



## WITSET Health Centre

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April 19, 2021

Dear Members of Witset Community,

Attached is a copy of the Witset Health and Wellness Plan. It has been presented to Chief and Council for review and approval. The next step is to put it to community for review and feedback. Given the Pandemic we are unable to have a face to face meeting, as a result we will have to use zoom as one format.

We will have a meeting on April 29, 2021 from 1:30 - 4:30. The Health Plan Writer will be reviewing the plan and I will be recording comments and feedback. It will go back to Chief and Council for final Approval. It will be submitted to FNHA and when accepted will signal a move to transfer Health Services to Witset. This means leadership can be more responsive to health needs in community and create long term funding.

This is a very exciting time for Witset and will move towards improving Health outcomes for the membership.

Please join us for this meeting using the following link:

<https://us02web.zoom.us/j/84323496682?pwd=Qkp0Y3JuWVVKZG9LODhLeWNpbXRTUT09>

If you are unable to join but have comments or feedback you can email or call me and I will ensure that it is captured. Phone: (250)847-9328 ext 403 or email: [healthdirector@witsethealth.ca](mailto:healthdirector@witsethealth.ca) This Feedback option will be available til 4:30 pm April 30, 2021.

Respectfully,

Beverley Clifton Percival, Health Director  
Witset Health Centre

*"The Witset practices wiguus by engaging and inspiring our members, revitalizing our roots and cultural systems, integrating the knowledge of today through building capacity and resources, celebrating our success, and adapting to meet the needs and interest of members and future generations"*



**TITLE PAGE**  
**LOGO**

**WITSET HEALTH AND WELLNESS PLAN**

**WITSET FIRST NATION**

**WITSET HEALTH CENTRE**

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## INTRODUCTION

Witset First Nation has had an agreement with Health Canada for 30 plus years (currently with First Nations Health Authority) to deliver specified health programs.

In May 2020, Witset First Nation Band Council met to discuss the possibility of transferring all health services (including those currently provided by First Nations Health Authority) to Witset First Nation.

First Nations Health Authority is currently the service provider for: **Primary Health Care -Public Health Protection – Communicable Disease Control and Management Community Health Nursing**

Witset First Nation has had multiple community health nurses provided by FNHA. Although there is an FNHA Community Health Nurse who holds a position at Witset Health Centre, that nurse has not been present in the Health Centre for more than one year. This position also covers the Witsuwit'en community of Hagwilget, which is 35.8 km from Witset. This has resulted in the use of Agency Staffing to supply a Community Health Nurse, times when there has not been a Community Health Nurse in the community, a lack of continuity of care, and a lack of communication and accountability to the Witset First Nation regarding the nursing position. This impacts mandatory programming such as immunizations, contraceptive management, sexually transmitted disease management, maternal child health and recently, the COVID-19 management. As well, since many health programs flow from the nursing services provided there has been instability in maintaining these programs including Community Education and delivery to other agencies with which Witset Health Centre collaborates with. Witset Health Centre shares the Community Health Nurse with Hagwilget one day per week. Hagwilget is a 26 minute drive from Witset, a distance of 22.2 kilometers from Witset. Comparable communities with the population of Witset are not required to share services.

There are two other First Nations Health Authority programs which are not offered in the community which Witset wishes to be funded for. These are funded under the **Primary Health Care-Health Promotion & Disease Prevention-Healthy Child Development**; the Fetal Alcohol Spectrum Disorder and the Maternal Child Health programs. Funding for these programs is not included in the current agreement between FNHA and Witset First Nation.

In keeping with the First Nations Health Authority Seven Directives (<https://www.fnha.ca/about/fnha-overview/directives>), the Witset Band Council voted to begin the process of full transfer of all health services. A Band Council Resolution to this effect was enacted (Appendix 1). The Band Council Resolution was signed by a majority of members of the Witset Band Council, who, with the Executive Director, have signing authority for Witset Band:

Chief Councillor: Sandra George  
Deputy Chief Councillor: Andrew Tom  
Councillor: Sherri Green  
Councillor: Elgin Cutler  
Councillor: Margaret LaRose  
Councillor: Lillian Lewis  
Councillor: Russell Lewis Jr.  
Councillor: Ian Michell  
Councillor: Duane Mitchell  
Councillor: Clement Mitchell  
Councillor: Vernon Mitchell  
Councillor: Warner William

On July 3, 2020, Witset First Nation informed First Nations Health Authority of its intent to develop a Community Health and Wellness Plan and has requested funding to proceed with the process to transfer all services to the Witset First Nation/Witset Health Centre. (Appendix 2).

Witset First Nation has contracted a private contractor to update and expand the current Community Health and Wellness Plan to include all services. The contractor, Bobbi McDonald, previously collaborated with another Band Council and Health Committee to produce a Community Health Plan following the "...Tool for Review Assessment of Community Health Plan (CHP)" provided by First Nations Health Authority. That document will be used to ensure the Community Health Plan take into consideration all facets of the community and the community members' health needs. The First Nations Health Authority document, "Health and Wellness Planning: A Toolkit for BC First Nations" has guided the content of the Community Health Plan. The Community Health Plan is used to will guide the development, planning and implementation of health services to Witset Band members. As well the Community Health Plan will identify a process to

manage current and future health issues that arise. The Community Health and Wellness Plan is culturally relevant while meeting the mandatory requirements of First Nations Health Authority and health partners of Witset First Nation. All intellectual property used in the Community Health Plan was provided by Witset First Nation and Witset Health Centre. The intent is to review the Community Health and Wellness Plan every five years. An annual Health Centre strategic Planning session will be held with employees and two designated Band Council members to assess progress related to improving health outcomes.

## **HEALTH MANAGEMENT STRUCTURE – WITSET HEALTH CENTRE**

The stated goal of the Witset First Nation is to improve the overall health of the community through the planning and delivery of activities and focused program delivery. (Witset Health Plan overview, July 2015).

Currently Witset Health Centre delivers health services through a funding agreement with First Nations Health Authority (Appendix 4). These health services are listed below. Note that the programs in italics are **not** part of the funding agreement.

