



Heskw'en'scutxe Health Services Society

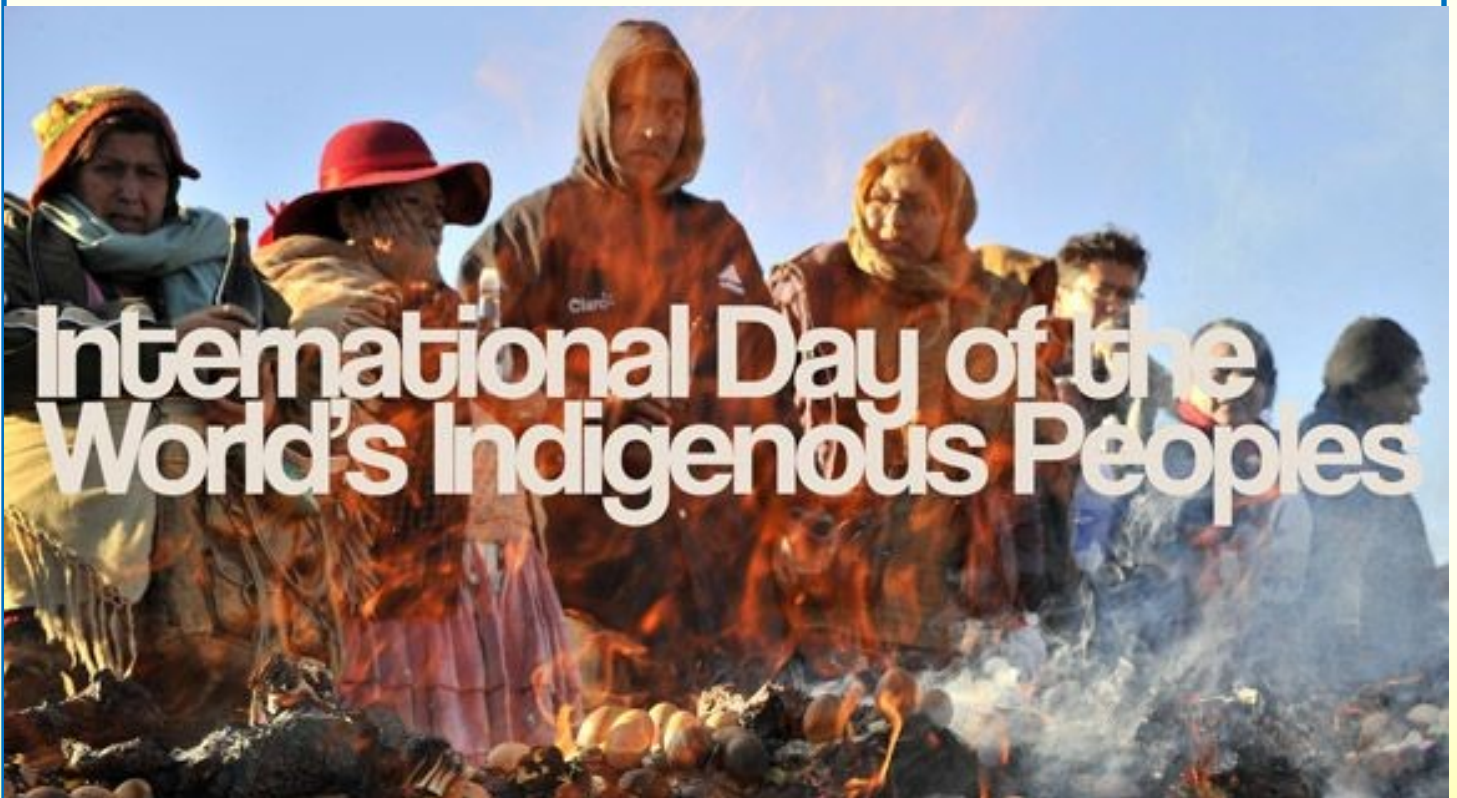
Dedicated to serving Cook's Ferry and Siska Communities

"Take Care Of Yourself"

Health & Wellness Newsletter

August 2020

August 9th is International day of the World's Indigenous People
This **year's theme** is COVID-19 and **indigenous peoples'** resilience
and a special event will feature a panel discussion on the innova-



tive ways **indigenous peoples** continue demonstrating resilience
and strength in the face of the pandemic, while confronting grave
threats to their survival.

We are strong and we will get through this!

For information on any activities taking place this month or to make ride arrangements, please contact one of our offices.

Cooks Ferry Office

Box 188, 3691 Deer Lane, Spence's Bridge, BC, V0K 2L0

Phone: (250) 458-2212

Fax: (250) 458-2213

Client Toll Free: 1-866-458-2212

Email: nadine.methot@hssbc.ca

Siska Office

163 Loop Road

Phone: (250) 455-6601

Fax: (250) 455-6608

Client Toll Free: 1-844-255-6601

Email: corynn.revely@hssbc.ca

Visit our Facebook Page! <https://www.facebook.com/groups/462213130612032/?ref=bookmarks>

| Articles | Page |
|--|-------|
| Index and HfSS Value & Mission Statement Office closure notice | 2-3 |
| HfSS Nursing program information | 4-5 |
| Recycling updates/A letter from the Manager | 6-7 |
| Racism in Healthcare/The complaint process | 8-11 |
| Interior Health Covid 19 Testing and Assessment Centres nearest Interior Nations | 13-15 |
| HfSS Garden Contest Rules | 17 |
| Medical Travel Information | 18-19 |
| First Nations Health Benefits | 20 |
| Mental Wellness Support Services | 21-22 |
| First Nations in BC and the Overdose Crisis | 23-24 |
| What is Gastroparesis | 25 |
| Heat Stroke information | 26-27 |
| BLT Pizza recipe | 28-29 |
| Service Providers upcoming dates: Footcare, Massage, & Reflexology | 30-31 |
| Other Programming Updates | 32 |
| HfSS Directory | 33 |
| | |

HESK W'EN'S CUTXE HEALTH SERVICES SOCIETY



What does B.C Phase 3 mean to First Nation communities? More openings, ongoing caution.....

The province is entering the third phase of its restart plan, Premier John Horgan said Wednesday, which means hotels, resorts, parks, and entertainment venues such as movie theatres will all be able to reopen. However, Premier Horgan emphasized the need to move ahead cautiously.

"This is not a return to normal. We need to remember we are not leaving COVID-19 behind."

The premier and public health officials say pandemic precautions remain key: frequent handwashing, physical distancing and – when that is not possible – wearing a mask, and staying home if sick or showing any signs of illness.

"The curve has flattened but it has not flat-lined," said FNHA acting Chief Medical Officer Dr. Shannon McDonald, emphasizing that cautionary measures must continue. "We must continue to do this for the sake of the most vulnerable among us, especially our Elders, our language speakers and our Knowledge Holders."

