

**HAILIKA'AS
HEILTSUK
HEALTH CENTRE
SOCIETY**

**ANNUAL REPORT
2022-2023**



Mission Statement

Hailika’as Heiltsuk Health Centre Society (HHHCS) provides programs and services to improve the health and wellness needs of our communities. HHHCS promotes healthy communities that embrace continual growth, healing and wellness through services that are rooted in Heiltsuk values.

Vision Statement

Hailika’as Heiltsuk Health Centre Society provides services that respect equality, diversity and culturally safe environments that improve health and wellness outcomes.

Values

Equality

Μάναξσάμηης

(we are all the same)

mah-nah-hs-gum-ints

Respect

Ήαίκίλμηίης (we take

care of one another)

ay-key-lum-dints

ǵvί!ás- “law”

Haítzaqv ǵvί!ás (Heiltsuk Law)

Hay-th-jack gwee-laas

Supporting our people

Γνύάληίης (we help each other)

goo-ah-tlum-dints

Collaboration

Ήάπαǵuάληης (we work together)

ba-ba-gwah-lints



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



Administration & Finance	Patient Transportation Program	Home & Community Care Program	Wellness Modalities	Healthy Families Program
<p>Administration:</p> <ul style="list-style-type: none"> Office Manager/Accreditation Coordinator – 1 FTE (TEAM LEADER) Office Assistant/ Visiting Professional Liaison – 1 FTE Receptionist – 1 FTE IT/ Systems Administrator – 1 FTE Maintenance Worker – 1 FTE Janitor – 0.8 FTE Unit Cleaner – Part-Time Clinic Assistant-Specialist Clinic – 1 FTE (based at the Bella Bella Medical Clinic) <p>Finance:</p> <ul style="list-style-type: none"> Finance Manager (TEAM LEADER) – 1 FTE Finance Assistant – 1 FTE Finance Clerk – 1 FTE <p>Human Resources:</p> <ul style="list-style-type: none"> Human Resources Manager Contract 	<ul style="list-style-type: none"> Program Manager (TEAM LEADER) – 1 FTE Patient Travel Clerk – 1 FTE 	<ul style="list-style-type: none"> Program Manager (TEAM LEADER) – 1 FTE Home & Community Care Nurse – 1 FTE (maternity leave) Personal Care Attendants – 2 FTE Licensed Practical Nurse – 0.5 FTE Elders Advocate – 1 FTE Cook – 1 FTE Elders Van Driver – 1 FTE Maintenance Worker/ Equipment Manager – 1 FTE Janitor – 0.4 FTE 	<p>Community Wellness Program</p> <ul style="list-style-type: none"> Art Therapist/ Counsellor (TEAM LEADER) – 1 FTE Counsellor – 1 FTE Art Therapist – 1 FTE <p>Connecting Communities through Traditional Values (CCTV)</p> <ul style="list-style-type: none"> Program Coordinator – 1 FTE <p>Youth Services Program</p> <ul style="list-style-type: none"> Child/ Youth Program Coordinator – 1 FTE Youth Leaders – 1 FTE Youth Workers – 2 FTE Youth Centre Janitor – 0.40 FTE 	<p>Communicable Disease Control (CDC) Nursing Program:</p> <ul style="list-style-type: none"> CDC Community Health Nurse (TEAM LEADER) – 1 FTE <p>Chronic Disease:</p> <ul style="list-style-type: none"> Registered Nurse – 1 FTE Licensed Practical Nurse – 1 FTE <p>Fitness Program:</p> <ul style="list-style-type: none"> Fitness Centre Supervisor – 1 FTE Fitness Centre Worker – 1 FTE <p>Maternal Child Health:</p> <ul style="list-style-type: none"> Registered Nurse – 1 FTE Licensed Practical Nurse – 1 FTE Maternal Child Health Hnisi'u – 2 FTE Nutrition Coordinator – 1 FTE <p>Dental:</p> <ul style="list-style-type: none"> Dental Program Manager (TEAM LEADER) – 1 FTE Dental Assistant – 1 FTE Dentist – 1 FTE <p>Head Start / Sasum House:</p> <ul style="list-style-type: none"> Head Start Program Coordinator (TEAM LEADER) – 1 FTE Early Childhood Education (ECE) Assistants – 3 FTE Sasum House Janitor – 0.4 FTE Native Language Elder – 0.5 FTE



Hailika'as Heiltsuk Health Centre Society Staffing 2022-23

Name	Position Title
Allie Speck	ECE Assistant – Sasum House
Andreanne Moody	Unit Cleaner
Anne Sinclair	Clinical Counsellor
Aundrae White	Heiltsuk Language Elder @ Sasum House (part-time)
Barbara Larsen	Patient Transportation Program Manager (TL)
Barbara Thompson	Sasum House Casual
Benita Dixon	Fitness Centre Trainer
Carla Brown	Elders Advocate
Claudette Antoine	Youth Worker
Courtney Campbell	Home & Community Care Program Nurse
Dennis Humchitt	Elders Building Janitor
Dora Hopkins	Connecting Communities through Traditional Values Coordinator (part-time)
Fiona Blaney	Office Assistant/Visiting Professional Liaison
Gary Campbell	Fitness Centre Trainer
Irene Tite	Health Centre Janitor (part-time)
Jesse Leafloor	Telehealth Coordinator/Systems Administrator
Keith Marshall	Health Director
Kevin Bolton Sr.	Elders Van Driver
Kevin Wilson	Office Manager/Accreditation Coordinator (TL)
Lori Wilson	Child/Youth Program Coordinator
Louise Dixon	Finance Assistant
Mabel Carpenter	Finance Manager (TL)
Michelle Reid	Youth & Family Clinical Counsellor/Art Therapist (TL)
Mitch Savage	CDC Nurse (TL)
Norman Wilson	Equipment Manager/Maintenance Assistant
Page Humchitt	Finance Clerk
Paul McNaughton	Health Centre Maintenance Worker
Philip Blaney	Elders Building Cook
Reg Humchitt	Youth Worker
Renee White	Patient Travel Clerk
Rhoda Bolton	Dental Program Manager (TL)
Roberta Reid	Home & Community Care Program Manager (TL)
Shawn Gladstone	Fitness Centre Trainer
Shelley Johnson	Personal Care Aide
Tamara Powell	Maternal Child Health Hnis'u
Tanya Bolton	Receptionist
Trevor Good	Counsellor
Vanessa Gladstone	MCH Licensed Practical Nurse (part-time)
Yvonne Lawson	Sasum House Team Leader (TL)
Ciara Lawson, Lacy Lawson, Lamonte Johnny, Maxine Windsor, Taylor Lawson	Summer Students

