

## Meeting Minutes

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**Thursday April 4, 2019**  
**11:00 – 3:00pm**  
**Goga Cho, 2<sup>nd</sup> Floor Boardroom**

*Vision: Healthy People, Healthy Families, Healthy Communities*

**Values: Collaboration Accountability Integrity Respect**

*Mission: Working with people to optimize wellbeing through the provision of collaborative and culturally appropriate health and social services.*

### Attendance

- ✓ **Nancy Trotter**
- ✓ **Brandie Miersch**
- ✓ **Liz Liske**
- ✓ **Karen Hamre**
- ✓ **Liliana Canadic, COO**
- R **Michelle MacDonald, EA – Minutes**
- R **Emelie Saunders**
- R **Marie Speakman**

| #   | Item   |
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| 1.0 | Call to Order @ 1105   |
| 2.0 | Reflection / Prayer led by Karen Hamre   |
| 3.0 | Welcome & Introductions<br><ul style="list-style-type: none"> <li>✓ Acknowledgement of Chief Drygeese traditional territory of the Yellowknives Dene</li> </ul> Guests:<br>Jim Antoine, Chair Leadership Council<br>Nathalie Nadeau, Director Child, Family and Community Wellness<br>Melanie Murphy, Senior Advisor, Governance   |
| 4.0 | Approval of the Agenda<br><ul style="list-style-type: none"> <li>✓ Additional Agenda Items</li> </ul> None.<br><ul style="list-style-type: none"> <li>✓ Declaration of Conflict of Interest</li> </ul> None declared.  |
| 5.0 | Previous Meeting Minutes<br><ul style="list-style-type: none"> <li>✓ Review and Approval</li> </ul> Approved with correction that request was made for a written report by COO be provided in advance of meeting, by Brandie. Seconded by Karen.   |
| 6.0 | Business Arising<br>6.1. Corporal Punishment follow up<br>Nathalie Nadeau provided information and confirmed corporal punishment is illegal in NWT, except in situations where the child is in danger and force may need to be used to prevent harm. There are parenting programs in only some communities. Noted that it is very important that information on alternatives to corporal punishment be given early to parents, so would be good to expand.<br><br>6.2. Elder in Residence Program<br>COO followed up with Stanton COO. Report about the program is being prepared and will |

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|             | <p>be ready for distribution after the end of April.</p> <p>6.3. CHC process for medication stock<br/>COO shared the process for medication stock in CHC’s. Follow up on the RWC member’s complaint confirmed there was a situation where no extra supplies of specific medication were available to share with the patient. There were sufficient supplies to manage emergencies. Typically it takes a day to get special order of supplies to the community. Approximately once a year this may happen, but all efforts are made to avoid it and anticipate the needs ahead of time.</p> <p>6.4. Communication improvement strategy<br/>Different strategies were discussed to improved communication and engagement of the communities in the business of health and social services. Ideas discussed include support from NTHSSA Communications, advertising in the local media sources, get to know your Council meet &amp; greet events.<br/>This topic, including work plan, will be discussed in a greater detail at the next meeting.</p>  |
| <p>7.0.</p> | <p>Presentation: OAG Report Update<br/>Nathalie Nadeau presented Child and Family Services System Wide Quality Improvement Plan.<br/>Our quality approach to improve practice includes 5 key areas:<br/>Training &amp; Practice Support<br/>Manageable Work<br/>Engagement and Community of Practice<br/>Real-Time Feedback and Decision Support<br/>Effective Management and Leadership</p> <p>Key issues identified by OAG report were presented along with work completed and planned actions.</p> <p>Specific consultation with RWC members included following questions: initial reaction to the draft action plan, other activities that need to be prioritized, any actions that need to be changed, guidance and advice to GNWT regarding the improvement of Child and Family Services.</p> <p>Discussion included following:</p> <ul style="list-style-type: none"> <li>• Lack of adequate support and education for foster parents, lack of education about trauma, foster home screening criteria and lack of involvement of children in care in cultural events</li> <li>• Concerns regarding the recruitment and lack of aboriginal foster care homes</li> <li>• Lack of RCMP support to SW staff during the response to child protection concerns</li> <li>• Concerns about lack of adequate engagement and retention of staff in the communities.</li> <li>• need to be more specific about what ‘prevention services’ means</li> <li>• Concern there is no relationship between the Foster child program and adoption. Noted that these are governed by two different acts, but the two programs should still be making effort to work on standards/processes etc. that can complement each other</li> <li>• asking former (i.e., adult) foster children for their idea on improving system (Nathalie noted that the key issue they’ve made least progress on is not meeting key standards in regard to foster care services).</li> </ul> |

