

Health & Wellness Newsletter

Heskw'en'scutxe Health Services Society

Dedicated to serving Cook's Ferry and Siska Communities

"Take Care Of Yourself"

July 2022

<image>

The Mammogram Mobile Bus Clinic came to Siska on June 15, 2022. It was postponed last year due to the wildfires. 30 appointments were booked and there were no cancellations!

We appreciate everyone showing up to their appointments. Best prevention is done by early screening. The bus will be alternating between both communities on a yearly basis. We should see it next in Cook Ferry in the Spring of 2023.



CONTEST SPRING CLEANING IN SISKA & COOKS FERRY COMMUNITIES EXTENDED TILL JUNE 27



Clean your yard or help an elder clean theirs.

rizes to be won!!!

How to enter the contest:

 Take a before, middle & after picture of your hard work.

2. Email pictures to danielle.munro@hhssbc.co

3. Deadline to submit: June 20



want us to take pictures for you.



Yes! There is still time for you to enter the "*Clean your Yard"* Contest!!!

Send us pics or your clean yard and you may win gardening supplies and or gas cards!

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, VOK 2L0 Phone: (250) 458-2212 Fax: (250) 458-2213 Client Toll Free: 1-866-458-2212

Siska Office

163 Loop Road

Phone: (250) 455-6601

Fax: (250) 455-6608

Client Toll Free: 1-844-255-6601

Email: nadine.methot@hhssbc.ca

Email: corynn.revely@hhssbc.ca

Visit our Facebook Page & Website www.hhssbc.ca

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The Heskw'en'scutxe offices will be closed: Friday, July 1, 2022 for Canada Day!



The Heskw'en'scutxe Health Services Society is funded by First Nation Health Authority and we support people to maintain their independence and self sufficiency. Hentle,

HHSS July theme is Aboriginal Health, and Hydration and Heat Exhaustion.

Aboriginal Health is currently focusing on stopping the racism that our community members receive from the health care system and the systemic racism in the health care system. First Nation Health Authority has been working on a document to educate the health system on quality care for First Nations Peoples. Other health focuses are on the Drug Overdose crisis and Mental Health.

Last year BC experienced a heat dome that caused temperatures up to 50 degrees Celsius and many people suffered heat exhaustion, heat stroke and even death. We can prepare for the extreme heat by keeping windows and doors closed, keep curtains closed, use a fan or air conditioner, have cool showers or baths, drink plenty of water. Some communities may have cooling centers that you can access as well to get out of the heat. If the evenings don't cool down enough to open windows, consider sleeping in the basement or wetting sheets to stay cool.

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. HHSS still has covid test kits that can be requested. One thing we have learned is that we can stop the spread of viruses by staying home and away from other people when we are sick whether its covid, flu or colds.

Please remember to continue to use HHSS online Covid19 wellness check form before any appointments with us. We will be continuing with this system into the future. You can find this on our Website in the COVID tab. DO NOT attend our offices if you have any cold, flu, or covid symptoms. If you cant access the online wellness form our staff can assist with completing it.

July 1st is Canada Day and this year we encourage everyone to wear an orange shirt to support Residential School Survivors.

Keep your spirits strong! It is important to take care of ourselves emotionally, spiritually, mentally, and physically. Get out in your yard, go for a walk, ride a bike, eat healthy, and drink water to start your health journey. We can do it!

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Take Care, Tina Draney Acting Health Manager WEAR AN ORANGE T-SHIRT ON CANADA DAY TO SUPPORT RESIDENTIAL SCHOOL SURVIVORS

Reflecting on Canada Day

July 1, 202 **2**





Knowing how to identify the fish that you catch is important, so you do not mistakenly kill a protected fish species.

Fish species differ in size, shape, colour, spotting pattern, mouth position, tail shape and fin pattern. Some species look remarkably similar.

For example, chinook and coho salmon both have spots along their back; their subtle differences are the gum colour and spotting pattern on their tail. Misidentification can lead to keeping the wrong fish and some species are endangered.

