



# Regional Wellness Council Handbook

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MAY 2016 (Version1.1)

# Regional Wellness Council Handbook

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## *1.0 Introduction*

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The planning and delivery of health, social services and wellness programming is a complex task. Approximately 1600 people are employed in communities across the NWT to provide programs and services to the more than 42,000 territorial residents.

The members of Regional Wellness Council (RWC) provide advice and support for the delivery of programs and services by listening to residents in their communities and bringing forward ideas, suggestions and concerns to the Leadership Council of the Northwest Territories Health and Social Services Authority (NTHSSA). RWC members provide a voice, within the Health and Social Services System, for all northerners. RWC member participation will help to ensure that the programs and services offered in the communities, in your region, are delivered in a manner that best meets local needs and are effective in their outcomes.

Everyone involved in the NWT Health and Social Services System are constantly working to improve programs and services. The implementation of new technologies, increasingly experienced and skilled staff members and better linkages between clients, patients and care givers are just a few of the changes that have occurred over the past few years. RWC members have an important role to play in supporting these changes and supporting the continued improvement of program and service quality.

This handbook will provide a guide for RWC members to fulfill their roles to support the ongoing improvement to the NWT Health and Social Services System.

## 2.0 NWT Health and Social System Services Vision and Guiding Principles

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### Vision

Best *health* | Best *care* | Better *future*

### Guiding Principles

- Focus on the patient/client;
- Support individuals and families to stay healthy;
- Ensure regions have a voice at the territorial level;
- Ensure access to care and services;
- Emphasize quality care;
- Sustainability; and
- Respect diversity of all cultures.

### Values

- Caring – we treat everyone with compassion, respect, fairness and dignity and we value diversity;
- Accountable – system outcomes are measured, assessed and reported on;
- Relationships – we work in collaboration with all of our residents, including Aboriginal governments, individuals, families and communities; and
- Excellence – we pursue continuous quality improvement through innovation, integration and evidence based practice.

## 3.0 Regional Wellness Council Membership

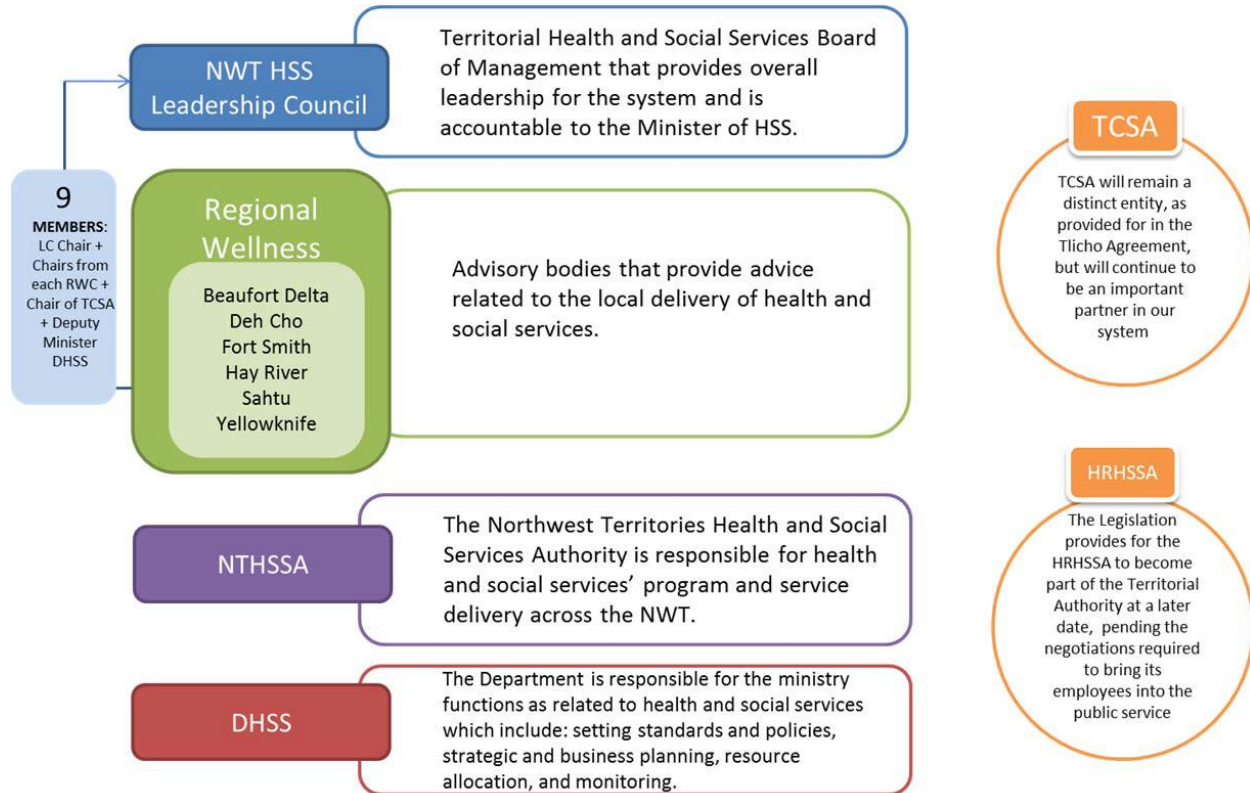
### Criteria:

