

HESKW'EN'SCUTXE

march 2024

Monthly Newsletter

Vol 2 Issue 2





Office Hours:
Monday to Friday
8:30 am to 4:30 pm

Closed from 12 om to 1 pm for Lunch

Siska: 250.455.6601 Fax:250.455.6608
corynn.reveley@hhssbc.ca
Cooks Ferry: 250.458.2212 Fax: 250.458.2213
nadine.methot@hhssbc.ca

HESKW'EN'SCUTXE MISSION

Serving the Cook's Ferry and Siska members living within these communities, Heskwen'scutxe Society pronounced w?éx? we? lú? which means "take care of yourself" is focused on the well-being of its clients, offers various health services while honoring Nlaka'pamux traditions.

In line with the funding received from First Nation Health Authority, the mission and vision of the Society are to support community-based health programs and for people to maintain their independence and self-sufficiency.

- Access to External Health Care
- Communicable Disease Control
- Home Care
- Maternal Child Health Care
- Medical Travel
- Mental Health and Wellness

EASTER

OFFICE CLOSURE

GOOD FRIDAY MARCH 29

EASTER MONNDAY APRIL 1

For any emergencies, please call 811 to speak to a registered nurse or call 911 or go to the hospital

IN THIS ISSUE

In this issue we would like to promote that health benefits are accessible to all Indigenous people living ON or OFF reserve.

The only difference is that our health clinics cater to people living on reserve and provides home care support to those in need and who sign up.

However, if you live OFF reserve, you can have access to most of the programs such as medical supplies and equipments, accomodations and travels covered by FNHA Health Benefits if you must travel outside to another city to receive medical treatments. (Must be pre-approved before traveling to your specialist appointment.

Take a moment to review the accessible posters of what your benefits are and we have included a package for OFF reserve members to use. Please share the package with anyone you know and note that all these forms are avaiable on FNHA website and HHSS website

If you have anu questions or concerns, please reach out to us or call FNHA Health Benefits 1.855.550.5454

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Medical Travel Clerk
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Medical Office Assistant
Medical Travel Clerk
Siska

Medical Drivers



Hazel Billy
Custodian



Martha Van Dyke



Dayton Arnett



Jean Mckay



Christy Whittaker
Casual Support



HHSS Nurse

Friendly Reminder:

If you need to speak to the nurse, PLEASE contact the Cooks Ferry or Siska Heskw'en'scutxe office to schedule a Clinic Visit or Home Visit.

In Adherence to the Health Care Professionals Best Practice Standards the Nurse will no longer be able to respond to text or emails regarding Health Care concerns.

By coordinating appointments centrally, we can optimize the workflow and guarantee that your healthcare needs are met efficiently.



Other Health Services Available

NLX Nurses (250)378-9772
LYTTON PCC (250)455-2221
FNHA NURSES (250-455-2715
ASHCROFT UPCC (250)453-2211

More Information :

HESKW'EN'SCUTXE HEALTH
SERVICES SOCIETY
COOKS FERRY (250)458-2212
SISKA (250)455 -6601



THEME OF THE MONTH

March is Colorectal Cancer Awareness Month

March is Colorectal Cancer Awareness Month. This year, Colorectal Cancer Canada (“CCC”) is highlighting the importance of screening with our various activities and the launch of our “Cancer doesn’t wait, why should you?” campaign. Our objective is to make Canadians aware that colorectal cancer is Preventable, Treatable, and Beatable, and, if caught in its early stages, it is 90% curable. As colorectal cancer is not just an old person’s disease, all Canadians should be more aware of the signs and symptoms as well as what to do if they arise. Partaking in regular screening is a great way to reduce your risk of developing this disease!

By Corynn Reveley

Knowledge is power, following are reputable links about Colorectal Cancer

Colorectal Cancer Canada

<https://www.colorectalcancercanada.com>

Canadian Cancer Society

<https://cancer.ca> › Home › About us › Media releases

International Agency for Research on Cancer (IARC)

<https://www.iarc.who.int> › featured-news › colorectal-ca...

American Association for Cancer Research

<https://www.aacr.org> › ... › Cancer Awareness Months

American College of Gastroenterology

<https://gi.org> › ACG Blog

WEAR BLUE ON MARCH 3rd, 2024 to raise awareness for colon cancer prevention



COLON COLECTORAL AWARENESS QUIZ



Fill the Quiz and return to the office where a sheet with the answers will be provided and a gift (while quantities last)

1. Getting screened for colorectal cancer can help you prevent the disease.

2. If you don't have any symptoms, it means you don't have colorectal cancer.

3. People at average risk should start screening at what age?

4. At what age can most people stop getting screened for colorectal cancer?

5. The only screening test for colorectal cancer is colonoscopy.

6. Which of these are symptoms of colorectal cancer?

Blood in your stool

Aches, pains, abdominal cramps that
wont go away

weight loss that cannot be explained

All of the above



PROGRAMMING UPDATES

RESTORATIVE MASSAGE: YOUR CONCERNS HAVE BEEN HEARD



We would like to thank clients who shared their gender preference for a massage therapist. Please be aware that we contacted all registered massage therapists in Lillooet, Cache Creek, Ashcroft, Merritt and Kamloops. They were either unavailable to come to our communities due to the travel constraints or simply unable to commit because they have a full practice.

If you happen to know anyone who is a registered massage therapist accredited by the college with a license, please have them reach out to us to discuss potential opportunities.

Again, we thank you for providing us with feedback and would like to offer our Siska community massages in Cooks Ferry. Please reach out to book your appointments. You can receive massages in both communities!

WOW!

HAZEL BILLY IS RETIRING

— HAPPY —
Retirement

Hazel has been an incredible employee and team player. Always ready to go on a drive, clean our office space and help us with so many other tasks. Hazel: **WE WILL MISS YOU!!!** We wish you all the best retirement has to offer; good health, gardening, meeting with friends and family and just taking it easy! Sending you hugs and flowers! from all of us at HHSS and our clients.!!!





First Nations Health Authority
Health through wellness

CHILDREN ORAL HEALTH INITIATIVE

FOR ALL SISKI AND COOKS FERRY MEMBERS ON AND OFF RESERVE!

FREE DENTAL CLINIC!

COOKS FERRY

April 15 10:00 a.m. to 5:00 p.m.

April 16 8:30 a.m. to 5:00 p.m.

April 17 8:30 a.m. to 11:00 a.m.

CALL NADINE TO BOOK YOUR APPOINTMENT.

Easter is coming up. Consider filling little berries in some of the eggs of your Easter egg hunt and why not some coins.. Your children's teeth will thank you! Berries are rich in fibers, vitamins and nutrients too!



FREE DENTAL CARE

FNHA Michelle Beattie, dental hygienist offers the following services.

Services include:

- Dental x-rays
- Dental cleanings
- Stain removal
- Tartar buildup
- Tooth polishing and fluoride application.
- Sealants for children to prevent tooth decay if needed



SISKA

March 14 12:00 p.m. to 7:00 p.m.

