

**Regional Wellness Council (RWC) – Sahtu Region  
Meeting MINUTES**

Friday, October 21, 2016 | 9:00am – 3:00pm

NTHSSA Region Board Room, 2nd floor, 27 Mackenzie Drive, Norman Wells, NT; and via Teleconference

#	Item	Notes
1.0	Call to Order by Chair	9:13 a.m.
2.0	<b>Reflection/Prayer</b>	
	Led by Chair	
3.0	<b>Attendance</b>	
	<p><u>Attendees:</u> Gina Dolphus - Chair            Andrea Modeste            Theresa Etchinelle            Sandy Whiteman            Irene Kodakin (via teleconference)            Mireille Hamlyn – Chief Operating Officer (COO)            Sharlene Rankin – Executive Assistant (Recorder)</p> <p><u>Regrets:</u> Brenda T’Seleie            Alphonsine McNeely</p>	
4.0.	<b>Approval of Agenda</b>	<b>Action</b>
	<p><i>The Council moves to approve the Agenda as presented.</i></p> <p><b>Motion # 02-16</b>  <b>Moved by: Sandy Whiteman</b>  <b>Seconded by: Theresa Etchinelle</b>  <b>All in Favour. Motion Carried</b></p>	
5.0	<b>Previous Meeting Minutes – Review and Approval</b>	<b>Action</b>
	<p><i>The Council moves to approve the Minutes from August 28, 2016 as presented.</i></p> <p><b>Motion # 03-16</b>  <b>Moved by: Sandy Whiteman</b>  <b>Seconded by: Irene Kodakin</b>  <b>All in Favour. Motion Carried</b></p>	

6.0	Business Arising from the Previous Meeting Minutes	Action
	<p><b>Question:</b> Can additional information be provided regarding the Associate COO Leadership Development Position? What was the process to apply?</p> <p><b>Answer (COO):</b></p> <ul style="list-style-type: none"> <li>▪ Leadership development positions have been designated within each region of the Northwest Territories by the Minister of Health and Social Services.</li> <li>▪ An Associate COO position was identified and designated by the Minister for the Sahtu Region.</li> <li>▪ A call was sent to local Leadership to identify candidates from across the region.</li> <li>▪ One candidate was identified and seven letters of support were provided.</li> <li>▪ An interview took place on September 13, 2016 with the RWC Chair, NTHSSA COO-Sahtu Region, NTHSSA CEO and a representative from Human Resources.</li> <li>▪ Unfortunately, the candidate accepted another position.</li> <li>▪ The next step will be an open competition for the developmental position.</li> <li>▪ The successful Associate COO candidate will complete courses, undergo mentorship and shadow the COO for two/three years.</li> <li>▪ Once the training is complete the candidate may transition to the COO position, if it is available, or take another government department lead position.</li> </ul>	<p><b>Action (Executive Assistant):</b> Chair-Sahtu RWC requested addition of <u>Interview Process</u> to agenda.</p>
15.0	Action Items Review	Action
	<p><b>Please refer to Action List provided with Agenda.</b></p> <p><b>Item 1</b> – Completed.</p> <p><b>Item 2</b> – Ethel Jean Gruben, Chair-Beaufort Delta RWC, has been identified as Vice Chair of NTHSSA Leadership Council for one year term.</p> <p><b>Question:</b> NTHSSA Leadership Council meetings are public and members of the public or RWC can attend via teleconference. Why were we not informed of this? I found this information online. If the Chair cannot attend, then another RWC member can participate by listening to the discussion and reporting back. There is no Vice-Chair position within the RWC.</p> <p><b>Answer (COO):</b> We will ensure this information is posted in future for attendance by RWC members.</p> <p><b>Item 3</b> – RWC members will serve up to a three-year-term. The terms will be staggered. Further information to be provided during the RWC Orientation session.</p>	<p><b>Action (Executive Assistant):</b> Executive Assistant to modify next agenda to ensure <u>15.0 - Action Items Review</u> immediately follows item <u>6.0 – Business Arising from the Previous Meeting Minutes</u>.</p> <p><b>Action (Executive Assistant):</b> Executive Assistant to provide public notices regarding NTHSSA Leadership Council Meetings to RWC members, including teleconference access numbers.</p>

