



Annual Report
Heiltsuk Health
Services
2018/2019

Table of Contents

	<u>Page</u>
Mission, Vision & Values	3
Organizational Chart	4
Staffing & Personnel	5/6
Message from the Health Board Co-Chairpersons	7/8
Message from the Health Director	10-13
<u>Department Reports</u>	
Administration Team Report	15
Information Technology Department	16-18
Accreditation	19
Community Wellness Program Team Report	21-26
Counselling, Fitness Centre, Youth	
Healthy Families Program Team Report	
Sasum House - Head Start	28-33
Community Health Nursing/Communicable Disease Program	34-44
Maternal Child Health	
Dental	45
Chronic Disease/Diabetes Program	46-50
Home & Community Care Program Team Report	52-53
Patient Transportation Program Team Report	55
Appendix I – Mustimuhw Statistical Data Capture *** <i>separate attachment</i>	
Appendix II – Audited Financial Statements for the fiscal year ending March 31 st , 2019 *** <i>separate attachment</i>	

Hailika'as Heiltsuk Health Centre Society
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Mission

In the spirit of unity, the Hailika'as Heiltsuk Health Centre Society will strive to promote a community that is innovative and courageous in embracing our commitment to continual growth and healing.

Vision

The Hailika'as Heiltsuk Health Centre Society has a vision for a healthy community that respects equality and diversity. Together we will seek opportunities to improve the health of our people.

Values

Manaxs: Equality: sameness

Xala: Dignity: uphold

Gvilas Laxvai: The concept that one should strive for; this means looking at the consequences before you do something

Pacua: Ambitious & working hard, being independent, being reliable; we had great pride in ourselves and that is tied with being responsible for our own welfare again.

Heiltsuk Community
Heiltsuk Tribal Council
Hailika'as Heiltsuk Health Centre Society
Health Director



Administration & Finance	Patient Transportation Program	Home & Community Care Program	Community Wellness Program (Counselling, Child-Youth, Fitness Centre)	Healthy Families Program
<p>Administration:</p> <ul style="list-style-type: none"> IT Department Manager (TEAM LEADER) Community Telemedicine Coordinator (PT) Janitor Maintenance Worker Office Assistant Office Manager/Accreditation Coordinator Receptionist <p>Finance:</p> <ul style="list-style-type: none"> Finance Manager (TEAM LEADER) Finance Assistant Payroll Clerk 	<ul style="list-style-type: none"> Program Manager (TEAM LEADER) Patient Clerk (PT) Clerk (oncall) 	<ul style="list-style-type: none"> Program Manager (TEAM LEADER) Cook Elders Advocate (PT) Elders Van Driver Home & Community Care Nurse Janitor/Equipment Manager Licensed Practical Nurse Personal Care Attendant Personal Care Attendant Personal Care Attendant 	<ul style="list-style-type: none"> Art Therapist Child/Youth Program Coordinator (TEAM LEADER) Counsellor Counsellor Fitness Centre Supervisor Fitness Centre Worker (PT) Youth Centre Janitor (PT) Youth Worker Youth Worker 	<p>Diabetes:</p> <ul style="list-style-type: none"> Diabetes/Chronic Disease Nurse Fitness Coordinator <p>-----</p> <p>Dental:</p> <ul style="list-style-type: none"> Dental Program Manager (TEAM LEADER) Dentist <p>-----</p> <p>Maternal Child Health:</p> <ul style="list-style-type: none"> CDC Community Health Nurse & MCH (TEAM LEADER) Maternal Child Health Hnis'u x 2 Maternal Child Health Nutrition Coordinator Maternal Child Health Nurse <p>-----</p> <p>Head Start/Sasum House:</p> <ul style="list-style-type: none"> Head Start Program Coordinator (TEAM LEADER) AHS ECE Assistant AHS ECE Assistant AHS ECE Assistant Sasum House Janitor (PT)

Staffing & Personnel (April 1st, 2018 to March 31st, 2019)

Name	Position Title
Allie Speck	ECE Assistant – Sasum House
Amélie Blanchard	Art Therapist
Andreeanne Moody	Unit Cleaner
Annika Humchitt	Summer Student
Astrid Wilson-Lewis	Summer Student
Aundrae White	Sasum House Heiltsuk Language Elder
Barbara Larsen	Patient Travel Program Manager
Bella Brown	Summer Student (Youth Worker)
Benita Dixon	Patient Travel Clerk
Bo Reid	IT Department Manager
Brenda Campbell	Licensed Practical Nurse
Brianna Wilson	Youth Worker
Carl Bolton	Office Assistant
Carla Brown	Receptionist
Carrie Easterbrook	Elders Advocate
Cassandra Wilson	Diabetes Prevention Worker
Charmaine Lingard	Maternal Child Health Nurse
Chuck Brown	Personal Care Aide
Cindy Neilson	Child/Youth Program Coordinator
Clyde Hopkins	Elders Building Cook
Daniel Humchitt	Patient Travel Clerk – Casual
Denise Wilson	Personal Care Attendant
Dennis Humchitt	Elders Van Driver
Dora Hopkins	Connecting Communities Coordinator
Dr. David Li	Dentist
Edwin Paul	Summer Student
Elle Brown	Summer Student
Fiona Blaney	Receptionist
Fred White	Elders Building Maintenance/Equipment Manager
Gary Campbell	Fitness Centre Supervisor
Gary Wilson	Health Centre Janitor
Georgia Larsen	Maternal Child Health Hnis'u
Glenda Phillips	Chronic Disease Program Nurse
Gloria Jackson	Sasum House Heiltsuk Language Elder
Gloria Windsor	Personal Care Aide
Howie Duncan	Youth Worker
Jack Larsen	Health Centre Maintenance Worker
Jasmine White	Telemedicine Coordinator
Jayden Newman	Summer Student
Jennifer Reandy	ECE Assistant – Sasum House
Keith Marshall	Health Director
Kevin Wilson	Office Manager/Accreditation Coordinator
Lori Wilson	Youth Worker
Louise Dixon	Finance Assistant

Mabel Carpenter	Finance Manager
Mitch Savage	CDC Nurse
Nadia Humchitt	Summer Student
Nina Brown	Home & Community Care Program Nurse
Nykeisha Windsor	ECE Assistant – Sasum House
Phil Blaney	Youth Centre, Fitness Centre & Sasum House Janitor
Renee White	Patient Travel Clerk – Casual
Rhoda Bolton	Dental Program Manager
Roberta Reid	Home & Community Care Program Manager
Ruby McKay	Health Centre & Dental Clinic Janitor
Shawn Gladstone	Fitness Centre Worker
Shelley Johnson	Activity Aide
Sonia Plewa	Counsellor
Sophia Brown	Elders Building Janitor
Tamara Powell	Maternal Child Health Hnis'u
Tamika Martin	Summer Student
Tanya Bolton	Maternal Child Health Hnis'u
Trevor Good	Counsellor
Trinity Hunt	Summer Student
William Humchitt	ECE Assistant – Sasum House
Yvonne Lawson	Aboriginal Head Start Coordinator



Heiltsuk Health Board of Directors - Co-Chairs Report
April 1st, 2018 to March 31st, 2019



Health Board (April 2018 to October 2018):

Irene Brown (*appointed position*)
Pauline Gladstone, co-chair (*elected position*)
Vanessa Gladstone (*elected position*)
Marilyn Hall, co-chair (*elected position*)
Travis Hall (*appointed position*)
Earl Newman Sr. (*appointed position*)
Alida Reid (*elected position*)

Health Board (October 2018 to March 2019):

Irene Brown (*appointed position*)
Pauline Gladstone, co-chair (*elected position*)
Marilyn Hall, co-chair (*elected position*)
Travis Hall (*appointed position*)
Korin Humchitt (*elected position*)
Alida Reid (*elected position*)
Sharon A. Wilson (*elected position*)

On behalf of the Board of Directors of the Heiltsuk Health Centre Society, we respectfully submit this report outlining the events that framed our year last year. The success of an organization is directly connected to the dedication and commitment the Board in guiding our organization.