March 15 9:00 a.m. to 5:00 p.m.

CALL CORYNN TO BOOK YOUR APPOINTMENT.

COHI

IF YOUR CHILD WAS ENROLLED IN COHI AND HAS NOT SEEN MICHELLE IN THE LAST 3 MONTHS, PLEASE CALL THE OFFICE TO SCHEDULE AN APPOINTMENT.



CLIENTS WHO HAVE SEEN MICHELLE APPRECIATE HER CARE AND SPECIAL ATTENTION TO THEIR NEEDS.

- Oral hygiene instruction.
- Tooth brushing.
- Flossing
- Denture cleaning

MARCH SERVICES

MASSAGES

Siska:

Tuesdays:
March 12 & 26

Cooks Ferry:
Wednesdays:
March 13 & 27

NURSE SCHEDULE

In Cooks Ferry

Thursdays

In Siska:

Fridays

DAYLIGHT SAVING TIME

Sunday March 10 @ 2 a.m.



FOOTCARE

Cooks Ferry:

Tuesday: APRIL 2

Siska

Thursday: APRIL 4

:

SHOPPING DAYS

Cooks Ferry:

Wednesday: March 27

Siska:

Thursday March 28

COUNSELLING WITH YOLANDA

In Siska:

Wednesdays
March 6, 13 & 20

NOTES: SPRING BEGINS ON MARCH 19,

SD 74 SPRING BREAK: MARCH 18-APRIL 1

GOOD FRIDAY: MARCH 29 EASTER MONDAY: APRIL 1

COHI DENTAL SERVICES CHECK THE PAGE IN THE NEWSLETTER FOR DATES



Return your expired meds including over the counter ones



We will always accept your expired or unwanted medications.

We return them to the pharmacy for proper disposal.

*Ask for your gift (one per household).
(while quantities last)*

What is accepted?

Unused health products can be dropped off to your pharmacist for responsible disposal. Any of the following items that are unused, expired, in questionable condition, or missing labels are accepted:

All prescription drugs

Over-the-counter medications, oral dosage

Natural health products, oral dosage

Vitamin and mineral supplements



Why should I recycle?

Don't throw it out. It is important to make sure that your unused or expired medicines are disposed of safely. This keeps drugs out of the hands of children and other people who might use them inappropriately. *It also keeps drugs out of landfill sites, water supplies and marine environments.* The B.C. Medications Return Program is a product stewardship initiative funded by the pharmaceutical and consumer health products industries.

Where can I take it back?

You may return your unused health products to any pharmacy, meds must be emptied in a ziploc bag (no bottles or labels). Or you can return it all to HHSS and we will do the work for you!

What happens to it?

Expired and unused medications are safely disposed of through certified incineration.

Wondering what equipment is covered under your plan?

Your plan covers certain MS&E items and services under the following categories:

- bathing and toileting aids
- braces and splints
- cushions and protectors
- diabetic and heart patient devices
- foot orthotics and orthopedic shoes
- general medical supplies and equipment
- hearing aids and repairs
- hospital beds
- lifting and transfer aids
- limb and body orthotics
- low-vision aids
- offloading boots (air casts)
- ostomy supplies
- oxygen, sleep and breathing aids
- prosthetics and supplies
- surgical stockings and pressure garments
- urinary supplies and devices
- walking aids and wheelchairs
- wound care supplies

If you have any questions about your MS&E plan, how to access coverage, or why a claim was denied, call Health Benefits at 1-855-550-5454.

You can find detailed information about your MS&E benefits through your PBC Member Profile, which you can access online or through the PBC app.

Info at: <https://www.fnha.ca/benefits/medical-supplies-and-equipment>



MEDICATION PICK UP

Medication pick up is available for any client who calls the pharmacy and HHSS to notify that we will pick up on their behalf. Pick ups are done on Thursdays at the Pharmasave in Lillooet. Please call Corynn Reveley at 250.455.6601 if you have any medication that needs to be picked up, place an order or have any questions.



Are you looking for a doctor in Merritt?

The Coquihalla Primary Clinic
Tel: 778-661-0355
Address:
1802 Chapman Street, PO BOX 3090,
Merritt, BC



Anyone looking for a doctor in Merritt needs to call 811 and get their name on the list. Indigenous People will be prioritize.

You can also register online
<https://www.healthlinkbc.ca/health-connect-registry>

A Nurse Practitioner is on duty and 3 doctors are coming to Merritt shortly and another Nurse Practitioner too!

Please call the office if you need any assistance with registering

CALL 811 TODAY!



MENTAL WELLNESS SUPPORTS

FREE 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 1.800-588-8717
- 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 List of BC Counsellors (25 pages) <https://www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf> (registered for Direct Billing)
- 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 dexel.w.e@nlxfn.com
- Diana Lepine-Thomas and@nlxfn.com
- Stacy Hebner (Child counsellor) hebner.s@nlxfn.com
- Melissa Dexel (Child counsellor) Dexel.m@nlxfn.com



Heskw'en'scutxe Health Services Society has two counselors that offer in person, online or via telephone supports. Please contact them directly or call our offices for more information.

- Cooks Ferry Location: Ricardo Pickering (Counsellor) dickiepickeing@gmail.com (on leave until March 2024)
- Siska Location: Yolanda Hall (Counsellor) yjhall@telus.net
- HHSS Website <https://hhssbc.ca/mental-health/>

Health & Wellness Supports in British Columbia Crisis Lines:

Kuu-us Crisis Line Society: 24/7 Crisis Line for Indigenous Adults and Elders.
1-800-388-8717

Métis Crisis Line: 24-HR Crisis Line for Métis Adults, Elders and Youth.
1-833-638-4722 (1-833-MétisBC).

The Hope for Wellness Help Line: 24/7 Immediate counselling/ crisis intervention for all Indigenous peoples across Canada. **1-855-242-3310** or connect to the online chat.

Indian Residential School Survivors Society Crisis Line: 24-HR Crisis Line for Residential School Survivors and Intergenerational Survivors. **1-800-721-0066**

988: Suicide Crisis Helpline, 24/7 call or text.

Interior Health Crisis Line: 24/7 via phone, chat and text for immediate assistance. Trained Crisis Line Responders provide emotional support, crisis de-escalation and intervention. You can also call for information on local services or if you just need someone to talk to. **1-888-353-2273**

Virtual Mental Health Supports

★ **BC Gov Virtual Mental Health Supports:** This page has an **extensive list of MANY virtual services are available for British Columbians** who are experiencing anxiety, depression, or other mental health challenges. Probably one of the most thorough resources lists I have come across.

Wellness Together Canada: Wellness Together Canada was created in response to a rise in mental health and substance use concerns since the COVID-19 pandemic. It is funded by the Government of Canada. For additional information about available mental health and substance use resources and support call **1-866-585-0445** to speak with a Program Navigator. For other inquiries please see [contact page](#).