- Residents of the geographic area served by the RWC for at least six months immediately preceding August 1, 2016;
- A Canadian citizen or permanent resident as defined by the Immigration and Refugee Protection Act
- At least 19 years of age;
- Knowledgeable regarding the purpose, roles and responsibilities of the RWC;
- Experienced with a proven track record for participation in regional and territorial organizations or committees;
- Available for and committed to full participation as a council member;
- Prepared to sign a statement of ethics and confidentiality related to their duties; and
- Able to demonstrate that they are not in a position of conflict with respect to their role as a council member.

### Terms:

Chair	Aug 1 2019
Member	Aug 1 2019
Member	Aug 1 2017
Member	Aug 1 2017
Member	Aug 1 2017
Member	Aug 1 2018
Member	Aug 1 2018

## 4.0 Organization of the NWT Health and Social Services System





### ***5.0 RWC responsibilities under the Hospital and Health and Social Services Administration Act***

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#### **Powers of the Regional Wellness Councils**

4.2.

(1) A regional council may provide advice to the Territorial board of management in respect of health services and social services, including advice in respect of:

- a) priorities under the territorial plan;
- b) the promotion of health and wellness; and
- c) matters referred to it by the Territorial board of management.

(2) For the purposes of subsection (1), a regional council may seek opinions and information from the public in respect of health services and social services.

#### **Regional Wellness Council Meetings**

4.3. (1) A regional council shall meet at least once each fiscal year.

(2) Subject to any exceptions set out in the regulations, a regional council shall hold its meetings in public.

(3) A regional council shall:

- a) provide the Territorial board of management with a copy of minutes of each meeting as approved by the regional council; and
- b) make minutes of each meeting available for review by the public.

#### **Information**

4.4. A regional council shall, in respect of its activities, report to the Minister when and in the manner directed by the Minister.

#### ***Further information (See Appendix):***

*Hospital Insurance and Health and Social Services Administration Act  
Regional Wellness Council Regulations*



## ***6.0 Roles and Responsibilities of the Regional Wellness Councils***

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The Regional Wellness Councils (RWC) are advisory bodies. Members are appointed to represent the views and perspectives of residents in the area served by the Councils and to provide advice and feedback on the programs and services provided by the Northwest Territories Health and Social Services Authority (NTHSSA).

RWCs serve as a forum in which matters related to the regional delivery of health and social services can be discussed and strategies to improve the effectiveness can be identified. Further, the RWCs serve as a forum in which public representatives can identify issues and concerns, and discuss such matters with the NTHSSA staff members. The RWCs serve as a critical link in supporting health and wellness activities at the community level.

Regional Wellness Councils do not have direct authority regarding the operations of the NTHSSA programs or staff members.

The duties and responsibilities of Regional Wellness Council can be categorized as including:

### **1. Roles related to providing advice include:**

- a. Advising the NTHSSA Leadership Council regarding:
  - i. Priorities related to any territorial health and social services plan;
  - ii. Program and service priorities in the area served by the Council;
  - iii. The promotion of health and wellness;
  - iv. Matters referred to it by the NTHSSA Leadership Council;
- b. Reviewing and providing feedback on reports from the NTHSSA's regional chief operating officer;
  - a. Reviewing public reports, data and information related to health and social services activities;
  - c. Providing advice, as requested, by the NTHSSA regional chief operating officer regarding specified matters; and
  - d. Submitting reports to the NTHSSA Leadership Council in accordance with direction received from the NTHSSA Leadership Council.

### **2. Consultative roles include:**

- a. Seeking opinions and information from individuals, organizations, groups and community governments regarding the organization and delivery of health and social services;

- b. Seeking opinions, feedback, and comments from Aboriginal organizations regarding the organization and delivery of health and social services in the area served by regional operations;
- c. Establish a meeting schedule that meets or exceeds the minimum legislated requirements for meetings;
- d. Conduct its regular meeting in public;
- e. Host an annual meeting to review activities of the past year;
- f. Making meeting minutes public; and
- g. Providing copies of minutes to the NTHSSA Leadership Council.

## Section 7 Regional Wellness Council Operations

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### *7.1 Regional Wellness Councils Planning and Priorities*

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#### **Territorial Plan (NWT Health and Social Services System Strategic Plan)**

##### **Priorities:**

- Early Childhood Development
- Child and Family Services
- Mental Health and Addictions
- Chronic Disease
- Seniors and Elders
- Effective and Efficient System

#### **NWT Health and Social Services Leadership Council Priorities as identified by the Minister of Health and Social Services:**

- Ensuring cultural competency throughout the system
- Improving efficiencies; and
- Delivering a mechanism for collaboration with the Tlicho Community Services Agency and the Hay River Health and Social Services Authority to achieve once integrated system.