Each year, as we prepare our Annual Report, we reflect on the healthcare system and how the team of healthcare professionals at the Health Centre works hard to make our present system function efficiently for the Heiltsuk community.

At our last Annual General Meeting, we had some changes in our Board of Directors. In that spirit, we wish to thank Vanessa Gladstone-Brown for her services to the Board of Directors. Vanessa has served the Board for the past 8 years. She has been a dedicated member who brought her commitment and experience to the Board. We wish Vanessa the best of luck in her new endeavors.

Earl Newman has also completed his term on the Board as one of the HTC representatives. Earl has been a committed member of the Board of Directors for many years and has supported the Health Centre and its programs very effectively. His knowledge and wisdom will be missed. Thank You, Earl for your contributions to the Board.

With the departure of Vanesa and Earl, we welcome three new Board members to our Board. Alida Reid, Korin Humchitt and Sharon Wilson, were also elected to a 2-year term with the Board. In addition, Ayla Brown is the new HTC representative on the Board. We welcome all the new members to the BO D.

The Board of Directors lost one Board member who was an amazing woman and a hard-working long-standing Board member. Pauline Gladstone passed away in August from a lengthy illness. She served the Board for several years many in the position of Co-Chair. Pauline will be greatly missed by the staff of the Health Centre.

The success of this organization is very dependent on the dedication of the staff who provide the services to the community members. We would like to send special thanks to the director, acting directors, team leaders, and all staff for all of their hard work and all of their commitment to serve each of you on a daily basis.

Our program continues to evolve to meet the needs of the community. We have expanded our MCH program which has incorporated new services to young parents and their children. Our chronic disease programs have taken on new initiatives for community access. These will be covered in more detail in their specific reports.

We now employ 55 staff at the Health Centre as our programs continue to grow to meet the needs of the community. The staff continue to evaluate their existing programs and collaborate with other entities in the community to reassess programs and services as required have evolved to meet the challenges of new technologies and to meet the expectation of our community.

As we continue to expand our programs, it has become clear to us the need for additional space both in the Health Centre and the other entities. For example, our Head Start program is expanding at a rapid pace because of the increased number of children who have reached the age where they are able to attend this program.

We would like to send special thanks to the director, acting directors, team leaders and all staff for all of their hard work and all of their dedication to serve each of you on a daily basis.

Respectfully submitted,

Marilyn Hall Co-Chair
Alida Reid- Interim Co-Chair



Health Directors Report

Annual Report 2018-2019 - Health Director's Message

I begin my message this year to pay tribute to one our long-standing employees who passed away earlier in the year. Arlene Wilson was employed with the Health Centre for over 15 years. She served the Health Centre in the capacity of Finance Manager during that period. Arlene's attention to detail in the administration of the finances for the health Centre ensured the organization was in sound financial shape during her tenure in her position. Furthermore, she was a great support to other staff members who confided in her both for work related and personal issues.

In addition to her work with the Health Centre, Arlene provided a great support to community members, especially the Elders by supporting them in the completion of their Income Tax returns.

Arlene's health prevented her from continuing her work with the Health Centre even though she stayed as long as she could before it was recommended by her physician she stop work for health reasons.

The staff of the Health Centre will miss her good work, her willingness to help others and her commitment to this organization.

The success of our organization is in the people who are dedicated to ensuring the community is being well serviced by delivering programs that are of the highest quality and also striving to make improvements to the programs we deliver. To the Board of Directors:

Alida Reid
Irene Brown
Korin Humchitt
Marilyn Hall-Co-Chair
Pauline Gladstone-Co-Chair
Sharon Wilson
Travis Hall

Thank you for your leadership, guidance, and support, in my position of Health Director by providing direction and giving me the flexibility to pursue opportunities that will continue to improve the level of services to the community.

To the managers and team Leaders:

Barb Larsen

Bo Reid
Cindy Neilson
Kevin Wilson
Mabel Carpenter
Mitch Savage
Rhoda Bolton
Roberta Reid
Yvonne Lawson

Thank you for providing the professional leadership to the employees of this organization. Your efforts in supporting their work has resulted in delivering effective services to our community. Furthermore, your work within the organization has contributed to this being a great place to work.

It is very gratifying to work with the dedicated employees of the Health Centre.

Within the past year we have had several staffing changes in some of our programs. It is rewarding to experience the growth and development of staff within the organization that enables them to move on to new opportunities.

Staffing

We have a new contingent of clinical counsellors in the CWP program. Trevor Good, and Sonja Plewa make up the community counselling team at the Health Centre. Amelie Blanchard has been hired in the position of Art Therapist for the organization. All three make up a dynamic team who are providing a great service to the community.

HHHCS has partnered with Heiltsuk Kaxla Society and the Ministry of Child Development (MCFD) to engage the services of a Behavioral Analyst. Elizabeth Sparling has filled the position. She works out of the school and is in the community two weeks of every month.

Programs and Services

The Leadership and Resiliency program is moving into its second year of operation. Year one focused around setting up programs and purchasing supplies and materials for starting the programs. The target group between the ages of 14 to 19 have been

identified and enrolled into the program. Close to 100% of our target group will be First Nations, and both genders will be included.

The Leadership and Resiliency Program has been chosen as it best fits with the traditional Heiltsuk values of community involvement and volunteerism and positive role models being of extreme importance in working with today's youth. It also has a large outdoor adventure activity component which is already a large part of traditional life within the territory.

The key activities will be the resiliency sessions, which are occurring within the school setting on a weekly basis, leading up to traditional coming of age ceremonies for youth. Service activities include working with Elders in food preparation as well as traditional events and working with the primary grades leading activities and participating in the language class area. Outdoor adventure activities will be based somewhat on seasonal availability. There will be food harvesting activities, or harvesting traditional items used in ceremonies, and more recreational events.

It has proven to be a great fit for this community because of the strong community buy-in and support for anything that is directly benefiting youth. The target group has become more involved in crime, especially the 12 to 15-year olds, in the past 12 months, and the Hailika'as Heiltsuk Health Centre Society is already running a youth program and Bella Bella Community School is a strong partner. The component of the Leadership and Resiliency program fit well with the goals of the community and organizations willing to invest time, energy and resources into meeting some of the challenges with youth the community is faced with.

Joint Project Board

The Joint Project Board project is moving into its second year of operation with the Home and Community Care program. The four communities Heiltsuk, Kitasoo, Nuxalk and Wuikinuxv Nations, the First Nations Health Authority and VCH.

The proposed IHCC model addressed two key issues: 1) lack of necessary first contact service on (gaps in service providers) and 2) lack of coordination and integration of on-reserve services with local, sub-regional services delivered by VCH and other providers.

We are in the process of hiring a homemaker/ Elders' assistant to provide additional services in the homes of community members. The HCC program is experiencing an increased number of requests for this service. The position will function on a part time basis and will be reviewed after six months.

