



Sioux Lookout
First Nations
Health Authority



Annual Report 2013-2014

Photo of Nibinamik First Nation

Board of Directors



ཇའི་ བུ་ལྷ་, བཅོམ་པ་ལྟ་བུ་
 འཕེལ་ཤིང་
 བོད་ཆུ་ འཕེལ་ཤིང་
 རྒྱལ་ཁབ་ བཅོམ་ འཕེལ་ཤིང་
 JOHN CUTFEET
 BOARD CHAIR
 IFNA REPRESENTATIVE

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The Board of Directors govern the Sioux Lookout First Nations Health Authority. There are eleven (11)
 board members, comprised of representation from Tribal Councils, Independent Bands, Elders, and
 the medical community. The board sets the Health Authority's directions and ensures these directions
 are implemented and board policies are followed. The strategic plan sets the overall direction for the
 organization. The Executive Director is accountable to the board for delivering the strategic plan for
 the stewardship of resources.



ཇའི་ བུ་ལྷ་, པ་ཕྱི་ལྷ་
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 འཕེལ་ཤིང་
 JOE KAKEGAMIC
 BOARD MEMBER
 SANDY LAKE
 FIRST NATION
 REPRESENTATIVE



འཕེལ་ འཕེལ་, འཕེལ་ཤིང་
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 འཕེལ་ཤིང་
 BERTHA BOTTLE
 BOARD SECRETARY/
 TREASURER
 LAC SEUL FIRST NATION
 REPRESENTATIVE



ཇའི་ བུ་ལྷ་, པ་ཕྱི་ལྷ་
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 འཕེལ་ཤིང་
 SOLOMON MAMAKWA
 BOARD MEMBER
 SHIBOGAMA FIRST
 NATIONS COUNCIL
 REPRESENTATIVE



ཇའི་ བུ་ལྷ་, བཅོམ་པ་ལྟ་བུ་
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 རྒྱལ་ཁབ་ བཅོམ་
 འཕེལ་ཤིང་
 DON SOFEA
 BOARD MEMBER
 MATAWA FIRST
 NATIONS
 MANAGEMENT
 REPRESENTATIVE



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 འཕེལ་ཤིང་
 INNES SAKCHEKAPO
 BOARD MEMBER
 WINDIGO FIRST
 NATIONS COUNCIL
 REPRESENTATIVE



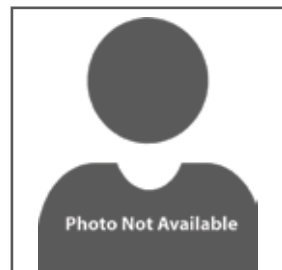
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 འཕེལ་ཤིང་
 ORPAH MCKENZIE
 BOARD MEMBER
 KEEWAYTINOOK
 OKIMAKANAK
 REPRESENTATIVE



ཇའི་ བུ་ལྷ་, པ་ཕྱི་ལྷ་
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 འཕེལ་ཤིང་
 MARY ANN
 PANACHEESE
 BOARD MEMBER
 INDEPENDENT BAND
 REPRESENTATIVE



ཇའི་ བུ་ལྷ་, རྒྱལ་ཁབ་
 THOMAS SPADE
 BOARD ELDER



ཇའི་ བུ་ལྷ་, རྒྱལ་ཁབ་
 EMILY JACOB
 BOARD ELDER



ཇའི་ བུ་ལྷ་, པ་ཕྱི་ལྷ་
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 འཕེལ་ཤིང་
 DR. TERRI FARRELL
 MEDICAL
 REPRESENTATIVE
 NON-VOTING
 BOARD MEMBER



Photo of Eagle Lake First Nation, 32nd Annual Lake of the Eagles Traditional Pow-Wow in August 2014.

Message from the Chair of the Board



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JOHN CUTFEET
BOARD CHAIR

Sioux Lookout First Nations Health Authority has had an interesting year. One filled with lows, but also a lot of positive growth in the right direction.

In looking at the hard times this year, we saw a startling increase in crises in our communities. We define a crisis as a negative event that affects a community and in which the community finds it necessary to request help to mobilize and stabilize.

Looking back at the last 20 years, the Nodin CFI department sends crisis workers into 15-18 of the 32 communities we serve. This year, we had crisis workers in 26 communities. This means that more than 80% of our communities reported crisis situations. Two of the communities we serve, Mishkeegogamang First Nation and Neskantaga First Nation, declared a state of emergency. Of the 26 communities we sent crisis workers into, several required more than one visit.

It is safe to say that 2013-2014 was a year where we saw the continuing struggles in the communities in our region. We continue, on a daily basis, to struggle with many health issues in our homes. Whether it's alcohol or prescription drug abuse, family violence, the rise of diabetes, or lack of community-based programs and services, each community in our region has distinct yet similar struggles. And the increase in crisis response this past year shows that these plights continue.

This makes me think of a study called *Suicide & the Persistence of Identity in the Face of Reduced Cultural Change*, in which Michael Chandler from the University of British Columbia and his colleagues detailed findings that seem to indicate that the more control First Nations communities have over their destinies, the less suicides there are.

He studied the relationship between suicide rates and measures of cultural reconstruction. In the first study, he looked at six cultural factors: self-government, land claims, education, health, cultural facilities and police/fire. In a subsequent update of his study, he added two more factors: women in government and child protection services.

He found that in those communities that had none of those cultural factors, the suicides were extremely high. Conversely, in those communities who had all those factors, there were few or no suicides at all.

This is important information for First Nation communities to know for future planning. We cannot tell leadership how they should run their communities, we can only give them the information for them to use if they choose. Perhaps this study can demonstrate though that moving towards self-governance and improved health services will benefit many facets of community health, including raising the quality of life and directly lowering the rates of suicide.

As we look forward to the positive things happening in the communities and our organization, every year SLFNHA and the Chiefs Committee on Health (CCOH) offer bursaries to First Nation students pursuing post-secondary education. Each year, the list grows and we see more and more young people graduating high school and pursuing college or university. Each year, CCOH puts \$15,000 towards these bursaries. This year, CCOH put \$30,000 towards the bursaries as the list has grown so much! We see more and more young, strong, and intelligent First Nation people stepping forward as role models in careers in health care.

In terms of the organization, we want to move SLFNHA up another level. We're looking at reorganizing the Board in such a way that the Board members will become more active in the running of the organization through Committee work. We hope to achieve this through a governance review that we have been undergoing this past year.

This review, conducted by an outside, unbiased firm, looked at ways the Board can improve how the organization is run. One of the reasons behind this is to ensure the Board's accountability to the First Nation communities we serve. With the review, the Board also assembled a Governance Review Committee. This Committee is compiled of three Directors and two other individuals selected by the Chair. The Committee advises the Board of all corporate governance issues, including but not limited to:

- Respective roles of management and governance
- Accountability of Board to stakeholders
- Role of Board in forming policies and monitoring strategic direction of the organization and program quality and effectiveness

When we look at the board governance review, the current board members are selected based on representation. The review will look at selecting members based on skill sets, such as experience in health and expertise in law, business, communications, finances, management, etc. The review also looks at setting up a Finance, Audit & Risk Management Committee, which means the board will continue to play an increased role in monitoring and planning SLFNHA's finances.

All of this means that the Board and SLFNHA will be more responsive to the needs of the community members we serve and ensure our programs and departments are delivering the best health care services.

As I wrap up this report, I can't help but think that each year, despite the ongoing health issues we face as First Nations, we are moving in a direction defined by our Vision:

We look forward to a time when our communities are filled with First Nations' people who are glowing with health, when families and communities support each other and are models of positive health status, when all able bodied people are employed, when there are sufficient quality homes for all and when the environment in each community is clean and safe for all people.