#### **Regional Wellness Council Planning and Priorities**

The Regional Wellness Council shall provide advice, in respect of health services and social services, at the request of the:

1. Minister, Health and Social Services
2. NWT Health and Social Services Leadership Council
3. Northwest Territories Health and Social Services Authority

## 7.2 Regional Wellness Council Member Code of Conduct

Members of the Regional Wellness Council will:

1. Conduct themselves in a respectful, ethical, and professional manner and in accordance with the NWT Health and Social Services System's values and principles.
2. Carry out their duties and responsibilities in good faith with a high standard of diligence, care and skill.
3. Review information, seek clarification and research matters so as to inform themselves and be prepared to participate in topics placed before the Regional Wellness Council.
4. Be generally knowledgeable of the health and social programs and services offered in the Northwest Territories and by the NTHSSA.
5. Respect the best interests of the Regional Wellness Council members and the NTHSSA over and above personal, regional or professional interests.
6. Recognize that individual Regional Wellness Council members have no authority or role in the day-to-day operations of the NTHSSA and refer all operational matters to the Chief Operating Officer or appointed Executive Leadership Team designate.
7. Maintain confidentiality for all matters discussed in confidence by the Regional Wellness Council or NTHSSA Staff.
8. Actively participate in Regional Wellness Council activities and events.
9. Ensure adherence to the requirements of *Conflict of Interest* legislation and any related policies or practices approved by the NWT Health and Social Services Leadership Council.
10. Refer requests for public comment on NTHSSA matters to the designated NWT HSS Leadership Council and/or NTHSSA spokesperson.

### ***7.3 Regional Wellness Council Member Roles and Responsibilities***

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Regional Wellness Council members are expected to:

- **General**
  - Act honestly, in good faith, and in best interests of the council;
  - Present themselves to the public in a manner that is consistent with the Hospital Insurance and Health and Social Services Administration Act;
  - Show respect for fellow Regional Wellness Council members, staff members of the NTHSSA, clients and patients and all others involved with NTHSSA governance and operations;
  - Be committed to continuous learning and the development of knowledge and skills with respect to the NTHSSA and the NWT Health and Social Services System;
  - Respect the separation between the role of the advisory bodies (regional wellness council) and the role of the administration (NTHSSA);
  - Stay informed on matters relevant to NTHSSA operations;
  - Address issues and problems that are brought to the attention of the Regional Wellness Council, for resolution;
  
- **Before Meetings**
  - Review all information and materials circulated in advance of meetings;
  - Actively seek clarification and/or more information on matters that are unclear;
  - Maintain contact with the Regional Wellness Council Chair regarding matters of interest, regional concerns and/or topics that will be discussed at upcoming meetings of the RWC;
  - Propose agenda items to the Regional Wellness Council Chair;
  - Notify and provide reason(s) to the Regional Wellness Council in advance of all meetings if the member is not going to be able to attend;
  
- **During Meetings**
  - Attend all scheduled meetings;
  - While attending the meeting, remain focused on the subjects listed on the agenda;
  - Actively participate by presenting views, asking questions, and participating in discussions;
  - Vote on decisions (motions) when they are placed before the Regional Wellness Council;

- Work cooperatively and in a collaborative manner with other Regional Council members;
- Support the Chair in efforts to ensure that meetings are conducted in a timely, fair, and thoughtful manner;
  
- **After Regular and Special Meetings**
  - Circulate publically Regional Wellness Council information related to the public aspects of meetings to regional and community groups in accordance with established Regional Wellness Council guidelines;
  - Carry out any follow-up activities assigned to the member by the Regional Wellness Council and/or Chair;
  - Participate in activities and on task groups;
  - Refrain from public comment on Regional Wellness Council decisions and activities unless specifically authorized by the Regional Wellness Council Chair; and
  - Support Regional Wellness Council decisions/actions, once they have been made, regardless of the member's personal views on the matter.