Community Food Action Initiative (CFAI)

HHHCS is continuing its partnership with QQS with the garden boxes to distribute to community members who are interested in growing their own vegetables. This year we distributed approximately 42 garden boxes, soil, seedlings and seeds, to the community members. In addition, support was provided to first time gardeners to help them with their planting of the boxes.

It has been a successful year for the HHHCS, however we will continue to work hard to improve our delivery of services to the Heiltsuk community. We will continue to work in collaboration with the HHHCS staff, our community partners, and our external partners, to develop, build, and enhance programs that will better serve the community.

Respectfully submitted,

Keith Marshall



Administration Team Report



Hailika'as Heiltsuk Health Centre Society



Administration Department

April 1st, 2017 to March 31st, 2018

Team Leader: Bo Reid

Mandate: To be efficient and effective in providing the best possible support services to the Health Centre.

Finance

In addition to managing the financial functions (payroll/benefits, accounts payable/receivable, budgets, financial statements) of the HHC, the finance department also ensures that the conditions of the contribution agreements with Health Canada are met. The finance department consistently provides timely financial reporting and support to the Health Director, team leaders, and Board of Directors and has consistently demonstrated the ability to meet the standard of annual financial audit. Compliance to the conditions of the Health Canada contribution agreements is a mandatory requirement for HHC. Continued funding is dependent upon meeting these requirements, and special projects as required.

IT Department

All aspects of network/systems administration, troubleshooting with clear concepts, Mustimuhw systems champion, website, tele-health, security, maintaining system integrity, client privacy and information security are critical functions of the information technology department.

Maintenance/Custodial

The maintenance and custodial department ensures that the program buildings and residences are safe, sanitized and in good repair for occupation by staff, visitors and HHC clients. This also includes vehicle maintenance.

Office Manager/Accreditation Coordinator

Health board recorder, travel prep for the board, management and staff, PR and communication with community re: programs/service notices – email, posters, flyers, twitter, facebook, coordinate aspects of the accreditation project, support for recruitment, paper tiger filing/archiving.

Receptionist/Office Assistant

Front office and telephone reception, care card administration, visiting professional liaison, general inquiries from the community, inventory control, and other office duties as required

HAILIKA'AS HEILTSUK HEALTH CENTRE - TELEHEALTH



e-Health Solutions Activity Report

A Final Activity Report from April 1st, 2018 to March 31st, 2019 for the Telehealth Migration Specialist position and Telehealth Coordinator position.

Hailika'as Heiltsuk Health Centre - Telehealth

E-HEALTH SOLUTIONS ACTIVITY REPORT

ENGAGEMENT STRATEGIES

Our Telehealth Migration Specialist has been working closely with our Telehealth Coordinator in the development of Telehealth Services. In partnership with Vancouver Coastal Health Authority via the R.W. Large Hospital we are continuing with our collaboration on the Stepping Stones Initiative.

We have continued to take advantage of Educational Seminars that are being provided by the UBC Learning Circle. This has been useful for our frontline worker's in the area of healthcare, Community Engagement, youth engagement, and crisis management.

We continue to work in partnership with RW Large Hospital and Bella Bella Medical Clinic to prioritize various areas of need.

There is continued dialogue and full support from Vancouver Coastal Health Authority. This last couple of years with the absence of no Telehealth Coordinator we have joined a partnership that creates a well structured position for our Telehealth Coordinator in gaining the skill set of a Medical Office Assistant. They are responsible for coordinating the appointments for various Specialists and continuing with the Stepping Stones appointments.

IDENTIFIED RISKS

Continued risks of the program are the turnover in our staffing. This is an integral component of any Telehealth Program.

COMMUNITY READINESS

We have the capacity and we also have support from VCHA, FNHC and our Organization to expand upon Telemedicine.

Our facilities have been upgraded to establish itself for Wound Care, Telepsychiatry, and Educational Sessions, which have always been priorities for our organization.

Our Telehealth Coordinator, Jasmine White, continues to champion the Telehealth Program for us in working in partnership with VCHA. At this time Jasmine is on a Maternity Leave which is anticipated a one year absence. Bertha Campbell has been selected to fulfill the role in her absence.

They continue to promote Educational Sessions internally and externally to our community. She continues to work with our Nurses in hosting our Clinical Sessions at our location on a variety of items like, Stepping Stones, and Wound Care Management.

CONCLUSION

The Heiltsuk have been very active in taking the lead role in sharing information at a regional, national, and international level. We look forward to the next phases of the Telehealth in BC:

- Policy & Procedure Development
- Clinical Telehealth
- Continued networking with other First Nations & Health Care facilities

We would like thank FNHC and VCHA for supporting our needs as it relates to Telehealth. Bertha is determined to solidify our relationship with VCH and continue moving forward with Telehealth.

Accreditation Update – 2018/2019

Regular 3 in 1 health & safety committee meetings continue to take place – first Wednesday of each month for 90 minutes with a focus on occupational health & safety, client & worker safety and risk management.

Team leaders updated their hazard control inventory, risk control plans and their violence risk assessments.

We met with Carl Humchitt, HTC emergency preparedness coordinator. Sharing of information. Working together to tie in the HHHSC emergency response plans with HTC. A very exciting relationship has been struck.

A quality improvement initiative has begun with our 24 years of policies and procedures – retiring, updating, archiving current HHHCS policies – they will be stored on the “one drive” at the HHHCS so all staff can easily access all current HHHCS policies.

Preparation for our November 12th to 15th, 2019 site visit by two independent Accreditation Canada surveyors: they will focus reviewing the following: Planning & Service Design, Patient Flow, Principle Based Care/Decision Making (Ethics), Integrated Quality Management (Quality Improvement, Governance, Human Capital, Resource Management (Finances), Communication, Community Partners Focus Group, Physical Environment and Medical Equipment, Medical Devices, Episode of Care: (Aboriginal Health & Wellness) includes: People Centre Care, Medications Management, Infection Prevention & Control, Emergency Preparedness.

A key reminder: ***Accreditation is a journey – a continuous process; there is always room for improvement.***

As I celebrate my 24th year with Heiltsuk Health I give thanks to the Board, management, and staff for their ongoing support our accreditation endeavors. We are all excited to have a formal review of the agency. We are confident we are moving in the right direction.

With respect,

Kevin Wilson, Office Manager/Accreditation Coordinator

Community Wellness Program Report

Community Wellness Program Annual Report 2018-2019

The Community Wellness Program consists of the following three programs: Counselling, Youth (Ages 7-21), and the Fitness Centre. This report contains a description of the past year (April 2018 to March 2019) for each of these programs as well as a list of general events our programs were connected to.

Counselling Program

Overview – This program currently employs three full time staff, who provide the following services to the community:

- Individual counselling
- Couples counselling
- Family counselling
- Drug and alcohol treatment referrals
- Crisis intervention
- Group programs
- Community wellness programs
- Art therapy sessions for children
- Art therapy sessions for youth
- Art therapy sessions for adults

Staffing

Trevor Good was hired in January 2018

Sonia Plewa was hired August 2018

Amelie Blanchard was hired October 2018

Programming – In addition to direct counselling services, the counselling program provided (or Collaborated on) the following groups, events, and outreach:

Men's Wellness Group- once a week program partnering with the Youth Program staff to meet once a week and participate in various activities.

Boys Group- once a week meetings with boys grades 4-7, partnering with the Youth Program staff to support healthy programs for boys.

Dad's group- once a week meetings with fathers and male caregivers, partnering with the Youth Program to provide a place for men to have dinner with their children.

Women's wellness group- once a week programing with women meeting and using movement and mindfulness to promote wellness.

