

We could learn a lot from crayons: some are sharp, some are pretty, some are dull, some have weird names, and all are different colors... but they all exist nicely in the same box.

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## Mental Health, Up and Running!

Hello to the residents of the Deh Cho region!

DCHSSA is happy to announce that the Mental Health, Addictions and Family Violence Team have all been hired and the program is running. This last year has been busy filling these positions and finding appropriate office space. Now the orientation process has begun. **This is an essential process, as we want to focus on team building internally within the unit, alongside and in conjunction with other units within the DCHSS Authority, and with the communities and the people as a whole.** It allows the employees and the communities time to get to know one another and have a greater appreciation of their respective roles. As such, members of the Mental Health and Addictions Team participated in traditional activities in Ft. Provi-

dence, Ft. Liard and Ft. Simpson. Dean Harvey, Cecilia Smith and Ann Firth Jones attended the Deh Cho First Nation AGM, assisting with the children's activities and meeting residents of the Deh Cho. They have learned a great deal about our region and it's cultures.

The Mental Health Team provides the following services to residents of the region:

- Public education, especially about prevention, including how to prevent family violence
- Individual, family and group counseling and therapy
- Screen and assess people, and refer them for treatment
- Offer support groups
- Provide follow up and aftercare support.

Your Mental Health, Addictions, and Family Violence team consists of nine members:

**1 Regional Clinical Supervisor**

- Kathy Szirtes is located at the Ft. Simpson Health Center (867) 695-7070

**4 Mental Health Counselors**

- Jennifer Olson and Dean Harvey are located in the Ft Simpson Health Centre (869) 695-7070
- Cecilia Smith is located in Ft. Providence at the Snowshoe Center (867) 699-3421
- Margaret Watson is located in Fort Liard (867) 770-4770

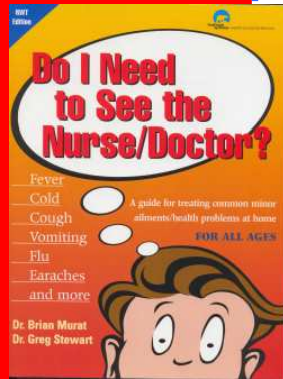
**4 Community Wellness Workers**

- Pat Switzer – Ft. Simpson Health Center (867-695-7070)
- Tina Gargan – Ft. Providence Snowshoe Center (867) 699-3421
- Bernice Hardisty – Fort Liard (867) 770-4770
- Ann Firth Jones – Hay River Reserve Wellness Center (867) 874-2838



From left to right: Kathy Szirtes, Dean Harvey, Jennifer Olson Of Fort Simpson

The Team from Fort Simpson covers Wrigley, Jean Marie River and Nahanni Butte. The Ft. Providence Team covers Kakisa Lake. And the Ft. Liard Team covers Trout Lake. The Regional Clinical Supervisor provides clinical support to the four Mental Health Counselors and the Community Wellness Workers.



“Calling ahead gives staff time to prepare and gives you the best service possible.”

Confidential access to a Nurse 24 hours a day!

Health Questions? Call Tele-Care NWT  
**1-888-255-1010**  
 1-888-255-8211 (TDD/TTY)  
 24 HOURS A DAY • 7 DAYS A WEEK



## Do I Need to Go to the Health Centre?

The first step is to determine if you actually need to go to the Health Centre or not. In 2003 every household in the Territory received a copy of the book *Do I Need to See the Nurse/Doctor?*. Using an easy to follow layout and clearly defined steps it identifies what things you can do on your own for quick and immediate medical attention in relieving a problem situation or symptom. It also identifies when to seek *immediate* professional medical attention. This book is a great resource and tool to make wise decisions about your health and the health of your loved ones. Additional copies can be obtained from the Health Centre. Just come in and ask at the front desk and we'll be glad to give you a copy free of charge. If you're still uncertain about your condition or need help to make a decision you can talk to a registered nurse anytime by calling **Tele Care NWT 1-888-255-1010**

Tele-Care is a toll free number that any NWT resident can call 24 hours a day, 7 days a week. Tele-Care NWT also provides interpretation services in all of the NWT Official Languages. Both **Tele-Care NWT** and *Do I Need to See the Nurse/Doctor?* provide information and advice on physical health, mental health and addictions, family violence and social services.

Once you've determined that you do need an appointment it is important to determine whether or not it is an emergency.