We stay on this path as SLFNHA continuously works toward this vision.

John Cuddeback



Photo taken in Sioux Lookout, Ontario

ᐅᑲᓪ ᑕᓂ ᐊᐱᑦ, ᐊᓪᓂᐊᑲᓐ ᑦᓄᐱᐃᓪ ᐊᓄᓯᐃᓪᑲᑦ ᐅᓂᓯᑦ ᐃᓪᑦᑲᓄᓂᓯᓪ ᑕᑕᓯ ᐊᓪᑕᐱᑲᓄᐊᓐ ᐃᐱ ᑕᓂ ᑕᓯ ᑕᑕᑦᑦᑦ ᐊᑲᓪᑦᑦ ᐊᓄᓯᐃᓪᑲᑦ ᐅᐅᓪ ᐱᑦ ᐊᑦᑲᓄᐊᓐ. ᐅᐅᓪ ᑕᓂ ᓂᓯ, ᓂᑦ ᐱᐱᐃᓪ ᐊᓂᑲᑕᑦ ᑦᑦ ᐅᓂᑦᑦᑲᑦᑦᑦ ᐃᐅᓪ ᓂᐃᓪ ᐱᓯᑦᑦᑦᑦᑦ ᑲᑦ ᐊᓄᑦᑦᑦᑦᑦ ᑲᐃᐊᑦᑦ, ᑲᐃᓪ ᐅᑦᑕ ᐱᓯ ᐃᓪᑕᓂᑦᑦᑦᑦᑦ ᐃᐅᓪ ᐅᓂᑦ ᐱᓂᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦ ᐅᑕᓄᓯᓪ ᐱᓯ ᐊᓪᑕᑦᑦᑦᑦ, ᑦᑦ ᑲᓪ ᐃᓪᐱᑦᑦᑦᑦᑦ ᐱᑕᐊᓂᑦᑦ ᑦᑦ ᓄᑕᑦᑦᑦ ᐊᓄᓯᐃᓪ ᐊᓂᑦᑦᑦᑦ, ᓄᓄᓪ ᑲᓪ ᐃᑦᓂᐊᓪ ᑕᑲᑦ ᑦᓄᐊᑲᓂᑦ ᑲᐱᑦᑦ ᐊᓄᓯᐃᓪ ᑕᑦᑦᑦᑦᑦᑦ.

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Photo taken in Sachigo Lake First Nation



Photo taken in Sandy Lake First Nation

Message from the Executive Director



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JAMES MORRIS
EXECUTIVE
DIRECTOR

It's been a very busy year here at Sioux Lookout First Nations Health Authority (SLFNHA). We've also had a lot of good things happening.

We are very fortunate to have found a new Finance Manager, Angela Madussi, who is originally from Ear Falls and studied in Toronto. She came to us from BDO in Dryden and brings with her many years of experience in the financial field. As a young lady, it is our hope that she will grow with the organization and SLFNHA finances.

Another thing that made me happy this past year was the clean audit (for 2012-13), which is a first for SLFNHA. In previous years, we've always had qualified audit opinions due to not disclosing capital assets, which were always insignificant in value. When the hostel was constructed, it created significant capital assets and made our financial position appear in an asset shortfall. In 2012-13, we capitalized our assets and this resulted in a clean audit opinion. This is important to the Board and the stakeholders, as the finances now reflect the organization's true financial picture and places us in a better position for future projects.

In the area of Nodin Child and Family Intervention Services, the most intensive work in the communities has occurred through the Trauma Teams, which have been assigned to Pikangikum, Neskantaga and Mishkeegogamang. Overall, in all three communities, the Trauma Teams have shown a high level of involvement and engagement. The team members conducted over 4,000 home visits and connected with over 1,600 community members. This represents a lot of healing.

Trauma Teams are only intended to be short-term measures to help communities stabilize, but it is evident from the evaluation report that the work needs to continue in some fashion. An analysis of the report shows that one of the key outcomes has been the identification of continued support and connection to other services.

One of the challenges for the coming year is to find a way to continue providing the type of support that has been provided by the Trauma Teams after the projects end. The most obvious method is called Case Management. When clients have complex needs and require multiple services, a Case Management System is there to support the person and ensure that the service providers are meeting the client's needs. Case management involves monitoring the service delivery and all the resources that are available for the client, who must consent to case management and be an active participant. A Case Manager will

work with the service providers, who are still responsible for their assigned tasks, but also meet regularly to review and update the coordinated service plan. Case management ultimately means the client has a circle of care which supports the client's right to compassionate, culturally competent care.

Over at the Jeremiah Mckay Kabaysheewekamik hostel, management and staff have made great strides, but there's still a lot of work to do. One of the changes that management has been working on is the quality of meals served. The menu will soon be changed to "hot meal delivery" instead of meals that were re-heated prior to serving. We want to serve food that people want and enjoy.

In our Health Services department, a lot of time and work was put into getting a new space for what we call the northern clinic. Currently, the patients who come from the communities go to the old Zone Hospital for their appointments, but the building is close to shutting down. Fortunately, the Chiefs of the communities we serve passed a resolution in March 2014 to proceed with an interim measure until the permanent Primary Health Care Facility is built, which will be in five years.

In the meantime, with the assistance of the Sioux Lookout Meno Ya Win Health Centre, a modular facility will be set up beside the hospital in the coming year. In this regard, we all have been working to revitalize the Four Part Agreement process, not only as a forum for working on the permanent Primary Health Care Facility, which will house the northern clinic, dental and other clinical work spaces, but to focus on other issues as well, such as long-term care.

These initiatives are only a few examples of the work the Health Authority is doing as we move forward to improve health care for the Anishinabe people who live in this area. I would like to thank all of our partners, starting with the leaders and the people of the communities who work with us. Others include Health Canada and the provincial Ministry of Children and Youth Services, who provide the lion's share of our funding, and also Nishnawbe Aski Nation, Tikinagan, and so many other integral partners.

Last, but not least, a Thank You to all the staff, both in Sioux Lookout and in the communities where we have staff, for doing all of the work. A few years ago, I reported that out of more than 200 employees, we only had five community-based staff. This year, I am happy to report that we have 22 full-time staff in the communities. If you count the 18 Trauma Team members, who are currently working in the communities at all times, that's 40 community-based staff. We will continue the process of de-centralizing whatever staffing positions we can to the communities. Thank you to all and we look forward to another year of growth, hard work and progress.

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).

Year in Review

Throughout 2013-14, the Chiefs Committee on Health continued to meet regularly and provide support and direction on a number of issues:

- Provided \$30,000 in bursaries to Sioux Lookout area First Nation students studying in the health field
- Provided oversight to the implementation of the AHP, which included reviewing and providing direction to 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 issues, including medical transportation issues and concerns on a regular basis
- Received reports and supported 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 in the Sioux Lookout area (SLFNHA attended three career fairs)

- Reviewed progress on Public Health Project and Anishinaabe Bimaadiziwin Research Program

Challenges

- Finding effective ways to promote healthcare careers to First Nation youth
- As we see an increase in the number of students studying in a healthcare field at a post-secondary institution, it's becoming increasingly challenging to adequately supply bursaries to each student. The amount of the bursary is either too low if funding all students, or students are left off the bursary list.