# *Witset Health Centre*

## Health Centre Home

Patient Travel

Recreation and Sport

Community Health Reps

Addictions Counselling

Cultural Advocacy

Mental Health Wellness

*Community Health Nurse*

Community Home Care

## Children's Oral Health

### What We Do

The Witset Health Centre has been in operation for 30 years serving on-reserve members of Witset. We have a Health Director who oversees the program services, staff and quality delivery. We are funded by First Nations Health Authority and each program has objectives and guidelines that must be met each year. The Health Director is responsible for managing the programs effectively, efficiently and with parsimony. The programs offered are:

**Canada's Oral Health Initiative:** Provides dental screening and a basic dental care services to children and families starting with newborns to families. We have a dental therapist that offers service 2.5 days a week. We are currently looking for a dental therapist and will be using a dental hygienist with a COHI assistant we have here.

**Canada's Prenatal Nutrition Program** is run by our Community Health Representative who works with our Community Health Nurse with expectant moms and newborns to school age.

**Patient Transportation** provides financial assistance and transportation arrangements for clients who must travel to medical appointments. This is for band members and it is the responsibility of the client to have Dr' s send proper documentation of appointments and clients must bring back documentation (that appointment was attended ).

We have a **Home and Community Care Program** that has a HCC RN who provides oversight to Personal Care Aides. PCA's that do wellness visits with HCC clients and members of community doing Wellness Checks: Blood pressure, temperature, heart checks, and if necessary, glucose checks. This helps to monitor health trends for community members. We have homemakers who provide light housekeeping and meal prep based on needs of clients. This program provides for initial assessment and regular re-assessments determining need. Also, care is provided to clients returning to community post-surgery or with chronic disease.

**Mental Health Counsellor** who believes: Counselling is about meeting with a professional counsellor to learn how you can manage your own life and to resolve difficulties that are hindering you from moving forward. The counsellor's role is to teach, mentor, coach and support you in achieving your goals.

**Community Health Nurse** does *Community Health Education and vaccinations as needed. Main priority to promote and protect health for members of Witset.*

The **Cultural Wellness Advocate /Community Health Representative** is responsible for the planning, development, implementation and coordination of support services for children and families. This person is responsible for the provision of appropriate home- and community-based support and prevention services, ensuring programs that promote Witsuwit'en culture, healthy lifestyles and relationships for youth.

We have a **Recreation Director** that provides early evening activities for Children, Teens and families. Sports activities, movie nights, bowling, swimming and cooking drop ins.

**Addictions Counselling** provides counselling to youth, families and individuals with a focus on addictions and trauma counselling.

**Nurse practitioners (NPs)** are registered nurses who have additional education and nursing experience, which enables them to: *Autonomously diagnose and treat illnesses*  
*Order and interpret tests*

Source: <https://www.witset.ca/healthcentre>

Witset First Nation has a recently signed existing agreement with First Nations Health Authority (FIRST NATIONS HEALTH AUTHORITY HEALTH FUNDING AGREEMENT (Community Based Health Programs - Flexible / Set Funding) DATE: April 1, 2020 (Appendix 3). This is a five year agreement which will expire March 31, 2025. It is the intent of Witset Band to enter into full transfer which will require this Agreement to be renegotiated. The occupied reserves covered by this Funding Agreement are Coryatsaqua 2, Babine 18, Babine 17, Bulkley River 19, Moricetown 1, Oschawwinna 3 and Jean Baptiste 28. The majority of the population are concentrated on the adjoining reserves of Coryatsaqua 2, Babine 18, Babine 17, Bulkley River 19 and Moricetown 1; collectively known as Witset.

Health care services are delivered by the Witset Health Centre which is a department of the Witset Nation. (Appendix 4). Witset First Nation has a Health Director who manages the Witset Health Centre and its employees (Appendix 5).

Witset First Nation Band Council has 8 representatives which sit on the Health Committee. At present the Health Committee does not have Terms of Reference that clearly state the authority, roles and responsibilities of all health committee members after implementation.

The contractor will involve the Health Director, the Witset First Nation Band Executive Director and the Health Care staff in the planning process for the development of the Community Health Care Plan as these entities will be involved in managing the implementation of the community health plan.

Following implementation of the Community Health Plan the Witset First Nation and Witset Health Centre will be responsible for all major management functions (personnel, finances, records outcome monitoring, networking, planning, public relations and policy).



At present the Witset Health Centre Health Director reports, per the Witset First Nation Organization Chart (Appendix 4) , directly to the Executive Director and monthly to the Witset First Nation Band Council.

**14. Do the Community Health Plan or the Health Committee's Terms of Reference clearly state the authority, roles and responsibilities of all health committee members after implementation, in relation to all major management functions (e.g., personnel, finances, records, outcomes monitoring, networking, planning, public relations, and policy).**

## **ASSESSMENT OF HEALTH NEEDS AND RESOURCES**

### Location

In colonized British Columbia, Witset First Nation is located on the eastern border of a territory demarcated as Northwest British Columbia. The community of Witset is situated along the Highway of Tears, Highway 16 equidistant from Smithers, British Columbia and New Hazelton, British Columbia. It includes seven reserves. The primary reserve, Witset, is home to residents as well as a number of businesses and initiatives.

### Businesses:

Kyah Development Corporation:

- Kyah Food and Fuel
- Kyah Wood Tear Down
- Campground
- Museum
- LNG Initiatives
- Indigenous Bloom: Medicinal Hemp and Cannabis

### Initiatives:

ANABIP - Anuk Nu'At'en Ba'glh'iyi z'ilhdic (We are talking about our ways) Family and Child Services

Witsuwit'en Language and Culture Society – Language Authority

Unistoten Healing Camp (FNHA Pilot: Healing on the Land)

The following is an excerpt from the Witset First Nation Comprehensive Community Plan (2018) (Appendix 6) and describes a short history and the geographical location of the Witsuwit'en.