Counselling staff see, on average, 20 clients per week and have, on average a case load of 35 clients. Counselling staff also work collaboratively with other staff and entities on a consultation basis.

Fitness Centre

Overview – Fitness instruction and education is offered in the fitness center which hosts and array of exercise equipment for cardio and weight training. Staff consists of two FTE as well as on call workers.

Staffing – Gary Campbell FTE, and Shawn Gladstone FTE, Dexter Johnson PTE

The fitness centre has, with board approval, moved to a no-fee model, and in doing so seen an increase in attendance and use. This has prompted a change in the hours, and the centre is now open during the lunch hour as well. This makes mid-day work outs possible for working people. The Fitness Centre is open on weekends seasonally, as attendance drops off during the summer months.

Youth Program

Overview: This program employs one youth coordinator and two full-time youth workers. Additional youth workers are occasionally retained through honorariums based on program needs and special events.

Staffing :

Current Employees: Cindy Neilson (Youth Coordinator), Lori Wilson (Senior Youth Leader) Howie Duncan (Youth Leader) Brianna Wilson (Youth Leader)

Programming:

The Leadership Resiliency Program began its third year October 2018. 12 additional youth were chosen by the LRP selection committee and participated in weekly meeting where topics such as anger management, goal setting, and mindfulness were discussed, bringing the total participants to 25 currently.

April – June 2018 Spring Programming was successful, with programming afterschool and evenings for youth. Traditional food collection and preparations were done during this time, seaweed was harvested and dried at the youth centre with all ages. The youth program participated in Ocean's Day, Sports Day, attended the awards and graduation ceremonies at the school

July – August 2018: During the summer our team expanded with 2 full-time summer students. This allowed us to have longer youth center hours. Our summer programs revolved around boat trips and beach days, with fishing and swimming being the most popular activities for all the youth. These programs were open to all youth from 7 years old and up. We attended a Potlatch in Rivers Inlet

September - December 2018

Our School Year programming started up the first week of September, with our traditional programs being augmented with some new ones.

At the height of programming there were 22 different programmed events each week. These included:

- Drop In Youth Ball
- Teen Sports
- Drop in Sports After School(grades 2-7), Monday, Tuesday, Wednesday, Thursday
- Mini Girl Power

- Girl Power
- Heiltsuk Gnm
- Boys Lunch
- Boys Dinner Group
- Taste Buddies
- Baking for grades 5-7
- Dinner and a Movie
- Youth Cooking
- Games Night
- Teen Drop in
- Nights Alive
- Stand Up Paddle Boards
- Drum making
- Gardening

With the expansion in the number of staff, made possible by the funding from the LRP we are able to run two programs simultaneously, so most nights the youth centre is open for those youth who are not interested in playing sports in the hall. This means that on average we run 3 evening programs, 2 after school programs and one lunch program per day.

Our special events for this period were varied and numerous.

We partnered with the school for Salmon Festival and had jarring and BBQing at the youth Centre. We partnered with Kaxla, Sasum House, and HTC to host a Halloween Party and Carnival for the entire community, with games and activities. The Youth Program hosted the seventh annual Christmas Dinner for the youth and had our traditional Christmas Parties for the grades 2-4 and a very special Dinner and a Movie for the grade 5-7s. The LRP group served at the elders dinner, worked with youth at the Halloween Party and Christmas Party and helped to give the gifts that Social Development provided at the Halloween party.

January - April 2019

As well as our regular programs we were fortunate enough to go to Gathering Our Voices when we took 6 youth to Port Alberni to attend the largest indigenous youth conference in western Canada. This event is very successful and tickets for it sold out in 13 minutes.

Later in the season we were honored to be invited to attend the Haida-Heiltsuk women's Dialoged, where we traveled to Haida Gwaii and spent a week attending the conference. The young women danced and sang as well as the girls presented the youth of Haida Gwaii with two drums.







Healthy Families Program Report

Sasum House/Aboriginal Head Start Pre-school & After School Programs

Annual Report April 1st, 2018 to March 31st, 2019

Well, we've now been up and running for 10 glorious years, our programs have been going full swing, since we opened our doors. I look back at our pictures from 2009 and remember the sasum that started off at our pre school, these sasum are now in grade 9, and when I see them all grown up, a sense of pride comes over me, staff and I participated in giving them that early start to their education, such an awesome feeling. Since then, we've had full capacity every year, up until September 2018, there was a decline in birth rates for a few years. It was quite something going from 18 pre school sasum to 15, then this year down to 10 sasum, in our pre school morning program.



As for our After School Program we still have a full capacity of 20 sasum attending everyday. Unfortunately, we are filled now until September 2020, and have a few parents still asking if we have any openings. Over the 9 years we've been running, we've only had 5 children that have pulled out of our After school program, due to the fact that their families have moved to the city.

At this time, we do not have any space for new members in our After school program, and are filled now until June 30th, 2020. We offer these children activities, like science projects, crafts that they bring home, they icing cupcakes, decorate sugar cookies, they have park days during good weather and in the winter months we take them to the community hall, three days a week to burn off their energy, and these children have lots of energy. They love it when holiday's come up, like Halloween, Christmas, Valentines Day, Easter, etc. as they love making holiday crafts and gifts for their parents. We give them TV time three times a month during the winter we get a hold of a new movie and have popcorn and a movie. The rest of the time they are busy socializing with one another and staff, having a grand time.

Since we've opened our doors, back in 2009, we've had the grand total of 320 sasum that have been through our morning and After school programs. It has been, and is a pleasure working with these young sasum and staff on a daily basis. We are like a little family, our sasum call our elders, gg's and staff are called aunty and/or uncle. Around



5 months down the road when our sasum graduate out of our After School program, they have let us know that they wished they were still in our programs. It's always sad to see them leave, but "bitter sweet," because we know they are furthering their education and have such a future to look forward too.

I'm very proud of our two elders, that teach in our Language Nest Program, Gloria Jackson and Aundrae White, these ladies are loved by our sasum and our staff. Our sasum look forward to Heiltsuk learning on a daily basis, they have it so down to routine that they know when it's time to get ready to go into the circle room. I know for a fact that a number of these sasum parent's have either started the 1st year teaching of the language class and/or are planning to sign up for the next course Haítzaqv course that our local

Language teacher, Fran Brown sets up. Our parent's are so proud their children are learning to speak our language and let us know constantly.

We provide our children with very healthy snacks, once in the morning and then they have a hot cooked lunch before they depart their program at 2:p.m. Our After school children also have a healthy snack when they arrive after school.

Our hours of operation consist of the following times, morning program goes from 8:a.m. to 2:p.m., except Wednesday's, they depart at 1:30 p.m.

Our After school children get picked up by our drivers at 3:p.m. and they have four trips of children that attend everyday after school. They attend from 3:p.m. to 4:30 p.m. 4 days a week and early pick-ups on Wednesday's, 2:30 to 4:30 p.m.. I am very proud of my staff, for the amount of work that they do, none of us go anywhere for our coffee breaks, we prefer to stay on site. We are very fortunate to have our programs way up in our quiet area, it's great being out of the way, just glad we don't have to deal with the congested areas down town.

