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TLA'AMIN NATION



# TLA'AMIN HEALTH PROGRAMS AND SERVICES GUIDE





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# Introduction

## Eh Kwa'A'Nuns Kye'A'Mieux

**When the people in our community are well again, all around us will also be well.**

Tla'amin Health provides a full range of primary, secondary, and tertiary health services for community members living within the Tla'amin Nation and to First Nations people in the remote coastal communities of qathet.

In order to provide an exceptional array of health services, Tla'amin Health works in collaboration with a variety of other organizations including Vancouver Coastal Health, the Ministry of Child and Family Development, School District 47, Inclusion Powell River, First Nations Health Authority, Health Canada, Lift Community Services, and the sister nations – Klahoose, Homalco and K'omoks First Nations, among others.

Part of our commitment to providing high quality health care services involves meeting the strict standards laid out by Accreditation Canada. Tla'amin Health is Accredited with Commendation and is constantly working on Quality Improvement Initiatives & Safety when it comes to the delivery of all health care services and programs.

The wholistic wellness of Tla'amin people is a concept drawn from our traditional teachings (ta?ow) and the wisdom of our Elders and

ancestors. Our ta?ow – including our language, teachings, spirituality, ceremony and medicines – is who we are and has provided the tools for the health and wellness of our nation since time immemorial. Our ta?ow tells us that health and wellness is inclusive of mental, physical, spiritual, and emotional well-being, and that it is connected to our relationships to our territory (əms giʔe) and relations (jεʔaʔe), spanning across all stages of life and through generations.

We recognize that the best health and wellness model is the one we build ourselves. It is with courage, our ta?ow, and Tla'amin excellence that we will restore health and wellness and thrive as Tla'amin peoples.

This model must reflect our teachings that tell us to come together in unity and kindness with one another and with our territory. Reconnecting with language, children, Elders, land and water, experiencing joy and connection, love, security, and good food. People need opportunities to experience these things to feel whole and well. This will help us know our strength as Tla'amin people. It will bring wellness into life on a daily basis.

This model must also include wholistic health programs and services that affirm our identity as Tla’amin people, and that support our physical, emotional, and mental health – all of which must reflect our spiritual teachings and taʔow.

These programs must be inclusive of all Tla’amin people, free of racism and discrimination, and without transportation and financial barriers to access. They must be integrated within the other social and environmental programs that keep us healthy and well – including housing, culture and language, and sport and recreation.

## The Canoe Teachings

Four paddles are needed in the water to reach our destination. We will focus on four goals to achieve our vision. Each of the four paddles represent:

### RELATIONSHIPS

We will strengthen our most important relationships with Tla’amin citizens, amongst Tla’amin. Government staff, and with health system partners.

### SERVICES

We will deliver wholistic health and wellness programming to support the physical, emotional, mental, spiritual, and social health of our people across the life cycle and in accordance with Tla’amin ways.

### SELF-CARE

We will care for ourselves, investing in the capacity and wellness of our staff to support them to do the important work of caring for Tla’amin citizens.

### IMPROVEMENT

We will keep building the best for Tla’amin people by continuing to learn, improve, measure our impacts, and pursue excellence in our models of care and administration.



## Purpose

The purpose of this Tla'amin Health Programs and Services Guide is to provide a listing and description of the health programs and services provided by Tla'amin Health to the citizens of the Tla'amin Nation and to Indigenous peoples living in qathet. This document also describes partnerships with other Provincial Health entities.

Tla'amin Health delivers programs and services with funding flowing from Tla'amin Nation's treaty partners – the Provincial and Federal Governments, and in partnership with Vancouver Coastal Health (VCH) and the First Nations Health Authority (FNHA), and others.

## Definitions for Purposes of Eligibility



Eligibility for programs and services differs between Health areas. The following definitions clarify eligibility for those making referrals or seeking health care at Tla'amin Health.

**Tla'amin Citizen** – This refers to a citizen of the Tla'amin Nation as determined by the self-governing Tla'amin Nation.