### **“A SHORT HISTORY**

Originally named Kyah Wiget, Witset is a Witsuwit'en village in the heart of northwest British Columbia, located on the shores of the Widzin Kwah (also known as the Bulkley River). Witset means “the people of the first village. *Witset used to be called Moricetown, named after a Catholic missionary, but we recently officially reinstated our traditional name, Witset.*

Our current village was built during the early 1900s, but has served as the Witsuwit'en fishing grounds for thousands of years. Radiocarbon dating identifies archaeological evidence of settlement from 3,400 BC and the canyon has served as a traditional Witsuwit'en fishing place for thousands of years.

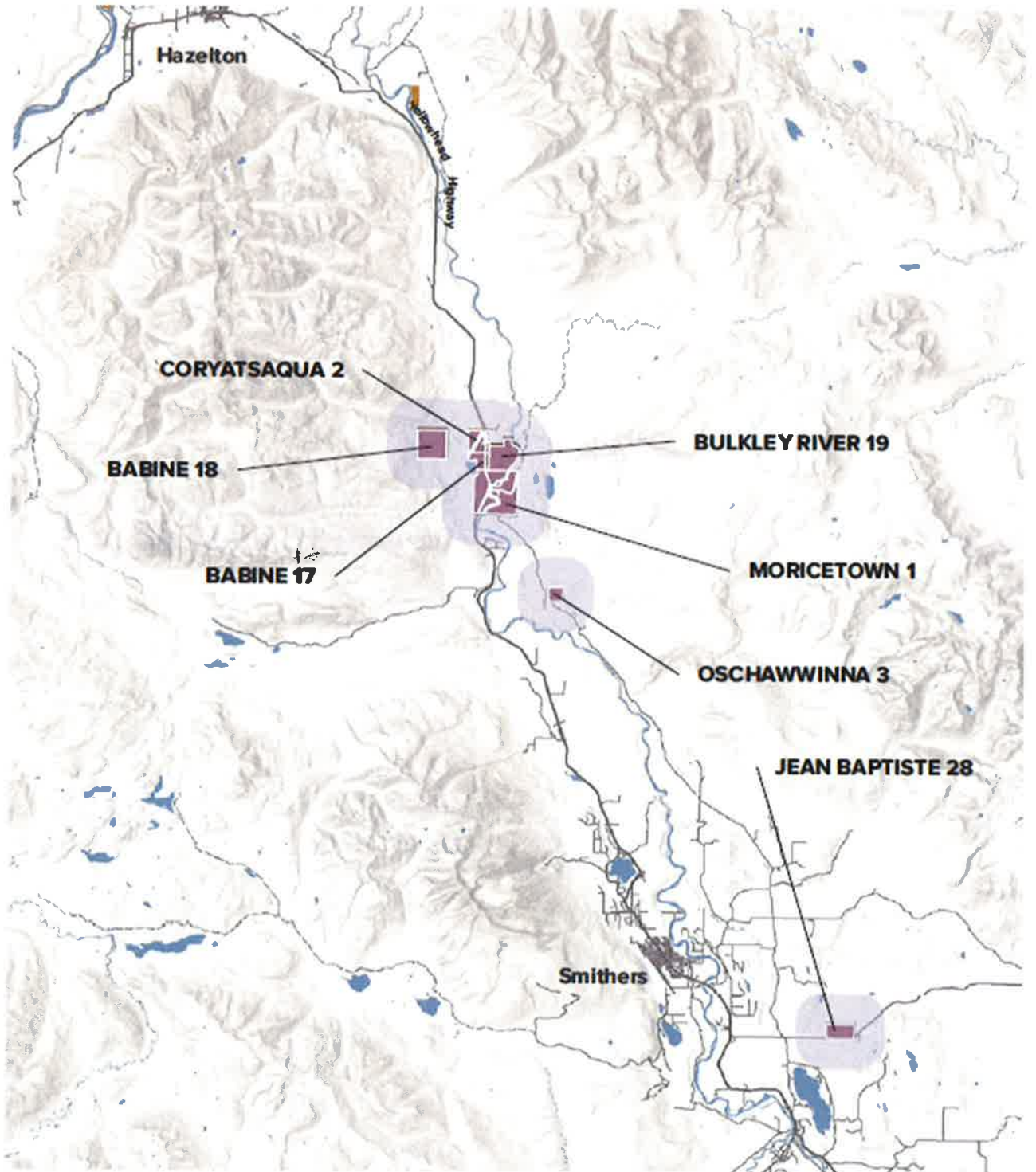
Witset is one of nine traditional Witsuwit'en villages located within the traditional territory of the Likhsilyu Clan, and more specifically, the Tsë Kal K'iyikh (House on Top of the Flat Rock). Clans are largely made up of several families who work together on the land and share common ancestry and history, whereas houses are smaller family groups who lived together in one house.

Prior to the reserve being established in 1891, the Witsuwit'en people were solely governed by a hereditary Clan system. Witsuwit'en peoples who are members of Witset follow a matrilineal system, where a house is closely related on the mother's side. Traditionally, clans and houses made their decisions during the summer when they gathered in the fishing village to harvest salmon and hold feasts called Balhats. Balhats are a continued tradition, and significant to our culture and decision-making process. “(Page 12 – Witset First Nation Comprehensive Community Plan).

Witset First Nation includes “seven reserves totaling approximately 14 square kilometres: Moricetown 1, Jean Baptiste 28, Bulkley River 17, Babine 18 and Oschawwinna 3. The village of Witset, where the Band office and services are located sits along Highway 16 in the Bulkley River Valley, in Moricetown 1. The community is located approximately 32 kilometres northwest of Smithers along the Yellowhead Highway No. 16 in northwestern B.C. The Widzin Kwah runs through the community, and the canyon where the river narrows has long been

an important gathering area.” (Page 18, Witset First Nation Comprehensive Community Plan 2018).

**MAP: Witset reserves**



## Witset

Approximately 32 % of Witset members live on Witset Reserves, with the rest living on other reserves or off-reserve throughout BC and Canada the membership has also been growing slowly, up from 1,787 members in 2006.

