CRHSS'

Health & Social Programs
Programs offered at CRHSS

1. Clinical Nursing Services
2. Weekly Doctor’s Clinics
3. Speciality Clinics
4. 24 hour Emergency Services
5. Dental Therapy Services
6. Drug, Alcohol & Addiction Services
7. Heart Hill Wilderness Retreat Services
8. Community Social Worker Services
9. Community Health & Continuing Care Nursing Services
10. Home Care Services
11. Nutrition Services
12. Prenatal Nutrition Services
13. Community Support & Family Violence Services
15. ChildCare Service
16. Brighter Futures Program
17. Health Information System Services
18. Non-Insured Health Benefits Service
19. Job Creation Services
20. Welfare Services (General/Special Needs)
CRHSS' Health & Social Programs

Program: Daily Clinical Nursing Services

General Information:

- Daily walk-in clinical nursing services are provided Monday to Friday from 9 am to 5 pm
- The clinical nurse is responsible for assessing any individual presenting at the clinic. Once the patient is assessed at the walk-in clinic she must do one of two things:
  1. she consults with the doctor on-call in St. Albans;
  2. or if the complaint is within her nursing scope of practice, she provides advice.
- The mandate of this program is to ensure all community members have access to daily clinical nursing services to deal with health conditions and issues.
- Service provision is always on a priority basis. Community members are seen based on the severity of their presenting health complaint. Emergencies always take priority during the daily walk-in nursing clinic and after hours emergency services.
- CRHSS has implemented a plan to have the clinical nurse complete the nurse practitioner program which broadens her scope of practice within the clinical area.
- This plan adheres to the provincial plan to train nurses to work in rural areas of Newfoundland.
- Funding for nursing services is provided by Health Canada through its Indian & Inuit Health Services Atlantic Branch - Health Transfer Directive

Program Resources:

- CRHSS employs one full time nurse to provide this service.
- Funding is provided in the Band's Health Transfer Agreement to cover the cost of clinical nursing services.
- The costs of running the clinical nursing service is paid out of CRHSS' Health Transfer Agreement - total yearly budget $708,094
- All equipment for the clinical area is paid out of CRHSS' Health Transfer Agreement.

Operating Framework:

- The terms and conditions of CRHSS's Health Transfer Agreement recognizes CRHSS as a health services agency with the mandate to deliver a wide range of health programs and services.
- Funding under the Health Transfer Agreement is provided based on health programs to be delivered within the community by the health agency.
- Funding allocated under the Health Transfer Agreement is to be used solely for health programming.
- Under the Health Transfer Agreement, the Miawpukek Band is funded for two nurses. One nurse is used to provide daily walk-in nursing services.
- The Miawpukek Band defines nursing as an essential health service to be provided by CRHSS to the community.
Program: Weekly Physician Clinics

General Information:

- CRHSS provides a weekly physician clinic which complements the daily walk-in nursing clinics offered at CRHSS.
- The mandate of this program is to ensure all community members have direct access to physician services on a weekly basis within the health center.
- CRHSS is in the process of working out an arrangement with the local physician to increase weekly doctor’s clinics from one clinic per week to three clinics per week.
- Funding is not provided by Health Canada for physician services to be provided within the community. Health Canada’s policy states that the distance to travel to access physician services was acceptable and not enough to warrant them providing the Band with dollars to bring a physician into the community.
- The costs of bringing the physician into the community is taken from the Health Transfer Agreement general program areas.

Program Resources:

- CRHSS utilizes one physician from the Bay d’Espoir Medical Center. This physician has been providing physician services to Conne River for 26 years.
- Physician services up until the past eight years were free. As the number of patients increased and the time the nurses spent consulting with the physician, CRHSS offered the physician an honorary fee of $150 per clinic plus mileage, then over the past 3 years CRHSS offered the physician locum fees of $530 plus mileage.
- CRHSS increased the fees paid to the physician to ensure that weekly clinics continued on a regular basis for all community members.

Operating Framework:

- The terms and condition of CRHSS’ Health Transfer Agreement recognizes CRHSS as a health and social services agency with the authority to offer a wide range of health services.
- CRHSS must ensure recruited health professionals meet the licensing requirements of their professions within Newfoundland as well as follow their professional scope of practice.
- The Miawpukek Band defines physician services as an essential service to be provided by CRHSS to the community.
Program: 24 Hour Emergency Services

General Information:

- CRHSS provides 24 hour emergency services.
- Community members have access to emergency services by calling the emergency phone line for the community. This phone line is staffed 24 hours a day.
- The mandate of this program is to ensure community members have access to emergency services on a 24 hour basis.
- Funding for emergency services is provided by Health Canada through its Indian and Inuit Health Services Atlantic Branch - Health Transfer Directive & NIHB Contribution Agreement.

Program Resources:

- CRHSS employs one full time ambulance driver, one full time on-call nurse and three casual ambulance drivers.
- Funding is provided in the Band’s NIHB Agreement for the ambulance driver and ambulance maintenance. Funding is not provided for the nurse. CRHSS takes funding from the Health Transfer Agreement to cover the cost of the nurse.
- The total cost of running the 24 hour emergency service is $90,000.
- All equipment for the ambulance or emergency services is paid out of CRHSS’ Health Transfer Agreement.