### ***7.4 Regional Wellness Council Chairperson Roles and Responsibilities***

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Regional Wellness Council Chairs are expected to:

- **General**
  - Sets a high standard for Regional Wellness Council member conduct through leadership and modelling;
  - Act honestly, in good faith, and in best interests of the council;
  - Present themselves to the public in a manner that is consistent with the Hospital Insurance and Health and Social Services Administration Act;
  - Show respect for fellow Regional Wellness Council members, staff members of the NTHSSA, clients and patients and all others involved with NTHSSA governance and operations;
  - Be committed to continuous learning and the development of knowledge and skills with respect to the NTHSSA and the NWT Health and Social Services System;
  - Respect the separation between the role of the advisory bodies (regional wellness council) and the role of the administration (NTHSSA);
  - Stay informed on matters relevant to NTHSSA operations;
  - Address issues and problems that are brought to the attention of the Regional Wellness Council, for resolution;
- **Planning and Conducting Meetings**
  - Sets the agenda for Regional Wellness Council meetings in consultation with other members and the Chief Operation Officer (COO);
  - Ensures the timely notification of the Regional Wellness Council members and the public regarding the date, time, and location of meetings;
  - Ensures, in cooperation with the COO, the timely distribution of information packages to members in advance of all scheduled meetings;

- Presides over all meetings of the Regional Wellness Council;
- Ensures that Regional Wellness Council meetings are focused on the approved agenda, occur within the constraints of available time, provide all members with an opportunity to fairly participate, are orderly and thorough, and that discussions are solely related to advisory (and not administrative) matters;
- **Relationship with the Chief Operating Officer**
  - Serves as the lead Regional Wellness Council contact for the COO;
  - Liaises with the COO in the advancement of the regional matters;
- **Communications**
  - Serves as the spokesperson for the Regional Wellness Council unless the role is specifically delegated to others for a specified purpose;
  - Represents the Regional Wellness Council as may be required;
  - Regularly communicates with the Chair of the NWT HSS Leadership Council and reports any results of such contacts to the RWC members on a timely basis;
  - Maintains contact with Regional Wellness Council members between scheduled meetings and keeps informed of territorial and regional matters through effective communications;
  - Delivers a report to the Leadership Council meetings on the activities of the Regional Wellness Council;
- **Regional Wellness Council Member Orientation and Development**
  - Ensures Regional Wellness Council member orientation and ongoing Regional Wellness Council member development is scheduled and delivered; and
  - Leads the planning and implementation of activities to assess the Regional Wellness Council's performance on a regular basis.

## *7.5 Guidelines for Conducting Meetings*

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### **Setting the Agenda**

- The Chairperson and the members of the Regional Wellness Council, with the support of the Chief Operating Officer, will develop an agenda for each meeting.
  
- The specific topics discussed at meetings can be expected to change, over time, based upon HSS System conditions and council needs. However, the agenda will follow a standard outline. Key subjects that form the basis for the agenda will include the following:
  1. Chairperson Report
  2. RWC Member Observations and Comments
  3. RWC Activities and Priorities
  4. Learning and Development
  5. Decision Items and Recommendations to the NWT HSS Leadership Council

### **Call for Meeting**

- Notice of meeting (via email) shall be given to all Members at least five (5) business days prior to the meeting, with an agenda setting out the business to be conducted at the meeting. The Chairperson may call a meeting on less notice, provided that the majority of the Members consent to such meeting.
  
- Meetings must be held at a location in the area served by the regional wellness council.

## Meetings Held in Public

- Regional Wellness Councils must hold its meetings in public, unless it is of the opinion of the majority of the Members present that the matter under consideration raises issues that warrant a closed meeting. In such instances, the regional wellness council may exclude any person or persons from the discussion, but it has no power during such a discussion to pass any resolution except a resolution to revert back to an open meeting.
- Issues that may be dealt with in closed meeting include, but are not limited to:
  - Discussions and dealings with other entities or persons where the information being discussed may compromise the relationship of the Territorial Authority with them or its relationship with its stakeholders;
  - Considering personal health information relating to an individual.
  - Any other matter permitted or required by statute.
- Only a Member or other persons specifically authorized by the Chair, shall be allowed to address the Regional Wellness Council during a meeting.
- Any member of the public who attempts to disrupt a meeting will be asked to leave and may be removed.

## Quorum

- A majority of the Members constitutes a quorum for the transaction of business and where there is a vacancy in the membership of the Regional Wellness Council, the remaining Members may exercise all the powers and shall perform all the duties and functions of the Regional Wellness Council.

## Remote Attendance

- Any Member may participate in a meeting of Regional Wellness Council by means of teleconference, videoconference or other communication facilities that permit all persons participating in the meeting to hear each other.

## Decision Making

- Decisions of the Regional Wellness Council shall be made at a meeting by a vote of a majority of those present in person or remotely, followed by a declaration by the Chairperson that a resolution has been carried or not carried.
- A vote on any question may be taken by secret ballot if demanded by any Member present and entitled to vote. Such ballots shall be counted by the chair of the meeting. Otherwise a vote shall be taken by a show of hands.

## Meeting Minutes

- The minutes of each Regional Wellness Council meeting shall be circulated to all Members and shall be approved by the Council.
- Once Approved, the Regional Wellness Councils shall:
  - a) provide the Territorial board of management (NWT HSS Leadership Council) with a copy of minutes of each meeting; and
  - b) make minutes of each meeting available for review by the public.