**Item 4** - Further information to be provided during the RWC Orientation session.

**Discussion – RWC Roles and Responsibilities:**

- It is important for RWC members to be included and invited to attend during NTHSSA Executive Committee visits within the Sahtu region.
- I don't feel comfortable being out in the community as a member of the RWC until roles are more solidified. It is difficult to be out in public or on a board in that capacity.
- What do we tell the public? What if we say something wrong? We have been appointed by the Minister. We are liable.
- I do not understand if my role conflicts with my position as a Wellness Coordinator in my community. I feel like I am limiting myself.
- It is important that communication to community members is provided in ways that work for the Sahtu.
- I am not someone to come to with complaints. That is not my role. Complaints should be directed to the COO.
- During our initial Orientation, we were told that the RWC is an advisory body that addresses local delivery of health and social services programs. However, this statement doesn't explain what we are to say or do.

**COO:**

- COO reviewed the NTHSSA-Sahtu Region complaint process for community members.
- Complaints should be directed to the COO, the Nurse in Charge or appropriate Manager/Supervisor.
- If an issue regarding a practitioner is not resolved through discussion with the NTHSSA Sahtu Regional or Executive Office, a formal complaint can be made to the appropriate professional licensing body. Example: a complaint regarding a Registered Nurse (RN) can be made to the Registered Nurses of the Northwest Territories and Nunavut (RNANT/NU).

**Discussion:**

- It is important to identify new issues and concerns in the region.
- We should also take note if it is a recurring issue; sometimes it can be identified as a service/delivery problem.

**COO:**

- COO encouraged RWC members to look beyond individual complaints to view the Sahtu as a

**Action (COO):** COO to notify NTHSSA Executive Committee that the Chair - Sahtu RWC and RWC members wish to be included/invited to attend meetings with local leadership during regional visits.

	<p>whole; to note any struggles or gaps and bring these issues forward for discussion at RWC meetings.</p> <ul style="list-style-type: none"> <li>▪ Sahtu RWC members can have an impact at a territorial level through the presentation of these issues through their Chair at the NTHSSA Leadership Council meetings.</li> <li>▪ Through examination at the NTHSSA Leadership Council meetings, these issues may become part of a territorial focus.</li> <li>▪ RWC members play an important role not just as advisors but also as advocates, to influence and ensure the Sahtu community is heard.</li> </ul> <p><b>Question (COO):</b> How would you like your role as RWC members announced within the Sahtu region and to the local Leadership?</p> <p><b>Answer - Chair:</b></p> <ul style="list-style-type: none"> <li>▪ Please send letters to local leadership -chiefs, land corporations, and mayors.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ Regional Wellness Council information can be shared at the upcoming Community Health Living Fairs and on local radio programs.</li> </ul> <p><b>Item 5</b> – All RWC members are responsible for communicating with Colville Lake residents and Leadership; to represent their issues and concerns.</p> <p><b>Item 6</b> – RWC Orientation session will review roles and responsibilities.</p> <p><b>Item 7</b> – COO and Assistant Deputy Minister Families and Communities visited London, Ontario to perform research for the Deline Traditional Counsellor Pilot Project.</p> <ul style="list-style-type: none"> <li>▪ The visit took place at Southwest Ontario Aboriginal Health Access Centre (SOAHAC), May 24-25, 2016.</li> <li>▪ SOAHAC provided numerous resources and will serve as an excellent model for incorporating traditional culture/healing into all aspects of health and social services.</li> <li>▪ An invitation was extended to Deline First Nation to join in the visit but a representative was unable to attend.</li> <li>▪ An invitation was sent to Deline First Nation to set up a facilitated session to begin planning and building a program model that fits the needs of the Sahtu. No date for this session has been determined.</li> <li>▪ The Minister of Health and Social Services is committed to continuing with the Deline Traditional Counsellor Pilot Project and the Assistant Deputy Minister, Families and Communities is</li> </ul>	<p><b>Action (COO):</b> Letter to be drafted announcing RWC members to local Leadership after Orientation has been completed.</p> <p><b>Action (Executive Assistant):</b> Executive Assistant to send RWC a list of community contacts and leadership.</p> <p><b>Action (Executive Assistant):</b> Executive Assistant to confirm with Manager, Policy, Legislation and Communications (Health and Social Services), regarding request for Chair-Sahtu RWC to participate in interview on CBC radio.</p>
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also very interested in supporting this program.