Annual Report-Board of Directors Message

Heiltsuk Health Society Board April 2021-March 2023

7 positions

- 4 elected
- 2 appointed (1 from HTC, & 1 from the Elders)
- 1 Elders' Lifetime Member

Community Member Seats – 4

elected positions –

Medric Reid (chairperson)

- **Carrie Gail Easterbrooks**
- **Ally Housty**
- **Clark Wilson**

Elders Representative – 1 appointed position

- **Earl Newman**

Heiltsuk Tribal Council Representatives – 2

appointed positions

- **Maria Martin**
- **William Gladstone**

On behalf of the Board of Directors of the Heiltsuk Health Centre Society, we respectfully submit this report outlining the events that framed our past two years. 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.

In December of 2021, we held our first Annual General Meeting since the pandemic. Following the meeting, nominations were held for 4 positions on the Board.

The results were as follows:

Medric Reid-2-year term

Carrie Gail Easterbrooks-2-year term

Ally Housty-2-Year Term

Clark Wilson-2-year term

Last year the COVID pandemic still has a lingering effect on the community, the health centre and its programs and the ability to deliver programs to the community. However, throughout the year, it has been reported that participation in many programs has increased significantly. The Health Centre staff will continue to promote and showcase their programs to encourage community members to attend their programs.

We Continue to support our health centre staff to provide work with our community partners to ensure the services we offer are culturally appropriate with the focus on Heiltsuk values and protocols. We support the staff in giving ongoing attention to our challenges related to substance abuse and the Opioid crises in our community are being addressed at various levels in within our programs.

Attention to community relationships is a responsibility and an important component of the Boards work. We, in our capacity of board members have contact with the community and are sensitive to the expectations and needs of community members that bring that bring issues to the board room. We, through the health centre programs are committed to the quality of life of our community members.

We now employ approximately 50 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. The staff have evolved to meet the challenges of new technologies and to meet the expectations of our community. The success of this organization is very dependent on the dedication 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.

We would like to send special thanks to the health director, acting directors, team leaders and all staff for all their hard work and dedication to serve the community.

Respectfully submitted,

Medric Reid Chair

Annual Report- Directors Message 2022-2023

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.

The Health Centre programs continue had another successful year delivering programs to the community. One of the main issues the organization focused were community wellness initiatives. The purpose of the Wellness Initiatives is intended to develop and strengthen community-level work and enhancements. The process for action is grounded in BC First Nations Perspective on mental wellness, harm reduction and Substance Use, which promotes wise practice on a number of programs and supports to slow and stop overdose.

In November of 2022, the Health Centre Society lost a valued member of our team. Jack "Benny" Larsen passed away suddenly while working in the community. Jack was a dedicated family man, a sportsman and an outstanding member of the health centre family. Jack always had a bright smile and a wonderful disposition and carried out his duties with a commitment for doing things well. He is certainly missed by the staff of this organization.

At our last Annual General Meeting, we had several changes in our Board of Directors. Alley Eluk was elected in the capacity of youth representative on the Health Board. Clark Wilson was elected as a member of the board for a two-year term.

The success of this organization is very dependent on the dedication 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.

We thanked them for their dedicated service to the organization and wished them well in their future endeavours.

Collaboration and Partnerships

Health Center staff continue to play an active role with the Interagency Team with other entities in the community. The Interagency group consists of the following entities:

- **Heiltsuk Tribal Council**
- **Hailika'as Heiltsuk Health Centre Society,**
- **Heiltsuk Kaxla Child & Family Services,**
- **Heiltsuk Social Development Department,**
- **QQs Project Society**
- **Bella Bella Community School,**
- **R.W. Large Memorial Hospital, and the**
- **Royal Canadian Mounted Police**

We attend weekly meetings to plan with other organizations to support the delivery of programs that will benefit all community members. In addition, the Health Centre continues to provide financial support to the following programs and services. The organizations realize that with changes happening in health and social services, they recognize the need to work together to access funding and programs to assist them in meeting the needs of the community. The organizations must have the capacity and accountability to develop projects and apply for funding collectively. This will reflect on proposals and in program deliverables which is consistent with governments, health and social service authority requirements. In addition, the Health Centre continues to provide financial support to the following programs and services through financial contributions.

Interagency Admin. Assistant
Kaxla-Mental Health Case Manager
Restorative Justice
Grannie's Kitchen
Day Care
R.W. Large Hospital
QQs
Kunsoot
Bella Bella Community School Graduation Ceremonies
Annual Elders Trip
Annual Elders Dinner

New 10-year Comprehensive Funding Agreement

The renewal of the 10-year funding agreement with the First Nations Health Authority (FNHA), worth \$8.2 billion was announced recently.

The funding will support the FNHA in its ongoing vision to foster healthy, self-determining and vibrant British Columbia (BC) First Nations children, families and communities.

