

ANNUAL REPORT

2012-2013



SIoux LOOKOUT FIRST NATIONS HEALTH AUTHORITY

Health Care in Partnership with First Nations



Sioux Lookout First Nations Health Authority

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Financial statements are available from Sioux Lookout First Nations Health Authority on request.

We Remember...

Frank Beardsy (1950 - 2013)

Sioux Lookout First Nations Health Authority (SLFNHA) dedicates this year's Annual Report to the late Frank Beardy of Muskrat Dam First Nation in Ontario, who passed away on June 13, 2013.

Frank Beardy, born August 9, 1950, was dedicated to improving the lives of people from our region's First Nation communities for many years. Frank served as NAN Deputy Grand Chief in 1982 and 1985, NAN Grand Chief in 1983 and served as Chief of Muskrat Dam First Nation for three terms. Frank was also an active member for NAN's Elder's Council prior to his passing.

Frank Beardy led a lifelong journey of leadership at the community, provincial and national level. Frank worked for Wawatay Native Communications Society during its developmental stages, and left Wawatay to work for Grand Council Treaty #9 (now known as NAN) when it was first established in 1973. He was the Chief of Muskrat Dam when Wawatay first established a radio station, using a low-powered FM radio transmitter which came into prominent use afterwards. He was involved in the early years of Tribal Council development and was a major force behind several health, education and economic development initiatives including Sioux Lookout Meno Ya Win Health Centre, Oshki-Pimache-O-Win Education & Training Institute, Nishnawbe Aski Development Fund, the Northern Nishnawbe Education Council and Sioux Lookout First Nations Health Authority.

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Board of Directors



JOHN CUTFEET
BOARD CHAIR

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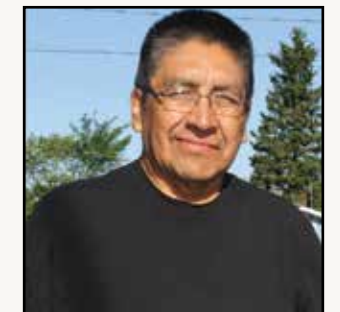
JOE KAKEGAMIC
BOARD MEMBER
SANDY LAKE



BERTHA BOTTLE
 BOARD SECRETARY/
 TREASURER
 LAC SEUL



SOLOMON MAMAKWA
BOARD MEMBER
KINGFISHER LAKE



DON SOFEA
BOARD MEMBER
NIBINAMIK



INNES SAKCHEKAPO
BOARD MEMBER
NORTH CARIBOU LAKE



ROBERT THOMAS
BOARD MEMBER
FORT SEVERN



MARY ANN PANACHEESE
BOARD MEMBER
MISHKEEGOGAMANG



DR. TERRI FARRELL
NON-VOTING
BOARD MEMBER

Message from the Chair of the Board



JOHN CUTFEET
BOARD CHAIR

The environment is very much on our minds these days. Not only the apparent changes to the environment that seem to be triggered by climate change and pollution, but also the changes that have been caused by people’s behaviours in our communities.

One of the behaviours that has caused the most profound and devastating changes in our communities is the one caused by prescription drug abuse. This scourge has devastated hundreds of lives in our communities, destroying whole families and leaving children homeless. What is even more disturbing is that these negative changes are piling up on those people who are least equipped to deal with them. Namely, the present generation of young children and youth - the great, great grandchildren of our people who once lived independently on our land.

Our Elders, and the generations before them, lived on the land and looked after themselves. Sure, they probably had their own share of problems, like any other people, but what is crucial to understand is that they were self-sufficient.

Our grandfathers, for as long as anybody can remember, were all professional hunters, trappers and fishermen. They knew their hunting and harvesting territories like the back of their hands. They knew the behaviour and habits of the animals that they hunted and trapped, so that they were always successful in their hunts. They took only what was needed. The respect they had for their environment was rooted deeply in their culture and traditions in the clan system.

Our grandmothers were equally proficient in their roles. They made use of everything that the hunters brought - nothing was wasted.

I guess what really made them healthy was that they lived, what we would today call, “healthy lifestyles.” They ate good food - not too much fat, very little starch or sugar, lots of proteins and had lots of exercise every day, from morning until night. Clean air and clean water on a daily basis.

It seems apparent that our grandfathers and grandmothers were healthy people. They certainly were not plagued with scourges like alcoholism, drug addiction and the resulting consequences of these negative behaviours, such as child apprehensions. And although they may have had other problems, they were much healthier than many of us are now- physically, mentally, emotionally and spiritually.

It’s a little bit ironic, isn’t it? Here we are in the modern age, when everything is supposed to be so much better, and we can actually begrudge the health of our great, great grandparents who lived in the bush. They didn’t need all the modern day technology that comes with the health care systems of today, but they were able to maintain good health through daily activity.

I think there’s a lesson to be learned in there somewhere.

We know from experience in other fields that ancient wisdom, new methods and new technology, when they are correctly applied together, can change the world. In other words, we need to find new ways of doing business while using the wisdom from our history. But how can we get back to working in our communities, close to the land and honouring our traditions, and at the same time take advantage of the new technologies and business strategies?

I think it begins with our view of ourselves and our culture. I would like to quote our friend Bob Antone from the Oneida Nation: “The challenge is decolonizing how we think about our knowledge, as well as removing the phrase ‘we need to return to the past’ and ‘we need to listen to the ancient stories.’ These statements are representations of ideas from meetings and conferences that call people to return to the past as if culture only exists in the past. Our knowledge is not in the past; it is in the here and now. We must allow our teachings to inform our way of thinking and doing.”

The most recent example of how we are attempting to do that is with the Trauma Teams that we have in some communities. Instead of waiting for the current education system to produce trained clinicians, we have begun to use Trauma Teams as a way of recruiting trained and experienced Anishinabe clinicians.

It is the fastest way of putting trained clinicians on the ground. We use three teams of three clinicians and they go into a community in eight-day rotations.

Instead of forging ahead with the western style of counseling, which many community people have said is not working for them, they use an approach that we call the ‘soft approach.’ This is more in keeping with how we interact among ourselves in our communities. Instead of assessing people immediately, they use a preparatory period where the Trauma Team members just spend time with people and get to know each other.

They don’t limit their contact to an hour per client. They visit people and help around the house by cooking and cleaning, taking food to the house, doing house repairs, helping out during a crisis (but they are not crisis teams), praying with people, getting to know the people and the people getting to know them, and all during this time, the people know that the Trauma Teams are there to do a job. That is explained to everybody during the community engagement process. So, when the people decide that they can trust the Trauma Team members and ask them for help, they do so on their own terms.

So, we have the knowledge and wisdom of our culture, we have new health care methods and technology, and we have new problems, like prescription drug abuse, among others. We need to find new ways of dealing with these problems, and to do that, we need only to look within ourselves and our communities to find the answers. And most important, we need to start teaching the new generations of young people who are increasing in exponential numbers how to take the wisdom of the past and apply it to the present day.

Report from the Executive Director



JAMES MORRIS
EXECUTIVE DIRECTOR

Many of you know that Sioux Lookout First Nations Health Authority (SLFNHA) has, like most organizations, a Mission Statement. This Mission Statement lists many functions, which are;

- Coordinating the delivery of high-quality, culturally-sensitive health care services
- Playing a leadership role in the development of First Nations health policies
- Facilitating advocacy of clients rights and wishes
- Educating health care providers and recipients of their rights and responsibilities within a changing health care system
- Integrating the planning and provision of individualized, community-based and institution-based health and social services

All of these functions are extremely important to the Board, Managers and front-line workers here at SLFNHA.

SLFNHA has three main departments; Health Services, Client Services and Treatment Services.

Health Services, guided by the Anishinabe Health Plan, has many programs in place, and each and every one of them is focussed on listening to clients and ensuring they are getting the service provided under that program. This includes Telemedicine, Tuberculosis Control and Education, the Public Health Project, and so much more.

In the area of Tuberculosis Control, you will have read in previous reports that we went over two years without any new cases of tuberculosis, from August 2010 until May 2013. This is a good sign, but considering the fact that many people from our area had TB and are now elderly, we have to be aware of something called ‘recurrence’. Recurrence refers to patients who were previously successfully treated (cured or completed) for active TB disease, and in whom active tuberculosis develops a second time but without proof that this is the same organism. Before the late 1950s, the anti-TB drugs used today were not available. Some people who were treated in sanatoriums, who are not elderly and have other health issues, can have the TB disease come back. These people can now have treatment with newer drugs. This is an example of our changing health care system and how we play an integral role to educate the people we serve of their rights and responsibilities throughout these changes.