**Tla'amin Member** – This refers to those that hold status through the Indian Act but have not yet enrolled in the Tla'amin Treaty as a citizen.

**Indigenous** – This includes First Nations, Metis and Inuit persons living in qathet.

**First Nations** – having membership in a First Nation and/or registered as having status under the Indian Act

**Inuit** – having membership in an Inuit community or modern treaty

**Metis** – having Metis citizenship through the Metis Registry

During times of crisis, the Tla'amin Nation takes a 'whole of community' approach to wellness and extends services such as vaccine clinics and Emergency Operation Services to all peoples living in the community of Tishosum, including leaseholders, regardless of ancestry.



# Health Benefits

A Non-Insured Health Benefits Program is delivered by Tla'amin Health. The Health Benefits Program provides benefit coverage for medical and dental services that are not covered by provincial, federal or third-party insurance plans. The Health Benefits Program is delivered by Tla'amin Health in partnership with federal and provincial governments, and service providers.



## ELIGIBILITY

**Health Benefits administered through Tla'amin Health are for Tla'amin Citizens and Members living in the Tla'amin territory. As a self-governing Modern Treaty Nation (MDTN), Tla'amin Nation reserves the right to determine membership.**

## Health Benefit Services



### Dental Services

- Tla'amin Health provides year-round Dental Clinics with dentists and dental hygienists providing checkups, cleanings, x-rays, dental surgery and preventative care

### Medical Supplies and Equipment

- Tla'amin Health can provide supplies related to wound care, sexual and reproductive health, personal care, and medication administration supplies.
- Tla'amin Health can facilitate the procurement of supplies such as pre and post operative aides, bathing and toileting aides, sleep and breathing aides, and walking aides.



### Pharmacy

- Tla'amin Health supports clients to navigate their Pharmacy Benefit coverage.

### Medical transport

- Tla'amin Health provides shuttle service from multiple stops both at the Nation and in qathet.
- Tla'amin Health provides transportation to and from medical appointments at the Clinic and in qathet.
- Tla'amin Health supports out of town patient travel through a Non-Insured Health Benefits Clerk, providing clients with funding support for travel, hotels and meal allowances.
- TAP forms for ferry travel are available at the Primary care Clinic



### Optometry

- Tla'amin Health helps clients navigate optometry benefits as per eligibility guidelines. Every two years, Tla'amin Health hosts an optometry clinic on-site to support community easier access to assessment and the purchase of prescription glasses.

### Mental Health

- Tla'amin Health provides mental Health Support in the Clinic and referrals to qualified mental health practitioners working both in qathet, and to practitioners in other part of the province via virtual connection.



## Model of Care at Tla'amin Health:

### paʔašt qaymɪx<sup>w</sup>

**We are all connected. We are all one people.**

The model of care delivered at Tla'amin Health is client centered. The health center is comprised of the following key departments:



**Primary Care**



**Home and  
Community Care**



**Traditional Wellness and  
Family Services**



**Mental Health and Wellness,  
including Harm Reduction  
and Substance Use**

In practice, we meet the client where they are at in their personal wellness journey and introduce them into an interconnected system that responds to the client's needs thereby ensuring that health and wellness is inclusive of mental, physical, spiritual and emotional wellbeing.

The Tla'amin Health and Wellness Plan and the Tla'amin Comprehensive Nation Plan (CNP) emphasise the ten core principles of our taʔow, in terms of how we show up, how we treat each other, and how we advance our work as a collective of clinical practice professionals and paraprofessionals. Some health staff on the Traditional Wellness team, as an example, fall into the paraprofessional category, providing much needed social, emotional support in the delivery of group activity. These groups are instrumental when dealing with the significant impact of intergenerational trauma and a history that divided our people through colonization and the residential school system.

Tla'amin wellness is inclusive of territory (gɪʃɛ), relations (ʃɛʔaʃɛ) and spans across all life stages and generations.