“This new 10-year funding agreement will allow the FNHA to continue the important work toward creating a culturally safe health care system for First Nations people in BC, Funds to address existing disparities and inequities will be discussed and aligned with our communities in partnership with federal, provincial and other health agencies. FNHA will continue to work together on health system innovations, and through the delivery of new or redesigned health and wellness programs that support the unique needs of First Nations people and their communities.

The FNHA signed its first 10-year agreement with Canada when it took over responsibility from Health Canada in 2013 for the delivery of health care to First Nations people in BC. This renewed 10-year agreement will allow the FNHA to not only continue its important work, but also develop new and innovative supports for mental health and wellness, measure and report the social determinants of health, and ensure increased access for First Nations to culturally safe care across the spectrum of health services in BC.

The funding is in addition to the 10-year, \$2 billion Indigenous Health Equity Fund [previously announced by Canada](#) in March to better support First Nations, Inuit, and Métis across the country in addressing gaps and systemic inequities in health care services.

10 Year Strategy

A 10-year strategy to create lasting change in health care has been developed. The strategy Honours the 7 Directives, especially Directives #1 **“Community-Driven, Nation-Based”** and #6 **“Be without prejudice to First Nations interests.”** The strategy moves the FNHA closer to our Shared Vision and outlasts the government of the day. It is Grounded in a Social Determinants of Health approach.

The Strategy contains both short-term and long-term goals.

Short Term

➤ Healing Approaches

- Improve trauma informed care at all levels including best-in class clinic equipment and emergency transportation.

➤ Cultural Infrastructure

- Rebuild the cultural infrastructure damaged through colonization to reclaim and uphold healing practices and traditions.

Long Term

➤ Nation Based Governance

- Systems-change to better respond to approaches and solutions that meet Nations' needs and priorities.

➤ Sustainable Funding

- Flexible and sustainable funding for federal and provincial investment in mental health planning and service delivery.

Regional Healing Modality / Healing Centre (Land-Based)

The Heiltsuk Health Center Society has been selected to develop a provincial network of healing houses, healing lodges, wellness models or healing centres (land-based) grounded in cultural strengths and resiliency. We were one of 2 healing sites in the region. The focus will support healing from trauma and reflect this in the healing program model.

The Land-Based Healing Fund supports First Nations-led, land-based healing initiatives to reclaim traditional wellness practices. The Land and Water based healing events will impact the community positively, as some of the programming included traditional components, such as hunting, fishing and harvesting, which strengthens connection to culture.

Women's Shelter

Construction of the new women's shelter will commence within the next few weeks. The final drawings have been completed, the tender has been awarded and a review of the concept plan has been completed as well.

The proposed shelter will provide housing and support services to its members of the surrounding communities of Bella Coola, Kitsoo, and Wuikinuxv, as well as Heiltsuk members. The services provided at the shelter will be culturally appropriate and facilitate healing. We will welcome residents from other communities and will encourage them to heal alongside our community and the residents at the safe house.

Our community is remote and isolated. This results in our community members being less likely to have social support networks outside of their local area compared to other residents of British Columbia.

The proposed safe house will provide a safe and secure place for women and children to stay, as well as provide programs necessary for spiritual and mental healing. The new facility and staff will aim to foster healthy and supportive environments for women and their families with 24/7 staffing while allowing the residents to safely connect with their families and community, should the resident choose.

Elders Facility

Plans are moving forward for the construction of the Elder's facility. The architectural drawings have been completed. Site selection is being assessed as processes are in place to access the remaining funds for the construction of the facility. A date for construction has not been scheduled, however it is anticipated late spring to early summer will be targeted for construction.

Summer Students

The Health Centre hired summer 6 students working this year. They were assigned to the maintenance program, the garden project, Sasum House, the administration program and the youth centre. The students were hired for a 6-week period that ended on August 25th, 2023. HHHCS is very pleased with the work ethic the children brought to their positions this year. We wish them all the best in their upcoming school year.

Board and Staff Appreciation

The success of this Health Centre is predicted on the commitment and leadership of our Board of Directors as well as the dedicated staff that are responsible for delivering the programs to the community. We are fortunate to have this qualified group of people giving working in our programs that support our community. Your contributions are greatly appreciated.

Hailika'as Heiltsuk Health Centre Society
Administration Team Report (April 1, 2022 to March 31, 2023)

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 First Nations Health Authority 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 FNHA contribution agreements is a mandatory requirement for HHC. Continued funding is dependent upon meeting these requirements, and special projects as required.

Finance Assistant: Louise Dixon

Finance Clerk: Page Humchitt

Finance Manager: Mabel Carpenter

Administration

IT/Systems Administrator: Jesse Leafloor

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.

Unit Cleaner: Andreeanne Moody

Janitor: Irene Tite

Maintenance Worker: Paul McNaughton

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.

We lost Jack Larsen our Maintenance Worker October 23, 2022. It was a huge loss. He was part of the HHC family for many years. He is missed terribly. RISP Jack!

Office Manager/Accreditation Coordinator: Kevin Wilson

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: Tanya Bolton

Office Assistant/Visiting Liaison: Fiona Blaney

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

Visiting Specialist Clinics/Telehealth Coordinator (at Bella Bella Medical Clinic): Sarah Norris

hígħakvłá (Quality & Safety) Annual Report Submission (April 1, 2022 – March 31, 2023)

hígħakvłá = 'to gradually become better'

Hailika'as Heiltsuk Health Centre Society (HHHCS) is committed to ensuring that we provide quality, safe healthcare services.

As an accredited organization with Accreditation Canada we have demonstrated that we meet the national standards for health centre operations. In order to stay 'accredited', we welcome independent surveyors to the Health Centre every 4 years to review our documents, to meet with our staff and clients to confirm that the standards are being maintained. This is called the on-site survey.

