door to alert emergency responders. An optional decal for the front door of the residence is also offered.

The overall goal of the VoL Richmond Pilot Program is to utilize the experience and evaluation results garnered in this pilot to move forward in re-launching the VoL to the population at large in the rest of the BC as a permanent, sustainable community health initiative.

As of June 2011, the VoL Richmond Pilot Program entered its "Evaluation Phase" and is no longer enrolling clients into the Pilot Program. However, this does not mean we are no longer actively distributing the VoL Kits. In fact, as we are not enrolling clients; the inclusion criteria need not be adhered to. We still have a supply of VoL Kits on hand and they will be made available to all CoR residents through our existing distribution network.

The VoL Kit distribution network in the CoR (as of July 2011) is still growing and includes the Providence Health Care Life Line, three Shoppers Drug Marts in the CoR, the Great Canadian Superstore pharmacy, McCue Drug Compounding Pharmacy, Steveston Pharmacy, Regency Prescriptions, Save-On pharmacies, London Drugs pharmacies, the Minoru Seniors Activity Centre, the Richmond Centre for Disabilities, a number of seniors residences in the CoR, a number of faith-based groups in the CoR, The Caring Place, and at the "Chinese Mall" through SUCCESS. It is through the invaluable assistance of SUCCESS that the VoL brochure is now available in Chinese.

To date, the VoL Richmond Pilot Program has distributed over 1,000 VoL Kits and enrolled nearly as many clients into our database. We are formally evaluating the Pilot Program utilizing this database along with end-user interviews, partner-program data, and, key-stakeholder input. Please reference the included PowerPoint presentation for a graphic overview of the enrolled database.

The BC Ambulance Service is honoured to have been actively involved in this Pilot Program since its inception and looks forward to assisting the VoL Program in becoming a sustainable community health initiative in the CoR as well as other communities in BC.