## Meeting Schedule

- Regional Wellness Council shall meet quarterly.
- Special meetings can be called at the discretion of the Chairperson.
- The meeting schedule is as follows:
  - April
  - July
  - October
  - January

## 7.6.1 Process for sharing Meeting Minutes

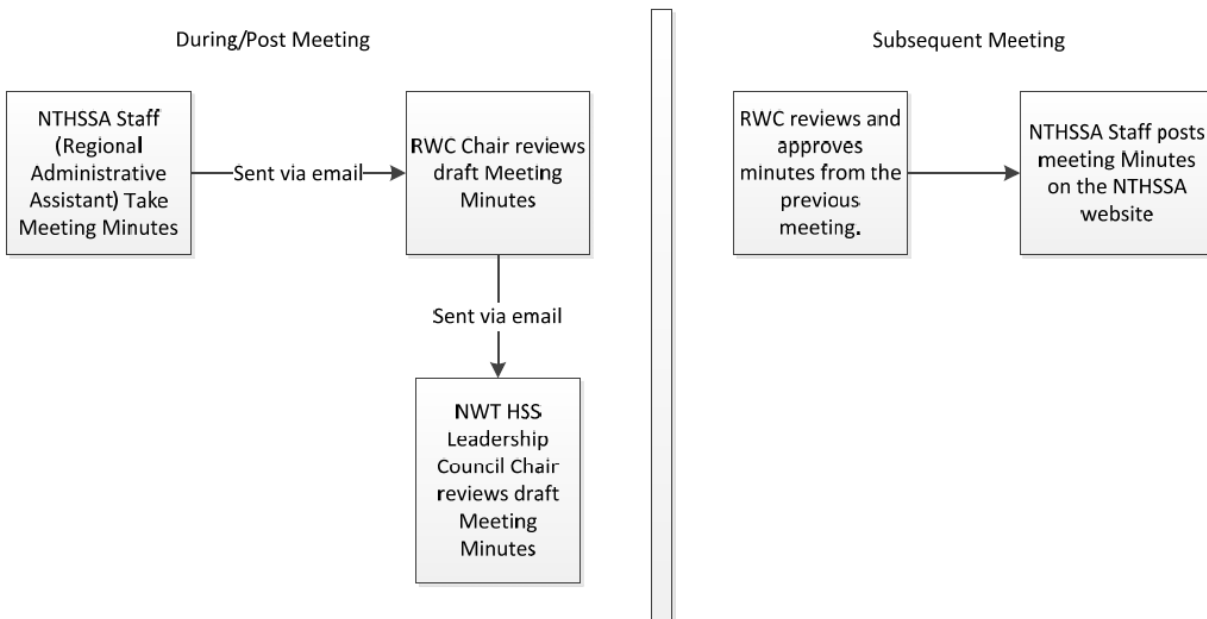
### Purpose

To clarify roles and responsibilities for sharing Regional Wellness Council meeting minutes.

### Principle

- The minutes of each Regional Wellness Council meeting shall be circulated to all Members and shall be approved by the Council.
- Once Approved, the Regional Wellness Councils shall:
  - (a) provide the Territorial board of management (NWT HSS Leadership Council) with a copy of minutes of each meeting; and
  - (b) make minutes of each meeting available for review by the public

### Process



### Meeting Minutes Template

See Appendix for a copy of the RWC meeting minutes template.

## ***7.6.2 Guidelines for contacting regional/community/Aboriginal organizations***

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### **Purpose**

To clarify roles and responsibilities for initiating consultative roles with regional, community and aboriginal leaders and organizations.

### **Principles**

- Adhere to existing protocols for communicating and consulting across regional, community and aboriginal organizations.
- Collaborate with the COO, NTHSSA prior to initiating contact.
- Inform the Regional Wellness Council Chair prior to initiating contact.