The Hostel and transportation services are run under the Client Services Department. This department is also dependent on the feedback from community members it serves. In order to know what clients need, and in order to ensure these services are high-quality and culturally-relevant, we need to hear from the people we serve. We also depend on guidance from the Anishinabe Health Plan, and comments from clients to make adjustments, which is how we strive to produce a good service on a continuous basis.

Treatment Services and Nodin CFI continuously listen to leadership and clients to improve the mental health care we provide. This year our Trauma Team project was a very successful addition to our services and has been working with two communities to address deep-seeded traumas that affect almost all of the communities’ residents. The Trauma Teams use a softer, more culturally-sensitive approach. The Trauma Teams work with community service providers to increase the level of clinical services at the community-level. This is an innovative approach to providing clinical services on the ground, and earlier evaluations of one of the projects shows great promise. This approach came from listening to people, what they need, what works for them and what doesn’t work for them. Over time, as we continue to listen closely to more people, we will develop and design services that will better meet the needs of the people.

Last year, we reported that we had only seven (7) community-based staff. This year, I am happy to report that we now have eighteen (18) community-based staff, and we will continue to increase the number of staff who work

in the communities. One of the other developments, which is part of decentralizing staff, is developing a fund we can use directly for training community-based staff and assisting them in acquiring accreditation in their chosen fields.

The other area that we have been working on is the concept of setting up a non-profit pharmacy. We have previously stated two points; firstly, none of the 31 communities we serve has their own pharmacy, and secondly, it is highly unlikely that both levels of government will spend any more money than they currently are to improve pharmacy services in the north. So that they only other way resources can be made available to improve services is through a non-profit pharmacy whereby the profits would have to be reinvested in the communities.

We have found out this year that setting up a pharmacy is more complicated and time-consuming than we originally thought. As an example, we have to set up the pharmacy facility first, which the College of Pharmacy must inspect as part of our application process. All that will take time and money, and we continue to look for options on how we can accomplish that task. Nevertheless, the notion of using a non-profit entity to redirect the benefits from a pharmacy operation, as a way of improving service in our communities, will not go away. This is an operation that we can start anytime we are ready.

Finally, I would like to report that we will once again be doing a Governance Review of SLFNHA as a way of streamlining the organization and make it more effective. The Board Governance Review Committee consists of Don Sofea from Nibinamik First Nation, Mary Anne Panacheese from Mishkeegogamang First Nation and Robert Thomas from Fort Severn First Nation. Sol Mamakwa from Kingfisher Lake First Nation will temporarily replace Don Sofea while Don is on medical leave.

The following list includes some of the items the Governance Committee will review:

Structure

- Review and assessment of the skills and diversity requirements for the SLFNHA Board
- Guidelines for selection of Directors
- Process for Board of Directors nomination, selection and appointment
- Board size and composition
- Terms of officer and Board continuity

Board Roles and Responsibilities

- Annual Board goals and work-place related to strategic direction
- Orientation program and ongoing training of board
- Annual performance evaluation of Board
- Performance evaluation of Executive Director
- Performance indicators of oversight and monitoring program quality and effectiveness

Individual Director Roles and Responsibilities

- Criteria for assessing Director’s fiduciary duties and duty of care (reflection versus representation of members)
- Review and assessment of applicability of Conflict of Interest policy attendance and participation protocols
- Individual Board of Director evaluation and competency overview

Once all of this work has been done, the Board will present any organizational changes, which require the approval of the membership, to the Chiefs before any action or changes are made.

Chiefs Committee on Health



Background

The Chiefs Committee on Health (CCOH) was formed in March 2004 (Resolution 04/46) by the Sioux Lookout Zone Chiefs. The original tasks for the CCOH included, but were not limited to, the following:

- Lobby to safeguard current and seek additional resources for community health programs and services
- Implementation of the Draft Sioux Lookout Zone Medical Transportation Policy
- Secure resources for new hostel
- Accelerate the Hospital Reinvestment Funds for the First Nations
- Guide and direct the process on the current health initiatives
- Facilitate and improve communication amongst First Nation communities, organizations and service providers

In 2006, the Sioux Lookout Zone Chiefs expanded the mandate of the CCOH (Resolution 06/08) for the committee to provide oversight on activities carried out by SLFNHA as per the Anishinabe Health Plan (AHP) implementation. At that time, the CCOH was also asked to continue to lobby for resources to fill the gaps in health services for First Nations members and monitor issues relating to Non-Insured Health Benefits (NIHB).

Key Accomplishments

Through 2012-13, the Chiefs Committee on Health continued to meet regularly and provide support and direction on a number of issues:

- Supported the First Nations Research Gathering, held March 2013 in Sioux Lookout, which was the first step in establishing a health research unit as mandated by the Sioux Lookout area chief's in 2012
- Provided \$29,500 in bursaries to Sioux Lookout area First Nations students studying in the health field
- Provided oversight to the implementation of the AHP, which included reviewing and providing direction with the physician services delivery model and keeping informed of activities of Sioux Lookout Regional Physician Services Inc.
- Provided support and guidance for the Primary Health Care Unit and moving forward with the development of a new Primary Health Care Facility
- Reviewed NIHB including medical transportation issues and concerns on a regular basis
- Received reports from SLFNHA on the proposed development of a First Nations' owned and operated pharmacy
- Received Sioux Lookout Meno Ya Win Health Centre reports
- Directed SLFNHA to ensure presence at regional career fairs, promoting healthcare careers to First Nation youth
- Directed SLFNHA to promote healthcare careers to First Nation youth through print advertising

Moving Forward

Continue to support the implementation of the AHP specifically in the areas of:

- Public health system development
- Development of a Primary Health Care Facility
- Client coordination system development
- Community Wellness Response Program
- Establishment of First Nations Research Unit, in partnership with Sioux Lookout Meno Ya Win Health Centre

Continue to promote health careers by:

- Increasing presence at regional career fairs
- Implementing consistent and professional campaign with printed materials
- Increase online presence through website and social media
- Recruit regional models (graduates, working professionals, students) to use in promotional materials
- Develop bursary program for First Nation students pursuing careers in health care

Representatives for 2011-12

Chief Donny Morris, Kitchenuhmaykoosib Inninuwug
Chief Clifford Bull, Lac Seul First Nation
Chief Connie Gray-Mckay, Mishkeegogamang First Nation
Chief Harry Papah, Eabametoong First Nation
Chief Arnold Gardner (Alternate: Coun. Robert Gardner), Eagle Lake First Nation
Chief James Mamakwa, Kingfisher Lake First Nation
Chief Titus Tait, Sachigo Lake First Nation
Chief Bart Meekis, Sandy Lake First Nation
Tina Kakepetum-Schultz, Keewaytinook Okimakanak Council
Deputy Grand Chief Alvin Fiddler, Nishnawbe Aski Nation

Elders

Phyllis Semple, Kitchenuhmaykoosib Inninuwug
Jonas Fiddler, Sandy Lake First Nation

Health Services



JANET GORDON
DIRECTOR OF
HEALTH SERVICES

Implementation of the AHP

In 2006, the Sioux Lookout area Chiefs passed a resolution to accept the Anishinabe Health Plan (AHP) and gave SLFNHA the mandate to implement the plan. The AHP supports the development of a unified regional primary health care system under First Nation governance and management.

In the past six years, SLFNHA has done work supporting the implementation of the AHP, which includes:

- Planning, negotiating and implementing the long-term agreement for regional physician services
- Development of the Primary Care Integration Business Plan
- Public Health Review and Planning
- Mental Health Review
- Dental Health Program Review
- Primary Health Care Clinic Review
- Client Coordination Review

SLFNHA continues to use the AHP as a roadmap in developing health services and programs for the First Nation communities we serve.

Management of Physician Services

SLFNHA provides administration and management support to Sioux Lookout Regional Physician Services Inc. (SLRPSI). Through this support, SLFNHA;

- Implements and monitors SLRPSI policies
- Manages physician contracts
- Employs and supervises approximately 20 employees
- Oversees, schedules and coordinates physician service days for the First Nation communities in our region and Sioux Lookout Meno Ya Win Health Centre (SLMHC), as per the physician services plan
- Submits billings and other reports required by the Ontario Ministry of Health and Long-Term Care
- Implements the physician recruitment plan
- Manages the Northern Primary Health Care Clinic

	2009-2010 Community Days	2010-2011 Community Days	2011-2012 Community Days	2012-2013 Community Days
Service Provided	1,244.50	1,802.50	2,221	2,048

Key Accomplishments 2012-2013

- An evaluation, by Malatest, of physician services was conducted, which offered SLRPSI information to support with future planning and delivery of physician services
- A two-day conference, entitled Continuing Medical Education, was held in March 2013 for all physicians in the area. This conference focused on addictions medicine and health research
- A physician appreciation dinner was held on November 23, 2012
- Addiction medical specialists supported communities with establishment of community-based treatment programs

Electronic Medical Records (EMR)

We are just moving into our second exciting year of working with the Electronic Medical Record System (OSCAR).

