



Sioux Lookout
First Nations
Health Authority

REQUEST FOR PROPOSAL

JEREMIAH MCKAY KABAYSHWEKAMIK HOSTEL OPERATIONAL REVIEW

Summary

This Request for Proposal (RFP) is to solicit proposals for a comprehensive operational review of the Jeremiah McKay Kabayshewekamik (JMK) Hostel. At the Sioux Lookout First Nations Health Authority (SLFNHA) 2020 Annual General Meeting, the Sioux Lookout area First Nations Chiefs passed Resolution #20-10 to have SLFNHA take ownership in its role in providing service that is relevant and client-centred.

Background

SLFNHA is a not-for-profit organization dedicated to providing services, advocacy, and leadership in the health of Anishinabe people across the Sioux Lookout region (see Appendix "A"). Services include primary care, mental health, public health, special needs services, and client services.

Since 1995, SLFNHA has been a service provider for Non-Insured Health Benefits (NIHB) Medical Transportation Benefits within the Sioux Lookout area. It provides non-medical health care services for First Nations clients travelling to Sioux Lookout and other urban centres for medical appointments. Sioux Lookout has two hostel facilities that provide ground transportation, accommodations, client advocacy and support.

Purpose

An operational review of the JMK hostels is needed to address the calls for community consultation to document care and treatment in the hostels in areas such as patient's health care journey; providing a warm, safe, and inclusive environment; enhancement of policies and practices to improve client services; integration of culturally appropriate and sensitive services; implementation of transparency and accountability of the hostels; and creation of partnerships to safely assist clients in transit when accessing health care services.

A resolution was drafted by the SLFNHA Chiefs in Assembly and is included (see Appendix "B") for reference purposes.

Scope of Work

The successful proponent is responsible for the following deliverables:

- Consult with First Nation community members, leadership, and staff to document strengths, concerns, problems, and suggested solutions for care and services at the hostels.
 - a. Develop methodology.
 - b. Prepare budget.

- Prepare a report that outlines:
 - a. Methodology and results of the consultations.
 - b. Identification of reviews and evaluations of the deficiencies.
 - c. Articulation of SLFNHA's perspective of challenges it faces in providing hostel services.
 - d. Plan of action or solutions to rectify the problems identified.
- The plan of action will include:
 - a. The development of a process or mechanism for community members to be able to raise their concerns related to the hostel and/or services, have those complaints investigated, and ensure they receive a timely response.
 - b. A review of the client services programming to ensure clients have 24/7 support and there is recourse available if a situation should arise during their stay.
 - c. The development of appropriate infrastructure and protocols to address crises or emergency issues including but not limited to mental health issues, drug and alcohol matters and child welfare issues.
 - d. To have full-time Patient Liaison located at the hostels to ensure clients receive compassionate care.
 - a. A coordination with other urban settings including Wequedong Lodge of Thunder Bay to ensure transition between locations is seamless and client-centred.

Draft Timeline

DATE	ACTIVITY
February 16, 2021	Proposals submitted to SLFNHA
March 12, 2021	Contract in place with successful proponent
Week of March 15, 2021	Initial meeting with SLFNHA
April and May, 2021	Community Consultations
May 2021	Develop Work Plan
June 1, 2021	Present Report and Plan of Action to SLFNHA Hostel Management Team and Executive
September 2021	Present to SLFNHA 2021 AGM

Submission Requirements

1. Consultant Qualifications

The successful proponent will have the following qualifications:

- Knowledge of SLFNHA and First Nation communities in the Sioux Lookout area.
- Knowledge of the Anishinaabe language.
- Knowledge of NIHB Medical Transportation Benefits program.
- Knowledge of project management and experience in dealing with a large number of stakeholders with various interests.
- Ability to speak Oji Cree and or Ojibwe considered an asset.

2. Submission of Proposals

Proponents should provide a proposal describing their abilities and expertise directly comparable to each component of this project, including:

- The name, size, location, and description of the organization.
- Qualifications and resumes of key personnel.
- The staff proposed for assignment to the project.
- Three examples of relevant experience with similar projects.
- A work plan for the scope of work.
- Three client references with contact information.
- Fee proposal (both fixed and variable), hourly rates and expected disbursements for services provided.
- Include any added value brought to the project such as experience in health care, First Nations etc.