### **Process**

*\*Dependent on the type, timing and reason for the contact\**



**7.6.3 Guidelines for addressing Compliments, Concerns, and Complaints**

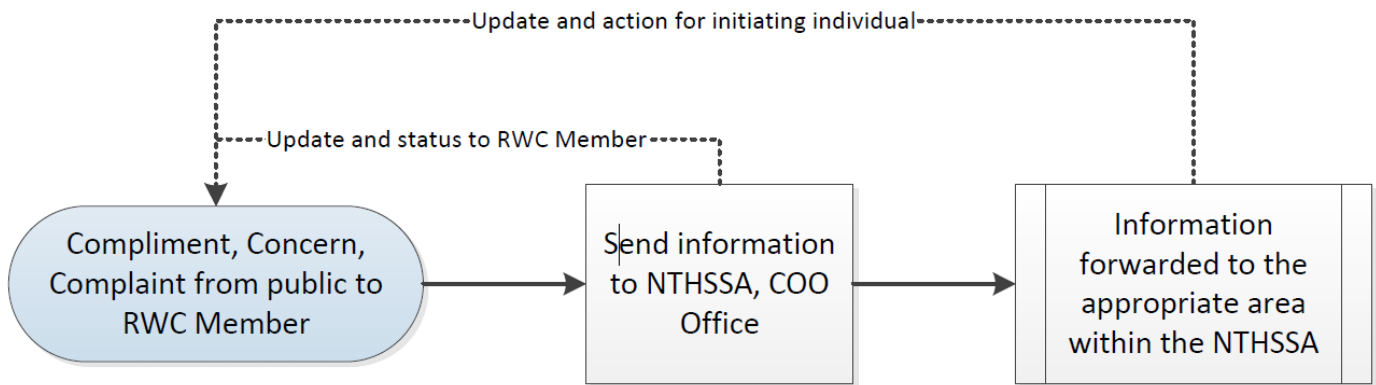
**Purpose**

To clarify roles and responsibilities for responding to public compliments, concerns and complaints related to NWT health services and social services.

**Principle**

- Refer requests for public compliments, concerns and complaints directly to the respective regional Chief Operating Officer, NTHSSA.

**Process**



**Privacy**

Due to the sensitive information associated with patient/client information it is reasonably expected that the only feedback and status to be provided to RWC council members who have initiated a compliment, concern and/or complaint is confirmation the information has been received at the NTHSSA.

## 7.6.4 Media Request Protocol

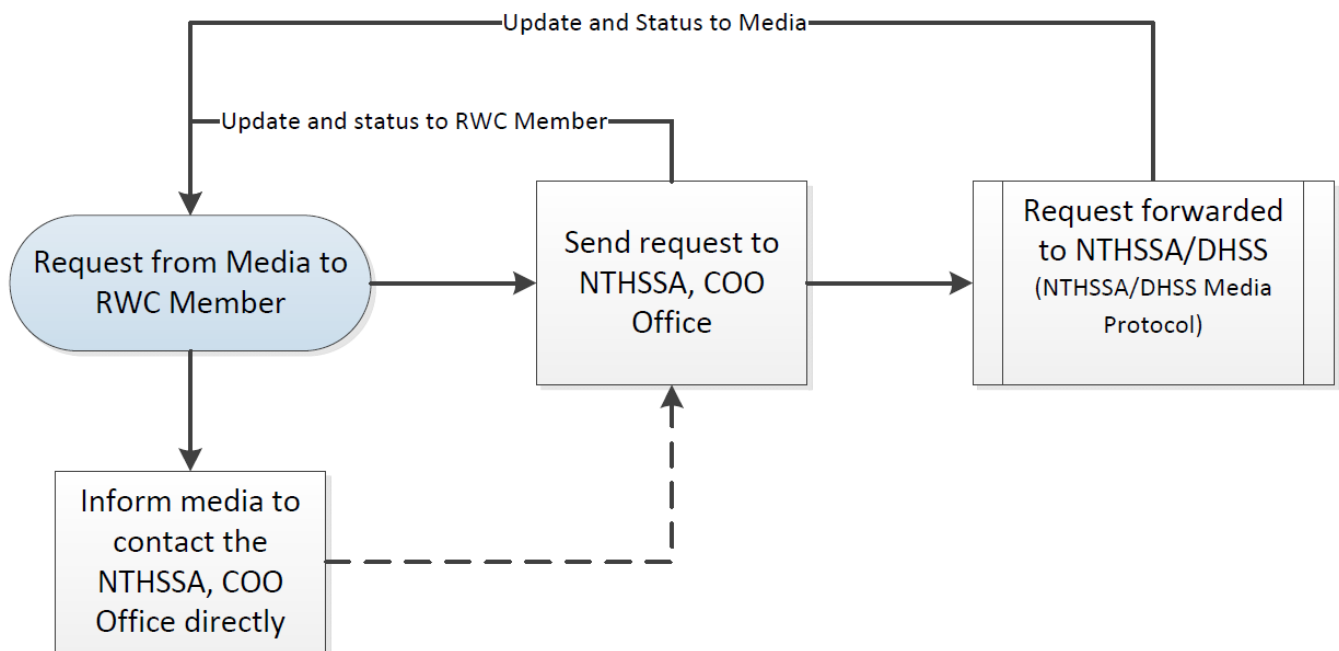
### Purpose

To clarify roles and responsibilities for responding to media inquiries into members of Regional Wellness Councils.

### Principle

- Refer requests for public comment on Regional Wellness Council matters to the designated NWT HSS Leadership Council and/or NTHSSA spokesperson.

### Process



### Regional Wellness Council Spokespersons

- Minister, Health and Social Services
- Chair, NWT Health and Social Services Leadership Council
- Chair, Regional Wellness Council
- NTHSSA Executive Management

### 7.7.1 Honorarium Guidelines

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#### General Information

##### *GNWT Financial Administration Act*

- Payment of honoraria shall only be made for time spent on official business which includes travel and preparation time.
- Official business expenses are to be reimbursed according to the GNWT duty travel allowances and limits.
- An honorarium should not be provided for the attendance at conferences, conventions or certain cultural events or services unless approved in advance.