Looking at the big picture, there are two notable population trends for Witset:

- More of our members live outside of Witset: This will likely continue depending on a number of factors, including availability of housing and employment opportunities.
- Witset is an aging community: 11% of members living in Witset are over the age of 65. Which is up from 5% in 2010, and 3% in 2006. This means that 70 of our members living on-reserve are over 60 years of age.”

As of February 2018, Witset’s total population is 2,040 members.

<b>TABLE: Witset Population and Projections</b>					
	2006	2011	2018	2028	2038
Total Registered Membership	1787	1921	2040	2281-2550 forecast	2550- 3188 forecast
% members living on-reserve	37%	36%	33% assumed	33% assumed	33% assumed
On-reserve members	660	693	660	753-842	842- 1052 1127
Off-reserve members	1127	1228	1380	1528-1709	1708- 2136

(Page 12 – Witset First Nation Comprehensive Community Plan).

POPULATION BY SEX AND AGE – ON AND OFF RESERVE						
AGE	BIRTH YEAR RANGE	ON RESERVE FEMALE	ON RESERVE MALE	ON RESERVE N/S FEM	ON RESERVE N/S MALE	TOTALS
LESS THAN ONE YEAR	2019-2020	10	8			18
1 - 4 YEARS	2016-2019	15	19			34
5 - 14 YEARS	2015-2006	38	39			52
15 - 24 YEARS	2005-1996	71	40	1	4	113
25 - 44 YEARS	1995 - 1976	56	71	2	1	132
45 - 64 YEARS	1975 - 1956	96	106	2	3	245
OVER 65 YEARS	1995 & LESS	30	34	1	1	69
TOTAL		316	317	6	4	652

(Appendix 6 )

Witset's service delivery area will be the reserve areas which funding is received for. Health service will be delivered to Witset members, residents with status from other First Nations communities and to residents who are non- status who present at the Health Centre. Health benefits such as FHNA sponsored Medical Transport, Vision, Dental, Medical supplies and Equipment will be available only to those who are eligible by virtue of being Status Indians.

Witset Health Centre delivers the health services as outlined by their departmental **presentation** on the Witset First Nation website (Appendix 7).

The nearest appropriate locations for various health services not delivered by Witset Health Centre are in Smithers (33.6km) and Hazelton (38.9 km).

Access to these services can be obtained by private vehicle and public transportation. Daily public transportation to Smithers is available. (Appendix 8). Transportation to Hazelton is also daily (Appendix 9).

Based on adequate and available human and physical resources and with two weeks notice, Witset Health Centre supplies transportation via their fleet vehicles and staff, for clients who are home and community care clients, when they require access to medical appointments in Smithers or Hazelton (30 kilometres plus from Witset). Medical Transportation is provided, otherwise, per the

**Supplementary Health Benefits, -First Nations Health Benefits Medical Transportation MT Direct (FNHB MT) (Appendix 10).**

Services not provided in Witset on a continual and consistent basis are the following which have been included to indicate where our population has to attend in order to obtain such service.

Physician Services – Smithers and Hazelton

Midwife Services – Smithers and Hazelton

Registered Massage Therapy – Smithers

Physiotherapy

Occupational Therapy

Hearing Services – Smithers

Optometrist – Smithers

Dentist – Smithers

Denturist – Smithers

Nutritionist – Smithers

Dietitian – Smithers

Psychologist – Smithers

Acute Care – Smithers and Hazelton

Long Term Care – Smithers

Assisted Living – Smithers

Acupuncturist – Smithers

British Columbia Ambulance Service – Smithers

RCMP – Smithers

RCMP First Nation Liaison

Bulkley Valley Child Development – Smithers

Positive Living North (HIV / AIDS / HCV) – Smithers

Medical Imaging and Ultrasound –Smithers and Hazelton

Alcohol Withdrawal and Management Unit-Smithers, Hazelton, Prince George

Palliation (in home and in hospital)

Medical Assistance in dying – Smithers and Hazelton

Bulkley Valley Brain Injury Association – Brainstems

The Grendel Group (Family Advocates – people with cognitive and physical disabilities)

Smithers Community Living Services-includes homeless shelter and supportive living, Lifeline installation, Seniors Housing and Low Income housing.

Passage Transition House – Smithers

Mental Health Clinicians and Counselors (with Northern Health authority and those in private practice)

**18. Does the summary of the assessment describe the method(s) used to assess health needs and resources (for example the findings of the most recent 5-year Evaluation Report)?**

Witset First Nation completed and published their Comprehensive Community Plan in 2018. The health and wellbeing of their members was assessed and the following was published:

***“HEALTH AND WELLBEING***

Healthy minds and healthy bodies for all members will make us stronger as a community and a Nation.

***Current Situation:***

We are facing considerable health and related social challenges – diabetes, obesity, drug and alcohol use, lateral violence – that require continued work to manage and overcome. Our new Health Centre is helping to provide members with an increasing range of support services close to home. We are also working with the First Nations Health Authority (FNHA) to expand home-based care and support services. While these programs and services are making an impact, challenges remain. There are also opportunities to better coordinate health programming with Kyah Wiget Education Society (KWES), Witsuwit’en Culture and Language Society (WCLS) and others to make good health and wellbeing a part of everyday life at Witset.” (Page 16 – Witset First Nation Community Comprehensive Plan).”

The health statistics of Witset First Nation are included in the municipality of Smithers Health Service Delivery Area. As such they are skewed as First Nations people from Witset represent an insignificant population. Witset health statistics,



including social determinants of health, more closely approximate the statistics of Hazelton/ Upper Skeena Local Health Area ( to which Witset formerly was grouped with) In this report,

<http://communityhealth.phsa.ca/HealthProfiles/HealthReportComparisonToBC/Hazelton> it was found that significant differences in social determinants of health, infant mortality, and hospitalizations due to injury were found in the Upper Skeena Local Health Area as opposed to British Columbia.