Due to COVID 19 and recognizing the need to work efficiently, using technology to conduct interviews and engagement sessions will be required.

3) Selection Process

The evaluation criteria that will be used to evaluate the proposals are:

- Experience and proven success in the provision of similar projects.
- Proposed project approach, methodology, and timelines.
- Added value to the operational review.
- References.
- Cost.

As part of the final selection, SLFNHA will solicit references from previous clients.

Conflict of Interest

Each proponent (on its own behalf and on behalf of all members of its team, if any) shall declare in its proposal any real or perceived conflict of interest which either presently exists or can reasonably be foreseen as arising in the future. A conflict of interest will be evaluated on its merit and will not necessarily result in the exclusion of a response.

Questions and Clarification

All interested parties may ask questions and seek clarification by email to Executive.Assistantcao@slfnha.com on or before 4:00 pm CST on February 5th, 2021. Telephone inquiries will not be answered.

Closing Date

Proposals will be accepted by email, mail or personal delivery no later than 4:00 pm CST on February 16, 2021.

By Email: Executive.Assistantcao@slfnha.com

Proponents must ask for a "read Receipt" as SLFNHA will not take responsibility for misdirected e-mail.

By Mail/Delivery: Sioux Lookout First Nations Health Authority
61 Queen Street
P.O. Box 1300
Sioux Lookout, ON
P8T 1B8
Attention: James Morris, Executive Director

Appendix A: Catchment Area of SLFNHA



SIOUX LOOKOUT FIRST NATIONS HEALTH AUTHORITY

Resolution #20-10

JEREMIAH MCKAY KABAYSHWEKAMIK (JMK) HOSTEL REPORT AND ACTION PLAN

WHEREAS the Jeremiah McKay Kabayshewekamik (JMK) hostels, and the care received in the Jeremiah McKay hostels are critical components of the health care journey of our community members; and

WHEREAS it is essential that patients feel safe, secure, supported, and cared for during their stay at these hostels; and

WHEREAS there have been longstanding, persistent criticisms by community members about the care and treatment they receive at both hostels, the practices of some hostel staff, and hostel policies that operate contrary to the principle of good client service; and

WHEREAS it is acknowledged that there are complex social challenges in our communities and among our people that can result in difficult situations at the hostels; and

WHEREAS it is important to understand and be aware of whatever these issues may be, in order to ensure a fulsome and accurate picture of the realities of operating the hostel; and

WHEREAS whatever challenges exist, it is incumbent on the Chiefs to ensure SLFNHA, as the organization responsible for this component of the health care system, take ownership of this continuing problem and move aggressively to rectify the challenges.

WHEREAS cold temperatures and lack of coordination of transportation create additional hardship on clients that must be considered.

THEREFORE, BE IT RESOLVED that the Chiefs request that SLFNHA conduct the following:

1. A thorough consultation with the First Nation community members and leadership, to document concerns, problems, and suggested solutions for care and service at the hostels;
2. Prepare a report that:
 - a. Outlines the results of the consultations;
 - b. Reviews and evaluates the deficiencies identified;
 - c. Provides a SLFNHA perspective of the challenges it faces in providing hostel services;
 - d. Outlines a Plan of Action or provides solutions to rectify the problems identified;

3. The Plan of Action should include the development of a process or mechanism for community members to be able to raise their concerns related to the hostel, have those complaints investigated, and ensure they receive a response back.
4. The Plan of Action should also include a review of the client services programming to ensure clients have support and there is recourse available if a situation should arise during their stay;
5. The Plan of Action should also include the development of appropriate infrastructure and protocols to address crises or emergency issues including but not limited to mental health issues, drug and alcohol matters and child welfare issues;
6. The Plan of Action should also include a full-time patient liaison located at the hostels to ensure clients receive compassionate care.
7. The Plan of Action should also include coordination with other urban settings including Wequedong Lodge of Thunder Bay to ensure transition between locations is seamless and client-centred.

FINALLY, BE IT RESOLVED that this Report and Action Plan be presented to the Chiefs by the next Annual General Meeting.

Dated this 28th day of October, 2020 in Sioux Lookout, Ontario.

Moved by: _____
Chief Lorraine Crane, Slate Falls First Nation

Seconded by: _____
Chief Robert Beardy, Sachigo Lake First Nation

Decision: **CARRIED**

Signature of Meeting Chair: _____
Wally McKay, Meeting Chair