Tla'amin Health serves all Indigenous people living in the qathet region.



## Primary Care



### ELIGIBILITY

**Tla'amin citizens/  
members and  
Indigenous people  
living in qathet.**

Primary Care services at Tla'amin Health are provided through the qathet Primary Care Network (qPCN); through direct funding through the First Nations Funding Agreement (FFA), and through contracts with VCH and FNHA. Additional funds are often by way of applicable grant funding when the nation is successful in obtaining those dollars.

## Primary Care Clinic

Tla'amin Health has a Primary Care Clinic as part of the qathet Primary Care Network (qPCN). The clinic has two Nurse Practitioners who work to assess client health, identify health conditions and connect the client with appropriate supports. NP's work toward client wellness through wholistic management plans that provide access to the medications, treatments and referrals necessary to their wellness journey.

## Registered Nurse Support

The Registered Nurse, part of the qPCN, works with Nurse Practitioners to assist Tla'amin citizens. The RN can provide many services including minor procedures, chronic disease management, and patient education. Patients of the Primary Care Clinic may be referred or direct booked with the RN by their Nurse Practitioner or Medical Office Assistant.

## Chronic Disease Nurse

The Chronic Disease Nurse, part of the qPCN, supports clients with long term management of chronic disease and illness, providing tailored plans to support the client's wellness and quality of life, and sharing educational materials regarding chronic disease management and prevention in group and community settings. Management plans ensure access to the best disease care, alongside wellness services such as mental health supports, harm reduction, home and community supports, and traditional wellness.

## Community Health Nurse

The Community Health Nurse, contracted through Vancouver Coastal Health, works to increase awareness around public health programs through education, training and resources, collaborating with regional health authorities to improve access to wellness initiatives such as immunizations, sexual health education, and pre and post maternal health programs.

## Foot Care Nurse

The foot care nurse provides foot care to clients with chronic health conditions, as identified by the chronic health nurse.

## Dietitian

The Dietitian assesses clients' nutritional needs in order to manage medical conditions and support nutritional goals. The Dietitian works with the client to create care plans and provides nutrition information and educational materials.

## qPCN Occupational Therapists

The Occupational Therapists work with clients with to address barriers to participation in meaningful activities, thereby restoring/supporting function and decreasing disability. Barriers may result from injury, illness, disability, or physical and/or social environmental circumstances.

qPCN is funding a full-time OT position that, currently, is being filled by two OTs (60/40 split). These two practitioners are working with the child/youth/adult population. VCH has an OT that specializes in geriatric therapy that often consults with Tla'amin Elders, as required.

- **Occupational Therapy for Adults:** Available two days per week, our Occupational Therapist (OT) helps adults with mild to moderate functional concerns. The OT addresses barriers caused by injury, illness, or disability to improve daily activity participation. Referrals can be made by family physicians, nurse practitioners, or other health professionals via Tla'amin Health.
- **Occupational Therapy for Children:** School-aged children can access OT services three days a week, supporting them in daily activities such as dressing, eating, writing, and emotional regulation, both at home and school. Care providers can refer to this service through the Indigenous Supported Child Development Program or the SD47 Student Success and Wellness Worker



# Home and Community Care



The Home and Community Care (H&CC) team provides nursing and support services to enhance the dignity and independence of elderly adults and to assist them in remaining in their community with family and friends. H&CC provides support with medication delivery and medication checks, personal care, post-operative care, meal preparation and delivery, and homemaking services.

**ELIGIBILITY**  
Tla’amin citizens and members only.

## Home Care Nurse

The Home Care Nurse provides client-focused, trauma informed, and culturally safe care in initial and ongoing client assessments and interventions. The Home Care Nurse assesses client safety and employs effective conflict resolution and reconciliation approaches, techniques, and strategies related to goals of care, transitions and end of life care. Care is client-focused, interdisciplinary, and rooted in harm reduction and Indigenous understandings of wellness. The Home Care Nurse provides confidential and culturally safe care to those struggling with acute and chronic health conditions, and those receiving palliative, mental health and substance use support.