**19. Are the findings summarized, i.e. general health status of members, kinds of health problems (physical, mental, social, environmental), causes which members have the most urgent needs?**

**NEED FURTHER HEALTH RELATED SOURCES SUCH AS THE CANCER SURVEY AND OTHER HEALTH RELATED DATA...IS ANY AVAILABLE?**

The Witset First Nation Comprehensive Community Plan describes the method used to assess the health needs and resources. Determining the present and future health and well being needs of the community in a comprehensive manner will need to take into consideration the social determinants of health, impacts of residential school and resulting intergenerational trauma, loss of culture and language as well as present day systemic racism within society at large.

In a July 2015 document, Moricetown Community Overview, the most serious health concerns were identified as:

- Addiction
- Poor nutrition
- Diabetes
- Heart disease
- Cancer

The Community Health Plan will include a work plan to do a needs assessment. The type of needs assessment will be decided on by the community and collect and analyze data from the physical, social, emotional and psychological realms to develop programming designed to meet the needs of the Witsuwit'en people. As well, gaps in service related to some specific programming (Adults with developmental disabilities, brain injuries, special needs) have been identified.

Health and wellbeing are impacted by other factors identified as the social determinants of health. Social determinants of health have been identified by the WHO as

**“... the conditions in which people are born, grow, live, work and age. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels. The social determinants of health are mostly responsible for health inequities - the unfair and avoidable differences in health status seen within and between countries. (<https://www.who.int/social-determinants/sdh-definition/en/>).**

The Canadian Government identifies the following 12 social determinants of health:

### **Social and economic influences on health**

Many factors have an influence on health. In addition to our individual genetics and lifestyle choices, where we are born, grow, live, work and age also have an important influence on our health.

**Determinants of health** are the broad range of personal, social, economic and environmental factors that determine individual and population health. The main determinants of health include:

1. Income and social status
2. Employment and working conditions
3. Education and literacy
4. Childhood experiences
5. Physical environments
6. Social supports and coping skills
7. Healthy behaviours
8. Access to health services
9. Biology and genetic endowment
10. Gender
11. Culture
12. Race / Racism

**Social determinants of health** refer to a specific group of social and economic factors within the broader determinants of health. These relate to an individual's place in society, such as income, education or employment. Experiences of discrimination, racism and historical trauma are important social determinants of health for certain groups such as

Indigenous Peoples, LGBTQ and Black Canadians. <https://www.canada.ca/en/public-health/services/health-promotion/population-health/what-determines-health.html>

**The Witset First Nation Comprehensive Community Plan** addresses many of these determinants of health and provides direct access to ameliorating these factors. “Witset has identified the following goals for its community:

1. Support ELDERS AND YOUTH: Support our future leaders, while caring for those that came before them.
2. Protect and promote our CULTURE AND LANGUAGE: Preserve our roots by teaching our traditional ways and language to future generations.
3. Improve COMMUNITY HEALTH and WELLBEING: Keep members healthy, with a focus on prevention.
4. Address our HOUSING needs: Improve existing homes and provide a range of healthy, housing options.
5. Improve EDUCATION and LEARNING RESOURCES: Provide education and skills development for all members through all life stages.
6. Strengthen our LOCAL ECONOMY: Support member – and Witset-owned businesses to create employment opportunities and generate revenues for our community.
7. Manage our lands and protect the ENVIRONMENT: Protect and manage our reserves lands and steward our environment for future generations.

We understand that as we put our CCP into action and as our community continues to grow and change, the order of our community goals may change, or new ones may be identified. This is why we will be reviewing them regularly using the Monitoring and Evaluation Framework that’s included in this plan.” (Page 22 – Witset First Nation Comprehensive Community Plan).

## PROGRAM AND SERVICES PLANS

Witset Community Health and Wellness plan has utilized updated historical workplan templates to organize the programs delivered (Appendix?). For consistency, the template has been used to organize the programs which Witset First Nation will take full transfer of. When full transfer is complete, Witset First Nation and Witset Health Centre will review the appropriateness of amending the tool being used to plan and deliver culturally appropriate health and wellness services.

Gaps in service identified relate to some specific programming; these are Adults with developmental disabilities, brain injuries, special needs

The following programs funded by First Nations Health Authority are managed by the Witset First Nation Band Council. The workplans pertain are from April 2015 to March 2020.

B.C First Nations Head Start Program			
program	B.C First Nations Head Start Program		
Goal	To encourage and support the well being of children, individuals and families through community interaction and approaches.		
Objectives	Activities	Schedule of Activities	Outcome Measures
To enable children to develop self esteem. For parents honoring your mothers and grandmothers. Collaborate with Healthy Babies, Healthy Families.	Self help activities. Give positive feedback. Hair cuts, pampering, recognition. Field trips and mother goose program.	Daily.  Once per year.	Implement self help activities. Child has problem solving skills.  Attendance and certificate.
Team building.	Workshop for staff and parents.	Year end. Once per year.	Low staff turn-over.

<b>B.C First Nations Head Start Program</b>				
<b>Program</b>	<b>To support projects containing the six program components: promotion and protection of first nation's cultures &amp; languages, nutrition, education, health promotion, social support programs and parental &amp; family involvement.</b>			
<b>Goal</b>	<b>Objectives</b>	<b>Activities</b>	<b>Schedule of Activities</b>	<b>Outcome Measures</b>
Culture and language experience.	Vest making. Blanket making. Language classes. Elder's visits: bannock and yeast bread making. Martin skinning. Mini feasts. Canning fish.	Four times /year. Six times /year. 1 hour / day. Once a month for ten months.	Attendance. Graduation. Finished products and learned traditional skills.	
Education.	Read to the children. Cutting and pasting. Coloring and painting. Fine motor skills. Some counting activities. Singing songs and the ABC's.  Brush teeth. Wash hands. Attend health fairs. Learn food safety. Outdoor walks. Communicable disease prevention.  Ensure snack menu has at least two items from the Canadian food guide. Invite parents to participate in Nutty about nutrition workshop. Supply good food box. Field trips to the grocery store.	Five times / year. Once/year.  Daily.	Learned alphabet, words and numbers. Improved fine motor skills.	
Health promotion.	Visit the band office and health centre. Attend Kyahwood Community appreciation day and Moricetown canyon grand opening.	Daily. Weekly.	Instill healthy habits and a healthy lifestyle. Nurse client file.	