**Question:** Has the Deline Traditional Counselor Pilot Project been discussed at the Leadership Council? If this a priority of the Department of Health and Social Services, then a template and funding must be provided through the Regional Wellness Council.

**Answer (Chair-Sahtu RWC):**

- It was mentioned briefly and was discussed at the Elders Council in Yellowknife, which has since been disbanded.

**Answer (COO):**

- Funding to hire a facilitator for a planning meeting between NTHSSA-Sahtu Region and Deline Got'ine Government has been approved. The foundational pieces of the program are to be discussed.
- Unfortunately, Deline First Nation/Deline Got'ine Government did not have the capacity in 2016 to move forward due to transition to self-government.

**Discussion:**

- The community of Tulita and traditional healers in Northern Alberta have a service agreement. Perhaps other regions could take advantage of this independent program.
- We had pushed for a traditional counsellor in Deline. We didn't know what had happened with it. We knew there had been a meeting but there has been a gap in communication. As a board member, I didn't know about the trip to Ontario. I think we need to let people know and advertise for the position.

**COO:**

- Funding has not been approved for hiring at this time.
- Funding has been approved for the development of a Traditional Counsellor model of care and how that position will function within the community of Deline.
- The funding will be used to develop the foundation of the model; client intake, consent, documentation, reporting and evaluation processes must be outlined.
- In the future, the scope of the project could expand to across the Sahtu.

**Discussion – Deline Traditional Counselor Pilot Project:**

- Each community should have their own healer. It would save money on travel. People would know that they are available to help during in a crisis.

**Action (COO):**

COO to clarify funding available for development of Deline Traditional Counsellor Pilot Project.

	<ul style="list-style-type: none"> <li>▪ With the project being Deline specific, it is a great opportunity for health and wellness. Deline self-government will take over health.</li> <li>▪ I support Deline in this initiative as a RWC member, however I would like to make an informed decision. I would like to know more as I do not feel comfortable making a decision at this time. I am unsure how the model would work and even if it fits with customs of the people here. I am from the South and healing and sun dance ceremonies come naturally to me. Does it fit with the Dene people?</li> <li>▪ Each community is different.</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>▪ After additional discussion, the RWC members expressed agreement to proceed with this program in Deline, and develop a clear understanding of the processes elsewhere and how they might work with the culture in the Sahtu.</li> <li>▪ Brief discussion regarding the importance of On the Land programs followed.</li> <li>▪ Funding is available through Parks Canada and through the Department of Health and Social Services. Applications can be made by community or collectively.</li> </ul>	
<b>Break: 10:31-10:43a.m.</b>		
	<p><b>Item 8</b> – The previous Sahtu Health and Social Services Authority (SHSSA) Board approved the 2016/17 budget.</p> <ul style="list-style-type: none"> <li>▪ As it is mid-year, the RWC will continue to use the funding set out by the SHSSA Board until the end of the fiscal year.</li> <li>▪ A copy of the budget can be provided upon request.</li> <li>▪ There is currently no set minimum or maximum number of RWC meetings.</li> </ul> <p><b>Question:</b> Is there funding for community visits? RWC attendance of Community Healthy Living Fair or National Addictions Awareness Week events? It would be beneficial to have one or more RWC members present.</p> <p><b>Answer (COO):</b> COO to inquire regarding budget planning in November for next fiscal year.</p> <ul style="list-style-type: none"> <li>▪ The budgets from each region will be prepared and be provided to the NTHSSA Leadership Council for review and approval.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ I would like to see RWC funding for personal development, capacity building, attending con-</li> </ul>	<p><b>Action (COO):</b> COO to provide the RWC members with a copy of 2016/17 SHSSA Board approved budget.</p> <p><b>Action (COO):</b> COO to investigate 2017-18 budget inclusions for community travel for RWC members.</p>

ferences.