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
- Regional Wellness Response Program
- Anishinaabe Bimaadiziwin Research Program

Continue to promote health careers by:

- Examining new ways to promote health careers to First Nation youth in the Sioux Lookout area (i.e. social media campaigns, using role models, etc.)
- Develop an application process for health bursaries

Representatives for 2012-13

- Chief Donny Morris, Kitchenuhmaykoosib Inninuwug
- Chief Clifford Bull, Lac Seul First Nation
- Chief Connie Gray-Mckay, Mishkeegogamang First Nation
- Chief Elizabeth Atlookan, 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

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Participants at a public health community forum in Lac Seul First Nation in May 2014.

Anishinaabe Bimaadiziwin Research Program

The Anishinaabe Bimaadiziwin Research Program is a partnership between SLFNHA and Sioux Lookout Meno Ya Win Health Centre (SLMHC).

Through *Resolution 12-08*, SLFNHA was mandated to begin the process to establish a community-directed research unit to facilitate research based on community health priorities. The research unit would result in regional service providers having sufficient health data and evidence to support and advocate for the delivery of appropriate, adequate and proactive health care at the community-level. The unit would also ensure that the communities in the Sioux Lookout area set priorities for health research.

At the same time, SLMHC was in the processing of reviewing the existing structure for research review and creating a research program. In 2013, SLFNHA and SLMHC created the partnership to form a joint research unit.

Year in Review

- Successfully partnered with SLMHC to form a joint research unit
- Hired a Research Program Lead in July 2013 (located at SLMHC)
- Representatives from SLFNHA and SLMHC formed a Research Advisory Committee to lead the creation and direction of the unit (began holding monthly meetings). This group will act in a board capacity during the development stage.
- Draft Terms of Reference developed to guide the advisory group
- Chose a name for the unit: *Anishinaabe Bimaadiziwin Research Program*.

Challenges

- Development of protocols and procedures as the program and projects continue to develop and are initiated
- Changing negative perceptions of research and providing more education about community-based participatory research methodology which has had positive outcomes for First Nation communities.

Moving Forward

- As development of the unit continues, focus will shift to ensure the Research Program is a reliable and credible go-to source for all things related to health research in the Sioux Lookout region. This will mean developing partnerships with universities, hospitals, research centres, communities, etc. to ensure activities taking place in First Nation communities and in the Sioux Lookout area are relevant to community needs.

- The next year will be focused on promoting the research program locally and across the region for both communities and researchers so that there is a general understanding of how to move forward with research and who to go to for assistance when approached to participate in potentially valuable research projects.

Physician Services

Year in Review

- Recruitment efforts continue: one physician signed a full-time contract with the Hugh Allen Clinic and a physician signed a part-time contract (Poplar Hill First Nation)
- Sioux Lookout Regional Physician Services Inc. (SLRPSI) has approved a contract of service for Northern Practice Coordinator who provides leadership and support for the Northern Physician Group
- For Electronic Medical Records (EMR), we saw an increased number of physicians working within the system and improvements made in the speed and access in nursing stations. Chart information is increasing and improving information available to physicians.

	2011/2012 Community Days	2012/2013 Community Days	2013/2014 Community Days
Service Provided	2,221	2,048	2,013

Challenges

- Maintaining and recruiting contracted physicians
- Fulfilling all Northern community days and Sioux Lookout hospital service days while trying to maintain continuity of care for our clients

Moving Forward

- Developing enhanced policies and procedures to increase Northern community days
- Developing clear policies that are easy for locums, contracted physicians and staff to abide by, as well as increased structure supporting long-term planning for locums
- SLFNHA and Health Canada are exploring expanding electronic medical record access for all community-based service providers.

Primary Health Care Unit - Northern Appointment Clinic

The Northern Appointment Clinic is still located at the 7th Avenue site (old Zone hospital) and serves clients from First Nation communities coming to Sioux Lookout for medical appointments. The Clinic is staffed by a Clinic Coordinator, Nurse, two clerks and a full-time security guard.

Year in Review

- During this fiscal year 3,936 clients were seen
- 303 patients were seen by the Sports Medicine physician.
- Physicians at the Clinic saw a range of clients:
 - Follow-up from emergency room and hospital discharges
 - Follow-up after going to the Imaging Department at SLMHC
 - Mental Health and Addiction, including Suboxone treatment & support while in Sioux Lookout for medical appointments
 - Chronic disease management

Challenges

- Recruitment of a Nurse Practitioner
- Working in the old building has many challenges (pipes leaking, ceiling, distance from SLMHC & Hostel, etc.)

Moving Forward

- SLFNHA & Sioux Lookout Regional Physician Services Inc. (SLRPSI) is working with SLMHC to build an interim Primary Health Care Facility and Northern Clinic. This would be located at the Meno Ya Win health campus
- SLFNHA & SLRPSI continue to address the need for a permanent Primary Health Care Facility and will be a priority throughout the Four-Party process.
- More targeted recruitment efforts for the Nurse Practitioner and to develop the role and program delivery

Regional Wellness Response Program

In recent years, there was an emergence and steady increase of prescription drug abuse and associated harms (i.e. sexually transmitted infections and blood-borne infections) in First Nation communities of the Sioux Lookout region. With increased needle usage and sharing, and high-risk behaviour, there was an increase in reported cases of blood-borne infections such as Hepatitis C and sexually transmitted infections.

At the 2011 SLFNHA Annual General Meeting, the Chiefs in Assembly passed a resolution mandating SLFNHA to develop a Regional Opiate Drug Abuse Strategy. Two interrelated priority areas identified to tackle were substance abuse and blood-borne infections.

In response, the Regional Wellness Response Program (RWRP) was established in January 2013. The following services are in place: Regional Coordination, Needle Distribution Program, Community Wellness Development Team, and Hepatitis C Program. All have education and awareness campaigns, which are an integral part of the program. The RWRP has four staff working collectively in the same office space, and two consultants off-site.

Year in Review

Regional Coordination

- Successful liaison with community leadership, frontline workers, health care providers, etc., to allow for further development of strategies which will address community health needs and concerns.
- Collaborated for coordination of health service delivery and responsive to community concerns
- Program banner developed, program information added to SLFNHA website, and newspaper ads placed to promote and explain the program.

Needle Distribution Program

- Significant growth since inception- a result of the continuous promotion of the program, and education on the importance of harm reduction and prevention.
- From April 2013 to March 2014, the program sent 96 boxes. Approximately 11 communities were regularly using the program.
- From April 2013 to March 2014: 9,404 kits sent out, therefore 94,040 needles.

Hepatitis C Program

- Annual funding (from MOHLTC) received to hire a Hepatitis Case Coordinator to provide case management support to those living with, at risk of acquiring or affected by Hepatitis C (HCV).
- Design of intake, referral forms, and brochure
- Explored regional treatment options and group involvement to strategize service delivery improvement across the system responding to HCV.
- Increased knowledge and awareness of HCV through educational campaign and community/school presentations.

Community Wellness Development Team (CWDT)

- Supported six communities to prepare, plan, and implement their own community-driven treatment approaches to address prescription drug abuse and underlying mental health issues.
- 14 trips into these communities (14 different service options).
- Developed an information package (i.e. brochure, letter of invitation, flowchart, and referral form) and sent out to 36 communities within the team's catchment area. A total of 79 packages were sent on May 20, 2014 to all Chiefs,

Health Directors, Tribal Councils within the Sioux Lookout area, and representatives of the CWDT Implementation Subcommittee.

- Since the end of March 2014 to present, six communities have expressed interest and we have already started to provide service to some.

Challenges

- CWDT funding is secured until September 30, 2014 and continued funding will be based on the results of an evaluation requested by the Trilateral First Nations Health Senior Officials Committee.
- The unknown makes it very difficult to plan CWDT service delivery and to maintain staff.
- One part-time Program Assistant is not enough to keep up with increased demand for needle kits.