## Licensed Practical Nurse Supervisor/Licensed Practical Nurse

The LPN Supervisor provides supervision to the LPN and to Community Health Workers relative to client care needs both in the clinical setting and in the field at Tishosum, and at times to Tla'amin clients in qathet. In collaboration with members of the health care team, the LPN Supervisor participates in staffing issues related to daily performance in the field with respect to client care and disputes or trouble shooting issues as they arise in real time.

The LPN Supervisor develops, utilizes, and reviews the Home Support Plan to establish the provision of service to clients and their families. Working beside the LPN, the LPN Supervisor ensures nursing care is provided in accordance with the established program policies and Personal Assistance Guidelines and ensures that required skills are identified in order that the appropriate Home Support Worker is assigned. These LPN positions provide direct nursing care to clients and families within professional cope and competence within established VCH standards, policies, procedures, goals and objectives, and they deliver nursing care to designated clients following the established client care plan in collaboration with the RN.

## Home Support Workers

Home Support Workers ensure the safety and wellbeing of those in need of extra supports including Elders, those living with disabilities and chronic disease, and those recovering from surgery. Home Support Workers connect with clients frequently to deliver medication, check health status, deliver food and check for overall wellness. Workers support clients with appointments and errands, and they ensure that the Home Care Nurse and LPN's have up to date information about client wellness and needs.

## Homemakers

Homemakers support the wellness of Elders and clients who are struggling by providing home cleaning services, ensuring clients have a clean and safe living environment.





# Traditional Wellness and Family Services



## ELIGIBILITY

**Tla'amin citizens/  
members and  
Indigenous people  
living in qathet.**

Traditional Wellness and Family Services programs and workers provide a broad range of supports to clients and their families by connecting with clients who are experiencing difficulty and provide ongoing support through individual and group support. Workers help clients navigate difficult situations and health systems so they can make a plan to address issues and gain access to supports. Furthermore, support work is done in a culturally safe and grounded way, rooted in Tla'amin ta?ow.

## Family Support and Wellness Worker

The Family Support and Wellness Worker provides confidential guidance and support for clients who are struggling. This involves helping the client to gather information to make a plan and making referrals to inside and outside services as needed. Culturally grounded support is provided one-on-one, with families, or in group settings.

## Men's Support Worker

The Men's Support Worker supports clients who identify as men through one-on-one support and group events. The Men's Support Worker helps the client to gather information and make a plan, making referrals to inside and outside services as needed. Culturally grounded support is provided one-on-one, with families or in group settings.

## Elder's Coordinator

The Elder's Coordinator supports the needs of Tla'amin Elders by organizing social and educational events and activities, and by helping Elders to access the supports and services they need to be well and connected.

## Youth and Family Advocate

The Youth and Family Advocate works toward family preservation and reunification by developing positive, respectful and healing relationships with Tla'amin community and families and supporting families to reconnect with healthy ways of being such as developing parenting, self empowerment, and relationship skills. The Youth and Family Advocate coordinates with other Tla'amin Health and Nation staff to ensure wrap around services and advocates for clients when interfacing with Child Protection, Health, Education, Justice.

## Indigenous Cultural Support Worker

The Indigenous Cultural Support Worker, working in partnership with Tla'amin Health, Lift, BC Housing, VCH, works as part of a care team to provides cultural and emotional support to Indigenous clients experiencing homelessness or housing insecurity by maximizing connection, self-worth, and community membership. The Indigenous Cultural Support Worker supports clients to connect to substance use, harm reduction and mental health services, and connects clients to medical, housing, financial security and other services.

## Case Manager/Navigator

The Case Manager/Navigator assists clients to access services, funding, and programs that support them on their wellness journey. Working closely with Home and Community Care, Chronic Health, and Tla'amin Child and family Services, the Case Manager/Navigator assesses the client's needs and makes the necessary referrals or next steps, following up with the client as the situation changes and liaising with internal and external partners.