**Item 9** – Previously discussed.

**Discussion:**

- RWC members noted that they would like to review and collaborate in preparing Chair-Sahtu RWC reports for NTHSSA Leadership Council.
- RWC members would like to receive reports/information discussed or developed by the NTHSSA Leadership Council.

**Item 10** – Patient Experience Surveys were provided to Sahtu residents and were available online, and social media between August 15 to October 15, 2016.

- Patients were provided with the survey if they came in for an appointment.
- Mental Health was not included in this survey.
- Final report to be shared with RWC members.
- Results for Deline First Nation health survey were unavailable at time of meeting.

**Item 11** – Sahtu Esther Story is being examined as a model of care by the NTHSSA and Department of Health and Social Services.

- SHSSA made a presentation on the Esther Story to the Deputy Minister of Health and Social Services and Senior Management staff in February 2016 in Yellowknife.
- SHSSA shared the vision and guiding principles of the Esther Story with staff through the 2014-2016 Strategic Plan.
- The Esther Story and guiding principles were initiated and inspired by the SHSSA Board.

**Item 12** – Next NTHSSA Leadership Council meeting is tentatively scheduled for early December 2016. Further updates to be provided once confirmed.

**Item 13** – Removed from Action List.

**Item 14** – Item removed from Agenda. Originally intended for the NTHSSA Leadership Council.

**Item 15** – Medical Travel was discussed briefly during the RWC Orientation meeting in Yellowknife in August 2016. No further updates have been provided.

**COO:**

- No formal report on Medical Travel has been released.

**Action (Executive Assistant):**  
Executive Assistant to provide a copy of the Esther Story to RWC members.

- Medical Travel Modernization Team visited the Sahtu Regional Office from Yellowknife, January 12-13, 2016, and reviewed/mapped the process with clerks, nurses and Nurses in Charge.
- All information gathered to date from across the territory has been provided to a consultant and a report is currently being drafted.
- Policy surrounding Medical Travel is developed by the Department of Health and Social Services.
- Processes and how to implement the policy falls under the role of the NTHSSA, specifically, the Executive Director of Corporate and Support Services.
- Streamlining and customer service are priorities.
- System Navigator is available to assist clients with challenges.  
<http://www.hss.gov.nt.ca/en/services/system-navigator>

**Question:** Are there statistics on Medical Travel? Where are the problems? Non-attendance?

**Answer (COO):** Yes, there are statistics but they are not organized by service but rather by diagnosis.

- Some of the data is not representational. For example, it may list a “no show” when the problem was the patient had not been issued a ticket.

**Question:** Is the escort aspect of Medical Travel working? Perhaps a pilot project could be undertaken with paid medical escorts in one community.

**Answer (COO):** This option will be examined during the review process.

**Answer (Chair):** This topic is also under discussion at the NTHSSA Leadership Council.

**Item 16** –RWC members have option to use supports at local health centre, e.g. fax or printer.

**Item 17** – Sahtu Region NTHSSA staff contact list provided to each RWC member.

**Discussion - Staffing:**

- Noted 56 positions with 23 affirmative action (40%).
- Noted less representation in professional positions such as nursing.
- Noted that people are going away for school but are not returning to Sahtu for employment.

**Question:** Who funds the Wellness Centres in Tulita and Deline?

**Answer (COO):** Wellness Centres are staffed and operated by the NTHSSA. There is not room to have all staff working within one building in all communities.

**Action (Chair – Sahtu RWC):**  
Chair will follow-up regarding Medical Travel and Escorts at next NTHSSA Leadership Council meeting.

**Action (COO):**  
COO to send an email to NICs to confirm RWC member use of supports at local health centre, e.g. fax or printer.