Most of our first year was spent on training, connectivity/setup, adapting the e-chart to best work for each site and inputting/setting up patient data. We also started receiving many of our local test results through electronic transfer and initiated a committee to work on flow of paperwork from Sioux Lookout Meno Ya Win Health Centre (SLMHC). This year, we worked on upgrades to the system and working towards improving the day-to-day operations, including improved billing patterns and the development of an Integrator which allows for smooth access for physicians to view and update charts.

Moving Forward

- Training all disciplines working in OSCAR to move smoothly through e-charts and increase confidence in this new system
- Review access and equipment availability in all nursing stations, ensuring physicians are consistently able to work within the EMR
- Continue to work with Thunder Bay Meditech on the flow of results through our Physician Office Integration (POI)
- Continue to work with Indivica for formatting and support of reports
- Continue to work with SLMHC with sharing of information from client visits

The EMR is a great benefit for our client health care. Reports continue to come out demonstrating the benefits of family physicians moving to EMRs.

Health Services (continued)

Northern Primary Health Care Facility

The Primary Health Care Clinic provides primary care for clients from the First Nation communities in the region. During this fiscal year, 3,306 clients were seen in the Clinic, which consisted of:

- Regular scheduled appointments
- Urgent or follow-up appointments from the community
- Follow-up from the emergency department and hospital discharge
- Specialty visits

This program and its services continue to be housed on the main floor of the old Zone hospital, which has easy access for patients and addresses safety issues that arose with the clinic when it was previously located on the lower level of this building. This facility is not being utilized to its full potential and this is due to its current location. SLFNHA continues to advocate and work with Health Canada to secure a new facility for our northern patients, which would house the Clinic, Primary Health Care Unit, physician offices and other essential services.

Health Canada notified SLFNHA, in the previous year, that the Clinic and Primary Health Care Unit (PHCU) would need to vacate the current location (previous deadline was October 31, 2012). SLFNHA worked with SLRPSI to ensure this temporary location is stable while they continue to work towards securing a permanent Facility.

Moving Forward

- To secure a permanent facility, located at the Health Campus close to the Hostel and Sioux Lookout Meno Ya Win Health Centre
- To establish a Nurse Practitioner as part of the Team

Recruitment and Retention

The efforts to recruit physicians this past year included participating in several conferences, such as the PAIRO tour, Family Medicine Forum and the Society of Rural and Remote Physicians Conference. These conferences allowed for booths and one-on-one contact with medical students and resident physicians.

The Recruiter worked with Health Force Ontario to utilize their expertise and assistance with our recruitment needs.

In November 2012, Physician Appreciation Week took place. This included gifts to our physicians and an Annual Appreciation Event where physicians and support-staff enjoyed a dinner and evening of entertainment.

Client Coordination System

The Primary Care Integration Business Plan report, received in March 2011, identified client coordination as an area of service that could be improved within the current health care system. The Client Coordination Working Group was established shortly thereafter and consists of representation from SLFNHA, First Nations and Inuit Health (NIHB, Zone Dental Program, Zone Nursing), Keewaytinook Okimakanak Tribal Council and Shibogama First Nations Tribal Council.

This past year, the Working Group worked towards:

- Development of Regional Health Services Directory
- Working with Health Canada to move forward to improve health services issues (Client Coordination, Dental Program, Zone Nursing) to discuss how a higher-level of decision-makers could be involved with the goal of having a more comprehensive plan to transition these services to First Nations governance

Public Health

In 2012, the SLFNHA received funding from the First Nations and Inuit Health – Ontario Region’s (FNIH-OR) Health Services Integration Fund to proceed with the development of an integrated federal and provincial public health services that would ensure a culturally-appropriate First Nations model of delivery for public health services. Through this funding, a full-time Public Health Project Coordinator was hired in October 2012 for a three-year contract to support the development of a public health project framework. An Administrative Assistant for the program was hired in January 2013.

In December 2012, a letter was faxed to all the SLFNHA-area Chiefs requesting the input of the First Nation communities in the development of a model of delivery. Community visits with front-line workers started during the month of February 2013 and involved a survey about public health. By the end of the 2012-2013 fiscal year, 15 communities were visited.

Moving Forward

- Finalize the report of gathered data from communities visited
- Establish a Steering Group
- Finalize the Year One Evaluation Status Report

Health Services (continued)

Regional Wellness Response Program

The Regional Wellness Response Program was established to respond to the high prevalence of prescription drug abuse and associated harms, including sexually transmitted infections (STIs) and blood-borne infections (BBIs), such as hepatitis and HIV. The program works with communities and health workers to enhance the awareness about the transmission and prevention of STIs and BBIs, to support harm reduction initiatives, and to support the development of community treatment approaches.

Key Accomplishments

- A program coordinator and assistant were hired in January 2013
- In collaboration with the Communications Department and Sexually Transmitted and Blood-Borne Infections (STBBI) Working Group, a media campaign was launched. This included recording a radio show and television program for communities, which will be finalized and distributed later this year. Education resources were disseminated to all communities.
- Visited three communities to discuss harm reduction (prevention of STIs and BBIs). Provided education on a community radio show and taught high school students about harm reduction.
- Assumed responsibility for the Needle Distribution Program to send safe injection kits to communities in the Sioux Lookout region

Moving Forward

- The Needle Distribution Program will be continued and will involve increased community education and outreach about minimising harms from drug-use
- Community outreach will be extended to communities to address substance-use concerns and aftercare
- Increased opportunities for education and training will be offered to communities and health workers
- A HCV (hepatitis C virus) Case Coordinator will be hired to provide case management, support and referral services for clients at risk of/living with HCV
- The Community Wellness Development Team (CWDT) will be coordinated under the Regional Wellness Development Program. CWDT Mental Health and Addiction Specialists support communities in the development, implementation and evaluation of community-based treatment approaches to address mental health and addiction concerns.
- A funding proposal, in collaboration with the Sioux Lookout Meno Ya Win Health Centre, has been submitted to expand the program and offer a broader range of services.

Dental Research Project

Overview

International Collaborative Indigenous Health Research, Baby Teeth Talk Study is a three-year project that involves reducing early childhood caries by focusing on intervention during pregnancy. The participating countries are Australia, Canada and New Zealand. Early childhood caries disparities exist between Indigenous and non-Indigenous children in each of these countries.

The Baby Teeth Talk Study consists of regular visits with prenatal participants and eventually their babies.

Key Accomplishments

- The recruitment for participants started on August 2011 and ended on December 2012. We recruited 224 participants.
- In March 2013, two registered dental hygienists were given short term contracts to do the clinical examinations on the participating mothers and applying fluoride varnish on infants. In the 2012-2013 fiscal year, eight communities received visits and participated in the clinical examinations.
- The Dental Research Project and full report will be complete in the autumn of 2014



From left: Janine Arpin, Kelly McIntosh, James Bergman, Ann Cleland, Donna Morris and Christine Sawanas.
Missing from photo: Susan Chapman, Paddy Dasno, Hana Beitzl and Tina Quequish.

Tuberculosis Control Program

Overview

Since 1997, Sioux Lookout First Nations Health Authority has delivered the Tuberculosis (TB) Program. The mandate of the Program is to decrease the incidence of tuberculosis, in the 31 First Nation communities SLFNHA serves, through surveillance, case and contact management, education, and awareness. Funding is through a yearly contribution agreement with First Nations and Inuit Health (FNIH).

Key Accomplishments

This is the second, consecutive year that no cases of tuberculosis were diagnosed in Sioux Lookout area communities. TB screening and education are important program components for keeping rates low. Work continues to implement alternative TB control options to more effectively meet the needs of our communities through enhanced screening and continued consultation with community leadership and healthcare providers. TB education is offered to all communities and targets community members, leaders, healthcare workers, Health Directors and students.

The TB program continues to provide information and links to TB resources through the SLFNHA website.