Fish identification is a learning process, so don't be discouraged if you make a mistake. If you cannot identify a fish when it is caught, then the best option is to release it with care. Here are some tips that can be helpful for you when releasing a

fish:

FISH IDENTIFICATION

Always keep the fish in the water: If the fish that you intend to release is brought onto dry land, then you risk the chance of damaging its body.

A fish kept out of the water for too long, oxygen depletion may cause permanent internal damages.

Fish are coated with protective slime that prevents them from developing external damages. Dry hands may remove slime and cause infections on the fish so make sure your hands are wet before handling your catch. Gloves should also not be used as most fabrics may cause the same damages.

Grab it the right way: If the fish is small, you can simply grab the fish by cradling its abdomen in the water and remove the hook. If the fish is large then both hands are required, the best way is to use one hand to grab onto the tail while using the other to cradle the abdomen.

The entire process can be done in the water. Never grab the fish by its the gills. For big fish, a knotless net can be very advantageous Take a quick snap: When you wish to take a photo of your catch, have the camera switched on and choose the correct settings while keeping the fish in the water.

When ready, pick the fish up for a couple of quick snaps before returning the fish back into the water. The entire process should take less than ten seconds.

Revive before releasing: After a long battel, your fish may be tired. Make sure your fish regains enough energy before being released. You can do so by holding the fish in the water and gently move the fish back and forward.

If you are fishing in a river, then have the fish facing upstream. When your fish is ready, it will begin swimming out of your hands voluntarily.



These tips are generic guidelines that may help you to practice catch and release easily.

Every fishing scenario is different; therefore the release method may vary. The key point to remember is to minimize the amount of stress on the fish.

Fishing etiquettes do not just stop at respecting other users. Respect should also be given to the environment and the fish that you intend to catch.

Keeping your fishing spots garbage free after using them allows other users to have the same positive experience that you have. Fishing lines should never be discarded at the waters because they do not biodegrade, and wildlife may entangle in them and die.

When catching and releasing a fish, it should be done with great care. An unwanted fish should never be left on land to die. Learn about the different fish in our rivers and lakes and get out and go fishing!



Kamloops Women Pap Clinic

Tuesdays 2:00 p.m.-6:00 p.m. Fridays 9:00 a.m. - 1:00 p.m.

To book an appointment call: 250.828.8080 ext 2

steps Clinic Orchard Walk, Valleyview 102-3200 Valleyview Drive

Heskw'en'scutxe can support with medical transportation



Job Posting: Casual Part Time Medical Transportation

Heskw'en'scutxe Health Services Society is looking for a compassionate, responsible, and reliable person to join our team to fill the

Casual Part Time Medical Transportation position.

Term: Casual Part Time Monday - Friday, Hours vary, some overnight stays Hourly wage: \$16.00

Location: We serve 2 locations, the communities of Siska Band and Cook's Ferry Band

Most travel is to Kamloops, Lytton, Lillooet, Merritt, Ashcroft, Kelowna, and Vancouver

It is critical drivers provide safe transportation, assist the passenger as needed and have compassion and understanding for the client. We are looking for someone who has the following qualities:

- · Calm, mature and confidential
- Easygoing and personable
- Flexible, conscious of time constraints
- Empathetic

Responsibilities:

- Maintain strict Confidentiality
- Ensure safe and timely transportation of clients to their scheduled appointments or special events
- · Pick up clients at designated locations, transport to their medical location and return
- · Maintain secure handling of all documentation
- · Assist passengers with special needs through provisions of physical escort or other needs
- · Obey all BC highway traffic laws
- Encourage and assist client's doctors to sign Confirmation of Attendance Forms
- Report any needed maintenance of the medical transportation vehicles
- · Clean medical transportation vehicles after each use as per BCCDC standards
- · Other related duties as assigned by the Health Manager or designate

Credentials:

- Valid Driver License and clean drivers abstract
- Clear Criminal Record Check
- First Aid/CPR certificate or be willing to take this training
- "As a requirement of this position, the successful candidate will need to provide acceptable proof that they have been fully vaccinated for COVID-19, or demonstrate that that they are unable to be vaccinated against COVID-19 for reasons protected under the B.C. Human Rights Code. Heskw'en'scutxe Health Services will grant reasonable accommodation requests up to the point of undue hardship."