Non-Emergency

UWBC 211: 211 is a free and confidential service that connects people to helpful and vital resources in their community. Navigators provide information and referral to a broad range of community, government, and social services that assist with: basic needs like food and shelter; mental health and addictions support; legal and financial assistance; support for seniors; and much more. **Call or ttext 211, available 24/7.**

811: Health Link BC, call 24/7 speak to a health service navigator, to find health information and services; or connect directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist.

Interior Health Mental Health & Substance Use: 310-MHSU (6478)

FNHA Virtual Doctor of the Day: Medical Office Assistants are available seven days per week from 8:30 a.m. to 4:30 p.m. **1-855-344-3800**

Tsow-Tun Le Lum Society: provides confidential outreach services such as counselling, cultural supports and personal wellness programs. **1-888-403-3123**

Affordable Counselling

Moving Forward Family Services: Moving Forward offers free short-term and affordable long-term counselling options to underserved communities across Canada via in-person, telephone, and online platforms. They provide a judgment-free environment no matter the age, race, identified gender, financial situation, or location.

Apps

PC Health App: This is an app (iPhone/Samsung) including a virtual Doctor (MSP covered) that you can text. The wait time is usually about ½ hour, and the communication is done via TEXT MESSAGING. To make an appointment, go to: “GET CARE” (heart icon), then “BOOK A CARE SERVICE,” and then “GENERAL PRACTITIONER.”

NEW! ACCESS COMMUNITY MENTAL HEALTH & SUBSTANCE USE (MHSU) SERVICES WITH A SINGLE PHONE NUMBER



310-MHSU (6478)

Call 310-MHSU if you need support for:

- ongoing difficulties with mental health concerns including anxiety, depression, paranoia, psychosis, or if you're unsure if you need support
- ongoing difficulties with substance use
- Does not replace 911 and other emergency/crisis lines



About

Call 310-MHSU (6478) to access and navigate mental health and substance use supports in Interior Health.

Interior Health has made it easier for people living within the Interior Health region to find the community mental health and substance use (MHSU) supports they need with the expansion of an easy-to-remember phone number: 310-MHSU (6478).

The phone service was developed to make it simpler for people to access and navigate community support. It is available to service providers as well as the general public who wish to connect to mental health and substance use services.

VISION BENEFITS



First Nations Health Authority
Health through wellness

First Nations Health Benefits & Services (FNHBS) offers you a comprehensive vision care plan to support you on your wellness journey.

Getting a regular eye exam is necessary to maintain good eye health and to check the eyes and brain for diseases. If you wear prescription contacts or eye glasses it is important to update your prescription regularly.

Did you know?

Approximately 80% of visual impairment is either preventable or curable with treatment.

Your vision care plan offers you access to regular preventative services, such as eye exams, to protect and maintain your eye health.

What my plan covers

Your plan covers certain vision care services and items under the following categories:

- > Sight tests and eye exams; and
- > Prescription eyewear and repairs.

What my plan does not cover

Some items and services that are not covered by your vision plan include, but are not limited to:

- > Prescription eyewear accessories or supplies (e.g., contact lens solution, glasses cases)
- > Surgical procedures (e.g. laser eye surgery)



To have your vision care details at your fingertips, download the Pacific Blue Cross (PBC) App by scanning the QR code, or visit www.pac.bluecross.ca, to login to your member profile.

How do I access coverage?

When you make an appointment, the best way to access your coverage and avoid out-of-pocket costs is to discuss your exam, eyewear options and billing details with your provider.

1

Ask your provider if they are registered with PBC so they can bill PBC directly.

2

Check if your vision care provider requires payment up front.

3

Talk to your vision care provider about which items and services are fully covered by your vision care plan.

4

If you purchase your glasses or contact lenses online, request reimbursement through PBC.

If you have any questions about your vision plan, about how to access coverage, or need travel assistance to access your vision care, please call FNHBS at **1-855-550-5454**.

NOVEMBER 2023



PHARMACY BENEFITS



First Nations Health Authority
Health through wellness

First Nations Health Benefits & Services (FNHBS) has partnered with BC PharmaCare and Pacific Blue Cross (PBC) to offer a pharmacy plan to support you on your wellness journey.

Your pharmacy benefits provide coverage for medications to take care of your health.

Did you know?

Approximately 55% of adults in Canada require at least one prescription medication each month.

Medications and other benefits dispensed by a pharmacy are important to cure or prevent disease and manage chronic conditions.

NOTE: You must be enrolled with FNHBS to access pharmacy benefits. To register, please contact FNHBS at 1-855-550-5454.

What my plan covers



PharmaCare Plan W (for Wellness) is the plan for First Nations people living in BC. Your plan covers the following pharmacy items:

- > Prescription drugs
- > Over-the-counter (OTC) drugs (e.g. Tylenol)
- > Non-drug OTC items

What my plan does not cover



Some items and services that are not covered by your pharmacy plan include, but are not limited to:

- > Cannabis
- > Most vaccines

The First Nations Health Authority (FNHA) and PBC **Pharmacy Fee Supplement** contains other pharmacy benefits, including coverage of select Medical Supplies & Equipment as well as the FNHA Supplementary Formulary which covers items for wellness initiatives (e.g., the Shingrix® vaccine).



For more information about pharmacy coverage, please visit our website by scanning the QR code or <https://www.fnha.ca/benefits/pharmacy>.

How do I access coverage?

When you need medication or pharmacy items, the best way to avoid out-of-pocket costs is to talk to your pharmacist about which items are fully covered by your plan.

1

See your provider to determine if there is an appropriate medication or pharmacy item for your condition or symptoms.

2

Ask your provider if your medication requires Special Authority.

3

Talk to your pharmacist about which medications and items are fully covered by your plan.

4

The pharmacist will dispense your medication and bill Plan W or PBC directly.

If you plan to travel outside of BC, make sure to plan ahead and talk to your pharmacist to ensure you have enough medication to last your whole trip.

If you have any questions about your pharmacy plan or how to access coverage, please call FNHBS at **1-855-550-5454**.

NOVEMBER 2023



MEDICAL TRANSPORTATION BENEFITS



First Nations Health Authority
Health through wellness

The Medical Transportation (MT) benefit is intended to supplement the cost of travel expenses to access medically necessary health services not available in your community of residence.

If you are registered with First Nations Health Benefits & Services (FNHBS), you are eligible for MT benefits.

What my plan covers



You can access MT benefits for travel to access health services, including the following:

- > Medical services covered by the BC Medical Services Plan (MSP) or a public health agency (e.g., cancer-related travel);
- > Services eligible under FNHBS (e.g., dental, vision, etc.);
- > Publicly funded diagnostic tests and preventative screening programs;
- > Traditional healers, if approved as an Exception;
- > Treatment Centres for Substance Use (formerly NNADAP); or
- > Opioid Agonist Treatment (OAT).

What my plan does not cover



Some types of travel that are not covered by your MT benefits include, but are not limited to:

- > Travel back to your community of residence if you became ill during non-medical related travel; or
- > Travel where the only purpose is to pick up items that do not need to be fitted (e.g., prescriptions, glasses/contacts and various medical supplies and equipment items).