Our next Accreditation Canada on-site survey is scheduled for November 12th – 15th, 2023. The Health Centre will be assessed on the following 5 sets of standards:

1. Aboriginal Community Health and Wellness
2. Infection Prevention and Control for Community-Based Organizations
3. Leadership for Aboriginal Health Services
4. Medication Management for Community-Based Organizations
5. Service Excellence

All of our HHHCS staff are involved with preparing for the on-site survey under the leadership Kevin Wilson (Office Manager/ Accreditation Coordinator). We are fortunate that Fiona Blaney has stepped up to support this good work as a "hígħakvłá Helper".

The hígħakvłá team meets bi-weekly, the 3-in-1 Health & Safety Committee meets monthly, and the Health Professionals Committee meets quarterly to guide and support the ongoing quality & safety initiatives.

The following are highlights of some of the Accreditation-related activities that the Health Centre has been involved with over the past year:

- Reviewed the 5 sets of standards (listed above),
- Conducted self-assessments for the 5 sets of standards,
- Reviewed results of self-assessments at Team Leaders meetings,
- Created action plans for the 5 sets of standards,
- Consulted with the HHHCS staff and Board during the self-assessment and action plan creation,
- Completed the Worklife Pulse Tool and the Canadian Patient Safety Tool,
- Revised and updated policies & procedures, spreadsheets, and plans,

- Organized policies & procedures in the online drive and paper copies,
- Created and distributed Accreditation-related resources,
- Committee and program-specific quality and safety activities.

Heiltsuk Patient Transportation Department

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.

How to contact:

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 at 12:00pm. Anything beyond this time we advise you to keep receipts once proven valid we may be able to reimburse.

Methods of Travel:

- ❖ Pacific Coastal Airlines (to-from Campbell River & Vancouver) Nanaimo will be an option soon!
 - ❖ BC Ferries (We will not process same day travel) *Please provide a copy of your itinerary*
- * Please note: our office does not do BC Ferries bookings for you or your vehicle you get this in cheque form, and we do not do them earlier than expected. ***

Confirmation slip(s)

Confirmation slip(s) – mandatory requirement – this is what First Nation's Health Authority uses to determine our funding, we don't fill these out because we want to, it is a requirement. Also for auditing purposes.

We are in PEAK SEASON! 😞 many hotels will be 100% full, mid-May through mid-September. A break before Christmas and Winter Holidays, mid-November- January 1, including New Year's Eve. we want to take this opportunity to remind you we're doing our best to accommodate. We have also been facing challenges with our only airline. Please be mindful of what we can work with and our capacity to accommodate.

News update from First Nations Health Authority

Meal rates- Starting October 1, 2023

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

- \$68.00 per night's stay (***increased from \$64.00 per night's stay***)
- \$29.00 per night's stay for children under 5 (***increased from \$27.00 per night's stay***)

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

- A maximum weekly rate of \$283.00 from \$260.00 per week, ***inclusive of client & escort***

Please note if we are made aware your stay is more than 7 nights stay, we automatically apply the rate of \$283.00 per/week, and anything beyond 7 nights = \$283.00 / 7 = \$40.43 **The Medical Transportation Program provides supplementary benefits, it is not intended to cover all costs that may be associated with a client's medical condition and travel requirements.**

Medevac Policy

The Patient Transportation Program is a **referral-based** program intended to assist registered band members to access medically required services not available within our community. The policy, as outlined by First Nations Health Authority, does not cover medevac patients as they are travelling from **hospital-to-hospital** and in the care of medical professionals.

Therefore, the Patient Transportation Program is not intended to cover costs of an escort in medevac situations; furthermore, the costs associated with those **who choose** to travel with patients who are being medevac'd are not covered through the Patient Transportation Program. There is a process to have one person covered, a benefit exception must be sent with information from the hospital it can take up to two business days. Of course, if surgery is required, we send someone before discharge with writing from your surgeon in the lower mainland.

The exception to this policy is in the event of a minor (18 years or younger) requiring medevac services; In this situation, the Patient Transportation Program will cover accommodations, meals & taxi vouchers and return airfare for one (1) escort for the duration of the child's medically required stay.

For Adults (19 years and older) who are medevac'd out of the community, the following applies to you:

1. The Hospital or Bella Bella Medical Clinic will inform our office of your medevac
2. Upon your discharge from the hospital in the city, we require your doctor to fax your "Discharge" papers to our direct fax line: 250-957-2400; informing us of your discharge date, follow up appointments (If necessary), and their contact information; your doctor will also need to indicate that you are physically able to travel.
3. Upon receiving your discharge papers, the Patient Travel Clerk will make all the necessary arrangements (Usually one (1) overnight's stay) taxi vouchers from hospital to accommodations and accommodations to airport as well as return flight to Bella Bella.

During your stay in the city, please feel free to contact our office; weekends the voicemail will be checked at 12:00pm.

Our office does not have the capacity to do a last-minute referral. Please ensure the Bella Bella Medical Clinic receives your appointment notice, which includes, referral, date, time, address, as soon as possible. Please note we can not control the sold-out seats on Pacific Coastal Airlines or

the sold-out dates for the hotel(s). We work diligently to have everything in place before you go, please take the time to read your package and brochure.

Barbara Larsen, Patient Transportation Manager

250-957-2308 ext. 207 (*during work hours*)

barbaral@heiltsukhealth.com

Renee White, Full-time Patient Transportation Clerk

250-957-2308 ext. 206 (*during work hours*)

patienttravel@heiltsukhealth.com

Home and Community Care Program Report April 1,2022 – March 31,2023

Program Mandate: Services will promote independence and respect by providing a safe environment, which reflects the Heiltsuk culture, which is to maintain holistic health and well-being for all.