We have a staff of (7) seven of us working at the Sasum House, our two Elders that work four (4) days a week, 4 hours a day, teaching our sasum, Haítzaqv Language. We have our Jennifer Reandy, with her 1st, year certificate as an ECE Educator Assistant, and going into her second year. Way to go Jennifer! Jennifer has been working for us for 6 plus years now, and Allie Speck has been working for 5 years. Allie Speck who is

preparing to get her courses done to become a certified ECE Educator Assistant as well. We hired, William Humchitt before summer and he moved from the Youth Centre to our pre school will soon be starting his coursed on line as well. We just recently hired Jared Reid, he will be done with his probationary period by mid November, 2019. It's great having two (2) males working alongside us at the Sasum House, they are a great asset to the program. I too, have a few courses that need to be re-certified and all of us will have one hour at work where we can do some of these courses. We have Philip Blaney, who is hired on as our part-time Sasum House janitor and has been working with us now for 3 years.

We should be licensed by the end of November 2019 and this is the day we are so looking forward to. The Licensing officer was just here and was very pleased with how our programs are run and has been extremely helpful with the many provincial policies that we've already been following and introducing the ones that need to be followed through with.

All in all, we are looking forward to another exciting year, working for our awesome Board members and Health Director. Good luck to everyone in year 2019 and please, if anyone wants to come and check out our programs, we do have an open door policy, call us ahead of time if you want, # 250-957-4300. We always look forward to visitors popping by.

Our daily program routine for September to June for our 8:a.m. to 2:p.m 3 and 4 yr. olds.

- 7:45 a.m. Meet n Greet parent and sasum
- 8: a.m. to 9: 30 a.m. Free play – also includes, scissor cutting skills, trace and color shapes, pencil practice sheets that teach our sasum from left to right etc.
- 9:30 to 10: a.m. Native Language / Circle time
- 10: a.m. to 10:30 a.m. Wash up for Snack time – “NO JUICE allowed in our program.”
- 10:30 to 11: a.m. In-door or out-door playing depending on our weather





- 11:a.m. to 11:30 a.m. Weekly themed project – educational, each staff prepares a weekly theme throughout the 10 months
- 11:30 to 11:50 a.m. Storytime, related to the theme and singing songs or playing group games.
- 11: 50 a.m. Clean up time and wash up before lunchtime.
- 12:45 p.m. – Play in centres or outdoor play.
- 1:p.m. Staff take turns with Circle Time
- 1:30 p.m. to 1:45 , Coloring, puzzle, painting and/or storytime.
- 1:45 p.m. Children get ready to be dropped off at home.
- 2:p.m. Parents pickup sasum, end of day for morning sasum.

After school Program:

- 3:15 All sasum are picked up from school, we usually have three loads of sasum when school is out.
- 3:25 Sasum wash up before snack
- 3:45 science projects, crafts, field trips, play indoor or outdoor games, baking etc.
- 4:15 First load of sasum getting dropped off at home
- 4:30 p.m. Parents with vehicles pick up sasum.

We ask parents NOT to send sasum to the program with any snacks at all, as we provide this to all our sasum. We spend \$2,000.00 a month on food alone, but make sure that we serve healthy meals.

I am very proud to say that our Sasum House staff observe on a daily basis, we monitor the progress of each child's development over time. The categories that we observe include, cognitive, social, physical, emotional and language skills. We also monitor each child's strengths and weaknesses and give the extra help in any areas that needs improvements.

Collaboration has been, "such a blessing," thanks to our partners from;

- Heiltsuk Kaxla Society (HKS)
- Maternal Child & Health (MCH) Nurse and Outreach workers
- K-4 teacher
- QAQUAILAS Early Care and Learning Daycare

- Children's Occupational Therapist comes into town a few times a year and works well with our sasum and staff
- Speech and Language Pathologist, Out of town professional comes in 4 times a year.
- Dentist - MCH work together in this area

I love how well we all work together for the future of our children.

Hopefully this gives a pretty good insight of how our programs run, I could go on and on, but would like to end by saying, "Thank you for sharing your sasum with us at our Sasumhouse programs, as it's been a pleasure working with them.

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We need to get our Beth Humchitt back up and on track again, we do miss her and her lovely voice.

Yvonne Lawson – (AHSOR) Aboriginal Head Start On Reserve supervisor.

Healthy Family Program Annual Report
April 1, 2018 – March 31, 2019

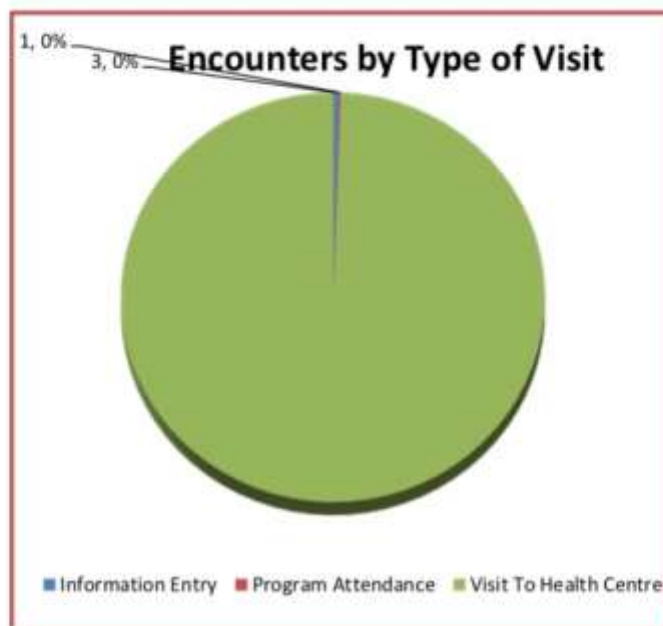
Communicable Disease Program (CDC)

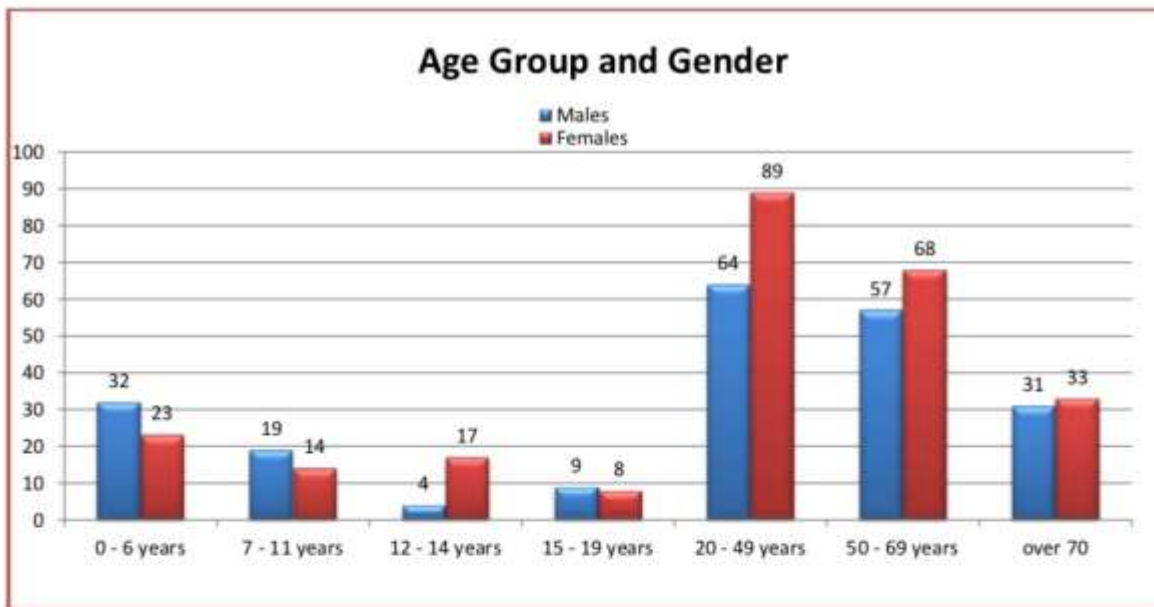
Total encounters: 779 (up from 691)

Immunizations

Mitch Savage

- The December power failure highlighted the need for improved vaccine storage equipment resulting in the purchase of new storage unit which can maintain temperature for at least 7 days without power.
- HIV point of care testing continues to be available from Health Center.
- Hgb A1C point of care testing utilized during clinics and on an individual basis.
- TB skin testing continues from the Health Center and community locations as permitted.
- Very successful immunization program. Well attended in community and school.
- Good flu shot participation at the Health Center, school and in homes and offices 446 (2.5% increase from previous year).
- Data sharing and upgrades to local Mustimuhw Data Base and Provincial Panorama Data Base continues. All new contacts continue to be entered into both so outside communities that are linked to Panorama can access Immunization records.
- Secure fireproof and up to date file storage for all team participants.
- HPV-9 now available to males and females in Grade 6 and up.