We thank all applicants however only those selected for an interview will be contacted.

Please submit a cover letter and resume with work related references to:

Tina Draney, Acting Health Manager

Email: tina.draney@hhssbc.ca

Heskw'en'scutxe Health Services Society 3691 Deer Lane, Box 188 Spences Bridge, BC V0K 2L0 Telephone 250.458.2212 Fax 250.458.2213 Closing Date: until filled

MENTAL WELLNESS SUPPORT SERVICES AVAILABLE TO THE NATION

Hope For Wellness Hotline: 1-855-242-3310

Helpline offers 24 hour immediate mental health counseling and crisis intervention to all indigenous peoples

Kuu –us Crisis Line at 1800-588-8717

Toll free Aboriginal provincial crisis line 24 hours

Indian Residential School Survivors 1-604-985-4464 or toll free

1800-721-0066

Tsow-Tun Le Lum Society: 250-268-2463

24 hour support line supporting those struggling with addiction substance misuse, supports for trauma, and/or residential school survivors

BC First Nation FNHA Mental Health Benefits 1-855-550-5454

Stopping the Violence Counselling Program 250-378-6170

Nlaka'pamux Mental Health Services Mental Health and Addictions Services

By appointment only. You do not need a referral to book an appointment.

Office: 250 378.9772

Email: Wanda Dexel <u>dexel.w.e@nlxfn.com</u>

Diana Lepine-Thomas and@nlxfn.com

Stacy Hebner (Child counsellor) <u>hebner.s@nlxfn.com</u>

Melissa Dexel (Child counsellor) <u>Dexel.m@nlxfn.com</u>

Erin Aleck (Family Wellness) aleck.e@nlxfn.com

Ricardo Pickering (Counsellor) pickering.r@nlxn.com

Nlha'7kapmx Child and Family Services 987 George Road, Lytton, BC , V0K 1Z0

Phone: 250- 455-2118 Fax: 250-455-2117 Email: info@n7xservices.com



Nlakapamux Health Services



LOOKING FOR A DOCTOR IN THE CANYON?

Here are options for Siska and Cooks Ferry communities



FNHA Doctor of the Day 1.855.344.3800

Tlekemstin ~ Lytton Primary Care 250.455.2221

Dr DeKlerk ~ Cottonwood Medical Clinic 604.476.9705

Ashcroft Medical Clinic, Locum Doctors visit every 3 weeks 250.453.9353

Boston Bar Health Center 604.867.9380

EMERGENCIES 24/7* Hope, Lillooet, Ashcroft, Kamloops *Hours may vary for some locations

We can help book your appointments and or medical travel.

Heskw'en'scutxe Health Services Society

250.458.2212 250.455.6601

WWW.HHSSBC.CA

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Do you or does someone you love need:

- Nasal Naloxone
- Injection Naloxone
- Safe Injection kits
- Safe Inhalation kits
- A nurse to refer you to someone to talk to, such as a counsellor or a mental health clinician
- A nurse who can refer to OAT clinic (Opioid Agonist Treatment provides people who have an opioid use disorder with treatment using medication)







We at Heskw'en'scutxe Health Service Society offer confidential pick-up. We want everyone to be safe out there. Pick-up as much supplies as you need. No questions asked.



Any HHSS staff member can help you!

For more information, visit the Extreme Heat web page at canada.ca

OLDER ADULTS FACT 2

FACT 2 INFANTS AND YOUNG CHILDREN

FACT 1

Given the unique physiological characteristics of children's bodies and their high dependency on caregivers, they are likely to be at risk during extreme heat events.

and poverty.

Older adults may be faced with

compounding factors that could put them at increased risk during extreme

chronic illnesses, medications that interfere with the body's cooling mechanisms, social isolation,

heat events. These factors may include

FACT 3 CHRONIC ILLNESS/ SPECIAL MEDICATION Individuals with breathing difficulties, heart problems, and psychiatric illnesses are at a higher risk of heat-related health effects.