Moving Forward

- Funding request submitted for an increase to:
 - enhance the program
 - cover the costs associated with a growing needle distribution program
 - continue advertising/awareness campaigns, develop/distribute educational material
 - hire a full-time Addictions Educator
 - change the Program Assistant position to a full-time position
- To send newly developed Hepatitis C brochure, referrals (for health care and social service providers) and Hep C posters to community leadership, health directors, nursing stations, counsellors or addiction programs.
- Follow-up to assess interest and understanding of the Hep C program and presentations on the service and on Hep C. Goal is to begin working directly with clients by the end of September 2014.
- To develop a brochure on the Needle Distribution Program to send to communities currently not using the service, as a means to reach out to others who, with further information, may want to start a program.
- To continue supporting communities in their efforts to build capacity to develop community-driven treatment responses and to respond to blood-borne infections.
- To increase knowledge and awareness of HCV, harm reduction initiatives, and reduce the stigma associated with drug using and/or having a blood-borne infection.

The Telemedicine Program

The primary purpose of the Telemedicine Program is to provide access to professional health care and mental health specialized services via private video-conference consultations.

Education and training, presentations and administrative meetings are delivered through video-conferencing technology on ongoing bases, benefiting SLFNHA staff, community members and partner organizations.

Supporting First Nation communities within the Sioux Lookout area, the Program operates in partnership with KO-eHealth, K-Net, Ontario Telemedicine Network, Tikinagan Child and Family Services and The Hospital for Sick Children in Toronto.

Annual Statistics:

Event Type	Sessions	Clients Seen	Participants
Clinical	284	284	
Education (incl. webinar presentations)	60		190
Administrative	68		
TOTAL	412	284	190

Year in Review

Program Development Activities:

- Submission of funding proposal to become a Tele-Mental Health Service Coordination Agency.
- Participation in development of operational protocols & service pathways with partner organizations in Sioux Lookout
- Preliminary review of Telemedicine Service Agreement, Roles, & Responsibilities
- Development of effective coordination of intake referrals to tele-psychiatry and client follow-ups
- Establishment of regular video meetings between community-based Nodin workers and a mental health specialist
- Delivery of orientation on video-conferencing at the workplace and referral process to Tele-psychiatry of Hospital to Sick Children

Program Promotional Activities:

- Presentation at the Virtual Care Retreat Showcase in Sioux Lookout in October 2013
- Developed an updated Telemedicine Program brochure
- Advertisement of upcoming educational video-conferences & webinars via the SLFNHA website & email distribution

Challenges

- Equipment needed to access video-conferencing is currently unavailable at the Primary Health Care Unit and Nodin's Art Therapy room. The Telemedicine Program does not have the funds to fix the equipment.
- Communication and information sharing between agencies and First Nation communities
- In order for the Telemedicine Program to continue to provide high-quality services, we need core funding which adequately supports the ongoing program development.

Moving Forward

- Continue in comprehensive development of mental health service pathway that corresponds to specific health care needs of remote First Nations
- Continue to advocate the practical application of videoconferencing, particularly in the areas of public health education, mental health counselling and client follow-up.

Baby Teeth Talk Study

International Collaborative Indigenous Health Research, Baby Teeth Talk Study (BTI) is a three-year project which involves reducing early childhood caries by focussing on intervention during pregnancy. The participating countries are Australia, New Zealand and Canada.

BTI has recruited 544 pregnant First Nations and Métis women living in urban and on-reserve communities in Ontario and Manitoba in the past two and a half years and out of those, nearly 200 First Nations women came from the Sioux Lookout area.

Presently, study participants have all given birth. Fluoride varnish is being applied to their babies' teeth bi-annually, for three years. The goal of the study's multi-pronged approach is to intervene early enough in the child's life to prevent the onset of early childhood caries, or at least, reduce the rates of the disease to levels comparable to the general Canadian population so that fewer Indigenous children require dental treatment under general anesthesia.

Year in Review – Second Phase of the Study

- We have currently started the second phase of the Study. This involves the clinical oral examinations of the 2-year-old participants to assess the effectiveness of our pre- and post-natal preventive and behavioral interventions to prevent caries.
- The second phase of the Study began in February 2014, where both intervention and delayed intervention groups were targeted. This required mothers or primary caregivers to complete the follow-up questionnaire and the 2-year-olds to undertake an intra-oral examination by a registered dental hygienist.

- In March 2014, Health Canada approved four contracted dental hygienists to provide in-kind-contribution to the project by examining the 2-year-old participants of the Study.
- The registered dental hygienists' training and calibration session took place at the Sioux Lookout Zone Dental office on March 16, 2014 and involved the review of the dental caries diagnostic criteria and forms, followed by the examination of five children of the same ages as the study participants, but who were not participants in the study. These children received a standard intra-oral examination.

Statistics for Second Phase of the Baby Teeth Talk Study as of April 1, 2013 – March 31, 2014 (still on-going)

Communities in the Sioux Lookout Zone	Intervention & Delayed Intervention	Completed 2nd Questionnaire	Completed Clinical Oral Examination
4	19	19	11

Challenges

- Finding accommodations in the northern communities for the Study Coordinator while providing the interventions and during data collection
- Participants were often out of town during community visits
- Arranging/contacting participants for follow-up visits
- High cost of transportation, both air and land
- Inclement weather

Moving Forward

- Our goal is to maintain the current number of participants in the Study.
- We've received positive feedback from participants

Developmental Services Program

The Developmental Services Program works with adults and youth with developmental disabilities, mental health issues and/or challenging behaviours. The Developmental Services has two components: Clinical Assessment Program (MMW) and Transitions Program.

- 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.
- 115 referrals to date. 68 clients are active and five individuals on waiting list for eligibility assessment from Developmental Services Ontario.

Clinical Assessment Program

- The program serves adults 18 years of age and older and their families living with developmental disabilities.
- The Mashkikiwininiwag Mazinaatesijigan Wichiiwewin (MMW) program uses video conferencing technology to provide northern Ontario communities with enhanced access to clinical services and resources for adults living with developmental disabilities.
- Partnership with Surrey Place Centre based in Toronto and Community Living Dryden/Sioux Lookout.

Transitions Program

- Designed for young adult ages 18 to 24 who have been identified with a developmental disability and who have graduated or have been out of high school for two years

Year in Review

- 25 community visits (10 home visits)
- Supported Clients while attending court
- Supported/Coordinated 94 Clinical Assessments
- Passport Funding Program – 4 applicants approved
- Eight approved specialized accommodation funding
- Seven temporary support funding
- Coordinate and support lunch programs
- Supporting clients to transition to acquiring employment
- Annual workshop for clients and caregivers. 26 clients attended.
- Coordinated social outings for clients

Challenges

- Lack of supports and limited resources in the communities
- Identifying people to work with clients if needed

Moving Forward:

- Continue to work with First Nation communities to provide education, supports and/or services and accessing resource for people living with developmental disabilities
- Continue to lobby for improved/enhanced services and resources for clients
- Continue to promote the program and services to all First Nation communities

First Nations and Inuit Health Information System (FNIHIS)

FNIHIS is an information technology tool which supports health program planning and development, data management and capacity building. It ultimately leads to control over health information and improves the health status of First Nations and Inuit.

Every month, the nursing stations in each community serviced receive an immunization schedule which details all vaccinations due, the clients' names, date of birth and any other relevant information pertaining to his/her vaccinations.