Note: Some travel requests require additional documentation. Your Patient Travel (PT) Clerk or FNHBS can support this process.



For additional information on current MT rates, escort eligibility, documentation or required travel forms, please scan the QR code to visit our website.

MT benefits may provide funding towards the cost of travel, accommodation and meals for the following:

- > A mileage rate that supplements the cost of fuel;
- > Non-commercial accommodation (i.e., Jean C. Barber Lodge or Easter Seals);
- > Commercial accommodation at the most economical medical rate;
- > Accommodation in private homes
- > Meals at a daily rate, nightly rate or weekly rate.

Note: If you need someone to accompany you for medical travel, you may be eligible to travel with an Escort.

How do I access coverage?

Where you access the program depends on what Nation and/or community you are from and where you live.

If you live in community, please contact your community's Patient Travel (PT) Clerk to access your MT benefits.

If you live outside your community, or are unsure who to contact for your travel, please call us at **1-855-550-5454.**

1

Submit your travel request and your written confirmation of appointment at least five days before your trip to get prior approval.

2

You receive your travel arrangements from your PT Clerk or FNHBS.

3

Attend your appointment as scheduled and get a signed confirmation of attendance slip from your provider.

4

Submit your Confirmation of Attendance slip to your PT Clerk or to FNHBS.

If you have any questions about your MT benefits or how to access coverage, please call FNHBS at **1-855-550-5454.**

NOVEMBER 2023



MEDICAL SUPPLIES AND EQUIPMENT BENEFITS



First Nations Health Authority
Health through wellness

First Nations Health Benefits and Services (FNHBS) offers you a comprehensive Medical Supplies and Equipment (MS&E) plan to support you on your wellness journey.

MS&E items and services are required by many people for short or long-term needs and can be essential in supporting your health and wellness.

Did you know?

There are over 400 MS&E items and services available to you.

Your MS&E benefit offers you a comprehensive list of items and services based on your needs and eligibility.

What my plan covers



Some items and services that are covered by your MS&E plan include, but are not limited to:

- > Bathing and toileting aids
- > Braces and splints
- > Cushions and protectors
- > Diabetic and heart patient devices
- > Foot orthotics and orthopedic shoes
- > General MS&E
- > Hearing aids and repairs
- > Hospital beds
- > Lifting and transfer aids
- > Limb and body orthotics
- > Low vision aids
- > Offloading boots (Air Casts)
- > Ostomy supplies
- > Oxygen, sleep and breathing Aids
- > Prosthetics and supplies
- > Surgical stockings and pressure garments
- > Urinary supplies and devices
- > Walking aids and wheelchairs
- > Wound care supplies

What my plan does not cover



Some items and services that are not covered by your MS&E plan include, but are not limited to:

- > Household items (e.g., air conditioner)
- > Home renovations (e.g., ramps, stair lifts)
- > Sports equipment (e.g., treadmills, exercise items)



To have your MS&E plan details at your fingertips, download the Pacific Blue Cross (PBC) App by scanning the QR code, or visit www.pac.bluecross.ca, to login to your member profile.

How do I access coverage?

There are certain steps you can take to access your coverage, avoid out-of-pocket costs and get the items you need quickly.

1

If your doctor, nurse practitioner or other health care provider suggests an MS&E item, ask them for a prescription or written recommendation.

2

Ask your pharmacist or MS&E provider if they are registered with PBC for direct billing.

3

Talk to your pharmacist or MS&E provider about which items and services are fully covered by your MS&E plan.

4

Make sure any prior approval requests for items or services have been approved.

If you have any questions about your MS&E plan or how to access coverage, please call FNHBS at **1-855-550-5454**.

NOVEMBER 2023

DENTAL BENEFITS



First Nations Health Authority
Health through wellness

First Nations Health Benefits & Services (FNHBS) offers you a comprehensive dental plan to support you on your wellness journey.

Oral health is directly linked to general health and wellness. Seeing an oral health care provider regularly can help you catch dental problems before they get too serious and require more extensive procedures.

Did you know?

Oral health can affect more than just your mouth? Dental infections can complicate certain health conditions, such as diabetes, heart disease and pregnancy.

With your comprehensive dental benefits, you have regular access to essential preventative dental services, such as exams and cleanings, to take care of your oral and overall health.

What my plan covers



Your plan covers certain dental items and services under the following categories:

- > Exams and X-Rays
- > Fillings
- > Bridges
- > Crowns, inlays, onlays, veneers
- > Dental surgery
- > Dentures
- > Night guards
- > Orthodontic services (coverage has age restrictions and medical criteria)
- > Periodontal services (e.g., cleanings, scaling or root planing)
- > Preventive services
- > Root canals and related services

What my plan does not cover



Some items and services that are not covered by your dental plan include, but are not limited to:

- > Cosmetic treatments
- > Implants
- > Ridge augmentation



To have your dental care details at your fingertips, download the Pacific Blue Cross (PBC) App by scanning the QR code, or visit www.pac.bluecross.ca, to login to your member profile.

How do I access coverage?

When you make an appointment, the best way to access your coverage and avoid out-of-pocket costs is to discuss your treatment plan and billing details with your oral health care provider.

1

Ask your dental provider if they are registered with PBC so they can bill PBC directly.

2

Talk to your dental provider about which items and services are fully covered by your plan.

3

Make sure any prior approval requests for items or services have been approved.

4

Check if your dental provider requires payment up front.

If you have any questions about your dental plan, about how to access coverage, or need travel assistance to access your dental care, please call FNHBS at **1-855-550-5454**.

NOVEMBER 2023





2. Toe Taps and Up on Toes

Stand tall facing the sink. Hold on with both hands.

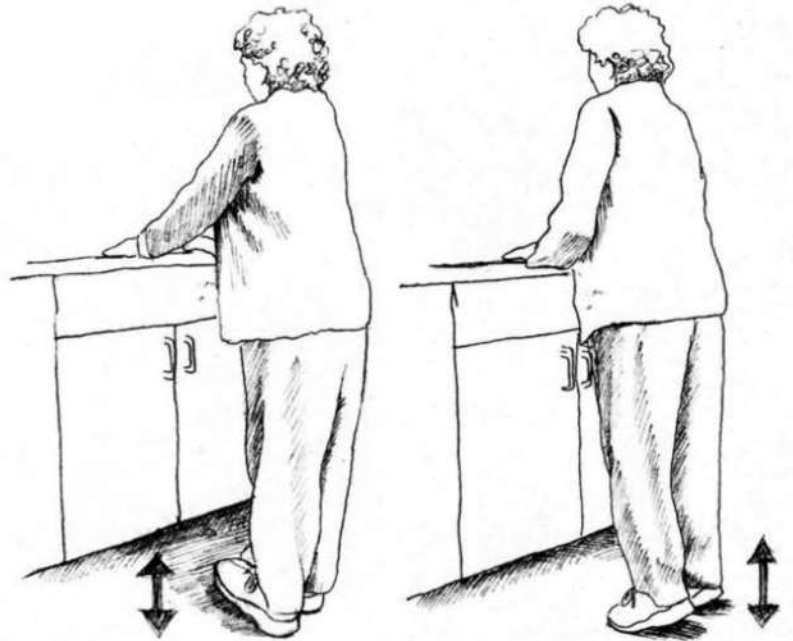
1. With **one** foot, keep heel on floor and **lift toes up**. Hold. Relax.
 - Do with the **other** foot. Do 2-3 more times with each foot.
2. Go **up on toes** with **both feet**. Relax. Do 2-3 more.