<p>Nutrition.</p> <p>Social support.</p> <p>Parent involvement.</p>	<p>Card, snack, vest and blanket making. Various workshops. Field trips.</p>	<p>Daily.</p> <p>Once per year.</p> <p>Once monthly.</p> <p>Four times per year.</p> <p>Weekly.</p> <p>Yearly.</p> <p>Weekly.</p> <p>Monthly.</p> <p>Yearly.</p>	<p>Attendance. Enhance knowledge of healthy snacks. Implements healthy cooking.</p> <p>Staff activity reports. RN client files. Attendance.</p> <p>Attendance. Finished product. Sign in book. Graduation. Certificates.</p>
<p>Workplan – April 2015 to March 2020-Environmental Health</p>			

Environmental Health-Water	
<b>Program</b>	<b>To reduce the incidence of waterborne illnesses and outbreaks by increasing and improving the monitoring of and reporting on community drinking water.</b>
<b>Goal</b>	<b>Reduce the incidence of waterborne illnesses and outbreaks by increasing and improving the monitoring of and reporting on community drinking water.</b>
<b>Objectives</b>	<b>Activities</b>
Test water samples.	Collect samples from Witset homes.
Water quality monitoring.	Send water samples to Northern Labs in Prince Rupert for in depth testing.
Chlorine residual testing.	Collect meter readings.
Raw water tracking.	Split sample using Quanti tray system and send to lab.
<b>Program</b>	<b>Environmental Health-Sewage</b>
<b>Goal</b>	<b>To ensure nothing is harmful to the fish and the environment.</b>
<b>Objectives</b>	<b>Activities</b>
Sewage Sampling.	Collect and test samples.
	Schedule of Activities
	Outcome Measures
	PH
	Alkalinity

## RESOURCE ALLOCATION

### Human Resources

The present human resources, as indicated in workplans, work at capacity to provide the present programs and services planned. Transferring all programs and services from FNHA to Witset Health Centre will require recruitment and training to meet those needs.

Presently the Health Centre staff include:

Health Director: administration and management (Full time Equivalent – FTE)

Administration Clerk (FTE)

COHI Aide (.8 FTE)

CHR (FTE)

Men's Wellness Worker (FTE)

Brighter Futures Worker (FTE)

Home and Community Care RN (FTE)

Home and Community Care Personal Care Aides (FTE)

NNADAP Worker (.5 FTE)

Vacant positions:

Mental Health Clinician (FTE)

Nurse Practitioner (FTE)

Contracted Positions:

Physiotherapy

Occupational therapy

Anticipated increases in staff, for which job descriptions have been developed are:

Office Manager

Community Health Registered Nurse (Public Health and Maternal Child Health)

FASD coordinator



Completed job descriptions for all present positions are included in (APPENDIX 11). Work has commenced on job descriptions for transferred positions, including a Community Health Nurse with both Communicable Disease Control responsibilities as well as responsibilities to the community for Contraceptive Management, Sexually Transmitted Disease Education and Management, Maternal Child Health and Community Education on a variety of health related topics.

### **PRIVACY AND CONFIDENTIALITY**

The Witset First Nation Employee Policy 2017/2018 (Appendix 4) includes an understanding of the Employee Policy manual which includes and Oath of Confidentiality. The Moricetown Health Privacy and Security Policy and Procedure Manual was approved as passed in July 2017. Witset Health Centre completed the necessary requirements for the Community Health Nurse: Public Health to access the Panorama national data base. Panorama is a comprehensive, integrated public health information system designed for public health professionals.

The system helps professionals work together more effectively to manage:

- Vaccine inventories
- Immunizations
- Investigations
- Outbreaks
- Family health

Privacy and Security Stewards have been named.

Witset Health Centre has a double lock location for client files. With transfer, Witset Health Centre will do research to identify an appropriate electronic medical record for clients. Paper charts demographic information and pertinent ongoing data will be transferred and the original paper charts will be retained in the double locked location.

The Witset Employee Policy also has sections covering conflict of interest, the appeals process for employees and incident reporting for community members.

## **Witset First Nation Employee Policy 2017/2018**

Witset First Nation Employee Policy 2017/ 2018 applies to all employees of the Witset Health Centre. The Employee Policy covers all topics of employment, specifically the following topics: Hours of Work and Attendance, Training Courses, Disciplinary Measures Harassment & Sexual Harassment, Conflict of Interest, Workplace Violence and Harassment, Respectful Communication of Workplace, Conditions of Employment, the Oath of Confidentiality and the employee Code of Conduct.

### **Incident Reporting**

Incident reporting by employees is per the Witset First Nation Employee Policy which refers to this.

The complainant should expect first contact regarding the complaint within two working days. The process for resolving the complaint will be explained and the complainant will be apprised of the outcome. Full documentation of the complaint and resolution will be made to the complainant as long as it does not involve the divulgence of confidential information to which the complainant is not privy.

### **Training**

Witset First Nation has an identified section in the employee policy which addresses employee training. It states that “Witset First Nation recognizes that good training allows its employees to perform their jobs more efficiently and efficiently and is therefore committed to creating an environment in which its employee(s) can achieve their potential by supporting educational and skills-development opportunities for its employees”. The purpose and procedures are compressed in the Employee Training Workplan.

First Nations Health Authority provides funding for two conferences as follows:

Registered Nurses and Licensed Practical Nurses will attend the FNHA Nursing Conference held annually. This content of this conference is held weekly for two weeks. Nursing Staff will attend in alternate weeks to ensure there is at least one nurse in the workplace. As well as the stated purpose above, this conference presents nursing staff with changes in FNHA status, scope of practice, emerging trends in health care and emerging issues in health care.