<p><b>Question:</b> Are the Nurse in Charge (NIC) positions all shared positions?</p> <p><b>Answer (COO):</b> Yes, as of September 2016, NTHSSA-Sahtu Region employs permanent Job Shares under the Collective Agreement (six week rotations).</p> <ul style="list-style-type: none"> <li>▪ Several NICs have been returning for six, seven or eight years.</li> <li>▪ There is one permanent nurse in Deline; two full-time equivalent (FTE) in Fort Good Hope; one FTE in Norman Wells and two 0.5 positions; the remainder are permanent nursing staff.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ RWC member requests COO to review recent nursing position competition in Deline.</li> <li>▪ RWC members request opportunity to meet with regional office staff to foster support, advocacy and have a better understanding of each position and role.</li> </ul> <p><b>Question:</b> Can RWC members receive information on staffing for the new facility for next year? Will there be a full-time physician?</p> <p><b>Answer (COO):</b> An overview regarding the new facility in Norman Wells is to be provided during agenda item 12.0.</p> <p><b>Item 18</b> – COO provided information regarding Personal Support Worker (PSW) training which took place at Aurora College, September 2015-May 2016.</p> <ul style="list-style-type: none"> <li>▪ Six graduates were from the Sahtu region.</li> <li>▪ Three are currently working as casuals with NTHSSA Home Support Workers (HSWs).</li> <li>▪ One is not employed; two relocated (Fort Smith and Inuvik).</li> <li>▪ Health care related training offered by the NTHSSA, in collaboration with Aurora College, included courses in First Aid/CPR, Customer Service Training, Medical Terminology and WHMIS (ongoing) and Food Safety (ongoing).</li> <li>▪ In January 2015, a health career promotion fair was hosted by NTHSSA-Sahtu Region, Aurora College and the Department of Education, Culture and Employment in all Sahtu communities.</li> </ul> <p><b>Item 19</b> – COO reviewed Territorial Admissions Committee Process and the new Long-term Care Facility in Norman Wells.</p> <ul style="list-style-type: none"> <li>▪ Long-term care clients, originally from the Sahtu, will have an opportunity to transfer to Norman Wells facility; Sahtu residents will be given first priority.</li> </ul>	<p><b>Action (COO):</b> COO to undertake review of recent nursing position competition in Deline and provide update to RWC members.</p> <p><b>Action (COO):</b> COO to coordinate a “meet-and-greet” for next RWC meeting with regional office staff.</p>
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	<ul style="list-style-type: none"> <li>▪ There will be 18 beds with one respite bed and one palliative care bed.</li> <li>▪ Financial Management Board (FMB) submission of operational plan (funding request to operate new facility) to be reviewed and approved by Cabinet in February/March 2017.</li> <li>▪ Once approved, hiring for the new facility can begin.</li> <li>▪ Estimated move-in date is fall 2017.</li> <li>▪ New newsletter with images to be distributed.</li> </ul> <p><b>Item 20</b> – Completed. Included in RWC binder.</p> <p><b>Item 21</b> – Completed.</p> <p><b>Item 22</b> – COO reviewed recent Fort Good Hope Victim Impact Statements Hearing (September 14-15, 2016).</p> <ul style="list-style-type: none"> <li>▪ Healthy Families Community Wellness Worker (Deline), Mental Health and Addictions Counselors (Tulita and Fort Good Hope) attended to provide support to community members.</li> <li>▪ Mental Health and Addictions Counsellor was also present in Colville Lake.</li> <li>▪ Local leadership provided two additional counselors; RCMP also provided additional staff.</li> </ul> <p><b>Item 23</b> – Executive Assistant reviewed the RWC honorarium process and explained delay in processing due to incomplete direct deposit forms.</p>	<p><b>Action (Executive Assistant):</b> Executive Assistant to send RWC members copies of all information sheets regarding new facility in Norman Wells and create a mail out to all community members.</p>
<b>10.0</b>	<b>Medical Assistance in Dying (MAID)</b>	<b>Action</b>
	<p><b>COO:</b></p> <ul style="list-style-type: none"> <li>▪ Provided a brief history on the MAID legislation.</li> <li>▪ In February 2015, the Supreme Court of Canada ruled that certain provisions of the <i>Criminal Code</i> were unconstitutional, essentially allowing for physician-assisted death in Canada. The Supreme Court of Canada delayed their ruling until June 6, 2016 to allow the federal government and provinces/territories to plan for implementation.</li> <li>▪ Public information is available online: <a href="http://www.hss.gov.nt.ca/en/services/medical-assistance-dying">http://www.hss.gov.nt.ca/en/services/medical-assistance-dying</a></li> <li>▪ Any and all requests for information regarding medical assistance in dying must be initiated by the patient and must be made voluntarily, without external pressure or advice.</li> <li>▪ Practitioners are legally obligated to provide information to patients who request it.</li> <li>▪ COO reviewed informed consent process and reflection period for patients/clients.</li> <li>▪ Specific physicians have been designated and will fly-in to assist with MAID across the NWT.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ Discussion of MAID in relation to teachings of the Catholic Church.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Similar to issue of abortion, it is important to understand the legal obligations of MAID.</li> <li>▪ Who will inform elders? They do not read public directives on websites.</li> </ul> <p>Irene Kodakin left the meeting at 12:01p.m.</p>	
	<b>Break: 12:01p.m. - 1:15p.m.</b>	
<b>8.0</b>	<b>RWC Member Observations and Comments</b>	<b>Action</b>
	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ RWC members request additional information regarding RWC roles and responsibilities to feel confident in attending community events, interacting with health and social services staff, participating in interagency committees and to assist in resolving perceived conflict of interest with current employment.</li> <li>▪ Reviewed importance of Applied Suicide Intervention Skills Training (ASIST) and Violence Prevention Training.</li> <li>▪ RWC members request further information regarding services available during daytime and after-hours in each community for those facing family violence, intoxication, mental health issues or suicide.</li> <li>▪ RWC would like to know what options are available to share with community members and those in need.</li> </ul>	<p><b>Action (COO):</b> COO to provide RWC members with business cards to provide to community members to assist in resolving complaints.</p> <p><b>Action (COO):</b> COO to provide feedback regarding RWC member experience with using Mental Health Help Line.</p> <p><b>Action (COO):</b> COO to provide RWC members with list of services available during daytime and after-hours in each community to aid in situations of family violence, intoxication, mental health or suicide.</p>
<b>7.0</b>	<b>Chairperson's Report</b>	<b>Action</b>
	<p><b>Chair – Sahtu RWC:</b></p> <ul style="list-style-type: none"> <li>▪ Chairperson's Report containing list of Sahtu priorities was presented at NTHSSA Leadership Council meeting on September 12, 2016.</li> <li>▪ A copy this report was provided within the RWC binder.</li> <li>▪ Currently awaiting response from Executive Committee.</li> </ul>	
<b>9.0</b>	<b>Projects and Priorities</b>	<b>Action</b>