Dr. McDonald made her comments Friday at a joint news conference with Provincial Health Officer Dr. Bonnie Henry, who called on people to respect the communities they plan to visit during what she called "this unique summer." Many communities are concerned about receiving tourists, including some First Nations communities.

"Communities need to do what's right for them at the pace that's right for them," said Dr. Henry.

"Some communities will choose not to welcome guests," said Dr. McDonald. "They are self-determining and they can make those choices." <https://www.fnha.ca/about/news-and-events/news/phase-three-means-more-reopening-ongoing-caution>

BC Civic Day

The offices will be closed on day and will re-open normal business hours, 2020 from 8:30 a.m. to 4:30 p.m.

Heskw'en'scutxe Health Services



- * Open from Monday to Friday from 8:30 A.M. to 4:30 P.M.
- * For any emergencies outside of office hours, please call your family for support or dial 811 to talk to a nurse or 911 .
- * The Society receives funding from the First Nation Health Authority.
- * Funding and programming is reserved for community members living on reserve and to support self-sufficiency.
- * During this time of Pandemic, our services have been reduced due to observing social distancing.
- * We are continuing offering home care community nursing along with our Health Care aids, Community Health representative support.
- * Thank you for letting us help you the best way we can in this unprecedented time.

FUNDING FOR MEDICATION PICK UP



The First Nations Health Authority is supporting communities to coordinate medication delivery and pickup for all community members.

Clients whose communities are not coordinating medication delivery or pickup may be eligible for temporary mileage coverage to pick up their medications.

Clients should contact their Patient Travel clerk to request mileage coverage for medication pickups.

Clients without a Patient Travel clerk can contact Health Benefits at **1.855.550.5454** to request mileage coverage.

**PROGRAMS OFFERED IN BOTH OUR COMMUNITIES
WE HAVE 2 NURSING PROGRAMS**

COMMUNITY HEALTH NURSING PROGRAM

- * Communicable disease control (e.g. Pandemic Emergency Operations Center (EOC), immunization, tuberculosis screening and treatment, handwashing education, etc.),
- * Maternal-child health (e.g. prenatal, postnatal, and Well Baby clinics),
- * Disease screening (e.g. diabetes and heart disease screening)
- * Harm reduction (e.g. distribution of condoms, injection and inhalation supplies, and naloxone kits).

WHAT IS HOME & COMMUNITY CARE NURSING PROGRAM?

- * Nursing care (e.g. chronic disease management; medication administration; wound, ostomy, and catheter care; post-hospital care; palliative care; etc.)
- * Personal care (e.g. bathing, toileting, foot care and meal preparation)
- * Referral for medical equipment (e.g. walker, shower chair, bedside rail, etc.)
- * Referral for occupational therapy, physiotherapy, dietician, and diabetes educator services.
- * Requires a Care Plan conducted by the Nurse



Nurse Scarleth would be happy to hear from you!

Recycling and Composting Updates

Cook's Ferry Recycling and Composting Ambassador Rhonda Billy is pleased to announce that people in the community are recycling and composting again. In fact, some mentioned how large their black garbage bags had become and realized how sorting our waste really makes a difference at the end of the day. Keep up the great work! Rhonda has some reminders for you to read below:



WHEN YOU RECYCLE:

1. RINSE ALL CONTAINERS (if it's too greasy, dirty please put in the garbage).

Unrinsed containers stink, attract mice and rats who attract rattlesnakes.

A snake was seen around the station last week so please be very cautious.

2. Facial tissue boxes go in the paper bin not the container bin

3. Empty and or rinse out laundry bottles

4. Greasy Pizza boxes & donut boxes go in the garbage. They are not recyclable.

SISKA Composting Project:

We are looking into having a composting project in Siska.

Stay tuned for future developments.



A LETTER FROM THE MANAGER

Heskw'en'scutxe Health Services Society

Hentle,

I hope everyone has been enjoying summer and that your gardens are growing with abundance!

Summer is a time to be preparing for winter to ensure that we have enough nourishment to last the long cold months and this year we could also be preparing for this coming flu season and the anticipated second wave of COVID19 transmission outbreaks.

To be prepared we can slowly stock up on essentials such as dried foods, canned goods, tissue, cold and flu medications, household disinfectants, hand and laundry soap, hand sanitizer, garbage bags, disposable gloves, and face masks. Also, please consider how your household will manage self isolation if someone in the home becomes ill. Please reach out to us if you have any questions or would like to discuss how your household can prepare.

The Provincial Government has now approved phase 3 to open services and allow more travel. This is good news, but we must remain vigilant with following the health guidelines for COVID19. While enjoying your summer activities I would encourage everyone to keep track of where you have traveled and the people you have been in contact with. The BC Center for Disease Control (BCCDC) will require this information when they conduct the contact tracing. Contact tracing is when the CDC calls everyone who has been in contact with a positive COVID19 case to request that they also self isolate to stop the spread of the virus. Contact tracing will help keep our communities safer by ensuring that all sick people are self isolating and not spreading the virus.

The more people who get tested the safer everyone else around them are and the safer our communities will be. There is no shame in getting tested or having COVID19. We need to support each other by getting tested when we have symptoms as it is a sign of caring for each other. The earlier we can confirm a positive test result the better the chances of stopping the spread of the virus through contact tracing and self isolating.

If you have any cold or flu symptoms please continue to assume that it may be COVID19 and self isolate to protect your family, friends, and community. If your symptoms have lasted at least 24 hours you can call your primary care provider to arrange to be tested for COVID-19. Or you can still call 811 or Heskw'en'scutxe to get advice.

Call 911 if you have any trouble breathing or your symptoms worsen.

If you are self isolating HHSS will support your household by supplying basic essential needs to encourage compliance. Please contact Heskw'en'scutxe if you require this service.

Thank you for your keeping up your efforts of staying 6 feet apart, washing your hands often, not touching your face, washing high tough surface areas, and self isolating with any COVID19 symptoms. We will get through this together!

Keep your spirits strong! During these uncertain times it is important to take care of ourselves emotionally, spiritually, mentally, and physically. Try to get out on the land whether that is in our gardens or in the mountains, or water. Connect with friends and family. Go for a walk, run, bike ride, or swim. Talk to your support people. Be thankful for all our blessings! Take care of each other.

Please call the office and talk to any one of our staff members, we are all here for you and will do our best to help you with your health!

Take Care,

Tina Draney

Racism in Health Care

On June 19, 2020, B.C. Health Minister Adrian Dix appointed Mary Ellen Turpel-Lafond to lead an independent investigation into allegations of racism in the province's health care system.

Your voice matters!

Complete the survey to help understand the presence and extent of First Nations specific discrimination in health services in British Columbia.