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

Year in Review

Client Core Data	
New Clients	484
Changes to Client Core	782
Deaths	99
Immunization Data	
Immunization Entries	16,274
Mantoux Testing Entries	563
Immunization/Mantoux Records Requested	1,522

Challenges

- In the 2013 fiscal year there were 7,037 Flu Shots given (almost four times the amount in 2012). The increased volume, alongside the regular immunizations, proved to be very difficult to keep up with entering the data.

Moving Forward

- The FNIHIS program will continue to provide accurate Client Core Data and Immunization Data to the First Nation communities.

Tuberculosis Control Program

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

The TB program staff provide support and advocacy for clients with tuberculosis and their families while in hospital. Follow-up care at the community level continues to be a main focus during the long treatment regimens. Trips to communities continue to provide client and family support, screen contacts of TB cases, provide support for community caregivers, and provide educational sessions.

Year in review

- Recommendations of the BCG Working Group concerning vaccine administration and enhanced screening for TB are being implemented. Routine BCG vaccination has been discontinued in 28 communities. Administration of BCG, including a vaccine catch-up program, continues in three communities.
- TB screening for all communities continues. TB education is offered to all communities.
- Regular TB information sessions are provided at the Hostel. The Jeremiah McKay Kabayshewekamik Hostel was again the venue to commemorate World TB Day, March 24. Educational packages with community specific information were sent to all Health Directors and nursing station staff.

- New technologies for learning are being embraced by communities and we support this through the SLFNHA website, which is up-dated regularly.
- The TB Educator has commenced a series of educational sessions via videoconference for community healthcare providers. These Power Point presentations are available on the SLFNHA website.

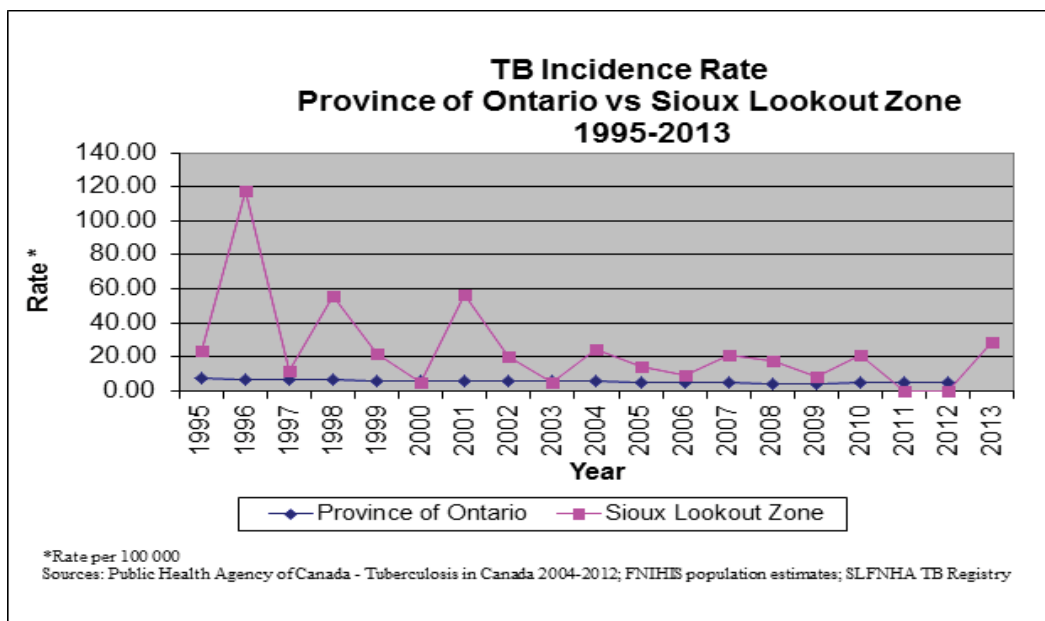
Challenges

- The rate of tuberculosis in Sioux Lookout area communities had been declining steadily since 2001, however, seven new cases of TB have been diagnosed since May 2013.
- Funding from FNIH continues at the same level since 1997.

Moving forward

In alignment with the principles of the Anishinabe Health Plan, the SLFNHA TB Program aims to continue a targeted approach towards the reduction of TB, as well as 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 case management and 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
- Work to implement alternative TB control options to more effectively meet the needs of the communities





Participants at a public health community forum in Nibinamik First Nation in May 2014.

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Challenges and Priorities for 2013-2014 and Beyond

- Frontline workers continue to utilize hotels and motels for overflow and this is a hardship for clients who must travel back and forth for meals to the hostel, medical appointments and daily check-in/check-out of hotels
- Unregistered children continues to be a problem and there is no one to cover costs for overnight accommodations at the hostel
- Clients have nowhere to stay after 90-day prior approval runs out. Most have been referred to Sioux Lookout for long-term treatment (i.e. Dialysis Treatment, Prenatal under Integrated Pregnancy Program)

Transportation Program

The Transportation Program is responsible for providing ground transportation to and from the Sioux Lookout airport, medical appointment locations and pharmacies. The transportation program will also provide rides to local hotels when there is no room at the hostel. Every year, the Transportation Program moves more than 100,000 passengers and completes an average of 50,000 trips.

Highlights and Achievements in 2013/2014

- Drivers were provided with Defensive Driving and Transportation of Dangerous Goods Training by Safety Matters
- Three new Dodge Grand Caravans were purchased to replace old vans and SLFNHA worked with Korkola Design on new minivan logos
- New driver added to weekly shift rotation to address an increased demand for Ground Transportation services from Monday to Friday

Challenges and Priorities for 2013-2014

- Addressing concerns by drivers that parents are not using child restraining devices when travelling in hostel vans
- Hostel management continues to work with clients regarding the two-piece luggage policy

Hostel Security Program

The hostel operates a 24/7 Security Program and it is responsible for ensuring safety for all clients and employees. The security enforces no smoking inside of the hostel as well as zero-tolerance for alcohol and illegal drug-use on hostel property.

Highlights and Achievements

- Staff enrolled in Non-Violent Crisis Intervention Training to properly deal with clients under the influence of alcohol and illegal drugs
- Additional security cameras were added to the hostel to better monitor the premises
- Hostel management implemented more frequent guestroom checks to ensure safety of clients

Challenges and Priorities for 2013-2014

- The Hostel Security responded to 784 incidents regarding public intoxication at the hostel. Hostel management needs to find ways to effectively communicate with hostel clients about the zero-tolerance policy on drug and alcohol use.
- In order to address concerns for Security Personnel visibility in the hostel, new uniforms and jackets will be implemented in the new fiscal year
- Installing additional panic button hardware in administration offices

- To ensure the safety of clients and staff, all persons under the influence of alcohol are referred to The Out of the Cold Shelter. Hostel management have also been invited to participate on the Building Healthy Communities, Enforcement Pillar Committee to address this concern.
- Hostel management is also working with Sioux Lookout Meno Ya Win Health Centre (SLMHC) on protocol to deal with clients for after-hour discharges

Client Advocacy and Support

The Client Representative continues to:

- Provide cross-cultural orientations to health care professionals and attend patient rounds with medical staff
- Work with clients at the hostel for referral services to low-income housing and local services
- Assist with translation services.

Please see **Table 2** below for program statistics for past 12 months for number of clients served.