### What is an emergency?

Here is a list of situations when the nurse on call should be called. This is not meant to be an exhaustive list but simply a guideline:

- Fever in children < 3 months (temperature 38°C rectally)
- Fever in children < 1 year of age (temperature 39°C rectally)
- Severe abdominal pain that is persistent
- Severe bleeding from cuts, wounds, and lacerations that cannot be stopped by pressure.
- Wounds and lacerations that may need stitching
- Nosebleed lasting longer than 15 minutes
- Difficulty breathing and/or asthma attack.
- Croup in children
- Severe Allergic Reaction (throat and/or tongue swells)
- Altered mental state (unconsciousness, seizure activity)
- Trauma such as motor vehicle accidents with injuries, falls, and suspected broken bones
- Symptoms of a stroke (one sided weakness, difficulty speaking)
- Symptoms of a heart attack (chest pain, shortness of breath) Sudden loss of vision
- Blunt force trauma
- Premature Labour
- Severe pain anywhere in the body that has not stopped 45minutes **after taking pain medication**
- Ingestion of foreign materials and/or objects

**If at all possible**, regardless of the kind of appointment (emergency, non urgent, or walk-in) it is always best to **call before you arrive**. This gives the staff time to review your chart and prepare for your arrival. It gives *you* the best service possible.

## Appointment or Walk-in Clinic at the Health Centre?

Appointments can be made with a nurse for non urgent medical matters such as: health problems requiring more specialized care than what you have already tried yourself, employment

physicals, driver's physicals, blood work, preoperative tests, Public Health programs such as Well Adult, Well Child, Prenatal, School, Chronic Conditions, etc. If you call to make an appointment, and the next available appointment is too long for you to

wait *then* come to the Walk-in Clinic. Just remember, **planning ahead** if possible, **calling first** and **making an appointment** can save you time and frustration in the long run! **“If you want to cut down on your wait time, call ahead and make an appointment!”**

# How can I get the most out of my health care appointment?

You can prepare for your appointment and get the most out of your time by having a list of:

- the symptoms – when they began, severity, duration, any health conditions that you routinely experience or have
- any medications (prescription or over the counter) that you are currently taking or have just taken including the name, dosage, and the last time you took them
- any questions that you have about the condition that you are experiencing
- any questions that you have about your medication (side effects; taken on an empty or full stomach; foods/other medications or substances to avoid while taking it) and/or follow up appointments that will be necessary
- any other additional measures that

you could take to improve your condition (exercise, avoiding caffeine, ect.)

**It is important to ask questions! We're here to help. The best way to start to dealing with a health problem is to understand it!! If there is something that we have forgotten to explain just ask! We also have lots of resources and information to hand out. Every question is important so put us to work!**

## What is the best way to take care of my health?

In addition to eating well-balanced meals and getting regular exercise, one of the best ways to 'stay on top of your health' is to book your annual physical examination. I know, no one

is crazy about having one but it's the best method for early detection of health problems and/or preventing them altogether. Having problems

remembering? In our house we always book them around the time of our birthday. At least you get to celebrate after the appointment!



### The Family Medicine Chest

Illness and accidents happen when you least expect it! Plan ahead – have the following products in your home for quick treatment

- Thermometer
- First aid kit with Band-Aids and dressings
- Acetaminophen (**Tylenol**) for the treatment of pain / fever
- Ibuprofen (**Advil, Motrin**) for the treatment of pain / fever
- Dimenhydramine (**Gravol**) for the treatment of nausea
- Antibiotic ointment (**Polysporin**) for the treatment of scrapes and cuts
- Antacid (**Maalox, Tums, Rolaids**) for the treatment of heartburn

Reference: Do I need to see the Nurse/ Doctor.

Remember the best person to take care of your health, **is you!!!**

### Hours of Operation

#### Fort Simpson Health Centre Hours of Operation 8:30am to 5:00pm

Monday to Friday from 9am to 4:30pm (patients are seen)

- Emergencies any time
- Non-Urgent appointments - am
- Public Health programs - am/pm
- Walk-in Clinic - pm

After hours, a nurse on call is available at **695-3232** for emergencies only

For Social Services/ Mental Health and Addiction emergencies please contact RCMP at **695-1111**

#### Fort Liard & Fort Providence Health Centres Hours of Operation 8:30am to 5:00pm

Monday to Friday from 9am to 4:30pm (patients are seen)

- Emergencies any time
- Walk-in Clinic & Non-Urgent Appointments - am
- Public Health programs appointments - pm

After hours, a nurse on call is available at **699-4311 Fort Providence** or **770-4301 Fort Liard** for emergencies only