Handwashing information and assessment at elementary school level

- Good participation and discussion on pre and post handwashing strategies including the use of soap with hot water versus cold water and different types of soap.
- New "sneeze simulator" a great success with the participants.

Maternal Child Health Programs

Charmaine Lingard MCH Nurse in charge.

Georgia Larsen Hnis'u

Tamara Powell Hnis'u

Tanya Bolton Nutrition Coordinator

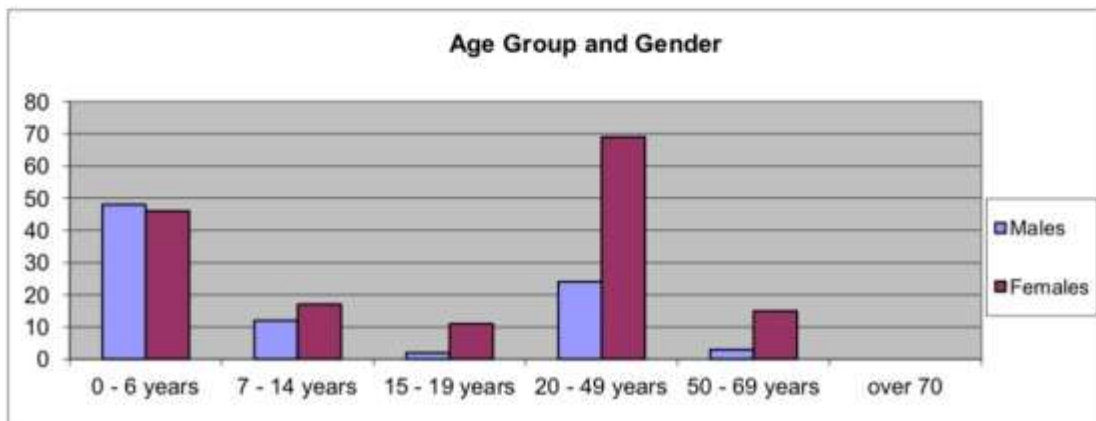
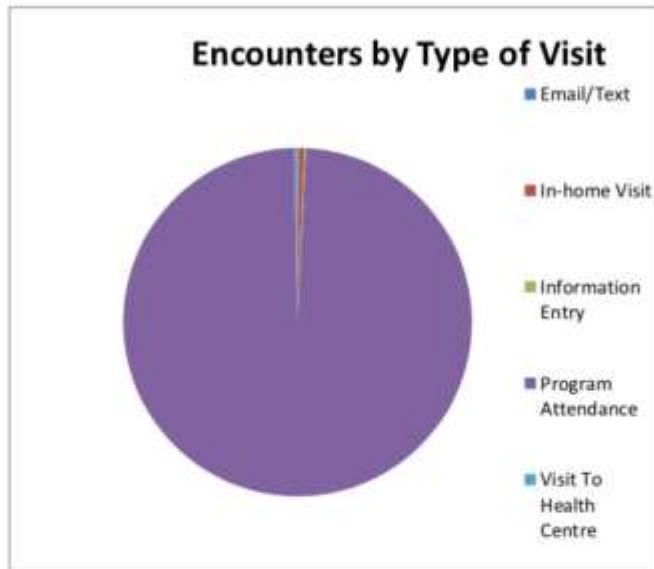
Charmaine Lingard returned in December 2017 and has engaged in 764 encounters with 170 community members. This does not include text messages. Regular home visits for 9 community members.

Attendance with prenatal was approximately 80% with attendance for 2 years and under really high but we started losing them after 2 years old.

Healthy Family Program (HFP)

Georgia Larsen, Tamara Powell, Tanya Bolton, Charmaine Lingard, Mitch Savage

HFP programs running consistently and well attended with the total client encounters reaching 7811.



Infant First Aid



Mother's Day and Father's Day events

Both events were popular and well attended by community members.





Crash and Bump/Parent s and Tots

Successful, well attended, Parent & Tots will continue throughout the summer.

Crash N Bump

For Ages 7 & under Has the biggest bouncy castle!

Can have up to 120 kids!

All Toys are out!



Runs from 10am-12pm & 1-3pm.

Parents & Tots

For Ages 4 & Under



No BIG bouncy castle

Can have up to 60 kids

Runs from 10am-12pm & 1pm-3pm

Healthy Breakfast

Continues to be a popular event with caregivers and their children with participation in projects and events optional.



Cooking Classes

Several group and one individual cooking classes held throughout the year. Positive feedback from the attendees.

Family drop in

Collaboration between Kaxla, daycare, and HHHC continues.



Visiting Professional Services

Collaboration between Vancouver Coastal Health (VCH) R. W. Large Memorial Hospital, Heiltsuk Kaxla Society, and Hailika'as Heiltsuk Health Center Society (HHHCS), to host a variety of visiting

professionals and services that enhance the health of Bella Bella community and decrease the amount of out of town appointments.

Services include:

Dentist

David Li

Occupational Therapy for adults and youth

Carmen Gendron/ Cris Rowan: 503 client encounters

Jennifer DeVries 296 client encounters

Speech and Language Pathologist

Patricia Smith and Christine White (Kaxla)

Behavioural Intervention

Elizabeth Sparling

Pediatrician

Dr. Alisa Lipson

Fitness Guidance coordinator

Julie Anderson

Physiotherapist

Rik Rafuse

Acupuncturist

Andrew Kerr

Chiropractor

Jeremy Buhay

Massage Therapist

Karmyn Humchitt & Leah Moody

Pharmacist

Larry Leung for community medication review and education.

Ophthalmologist/Optomtrist

Heiltsuk Dental Department 2018/19 Yearend Report

With Dr. David Li & Rhoda Bolton

Dental service schedule for the year.

April 3rd to 13th 2018 Dr. David Li (8 days)

May 7th to 11th Dr. Danny Seto (5 days)

June 11th to 15th GP Resident Dr. S. Sandlas *worked with Dr. Li, doing Oral Surgery. (5 days)*

June 11th to 30th Dr. David Li (17 days)

July 3rd to 20th Dr. David Li (15 days)

July 3rd to 13th UBC 3rd year dental student working under Dr Li (9 days)

August 13th to 24th Dr. David Li (10 days)

September 17th to 28th Dr. David Li (10 days)

October 29th to November 2nd Dr. Dany Seto (5 days)

November 13th to 28th Dr David Li (12 days)

January 22nd to 29th 2019 Dr. David Li (7 days)

February 19th to 28th Dr. David Li (8 days)

March 1st to 6th Dr. David Li. (4 days)

Other work provided throughout the year is; re-assuring clients of treatment plans, answering the phone, booking appointments, ordering supplies, paying bills, sending referrals to specialists, making sure the equipment is serviced, all equipment used on a daily basis is Sterilized and put away, deal with insurance claims, talk about our day on what to expect and have fun.