<https://engage.gov.bc.ca/addressingracism/>

Anybody with specific experience or knowledge of racism in the health care system can also share information by telephone at 1 888 600-3078 or by email: Addressing_Racism@gov.bc.ca

Help your community Share Their Story by July 30

The FNHC is partnering with Mary Ellen Turpel-Lafond and her Addressing Racism Investigation team to spread the word about how Indigenous people can get involved.

Addressing Racism Investigation

Mary Ellen Turpel-Lafond is the commissioner of an independent investigation into systemic Indigenous-specific racism in health care in BC. The investigation was established by the Minister of Health in mid-June.

The Investigation encourages all Indigenous people in BC to complete a survey on their experiences within the BC health care system. Data from survey responses (and other sources) will inform Mary-Ellen's report and recommendations for action. Read more about the investigation at <https://engage.gov.bc.ca/addressingracism/investigation-details/>.

Sample Social Media Posts

Share Your Story with the Addressing Racism Investigation by July 30. Complete the survey online at <https://engage.gov.bc.ca/addressingracism/get-involved/> or call and leave a detailed message for the investigation team at 1-888-600-3078 or email addressing_racism@gov.bc.ca.

Have you shared your story with the Addressing Racism Investigation? Learn now to get involved at <https://engage.gov.bc.ca/addressingracism/supports/> and be sure to tend to your mental health and wellness. Addressing Racism resources are here as well as the FNHA's Virtual Doctor of the Day program (<https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day>).

Key messages to share with your community:

- **This Investigation Matters.** Mary-Ellen is leading an independent investigation into Indigenous-specific discrimination in B.C. health care. Her goal is to report on alleged incidents of Indigenous-specific racism in ER departments in BC in the context of Indigenous-specific systemic racism in the provincial health care system. Addressing racism is a shared goal for our made-in-BC health governance structure.
- **Share Your Story by July 30.** We encourage all Indigenous individuals to complete the survey of their experiences within the B.C. health care system. People can complete the survey online at <https://engage.gov.bc.ca/addressingracism/get-involved/> or call and leave a detailed message for the investigation team at 1-888-600-3078 or email addressing_racism@gov.bc.ca.
- **Tend to Your Mental Health and Wellness.** If telling your story affects your mental health or of someone you know, supports are available through the Addressing Racism resources as well as the FNHA's Virtual Doctor of the Day program (<https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day>).



I HAVE A COMPLAINT ABOUT THE CARE PROVIDED BY A BC HEALTH AUTHORITY

WHAT CAN I EXPECT WHEN MY COMPLAINT IS REVIEWED BY A HEALTH AUTHORITY PATIENT CARE QUALITY OFFICE?

You can expect your complaint to be dealt with promptly and fairly. The Patient Care Quality Office will:

- formally register your complaint
- work with you to identify a reasonable resolution to your concern
- respond to your complaint
- provide an explanation about any decisions and actions taken as a result of your complaint

In order to proceed with a review of your concerns, the following information is needed, whenever possible:

- your full name
- the name and birth date for the person who received care
- the location/facility where care was provided
- the date(s) that the care was provided
- your contact information (phone number, email address, mailing address)

When submitting a complaint it is helpful to include appropriate background information so that the Patient Care Quality Officers may follow up promptly and effectively.

WHAT IF I AM NOT SATISFIED WITH THE RESULT?

If you are not satisfied with the resolution you have received from the Patient Care Quality Office you may request a review from the Patient Care Quality Review Boards. The Review Boards provide an independent review process regarding care quality complaints originating in BC health authorities.

WHAT SUPPORT DOES THE FIRST NATIONS HEALTH AUTHORITY PROVIDE TO CLIENTS DURING THE PROCESS?

The FNHA Quality Care and Safety Liaison will assist the complainant in navigating their complaint through the Health Authority's Patient Care Quality processes. At a minimum the FNHA Quality Care and Safety Liaison will connect the complainant with the appropriate Patient Care Quality Office. In some cases, the FNHA Quality Care and Safety Liaison will provide additional support to the client through the completion of the review process. Information shared between the FNHA Quality Care and Safety Liaison and the Patient Care Quality Office may only be done with the written consent of the client whose health information is being accessed.

Unhappy with the care you received at an Interior Health or Fraser Health service site?

You can make a complaint with the Interior Health Patient Care Quality Office, the First Nations Health Authority Quality Care and Safety Office, or both.

Speak to any **Heskw'en'scutxe Health Services Society** staff member if you require assistance with making a complaint.

Interior Health Patient Care Quality Office

1-877-442-2001

patient.concerns@interiorhealth.ca

First Nations Health Authority Quality Care and Safety Office

1-844-935-1044

quality@fnha.ca



Summer is here.

So is COVID-19.

The more people you hang out with,
the higher your risk of being exposed to
and spreading COVID-19.

Do your part: socialize safely.

- If sick, stay home – no exceptions
- Stay 2m apart
- Keep your groups small
- Don't share drinks or smokes
- Avoid crowded, closed, or indoor spaces
- Have a designated contact keeper at gatherings
- Don't socialize with people you don't know

**Remember: your choices make a difference –
you can keep others in your community safe.**

COVID-19 PANDEMIC RESPONSE



Interior Health



Interior Health
Every person matters

Interior Health COVID-19 Testing & Assessment Centres nearest Interior Nations

Testing is now available for everyone who needs it. If symptoms appear, self-isolate and call your health care provider or 8-1-1 for guidance. You can use this easy self-assessment tool from the BC provincial government <https://bc.thrive.health/> to help determine whether you or a loved one need further assessment or testing for COVID-19.

COVID-19 is tested using a "standard swab" – a long Q-tip that scrapes cells from the very back of the nose or throat. These swabs are sent to a laboratory for testing. Click on the links below for a list of collection centres (i.e., testing site locations) in BC to find one near you. You can also call 8-1-1, your family doctor or your community health nurse to find the nearest collection centre.

- [Collection centre finder](#) (for mobile and desktop)
- [Collection centre finder](#) (for Internet Explorer)

If you need to be tested for COVID-19 and you cannot get to the testing location on your own, please call the BC Ambulance non-emergency line at 604-872-5151

How to book an appointment for a COVID-19 test: Individuals seeking a test should call their primary care provider (family physician or nurse practitioner) or the closest Interior Health community testing and assessment centre. The list of Interior Health centres nearest Interior Nations is listed below.

How to access your test results:

COVID-19 test results are generally available in 1-3 days from the time you were tested. It is important to know that Interior Health will follow up directly with individuals whose test results are positive, but anyone who is tested for COVID-19 in IH can check their results using one of the following options below:

- Call your primary care provider (family physician or nurse practitioner) for your results.
- Check your results online on Interior Health's [My Health Portal](#). Please note that you will need to register.
- Call the BCCDC COVID-19 Negative Results line (1-833-707-2792), which is open from 8:30 a.m. to 4:30 p.m., seven days a week.