Too easy?

- Slowly do more (up to 15 each).
- Lift up toes of both feet together. Do **NOT** lean back.

Alternate with going up on toes.

- Slowly hold on less to the sink or counter.



3. Marching on the Spot

Stand tall facing the sink. Hold on with both hands.

1. March on the spot for 10 seconds. Rest.
 - Do for another 10 seconds.

Too easy?

- Slowly do for longer - up to 2 minutes. Rest. Work up to marching for another 2 minutes.
- Raise your knees higher (but don't hit counter!).
- Slowly hold on less to the sink or counter.



Medical Transportation Program Updates



Gentle HHSS Medical Travel Form Policies Reminders

1. Please submit your forms completely filled, with medical stamp and your signature at the bottom of the page.
2. The medical form can be downloaded on the HHSS website.
3. Before going on a trip, please call HHSS to confirm eligibility.
4. When staying in a hotel overnight, we still require a stamped medical travel form to be submitted after your stay.
6. Please circle if your trip was over 6 hours or not.
6. If you are diabetic, remember to check the new box. Diabetic people can get the daily \$17 rate even if the appointment/travel is under 6 hours.
7. Fill out the Health Purpose box, or circle one of the practitioners listed below.
8. A reminder to book your appointments (if travel is requested) between 10 am and 2 pm when possible with a minimum of 48 hours notice due to limited drivers availability.

FOR ANY ADDITIONAL INFORMATION PLEASE GO TO THE FNHA WEBSITE
<https://www.fnha.ca/benefits/medical-transportation>

Medical Transportation Program Updates



Gentle FNHA Policies Reminders

1. A hotel room is not permitted if your loved one was admitted into the hospital unless you are an approved escort. To be an approved escort, the patient needs your help because of a language barrier or is incapable of functioning on their own, they need to be fed etc..
2. A hotel room is not permitted if you must go to the Emergency and may be spending several hours waiting.
3. If you do not agree with these rules you can always fill out a benefit exception form and send it to FNHA for review and approval. To do so, you must have a letter of support from the doctor explaining why you should be an escort and or why you need a hotel room for any condition.
4. Please feel free to reach out to our clinics if you have any questions or concerns about the medical travel program that we deliver under the authority of FNHA. You may also contact them directly by calling 1.855.555.5454

Anyone living Off Reserve can have access to the FNHA non-insured health benefits (refund for travel / accommodation /meals) to specialists appointments outside of their home town) upon approval. Please see the insert with the forms in this newsletter and pass it on to anyone who may benefit from it. You can access those forms on the HHSS website (download section too).

**Families should be planning for 'emergencies' as a part of taking care of themselves.
Our offices are open for assistance from Monday to Friday between 8:30 am and 4:30 pm.**



Emergency Care: CALL 911

Lillooet Hospital ER, 951 Murray Street
Open 24 hours

Lytton Primary Care Non Urgent

Tl'Kemtsin Health Centre
1535 St Georges Road, Lytton
(250) 455-2221 | Fax (250) 455-6621
Monday to Friday: 9 a.m. to 3 p.m.

Ashcroft Urgent and Primary Care Centre

700 Ash-Cache Creek Hwy
(250) 453-2211 | Fax (250) 453-1921
Monday to Sunday: 8 a.m. - 8 p.m.

Provincial Resources

[YOUTH Foundry.ca](http://YOUTH.Foundry.ca)
[Kelty Mental Health](http://Kelty.Mental.Health)

KIDS CRISIS LINE 1-800-668-6868

ADULT BouncebackBC.ca

CRISIS LINE 1-833-456-4566 / text 45645

Hope for Wellness 1-855-242-3310
Domestic Violence 1-800-563-0808



First Nations Supports

Lytton FNHA Health Centre (778) 254-0167
Monday to Friday 8 a.m. to 4 p.m.

First Nations Health Benefits 1-855-550-5454 or
www.fnha.ca for prescription refilling, medical supplies and equipment

LFN Home & Community Care
Micha Kingston (250) 256-8182
Email: micha.kingston@lfnhealth.com

Mental Health & Substance Use

Adult MHSU (250) 455-2221 ext 4
Child & Youth CYMH (250) 256-2710
Friendship Centre (250) 256-4800
St'at'imc Outreach (250) 256-7530

811 Nurse

[FNHA Virtual Doctor of the Day: How it works](#)
1-855-344-3800

Mental Health Supports

[FNHA COVID-19 Mental Health and Cultural Supports](#)
Opioid Agonist Treatment (250) 256-1585
FNHA Mental Wellness Inquiries 1-833-751-2525

Travel/Flood Info

[BCRFC Warnings](#) [Drive BC](#)
[FNHA Flood Safety](#) [Wildfire Status](#)

Lillooet Pharmacies & Services

PHARMASAVE (250) 256-4262
IDA (250) 256-7538
FNHA (250) 256-7071 8 a.m. to 4 p.m. Monday to Friday

Lab Services

Book lab appointments
1-844-870-4756
<https://www.labonlinebooking.ca>



Home & Community Care

Central Intake 1-800-707-8550
Lillooet (250) 256-1326
Ashcroft (250) 453-1939
Merritt (250) 378-3238

Interior Health

[MyHealthPortal](#)



Public Health

Lytton FNHA (778) 254-0167
Lillooet (250) 256-1314
Ashcroft (250) 453-1940
Merritt (250) 378-3400

COVID Testing Clinics & Vaccination Information

[IH COVID Testing Clinics](#)
1-877-740-7747



[IH COVID Vaccine](#)
1-800-833-2323



[FNHA COVID-19 Testing](#)
(250) 455-2715



[BC Centre for Disease Control](#)
(604) 707-2400



OUR STORIES AND NLAKA'PAMUX CULTURE

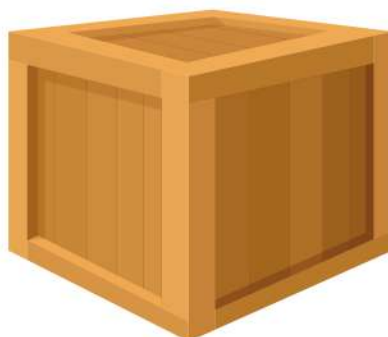
XIII STORY OF FIRE AND WATER [Nkamtcin'Emux and Cawa'xamux.]