#### Advisory Board Definition

Provides advice that may have political, economic, environmental or social impacts on NWT organizations and residents, to GNWT departments. All boards are assumed to be advisory only, unless specifically classified by the Executive Council as a regulatory/complex or a complex commercial board.

#### Advisory Board Payment Rates

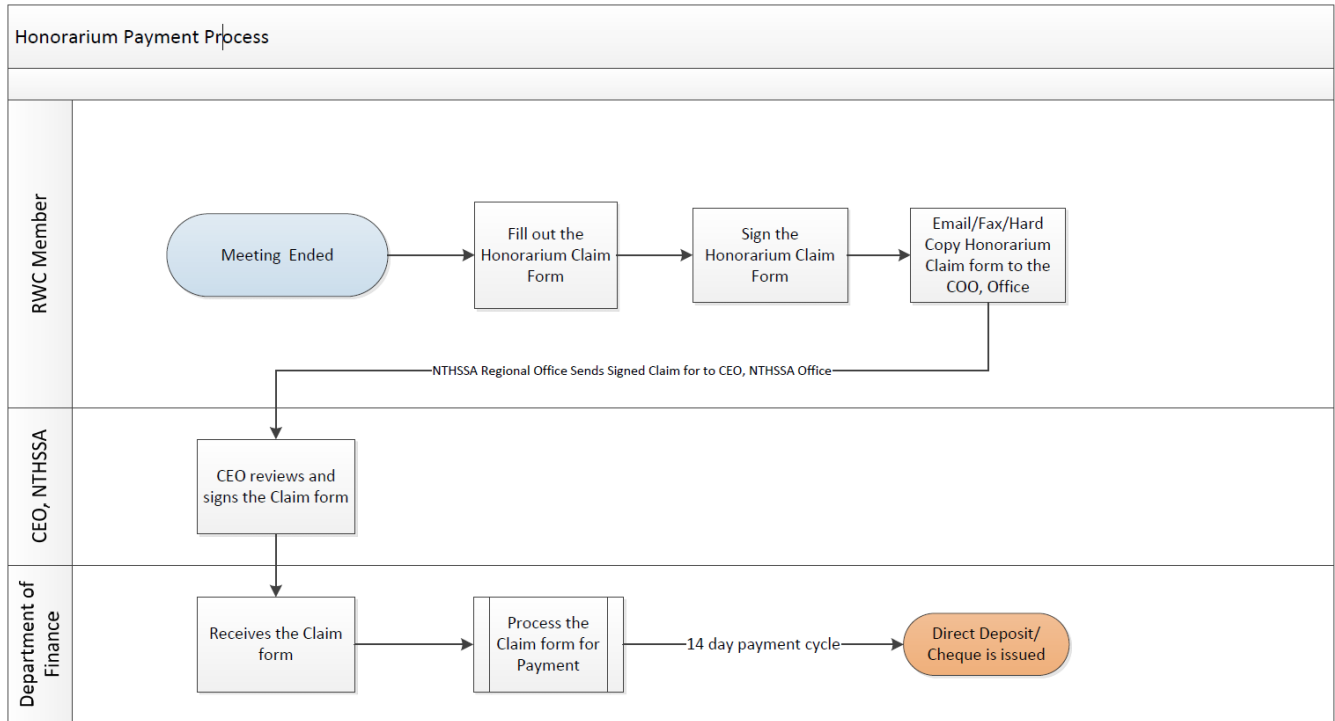
Chair – up to \$300 per day

Member – up to \$250 per day

Chair and members - 50% per half-day (i.e., 3.5 hours or less), for work on board business for each day of meetings

#### Rate Calculation

<b><i>Meeting and/or Prep</i></b>	<i>Member</i>	<i>Chair/Acting Chairperson</i>
Full Day rate (3.5 hrs to 7.5 hrs)	\$250	\$300
Half day rate (3.49 hrs or less)	\$125	\$150
<b><i>Travel</i></b>		
Full Day rate (3.5 hrs to 7.5 hrs)	\$125	\$150
Half Day rate (3.49 hrs or less)	\$62.50	\$75
Overnight Delay	\$62.50	\$75



## Timelines

14-21 Days: from Receipt of Claim Form by the NTHSSA, COO Office to Direct Deposit

### 7.7.2 RWC Member Travel Guidelines

#### General Information

- Travel for approved Regional Wellness Council business will be reimbursed at the standard GNWT duty travel rates.
- All travel is to be coordinated through the respective regional NTHSSA, COO's office