Health Services (continued)

For a second year, the Jeremiah McKay Kabayshewekamik Hostel was the venue to commemorate World TB Day, March 24, featuring educational displays and refreshments. Educational packages about World TB Day and tuberculosis, with community-specific information, were sent to all Health Directors and nursing-station staff.

Moving Forward

Building on the success of our second TB-free year, and in alignment with the principles of the Anishinabe Health Plan, the SLFNHA TB Program aims to continue a targeted approach towards health protection. Through community driven processes, we aim to:

- Promote initiatives to improve determinants of indigenous health
- Educate individuals and communities about TB risk management
- Support and promote enhanced TB surveillance in all communities
- Preserve knowledge through collection and documentation of elders’ stories of TB experiences, traditional health practices, food preparation and recipes
- Continue to look at the requirements for BCG vaccine in the Sioux Lookout region and to develop a strategy for TB control options that meet the requirements of the communities with support from the BCG Advisory Committee. (BCG vaccine is used primarily to prevent severe complications for TB in children e.g. TB meningitis).

First Nations and Inuit Health Information Services

SLFNHA manages a centralized database for 28 First Nations communities in the Sioux Lookout zone. This database is called the First Nations and Inuit Health Information System (FNIHIS).

The FNIHIS program collects and enters immunizations, Mantoux (TB) tests, new client core information and client mortality information. The FNIHIS Clerk inputs the data received from the nursing stations/clinics, as well as from the multiple health units and hospitals. The clerk creates monthly immunization schedules and yearly schedules for hepatitis B and Influenza, as well as Population Validation reports for the First Nations communities in the Sioux Lookout zone.

Client Core Data	
New Clients	618
Changes to Client Core	493
Deaths	123
Immunization Data	
Immunization Entries	13,263
Mantoux Testing Entries	438
Immunization/Mantoux Records Requested	1323

Immunization/Mantoux (TB) records and specific client core or immunization/Mantoux reports are available upon request for nursing stations, clinics, health units, hospitals and multiple children’s social service agencies.

Health Services (continued)

Telemedicine

Program Overview

The key objective of Telemedicine Program is to provide access to professional health care and mental health specialized services via private videoconference consultations. Supporting 26 remote First Nation communities in the Sioux Lookout area, our Telemedicine Program operates in partnership with Keewaytinook Okimakanak Telemedicine (KOTM), Ontario Telemedicine Network (OTN), Hospital for Sick Children in Toronto and Tikinagan Child & Family Services.

Health-related, educational videoconference sessions and webinars are offered by the SLFNHA Telemedicine Program to clients, their families, our employees and community partners on an ongoing base. Videoconferencing technology is also applied in delivering administrative meetings and conferences.

Annual Statistics

Event Type	# of Sessions	Clients Seen
Clinical	132	142
Group Consults	7	
Educational	39	
Administrative	33	
	Total Sessions: 211	Total Clients Seen: 142

Trend Analysis

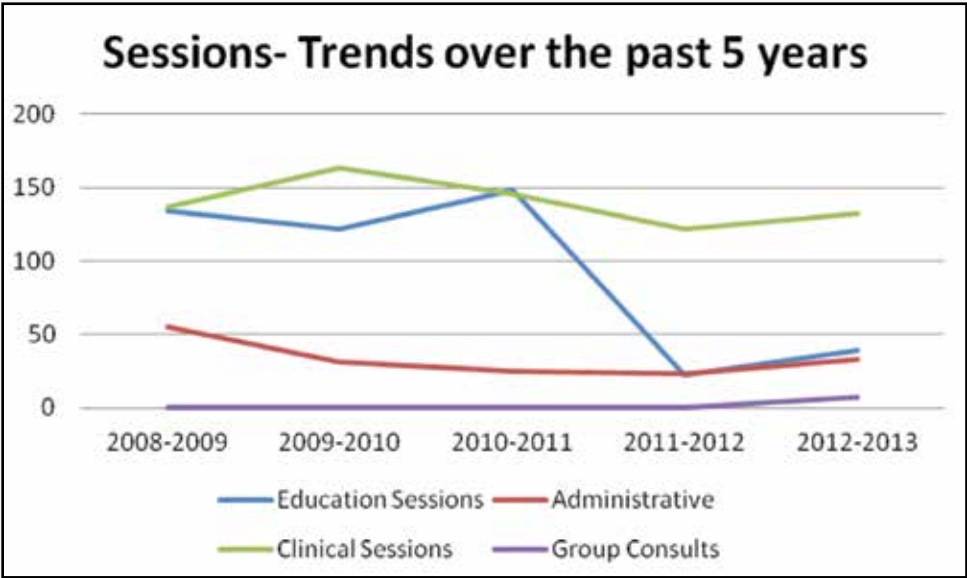


Figure A

In looking at the statistics over the past five years (see Figure A), it is apparent that Clinical Sessions (neurology, orthopedic surgery, Developmental Services assessments, etc) are consistently more common than others. This is due to the increase of referrals to mental health specialists (psychologists, psychiatrists, art therapists) and follow-up sessions between clients and mental health counselors.

This past fiscal year, we’ve had new Group Consult sessions occurring between staff at the Short-Term Assessment and Treatment Unit and a child psychiatrist, which would be considered a mixture of staff training and program development.

Key Accomplishments

- The annual review of the SLFNHA Telemedicine Program indicates an increase in numbers of clients seen by the mental health specialists, particularly in the area of tele-psychiatry and tele-psychology
- Working together with the Nodin CFI department, Hospital for Sick Children and other health care facilities linked to Ontario Telemedicine Network (OTN), the focus of SLFNHA Telemedicine Program has been aimed at better access to continuous care and resources

Moving Forward

During the next year, the Telemedicine Program will be working towards:

- Enhancement in coordination and procedures of telemedicine referral system
- Broader application of cost-effective videoconferencing technology in the areas of clinical services, counseling, staff education and training
- Partnership development and effective information/resource sharing.

Health Services (continued)

Developmental Services

The Developmental Services Program works with adults and youth with developmental disabilities, mental health issues and/or challenging behaviours. The program assists and facilitates successful transitions from school to adult life, as well as providing clinical services and resources (via videoconferencing) to our clients.

Partnerships

SLFNHA partners with Community Living Sioux Lookout and Surrey Place Centre based in Toronto. These partnerships allow access to a multidisciplinary clinical team comprised of a psychiatric nurse, psychologists, behaviour therapists, a speech language pathologist and an occupational therapist.

Key Accomplishments

The Program is currently staffed with two workers who support clients and their families, act as a resource for health care providers/social workers, and promote programs to communities. Currently, there are 109 referrals to date and 61 clients are active.

2012/2013

- Conducted 14 community visits (Frenchman’s Head, Kitchenuhmaykoosib Inninuwug, Weagamow, Wunnimun, Cat Lake, Kasabonika, Pikangikum, Slate Falls, Mishkeegogamang, Bearskin, Wapekeka, Lac Seul, Kenora (supported clients from Kasabonika, Cat Lake, Wapekeka) and Thunder Bay (to support clients from Lansdowne House, Keewaywin and Cat Lake)
- Completed 8 intakes for Clinical assessments
- Completed 10 Developmental Services Ontario assessments
- Supported the completion of 35 clinical assessments for Psychiatry, Psychology, Behavioural Therapy and counselling
- Passport funding program with 16 applications to date, 10 waiting for approval for funding
- Attended a variety of continuing education sessions

Client Programs

The Social Group was formed in 2009 to provide adults who have developmental disabilities the opportunity to meet with their peers who may have similar needs and interests. Twelve clients were screened for the group and meet on a monthly basis. The Christmas party was held in December of 2012. Participating sites included Weagamow, Saugeen, Cat Lake, Sachigo, Frenchman’s Head, Atikokan, Kasabonika and Deer Lake.

Developmental workshop was held September 17-21, with 19 clients and family escorts attending. The primary goal of the conference is to bring together adults from isolated communities, dealing with similar challenges for both educational and fun activities. The theme of this year’s conference was “Taking care of ourselves.” This involved three different aspects of self care: social, emotional and physical well-being.

Moving forward

- Continue to work with First Nation communities to provide education, supports and/or services and accessing resources for people living with developmental disabilities
- Continue to lobby for improved/enhanced services and resources for our clients
- Continue to identify educational needs and promote educational opportunities for health care professionals, families, clients and support networks
- Continue to train community members to work with clients with developmental disabilities
- Continue to promote the program and services to all communities.