Told by James Alexander Teit from "Traditions of the Thompson River Indians of British Columbia" Vol 6, printed in 1898, pages 57-58

A **haxa**, (185) A mysterious person; anything composed of mystery, or having powers above the ordinary, and which cannot be readily understood or imitated., and his boy lived in a distant country.

He had two **wooden boxes** (186) Wooden boxes were never used by the Upper Nlak'a'pamux, but were known to the Uta'mqt, and used by them to some extent. Probably they copied them from the S'a'tcinko or Qaitcin Indians of lower Fraser River. in his house, one of which contained fire, the other water.

At that time there was no fire and no water in the outside world. Whenever the man opened the lid of the fire-box, immediately the house became vey hot; and when he wandered away from the house, he used to tell the boy never to open the lids of the boxes; because if he opened the one, the house would take fire and he would be burned; if he opened the other, he would be droned, because the house would be flooded.



OUR STORIES AND NLAKA'PAMUX CULTURE

XIII STORY OF FIRE AND WATER [Nkamtc'i'nEmux and Cawa'xamux.]

Told by James Alexander Teit from "Traditions of the Thompson River Indians of British Columbia" Vol 6, printed in 1898, pages 57-58

One day when he was away, the Elk came along and entered the house, and, seeing the tow boxes there, asked the boy what they contained, who told him, fire and water.

Whereupon the Elk, whose curiosity was aroused, opened the two boxes. When it saw the fire and water, it became afraid and ran away. The house was burned and the fire spread over the country, **burning the grass and trees.** (187) *Some say also the people.*

After this, fire could be obtained from every kind of wood all over the world. The water also ran out and drowned the fire wherever it went and spread all over the world, forming lakes and rivers. (188) *Compare the legends of the liberation of the sun (F. Boas, Sagen etc. page 360. no 147.)*



RECIPE



Three Sisters Soup (corn, squash and beans)

This delicious soup is prepared with corn, squash, and beans. In some Indigenous communities, these crops are called the “Three Sisters” because they help each other grow when planted side by side.

Prep time 20 min **Cook time** 25 min **Servings** 8

Ingredients

10 mL (2 tsp) vegetable oil
1 onion, diced
4 carrots, chopped
4 cloves garlic, minced
4 stalks celery, chopped
2 L (8 cups) vegetable broth
1 butternut squash, peeled and cubed
375 mL (1 ½ cups) frozen corn
2 cans (2 x 540 mL/19 oz) no salt added kidney beans, drained and rinsed
10 mL (2 tsp) dried thyme (or 60 mL/4 tbsp fresh)
5 mL (1 tsp) ground pepper

Tips

- Serve this soup hot with Bannock or crusty whole grain bread.
- Want leftovers for lunches? Refrigerate for up to 2 to 3 days or freeze for up to 2 weeks.
- Have a can of corn in the pantry? Use canned corn instead of frozen – make sure to drain and rinse it first.

Directions

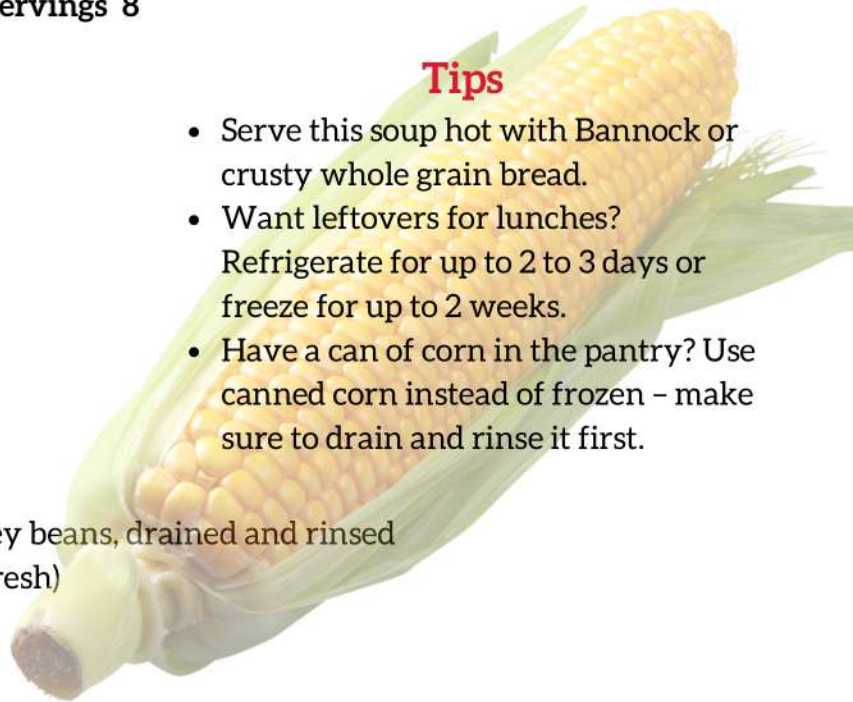
Heat oil in a large saucepan. Add onion and sauté over medium heat, stirring often until golden, about 2 minutes.

Add carrots, garlic and celery and sauté for another 8 minutes, or until softened.

Add vegetable broth and bring to a boil.

Turn down heat and add cubed squash. Simmer, covered, for 8 minutes, stirring occasionally.

Add beans, corn, thyme and pepper. Stir and simmer another few minutes, until squash is soft with a fork.



Free Swims

Merritt

For on and off reserve community members:

Free swims at the Nicola Valley Aquatic Centre.

Please call our offices if you are not already on the Merritt Swimming pool list.



16 + have free access to the gym at the Merritt Aquatic Centre.