Should I be tested?

Anyone with cold, influenza or COVID-like symptoms can be assessed and get a COVID-19 test. If you are **not experiencing symptoms**, a COVID-19 test is not effective or recommended.

Testing is specifically recommended for some groups, including:

Anyone with new respiratory or gastrointestinal symptoms should be tested if they are:

- Residents or staff of long-term care facilities.
- Hospitalized, or likely to be hospitalized including pregnant individuals in their third trimester, patients on hemodialysis, or cancer patients receiving radiation or chemotherapy.
- Part of an investigation of a cluster or outbreak.

People who develop a new fever or respiratory symptoms or shortness of breath should be tested if they are:

- Health care workers.
- Residents of remote, isolated or Indigenous communities.
- People living and working in communal settings such as work-camps, correctional facilities, shelters, group homes, assisted living and seniors' residences.
- People who are homeless or have unstable housing.
- Essential service providers (e.g. first responders).
- Returning travellers identified at a point of entry to Canada.

If you have had a COVID-19 test, please refer to the [How to self-isolate after a COVID-19 test](#) handout.

Where can I get tested in the Interior Region?

As information is updated frequently, it is recommended that individuals are reviewing the public webpage here [Interior Health Testing Information](#) for the most current and up to date information.

Interior Health has COVID-19 testing and assessment centres in 100 Mile House, Ashcroft, Salmon Arm, Sparwood, Williams Lake, Nelson, Trail, Cranbrook, Creston, Vernon, Kelowna, Kamloops, Penticton, Revelstoke, Merritt, Sparwood, Grand Forks, Golden, Enderby, and Lillooet. Interior Health is actively working to make COVID-19 screening opportunities available in additional communities.

Testing at these centres is **by appointment**. Please call the nearest collection centre to determine testing times available. The locations nearest Interior Nations are listed below:

| Location | Facility | Address | Phone |
|----------------|----------------------------|---------------------|--------------|
| Ktunaxa | | | |
| Cranbrook | Rocky Mountain Lodge | 20 23rd Ave. S | 250-417-9252 |
| Creston | Creston Valley Hospital | 312 15 Ave. N | 250-254-2055 |
| Golden | Golden & District Hospital | 835 9th Ave. S | 250-344-5271 |
| Sparwood | Sparwood Health Centre | 570 Pine Ave. | 250-425-3777 |
| Trail | Kiro Wellness Center | 1500 Columbia Ave | 250-304-5210 |
| Grand Forks | Boundary District Hospital | 7649 22nd St | 250-443-2120 |
| Nelson | Kootenay Lake Hospital | 3 View St. | 250-551-7500 |
| Syilx | | | |
| Kelowna | Urgent Primary Care | 11471 Harvey Ave | 250-469-6985 |
| Penticton | McLaren Park Arena | 1350 King St. | 250-770-3434 |
| Vernon | Urgent Primary Care | 101 - 3105 28th Ave | 250-541-1097 |
| Grand Forks | Boundary District Hospital | 7649 22nd St | 250-443-2120 |
| Trail | Kiro Wellness Center | 1500 Columbia Ave | 250-304-5210 |

| Location | Facility | Address | Phone |
|--------------------|----------------------------|-------------------------|--------------|
| Nlaka'pamux | | | |
| Merritt | Nicola Valley Hospital | 3451 Voght St. | 250-378-3407 |
| Kamloops | Urgent Primary Care | 102-311 Columbia St | 250-314-2256 |
| Ashcroft | Ashcroft Hospital | 700 Ash-Cache Creek Hwy | 250-453-1905 |
| Ulkatcho | | | |
| Williams Lake | Caribou Memorial Hospital | 517 N. 6th Ave | 250-302-5006 |
| 100 Mile House | South Cariboo Health | 555D Cedar Ave | 250-395-7637 |
| Ktunaxa | | | |
| Cranbrook | Rocky Mountain Lodge | 20 23rd Ave. S | 250-417-9252 |
| Golden | Golden & District Hospital | 835 9th Ave. S | 250-344-5271 |
| Sparwood | Sparwood Health Centre | 570 Pine Ave. | 250-425-3777 |
| Trail | Kiro Wellness Center | 1500 Columbia Ave | 250-304-5210 |
| Grand Forks | Boundary District Hospital | 7649 22nd St | 250-443-2120 |
| Nelson | Kootenay Lake Hospital | 3 View St. | 250-551-7500 |
| St'at'imc | | | |
| Lillooet | Lillooet Hospital | 951 Murray St. | 250-256-1381 |
| Kamloops | Urgent Primary Care | 102-311 Columbia St | 250-314-2256 |
| Tsilhqot'in | | | |
| Williams Lake | Caribou Memorial Hospital | 517 N. 6th Ave | 250-302-5006 |
| 100 Mile House | South Cariboo Health | 555D Cedar Ave | 250-395-7637 |
| Secwépemc | | | |
| 100 Mile House | South Cariboo Health | 555D Cedar Ave | 250-395-7637 |
| Williams Lake | Caribou Memorial Hospital | 517 N. 6th Ave | 250-302-5006 |
| Ashcroft | Ashcroft Hospital | 700 Ash-Cache Creek Hwy | 250-453-1905 |
| Kamloops | Urgent Primary Care | 102-311 Columbia St | 250-314-2256 |
| Salmon Arm | Salmon Arm Public Health | 851 - 16th St. N | 250-833-4100 |
| Enderby | Enderby Health Centre | 707-3rd Avenue | 250-838-2450 |
| Vernon | Urgent Primary Care | 101 - 3105 28th Ave | 250-541-1097 |
| Golden | Golden & District Hospital | 835 9th Ave. S | 250-344-5271 |
| Cranbrook | Rocky Mountain Lodge | 20 23rd Ave. S | 250-417-9252 |

For specific information on COVID-19:

The following websites are updated regularly and are the best source for current information:

- [Interior Health COVID-19 web page](#)
- [BCCDC COVID-19 web page](#)
- <https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus>

For information specific to Aboriginal partners, find it [here](#).

Privacy Rights, Commitments & Obligations

Health Centre will collect, use and share personal information to:

- Identify and contact clients about health care.
- Provide ongoing care.
- Support ongoing care by health care partners.
- Help, plan, monitor and improve services.
- Understand client access for benefits and services.

Employees are obligated to:

- Core values regarding the privacy of client personal information.
- Know and follow Health Centre privacy and security policies and procedures.
- Completing *Privacy & Security Awareness Training* annually.
- Signing the *Confidentiality and Acceptable Use Agreement* annually.