Roger Mah

BC Ambulance Service  
BCAS Coordinator – Vial of Life Richmond Pilot Program

Roger.Mah@bcas.ca

# **Review of 'Vial of Life' Implementation in Richmond, BC**

**Maps and Graphics Produced for the  
Victorian Order of Nurses in  
June 2011**



## **‘Vial of Life’ End User Data Overview**

**Total Number of Users in Database: 944**

**Users with Gender Identified: 919**

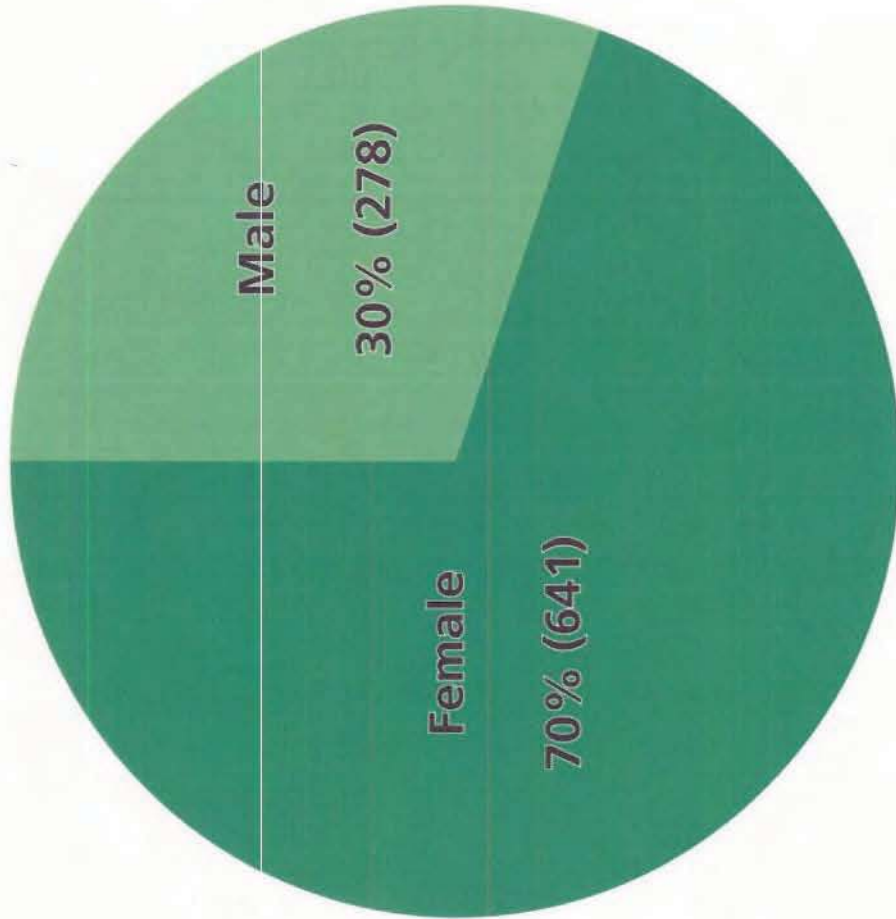