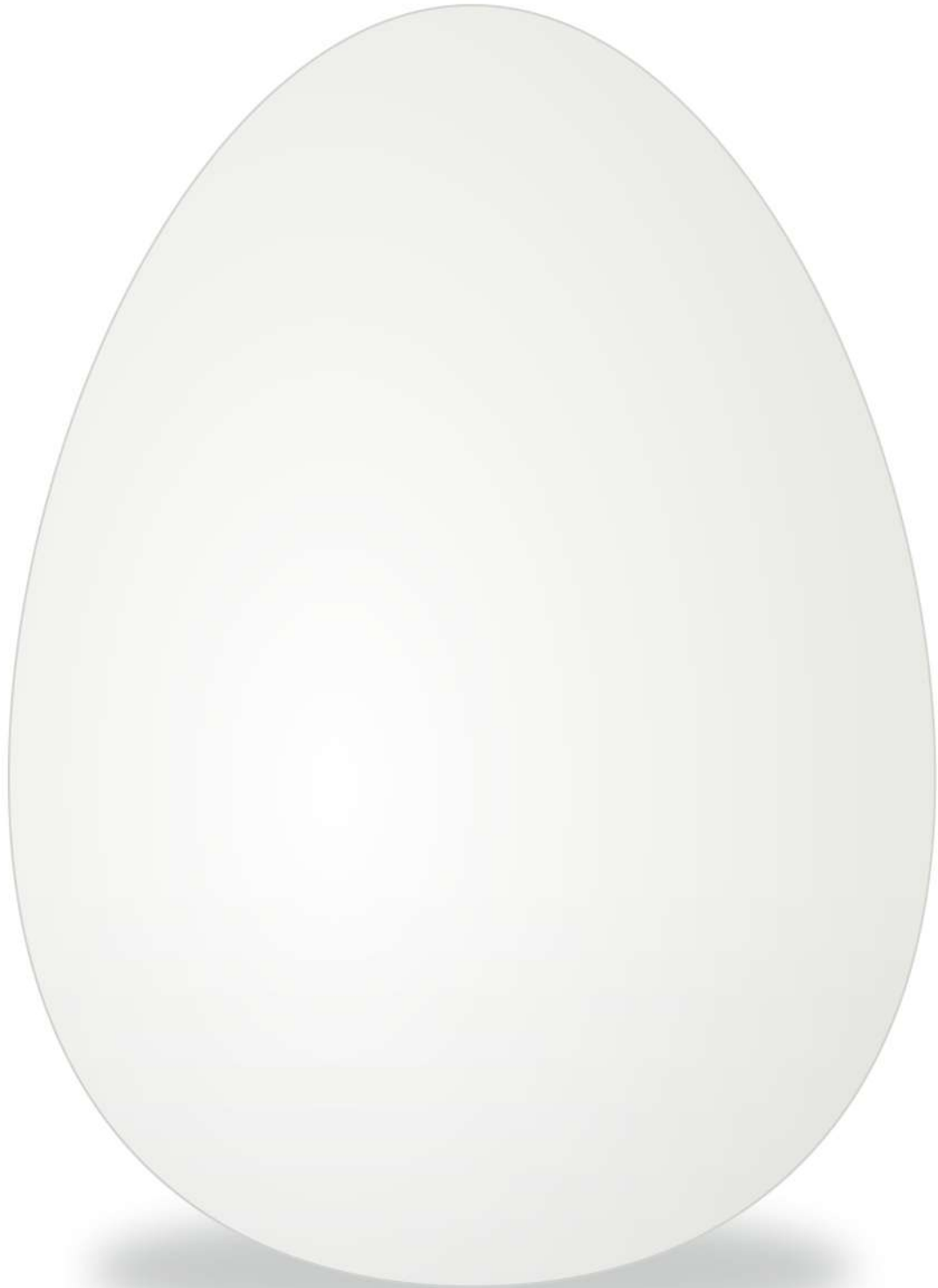


EASTER DECORATION

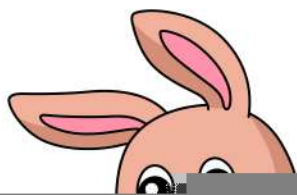
Decorate and color your Easter egg.

Add a word in Nlaka'pamux for extra points

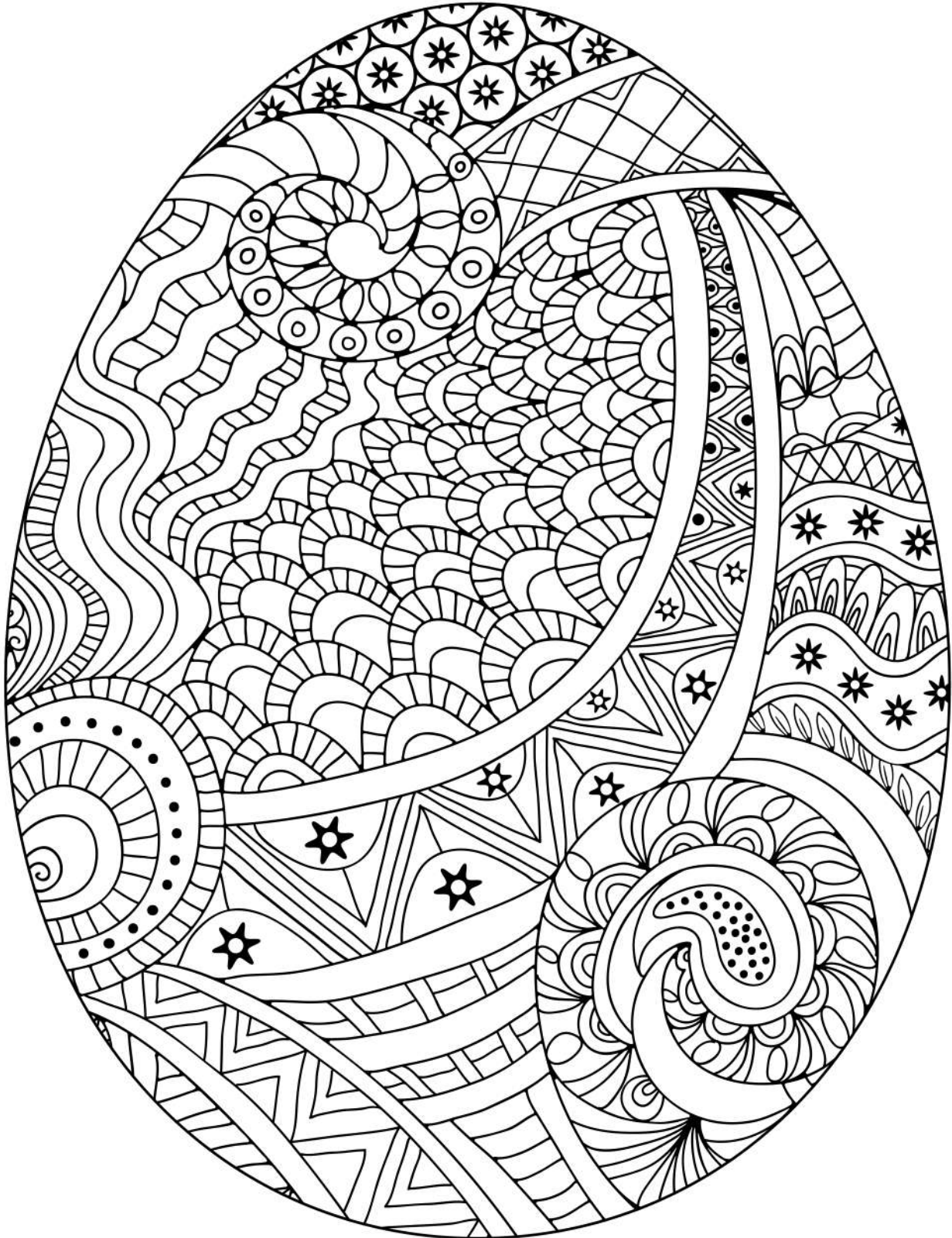
Return your entry by March 22



NEWSLETTER ACTIVITIES & GAMES



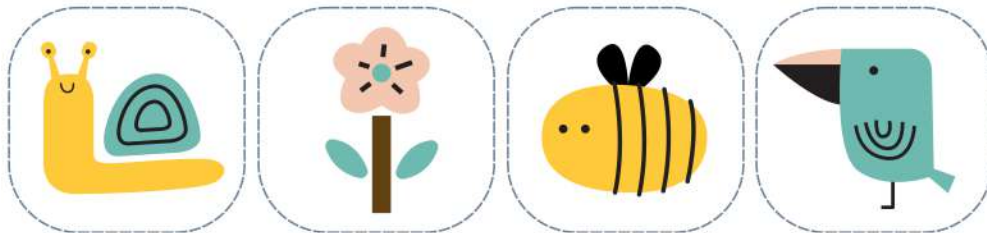
Easter Mindfulness



SPRING SUDOKU



Each row across and column down needs one of each image.
 There can't be more than one image in any row across or column down.
 Cut the pictures and paste them to complete Sudoku.