Clients have the right to:

- Ensure the personal information held at the Health Centre is protected and accurate.
- Understand how and why personal information has been used.
- Know how personal information is stored.
- Know the names and organizations of which personal information has been shared.
- To raise privacy complaints regarding the handling or misuse of personal information.

Employees are committed to:

- Empowering clients to know their rights regarding the protection of personal information.
- Recognize the importance of sharing information but does so in a way that protects client confidentiality.
- Ensure any collection of information or reporting does not identify an individual.

Understanding Consent

- The Health Centre uses the *implied client consent model* therefore information will be shared within client's *circle of care*.
- *Expressed consent* will be obtained if collecting, using, and disclosing personal information outside of the *circle of care*.

Privacy Officer is committed to:

- Answering inquiries regarding access of personal information.
- Following relevant B.C. privacy law, policy and procedures to ensure health information is well protected.
- Facilitating formal investigations on any privacy issues raised.

**Please contact the Privacy Officer
to make a request or raise a privacy concern:**
(FNHSO) Heskw'en'scutxe Health Services Society
Tina Draney, Privacy Officer
250.458.2212 ext. 103 tina.draney@hssbc.ca



**A Friendly Reminder
still time to
Enter the contest
“Cooks Ferry” /”Siska” Beautiful
Best Garden/Flower bed**

**To enter Please, CALL, HHSS at
Siska 1.250.455.6601**

Cooks Ferry 1.250.458.2212

- 1. Include your home address, only one submission per household will be accepted.**
- 2. Judging the week of August 17-21**

There will be a prizes for

- 1st \$150 cash**
- 2nd. \$75 Canadian Tire Gift Card**
- 3rd Mystery Gift Basket
(approximately \$50 Value.**

**For Each Community of Siska and Cooks Ferry Band
members, living on Reserves.**





First Nations Health Authority
Health through wellness

CLIENT RESPONSIBILITY

Clients who access medical transportation through the FNHA Health Benefits program, either at the community level or Health Benefits Operations are responsible to:

- Give at least 5 days notice. Upon receipt of notice, transportation arrangements can be made. **Note:** Clients who do not provide sufficient notice may be required to reschedule their appointment or pay for the travel and get reimbursed
- Attend their medical appointment as scheduled. Clients who do not attend medical appointments may be required to pay back any benefits they have received and/or pay for their travel costs on subsequent medical travel
- Get a signed confirmation of attendance from the health professional and return it to the Transportation Coordinator after the medical appointment.
- Give notification when cancelling an appointment prior to the date of the appointment; including 24 hours notice to cancel any hotel arrangements
- Retain and submit all necessary receipts required
- Not damage property or abuse accommodation arrangements, such as excessive noise
- Not become verbally abusive or threatening to the patient transportation clerk or coordinator

Clients may be required to pay for their own travel arrangements and submit a client reimbursement form with the appropriate documentation or may have charges deducted off their next travel arrangements, in such cases as:

- a) Client is verbally or physically abusive;
- b) Client fails to provide the required medical documentation (referral or confirmation of attendance) or receipts
- c) Client is no longer accepted in commercial establishments or on commercial transportation because of inappropriate behavior
- d) Client does not make it to their scheduled appointment
- e) When FNHA or a First Nation organization is charged for damages; billed for keys; or no shows.



HHSS Medical Travel Forms Disclaimer

Please note that HHSS Medical Travel Forms handed with missing information may take more time to be processed.

Thank you for making sure you have filled all the information requested to ensure a prompt payment.

Our receptionists will notify you with a phone call if any information is missing

REQUIRED INFO: Health purpose, date of birth, status number, and confirmation of attendance.

Forms will be handed to Finance once all the requested information is listed.

Cheques are normally delivered on Fridays.

Thank you for your understanding.



Medication Pick up in Lytton

We will continue picking up medications on Wednesdays. If you are not already on our list, please call Chris at the Pharmacy as he needs your consent that the Society can gather your prescription. Medication will be delivered during these special times.



Over-the-Counter Drugs for Pain and Fever Temporarily available from Pharmacists Without a Prescription

To encourage physical distancing and reduce the number of non-emergency doctor's visits, some over-the-counter drugs for pain and fever have been temporarily added to the Plan W pharmacist-initiated treatment list.

A small supply of acetaminophen, ibuprofen, naproxen and acetylsalicylic acid products can now be dispensed by a pharmacist without a doctor's prescription.

First Nations Health Benefits (Plan W)

Over-the-counter Medications Appropriate for Pharmacist-Initiated Treatment

| Condition | Therapeutic Class | Examples of Accepted Products |
|---|--|---|
| Acne | | Benzoyl Peroxide gel, lotion, wash |
| Allergic Conjunctivitis | Mast Cell Stabilizers | Sodium Cromoglycate |
| | Ocular Lubricants | |
| Allergic Rhinitis | Oral Antihistamines | loratadine, diphenhydramine |
| | Intranasal Mast Cell Stabilizer | |
| Bacterial Conjunctivitis and Otitis Externa | Topical Antibiotics | Gramicidin-Polymyxin B, Bacitracin-Polymyxin B |
| Childhood Nutrition | Multivitamin Tablets and Oral Liquid (for patients up to 6 years of age) Vitamin D Drops and Liquid | |
| Constipation | Stimulant Laxatives | Bisacodyl, Sennosides |
| | Purgative | Citric Acid-Magnesium Oxide- Sodium Picosulfate |
| | Osmotic Agents | Glycerin, Lactulose, Sodium Phosphate, PEG 3350 |
| | Lavage | Macrogol-Potassium Chloride-Sodium Bicarbonate-Sodium Chloride-Sodium Sulfate |
| | Lubricants | Mineral Oil |
| | Bulk-forming Agents | Psyllium |
| Diabetes Mellitus | Skin Wipes | |
| | Insulin Pump Supplies | Infusion Set, Tubing, Cartridge |
| | Blood Glucose Testing Supplies | Lancets, Test Strips |
| | Insulin Supplies | Pen needles, syringes, and syringes and needles |
| Emergency Contraception | | Levonorgestrel (1.5mg dose) |
| Fungal Infections of the skin and mucosa, including vaginal candidiasis | Topical Antifungals for Vaginal Candidiasis | Clotrimazole, Miconazole |
| | Oral Antifungals | Fluconazole (150mg dose) (Special Authority required) |
| | Topical Antifungals for Skin Infections | Miconazole, Nystatin, Tolnaftate |
| Lice | Pediculicides (Shampoo, Solution, Rinse) | Permethrin, Piperonyl Butoxide-Pyrethrins, Isopropyl Myristate, Dimethicone |
| Prenatal Multivitamins and Folic Acid Supplements | Multivitamin Tablets | |
| | Folic Acid Tablet 1mg tablets | |

MENTAL WELLNESS SUPPORT SERVICES AVAILABLE TO THE NATION

Heskw'en'scutxe Health Services Society

Ricardo Pickering, MC (Counselling Psych), RP, CCC

Mental Wellness Outreach Clinician

Ricardo will be seeing clients on Thursdays from 9:00 am to 1:00 pm. Ricardo will be providing phone counselling for now.