Table 2: Client Advocacy and Support Statistics

Activity	Total
Client Advocate Hospital Visits	48
Liaison with Hospital patients	65
Liaison with Hostel Clients	2,335
Hostel Complaints	16
NIHB Denials	22
Medical Staff Orientations	38
Liaison with First Nation Communities	133

Highlights and Achievements

- The Client Representative continues to assist clients in filling out applications for low-income housing when referred to Sioux Lookout for long-term medical treatment
- The Client Rep. follows up with clients who were dismissed from Hostel for public intoxication and completes the Hostel House Rules Agreement form
- The Client Rep. works with new SLMHC staff to provide overview on Cultural Awareness Training
- The Client Rep. has been selected to sit as Nitawin Housing Board Chairman

Challenges and Priorities for 2013-2014

- Hostel management and Client Representative continue to promote Hostel House Rules Policy through Wawatay Radio shows and the development of a pamphlet which highlights guest services and house rules for the building
- Hostel management and Client Rep. provide information to Chiefs of Ontario Patient Safety Committee and Nishinabwe-Aski Nation Health Office for concerns
- The Client Rep. will be working directly with local First Nation communities when dealing with clients who are having social issues while staying at the Hostel

Hostel Data Entry

The hostel Data Entry Clerk is responsible for compiling data for the Finance Department for all clients who stay at the Hostel each night. The Clerk is also responsible for ensuring that all client information is stored in FNIHB Medical Transportation Logbooks.

Highlights and Achievements

- The SLFNHA IT department worked with the Data Entry Clerk to revise and reformat what type of information was needed to complete daily invoicing to FNIHB
- Night Audit Reports and data collection processes were changed to ensure that Accommodation Clerks could send the previous day entries for billing
- SLFNHA continues to work with 5 Star Reservation Systems to compile and store information for daily registrations at the hostel
- SLFNHA has a working arrangement with FNIHB to access the Ontario Medical Transportation Database System to coordinate an effective billing process for all prior-approved clients

Challenges and Priorities for 2013-2014

- Hostel management is working with the Finance Department to enhance and improve the billing process and to ensure quick turnaround time for payments

Activity Program

The Activity Program Coordinator plans and coordinates recreational and social activities for clients at the Hostel. Activities include; arts and crafts, distribution of magazines, distribution of games and puzzles, group bingo games and movie nights. The Coordinator also works with local service providers to enhance activities for clients at the hostel. Additionally, the Coordinator acts as a liaison for clients requiring assistance and translation.

Highlights and Achievements

- Christmas presents were provided for those clients who were unable to return home during the Christmas holidays
- The New Year's Baby was presented with a gift basket
- Monthly fun bingos and cooking classes were provided for those interested
- Activity Coordinator worked with volunteer groups for used clothing and toy/book drives for clients staying at the hostel
- Provided assistance to promote a new educational program at the SLMHC, which benefited children and youth staying at the hostel

Challenges and Priorities for 2013-2014

The Activity Coordinator has been able to partner with local service providers to provide daily programming and training opportunities for clients of the hostel, but has not been able to generate interest from hostel guests to attend. The Coordinator will continue to promote these opportunities for clients to get involved. It is expected that this involvement will alleviate some of the boredom that clients feel when they have nothing to do.

Food Services Program

The Food Services Program provides three nutritious meals per day, per client. A domestic kitchen is open for hostel guests to use to make coffee/tea and light snacks. The Jeremiah McKay Kabayshewekamik serves 132,600 meals for hostel clients each year. This total includes meals provided to clients accommodated in local hotels/motels, as well as airport bagged-lunches for clients whose departure times often resulted in missing the served meals.

Highlights and Achievements

- Hostel management and Aramark Canada meet weekly to address food menu and changes made in response to concerns about food quality
- A continental breakfast option was added for clients required to go the airport before 7 a.m.
- SLMHC's traditional Miichim Program provides hostel clients with weekly food specials such as fish, moose and duck
- The Health Inspector conducts semi-annual inspections and the hostel dietary department has been able to maintain cleanliness standards

Challenges and Priorities for 2013-2014

- SLFNHA and SLMHC working collaboratively towards Request For Proposals for food services for new fiscal year and includes the switch to hot food delivery for the Hostel
- SLFNHA and SLMHC in discussions to increase weekly traditional food items on the menu, to two or three times per week. SLMHC struggling to maintain good quantity for wild game donations.
- Dietary staff to be recertified on Safe Food Handling Course and new staff hires will be trained
- SLFNHA anticipates new hot food delivery program to be implemented in July 2014.

Hostel Guest Services Program

A Hostel Guest Services Program is available for hostel clients who require assistance and information about hostel and hospital services. The Guest Representative also provides front desk coverage, meets and greets incoming visitors to the hostel and provides translation services.

Highlights and Achievements

- The Guest Representative increased communication with clients and handed out comment cards throughout the year. Feedback from clients about their stay at the hostel has been mostly positive.
- Issues most often raised by clients were the quality and quantity of food/meals and hostel staff services.
- Management addressed the majority of issues raised by clients, but it should be noted that some comments were directly related to budgetary and staffing limitations which management must work with.

See Table 3 below for a breakdown of client satisfaction surveys

Table 3: Satisfaction Categories and percentages

Category	Satisfaction (%)
Hostel Accommodation	96
Food Services	82
Safety and Security	95
Cultural Environment	98
Staff	91
Overall Service	92

Challenges and Priorities for 2013-2014 and Beyond

- The Guest Service Representative will continue to work with elderly and disabled clients who are having problems navigating in and around the hostel and hospital properties
- The Guest Service Representative will continue to work with clients on the promotion of the hostel guest services program
- The Representative will look at ways to improve the communication between hostel staff and clients. This includes more frequent client surveys, more contact with clients to discuss hostel services, and promotion of hostel services using pamphlets and radio shows.

Housekeeping/Laundry Services

Housekeeping Services is responsible for cleaning each guestroom daily and maintaining cleanliness in the administration offices and public areas. The housekeepers will ensure the bed is made, washroom is sanitized, towels are replaced daily and garbage is removed. Laundry is responsible for ensuring that linens and towels are washed on a daily basis and all items are stocked for next day use.

Highlights and Achievements

- WHMIS training provided to Housekeeping and Laundry staff
- Northwest Pest Controls conducts monthly guestroom inspections and all inspections have reported no bed bugs. Northwest Pest Controls has been called in on five separate occasions where bed bugs have been found in rooms. Northwest completed rooms-cleaning and no further infestations were reported.
- Team Leader provides regular staff training in area of Industry Best Quality Cleaning Practices
- Ecolab completed quarterly service visits to the hostel for equipment/inspections and staff training

Challenges and Priorities for 2013-2014

- SLFNHA is not renewing contract service with Aramark Canada Ltd. for hostel management services for Laundry and Housekeeping. SLFNHA plans to develop and coordinate our own in-house management services for those services.
- The Hostel Team Leader attended regular training for improvements to housekeeping and laundry services, and provides in-house training for staff.
- SLFNHA and Hostel management are in discussions with service providers who are interested in working to provide a cost-effective way to purchase materials and supplies for the organization

Maintenance Program

The Maintenance Program ensures that general maintenance functions and building repairs are completed for the hostel.

Highlights and Achievements

- Maintenance responds to an average of 10-15 maintenance/repair requests per week and includes requests for light-bulb replacement, guestroom heating and cooling problems, issues with building HVAC systems, plumbing and minor electrical
- SLFNHA has contracts with Thyssen Krupp Elevators and Barcol Controls for monthly equipment maintenance. SLFNHA retains services from Superior Propane, Dryden Fire/Security and Troy Life for annual inspection of building systems.

Challenges and Priorities for 2013-2014

- The maintenance department and hostel manager continue to monitor the number of maintenance and repair requests.
- A decision must be made in near future on how the maintenance program currently reflects hostel repair and replacement needs, as well as workload issues for the program and if it needs to increase staffing.