Personal Care Aides (aka Health Care Aides, Community Health Workers, Home Care Aides) will attend the FNHA Home Care Aide Conference when it is offered by FNHA. This conference is usually held on only one week. Operation functioning and need will dictate whether or not the Health Director can approve more than one employee being absent at the same time. An alternative may be to alternate years that employees attend.

### **Policies and Procedures.**

As a department of Witset Health Centre, it is expected that there will be site specific polices and procedures. Site specific personnel policies around confidentiality, social media, client safety and employee safety are being developed to reflect the expected transfer of all services. At present, Witset Health Centre employees follow Witset First Nation administrative policies and procedures. As a department of Witset Health Centre, it is expected that there will be site specific polices and procedures.

Panorama requires that the Community Health Nurse inputting data have a BCeID as Panorama is managed by the British Columbia government Ministry of Health. Witset does not use the BCeID program. It is known that this can be sponsored by FNHA.

### **Liability and Malpractice Insurance**

Currently Witset First Nation has liability insurance coverage for its agency and employees via Lloyd's Underwriters (**Appendix12**) on each employee. The policy has been reviewed annually to ensure the needs of the employee and organization are met. Additional positions will require additional coverage for working in a health centre. **REVIEW SAME AND INCREASE AS NEEDED TO COVER NURSES, PERSONAL CARE AIDES AND MENTAL HEALTH CLINICIANS AS NEEDED.** Contractors will be required to submit proof of liability and malpractice insurance. Witset Health Centre does not assume responsibility for this expenditure.

## **MEDICATIONS, SUPPLIES AND EQUIPMENT**

### Policies and Procedures for Drug Inventory

Witset Health Centre has used the FNHA document *A Guidance Template for Policy and Procedures on the Dispensing of a Nurse Managed Drug Inventory In Non-treatment Health Centre[s]. (August 2014).*

The template has been updated to reflect changes. The College of Registered Nurse of British Columbia has been changed to the British Columbia College of Nursing Professionals. Updated BCCNP standards of practice have been changed or deleted and been referenced. The updated and customized Witset Health Centre Nurse Managed Drug Inventory is APPENDIX 13

Witset Health Centre has a partnership with a pharmacy in Smithers which allows client blister packaged medications to be delivered on a scheduled basis to the Health Centre. This partnership increases the compliance for clients who do not have regular, reliable transportation by ensuring that their medications are always available. Clients may request that their blister packs are delivered by Witset Health Centre staff or may pick it up personally.

#### Medical Supplies and Equipment

Per the FNHA guidelines for supplying personal equipment: Clients will be assessed for personal equipment by the physiotherapist and/or occupational therapist who are then able to submit the request to First Nations Pacific Blue Cross. In the event that equipment is required for an interim period, equipment can be requested via the Canadian Red Cross which has a depot in Smithers, B.C. Equipment can be ordered via a form which is available on line@ <https://www.redcross.ca/in-your-community/british-columbia-and-yukon/health-equipment-loans>

The Canadian Red Cross advises that ...” To ensure the safety of our clients, a referral from one of the following regulated and registered health care professionals is required;

Physician

Physiotherapist

Physiotherapist

Occupational Therapist

Chiropractor

Registered Nurse”

Licensed Practical Nurse

Dieticians (IV Poles only)” <https://www.redcross.ca/in-your-community/british-columbia-and-yukon/health-equipment-loans/basic-short-term-program>

#### Medical Supplies

Medical supplies such as dressings can be procured with a doctor's order from one of two local pharmacies in Smithers who submit to First Nations Pacific Blue Cross for approval. Once approval has been obtained, the prescriptions are filled or ordered as needed. Additional on site supplies can be ordered from supply companies to have on hand until prescribed supplies arrive. First aid equipment, foot care tools and supplies and miscellaneous supplies are ordered from suppliers as needed.

All medications, supplies and equipment are stored in locked areas and are dispensed by the Physiotherapist, Occupational Therapist or Home Care Nurse. Witset Health Centre is in the process of developing site specific policies and procedures of which will include appropriate procedures governing drugs and medical supplies and equipment.

Visiting professionals, contracted services, shared services with and referrals to external health providing organizations.

Witset Health Centre has contracted services with private companies and professionals. While companies have the responsibility of insuring that their employees have the appropriate credentials and work within their scope of practice, Witset Health Centre will keep a paper record of these credentials. There is an expectation that contractors, visiting professionals and external health providers will work cooperatively and collaboratively with the Health Director and other employees (as needed) to provide, document and ensure consistency and follow up for the benefit of the client.

Witset Health Centre has contracted services with Physiotherapy and Occupational Therapy with a private company, Northern Therapy Services. The contracts are for services rendered for clients on reserve. Referrals can be received from various sources including self referrals.

Witset Health Centre has an agreement with First Nations Health Authority and Northern Health Authority to provide mental health service on reserve to clients of Witset. This agreement has recently been initiated.

Integration and relations with other services such as social services, schools, day care, other

Witset Health Centre works collaboratively with other service providers within the community to maximize programming for the community members.

Witset Health Centre provides functional supervision and direction to homemakers employed by the ISC Adult In Home Care Program which delivers services in the form of homemaking for those unable to do so and for Community lunch. This program is funded by the Social Development Department. Clients requiring homemaking are referred to Home and Community Care for a needs assessment to identify required homemaking services. The Community luncheon is prepared by the homemakers with assistance from the Personal Care Aides who then deliver the meals to Home and Community Care clients.

The Sko'inli Men's Wellness Facilitator works collaboratively the Witset Health Centre NAADAP in collaboration with the ANABIP( Anuk Nu'At'en Ba'glgh' iyi z'ilhdic - We are talking about our ways) social development program of the Witset First Nation. This program promotes land based cultural activities for all; the Men's Wellness coordinator mentors young men by providing positive role modeling, transferring traditional skills and providing technical services to the Unistoten Healing camp.