(Social Workers are on call 24 hours a day in Fort Liard, Providence, and Simpson)

#### Jean Marie River, Trout Lake, Nahanni Butte Hours of Operation

Monday to Friday from 9am to 12 noon

- Community Health Workers available after hours for emergency services only
- Community Health Workers consult the nurse / physician in Fort Simpson for treatment advice

Nurse and physician visit once a month

#### Wrigley Hours of Operation

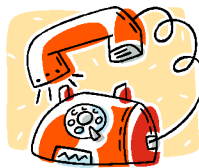
Monday to Friday from 8:30am-5pm

- Community Health Worker available after hours for emergency services only
- Community Health Representative and Community Health Worker consult the nurse / physician in Fort Simpson for treatment advice

Nurse visits three days a month; physician visit once a month

If you have any questions or concerns about the services at any of the Diagnostic and Curative Units please feel free to contact any of the following people:

Frances Chapman	Ft. Liard	770-4301
Jean Mills	Ft. Providence	699-4311
Lizanne Curtin	Ft. Simpson	695-7000



For Client/Patient Complaints and Concerns please contact:

Hazel Isiah at (867) 695-3815 (collect calls are accepted)

\* Lizanne is the Nurse Administrator responsible for diagnostic and curative care in: Nahanni Butte, Trout Lake, Wrigley, Jean Marie River, and the management of Long Term Care.

# THE FEEDBACK BOX

## The Results are in!

Remember when way back in October 2004 the Department of Health and Social Services conducted a satisfaction survey? Well, the results are in! So how did we do and what do the results mean?

### Limitations

Before we examine the data there are some limitations that should be kept in mind. The total number of surveys returned for the entire NWT was 512 out of a population of over 40,000 and therefore do not necessarily represent the views of the *entire* population. We would like to thank those individuals that took the time and effort to complete and return the 54 surveys that were submitted for the Deh Cho Region overall. The results are the clients' opinions and perceptions of experience. And the survey was conducted in October, statistically one of the busiest months of the year. The Deh Cho Health and Social Services Authority is committed to working *together* with the residents of the Deh Cho for healthy lifestyles and the annual survey is one way of achieving this goal.

**Overall results for the Territory** in general are as follows:

Overall Friendliness of Staff – 89.3% of respondents were satisfied or very satisfied  
Overall Quality of Services – 88.8% of respondents were satisfied or very satisfied

Top three aspects that people like about the health and social services in their community:

Communication (including friendliness of staff) (26%)  
Quality (includes staff competence) (23%)  
Responsiveness (19%).

Top areas for improvement to the health and social services in their community:

Accessibility (41%)  
Responsiveness (14%)  
Communication (14%)  
Continuity of Service Provider (13%).

**Overall results for the Deh Cho** in general are as follows:

Overall Friendliness of Staff – 76% of respondents were satisfied or very satisfied  
Overall Quality of Services – 69.6% of respondents were satisfied or very satisfied

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Continued.....

**Specific areas of concern are:**

- Timeliness – How soon you could get an appointment; how long you waited after you arrived; the completeness of your session with the worker.
- Communication – How clearly the worker described your condition.

A full review of the survey is still in progress and staff will be incorporating your ideas into recommendations for ongoing quality improvement. You've given us some work to do and we're tackling it!

We strive to provide quality care, services, and programs to meet the needs of everyone in the region. Your feedback is essential in helping us to continue to improve and provide these services. **As such, you get a second chance to complete another survey this Fall ('05) and we encourage everyone to participate! Your input *is* important.** If you would like a complete copy of the survey email Lauren Muir at: [Lauren\\_Muir@gov.nt.ca](mailto:Lauren_Muir@gov.nt.ca) or call (867) 695-3815 (collect calls are accepted)

## The New Patient and Northern Medicine

Written by Dr. Steven Leyland

People must sometimes ask themselves; When we are living hundreds of kilometers from the nearest hospital, how can the medical care be any good? At forty below zero late at night in the middle of winter, when you are short of breath with a cough and high fever, and you need medical help urgently, the fact that quality medical care is only minutes away is really an amazing achievement. Let me explain how our health team in the Deh Cho works.

Community Health Nurses are the backbone of the team and see clinic patients during the day, provide emergency coverage at night, and, will work the next day as well. Nurses see patients for a full range of care including routine checkups, immunizations, prenatal care, minor illnesses and emergencies. In other words they do everything. What is left for the doctor?