Jeremiah McKay Kabayshewekamik: Moving Forward

The management at the Jeremiah McKay Kabayshewekamik (hostel) is constantly looking for better ways to measure and improve on the extent to which the hostel provides culturally appropriate and a comfortable environment for clients accessing the facility. The prime objective is to focus on client needs. Moving forward, some opportunities that have been identified by the hostel management team include training hostel staff to provide better support services for the client and to ensure that they meet the needs of clients. Caring for clients is our priority.



SLFNHA's Client Services Department staff. Front row, from left: Juda McKay, Evangeline Chapman, Elaine Elliott, Nancy Greaves, Candace Widmeyer, Mary Kejick, Barb Peetwayway, Chris St. Cyr, Neebin Morris and Jeanette Moonias. Back row, from left: Mary Cantin and Genesis Tamson.

Missing from photo: Darryl Quedent, Lorna Fiddler, Barb Friesen, Randy Wilson, Barry Waboose, Bridget Barron, Charlotte Carpenter, Roy Carpenter, Wayne Cecchetto, Grahama Chisel, Delphine Crane, Tim Davies, Ronnie Elliot, Lennie Fiddler, Seepa Grey, Nicole Jacob, Renato Galarde Jaravata, Robert Keesic, Dwayne Kejick, Genevieve Loon, Roseann Lyon, Peter MacKenchnie, Sandra Macleod, David Makahnouk, Elizabeth Masakayash, Julie McKay, Anna Skunk, Nancy Skunk, April Tuesday, April Gray, Velma Wesley and Cody Wiskeychan.

Nodin Child and Family Intervention Services



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KEVIN BERUBE,
DIRECTOR OF

TREATMENT SERVICES

Nodin Child and Family Intervention Services delivers mental health services for children, adults and families in the Sioux Lookout area First Nation communities. Services include; mental health counselling and assessments, early interventions, specialized clinics, cultural services support, crisis management support and special needs case management. 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 (SLMHC)

Nishnawbe-Aski Nation

Community Counselling and Addictions Services

Tikinagan Child and Family Services

Keewatinook 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:

- Facilitation of mental health first aid training to community resource staff and Nishnawbe Aski Nation resource staff
- Trauma team support in the communities of Pikangikum, Neskantaga and Mishkeegogamang
- Hiring of all of our Aboriginal Mental Health and Addictions Workers to work with the 13 communities identified by the Ministry of Children and Youth Services
- Completion of work with Pikangikum on developing a community case management model and community resource map
- Completion of a needs assessment and feasibility study to develop a Child and Youth Advocacy Centre to serve the First Nation communities in the Sioux Lookout area
- Support for SLMHC to provide after-hours counselling coverage to high risk patients
- Provision of crisis response services to 61 requests from the communities served

Mental Health Services

In the 2013/14 service year, counselling services, specialty clinics and cultural support responded to the mental health needs of 5,370 clients. Apart from the aforementioned counselling services, Nodin's crisis response services worked with an additional 4,831 clients.

Our area teams provide ongoing counselling support to clients in the northern communities. This past year, we provided service to 1,909 clients. Of the 1,909 clients served, 567 of these clients were seen through our acute care services. Many of the clients referred to acute care services are referred for follow-up in their home communities and are then seen by either a Nodin counsellor or the community mental health worker.

Our specialized services (psychology, psychiatry, expressive arts therapy) provided assessments, direct clinical service or client consultation to 585 clients in this year. Many of these clients will be referred to ongoing services through our mental health counsellors after the initial services have been conducted. Our specialized services also conduct group sessions for debriefing or grief processing. In addition, our specialized services will conduct training sessions for our counselling staff upon request.

Our cultural services team provided services to 2,876 clients in this service year. Our cultural services team provides a variety of services including: sweat lodge ceremonies, name giving ceremonies, sharing circles, memorial feasts, residential school survivor support, smudging ceremonies, educational sessions on medicinal plants, abuse/victim support and grief/loss support. Our cultural services team does open and carry client files, but responds to requests for support by individuals or the community.

The Wee Chee Way Win crisis line, based in Wunnumin Lake, is a crisis line funded by the Ministry of Children and Youth Services to provide telephone crisis response services to the communities we serve. In the past service year, the crisis line provided telephone crisis services to approximately 150 clients resulting in 54 hours of recorded service. The crisis line has not received calls from the child and youth population in our area. The Ministry of Children and Youth Services (MCYS) funds this service for the 0 - 17 age group, therefore MCYS believes the crisis line funding should be utilized differently so it could be responsive to the child and youth population.

Nodin's crisis response service responded to 61 requests for crisis response services from 26 of the 30 communities we work with. We deployed 63 crisis teams and 271 crisis counsellors in response to crisis requests. Crisis services saw 4,831 clients. This past service year has been our busiest on record since taking

crisis services from Health Canada – NIHB. Responding to all of the requests for crisis support had put our overall services in deficit. Each year, we receive \$650,000 from Health Canada to provide crisis support. In this past year, our operational costs in the crisis department reached \$1.6 million. We are working with Health Canada and our communities to come up with solutions to provide crisis response in a way that ensures the crisis funds will be sustainable each year.

Children's Mental Health and Addictions Services

Nodin CFI receives resources for 13 children's mental health and addictions workers. The direction from the Ministry of Children and Youth Services (MCYS) is that these positions are to be filled within the community that has been identified by MCYS. The communities are: Aroland, Kitchenuhmaykoosib Inninuwug, Cat Lake, Eabametoong, Kasabonika, Marten Falls, Mishkeegogamang, Neskantaga, Pikangikum, Poplar Hill, Sandy Lake, Summer Beaver and Webequie. This past year, we had

filled the 13 positions. We have had some turnover in staffing throughout the year, but the positions are now established in each of the communities that were identified. We are working with the Centre for Addictions and Mental Health to develop training modules for these workers.

Mikinakoos – Short Term Assessment and Treatment Unit

The Mikinakoos – STAT unit program has been suspended for the past year as SLFNHA consults with Lac Seul First Nation to build a new facility that the program can operate out of. The program suspended operations in April 2013, as building inspection found mold in the basement. It was decided to wait until a proper building could be identified for the program as there had been issues with the size of the original building to operate the program effectively.

	2009-10	2010-11	2011-12	2012-13	2013-14
Counselling	1,006	2,798	2,888	1,443	1,909
Specialty Clinics	215	473	526	647	585
Cultural Services	2,853	2,500	2,452	1,780	2,876
Total # of Clients Seen	4,074	5,771	5,866	3,870	5,370

Crisis	Description	2009-10	2010-11	2011-12	2012-13	2013-14
Suicide	Completions	14	10	12	12	16
	Attempts	103	78	91	73	97
Crisis Responses		58	55	50	46	61

Current Projects

Nodin – Pikangikum Project

Nodin completed a three-year project with Pikangikum First Nation through a partnership with a clinical research and evaluation team to work with the Pikangikum resource staff in the areas of community engagement, training and development of community resource workers, development of a community case management model and evaluation of the project. A community resource map and service coordination mapping for mental health were developed for the community staff so they had a clear idea of how to access the different mental health and addictions resources available to community members. The work with the mental health and addictions services in Pikangikum continues even though this project is complete.

Trauma Teams

Sioux Lookout First Nations Health Authority has been deploying trauma teams in the communities of Pikangikum, Neskantaga and Mishkeegogamang. The purpose of the trauma teams is to work alongside the community resources to address the impact of current and historical trauma felt by community members. The trauma teams will continue to operate until the end of September 2014. The trauma team clinicians are referring cases to existing services in the community (Nodin, community mental health) to follow up on the work they have been doing in these communities. To date, the trauma teams have worked with over 1,600 community members from these three communities.