#### Travel Reimbursement Rates

- Reimbursement for meals, accommodation and travel follow the GNWT Duty travel rates (<http://www.fin.gov.nt.ca/FAMWeb/>)

#### MEALS & ACCOMMODATIONS (taxes included)

Expense	Description	Claim Allowance effective April 1, 2016	Claim Allowance effective October 1, 2016
<b>Non-Commercial Accommodation</b>	Where employees make private arrangements for overnight accommodation.	\$50.00 per night	\$50.00 per night
<b>Meals</b>	Breakfast	\$22.85	\$23.15
	Lunch	\$25.20	\$25.55
	Dinner	\$57.35	\$58.05
<b>Meals Total</b>	Meal allowance total	\$105.40	\$106.75
<b>Incidentals</b>	Incidentals	\$17.30	\$17.30
<b>Daily Total</b>	Meals and incidentals	\$122.70	\$124.05

## KILOMETRIC RATES (taxes included)

Note: Claims for ground transportation costing less than \$10.00 per trip do not require a receipt.

Expense	Description	Claim Allowance effective July 1, 2016	Claim Allowance effective October 1, 2016
<b>Private Car Kilometric Rates</b>	Where the use of a privately owned car is authorized for the Employer's rather than the individual's convenience.	\$0.565 / km within NWT	\$0.58 / km within NWT
	Where the use of a privately owned car is authorized for the individual's rather than the Employer's convenience.	\$0.245 / km within NWT	\$0.265 / km within NWT

### 7.7.3 Regional Wellness Council Financial Administration

#### **General Information**

- The Northwest Territories Health and Social Services Authority administers the budget for Regional Wellness Councils.
- Regional Wellness Council operating expenses are categorized under three areas (1) Conducting meetings (2) Regional Wellness Council Activities (3) General Business.

#### **Process for Expenditures**

##### Conducting Meetings

NTHSSA will coordinate payment for the following expenses related to the conduct of quarterly (four) Regional Wellness Council meetings per fiscal year:

- Member travel and expenses to attend meetings
- Meals for RWC members during meetings, as necessary
- Printing and preparing meeting material
- Guest speaker travel and expenses

##### Regional Wellness Council Activities

Expenses outside the conduct of meetings are to be reviewed with the NTHSSA, COO office prior to initiating.

##### General Business

Reasonable and appropriate expenses will be reimbursed to Regional Wellness Council members for their preparation and participation in Regional Wellness Council business.

General business expenses require a review with the NTHSSA, COO's office.



## *7.7.4 Regional Wellness Council Administrative Support Summary*

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### **First Contact**

- Questions, concerns or clarity around Regional Wellness Council administration and activities should be directed to:
  - RWC Chairperson
  - NTHSSA, COO's office

### **Information Sharing**

- Regular communication between Regional Wellness Council Members, RWC chair, and the NTHSSA will primarily be via email or phone.
- Meeting information (agenda, minutes, and other material) will be shared via email and hard copies will be provided for each meeting.

### **Expense Reimbursement**

- Reimbursement for expenses (travel and accommodation) will be coordinate through standard GNWT processes and guidelines.
- Honorarium payment will follow standard GNWT payroll timelines and processes.

*APPENDIX: Contacts*

Name	Community	Email	Phone

**Northwest Territories Health and Social Services Authority  
CONTACT INFORMATION**

**Northwest Territories Health and Social Services Authority**  
CEO Office  
Tel: (867)767-9050 ext. 40000

CEO, Sue Cullen  
Executive Director, Clinical Integration, TBD  
Executive Director Corporate and Support Services, Kevin Taylor  
Territorial Medical Director, Dr. Sarah Cook  
Chief Medical Information Officer , Dr. Ewan Affleck

Beaufort-Delta Region  
(867) 777-8146  
COO –Arlene Jorgensen  
[Arlene\\_jorgensen@gov.nt.ca](mailto:Arlene_jorgensen@gov.nt.ca)

Dehcho Region  
(867) 695-6457  
COO –Georgina Veldhorst  
[Georgina\\_veldhorst@gov.nt.ca](mailto:Georgina_veldhorst@gov.nt.ca)

Fort Smith Region  
(867) 872-6257  
COO –Phyllis Mawdsley  
[Phyllis\\_mawdsley@gov.nt.ca](mailto:Phyllis_mawdsley@gov.nt.ca)

Sahtu Region  
(867) 587-3651  
COO –Mirielle Hamlyn  
[Mireille\\_gionet@gov.nt.ca](mailto:Mireille_gionet@gov.nt.ca)

Yellowknife Region  
(867) 873-7224  
COO –Georgina Veldhorst  
[Robert\\_tordiff@gov.nt.ca](mailto:Robert_tordiff@gov.nt.ca)

Stanton Territorial Hospital  
(867) 669-4361  
COO –Les Harrison  
[les\\_harrison@gov.nt.ca](mailto:les_harrison@gov.nt.ca)