Elders Building Team:

Roberta Reid, Team Leader	Blake Carpenter, Homemaker
Carla Brown, Elders Advocate	Phil Blaney, Cook
Courtney Reid, Elders Nurse (maternity leave)	Rosie Ross, Elders Nurse (part-time contract)
Sonja Leafloor, LPN (part-time)	Dennis Humchitt, Janitor
Gloria Windsor, PCA	Norman Wilson, Maintenance/Equipment
Shelley Johnson, PCA	Kevin Bolton Sr., Elders Van Driver

Home and Community Care Services:

Bathing Program	Meals Programs (Monday to Friday): Meals on Wheels, Breakfast Program, Weekly Luncheon
Equipment Loan Cupboard	Others: Elders Garden Project, Elders Trip
Elders Advocacy	Annual Elders Christmas Dinner
Foot Care Services	
Wednesday Ladies Group	
Thursday Ladies Exercise Group	
Clinical Services, Home Visits, Home Assessments	
Home support, personal care, wound care, care planning	

Program overview: The Home and Community Care program continues to provide a wide range of support through direct clinical care, advocacy services, socialization, and other services to support the well-being of our Elders and community members. Our open-door policy has established a very consistent flow of clientele within our Home and community care programs, supports and services. The staff remains diligent to their work and committed to servicing our elders/community members in compliance with provincial health orders for the health and wellbeing of all community members. We have an open-door policy, which has serviced not only our Elders but the community at large, should you want more information on what we are able to offer please feel free to contact a member of the HCC team. It has been a joy to work with our elders once again. Post pandemic we've moved back to a full complement of services. We look forward to continued success in the home and community care program.

With respect,

From the Home and Community Care Team

Community Wellness Program Annual Report 2022-2023

The Community Wellness Program consists of Counselling program. This report contains a description of the past year (April 2022-March 2023) 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

Groups

- Substance use treatment referrals
- Some crisis intervention and cultural support coordination
- Community wellness programs
- Art therapy sessions for children
- Art therapy sessions for youth
- Art therapy sessions for adults

Full time Counselling staff see approximately 20 individual clients per week and more if they facilitate groups.

Staffing

Trevor Good, Counsellor

Sonia Plewa, Clinical Counsellor (left her position in August 2022).

Michelle Reid, Art Therapist (part time)

Amelie Blanchard (provided a 6 month contract for online art therapy services two days per week).

Amelie Blanchard provided some virtual art therapy two days a week for 6 months.

Professional Development Training:

Michelle attended the Y Mind Teen Mind Medicine Online Training in Feb 2022.

In May 2023, Trevor attended an in-person Recovery Conference.

Darien Thira provided in-person team training and clinical supervision via zoom for the counselling team.

Art Therapy Workshops, Art Camp, and Open Studio:

Monica Carpendale, Art Therapist, co facilitated and offered a women's, children's, and youth group with Michelle Reid.

Cultural and Crisis Supports:

Cultural support workers through The Tsow-Tun Le Lum Society and The Indian Residential School Survivor Society were arranged and brought into the community to provide mental health and wellness cultural crisis supports to individuals, families, and the community at large.

Coordinating the First Nations Health Authority Mental Health Benefit Providers, Dan Kim and Madeleine De Little to fly into Bella Bella for in-person visits to offer our community additional counselling support services.

ASISIT and SafeTalk Suicide Intervention Training
Interagency training for frontline providers in Applied Suicide Intervention Skills Training.

ASIST is a two-day interactive workshop in suicide first aid. ASIST teaches participants to recognize when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety. ASIST training was provided to 10 interagency frontline staff. The SafeTalk Suicide Alertness training is a four-hour training that equips people to be more alert to someone thinking of suicide and better able to connect them with further help was provided to Health Centre staff members.

James Harry
Substance Use and Wellness Community Presentation in May 2022.

Coordination of the Interagency Community Mental Health and Crisis Response Services:

Met regularly with Interagency service providers to respond to crises and assist with coordinating internal and external community resources and supports. Assisted with the ongoing process of developing referral forms and working with other interagency service providers for mental health and substance use services.

Coordinate mental health and substance use interagency committee meetings, & youth mental health committee.

Attend the monthly Heiltsuk Tribal Council Health/Vancouver Coastal Health Partnership Table meetings and the weekly Heiltsuk interagency committee meetings.

Provide counselling and substance use referrals and resource information to individuals and to the Heiltsuk community.

Coordinated bringing in The Foundry Youth Mental Health Services and the Child and Youth Mental Health Clinicians into the school to meet with high school students to share about their services. They also attended the community sports day and provided an information table.

Organized and planned for a community mental health and wellness gathering. It was cancelled due to a loss in the community.

Organized harm reduction training for a group of interagency service providers and youth. These training dates were cancelled due to a loss in our community.

Met with the FNHA to advocate for crisis response supports after a crisis or critical incident.

Organized crisis and mental health supports through the Mobile Response Team for our community.

Wrote and co-wrote proposals for funding grants for crisis response, cultural supports, & harm reduction and wellness programming.

Actively working on CWP policies, procedures, and strategic planning for mental health, substance use, and wellness planning & programming.

Heiltsuk Dental Program 2022-2023



Hello everyone, its that time of the year again where we hit the ground running and hope for the best, with our back-to-school routines! It's ok, we have our full time Dentist Dr. Vincent Liu that has been here since May and were booking a month in advance and well into November, so let's get our back to school check up booked after Halloween! Children should get familiar with Dental visits and visit every 6 months to normalise happy dental check ups, instead of only emergency visit. It's a great way to get familiar with us, and we have our new Cavity Free Wall, for all ages for healthy promotion, and we have the cutest little faces on their so far, come join us!

For those of you who are new with us on the referral process, we are a Dentist/Doctor Referral program.

Step 1: Consult and examination in our office.

Step 2: Dentist Send referral OOT

Step 3: OOT office calls parents with appointment date & times.

Step 4: Parent calls us or emails us the Date, Time, escort, travelling by PCA or BCF

Step 5: We send it down to Patient Travel.