**Users with Age Identified: 834**

**Users with Valid Location: 875**

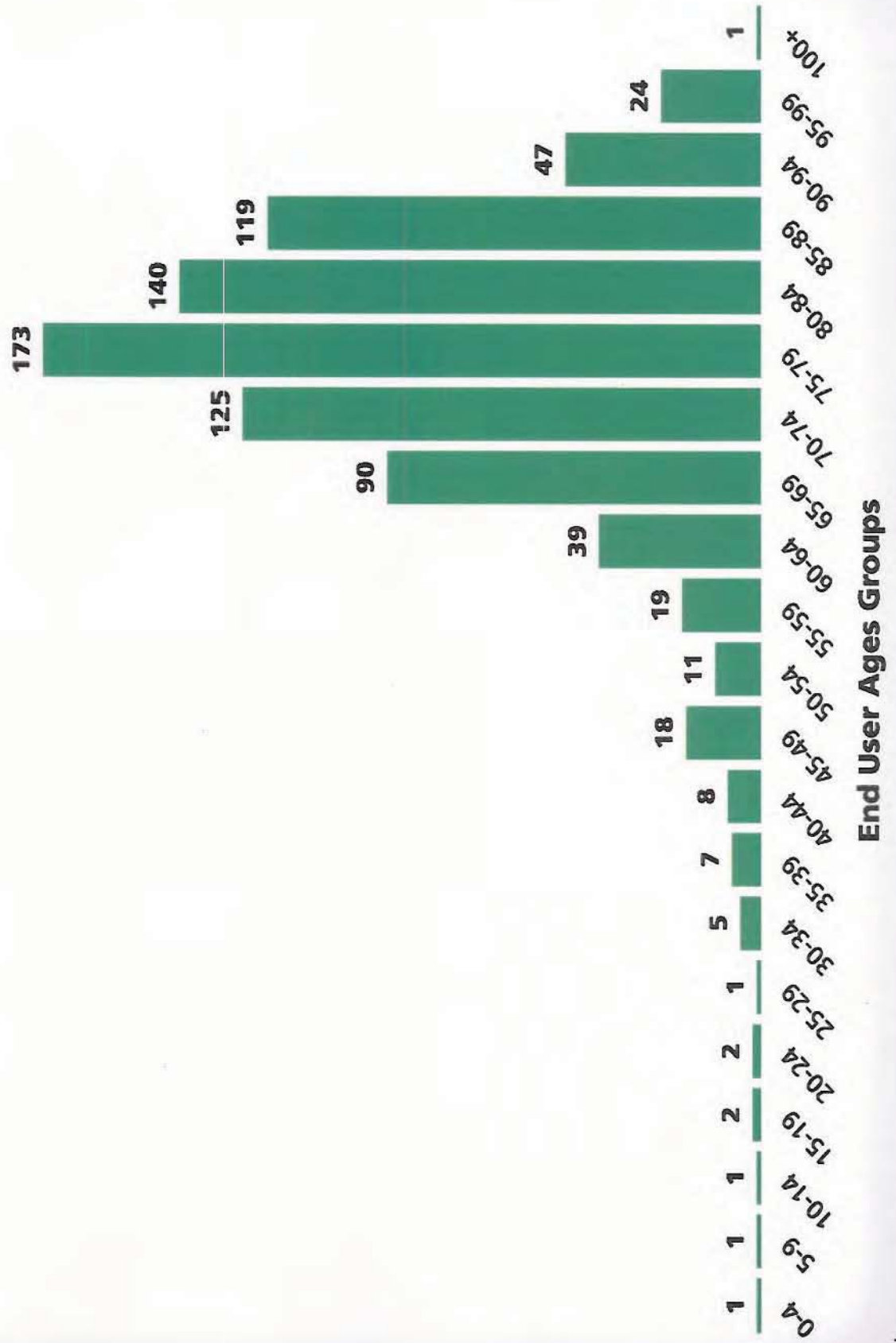


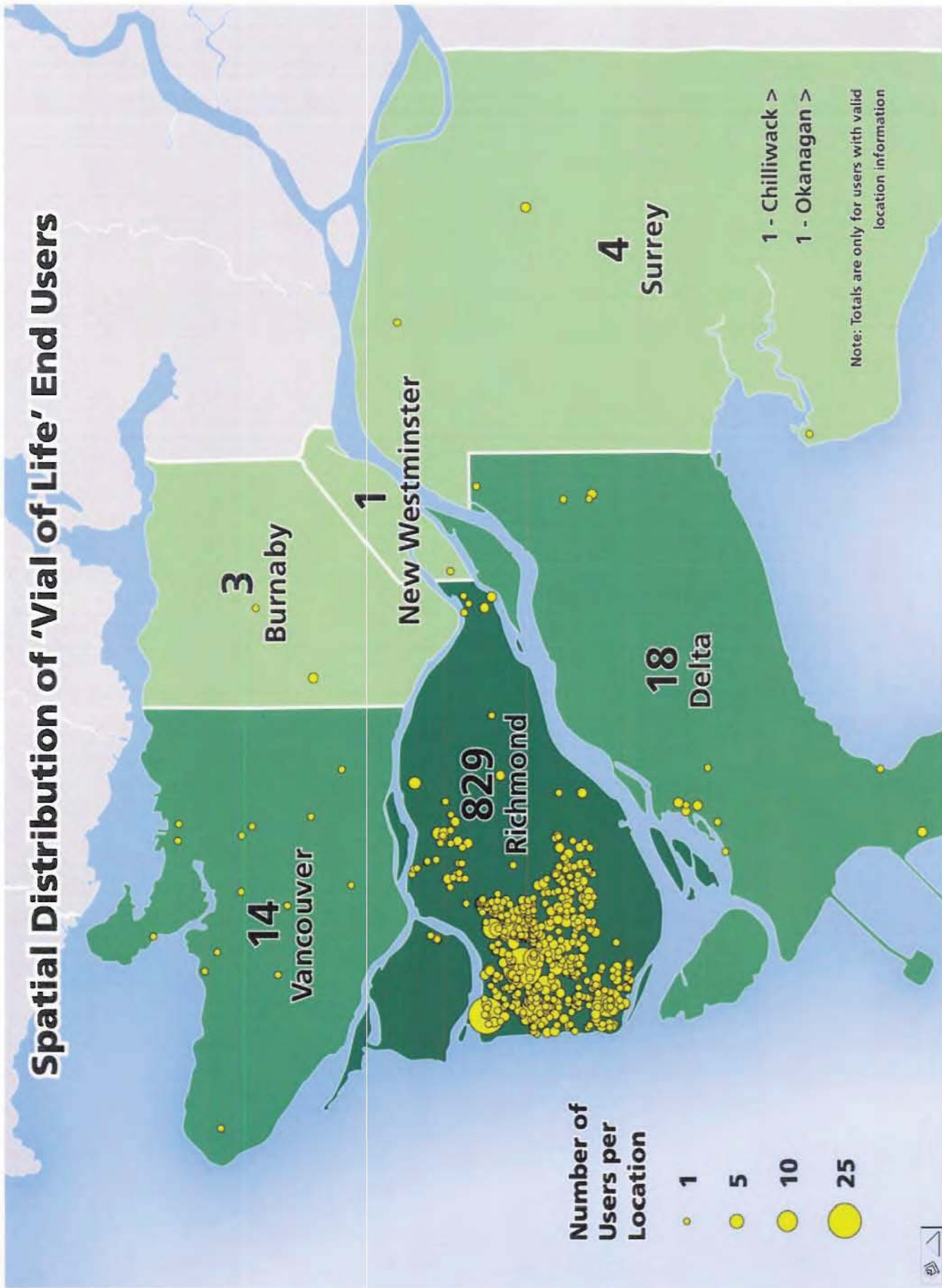


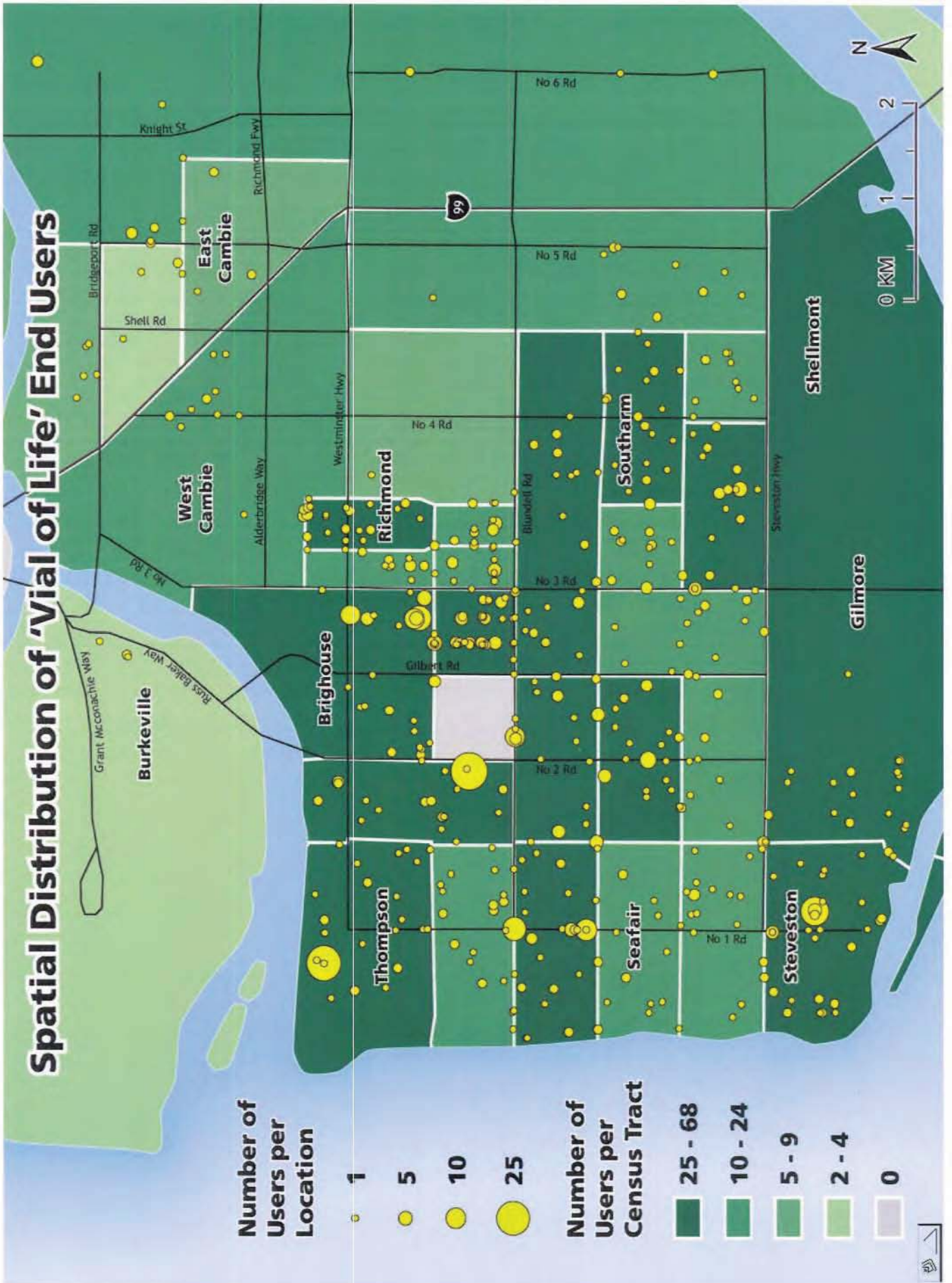
## Gender Distribution of 'Vial of Life' End Users