	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ RWC members requested ongoing information updates from the COO regarding the following topics: <ul style="list-style-type: none"> <li>- Staffing updates and description of each position's roles/responsibilities</li> <li>- New Facility (staffing updates, positions, and progress on construction)</li> <li>- New Organizational Structure</li> <li>- Budget update for remainder of 2016/17 and planning for 2017/18</li> </ul> </li> </ul> <p><b>COO:</b></p> <ul style="list-style-type: none"> <li>▪ COO provided a brief update regarding the new facility in Norman Wells.</li> <li>▪ Positions to be hired for the new facility include: registered nurses, personal support workers, cooks, cook helpers, clerks and cleaners.</li> <li>▪ The new health centre and social services centre will provide the same services as currently offered in Norman Wells.</li> <li>▪ Addition of Community Health Representative position (Norman Wells) – in process.</li> </ul>	
<b>11.0</b>	<b>Accreditation</b>	<b>Action</b>
	<p><b>COO:</b></p> <ul style="list-style-type: none"> <li>▪ Accreditation Canada assesses quality of care at site of delivery; it consists of exterior observation of process and procedure, ensuring care is aligned with quality standards.</li> <li>▪ Sahtu Region, as a part of the new single authority, will be moving through this process to full accreditation in 2019.</li> <li>▪ The goal of Accreditation is patient safety and ongoing quality assurance.</li> <li>▪ To achieve this, efforts will be focused on Infection Prevention and Control, and Remote/Isolated Health Services Standards.</li> <li>▪ Examples of priority areas include: <ul style="list-style-type: none"> <li>- intravenous infusion pump safety, medication reconciliation, accurate charting, risk of suicide assessment, two “person identifiers” used to confirm identity, accurate transfer of information and follow-up, and 52 other identified priority areas.</li> </ul> </li> <li>▪ The first site visit and survey is scheduled for September 2017.</li> </ul> <p><b>Question:</b> How does accreditation examine risk of suicide?</p> <p><b>Answer (COO):</b> Accreditation will be reviewing the processes in place to document if a client is identified as a risk by a nurse, social worker or counsellor.</p> <ul style="list-style-type: none"> <li>▪ Accurate documentation is important to ensure clients receive the help they need.</li> </ul>	