Doris Grinspun, Chief Executive Officer of the Registered Nurses’ Association of Ontario visits May 9, 2012 with SLFNHA staff during a regional tour.



Primary Health Care Unit Staff

Primary Health Care Unit
Back Row (left to right): Mary-Ann Beardy, Stephanie Bandola, Michelle Farlinger, Trina Kakekagumick, Cindy Moffatt, Penny Bergman, Dennis Dumphy, Alice Dodsworth
Front Row (left to right): Bentley Rozee, Brenda Agustin, Jeanette Wisnoski, Joanie Gulka, Cindy Wilson, Sue Haukeness, Rachel Quequish

Nodin Child and Family Intervention Services



KEVIN BERUBE
DIRECTOR OF
TREATMENT SERVICES

Nodin Child and Family Intervention Services (Nodin CFI) delivers mental health services for children, adults and families in the Sioux Lookout area First Nation communities. Services include mental health counseling and assessments, early interventions, specialized clinics, cultural services support, crisis management support, special-needs case management and youth residential stabilization and assessment through Mikinakoos. Nodin also provides training and planning to support community-based staff.

Nodin’s services are funded by the Ministry of Community and Social Services, Ministry of Children and Youth Services and Health Canada’s First Nations and Inuit Health Branch.

Our Partners

First Nation communities	Tribal Councils
Sioux Lookout Meno Ya Win Health Centre	NishnawbeAski Nation
Community Counseling and Addictions Services	Tikinagan Child and Family Services
Keewaytinook Okimakanak Telemedicine	Kinark Child and Family Services
Centre for Addictions and Mental Health	Ontario Sick Kids Telepsychiatry
Children’s Mental Health Centre of Excellence – CHEO	Firefly Children’s Mental Health

This year our accomplishments include:

- Training in Trauma-Based Cognitive Behaviour Therapy and Narrative Therapy for our mental health counselors
- Train-the-Trainer; Three Nodin staff were trained in Mental Health First Aid to then provide Mental Health First Aid training for staff and community resources
- Ongoing training and supervision in expressive art therapy for counselors to conduct group work with clients from our communities attending schools in the Sioux Lookout area (Pelican Falls First Nations High School and QEDHS)
- Approval of continued funding for a youth worker to provide youth support work in one of our communities that have youth identified as high-risk
- Ongoing work with a clinical research team to develop a community case-management model, provide training and development of community services and evaluation of completed work which will benefit all community support services
- Approval of funding to conduct a needs assessment and feasibility study to develop a Child Advocacy Centre to serve the First Nation communities in the Sioux Lookout zone
- Provision of crisis response services to 46 requests from our communities
- Approval of Trauma Teams through Extraordinary Circumstances Reserve funding to provide Trauma Team support to communities approved for these services.

Mental Health Services

Through counseling services, specialty clinics and cultural support services, we responded to the mental health needs of 3,870 clients in the past service year. This does not include the number of clients served through our crisis response services. An additional 5,608 clients received service through our crisis response services in the 2012/13 service year.

Our area teams provide ongoing counseling support to our clients in the Northern communities. This past year, we provided service to 1,443 clients. Of the 1,443 clients served, 599 of these clients were seen through our acute care services. Many of the clients referred to acute care services will be referred to ongoing support in the communities and are followed up by a mental health counselor back home.

Our specialized services (psychology, psychiatry, expressive arts) provided assessments, ongoing support and consultation services to 647 clients in this service year. The number of clients seen through our specialty clinics is the highest it has ever been. The increasing number of clients seeking specialized services creates a long waitlist. This is a challenge that we continue to encounter as we have limited psychiatric, psychological and expressive arts services and the need for these services is great.

Our cultural services team provided services to 1,780 clients in this service year. Of the 1,780 clients seen, 1,265 were adults, 225 were elders and 290 were children. It is important to note that the majority of the work our cultural services team conducts is through group work. Along with providing support group work, our cultural services staff facilitated 33 sweat lodge ceremonies and visited, by invitation, 10 of our communities this year to provide services. Some of the other services provided included: name giving ceremonies, memorial feasts, sharing circles, elder visits, residential school survivor support, education on medicinal plants, smudging ceremonies, abuse victim support and grief/loss support.

The Wee Chee Way Win crisis line, based in Wunnumin Lake, is a crisis line funded by Ministry of Children and Youth Services (MCYS) to provide telephone crisis-response services to our communities. In the past service year, the crisis line provided services to approximately 200 clients. Nodin has been working with our community nursing stations to increase exposure to the crisis line. Posters and wallet cards, with information about the crisis line, have been made and are being sent to our nursing stations in an effort to increase usage by people who would benefit from this service. The crisis line will need to be reviewed in the current service year to determine its continued viability as it is being underutilized in serving the target population as defined by MCYS (0 – 17 age range).

Nodin’s crisis response service responded to 47 community incident reports and requests for service in this past year. We deployed 46 crisis teams and 110 crisis counselors in response to community requests. There were 5,608 clients seen through crisis services. Our crisis counselors continue to respond to community requests for counselor support for community withdrawal management programs. We have also deployed our crisis counselors to respond to community requests for pastoral services to assist in funerals and memorials.

Nodin Child and Family Intervention Services (continued)

Children’s Mental Health and Addictions Services

In this past service year, Nodin received Ministry of Children and Youth Services funding for 11.5 positions for children’s mental health and addictions workers to provide service to the client population (ages 0-17) in the communities of Aroland, Kitchenuhmaykoosib Inninuwug, Cat Lake, Eabametoong, Kasabonika, Marten Falls, Mishkeegogamang, Neskantaga, Pikangikum, Poplar Hill, Sandy Lake, Summer Beaver and Webequie. We have been busy trying to recruit community-based workers and identify office space in each of the communities. Although we only received funding for 11.5 positions, we felt the importance of hiring 13 workers so there would be one identified for each community.

Category	Services	2008-09	2009-10	2010-11	2011-12	2012-13
Counselling	Sioux Lookout Services	983	325	919	739	599
	Northern Services	1,208	681	1,879	2,149	844
Speciality Clinics		351	215	473	526	647
Traditional Healing		1,376	2,853	2,500	2,452	1,780
Total # of Clients Seen		3,918	4,074	5,771	5,866	3,870

Crisis	Description	2008-09	2009-10	2010-11	2011-12	2012-13
Suicide	Completions	14	14	10	12	12
	Attempts	237	103	78	91	73
Crisis	Responses	45	58	55	50	46

Mikinakoos – Short Term Assessment and Treatment Unit

Mikinakoos (the Short Term Assessment and Treatment unit) encountered a setback in this last service year that resulted in having to put the program on hold. During a licensing review of the program the licensor from MCYS noticed that the wall in the basement had been leaking. Upon further inspection, mold was found behind the wall. A test was conducted by an environmental service and mold was detected in the house. The clients were discharged from the program and Mikinakoos halted its operations on April 19, 2013.

In meetings with MCYS, it was recommended that a capital proposal be submitted for consideration to build a new facility. The recommendation is to look at the costs for building a 10-bed facility that can operate a co-ed client stabilization program. The decision has been made to sell the current facility and to use some of the proceeds of the sale to put towards designing a new facility and completion of a proposal to receive capital funds for building. In the meantime, the staff at Mikinakoos have either taken on other work within SLFNHA or have been laid off from work.

Current Projects

Nodin – Pikangikum Project: Nodin is in the final year of a three-year project with Pikangikum First Nation, through a partnership with a clinical research team, to work with the community of Pikangikum in the areas of community engagement, training and development of community resource workers, development of a community case-management model and evaluation of work. The clinical research team has been working alongside the community resources to develop a resource map and service coordination process for clients who need to access mental health and addictions services in the community. Much of the work that has been done can also be utilized by other communities as other support structures are very similar. It is the intent of Nodin to share this information with other communities that may be interested.

Trauma Teams: Through approval of Extraordinary Circumstance Reserve fund proposals, Nodin has developed trauma teams to work with two communities who declared states of emergency. The trauma teams are made up of mental health clinicians, child care workers and elders who work with families and individuals identified by the community resources in need of services the trauma team can offer.

The process begins with a community engagement and orientation plan where the teams are introduced to the different community groups (children and youth, adults, elders). There is a feast that accompanies the information session. At the feast, there is an opportunity to get feedback from the community regarding the need for trauma team services and how they can best be utilized. It is important for the trauma teams to be flexible to the needs of the community.