Please call the office to book an appointment.

Nlaka'pamux Mental Health Services



Elizabeth Perdok-Wabose BHSc. M.Ed. CPCCC

Mental Health and Addictions Clinician

Elizabeth comes to both offices by appointment only. You do not need a referral to book an appointment.

Office: 250 378.9772 ext 108 Mobile: 250 378.7596

Email: perdok-wabose.e@nlxfn.com



Wanda Dexel

Mental Health and Addictions Clinician

Email: dexel.w.e@nlxfn.com

Vincent Abbott, Drug & Alcohol Counsellor

Office: 250 378.9772

Mobile: 778 254.0055

Email: abbott.v@nlxfn.com

Grant Lewis, Mental Health & Addictions Counselling

Office: 250.378.9772

Mobile: 778.254.2406

Email: louis.g@nlxfn.com



Nlaka'pamux Health Services Society Mental Health & Addictions Services Adult & Child and Youth

The Mental Health Department serves twelve Nlaka'pamux communities and continues to do so during the COVID-19 pandemic.

If you or your family member would benefit from a Mental Health counsellor or support and resources during this time, NHSS is offer services for any NLX Community member both on and off reserve.

Referral can be completed over the phone.

Child or youth ages 4-19

Stacey Hebner at 250-378-7986 or email hebner.s@nlxfn.com
Monday-Friday 8:30am-4:30pm (a referral will be done)

Age 19+

Elizabeth Perdok- Waboose at 250-378-7631 or email perdok-waboose.e@nlxfn.com
Monday-Friday 8:30am-4:30pm (a referral will be done)

Should you need assistance and/ or support outside of our support service hours please contact one of these 24-hour Mental Health Services.

- **KUU-US:** The KUU-US Crisis Line Society operates a 24-hour provincial Aboriginal crisis line for:
Adults/Elders (250) 723-4050
Child/Youth (250) 723-2040
Toll Free 1-800-588-8717 <https://www.kuu-uscrisisline.ca/>
- **Hope for Wellness Helpline:** The Hope for Wellness Help Line offers 24 hour immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada.
Toll Free 1-855-242-3310
Chat line: <https://chat.fn-i-hopeforwellness.ca>
- **Indian Residential School Survivors Society:** We are a provincial organization with a 20-Year history of providing services to Indian Residential School Survivors.
1-604-985-4465
1-800-721-0066
<http://www.irsss.ca>
- **Tsow-Tun Le Lum Society:** We provide programs that address the issues of addictions and substance abuse, and support survivors of trauma and residential schools
1-250-268-2463
FB TLL RSW Support email: rswcoor@Tsowtunlelum.org

If it is an emergency, please call 911

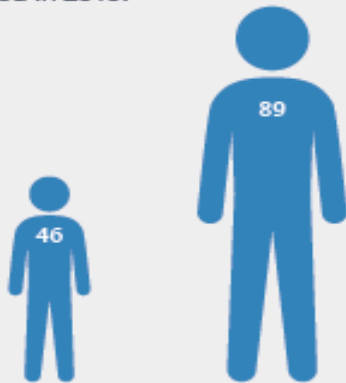
FIRST NATIONS IN BC AND THE OVERDOSE CRISIS

COVID-19 PANDEMIC SPARKS SURGE IN OVERDOSE DEATHS

FIRST NATIONS OVERDOSE DEATHS SPIKED BETWEEN MARCH AND MAY 2020

93% 

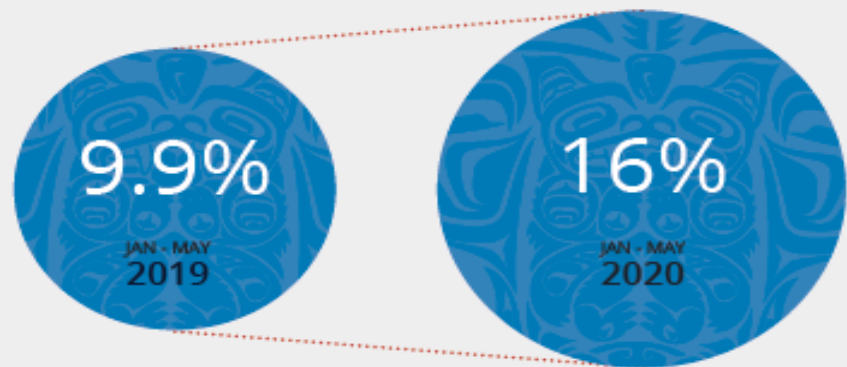
increase in deaths from January to May 2020 compared to the same period in 2019.



FIRST NATIONS PEOPLE ARE DISPROPORTIONATELY REPRESENTED IN OVERDOSE DEATHS

16%

of all overdose deaths **between January and May 2020** are First Nations people. This number was 9.9 per cent in 2019. **First Nations represent only 3.3 per cent of the province's population.**



THE RATE AT WHICH FIRST NATIONS PEOPLE DIE HAS ALSO INCREASED

3.8x JAN - DEC 2019

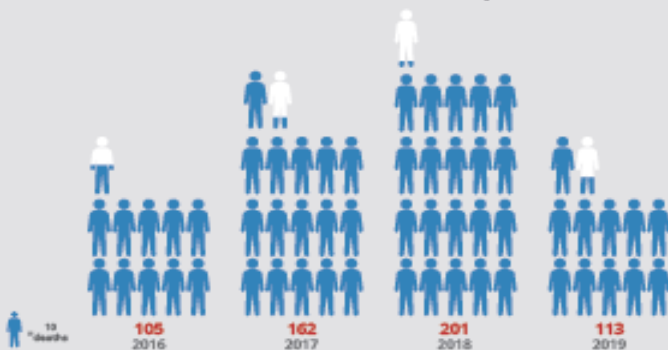
First Nations people died at 3.8 times the rate of other BC Residents.



5.6x JAN - MAY 2020

First Nations people died at 5.6 times the rate of other BC Residents.

FIRST NATIONS OVERDOSE DEATHS, 2016-2019



FIRST NATIONS WOMEN EXPERIENCE VERY HIGH RATES OF OVERDOSE

8.7x

First Nations women died from overdose at 8.7 times the rate of other women in BC in 2019.



Among First Nations men, there have been large fluctuations from year to year in the number of overdose deaths.