FACT 4 PEOPLE WHO WORK OR ARE ACTIVE OUTDOORS

People who work outdoors (e.g. construction, road repair) and physically active individuals who exercise in the heat could face greater environmental heat exposure and physical strain.



Who is

Health Santé Canada Canada



Cat::H14457/32019EPDF-192N::9780-650-29165-9- Pub: 180715





Health Santé Canada Canada



Protect Yourself From Heat Stroke

Heat Stroke is the most severe form of heat injury and happens when the body fails to cool down. The victims are not able to sweat and release excessive heat due to dehydration and humid temperature. It can kill or cause damage to the brain and other internal organs.

If you are working in extreme heat and humidity, protect yourself from heat stroke by following these prevention tips :

Wear light-colored clothing and a wide-brimmed hat Schedule heavy works for the beginning or end of the day, when it is cooler

> Gradually build up to heavy work

Take more breaks and rest in the shade to cool down

Drink lots of water.

Avoid tea, coffee, soda and alcohol as they may lead to dehydration

For more information, visit the Extreme Heat webpage at canada.ca STAYING HEALTHY in HEAT

TIP 1 PREPARE FOR THE HEAT

1 1 1 1

- Tune in regularly to local weather forecasts and alerts so you know when to take extra care.
- If you have an air conditioner, make sure it works properly.
- If you don't have an air conditioner, find an air-conditioned spot close by where you can cool off for a few hours on very hot days.

TIP 2 KNOW THE SIGNS OF HEAT

TP 3 PAY ATTENTION TO HOW YOU AND THOSE AROUND YOU FEEL

Frequently visit neighbors, friends and older family members, especially those who are chronically ill, to make sure that they are cool and hydrated.

TIP 4 DRINK LIQUIDS; WATER IS BEST.

TIP 5 STAY COOL

Never leave children or pets alone in a parked vehicle.

How to stay cool?

Wear loose-fitting,

light-coloured clothing made of breat hable fabric. Take cool showers or baths untilyou feel refreshed. Plan strenuo us outdoor activities for cooler days or choose a cooler location, like a place with air conditioning

> orwith tree shade.



Spend a few hours in a cool place. It could be a tree-shaded area, swimming facility or an air-conditioned spot.



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Health Santé Canada Canada



Nicola Valley British Columbia Canada First Nation Traditional Foods & Lodging

"We harvest berries in the traditional Nicola Valley areas, as well as, fish and hunt using the old ways and new ways."

What type of First Nation traditional foods and lodging in the Nicola Valley have helped my people endure the hot summers and cold winters? My people, through many generations, have experienced the changing seasons of the Nicola Valley for generations. The extremes of our Nicola Valley weather systems have taught us many survival skills and have played a large part in growing our appreciation of our lands. How did the First Nation people survive is a journey I would like to share with you?

My Ancestors Were Nomadic During The Spring, Summer, And Fall Seasons

My ancestors used to live throughout the Nicola Valley territory traveling in groups. Living a nomadic life on the move provided my people the food necessary to last through the long cold winter months. Families would gather together in our seasonal villages and enjoy cooking over the open fire, and celebrating our traditions.

We lived on berries ...

First Nation traditional foods in Merritt and throughout the Nicola Valley consisted of berries like Saskatoon berries, huckleberries, choke cherries and soap berries.

And We Hunted And Fished...

My ancestors' diet wasn't limited to just berries. No... we also fished and hunted wild game. During the fall seasons, my First Nation people would fish the mighty Fraser River. My people of our village would catch enough fish to survive the long winters. During the entire year, dependent on the weather, village hunters pursued wild game while hunting with bows.

How Did My People Preserve Their Traditional Foods In Merritt BC?

In the early days of my people we often preserved our traditional foods by drying it on specially made mats of tule reeds. Tule reeds were gathered during the winter months on the shores of nearby lakes. Properly prepared these reeds were used for drying and preserving many of our First Nation foods. My people would also make larger mats from the tule reeds to double as floors in their makeshift lean-to's during the warmer months.