The trauma team then works alongside the community resources (leadership, mental health, addictions, education) to determine how they will work together and to ensure that the work that the trauma teams are doing doesn’t negatively affect the work that is being done by the existing services. This “soft” approach has shown to be very effective as it empowers the community services by working alongside them and not replacing them.

The trauma team will provide clinical services to families and individuals impacted by events in their lives that cause trauma and issues such as unresolved grief. The trauma teams will also facilitate community events for the different community groups.

The trauma teams provide regular updates to the community leadership and receive direction from the leadership, as well as Nodin CFI. The goal of the trauma teams is to provide the necessary support to communities, which have been impacted by ongoing traumatic events, in an effort to mobilize the community members to resume care for each other.

It is important to note that the trauma teams are not intended to replace the work that is being done through crisis response services. Crisis response services (crisis teams, crisis counselors), through Nodin CFI, is intended to provide immediate support to families affected by a recent crisis in an effort to return families to a pre-crisis state. The trauma teams work with families and individuals affected by ongoing trauma or unresolved historical trauma. It is the unresolved trauma that negatively affects families and communities over the long-term, which creates difficulty in the community responding to community crises if and when they occur.

Nodin Child and Family Intervention Services (continued)

Challenges

In our communities, prescription drug abuse continues to impact our services by the amount of requests for addictions support for community members, as well as community requests to provide addictions counseling for withdrawal management programs. Understanding that we don't receive addictions support funding, we try to respond as well as we can to these requests. We continue to work with community resources (community mental health, NNADAP) to provide a coordinated response to requests for addictions support services.

Responding to suicide has been at the forefront of our services since Nodin began as a service. We continue to experience high numbers of suicide attempts and completions in our area. We understand that suicidal behavior is a symptom of other deeper rooted, unresolved issues and the response needed to address our suicide phenomena is multi-dimensional. We have hired a consultant to expand on the work, which was presented at our last AGM, around an analysis of the suicide statistics in our region. The work that the consultant did was qualitative in the analysis. The consultant looked at our file information at Nodin regarding clients who came to our service after a suicide attempt. The outcome of the work is to present information to our area Chiefs on what these clients were disclosing as reasons for why they wanted to commit suicide. Hopefully we can gain more insight into addressing suicide, by addressing the reasons some clients feel suicidal.

Moving Forward

Our efforts to continue to develop our services include:

- Continue to build on the relationship with the Centre for Addictions and Mental Health to provide training to our staff in Trauma-Based Cognitive Behavioural Therapy and Narrative Therapy, and to also provide ongoing clinical support to ensure that staff are utilizing this knowledge in their work with clients.
- Submit a proposal to MCYS for capital funds to build a new Mikinakoos – Short Term Assessment and Treatment unit that would be a larger (10 bed) co-ed facility so children and youth in our communities don't have to leave the region to receive this service.
- Utilize the information that is being compiled from partners, like the clinical research team working with Pikangikum, to share with other communities in an effort to build capacity and provide consistent service delivery in all of our communities.
- Standardize a baseline of direct client contact hours for all of our mental health and addictions counselors to ensure that our service operates efficiently and reaches as many clients as possible.



From left: Charlene Sakchekapo, Linda Magotte, Patti Roussin, Carolyn Goodman, Tom Chisel, Susan Barkman, Tina Jacobson, Kevin Berube, Dorothy Ross, Rose Gunderson, Chris Norris, Ann McDonald, Eric Kamenawatamin, Naomi Hoppe, MaryJane Chisel, Doris Dematos, Joy Harrison, Marilyn Lewis, Roland Michano. Missing from photo: Dave Poulin, Brent Beardy, Dean Cachagee, Norman Barratt, Stephen Edwards, Brian McIvor, Aaron Therriault, Brenda Morison, Sonny Manoakeesic, Stanley Moonias, Josephine King, Forest Chisel, Wava Fox, Tannis Favot, Annie Capay, Violet Tuesday, Marion Morris, Seegwun Morris and Marlene Suggashie.



Nodin staff at the Trauma-Based Cognitive Behavioural Therapy training in the 2012-2013 service year.

Client Services Department



Background

The hostel replacement project was a collaborative partnership between Sioux lookout First Nations Health Authority (SLFNHA) and First Nations Inuit & Health Branch for Health Canada.

The total cost to complete the construction of new hostel was \$14.3 million dollars. Health Canada provided a capital contribution of \$10 million for the project and the balance of project was funded through a bank loan.

The hostel project received substantial completion on February 8, 2011. The Jeremiah McKay Kabayshewekamik (hostel) commenced operations on February 14, 2011. With 56 guestrooms and 100 beds, the vision for the hostel is to create a warm, welcoming

home-away-from-home environment for clients travelling to Sioux Lookout for medical reasons. SLFNHA developed a business plan for the new hostel with the vision to:

- provide overnight accommodations for clients from Northern First Nation communities
- provide extended stays for maternity patients
- provide accommodations for client escorts
- provide ground transportation and meal services for clients staying at the hostel

Hostel Highlights for 2012-2013

Accommodations

The Jeremiah McKay Kabayshewekamik provided more than 49,500 person nights of accommodation to people travelling to Sioux Lookout and other urban destinations for medical appointments. The hostel is able to accommodate up to 36,000 persons each year, which often results in hostel management relying on external accommodation providers for overflow beds. Last year, the hostel accommodated 13,500 persons for overnight accommodations off-site, which translates to a nightly average of 37 guests off-site.

The Jeremiah McKay Kabayshewekamik provided a total of 150,000 meals to guests accommodated at the hostel. This total includes guests accommodated at local hotels and motels, as well as provision for bagged lunches to airport customers travelling on connecting flights to other urban destinations such as Winnipeg and Thunder Bay.

The Jeremiah McKay Kabayshewekamik continues to improve and provide an enhanced delivery for accommodation and support services, which assists clients to access services when away from home for medical appointments. This delivery process was accomplished by providing:

- excellent communication to guests about hostel and health services
- responsiveness (seeking to understand and respond to individual and health care needs)
- equity (giving individuals a fair and reasonable opportunity to access all medical transportation benefits provided under Non Insured Health Benefits)
- efficiency (delivering quality accommodation outcomes at an affordable cost)
- results-based (seeking the best results for our clients)

Customer Service

The Hostel Guests Services Program was added to hostel operations in December 2012. The Guest Services Representative completes random guest surveys to rate the overall satisfaction of the hostel and questions focus towards hostel premises, guestroom amenities, staff, and referral services. Specific questions were asked on the type of accommodation, food, safety and security, and the cultural environment. As in previous years, the large majority of respondents surveyed were happy with their stay at the hostel.

Most respondents identified that the quality of rooms of guestrooms met and/or exceeded expectations, the overall attitude of staff and services met or exceeded expectations, family and public areas were well-maintained. A very small number of respondents expressed dissatisfaction with hostel services and particular comments were made about lack of telephone and wireless internet services.

In order to address the comments made by hostel guests, the hostel management meets on regular basis to review hostel operation issues and concerns, and includes items as part of remedial action plan to deal with hostel service concerns.

Programs and Services

Security

When the security program was first developed in February 2011, it was intended to provide a daily coverage between the hours of 6 p.m. and 6 a.m. However, after implementation it was found this coverage was insufficient and a decision was made to implement a 24/7 security program. The intent was to meet the health and safety for all clients and staff.

Client Representative

The Client Representative continues to provide:

- cross-cultural orientations to hospital staff and accompany medical staff during patient rounds
- work with clients at the hostel for referral services
- assist with translation services

Over the past year, the client representative's workload has shifted to primarily working with clients staying at the hostel, which is often due to long-term accommodation for clients. The client representative also advocates for municipal social housing and referrals for health and social services

Activity Program

The Activity Program has developed workload to working with clients at the hostel. The activity coordinator plans and coordinates recreational and social activities for clients at the Hostel. Activities include:

- arts and crafts, distribution of magazines, puzzles, cards, videogames, fun bingos and movie nights
- working with other service providers who offer activities for clients
- acting as a liaison for clients requiring assistance and translation

Food Services

The Food Services Program is a joint effort between Aramark Canada Ltd. and Jeremiah McKay Kabayshewekamik staff. The food is prepared, cooked and delivered by Aramark. The hostel staff is responsible for re-heating of food, portion control, distribution of meals and cleanup. The hostel meets with Aramark Canada on a monthly basis to review weekly menu items, quality control issues and quantities. The hostel is also requesting to include more traditional food items on the weekly menu such as fish and moose meat products.