JUNE 2020

ACTIONS BEING TAKEN BY FNHA TO PREVENT OVERDOSE IN 2019-2020



BUILDING PARTNERSHIPS

URBAN FOCUS: The impact of the overdose crisis is most acute in urban areas.

FNHA partnered with established organizations in 8 cities to increase capacity in peer-driven outreach in the community and in primary care.

PILLAR 1

PREVENT PEOPLE WHO OVERDOSE FROM DYING

- **NALOXONE:** 6,315 Naloxone kits were delivered through First Nations sites and Aboriginal Friendship Centers
- **GRANTS:** 16 harm reduction champions received “kick starter” grants to deliver Naloxone, harm reduction, and substance use training in their communities.

PILLAR 2

KEEP PEOPLE SAFE WHEN USING

- **FACILITATED DIALOGUES** to develop innovative and sustainable improvements in harm reduction services:
 - 61 days of engagement
 - 279 peers
 - 324 service providers
 - 14 senior leaders
- **INDIGENOUS PEERS** at the Crosstown Clinic in the DTES supported over 200 people who use substances

PILLAR 3

CREATE AN ACCESSIBLE RANGE OF TREATMENT OPTIONS

- **OPIOID AGONIST TREATMENT (OAT):** 7 community health centers are delivering Suboxone; 7 more are planned for 2020/21.
- **INDIGENOUS TREATMENT AND LAND-BASED HEALING SERVICES:** 98 new sites providing mental health and addictions services
- **OAT CLINIC FEES:** 226 people received subsidies to access OAT in private clinics
- **FIRST NATIONS TREATMENT CENTRES:** \$40 million to build and revitalize First Nations treatment centers in BC.

PILLAR 4

SUPPORT PEOPLE ON THEIR HEALING JOURNEYS

- **COMMUNITY EDUCATION:** 5 FNHA Indigenous Wellness Educator positions are being established to facilitate community conversations about harm reduction.
- **UNLOCKING THE GATES:** 173 people supported. There is a strong link between overdose and people transitioning out of BC Corrections facilities.



What is GASTROPARESIS?

Gastroparesis is a debilitating stomach condition for which there **IS NO CURE**. The stomachs of people who suffer from gastroparesis experience a form of paralysis, which means food cannot move on to the bowel. This means the food that they eat can sit in their stomachs for days or even weeks at a time.



Signs & Symptoms



Vomiting/Nausea
Vomiting undigested food eaten a few hours earlier



Weight loss and malnutrition



Abdominal bloating/pain
A feeling of fullness after eating just a few bites



Loss of appetite
Inability to even eat small meals



Changes in blood sugar levels

Causes & Treatment

Diabetes



People with diabetes are at a higher risk of developing gastroparesis. However, 33% of cases are idiopathic (meaning the disease occurs spontaneously and the cause is unknown).

There is NO CURE

The first step in treating gastroparesis is treating the root cause or underlying condition. If it is diabetes your doctor will work with you to control it.

Changes to your diet will also be necessary. Speak to a dietician, or head to CDHF.ca to learn more about this debilitating condition.

HEAT STROKE



WHO AT RISK



SENIOR



CHILDREN



ATHLETES



OUTDOOR WORKERS

SIGN & SYMPTOM

104 F



NO SWEATING



DRY, HOT
RED SKIN



DIZZINESS &
HEAD ACHES



PINPOINT
PUPILS



VOMITING



UNCONSCIOUSNESS

PREVENTION



DRINK
ENOUGH



NO ALCOHOL
& CAFFEINE



COOL
SHOWERING



WEAR LIGHT
PROTECTION



DO NOT STAY
CLOSED CAR



LIMIT
OUTDOOR TIME

This homemade pizza riffs on the classic BLT sandwich, with crisp bacon, thin roma tomatoes and fresh arugula on top of a whole-wheat pizza crust.

By DIABETIC LIVING MAGAZINE



Active: 20 mins **Total:** 1 hr **Servings:** 4

Nutrition Profile: [Egg Free](#); [Soy-Free](#); [Healthy Aging](#); [Low Sodium](#); [Nut-Free](#); [Diabetic Appropriate](#); [High Fiber](#)

Ingredients

- 1 cup of all-purpose flour
- 1 cup white whole-wheat flour
- 1 package active dry yeast
- ¼ teaspoon salt
- ⅔ cup warm water (105-115 degrees F)
- 1 tablespoon olive oil
- 1 tablespoon cornmeal
- 3-4 Roma tomatoes, thinly sliced
- ½ cup thinly-sliced red onion
- 3 slices lower-sodium, center-cut bacon, crisp-cooked and crumbled
- 1 cup shredded part-skim mozzarella cheese (4 oz.)

3 cups baby arugula

1 tablespoon balsamic glaze (see Tips)

Directions

Step 1

Fit a food processor with a dough blade. Coat a medium bowl with cooking spray. Combine all-purpose flour, whole-wheat flour, yeast and salt in a food processor (or see Tips). With the motor running, add water and oil and process until the mixture forms a ball. Shape the dough into a smooth ball and place in the prepared bowl, turning to coat. Cover and let rise in a warm place until doubled in size, 30 to 45 minutes.

Step 2

Preheat oven to 450 degrees F. Coat a baking sheet with cooking spray and sprinkle with cornmeal.

Step 3

Turn the dough out onto a lightly floured surface. Roll and stretch it into a 12x8-inch oval or rectangle. Place on the prepared baking sheet and poke with a fork all over.

Step 4

Bake until lightly golden brown, about 8 minutes. Arrange tomatoes, onion and bacon on the crust. Sprinkle with mozzarella. Bake until the crust is golden and the cheese is bubbly, about 8 minutes more.

Step 5

Top the pizza with arugula and let stand for 5 minutes. Drizzle with balsamic glaze.

Tips

Tip: If you prefer not to use a food processor, combine both flours, yeast, and salt in a large bowl; stir in water and oil until moistened. Turn the dough out onto a lightly floured surface and knead until smooth and elastic, about 3 minutes. Continue as directed in Step 1.

You can buy bottled balsamic glaze, but you can also make it: Simmer 2 Tbsp. balsamic vinegar in a small saucepan until reduced to 1 Tbsp.; cool.

Nutrition Facts

Serving Size: 1/4 Pizza

Per Serving:

378 calories; 11 g total fat; 4 g saturated fat; 20 mg cholesterol; 55 mg sodium. 55 g carbohydrates; 6 g fiber; 4 g sugar; 18 g protein;

Exchanges:

3 Starch, 1 1/2 Fat, 1 Lean Protein, 1 Vegetable

Footcare with LPN Suzanne Marcel

Licensed Practical Nurse

Siska Friday August 28, 2020

Note: Siska

Cook's Ferry September 1, 2020

Note: Cook's Ferry

All existing clients will be contacted to book an appointment. Clients will be asked to wear masks and will be called the day before with a health check questionnaire. Anyone with foot issues can be seen. Please call the office to book your first time appointment.