Step 6: Double check with Patient Travel at the beginning of the month to check your package status.

(Please note that if there is however a reason to cancel or reschedule a out of town appointment that is the parent's responsibilities to cancel or reschedule that appointment and get back to the Dental Clinic with a new date)

Our Dental Clinic is looking into expanding our program and office, and we want to promote our very own to help us build a great office and team. We are looking into making our clinic successful with more services. If you are interested in becoming a Dentist, Hygienist, or Dental Assistant, please call and let Rhoda know.

If you are looking for a career in Dental Assisting and want to work in community this could be for you! We are looking for someone who has professional demeanor, who is punctual, and has excellent organization skills, who has a detailed orientated personality. The ability to manage multiple things at once, also great dexterity skills, and is a firm Dental health promoter, with a welcoming friendly atmosphere, who has great listening abilities with a compassionate attitude, Dental Assisting may be for you!

Ambryn is our Hygienist is coming back every month and is basically family now! Her and Vincent have been working side by side to deliver the best Oral Health Care. We are allowed 3 cleanings a year through FNHA so lets get those visits in! Please come with status cards numbers, or insurance plans numbers ready.

Dentures are approved once every 5 years, Jeremy is set to come back for a visit on November 29th & 30th so call ahead of time to see if your eligible for a new denture.

Your Dental Team
Vincent, Ambryn, Rhoda & Jasmine!

Maternal Child Health, Current Staff includes:

- Vanessa Gladstone: Nurse in Charge
- Tamara Powell: Hnis'u – Prenatal and Postnatal
- Sadie Lawson – Hins'u Doula

A Big Thank you to the regular participants of our programs and for our partnership with łúxválásu'ailas Heiltsuk Hospital, which started with Dr. Laurie-Anne Shearer and has continued with Dr. Christina Thompson. We partner with them on two women's health initiatives, Prenatal and Postnatal, women's health through the female anatomy.

Future programs to look forward too:

- Family Support dinners: starting with Vanessa/Danya – Kaxla Society
- Speech outreach: screening for all 0-5 funded Through MCH Contact
- Prenatal and postnatal Support Dinners
- Prenatal and Postnatal Doctor Day

The Women's wellness health fair happened on October 21st/2022. This was a Joint initiative with many organizations on Bella Bella Island with Dr Shearer at the helm. We all know how amazing she is when it comes to putting on fairs.

The MCH team attended FNHA meetings in late July, a lot was achieved with 8 various FNHA team and VCH provincial leads attending. Funding was discussed as well as upcoming conferences.

Maternal Child Health Visiting Professionals:

Pediatric Occupational Therapist – Jenny DeVries

- Specializes in children's Fine and Gross Motor Developments.
- Body mobility
- sensory needs
- autism
- self-regulation for children and routines

Pelvic Floor Physiotherapist – Rosemarie Sanche

Maternal Child Health welcomed Rosemarie, the Pelvic Floor Physiotherapist through our Woman's Health Initiative. Rosemarie works with Men, Women, and Transgendered individuals. We invited a group of moms to a meet and

greet, Q &A sessions, and dinners. We also had all ages of men and woman come in for individual sessions.

What does a pelvic floor physiotherapist discuss?

Pelvic floor exercises are important at all stages of life to prevent bladder and bowel problems, such as incontinence and prolapse, and improve sexual function.

In pregnancy, hormonal changes cause your muscles to soften and stretch more easily. These changes, along with the weight of your growing baby, put extra strain on the pelvic floor. This can increase the chance of suffering from bladder or bowel problems during pregnancy and after birth.

Around 1 out of 3 women develop some form of incontinence after having a baby, however with pelvic floor training during and after pregnancy, your pelvic floor is more likely to return to normal after birth. Women with a strong pelvic floor are also less likely to have bladder or bowel problems both during and after pregnancy. We are the only remote community to have this in BC.

- Antenatal care (prenatal/postnatal) muscle/core training
- Stress/urge incontinence
- Pelvic organ prolapse
- Vulvar/vaginal pain
- Painful intercourse (dyspareunia)
- Bowel conditions (IBS)
- Rectus diastasis
- Perineal abdominal scar tissue
- Pubic symphysis pain
- Pelvic floor/ perineal preparation for labour/ delivery
- Scar tissue management and release – tears/episiotomies/ c-section

FIVE Behaviour Analyst & Education Services – Ruby Khan

- Child/Adult Mental Health Developments
 - Behavior Treatment, for everyday challenging behaviors, physical and verbal aggression
 - Social & Communication skills and independent living skills/ Personal goals for children, parents, and families
 - Autism Spectrum Disorder (ASD)
 - Attention Deficit Disorder (ADHD)
- Nutritionist's – Angie Olson & Eve Ridler
- Next September 19 to 29
- 1-to-1 Nutrition Coaching

- Youth Programs Designed to teach life skills and mindset training

- Nutrition on Diabetes

FIVE Speech Pathologist - Rhianna Bella

Rhianna is a Speech Language Pathology Assistant who holds a Masters of Science degree in Speech and Language Therapy from City University of London. She has 4 years' experience as a behaviour interventionist and is excited to continue working with this community. She loves play-based therapy and uses creativity in learning. One of my favourite parts of the job is meeting so many diverse individuals and helping them thrive! I look forward to supporting the children and their families.

Nutrition Voucher Program

Maternal Child Health Program gifts our local new and expectant mothers with a \$100.00 gift voucher for our local grocery store. This monthly nutrition voucher is provided to help offset increased costs on the family grocery bill. This is a popular program and is provided to those who attend well baby visits each month.

Prenatal drop ins

The monthly drop ins with R. W. Large are very popular booking out within hours of the poster going up. At some point LAS will try get bi weekly meetings to occur at the HHHCS.