Client Services Department (continued)

Hostel Guest Services

A Hostel Guest Services Program was added to list of hostel program and services. The intent of this program was to ensure that the hostel guest needs were met at time of check in, making sure that guests were made aware of guestroom amenities and hostel services, provide assistance with luggage, provide front desk relief coverage, meet and greet incoming visitors to the hostel and translation services

Hostel Partners

SLMHC

The hostel staff continues to work collaboratively with Sioux Lookout Meno Ya Win Health Centre (SLMHC) staff to confirm admissions and discharges from the hospital. The hospital provides discharge forms for clients who have been medivac'd from northern First Nation communities. The discharge process is completed after-hours and is often difficult to coordinate due to the local Health Canada office being closed. The hostel staff is supported by an agreement in principle with Health Canada on the process to be utilized for post-approval for medical transportation benefits.

FNIHB

The First Nation and Inuit Health Branch (FNIHB) office continues to administer the Medical Transportation Benefits and the provision of benefits under the Non-Insured Health Benefits program. The Hostel staff work in many different ways to enhance the business activities between both by providing direct contact with clients regarding their medical appointments and return travel arrangements. The Hostel staff also provide after-hour support for FNIHB by completing return travel for client and escorts who are discharged to return home.

Out of the Cold Shelter

Hostel management and the Out of the Cold shelter have developed a protocol for dealing with clients who have been dismissed from the hostel due to public intoxication issues. For the safety of the client and other hostel users, the Out of the Cold shelter will accept hostel clients who are deemed to be intoxicated and unable to take care of themselves. The hostel provides a taxi ride to the shelter for those clients who agree to go to the shelter. In the event that a client refuses, the police are notified that an individual is leaving the facility on their own and may be unable to take care of their self. The hostel provides an average of three to seven rides to the shelter each week.

Patient Liaison Officer

The Hostel receives support services from Patient Liaison Worker who works from the Shibogama Tribal Council office. Shibogama Tribal Council receives funding from Health Canada to provide assistance for those who have been denied medical transportation benefits and are stranded in Sioux Lookout. The Patient Liaison Worker conducts interviews with the client to assess why they have been denied transportation benefits and looks at alternative means of return travel home. The worker will coordinate return travel with communities directly and/or through direct contact with immediate family. The Patient Liaison worker will also write an appeal letter on behalf of the client for reinstatement of benefits. However, this appeal process can take several weeks to resolve.

Moving Forward for 2013-2014

The management at the Hostel is constantly looking for better ways to measure and improve on the extent to which the hostel provides culturally appropriate and comfortable environment for clients accessing the facility. The prime objective is to focus on client needs. The Jeremiah McKay Kabayshewekamik will go one step further in providing quality accommodation to First Nation members by value-adding to each of its services to meet clients' needs. In particular, hostel staff will be provided with appropriate training and support services to ensure that they can and do meet the needs of clients.

In this regard, the hostel team will:

- act as program navigator
- assist clients with questions about how to access medical transportation benefits and services
- promote access to quality health care services

The hostel staff will also work in many different ways to enhance access to services by:

- making direct contact with local FNIHB, Health Canada and support networks
- networking with the local First Nation communities to foster quality relationships with community-based health care providers
- accessing local community services for specific purposes, such as emergency shelters, social housing and local municipal services
- creating a community-style environment at the hostel
- making changes to the hostel business model by working cooperatively and developing opportunities to improve and enhance the quality of services

Moving forward, SLFNHA aims to surpass in the following hostel operational issues:

- Enhanced security coverage for the Hostel
- Quality and quantity of meals provided by food service provider
- Effective management to deal with incident reports involving alcohol and drug abuse
- Address need for long-term accommodations for drug addiction issues
- Requirement for training for all hostel staff

Conclusion

In order to deal with the many challenges of operating a hostel, SLFNHA Hostel Management will continue to provide a strategic direction to address operational issues and find solutions to problem areas by:

- ensuring that clients and escorts are housed in safe and friendly environment
- ensuring that clients and escorts are provided with equal access to medical transportation benefits provided under the Non-Insured Health Benefits program
- providing pathways for clients to educate and become more familiar with Medical Transportation Benefits.



Jeremiah McKay Kabayshewekamik (Hostel) Staff

Standing, back row: Nicole Jacobs, Darryl Quedent, Judy Korobanik, Tim Davies, Randy Wilson. Sitting, front- Mary Cantin, Rhonda Kurahara, Jeff Bursey, Candace Widmeyer. Front, standing- Delphine Crane, Elaine Elliott, Elvin Pedrosa, Raymond Binguis, Velma Wesley, Peter Mackechnie, Lorna Fiddler and Julie McKay.

Missing: Mary Kejick, Barb Friesen, Nancy Greaves, Seepa Gray, April Gray, Barbara Peetawayway, Barry Waboose, Ronnie Elliott, Lenny Fiddler, Don Metza, Anna Skunk, Liz Masakeyash, Rosie Lyon, James Begg, Adelaide Anderson, Eunice Kakekayash, David Morris, Marsha Favot, Cathy Goodman, Yvonne Kamenawatamin, Jennifer Brown, Chelsea Greig, Candace Warner, Charlotte Carpenter, Jeanette Moonias, Roy Carpenter, Juda McKay, David Makahnouk, Clifford Keeash, Al Mathews, Ed Brunton, Jenny Glena, Evangeline Chapman, Allan Walski, Bentley Rozee, Eunice Kakekayash, Renato Jarvata, Christine Bunting, Edna Continete, Nina Sugarhead, Neebin Moris, Sandra MacLeod, Sheila Bruneau, Kelly Ash, Shawn Harper, Angela Augustine, Genesis Tamson, Bridget Barron, Kayla Newman, Lilly Augustine, Johanne Pelletier, April Tuesday, Wayne Cecchetto, Margaret Singleton, Tanya Necan.



Administrative Staff

From left to right: Pierre Parsons, Brent Wesley, Hayley Rice, Rod Horsman, Christine Chisel, April Derouin, Star Mamakwa, Chris Duval, Dorothy Binguis, Kadey Kennedy, Robert Kottschoth, Bobbie Christink, Niki Kiepek, Debra Moskotaywewene, Irene Dube. Missing from photo: James Morris, Janet Gordon, Charlene Dymment, Charlene Samuel, Edna Moskotaywewene, Angela Harrison, Suzanne Snow, Maureen Chabbert, Terri Farrell, Cheryl Otis.



Finance Staff

From left to right: Sheila Hendricken, Audrey Trimble, Carolyn Horbas, Laureen Machimity, Evangeline Kanakakeesic. Missing from photo: Judy Buchan, Diane Dunford, Linda Bourrier, Raye Landry

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- $\triangleright \text{PL} \text{b} \vdash \Delta \cdot \sigma' \text{ b} \triangleright \text{N} \cdot \text{d} \triangleright \triangleright$ ($\text{b} \cdot \text{a} \cdot \text{L} \cdot \text{b} \cdot \text{d} \cdot \text{r}$: $\triangleright \text{a} \cdot \sim \nabla \cdot \Delta \cdot \sigma \sigma$ $\Delta \text{a} \cdot <'$ $\text{b} \triangleright \text{N} \cdot \text{d} \triangleright$, $\text{r} \cdot \text{p} \cdot \text{r} \cdot \Delta \cdot \text{h} \cdot \text{b} \cdot \Delta \cdot \text{b} \cdot \sigma'$ $\Delta^{\circ} \text{d} \sigma \text{b}$)
- $\triangleright \text{PL} \text{b} \vdash \text{r} \cdot \text{r}^{\circ} \text{ r} \cdot \text{r} \cdot \text{q}$, $\triangleright \text{r} \cdot \text{p} \cdot \text{L} \cdot \sigma \cdot \text{r} \cdot \Delta \cdot \triangleright'$ $\Delta^{\circ} \text{d} \sigma \text{b}$
- $\triangleright \text{PL} \text{b} \vdash \text{C} \cdot \text{L} \cdot \text{C}^{\circ} \text{ U}'$, $\Delta \text{r} \cdot \text{d} \cdot \text{h} \cdot \text{b} \cdot \Delta \cdot \text{b} \cdot \sigma'$ $\Delta^{\circ} \text{d} \sigma \text{b}$
- $\triangleright \text{PL} \text{b} \vdash < \triangleright' \text{ r} \cdot \text{p}^{\circ}$, $\triangleright \text{b} \cdot \Delta \cdot \text{h} \cdot \text{b} \cdot \Delta \cdot \text{b} \cdot \sigma'$ $\Delta^{\circ} \text{d} \sigma \text{b}$
- $\text{N} \cdot \text{a} \text{ b} \cdot \text{p} \cdot \text{L} \cdot \text{C} \cdot \text{C} - \sim \leq^{\circ}$, $\text{r} \cdot \text{p} \cdot \nabla \cdot \text{N} \cdot \text{d}$ $\triangleright \text{PL} \text{b} \cdot \text{a}$ $\triangleright \text{PL} \Delta \cdot \text{J}$
- $\text{r} \cdot \text{p} \cdot \triangleright \text{PL} \text{b} \cdot \sigma \text{r} \Delta \leq \wedge \text{J}$ $\wedge' \leq \Delta \triangleright$, $\Delta \sigma \text{J} \cdot \text{a} \cdot \text{V}$ $\Delta \text{r} \cdot \text{p}$ $\triangleright \text{PL} \Delta \cdot \text{J}$