Rhoda & David

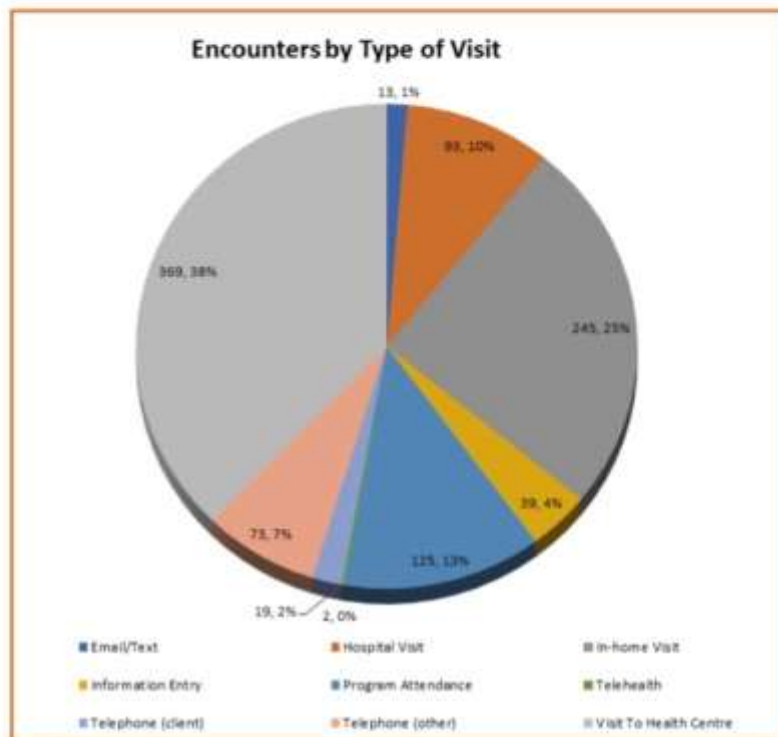
Chronic Conditions Nursing Annual Report, April 1, 2018 – March 31, 2019

Glenda Phillips/Cassandra Wilson

978 client encounters, Total members 192

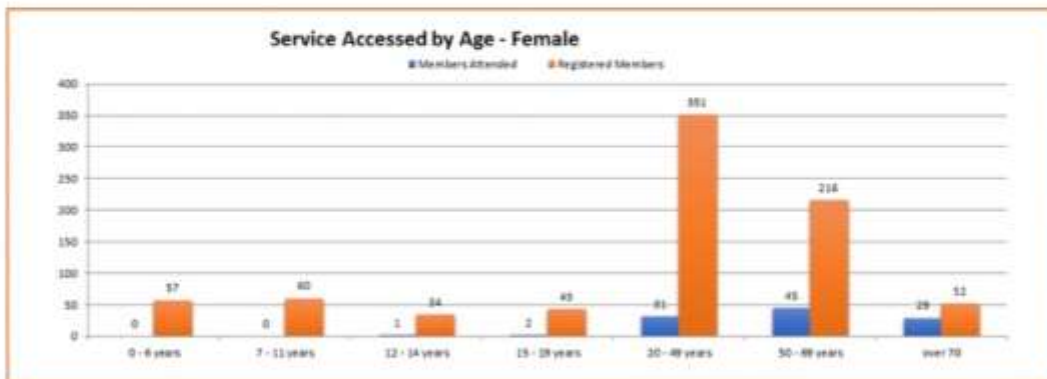
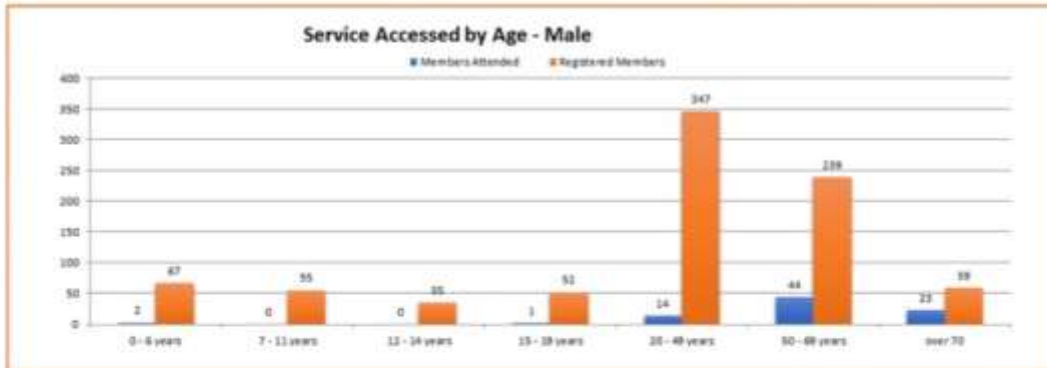
Program Development

- 1) Continued Point of Care testing with the addition of an A1C machine in the Clinic
- 2) Seabird Island Mobile Diabetes Team
- 3) UBC School of Pharmacy Medication Review
- 4) Cooking Classes – Food Skills for Families
- 5) 100 Mile Walking Program
- 6) Zumba dance and exercise program
- 7) Healthy Lunches
- 8) Nutrition Support
- 9) Gardening Program and walking tours
- 10) One on One Client and group support in clinic or by home visit
- 11) Complex foot and wound care
- 12) Attended National Wound Care Conference
- 13) Nursing Support Services for individual or group visits
- 14) Chronic Conditions Workshop six week series
- 15) Diabetes Workshops 2 and 3 day
- 16) Support with visiting Endocrinologist visit Dr. Bondy



Chronic Conditions Nursing Annual Report, April 1, 2018 – March 31, 2019

Glenda Phillips/Cassandra Wilson



The [FNHA "Food is Medicine" 31-day Healthy Eating Challenge](#) wraps up this week and Dr. Evan Adams, FNHA's Chief Medical Officer and Dr. Shannon MacDonald, FNHA's Deputy Chief Medical Officer would like to showcase the good work that has been done (and continues) in communities around healthy eating and wellness initiatives. In this post, we share Heiltsuk First Nation's story.

Heiltsuk Nation is in Bella Bella on Campbell Island, located on the Central Coast, between Port Hardy and Prince Rupert. This remote location is accessible only by plane or boat, with limited flights in the winter months. Freight loaded with goods such as fresh produce are shipped in just once a week, which can raise challenges in terms of food security and [healthy eating](#). Known for its great hospitality and for being welcoming, this community of approximately 1,300 has decided to face these challenges head on by developing an impressive roster of healthy eating and wellness initiatives.

Meal sharing gatherings create educational and social opportunities

Once a month, the Elders' building in Heiltsuk Nation is bustling with activity and the invigorating smell of roasting vegetables fills the air. Healthy Lunch Day, a gathering open to the whole community, is the reason for the flurry of activity.

Cassandra Wilson, Diabetes Prevention Worker for Hailika'as Heiltsuk Health Centre Society, championed Healthy Lunch day, a potluck style gathering that began six months ago. She recounts how quickly it has flourished.

"When we started this back in August there were maybe six or seven of us in a small room. By December, the Elders' building was filling up. I am happy to say that this pattern of growth continues," says Cassandra.

During these lunches, community members – from toddlers to Elders – feast on foods such as cauliflower mac and cheese, lettuce wraps, stuffed peppers and stir-fry, to name just a few! This gathering creates a social setting to start conversations around food, share recipes and knowledge.