Witset Health Centre also acts as the funding flow through agency for the FNHA Pilot: Healing on the Land (2019-2012). Unistoten Healing Camp provides service on the traditional territory of the Witsuwit'en.

## **ACCOUNTABILITY FRAMEWORK**

**51. Does the Community Health Plan note all of the chosen indicatory and data to collect related to specific goals and objectives for each program and service?**

### **Financial Accountability**

Per the Organization Chart; Witset Health Centre is a department of the Witset First Nation. Witset First Nation Administration & Finance supports all the departments within Witset Band by ensuring sound policies and finances that guide how they operate without deficits. In the past two years the Financial Administration Law has been updated, achieving a Financial Performance Certificate and as well as updating the Finance, Information Management, Governance & Personnel Policies. All of the above work was to meet the requirements of the First Nations Financial Management Board towards certification. (2019 Witset First Nation Annual Report). Annual audits are

prepared by Carlyle Shepherd & Co. Chartered Professional Accountants of Smithers, B.C. (Carlyle Shepherd & Co. Chartered Professional Accountants, PO Box 3400, Smithers, B.C. V0J 2N0).

The Witset First Nation Financial Department is responsible for accounts receivable, accounts payable and payroll for all departments of Witset First Nation. Accountability by the Witset Health Centre will be assessed via the quarterly financial report and annually with the audited financial reconciliation report.

The current five year budget is externally prescribed, based on population, by First Nations Health Authority and is increased by approximately 3% per annum. (APPENDIX 3). Budget increases for the transfer of programs to Witset will be established based on population by First Nations Health Authority. Per common practice Witset will renegotiate a five year budget prior to transfer. Witset reserves the right to research funding provided to comparable sized communities to ensure that FNHA allocated budgets meet programming needs. The transferred programs will include an appropriate budget allocation from First Nations Health Authority.

Witset Health Centre has reviewed and updated workplans related to each program and service delivery area. Workplans for anticipated programs to be transferred are included. Objectives, activities, a schedule of said activities and outcome measures indicated.

Easy to use excel spread sheets have been developed to collect statistical data for Home and Community Care to provide information about day-to-day programming and service delivery. From this information programs can be analyzed to identify where education about, access to, improvements for, deletion of and changes to can be used to deliver improved and appropriate services which meet client and community needs. (Appendix )

Evaluations will take place during annual strategic planning sessions with staff. The strategic planning session will assess the statistics per program from the previous year and use an evaluation tool to improve, change, and delete programs as needed. FNHA Program Cluster Performance Indicators

### **Client appeals and Complaints**

Per the FNHA Quality Care and Safety office, all First Nations “people have a right to access a health care system that is free of racism and discrimination and to feel safe when accessing health care. This means individuals, families and communities are able to voice their perspectives, ask questions and be respected by health care professionals on their beliefs, behaviours and values. It is acknowledged that the Witset Health Centre has professionals, an objective process and tools to assess the services required

Clients, families and other professional service providers have the right to raise concerns and receive a timely response to their concerns, without fear of retribution or an impact on their health services and care. Witset Health Centre will do our best to support your cultural and psychological safety throughout the process. Clients and families may also choose to remain anonymous.”

<https://www.fnha.ca/about/compliments-and-complaints>

Complaints regarding the following should be addressed to the Witset Health Centre Health Director in writing.

1. The eligibility/ineligibility of clients to receive services
2. The assessed services to be received
3. The type of services to be received
4. The urgency for the need of assessed services.

The complaint should include the complainants name and two contact options, a brief description of the complaint and the location where it happened.

If the complaint or appeal is unresolved, the complaint, per the Organizational chart would go to the Witset First Nation Executive Director; if still unresolved, to the Witset First Nation Band Council; if still unresolved then to the First Nations Health Authority.

The complainant should expect first contact regarding the complaint within two working days. The process for resolving the complaint will be explained and the complainant will be apprised of the outcome. Full documentation of the complaint and resolution will be made to the complainant as long as it does not involve the divulgence of confidential information to which the complainant is not privy.



52. Does it appear that data to support chosen indicators can be collected easily as part of day-to-day program and service delivery?

53. Are the FNHA program cluster performance indicators included in the Community Health Plan with plans for appropriate data collection?

54. Are the data collection methods and record-keeping system described?

55. Have annual audits been adequately planned for?

56. Does it appear that the Community can use the proposed accountability framework to produce required periodic reports including annual reports and evaluation?

57. Is an Evaluation Plan included? Does it include all areas required? Do the assessors know the elements of the Evaluation Plan?

58. Does the Community Health Plan indicate a process for updating the Community Health Plan including changes in programs/activities and budgets; confidentiality, EPP and other policies and procedures?

59. Are policies on conflict of interest for Health Committee members and employees included?

60. Are appeal mechanisms for members included? Is a process described for how comments and complaints will be handled?

Programs included in Community Health Plan		
*Please check all applicable		
Program Cluster	Program Name	
Healthy Child Development	AHSOR	√
	CPNP	√
	FASD	

	MCH	
	COHI	√
Mental Wellness	BF	√
	BHC	√
	NAYSPS	
	NNADAP	
	IRS	
Healthy Living	ADI	√
	IP	
CDC	HIC/AIDS	√
Environmental Health	EHHP	√
	DWSP	√
	FNEC	
Primary Care Nursing	HCC	√
	CCC	√
Non-Insured Health Benefits	MT	√
	STCIMHC	
	DCB	
	PB	
	MSE	
	VC	

	<b>CDB</b>	
	<b>VHCPS</b>	
<b>Health Planning Management</b>	<b>HPM</b>	<b>√</b>
<b>Health Facilities</b>	<b>CFOM</b>	<b>√</b>
<b>Systems Integration</b>	<b>HSIF</b>	
<b>Health Info Structure</b>		

**PRELIMINARY REVIEW COMPLETED BY:**

\_\_\_\_\_ **DATE:**  
 \_\_\_\_\_

**SENT TO REVIEW COMMITTEE BY:**

\_\_\_\_\_ **DATE:**  
 \_\_\_\_\_

DRAFT