The doctor in many ways acts as a consultant to the nurses. Complicated patients can be discussed between the nurse and the doctor and treatments prescribed. Patients referred to the physician by the nurses can be booked for appropriate time periods to address complex medical issues. The doctor, and there may be only one physician in town, provides twenty-four hour seven day per week coverage which would be an exhausting pace without the advanced skills pro-

vided by the nurses. Doctor and nurse visits are also provided to clinics and health cabins in the more remote villages of Deh Cho including Jean Marie River, Trout Lake, Nahanni Butte, Fort Liard and Wrigley.

If people require hospitalization the air ambulance dispatched from Yellowknife provides Fort Simpson and other communities with excellent service. Our health team in Fort Simpson is able to provide treatment for emergencies including heart attacks, bone fractures, emergency obstetrics, intravenous drugs for infectious diseases like pneumonia, and suturing of open wounds.

Healthcare is provided by a long list of dedicated professionals in addition to nurses and doctors, including our clinic interpreters, office staff, administrators, visiting medical specialists, dentists, homecare nurses, long term care staff, community health workers, and *volunteer* ambulance service.

Our health care system allows people to have the peace of mind to live in the remote parts of Canada without having to give up access to quality health care.

# Staff Updates

## Fort Providence

- Congratulations to Oscar Lefoin who is graduating high school with his son on August 19<sup>th</sup> in the largest graduating class ever in Ft. Providence. Way to go Oscar!!!
- One year ago this September Trudy Lacorne-Tanche started studying as well as working full time. Perseverance and hard work has paid off. Trudy has completed 55 credits in one year. Awesome!
- Best wishes to Joanne Montgomery as she goes on education leave to complete her Master of Nursing With Advanced Practice at Athabasca University. Joanne will return to us September 1<sup>st</sup> 2007 as a Nurse Practitioner.
- Jean Mills was hired July 25<sup>th</sup> as the new NIC. Good luck Jean!
- The Mental Health and Addictions, and Social Services teams are now co-located in the Snowshoe Centre.

## Fort Liard

- Frances Chapman is now the Acting NIC and is joined by Linda Simpson our new CHN. Welcome to the team and thanks for all your hard work and dedication!
- The Mental Health and Addictions, and Social Services teams are now co-located in the old hamlet building.

## Fort Simpson

- Good luck to Josanne Tanche (Social Services) and Kathleen Gast (Diagnostic and Curative) our post secondary students. Thank you for all your hard work over the summer!
- Paul Simon is still doing the same job at the regional office but as of April 1<sup>st</sup> his position moved to FMBS.
- Welcome to Kathy Szirtes, Clinical Supervisor, and Jennifer Olson, (Youth) Counsellor who join the Mental Health and Addictions team! The Mental Health and Addictions team is now fully staffed and have some terrific plans that will benefit *all ages*!
- Pat Switzer is on Leave but still part of the team!
- Tambrey Sanregret is also going on education leave to complete a Master of Nursing With Advanced Practice and will return in two years as a Nurse Practitioner. Good luck! We'll miss both Joanne and Tambrey and look forward to their return!
- Congratulations to Kim Riles and Darren Hazenberg as they are married August 20<sup>th</sup>! They finally found a hurricane-free honeymoon spot in Hawaii. Have a great, well deserved rest!
- A *BIG* 'thank you' to Sarah Williams who has been our relief nurse for the entire summer!! We'll miss your wonderful smile.
- A fond farewell to Betty Bird (Social Services). Thanks for all your hard work and your friendly attitude!
- Welcome to Tina and Chris Misevicius! Tina joins the medical team as a CHN and Chris joins Social Services as a CSSW
- The Medical Travel Unit is now administered from Stanton Territorial Hospital for the general public and through FMBS for all government employees.
- Lois Martin now heads up the Home Care Team. All the best to Lois and the new team!

Continued.....

## Regional Office

- Welcome to Ken Stewart our Contracting/Purchasing Officer and Lauren Muir our Integrated Delivery Service Model Coordinator (ISDM)
- Best of luck to Gazira Chan, our Chief Financial Officer, who is taking a position with Industry, Tourism, and Investment.



“ A big congratulations to Jeannine Gaulin who celebrated 40 years of nursing!”

Now that’s qualified staff!

# Home Care...It's a *Team* Approach!

Home Care is about helping people of *all ages* stay healthy, independent, and in their home as long as possible! *Anyone* can request assistance from Home Care whether they are in the health profession or not. Currently there are approximately 80-100 clients in the region accessing Home Care Services.