How Did The Nlaka'pamux People Carry All This Food?

As gathers and hunters we required transportation of our goods. Before the introduction of horses to our culture by the Spaniards, my people would use dogs to transport our goods. Because we lacked horses at that time my people would walk to and from, here and there with their dogs. The dogs would be saddled with food packed in cedar root baskets.



Where Did My People Live Back Then?



My First Nation ancestors used all sorts of materials from the land and waters. Because of our nomadic nature we were often in need of a portable shelter. In the summer months we used temporary shelters because of the ease of transportation moving from location to location. These portable lean-to's were created out of fir boughs and tule mats. If the location required a longer stay my people would build these lean -to's with cedar bark.

What About The Winter?

Those summer temporary shelters wouldn't hold up to the long winters of the Nicola Valley. During the winter season our shelters would take on new materials to create a new kind of shelter more durable to the winter conditions. This new shelter covered in earth is called a pit-house. In our first Nation tongue Nlaka'pamuxcin it is called a "Sheeiskin".



Lots of thought and planning went into these structures. They would spend weeks looking for a proper location, then, when they found an acceptable spot, the community would work together and help build a pit house.

The sheeiskins were typically conical in shape with a hole in the center, which would let the campfire smoke escape through the hole. The First Nation men would enter down a ladder through the same center hole. while the women would enter through a side entrance. Each First Nation pit house could usually hold up to 3-4 families. There are locations in the Nicola Valley where you can still see the pit houses left behind from old sheeiskins, like at <u>Monck Provincial Park</u>.

Traditional Ways Are Still Around

Our First Nation traditional foods and lodging made it possible for my ancestors to survive the four seasons of the Nicola Valley.

Today we still harvest berries in the traditional areas and fish and hunt using the old ways – as well as the new. Our respect for our elders has never wavered. Elders are given first servings of any food we have gathered, and they are the keepers of our history often sharing their stories of our traditional and cultural ways.





Let's go pick berries!

hécu xwúy kt nes dwyéwm / hachoo whee kt nesh q-why-ow-m

Words / Phrases	Nłe?kepmxcin	Pronunciation
Pick berries or fruit	ἀ^wyé ŵm	q-why-ow-m
Saskatoons are blooming	páḋm ?es scáqʷm	puck-m esh sh-cheq-wm
Turn red	cíq ^w us	chee-eqoosh
Saskatoon	scáq ^w m	sh-cheq-wm
Burden Strap	sċúṗ'n	s-ts-oopin
Basket	ċýé	ts-ee-ya
	20	



Call to book an appointment to see a primary care provider at the Lytton Primary Care Clinic 250-455-2221



Primary Care

Physician Health Care for all ages, acute and chronic illness care & management



Public Health Registered Nurse Promotes Health & Wellness



Primary Care

Registered Nurse Assessments & Coordination of Care



Mental Health Psychiatric Nurse Mental Health & Substance Use



Registered Nurse & Health Care Aid Intake for Home Health & Community Care



Wild Strawberries



Planting Wild Strawberry Ground Cover – Growing Wild Strawberries Strawberry Plants By: Nikki Tilley, Author of The Bulb-o-licious Garden Printer Friendly Version Image by richellec Wild strawberries are a common native plant found growing in open fields, woodlands, and even our yards. In fact, some people consider the wild strawberry plant to be nothing more than a weed. Yet, it's so much more than that. Smaller than store-bought strawberries, which are a hybrid of the wild strawberry and a European species, the berries are a favorite treat to many birds and animals, as well as people. Yes, contrary to what some may think, wild strawberries are not poisonous. In fact, the berries are edible and tasty. There is, however, a similar plant, called Indian mock strawberry, which has yellow flowers (rather than white), that produces berries with little to no flavor. The neat, clump-forming habit of wild strawberries makes them an excellent choice for edging or ground cover. They can also be grown in containers, hanging baskets, or strawberry jars. Wild Strawberry Flower Varieties Wild strawberries produce one or more clusters of flowers. The wild strawberry flower, which is white, normally begins blooming in late spring or early summer and lasts about one to two months. These blooms are followed by the familiar red strawberries. These plants are hardy in USDA Growing Zones 3 through 10, and there are several types available, so it's easy to find one suited to your region. You may already have them growing somewhere on your property. The most common varieties include:

• Virginia wild strawberry, Fragaria virginiana – This is one of the most popular types of wild strawberry. It has light green leaves and small, tasty berries.