Bouncy castle

The team had decided that for now monthly dates will occur until staff are in place and Kaxla will commit and MCH can feel secure that staff will show up.

Speech

There was a last minute issue and Kerris is no longer coming but Rhianna is , unfortunately dates now will change to October /November visit. Liz is very apologetic as she is very aware of the hours MCH spent preparing for the September outreach.

Doula

MCH just in the final process of getting Sadie on the book as a casual, she has attended 4 sessions and being the busy person, she is MCH is trying to

see how they can best accommodate her and some more complex clients. Dinners have been discussed and the resulting modified schedules discussed for Tamara.

Spectrum dinners

Vanessa is the lead and Kaxla through Danya is supposed to assist.

Pelvic Floor

Pelvic floor exercises are important at all stages of life to prevent bladder and bowel problems, such as incontinence and prolapse, and improve sexual function.

In pregnancy, hormonal changes cause your muscles to soften and stretch more easily. These changes, along with the weight of your growing baby, put extra strain on the pelvic floor. This can increase the chance of suffering from bladder or bowel problems during pregnancy and after birth.

Around 1 out of 3 women develop some form of incontinence after having a baby, but with pelvic floor training during and after pregnancy, your pelvic floor is more likely to return to normal after birth. Women with a strong pelvic floor are also less likely to have bladder or bowel problems both during and after pregnancy. We are the only remote community to have this in BC.

Speech Pathology

Speech pathologist, similarly only two communities have this, BB is one .All spectrum kids diagnostics funded by HHHCS.

Doula Services

All our prenatal who want assistance, now have doula access whilst off island . Funded through " doula initiative" , meaning for the 6 weeks away from home they do have follow up and follow through by someone they have met" face time" before they leave the island and have discussed their birth plan. This DOULA outreach is a new development, and a very important one given current climate.

Sasumhouse / Aboriginal Head Start On Reserve (AHSOR)

Pre-school and After school Program

April 1st, 2022 to March 31st, 2023

Workplan: 12 Months of Themes
Supervisor – Yvonne Lawson
Staff – Allie Speck – Assistant ECE
Aundrae Newman- Heiltsuk Language
Barbara Thompson- Assistant ECE
Nykeisha Windsor -Assistant ECE
Summer student worker – Lacy Lawson
Janitor – Phil Blaney

We've been providing Early Childcare Education to our (AHSOR), going on 14 glorious years at the Sasumhouse, with over 150 sasum that have our gone through, to date, and now some of our students are now attending University.

We are still an unlicensed childcare facility, however, I am presently filling out the forms to become a licensed program and am working on this, and plan on having the license before Christmas. The licensing organization that provides service to our area, have gone through 3 Licensing officers since Covid.

As of April 1st, 2023 we had 10 children aged 3-4 year olds that attend our Morning Program from 8:a.m. to 2:p.m., with half of them and the other 5 are picked up from the K-4 at 11;30 to 2:p.m. We provide a healthy, cooked lunch to these sasum on a daily basis.

We have 14 sasum aged 5-6 year olds that attend our After School Program, from 3:p.m. to 4:30 p.m, from April 1st, 2022 to March 31st, 2023

Our 3- & 4-year-olds attend the morning program, 12 months of the year. During the summer months, our morning program children move right into the summer program Monday to Friday, starting July 2nd, 2023, to August 23rd, 2023. We usually take in up to 6 After school sasum to attend the summer program as well, to fill the available spaces. We close the last two weeks during the summer program, as our staff all take one week vacation time and then we do Prep work the last week of August.

We "Welcomed," our new sasum and those returning for another year on Tuesday, September, 5th, 2023,. Naturally, we look forward to working with our new sasum, and those returning for another year. We have 9 sasum

attending the morning program, 4 attend right from 8:a.m. to 2:p.m. and I pick up the other 5 morning sasum that get dismissed from school at 11:30 a.m. and are in our care until 2;p.m., every day except for Wednesday's, as they are dismissed at 1:30 p.m.

We welcomed 16 sasum to our After school program this calendar year. It' always great welcoming these sasum back after the long summer break.

As of Tuesday, September ^h, 2023 we are now offering to help out our After School program parents by opening up our doors from 7:45 5 to 8:50 a.m., Monday to Friday's. I heard a couple of working parents wishing out loud that there was somewhere to bring their children until school starts. After discussing with my staff, we decided to open our doors to them first thing in the morning, until school starts, this is working out well. I drive them to school by 8:45 every morning.

Our Morning Program hours include;

	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
<i>7:45 8:45</i>	<i>Meet/greet & free play</i>	<i>Meet/greet & free play</i>	<i>Meet/greet & free play</i>	<i>Meet/greet & free play</i>	<i>Meet/greet & free play</i>
<i>8:45 9:30</i>	<i>Print name & Free play</i>	<i>Print name & free play</i>	<i>Print name & free play</i>	<i>Print name & free play</i>	<i>Print name & free play</i>
<i>9:30 9: 45</i>	<i>Structured Activities</i>	<i>Structured Activities</i>	<i>Structured Activities</i>	<i>Structured Activities</i>	<i>Structured Activities</i>
<i>9:45 10;00 a.m.</i>	<i>Wash-up & Snack time</i>	<i>Wash up & Snack Time</i>	<i>Wash up & Snack time</i>	<i>Wash up & Snack time</i>	<i>Wash up & Snack time.</i>
<i>10; a.m. 10;30</i>	<i>Snack time</i>	<i>Snack time</i>	<i>Snack time</i>	<i>Snack time</i>	<i>Snack time</i>
<i>10:30 11:00</i>	<i>Heiltsuk Language</i>	<i>Heiltsuk Language</i>	<i>Heiltsuk Language</i>	<i>Heiltsuk Language</i>	<i>Indoor play Singing ryhmes</i>
<i>11;00 11;30</i>	<i>Indoor Outdoor play</i>	<i>Indoor Outdoor play</i>	<i>Indoor Outdoor play</i>	<i>Indoor Outdoor play</i>	<i>Indoor Outdoor play</i>
<i>11:30 11;45</i>	<i>Colouring</i>	<i>Colouring</i>	<i>Colouring</i>	<i>Colouring</i>	<i>Colouring</i>
<i>11:45 12:noon</i>	<i>Lunch time</i>	<i>Lunch time</i>	<i>Lunch time</i>	<i>Lunch time</i>	<i>Lunch time</i>