## Health Promotions Coordinator

The Health Promotions Coordinator works closely with the Public Health and Chronic Disease Programs, focusing on developing and delivering culturally relevant prevention and educational activities and events for community.





# Mental Health and Wellness, Harm Reduction and Substance Use



The Tla'amin Mental Health and Wellness, Harm Reduction and Substance Use programs and practitioners provide a broad range of trauma-informed programs and services that recognize the interconnectedness of mental health and substance use and the intergenerational effects of colonialism. Supports are accessible, free from judgement, and grounded in Tla'amin ta'ow. Tla'amin Health has in-house Mental Health Practitioners to support clients with mental wellness and/or substance use issues. Further, Tla'amin Health runs an Opioid Agonist Therapy Program and a Managed Alcohol Program.

## ELIGIBILITY

**Tla'amin citizens/  
members and  
Indigenous people  
living in the qathet  
area.**

## Mental Health and Addictions Clinical Lead

The Mental Health and Addictions Clinical Lead works as a member of an interdisciplinary mental health team within the context of a client and family-centred recovery model, conducting comprehensive assessments and collaborating with the client and interdisciplinary team to facilitate transitions through the continuum of services for clients with complex needs. The Mental Health and Addictions Clinical Lead provides individual, family, and group counselling services, attends clinical/case conferences for client reviews, admissions, and discharges, and provides consultative and direct services to clients, families, staff and community health professionals.

## Harm Reduction Coordinator

The Harm Reduction Coordinator, provided in partnership with VCH, liaises with clients accessing or looking to access harm reduction services and their families. The Harm Reduction Coordinator runs support programs for clients and provides harm reduction education for Tla'amin Nation members and Tla'amin staff. The HR Coordinator also runs a Harm Reduction Circle which includes a safe space for people who use drugs and their allies, where clients can access information, safe supplies, and drug-testing services.

## Mental Health and Substance Use Nurse

The Mental Health and Substance Use Nurse, provided in partnership with VCH, provides individualized client-centered nursing care, discharge planning and case coordination services to clients with severe and persistent mental illness, substance use issues, and concurrent disorders. This work involves administering prescribed medicines, monitoring client response and providing ongoing information to the client and family on use of the medication, side-effects and integration of illness to their lifestyle. Working independently and as a member of a team, the Mental Health and Substance Use Nurse establishes, maintains, and enhances culturally safe therapeutic relationships with clients and their families to enhance their quality of life.