- Beach or coast strawberry, Fragaria chiloensis The leaves of this variety are dark green and shiny. While its berries are also edible, they're not as palatable.
- Woodland strawberry, Fragaria vesca This type enjoys moist, shady conditions, and is normally found in wooded areas. Both the flowers and leaves are larger than other species and its foliage is more bluish in color. The bigger berries are also quite delicious. \

Cultivating Wild Strawberries The wild strawberry plant is easy to grow and will eventually spread to form a nice ground cover, about 6 to 12 inches (15-31 cm.) high, so this is something to consider when growing wild strawberries. Give it space. It's also a cool-season plant, which means that it grows actively during spring and fall but goes dormant in summer and again in winter. The wild strawberry flower generally prefers full sun to partial shade. It also likes rich soil that is somewhat moist, though is tolerant of slightly dry conditions too. If your soil contains a lot of clay or drains poorly, amending it with organic matter will help. Wild strawberries spread by stolons (above ground runners) and rhizomes. As the runners grow, they send up new strawberry plants, which can be easily transplanted from other areas of your property into the garden. Divide and transplant in early spring just as the new growth appears. Lift plants and pull apart the crowns. You can also purchase plants from nurseries. When planting wild strawberry, keep the crowns at ground level and water well. Top-dress the soil with compost and mulch plants with straw to help soil retain moisture and keep fruits clean. Wild Strawberry Plant Care Once established, wild strawberry requires little care other than keeping them watered during hot weather and while bearing fruit. During winter in colder climates, you may want to mulch the plants with straw or loose leaves to help protect them. Ripe berries can be harvested anytime during April through June. They are a good source of Vitamin C and can be used on cereal, in pancakes, fruit salad, sauces, and more, much like regular strawberries. Wild strawberries are an excellent addition to any backyard garden, whether the fruits are enjoyed by you or your wildlife friends.





INGREDIENTS

- **Mixed Berry Cobbler**
- 3/4 cup Blackberries
- 3/4 cup Raspberries 3/4 cup Blueberries
- 2 Tablespoons fresh lemon juice
- 1/2 Cup plus 4 tablespoons sugar, divided
- 3 Tablespoons cornstarch
- 1 1/2 Cups all-purpose flour
- 1 1/2 Teaspoons baking powder
- 6 Tablespoons butter, chilled and cut into pieces
- 3/4 Cup heavy cream Whipped cream or ice cream

Preheat oven to 350 degrees farenheit,. Combine berries and lemon juice in a medium bowl. Set aside berry mixture. Mix corn starch with a 1/2 cup of sugar. Pour cornstarch mixture over berry mixture. Stir berry mixture gently until ingredients are evenly combined. Pour berry mixture into a 2-quart or 9X9 inch baking dish. Set aside berry mixture. Place flour in a large bowl. Add 3 tablespoons of sugar. Add baking powder. Cutin butter with a pastry blender or two knives until the mixture resembles coarse crumbs. Stir in cream to make a soft dough. Drop spoonfulls of dough over the berry mixture. Sprinkle remaining 1 tablespoon of sugar over dough. Bake about 50 minutes or until the top is well browned and juices are bubbly. Serve warm with whipped cream or ice cream.