**Discussion – Suicide Prevention:**

- Suicide is a sensitive issue.
- Some clients have language barriers; they do not understand or struggle to communicate their need.
- There is currently no organization within the NWT to treat suicide.
- Even if losing a family member happened years ago, it is still feels like it was yesterday.
- We were not educated to help in the past. Not available at that time.
- The issues are still there. How do we work at the community level and help people of all ages?
- Residential school impacts generations. It is important to have a mental health worker in each community.

**COO:**

- The Mental Health and Addictions Counsellor in Fort Good Hope is on medical leave.
- A casual Mental Health and Addictions Counsellor has been hired for November 1 – December 16, 2016 in Fort Good Hope.
- COO reviewed resources for information online:
  - Department of Health and Social Services website <http://www.hss.gov.nt.ca/>
  - Sahtu Region website <http://www.hss.gov.nt.ca/>

**Question:** I have been hearing in the news about the Information And Privacy Commissioner and NWT Protection of Health Records. There have been seven privacy complaints. Can you provide further information regarding the Health Information Act? Individuals have rights regarding who can and cannot have access to their information.

**Answer (COO):** NTHSSA staff have received Health Information Act (HIA) training.

- The concerns that were raised in the news related to Electronic Medical Records (EMR).
- EMR has been deployed in Norman Wells, with other communities following in 2017.
- All employees using EMR have received privacy training.
- Access to EMR files is strictly controlled by position. Not everyone has access to all information.
- If there is a security breach, there are internal processes in place for reporting and a disciplinary process, including termination.
- Each health centre has an information binder outlining the new training and processes surrounding the Health Information Act, in addition to EMR privacy training.

	<p><b>Question:</b> How do we ensure it is done? Does the NTHSSA perform drug and alcohol testing? Handling files is supposed to be private. I have personally noticed misfiling of information.</p> <p><b>Answer (COO):</b> Drug or alcohol testing is not permitted within the NTHSSA.</p> <ul style="list-style-type: none"> <li>▪ The Nurse in Charge in each health centre is trained in processes to mitigate risks of breach of privacy and misfiling of information.</li> <li>▪ Staff are provided with the knowledge and training required in handling health information.</li> <li>▪ EMR will reduce the risk of misfiling as it will be paperless and access will be further restricted.</li> </ul>	
<b>12.0</b>	<b>New Health and Social Services Centre and Long-term Care Facility in Norman Wells</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>▪ Discussed during agenda item 9.0.</li> </ul>	
<b>13.0</b>	<b>Associate COO Position</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>▪ Discussed during agenda item 6.0.</li> </ul>	<b>Action (Executive Assistant):</b> Executive Assistant to provide public notice of Leadership Council meetings to RWC members.
<b>14.0</b>	<b>Other Business</b>	<b>Action</b>
	<p><b>COO:</b></p> <ul style="list-style-type: none"> <li>▪ NTHSSA Executive Committee will be providing System Transformation updates to Deline, Colville Lake and Fort Good Hope health and social services staff by GoToMeeting (online).</li> <li>▪ NTHSSA Executive Committee regional community visits to be continued in 2017.</li> </ul>	<b>Action (COO):</b>
<b>16.0</b>	<b>Closing Reflections/Prayer</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>▪ Closing prayer led by Gina Dolphus.</li> </ul>	
<b>17.0</b>	<b>Adjournment</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>▪ The Council moves to adjourn meeting.</li> </ul>	
<b>Adjourned: 2:36 p.m.</b>		
<b>Next Meeting: To be announced.</b>		