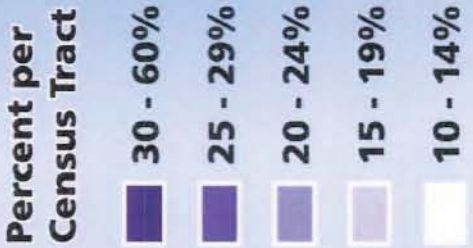
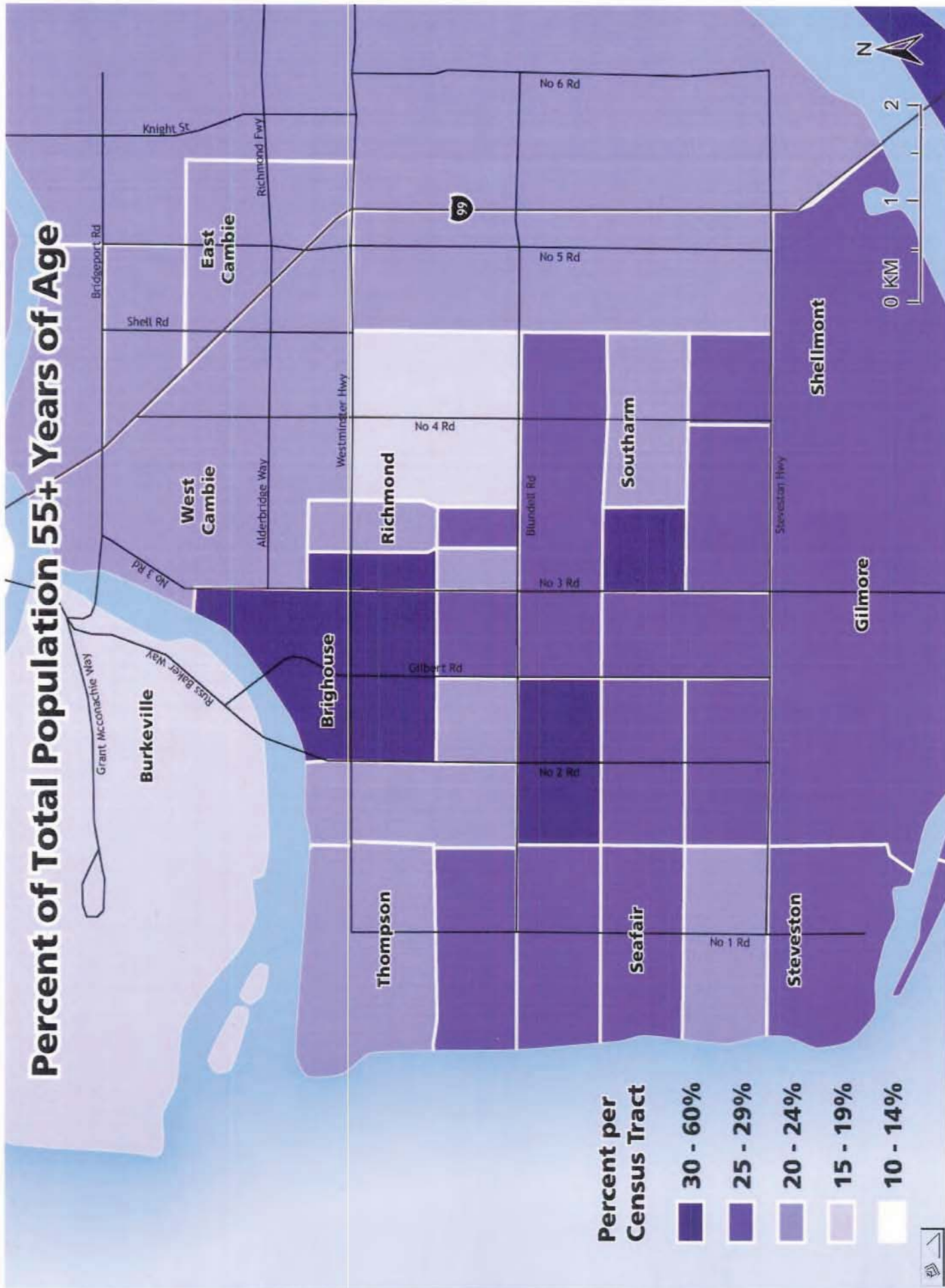
# Age Distribution of 'Vial of Life' End Users







# Percent of Total Population 55+ Years of Age



# Percent of Total 55+ Population Who are 'Vial of Life' End Users