ררז"ג

L^υρρΔ· Δ·Γ"Δ∇·Δ·α³



ԵՐԵՎԱՆԻ ՀԱՆՐԱՊԵՏՈՒԹՅԱՆ ԱՊՐԱՆՈՒԹՅԱՆ ԴԱՏԱՎՈՐՈՒԹՅԱՆ ԿԵՆՏՐՈՆԻ ՎԵՐԿԱՆՈՒՄԻ ԿԵՆՏՐՈՆԻ

[illegible][illegible]

כחצ' • ט'ס

- [illegible]

[illegible]

בְּיָרְאֵי אֲחֵיכֶם לְפָנֶיךָ יְיָ אֱלֹהֵינוּ

[illegible]

- [illegible]

ᐱᓂᑦ ᐸᓄᑦ ᐅᓂᑦᐳᑦ ᐅᓂᑦ ᐴᓂᐱᑦ ᐸᓂᑦᐳᑦ	2009-2010	2010-2011	2011-2012	2012-2013
ᐸᓂᑦᐳᑦ ᐸᓄᑦ ᐅᓂᑦᐳᑦ ᐼᓂᑦ	1,244.50	1,802.50	2,221	2,048

ବିଧାନ ସଭା 2012-2013

- [illegible]

ბაჟიანობა, უფასო, უფასო (EMR))

[illegible]

97σ0.09σ4.1

- [illegible]

[illegible]

L^υρρΔ· Δ·Γ"Δ∇·Δ·α₃

94σ₀ρ₀σ₀Δ·v

[illegible]

ΔL C^υ C_Σ9Δ·σ[\] b▷_γΓ Δ·ΓΓbUρ_γ, ▷∇· σb ∃CΓ_γ:

- [illegible]

4σJQV\ ∇b. ∇σΔ.' L^UPPΔ. PPQΔ. ΛJΓQΔ.γ

[illegible][illegible]

ሀገራችን ለጋራ ነው።

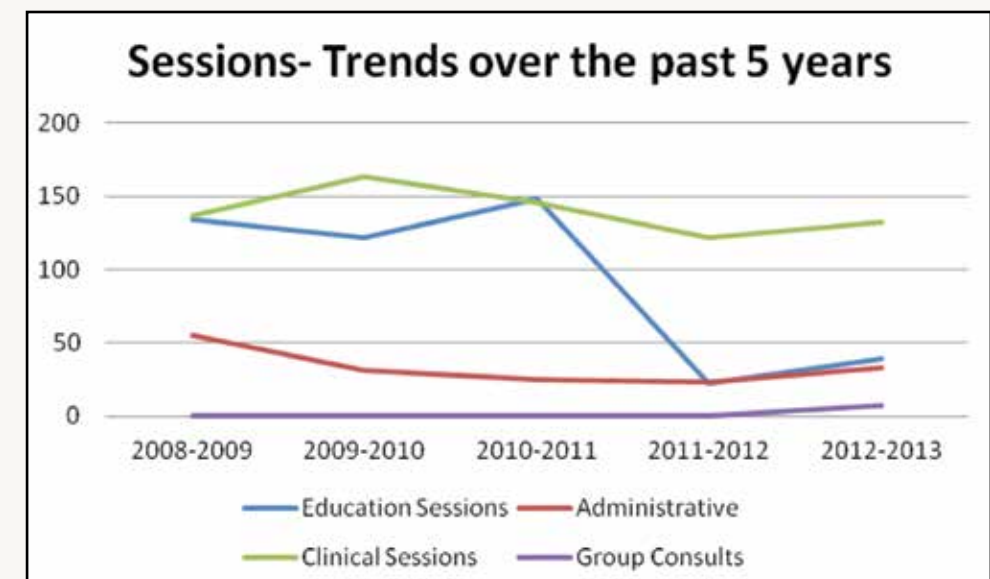
▶▶▽. Λ∟Γ9Δ.∅ L↗C 6Δα.δρL6\

[illegible][illegible]

ՀՀԴԼԲ ԶԳ՝ՏՎ՝Յ ԵՒԴԵՊՎ՝ՀՐԵՍԲՅ

ሊገባልዉን ክልላዊ ክልላዊ	# ርኅ. ክልላዊ ክልላዊ	LL° ርኅ. ክልላዊ ክልላዊ
ገብረኃይለ ሙሉክረክረክ	132	142
ክልላዊ ክልላዊ	7	
የክልላዊ ክልላዊ	39	
ገብረኃይለ ክልላዊ ክልላዊ	33	
	LL° ርኅ. ክልላዊ ክልላዊ: 211	LL° ርኅ. ክልላዊ ክልላዊ: 142

ᐃᐃᐅ ᐅᐃᓂᓴᓯᐅ ᐅᓱᐅᐅᐅᐅ ᐱᓴᓂᓱᐃᐅᐃᐅ ᐅᐱᓯᓴᐅᓯᐅ

[illegible][illegible]

כִּי יֵשׁוּעַ הָיָה מְבַרְכֵם בְּשֵׁם אֲבוֹתֵינוּ



9Λ3 Λ≅▷Λ

[illegible]

ወገን ላላቸው ገደብ በሚገኝበት ሁኔታ ለገደቡ ልዩ ልዩ ስራ ማድረግ አለበት፡፡ ለዚህም ምሳሌ ለገደቡ ልዩ ልዩ ስራ ማድረግ አለበት፡፡ ለዚህም ምሳሌ ለገደቡ ልዩ ልዩ ስራ ማድረግ አለበት፡፡

bΔ.CDPL7b.

[illegible]

▷▷▽. b◁"ρ◁.ˆ ▷q.σ◁.◌ bρ▷C Lρ◌:

- [illegible]

- [illegible]

LGFGV·Δ· Δ·Γ"ΔV·Δ·

[illegible][illegible][illegible][illegible][illegible]

[illegible][illegible]

ՀՀ-ի ԼԴՇԽԻՆԻ ԴՐՈՒՄԸ ԴՆԴՈՒՄԸ ԴՆԴՈՒՄԸ ԵՐԿՐԵՄԸ ԴՐՈՒՄԸ

[illegible][illegible]

ᐭᐱᐃᓄᑦ	ᐅᐃᓂᓂᐅᐅᑦ	2008-09	2009-10	2010-11	2011-12	2012-13
ᐅᐅᐸᐱᓄᑦ ᐅᐱᐭᐅᓕᐃᓄᑦ	ᐸᓕᑦ ᐅᐅᐅᐸᓕᓕᓄᑦ	14	14	10	12	12
	ᐸᓕᓕᑦ ᐅᐅᐅᐅᓄᑦ ᐅᐸᐸᐱᓄᑦ	237	103	78	91	73
ᐅᐃᓕᓂᐃᐸᓄᑦ ᐅᐭᐱᓕᓄᑦ		45	58	55	50	46

ΓΡΑΦΗ - ΔΙΕΥΘΥΝΣΗ ΔΙΟΙΚΗΤΙΚΩΝ ΚΑΙ ΟΙΚΟΝΟΜΙΚΩΝ ΥΠΟΥΡΓΕΙΩΝ
ΛΟΓΙΣΤΙΚΗΣ

[illegible][illegible]

ገፅ- ቴሊፎኒያ ባዕዳ

[illegible][illegible][illegible]

▷ℙℓℓℓΔ·▷Δ·ℓ"Δ∇·▷Δ·C∅ℙℓΔ▷CℓℓΔ·σ`bC∅∅ℙℓℓΔ- (▷σbσℓℓΔ',▷ℓℓ∅ℓ∇·,bbΔ·>σ▷Δ·-



Sioux Lookout First Nations Health Authority



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