Covering the basics and building confidence around healthy food choices

Curiosity, and an interest in building confidence around food and cooking, drives folks to these types of gathering. Cassandra can often be found leading groups and school classes through the community grocery store. Groups learn how to read labels, what to buy in the absence of fresh whole foods and what to buy based on their individual needs.

"It's great to watch people become more confident. They take pride in cooking and sharing healthy food, and want to lead others to do that same," says Cassandra. "We do a fun shop together and



folks can use these goods and tips to prepare meals to share on Healthy Lunch day and at other community or family gatherings," she continues. "It's all connected."

Garden Tours

In the summer months, garden tours are offered. The groups gather vegetables from local gardens, such as fresh greens, tomatoes and herbs. The tours – part of a walking group wellness initiative – encourage and teaches people to grow their own food. The tours are available to all community members and can be requested through the health centre.



Diabetes Wellness Workshop – a holistic approach

One of the more comprehensive initiatives offered by Heiltsuk Nation is the Diabetes Wellness Workshop.

Cassandra joins two other facilitators from the Hailika'as Health Centre Society – Glenda Phillips, Chronic Conditions Nurse and Frances Weick, Dietician – as they lead attendees in 'cooking their way through' the two-day workshop. Cassandra takes the group through healthy meal preparation step

by step while Glenda and Frances provide important diabetes prevention and management information. Frances steers the group away from the usual 'diabetic meal planning' and uses a more Paleo approach, reflected in Cassandra's wonderful meal ideas.



"People are always amazed that they leave the table satisfied, not having had any rice or bread," says Frances.

In addition to cooking and diabetes management discussions, Frances introduces [Emotional Freedom Technique](#) (EFT), also known as 'tapping,' to help address individual and group' emotional barriers to better self-care. EFT uses finger tip tapping to apply pressure to meridian points – areas on the body that energy flows through to reduce stress or negative emotions.

"The [diabetes] framework was developed using Hailika'as Heiltsuk Health Centre's Diabetes Assessment resource, which focuses on the full health

journey," explains Glenda. "The workshop uses a holistic approach and doesn't just focus on a diagnosis."

The workshop is hosted in the health centre lunchroom. Small groups of six to eight allow for a 'kitchen table conversation' facilitation style. Glenda noted the groups are highly interactive and engaged.

"We pride ourselves on creating a culturally and emotionally safe environment for our attendees," says Glenda. "Everyone really gets to know each other. Following a flexible course outline, we give necessary information as points come up in a comfortable and free flowing conversation around the table."

Doctors and pharmacists have also been known to drop in and give presentations regarding medications and answer any questions or concerns the group has.



Community appreciation

Heiltsuk Nation's diabetes program is very well received and respected in the community. Glenda acknowledges Maxwell Johnson Sr., a Heiltsuk artist who designed a logo for the program. He called it "Taking Diabetes to Heart".



Cassandra, Glenda and Frances convey pride in the community's ability to come together and think outside of the box for new ways to inspire and motivate each other towards wellness.

"We also believe everyone is a wellness champion and we are proud to be a part of a group working towards health and wellness. We are excited to see what comes next."



**Home
&
Community
Care
Program
Report**

Home & Community Care Program (HCC) Annual Report - April 1st, 2019 to March 31st, 2020

The Home and Community Care Program provides a wide range of support through direct clinical care, advocacy services, socialization and other services to support the well-being of our community.

Home & Community Care staff:

Nina Brown, Elders Nurse	Roberta Reid, HCC Manager
Brenda Campbell, LPN	Clyde Hopkins, Cook
Gloria Windsor, PCA	Fred White, Maintenance/ Equipment
Shelley Johnson, PCA	Dennis Humchitt, Elders Van Driver
Denise Wilson, PCA	Sophia Brown, Janitor
Charles Brown, PCA	Carrie Easterbrook, Elders Advocate

Visiting Professionals: Rik Rafuse, Physiotherapist, Cris Rowan, Occupational Therapist, Larry Leung, UBC Clinical Pharmacist – Medication Reconciliation, Frances Weick, Registered Dietitian, Andrew Kerr, Acupuncturist

HCC Programs offered: Home Care Assessments, Home Visits, Home support Services & Personal Care.

HCC Meal Programs: Breakfast Club Monday to Friday, Tuesday Luncheon, Friday Drop in @1pm, Meals on wheels Monday to Friday.

Other HCC programs: Bathing Program, Foot Care Program, Hand Wax therapy, Ladies group (Wednesdays), Equipment loan and repair program, Elders Van & the garden Project, Elders Advocacy offers a variety of services – wills, letter writing, applications/forms completion, family mediation, advance care planning, general client advocacy as requested, & the annual elders trip (fundraising & complete travel logistics coordination)

We have an open-door policy, which we feel has serviced not only our Elders, but the community at large; we will continue with this along with our regular programs and services in the upcoming year. Should you want more information on what we are able to offer please feel free to contact a member of our team who will readily answer any of your questions.

The Home and Community Care Team would like to wish all Clients who have utilized our programs and services continued wellness and we look forward to working with all new clients in the years to come.

Respectfully submitted,
Roberta Reid, Home and community Care Program Manager



Patient Transportation Program Report

Patient Transportation Program Report 2018-2019

The Medical Transportation Program provides supplementary benefits intended to ensure that eligible clients have access to medically-required services not available within the community; it is not intended to cover all costs that may be associated with a client's medical condition and travel requirements.

Meal rates:

For trips that are up to (7) nights duration:

- \$48 per night's stay (increased from \$40 per night's stay)
- \$25 per night's stay for children under 9

For trips that are seven (7) nights or more night in duration, a weekly rate will apply

- A maximum weekly rate of \$163 per week, *inclusive of client & escort*

Please note, if we are made aware your stay is more than 7 nights, we automatically apply the rate of \$163.00 per/week, and anything beyond 7 nights = $\$163.00 / 7 = \23.28^

Confirmation slip(s) – mandatory requirement

How to contact the Patient Transportation Program after hours -_call 250-957-2308 at the prompt press 207 leave a detailed message (Name, valid return number to call back, nature of your call) the on-call worker will call you back. We remind you not to come to our homes, call or go to family member's homes, or try contact us on our personal social media. This has always been the practice and please be mindful of our personal boundaries. The voicemail is checked periodically at 09:00am, 12:00pm, 03:00pm and 06:00pm.

Confidentiality Policy - as per First Nations Health Authority and Procedure as well as Hailika'as Heiltsuk Health Centre's Code of Ethics, no employee shall, at any time, disclose personal information regarding a client's personal medical issues or travel with anyone other than said client. This policy has a zero tolerance for violations against disclosing personal information regarding any client to anyone who isn't the client themselves; this includes, but is not limited to: client's personal information, medical travel dates, reason for medical travel, accommodations, and monies allocated for taxi and meals.

It has been an extremely busy year in the Heiltsuk Health Patient Transportation Program. Stats will be reviewed in the Mustimuhw presentation by Bo Reid. We meet regularly with FNHA to ensure reporting compliance. We are strengthening our working relationship with the Bella Bella Medical Clinic to ensure all out of town travel goes as smoothly as possible. There are many challenges – peak seasons throughout the year – when hotels sell out quickly. We do our best as possible. Sometimes it's beyond our control. We thank you for your patience and understanding. Respectfully submitted,

Barbara Larsen, Patient Transportation Manager

Benita Dixon, Patient Transportation Clerk