## Peer workers

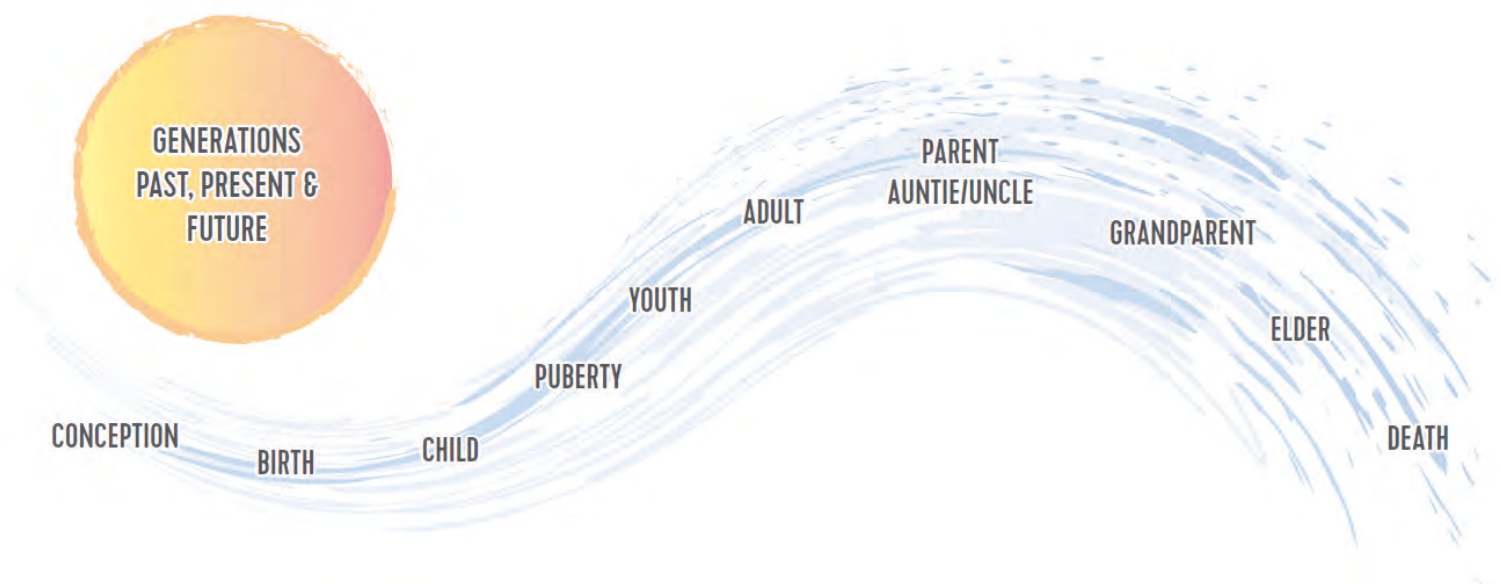
Peer Workers are fellow Tla'amin Nation members with close personal knowledge of substance use. Peer workers connect with clients who use drugs, providing emotional support, harm reduction supplies and keeping clients connected.

## Mental Health, Substance Use and Harm Reduction Clinician

The Mental Health, Substance Use and Harm Reduction Clinician delivers culturally safe and client-centred substance use and mental health based counselling one-on-one and in groups and provides mental health and substance use services to clients struggling with mental health and/or substance use, and their families. The work also includes providing mental health and substance use resources, facilitating applications to treatment and mental health programs, and acting as a consultant to other Tla'amin staff.

## MAP Outreach Worker

The MAP Outreach Worker provides a safe and stable supply of alcohol, based on participants' care plans while assessing participant substance-related health concerns. The MAP Outreach Worker works to identify new referrals and supports existing participants as they work toward their harm reduction, housing, safety, social, and health goals. This interdisciplinary work includes both on-site support as well as home visits, shelter visits, and outreach to other community partner sites.





Tla'Amin  
Community  
Health Centre

4895 SALISH DR.

# Contacts

**Health Reception**      ext 100      778-657-5921

**Primary Care Clinic – Medical Office Assistant**

Kim Hackett      ext 114      778-657-5900

NIHB Clerk

Jaime Harry      ext 121      604-900-9422

**Chronic Disease Nurse**

Sheila Paquette      ext 115      604-483-3009

**Community Health Nurses**

Moira Fisher      ext 110      604-414-4585

Jennifer Zroback      ext 110      604-414-4585

**Home and Community Care – Primary Care Assistant**

Carolann Harry      604-208-0110

**Family Support and Wellness Worker**

Sally Louie      ext 102      778-657-5911

**Men’s Support Worker**

Vacant

**Elder’s Coordinator**

Doreen Hopkins      ext 126      778-657-5525

**Case Manager/Navigator**

Bianca Pyle      ext 117      778-657-5405

Crystal Thomas      ext 117      778-657-5405

**Health Promotions Coordinator**

Vacant

**Mental Health and Addictions Clinical Lead**

Nolan Louie      Office 118

Harm Reduction Coordinator

Courtney Harrop      ext 122      604-900-9411

**Mental Health and Addictions Nurse**

Lacey Elliott      ext 107      778-657-5408

**Mental Health, Substance Use and Harm Reduction Clinician**

Brittany Vivier      ext 144      778-657-5524



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