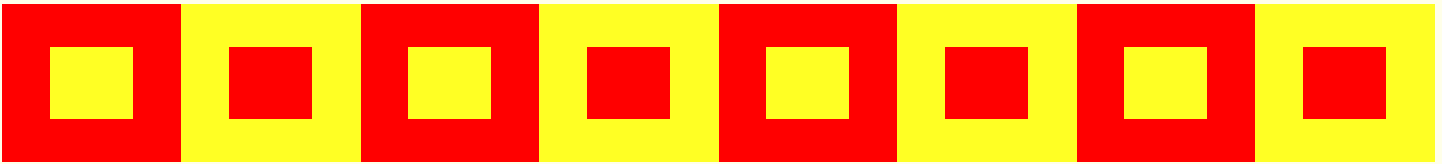
The Role of a Personal **Foot Care Nurse**

A personal **foot care nurse** completes the daily tasks that allow for the treatment and prevention of **foot health** issues related to diabetes and other diseases. They serve as a valuable resource for information that helps patients manage their own **health** for long-term wellness.

***Give your Feet
the Proper Care
they Deserve!***

- * Diabetic Foot Care Assessment
- * Corn and Callous Reduction
- * Fungal and Thick Nails
- * Therapeutic Foot Massage
- * Cracked Heel Care
- * Warts
- * Ingrown Nails
- * Therapeutic Foot Massage
- * Waxing
- * Foot Care for Athletes





RESTORATIVE MASSAGE WITH KATHRYN YOUNG (RMT)

Siska Wednesday August 26 , 2020

Cook’s Ferry Tuesday August 25, 2020

We will contact you to book appointments. Please note that you will be required to wear a face mask and will not be permitted to use the buildings washrooms. You will be called the day before to answer a pre-screening health questionnaire.

REFLEXOLOGY WITH HEIDI MCCALL Certified Advanced Reflexologist

Siska Wednesday, August 5, 2020 and Wednesday August 19, 2020

Cook’s Ferry Tuesday August 4, 2020 and Tuesday August 18, 2020

MASSAGE THERAPY FOR MENTAL WELLNESS

Although researchers don't know exactly why **massage therapy** has such marked **benefits** for depression, anxiety and other **mental** disorders, it's believed that it reduces levels of the stress hormone cortisol in the body, lowers blood pressure and heart rate and increases serotonin and oxytocin levels.





Heskw'en'scutxe Health Services Society



A) **Healthy Food Bag Deliveries** will resume in the fall;

B) **Monthly Shopping Days during the Pandemic;** We can take 1 family per car. Annette, Clarissa and Ashley can take you in separate cars. Please call our offices to book your monthly shopping day. We will only bring people that do not have transportation available. Don't wish to go shopping, you can shop for groceries online and we can pick up for you. You must pay in advance and use online a debit or credit card.



C) **Do you have expired or unused medication in your home that you wish to get rid of?**

Please return your unused /expired medication to our offices. Nurse Scarleth can discard them for you at the London Drugs in Kamloops, and or you can too. During the Pandemic, Stein Valley Pharmacy will not be taking any returned medication. Thank you!

D) **Watch for daily announcements on our Facebook and Instagram pages for all the latest updates.**

E) **Coming Soon: Heskw'en'scutxe Health Services Society**

Yes we are in the process of hiring a web developer and hope to launch the new website in the fall! Feel free to call Nadine or Corynn to share your ideas! We will have a section to download our forms, services, events calendar, minutes and more!



| HHSS BOARD | HHSS STAFF | HHSS Cook's Ferry | HHSS Siska |
|---|---|--|--|
| <p>Lorette Edzerza Chairman Director Cooks Ferry Band Appointed</p> <p>Angela Phillips Director Siska Indian Band Appointed</p> <p>Florine Walkem Director Cooks Ferry Band Appointed</p> <p>Samantha Gush Director Siska Indian Band Appointed</p> | <p>Tina Draney Acting Health Manager Finance tina.draney@hhssbc.ca Ext:103</p> <p>Corynn Reveley Siska Receptionist Ext: 201</p> <p>Nadine Methot Cook's Ferry Health Administrative Assistant / Medical Transportation Clerk Ext: 101</p> <p>Annette Albert Community Health Representative COHI Healthy Food Bags annette.albert@hhssbc.ca</p> <p>Scarleth Zwez-Ruiz Home & Community Care Nurse / Community Health Nurse scarleth.zwez-ruiz@hhssbc.ca Ext: 101</p> <p>Clarissa Frederick Community Home Care Aid clarissa.frederick@hhssbc.ca Ext 303</p> <p>Ashley Loring Earl Community Home Care Aid ashley.loring-earl@hhssbc.ca Ext: 302</p> <p>Meriel Barber/ Danielle Munro Transportation Support</p> | <p>Box 188 3691 Deer Lane Spence's Bridge, BC V0K 2L0</p> <p>Phone (250) 458-2212</p> <p>Fax (250) 458-2213</p> <p>Client Toll Free 1-866-458-2212</p> <p>Email nadine.methot@hhssbc.ca</p> | <p>163 Loop Road Siska, BC V0K 1Z0</p> <p>Phone (250)455-6601</p> <p>Fax (250) 455-6608</p> <p>Client Toll Free 1-844-255-6601</p> <p>Email corynn.revely@hhssbc.ca</p> |
|  | |  |  |

Avoid the Three C's

Be aware of different levels of risk in different settings.



World Health Organization

Representative Office for the Philippines

There are certain places where COVID-19 spreads more easily:



Crowded places

with many people nearby



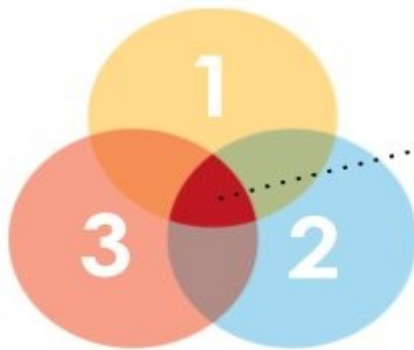
Close-contact settings

Especially where people have close-range conversations



Confined and enclosed spaces

with poor ventilation



The risk is higher in places where these factors overlap.

Even as restrictions are lifted, consider where you are going and #StaySafe by avoiding the Three C's.

WHAT SHOULD YOU DO?



Avoid crowded places and limit time in enclosed spaces



Maintain at least 1m distance from others



When possible, open windows and doors for ventilation



Keep hands clean and cover coughs and sneezes



Always wear a mask when you go outside your home

If you are unwell, stay home unless to seek urgent medical care.