- 4 cups crushed strawberries (about 2 lbs strawberries)
- 2 Tablespoons lemon juice
- 3 to 4 Tablespoons Ball Low or No Sugar Needed Pectin (equivalent to about 1 box Sure-Jell Less or No Sugar Needed Pectin)
- 1 1/2 cups granulated sugar



- 1. Wash, hull and crush strawberries in a LARGE (10 to 14-cup) microwaveable bowl to equal 4 cups. You may use a potato masher, food chopper, or food processor to crush the strawberries; do not puree--leave slightly chunky. Add lemon juice and Pectin. Mix well. Let it sit at room temperature for 20 minutes.
- 2. Add sugar; stir until mostly dissolved. Heat in the microwave on high for 10 minutes until boiling and foamy. (Keep an eye on it so it doesn't boil over.) Remove and stir one last time. Mixture will still be thin.
- 3. Skim the foam off the top, then pour jam into clean freezer containers leaving ½inch head space for expansion. Your jam should look consistently chunky throughout the jar after it is poured into the jars. If the fruit has risen to the top and the liquid remains at the bottom, pour the fruit back into the bowl, add one additional Tablespoon of Pectin and heat again until boiling and foamy.
- 4. Immediately top with lids and let stand at room temperature for 1 to 2 hours to cool down before placing in the freezer.

Notes:

If you can't find low/no sugar pectin, you may substitute 6-8 Tbsp Ball Classic Pectin.

To store the jam: Refrigerate up to 3 weeks or freeze up to 1 year.

To use freezer jam: Pull from the freezer, allow to thaw in the fridge, and use like storebought jam. (The freezer is for storing purposes, since the jam was not canned in a hot water bath.)



BUS TRANSPORTATION HEALTH CONNECTIONS TO KAMLOOPS

Book a Trip (2 days in advance): 1-855-359-3935

The cost is \$5.00 and anyone can take the bus to go shopping, visit a friend, see a doctor and more!



Weekly Medication Pick Up Program





Serving Community Members in Siska & Cooks Ferry

- Ask your Doctor to send your medication request(s) to Pharmasave in Lillooet
- Inform Carmen the Pharmacist & HHSS Staff that you authorize us to pick up your medication on your behalf.

Call Pharmasave today 250.256.4262 Pharmasave Lillooet Old Mill Plaza, 155 Main St, Lillooet, BC VOK 1VO 250.256.4262

> HHSS MEDICATION PICK UP ON THURSDAYS

www.hhssbc.ca



First Nations Health Authority Health through wellness

Quality Care and Safety Office

The goal of the First Nations Health Authority (FNHA) Quality Care and Safety Office is to improve programs and services for all First Nations people across BC. We are here to receive any feedback you have about the care you, your family members or your loved ones have received, and to provide a transparent process for responding to concerns you may have about your care or for passing on your compliments. What you bring to the Quality Care and Safety Office is confidential.



Why you might contact us

You might contact us if you want to:

- Make a complaint: Tell us if the care you received did not meet your expectations.
- Share a compliment: Let us know if you had a positive experience. We can pass on your positive feedback to the people and teams that made a difference in your care.

What happens when you contact us

When you contact us by email or leaving us a voicemail, we will get in touch within two business days. Our Quality Care and Safety Liaisons will then give you a call to get more information about your experience.

Submitting a complaint

You have the right to provide feedback and receive a timely response to your concern without fear of retribution or an impact on your health services and care. The information you bring to the Quality Care and Safety Office is confidential. If you have a complaint or concern about the care you received, we can:

- help you learn about the different options available to you;
- provide support services based on your needs; and
- help host a First Nations-led resolution process, like a Learning Circle or Healing Circle.

A complaint is defined as a formally-filed statement of dissatisfaction with a specific interaction experienced in the course of receiving health and wellness programs and services.

What happens when you submit a complaint

A Liaison from the Quality Care and Safety Office will schedule a call to discuss the details of your complaint. After the phone call, your Liaison will discuss next steps in the management of your complaint, including any support services that may be helpful. If you wish, they can also help you draft a Client Opening Letter. This letter is owned and guided by you and your experience and we will work with you to make sure the letter reflects and represents your voice and experiences.

Once you have approved your letter, we will submit it to the appropriate group, which could be a health profession regulatory college, the Patient Care and Quality Office in your regional health authority or a specific FNHA department. Each organization has its own service standards for review timelines. We will keep you informed of these timelines and can help you set up a Learning Circle and/or Healing Circle if this is what you wish.

Submitting a compliment

You may want to share a compliment about the care you or a loved one received.