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| <p>8.0</p>  | <p>Senior Advisor-Governance</p> <p>Melanie Murphy introduced her role of the Senior Advisor, Governance, as liaison between the NTHSSA leadership &amp; LC/RWC's.</p> <p>She is working with consultant engaged by NTHSSA on Governance Manual (targeted completion June 2019). Other activities include role clarification between DHSS and NTHSSA as it relates to responsibilities to the Councils, engagement strategy and ongoing education requirements for Council members. Melanie noted that a new Director of Policy &amp; Legislation DHSS is expected soon. That is the person most directly responsible in DHSS for the RWCs. Melanie will work to co-ordinate with this new Director; RWC may want to as well.</p> <p>COO/CEO reporting to the RWC was discussed. RWC Chair will share the CEO report after the LC meeting. COO will include issues from the Region in her update for the RWC.</p> <p>Good example of RWC involvement and advisory role was discussion today about the OAG report. There were specific questions asked of the Council and the response provided the Director with important feedback and clarity on concerns.</p> |
| <p>9.0</p>  | <p>Chairperson Report</p> <p>Nancy presented the report.</p> <p>Discussion took place regarding the lack of balanced perspectives during the public consultation about the sugary drinks.</p> <p>Challenges in engaging the public in the works of the Health and Social Services was discussed.</p>   |
| <p>10.0</p> | <p>COO YK Region Activity Update</p> <p>Liliana introduced Primary Health Care Reform and provided information about the demonstration projects that will take place in YK Region:</p> <ol style="list-style-type: none"> <li>1. Expanded Same Day Access</li> <li>2. Integrated Care Teams</li> <li>3. Care for the Most Marginalized</li> </ol> <p>First project to start, as of July 1<sup>st</sup> is Expanded Same Day Access.</p>  |
| <p>11.0</p> | <p>Roundtable Community Updates</p> <p>Fort Resolution</p> <ul style="list-style-type: none"> <li>• concerns raised include criteria for medication drop off's</li> <li>• wait time in CHC to see the nurse (45 minutes for scheduled appointment)</li> <li>• ongoing concerns regarding the new phone system (not user/elder friendly)</li> <li>• concerns regarding the privacy at the CHC registration</li> </ul> <p>Action: Liliana will provide follow up at the next meeting.</p> <p>Dettah/N'dilo</p> <ul style="list-style-type: none"> <li>• concerns raised regarding the lack of CHR and YK Dene First Nations health and social services support in the area, residents are directed to Yellowknife, which does not meet their needs</li> <li>• example of an elder who needed support with meals, who does not have family close by and does not need medical care</li> </ul> <p>Yellowknife</p> <p>Asked about results of Home Care report; not yet ready</p> <p>Action: Chair &amp; Vice Chair will visit and meet with community leaders to get their perspective. Report will be shared with the RWC.</p>                                       |

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| 12.0 | Decision Items and Recommendations to the NTHSSA Leadership Council<br>In my summary for the Leadership Council, I included: <ul style="list-style-type: none"> <li>• Privacy concerns in Fort Resolution CHC</li> <li>• Services gap in N'dilo/Dettah</li> <li>• Community engagement strategies in all communities</li> </ul> |
| 13.0 | Closing Reflections / Prayer<br>✓ Nancy thanked everyone for attending the meeting  |
| 14.0 | Meeting was adjourned at 3:15.  |

Next Meetings:

**June 7**

**September 6**

**November 11**

Themes:

- Rotate meetings to communities of Lutsel K'e & Fort Resolution
- Meet with Chief & Council, visit CHC's
- Visit AWF Wellness Centre & presentation by the Director