<i>1:p.m. 1:30</i>	<i>Circle Time</i>	<i>Circle Time</i>	<i>Circle Time</i>	<i>Circle Time</i>	<i>Circle Time</i>
<i>1:30 1:45</i>	<i>Circle time Rhymes stories</i>	<i>Circle time Rhymes stories</i>	<i>Circle time Rhymes stories</i>	<i>Circle time Rhymes stories</i>	<i>Circle time Rhymes stories</i>
<i>1:45 2:00 pm</i>	<i>Clean-up Dressed to go home.</i>	<i>Clean-up Dressed to go home.</i>	<i>Clean-up Dressed to go home.</i>	<i>Clean-up Dressed to go home.</i>	<i>Clean-up Dressed to go home.</i>

We provide appropriate play and learning experiences which contribute to the Six Components required by our (AHSOR) programs. Which include; Culture & Language, Education & school readiness, Health promotion, Nutrition and Social support. We give these children the early start to education, before they start K-4 in our Community School.

We are very fortunate to have Aundrae White here teaching our children our Heiltsuk Language, 4 days a week. These preschoolers go into the Community School already familiar with Heiltsuk Language teachings due to our early start. Our Heiltsuk elder translates our culturally rich traditions into early learning. We strongly believe as a whole that our elders involvement give our children a rich understanding of our culture & traditions, that will help our sasum feel the pride as a Heiltsuk.

Our Summer 2023 program went very well, the staff took them outdoors throughout the summer. Our sasum spent a lot of time down the beach and loved every minute of it. We had a total of 12 sasum ages, 3,4,5 &6 year olds attend from 8:a.m. to 2:30 p.m.. 7 weeks of the summer months.

FINALLY! Installed in February 2023.



Our sasum were so excited when they saw our new Big Toy all assembled, back in February 2023. The only thing was that we had to wait pretty much until April 2023 for them to play on it, due to our frozen grounds and our long cold winter.

Well, with another new year, we are blessed to have 8 morning sasum now, and 16 after school sasum. These sasum most definitely keep all 4 staff on their toes. We are all looking forward to another exciting new year, with all our sasum that are attending our programs.

We will be setting up dental visits with our morning program for either late October or early November 2023. I spoke to Rhoda about getting a visit in, and she advised me to get on it right away, as they are already booking appointments into Oct. 2023.

September is always such a busy month, getting registrations done, finding out what any of our sasum may be allergic to and making sure we keep them busy from the time they arrive till they depart. Thank you to all our parents that put their trust into our programs and our staff, for yet another year.

The pick-ups and drop-offs keep me very busy. I do not do pick ups or drop offs to sasum if their parents have their own vehicles. My rwgular pick-ups are;

8:45 a.m. drop off our After school students that make use of our program, 1 hour every morning.

11:30 a.m. I pick up 5 or 6 sasum from the Nursery program

1:45 p.m. I drop of our morning sasum if parents don't have a vehicle

3:p.m. I pick up 7 Kindergarten sasum

3:15 p.m. Pick up first batch of grade ones

3:20 p.m. Pick up 2nd batch of grade ones

3:30 p.m. Pick up last batch of grade ones 3 loads of grade ones a day

4:15 p.m. Do my last drop offs of the day .



Here are six of the 9 sasum that attended the graduation ceremony with their parents. Wishing you all a fantastic summer.

June 2023 Sasum House Graduates!

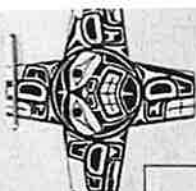
- Allisa Brown
- Starlynn Blaney
- Charles Elluk
- Nathan Hall/Humchitt
- George Housty
- Makiah Hunt
- Matayo Hunt
- Jaya Peers
- Jeremy Hunt

Here's to another grand year with our Sasum, we have 8 Sasum attending our morning program and 16 after School in the after-school program.

A great big thank you to my staff for all your hard work and dedication, you are all very much appreciated.

Sorry couldn't retrieve photos on my new phone for some reason.

Thank you to all the parents and/or care givers for sharing their sasum with us. We look forward to another year of teaching and having fun with our Sasum.



Hailika'as Heiltsuk Health Centre Society

	Monday	Tuesday	Wednesday	Thursday	Friday
Lunch Programs	Girls Lunch Grades 5, 6 & 7	Lunch Grades 2, 3 & 4	Grades 5,6 & 7	Lunch Grades 2, 3 & 4	Teens Lunch
After School Programs	Board Games Gr- 2 & up	Baking Grades 5, 6 & 7	Crafting. Grades 2 & up	Baking Grades 2, 3 & 4	Switch Games Snacks
After School Programs	Basketball Fundamentals	Predator or Kickball	Hall Sports Grades 5 & up	Kickball or Predator	Nights Alive Prep
Dinner Programs	Teens Fitness Centre with Marlo. 3:45-5:00pm	Dinner Grades 5, 6 & 7	Dinner & A Movie Teenagers	Boys Dinner Grades 5 & up	Nights Alive 6:00-9:00
Evenings	Youth Ball Grades 8 & up.	Teens Fitness Centre with Marlo. 3:45-5:00PM	Teens Space 7:00-9:30PM	Youth Centre Opened after dinner.	Teens Space 9:30-11:00



Youth Centre 2023 & 2024 Fall & Winter Programs