What happens when you share a compliment

A Liaison at the Quality Care and Safety Office will follow up with you in the same way that you contacted our office, either by email or telephone. Your compliment might also be accepted and managed by any FNHA employee.

Asking for information or feedback

You might have a question, general comments or a concern. We can help you get the information you need.

What happens when you ask for feedback

You will be contacted by someone from the Quality Care and Safety Office or another FNHA employee. They may:

- schedule a follow-up call to seek additional details
- work with our internal and external partners to provide you with an informed response, relevant support services and any ongoing assistance that the Quality Care and Safety Office can offer

Contact the Quality Care and Safety Office at: <u>quality@fnha.ca</u> or call our toll-free line at: 1-844-935-1044.

For more information, visit FNHA.ca/compliments-and-complaints

DRUM MAKING IN-PERSON COURSES

June 29th July 12th

Merritt Session Canyon Session 12:00 PM - 2:00 PM 12:00 PM - 2:00 PM

> 1950 Mamette Ave Merritt, BC

Merritt Civic Centre Tuckkwiowhum Village 46292 Tuckkwiowhum Rd. **Boston Bar, BC**

****Registration Required****

All supplies and lunch provided.

For more information contact: CNA Team 250-378-1864 or email programs@cna-trust.ca NHSS Wellness Team 250-378-7631 or email munro.j@nlxfn.com / raphael.j@nlxfn.com



RESTORATIVE MASSAGE WITH KATHRYN YOUNG (RMT)



Massages will return in September Have a great summer!

Footcare with LPN Suzanne Marcel

Licenced Practical Nurse

Siska and Cooks Ferry July, 06 2022

Medication Pick-up is every Thursday in Lillooet Remember to have your prescriptions refilled. Try to refill a week or two before running out . Shopping Day Cooks Ferry July 27, 2022 Shopping day Siska July 1, 2022 & July 29, 2022 Healthy Food Bag Deliveries: Will resume in the fall

HHSS BOARD	HHSS STAFF	Cook's Ferry	Síska	
Lorette Edzerza	Tina Draney Acting	Box 188	163 Loop Roa	d
Chairman	Acting Health Manager	3691 Deer Lane	Siska, BC	
Director	Finance	Spanae's Bridge BC	VOK 1ZO	
Cooks Ferry Band	tina.draney@hhssbc.ca Ext:103	Spence's Bridge, BC	VOK 120	
Appointed	Corynn Reveley	VOK 2LO		
Angela Phillips	Siska Receptionist / Medical	Phone	Phone	
Director	Transportation Clerk	(250) 458-2212	(250)455-660	1
Siska Indian Band	Ext: 300 Nadine Methot	Fax	Fax	
Appointed	Cook's Ferry Health Administra-	(250) 459 2212	(250) 455-660	0
Florine Walkem	tive Assistant / Medical Transpor- tation Clerk	(250) 458-2213	(230) 433-660	0
Director	Ext: 100			
	Scarleth Zwez-Ruiz	Client Toll Free Client Toll Free		е
Cooks Ferry Band	Home & Community Care Nurse / Community Health Nurse	1-866-458-2212	1-844-255-660)]
Appointed	chn@hhssbc.ca	Email	Email	
Samantha Gush	Ext: 104			
Director	Lisa Colwell Licensed Practical Nurse	nadine.methot@hhssbc.ca	<u>corynn.reveley@nnss</u>	<u>bc.ca</u>
Siska Indian Band	Lisa.colwell@hhssbc.ca			
Appointed	Deirdre Mckay	Medical Drivers:		
	Community Home Care Aid	Martha Van Dyke		
Follow us	<u>deirdre.mckay@hhssbc.ca</u>	Danielle Munro		
@ heskw'enscutxe	Ext 301	Vacant position, apply today!		
	Danielle Munro			
	Custodian / Transportation Support Community Health Rep			
	Ext. 102	Heskw'en'scurte	VISIT OUR	
	Danielle.munro@hhssbc.ca	to the second se	NEW WEBSITE	
			HHSSBC.CA	
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