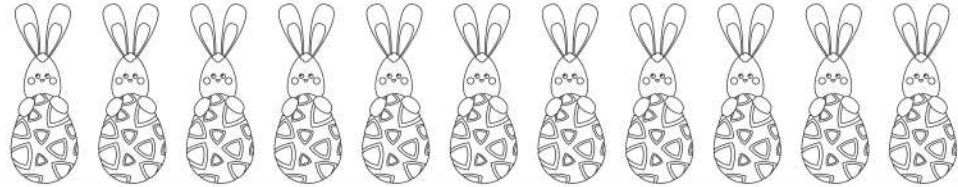
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Date: _____

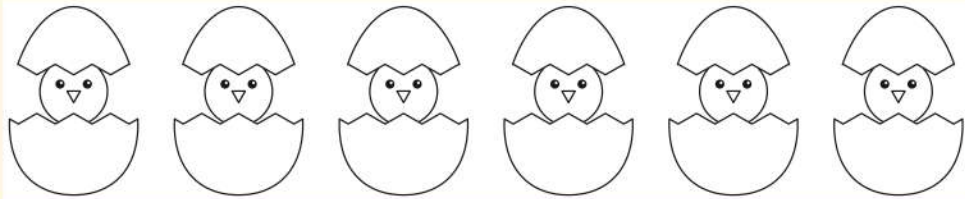
Count & Color

Count and color the exact number of Easter eggs.

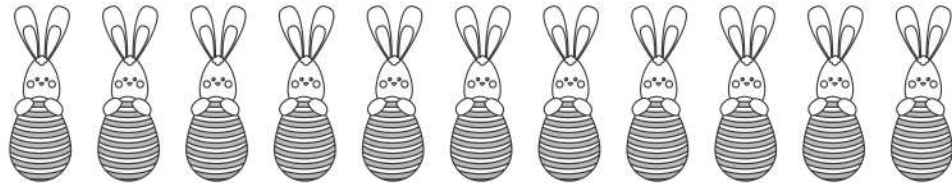
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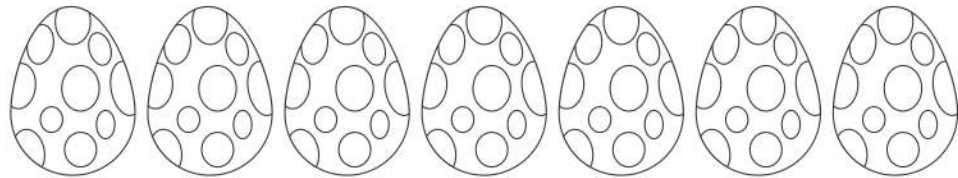
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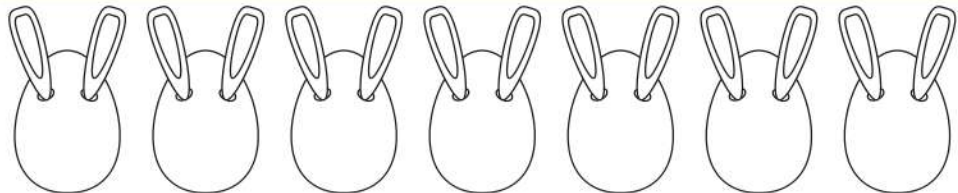
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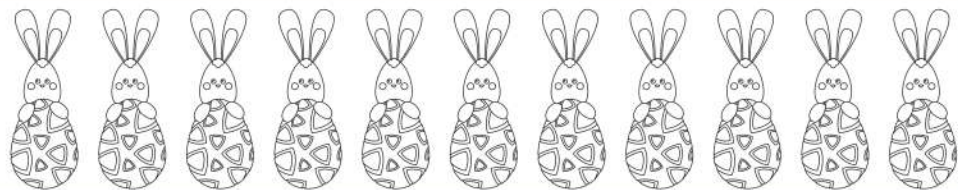
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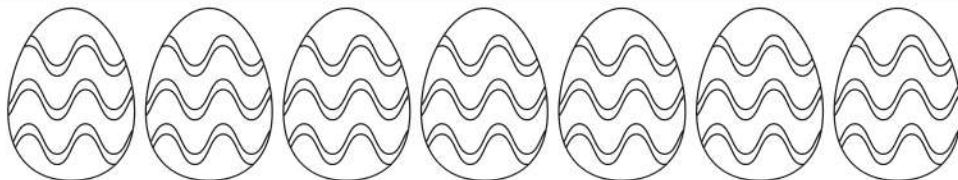
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Job Posting: Casual Part Time Medical Transportation

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: \$19.00

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 Class 5 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 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@hssbc.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
www.hssbc.ca
Closing Date: until filled



SELF CARE DOES NOT MEAN YOU ARE SELFISH!

How can I take care of my mental health?

Self-care means taking the time to do things that help you live well and improve both your physical health and mental health. This can help you manage stress, lower your risk of illness, and increase your energy. Even small acts of self-care in your daily life can have a big impact.

Here are some self-care tips:

Get regular exercise. Just 30 minutes of walking every day can boost your mood and improve your health. Small amounts of exercise add up, so don't be discouraged if you can't do 30 minutes at one time.

Eat healthy, regular meals and stay hydrated. A balanced diet and plenty of water can improve your energy and focus throughout the day. Pay attention to your intake of caffeine and alcohol and how they affect your mood and well-being—for some, decreasing caffeine and alcohol consumption can be helpful.

Make sleep a priority. Stick to a schedule, and make sure you're getting enough sleep. Blue light from devices and screens can make it harder to fall asleep, so reduce blue light exposure from your phone or computer before bedtime.

Try a relaxing activity. Explore relaxation or wellness programs or apps, which may incorporate meditation, muscle relaxation, or breathing exercises. Schedule regular times for these and other healthy activities you enjoy, such as listening to music, reading, spending time in nature, and engaging in low-stress hobbies.

Set goals and priorities. Decide what must get done now and what can wait. Learn to say "no" to new tasks if you start to feel like you're taking on too much. Try to appreciate what you have accomplished at the end of the day.

Practice gratitude. Remind yourself daily of things you are grateful for. Be specific. Write them down or replay them in your mind.

Focus on positivity. Identify and challenge your negative and unhelpful thoughts.

Stay connected. Reach out to friends or family members who can provide emotional support and practical help.

Self-care
IS EMPOWERMENT