

Yellowknife Regional Wellness Council Meeting Minutes

Thursday November 21, 2019

5:00 PM – 8:00 PM

Goga Cho, 2nd Floor Boardroom

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

Vision: Healthy People, Healthy Families, Healthy Communities

Values: Collaboration Accountability Integrity Respect

Attendance:

- ✓ **Nancy Trotter**
- R Liz Liske**
- ✓ **Karen Hamre**
- ✓ **Liliana Canadic, COO**
- ✓ **Michelle MacDonald, EA – Minutes**
- R Melanie Murphy, Senior Advisor Governance**
- ✓ **Brandie Miersch**
- ✓ **Marie Speakman**
- ✓ **Emelie Saunders**
- R Katey Simmons**

Guests:

Iris Notley, Executive Director, Side Door

Dr. David Pontin, Area Medical Director, NTHSSA – YK Region

Donald Prince, Executive Director/CEO - Arctic Indigenous Wellness Foundation

Wilbert Cook, Executive Director/Program Manager - Arctic Indigenous Wellness Foundation

Kyla Kakfwi-Scott, Project Lead, Primary Health Care Reform, Health & Social Services

#	Item
1.0	Call to Order The meeting was called to order at 5:18pm
2.0	Reflection / Prayer Meeting began with a prayer lead by Emelie Saunders
3.0	Welcome & Introductions <i>Acknowledgement of Chief Drygeese traditional territory of the Yellowknives Dene.</i> Introductions were made around the table.
4.0	Safety Overview

	Michelle reviewed safety and emergency procedures for the building
5.0	Additional Agenda Items No additional agenda items
	5.1 Approval of the Agenda Karen moved to approve the agenda, Emelie seconded. All in favour.
	5.2 Declaration of Conflict of Interest No conflicts were declared.
6.0	Youth Community engagement
	6.1 Guest Speaker: Iris Notley, Executive Director – Side Door <ul style="list-style-type: none"> • Liliana provided the guest speaker with background on the role and function of the Regional Wellness Council • Iris provided an overview of the services that Side Door provides (Hope’s Haven, Resource Centre, Homeless2Hope) and the challenges of youth wellness: <ul style="list-style-type: none"> • Mental Health & Addictions <ul style="list-style-type: none"> • Launching modified youth program in the new year. • Need a process of support post and pretreatment. Side Door is not involved until housing is needed. • Mental Health position at Side Door for 2 years. Partially funded by HSS but not this year. • Public Health Clinic (STI is a priority) <ul style="list-style-type: none"> • Need to have a clinic within Side Door as youth do not access regular clinics (use ER instead). • Age of youth at Side Door Resource Centre are 14-24 • Importance of building trust with youth • Side Door can support other communities but not always possible • After hours emergency #: 766-HOPE • After School program was cancelled 4 years ago • Members provided feedback and comments: <ul style="list-style-type: none"> • Discussion about outreach services for youth to see an NP in the building where youth are comfortable. • Discussion about Mental Health & Addictions Counselling and the changes coming with Child & Youth Care Counsellors (CYCC) coming into the schools. • Discussion about youth exposure to their culture through Indigenous staff and connections with the Indigenous Wellness camp.
	6.2 Guest Speaker: Donald Prince, Executive Director/CEO - Arctic Indigenous Wellness Foundation & Wilbert Cook, Executive Director/Program Manager - Arctic Indigenous Wellness Foundation

	<ul style="list-style-type: none"> • Donald announced that he is leaving the Arctic Indigenous Wellness Foundation and Wilbert will be taking over next week • Donald provided the history of the centre, an overview of the services and general information: <ul style="list-style-type: none"> • Counsellors, elders, traditional counsellors, healers, medicine people • Appointments are not necessary; centre is open from 7am-5pm. • 4,000 individuals have used the centre in the past 14 month • Elders will travel to communities to share knowledge about operations and work with youth. • Working with youth through schools with the mindset of teaching and not punishing • Relationship with Territorial Treatment Centre (TTC) and the Psychiatric ward at Stanton. • Side Door started coming a couple months ago • Individuals are discouraged with western style of counselling in the communities as it involves too much paperwork for initial appointments • Discussion of treatment centres that are free and deal with trauma and residential school. Funding is available through NIHB. • Elders are going to where the youth are to teach them, take them out on the land and share knowledge including language. • Update on the \$15 million dollar wellness centre being built behind Stanton. • Members provided feedback and comments: <ul style="list-style-type: none"> • Discussion about relationship with individuals before and after treatment. Current staff from the centre will be at the airport to pick up individuals after treatment. • William Greenland will be visiting Lutselk'e on Dec 5th & 6th • Discussed the homeless going to camp for meals • Referrals are received from multiple sources including physicians • Discussion on visits to North Slave Corrections • Social workers are receiving training at camp as part of their core training. • Shared stories about connecting with individuals and the impact of change that is evident even from medical professionals.
7.0	<p>Previous Meeting Minutes - Review and Approval</p> <p>Karen moved to approve the minutes, Brandie seconded. All in favour.</p>
8.0	<p>Business Arising</p>
	<p>8.1 Northern Conversations Recommendations</p> <ul style="list-style-type: none"> • Nancy reached out to ask for clarification on asks but no response • Discussion about delay of surgery letters and bringing forward to Leadership Council • Discussion about "patient portal" to EMR which should be brought forward to Leadership Council • Discussion about patient privacy and professional standards. The barrier needs to be looked at especially for communities.
	<p>8.2 Stanton Volunteer Program up-date</p>