### The Home Care Team

Lois Martin is the new Home Care Coordinator and Hilda Shepherd is the new Home Care Nurse, with Sharon Allan and Beatrice Antoine as the Home Support Workers. Now with a full contingent of staff the team is restructuring the unit to meet Territorial standards and address some of the issues and concerns you have brought. Thank you for your patience and understanding, during this process. They're working hard for the betterment of everyone!

### The Team of Services Available

Home Care offers a number of different services to people in the Deh Cho. Once you have completed the initial assessment application, you might discover that you can access several Home Care services.

**Acute Care:** Your acute condition (like diabetes) is making you very sick and you require support in your home to get better again

**Post Hospital Care:** You have just returned from the hospital and you need extra assistance for a while

**Chronic Illness Care:** Your chronic condition (like arthritis) limits what you need to do to take care of yourself; you need assistance to complete your exercises; or a new piece of equipment would make daily living a lot easier

**Nutrition Services:** You need some assistance with meal preparation or accessing 'Meals on Wheels'

**Personal Care:** You value your independence and want to remain in your own home but need some assistance taking baths, getting dressed, or feeding yourself

**Respite Care:** You don't wish to rely solely on your family and they need a break

**Palliative Care:** Your loved one wishes to spend the last days of their life peacefully at home with their family around them but your family needs assistance

### The Family

One of the most important teams is your family. Home Care can help with teaching the best methods and/or helping organize a family support system that works for *everyone*!

If you have any questions or concerns about the services please feel free to contact

**Lois Martin, Home Care Coordinator, at 695-7079**



“Working Together for Healthy Lifestyles”

**Box 246**  
**Fort Simpson, NT**  
**X0E 0N0**

Phone: (867) 695-3815  
(collect calls are accepted)  
Fax: (867) 695-2920



## Meet Your New Dentist

Meet your new dentist, Dr. Angelus Karmis and his staff—Maggie Allooloo, Office Manager; Cindy Edda, Tod Curtin, and Carol Isaiah, part time assistants in training.

Dr. Karmis, a former associate at the Hay River Dental Clinic, moved to Fort Simpson in May 2005 to provide dental services to the communities in the Deh Cho Region. He received his Doctor of Dental Surgery Degree from the University of Alberta, and he’s Board certified with the National

Dental Examining Board of Canada. He has practiced dentistry in Nunavut, Manitoba, and the Northwest Territories.

Fort Simpson residents are receiving more dental care than in the past with Dr. Karmis living in the community, but of course he has to make several trips into the Deh Cho communities throughout the year. In July, he went to Fort Providence, Fort Liard, Jean Marie River, and Nahanni Butte, spending several days in each. Our trav-

elling dentist will be on the road again after vacation.

- Fort Simpson September 8-14.
- Fort Providence September 15- 24
- Jean Marie River September 25-27
- Wrigley October 3-8
- Fort Liard October 9-15
- Trout Lake October 16-18

Fort Simpson residents will have their dentist back by October 20, but only for a while. After the ice road is open to traffic, he’ll be off again, serving the communities of the Deh Cho Region.

### Deh Cho Health and Social Services Authority Board of Trustees:

<b>Allan Landry</b>	<b>Kakisa</b>
<b>Betty Ann Minoza</b>	<b>Ft. Providence</b>
<b>Margaret Ireland</b>	<b>Jean Marie River</b>
<b>Vacant</b>	<b>Wrigley</b>
<b>Priscilla Betsaka</b>	<b>Nahanni Butte</b>
<b>Marilyn Lomen</b>	<b>Trout Lake</b>
<b>Julie Capot-Blanc</b>	<b>Ft. Liard</b>
<b>Peter Sabourin</b>	<b>Hay River</b>
<b>Sandra Rowe</b>	<b>Ft. Simpson</b>

### THE ROLE OF THE BOARD TRUSTEE:

Trustees on Boards of Management work collectively to assess needs, set priorities, plan and allocate resources and oversee the Authority’s management and provision of programs and services, to the residents of the communities served by the Authority.

A Key role and a major responsibility of the Trustee is to inform you and the community about the Authority’s programs and services, major issues, trends, and to bring community issues and/or concerns forward, at Regular Scheduled Board meetings. In order for Trustees to accomplish this they need to regularly meet with you to hear your concerns, provide updates and progress reports on your respective issues.

**Dental Tip to parents:** Fluoride is very important in the development of the dentition. A small concentration of fluoride in the drinking water (.005 to .01 parts/million) is all that is needed to provide protection against cavities.