Child and Youth Advocacy Centre

The needs assessment and feasibility study has been completed to identify a child and youth advocacy centre that would serve the First Nation communities in the Sioux Lookout area. A child and youth advocacy centre is a service that provides a child-friendly environment to work with child victims of crime. The centre brings together all of the services that would work with child victims (health services, mental health services, child welfare, police, crown attorney) to organize their efforts so that the least amount of trauma is incurred by the child from the process of gathering information in a criminal case. It also ensures that timely supports are in place for the child victim.

The project was funded by the Department of Justice, Ministry of the Attorney General – Ontario Victims Service Secretariat. The information from the study is being sent to the Department of Justice as a Phase 1 project. Phase 2 of the project would focus on the development of a centre in the region. Another proposal is required for consideration of Phase 2 funding.

Challenges

Providing crisis response services has created a deficit for Sioux Lookout First Nations Health Authority.

We managed to reduce the deficit through a re-distribution of administration funds, but we weren't able to erase the deficit. We have been communicating with Health Canada, MCYS and the First Nations leadership about ways we can prevent this from happening in the future because we can no longer continue to incur deficits in crisis response.

Although this has been a challenge for us, we believe that something good is coming out of this. The Chiefs, along with Health Canada, have requested a review of mental health and addictions services in the region. The review intends to look at existing services to identify what's working, where the gaps are and where we need to go to build a mental wellness continuum for the region that ranges from education and prevention to residential services.

Moving Forward

Our efforts to continue to develop our services also include efforts to work with community services in a collaboration to build capacity in mental health and addictions in the region. Our efforts include:

- Continued partnership with the Centre for Addictions and Mental Health for adult psychiatric support service, training opportunities and development of module training for mental health and addictions workers.
- Planning for a 10-bed facility to be built on Lac Seul First Nation for the Mikinakoos – STAT unit program
- Advocacy for community services to receive support in the areas of ongoing training and development, clinical supervision and regular debriefing.
- Structured case-management planning with community mental health services and regional services agencies (ie. Tikanagan) to improve service coordination, which leads to more positive client outcomes.
- Participation in a regional review of mental health and addictions services, with an aim to develop a complete mental wellness continuum that supports all of the services through existing and new structures identified, to improve client service outcomes in the region.



Staff at SLFNHA's Nodin CFI site. Back row, from left: Brenda Morison, Wava Fox, Ann McDonald, Violet Tuesday, Sara Rea, Stephen Edwards, Leanna Trout, Brian McIvor, Norman Barratt, Vincent Ostberg, Brian Logan, Tom Chisel, Hilda Derosé, Walter Lyon, Dave Poulin, Ravin Walker and David Segerts. Front row, from left: Lyn Manitowabi, Jennifer Beaver, Nicole Anderson, Susan Barkman, Melenie Cheesquay, Annie Capay, Linda Magotte, Dorothy Ross, Trish Hancharak, Rose Gunderson and Raye Landry.

Missing from photo: Kevin Berube, Doris Dematos, Tina Jacobson, Marilyn Lewis, Marion Morris, Patti Roussin, Mary Jane Chisel, Bob Smith, Stephanie Kitchkeesick, Marjorie Griffiths, Donna Roundhead, Dean Cachagee, Seegwun Morris, Florence Bouchard, Maxine Poulin, Aaron Therriault, Glenda Meshake, Cathy Therriault, Brent Beardy, Mary Childsforever, Bertha Quisses, Christine Ostomas, Jeff Lewis, Joseph Misewace, Angeline Wassaykeesic, Rhonda Goodman and Beulah Wabasse.



SLFNHA's Primary Health Care Unit staff. Front row, from left: Sue Haukeness and Jeanette Wisnoski. Second row, from left: Michelle Farlinger, Mary Ombash, Trina Kakekagumick, Charlie Binguis, Cindy Wilson, Mary-Ann Beardy, Dennis Dumphy, Stephanie Bandola and Alice Dodsworth. Missing from photo: Joanie Gulka and Penny Bergman.



SLFNHA's Health Services staff at the 61 King Street site. From left: Paddy Dasno, James Bergman, Janine Arpin, Kelly McIntosh, Donna Morris, Ann Cleland, Tina Quequish, Christine Sawanas and Hana Beitel. Missing from photo: Susan Chapman.



SLFNHA's Finance Staff. From left: Laureen Machimity, Angela Madussi, Judy Buchan, Carolyn Horbas, Linda Bourrier, Joanne Mainville, Delaine Fiddler, Audry Trimble and Aalayiah Nestrovich. Missing from photo: Evangeline Kanakakeesic.



Staff at SLFNHA's main Administrative Building (61 Queen Street). Back row, from left: Maureen Chabbert, Emily Paterson, Cheryl Otis, Suzanne Snow, Bobbi Christink, Georgina Chapman and James Morris. Middle row, from left: Cindy Moffat, Irene Dube, Dorothy Binguis, Christine Chisel and Serena Kenny. Front row, from left: Brent Wesley, Charlene Samuel, Janet Gordon, Star Mamakwa and Crystal Brown. Missing from photo: Rod Horsman, Pierre Parsons, Chris Duval, Kadey Kennedy, April Derouin, Alyssa Pronger, Charlene Dymont, Terri Farrell and Jamie Sitar

Our Partners and Funders

The SLFNHA Board of Directors, management and staff extend our appreciation to our partners and funders for their contributions.

- Aboriginal Healing & Wellness Strategy
- Amdocs
- Centre for Addiction and Mental Health
- Chiefs Committee on Health
- Chiefs of Ontario
- Children's Hospital of Eastern Ontario
- Firefly Children's Mental Health
- First Nations Family Physicians and Health Services
- Health Canada - First Nations & Inuit Health Branch
- The Hospital for Sick Children (SickKids) - Telepsychiatry
- Hugh Allen Clinic Family Health Group
- Keewaytinook Okimakanak Telemedicine
- Kinark Child and Family Services
- Local Health Integration Network
- Nishnawbe Aski Nation
- The Northern Psychiatric Outreach Program at the Centre for Addiction and Mental Health (formerly known as University of Toronto Psychiatric Outreach Program)
- Northwestern Health Unit
- Northwestern Ontario Infection Control Network
- Northern Ontario School of Medicine
- Ontario Centre of Excellence for Child and Youth Mental Health
- Ontario Trillium Foundation
- Province of Ontario - Ministry of Community & Social Services
- Province of Ontario - Ministry of Children and Youth Services
- Province of Ontario - Ministry of Health & Long Term Care
- Sioux Lookout area First Nations
- Sioux Lookout area Tribal Councils
 - Independent First Nations Alliance
 - Keewaytinook Okimakanak
 - Matawa First Nations Management
 - Shibogama First Nations Council
 - Windigo First Nations Council
- Sioux Lookout-Hudson Association for Community Living
- Sioux Lookout Meno Ya Win Health Centre
- Sioux Lookout Meno Ya Win Health Centre - Community Counselling and Addiction Services
- Sioux Lookout Pastoral Care Committee
- Sioux Lookout Regional Physicians Services Inc.
- Surrey Place Centre
- Tikinagan Child and Family Services
- Thunder Bay District Health Unit
- University Health Network



Sioux Lookout First Nations Health Authority



**VIEW OUR PAST ANNUAL REPORTS,
CHIEF'S RESOLUTIONS, UPCOMING EVENTS AND
CAREER OPPORTUNITIES ONLINE, ANYTIME!**

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