	<ul style="list-style-type: none"> Deferred until January
9.0	New Business
	N/A
10.0	<p>Chairperson Report</p> <p>Correspondence</p> <ul style="list-style-type: none"> RWC training – message from Melanie Murphy - Senior Advisor Governance There was some initial planning to hold a RWC training gathering, but the costs are very high. Melanie is continuing to investigate the most cost-effective way to provide an orientation for RWC members and make it meaningful for everyone. One idea is to hold orientation sessions at each RWC meeting. A small team of people could attend and do the orientation. RWC members are in favour of having a team attend a future RWC meeting. Governance Standards - Nancy asked Melanie for clarification on standard # 10.5 10.5 The governing body regularly hears about quality and safety incidents from the clients and families that experience them. This is done through the Regional Wellness Council and included in the Quality Reports. The framework for leveraging patient experience is being developed. Reply from Melanie Murphy, For the Governance Standard, we do not have a formal process in place as of now. I have heard clients and family members express their issues and concerns at RWC meetings. The meetings are publicized and members of the public do attend in other regions. I know this is a concern for YK Region as members of the public do not attend the meetings. We are also looking at ways to make the AGM more inclusive... instead of just a presentation and update. If any members of your RWC have any suggestions, please pass them along. Letter from Barb Paquin regarding problems at Stanton Territorial Hospital with the Meals on Wheels program. Passed on to Liliana Canadic, COO. Nancy will be meeting with the Yellowknife City Mayor, Deputy Mayor and City Administrator on December 19 at 11am for 30 minutes. Other members are welcome to attend. Message Nancy if members would like to attend.
11.0	<p>COO YK Region Activity Update</p> <p><i>Guest Speaker: Dr. David Pontin, Area Medical Director - NTHSSA-YK Region & Kyla Kakfwi-Scott, Project Lead, Primary Health Care Reform, HSS</i></p> <ul style="list-style-type: none"> Dr. Pontin discussed the Integrated Care Team (ICT) model that is part of Primary Health Care Reform, background of success from the NUKA System of Care in Alaska and the history of Leadership Council being involved. Discussion on the panel and the complexities of dealing with chronic disease and addiction. <ul style="list-style-type: none"> 4 people arranged around a panel (Practitioner, RN Case manager (CHN), LPN & Program Assistant Holistic Wellness Advisor (hybrid role of counsellor and medical social worker) will be part of ICT and will support all teams. Nurse Practitioners will be a support role of multiple teams. April 6, 2020 – rolling out 2 teams at Frame Lake Discussion of past history of a similar model, expenses and changes with Primary Health Care Reform. Discussion about the impact of ICT in Yellowknife vs communities (Yellowknife current has 5,000 individuals without a physician)

	<ul style="list-style-type: none"> • Shared story about frustrations with the lack of continuity in health care. • Discussion about public engagement, advertising, connecting with community leadership, and direct communication to patients. • Clarity needed on "Managed alcohol program": is this happening? when? If not, why not? • Follow-up communication will be coming in regards to the Good Neighbour (Sobering Centre). • Report from Senior Survey is not ready for public consumption • Discussion about emergency contact when visiting the hospital. COO will follow-up with the hospital. • Story shared about mental health patient and role of the medical centre and RCMP. Members are encouraged to report when situations happen so a quality review can be done. • Discussion about Mental Health First Aid training and potential to be brought back every two years as a standard for each community.
12.0	Roundtable Updates- Community activities, questions and concerns
	<ul style="list-style-type: none"> • A member requested a guest speaker to provide details on issues at the new hospital. • Concerns in media about the day shelter in Yellowknife; how is this being addressed.
13.0	RWC Outstanding Action Items – Hand Book <ul style="list-style-type: none"> • Deferred
14.0	RWC Report to Leadership Council- what items do we want to take forward to the Leadership Council?
	<p>Leadership Council meeting next week in Inuvik concerns</p> <ul style="list-style-type: none"> • Norther Conversations - suggestions • Outreach for Youth at the Side Door: request a clinic once or twice a month (NP) at the Side Door • Quality Improvement Safety Plan (Cultural safe indicators and <i>supporting the supporters</i>) • Difficulties making an appointment in communities where the receptionist is related to the person needing an appointment • Confirmation of intent for long term care (public vs private care) • Comfort level talking about suicide and the need for Mental Health First Aid • People who come to emergency at Stanton with no support person.
15.0	Closing Reflections / Prayer
	Marie closed the meeting with a prayer.
16.0	Adjournment
	Meeting was adjourned at 8:40pm

Next Meeting – January 16, 2019