Operating Framework:

- The terms and conditions of CRHSS’ Non-Insured Health Benefits Contribution Agreement lists a section which provides for the cost of covering Ambulance Services for Conne River.
- CRHSS must ensure any staff member recruited to deliver emergency services meets the standards and requirements for being emergency personnel.
- Since the cost of delivering emergency services is quite high, CRHSS pays for the cost of this service out of two agreements - ambulance driver costs and ambulance vehicle maintenance is paid out of the NIHB Agreement and nursing costs and equipment are paid out of the Health Transfer Agreement.
- The Miawpukek Band defines emergency services as an essential service that CRHSS must provide to the community of Conne River.
Program: Dental Therapy Program

General Information:

- Daily dental therapy services are provided Monday to Friday from 9 am to 5 pm.
- The mandate of the dental therapy program is to provide dental treatment, prevention and promotion to all First Nation individuals recognized as registered by Indian Affairs.
- The dental therapy program is a federal government program employing dental therapists in provinces across Canada. Federal dental therapists can only work on First Nation Reservations or Inuit Territory.
- The federal dental therapist practices under a scope of practice approved by the federal dental program. In cases where dental work is beyond the scope of training for the dental therapist, referrals are made to other dental professionals to complete the work.
- Funding for dental therapy services for Conne River is provided by Health Canada through its Indian and Inuit Health Services Atlantic Branch - Health Transfer Agreement.

Program Resources:

- CRHSS' Health Transfer Agreement provides money for 80% of a dental therapist.
- This means that the dental therapist at CRHSS can only work 80% of a day at the clinic (30 hrs/week).
- All equipment for the dental program is paid out of CRHSS' Health Transfer Agreement.

Operating Framework:

- Health Canada's federal dental therapy program enables CRHSS to employ a dental therapist for the community.
- CRHSS must ensure the dental therapist meets the licensing requirements of the dental therapy program with Health Canada and practices within the dental therapist scope of professional practice.
- CRHSS and Health Canada are in the process of discussing the transfer of supervision of the dental therapist position in Conne River to the Newfoundland dental board.
- This would allow the dental therapist to be a Band employee and not a federal government employee.
- The Miawpukek Band defines dental services as an essential service that CRHSS must provide to the community.
Program: Speciality Clinics

General Information:

- Depending upon the need within the community, special clinics are held through the year.
- These clinics include foot care clinics, women's wellness clinics, message therapy clinics, vision care clinics and others if needed.
- The mandate of having speciality clinics is to provide community members with affordable access to other health professionals within the community setting.
- Funding to cover the cost of providing specialty clinics is taken from CRHSS’ Health Transfer Agreement and Building Healthy Communities Agreement.
- Vision care is the only specialty clinic at present where CRHSS does not have to contract with the provider to come to the community. This is because the demand for vision care is great and the provider makes enough money on glasses and contacts to cover his or her trip to the community.

Program Resources:

- CRHSS' nursing, licensed practical nurses and receptionists arrange and assist with the delivery of these clinics.
- All equipment for any of the specialty clinics is paid out of CRHSS’ Health Transfer Agreement - total budget $708,094.

Operating Framework:

- The terms and conditions of CRHSS’ Health Transfer Agreement allow CRHSS to offer a wide range of health services.
- Speciality clinics fall under CRHSS’ clinical nursing services.
- CRHSS must ensure recruited health professionals meet the licensing requirements of their professions within Newfoundland and practice within their professional scope of practice.
- The Miawpukek Band defines specialty clinics as an essential service to be provided by CRHSS to the community.
Program: Drug, Alcohol & Addiction Services

General Information:

- Addiction services are provided on a daily basis at CRHSS.
- The mandate of this program is to provide the community with access to addiction treatment, prevention and supportive services.
- Funding to deliver the addictions program is provided by Health Canada through its Indian & Inuit Health Services Atlantic Branch - Health Transfer Directive.

Program Resources:

- CRHSS employs two addiction workers to provide this service.
- The cost of running this service is paid out of CRHSS' Health Transfer Agreement - total yearly budget $708,094.
- The actual treatment of addictions is a specialty service not provided directly by the staff at CRHSS.
- The addictions workers coordinator the plan for community members needing treatment services at treatment centers.
- For registered community members, the treatment portion of the addictions program is paid out CRHSS' Non-Insured Health Benefits Program transportation budget.
- Prevention and supportive services are provided in the community by the two addiction workers.

Operating Framework:

- The terms and conditions of CRHSS' Health Transfer Agreement allow CRHSS to offer addiction services for the community.
- CRHSS must ensure the staff hired to deliver the addiction's program meets the standards for delivering an addictions program. The standards for the staff at CRHSS is for them to have a minimum of a one counseling certificate from an accredited College.
- The Miiwpukek Band defines addiction services as an essential service to be provided by CRHSS to the community.
Program: Heart Hill Wilderness Retreat Service

General Information:

- CRHSS offers a seasonal wilderness retreat program reconnecting community members to the environment.
- The mandate of this program is to restore the connection of the individual to nature and to emphasize the therapeutic healing nature of this relationship for each individual.
- Through wilderness activities, different challenge programs and recreational activities, this program teaches self-reliance, self-esteem, cooperation and team building.
- Funding to cover the cost of this service is provided by Health Canada’s Building Health Communities Program. This budget is included with CRHSS’ Health Transfer Agreement.

Program Resources:

- The Heart Hill Retreat Program is delivered as a part of CRHSS’ addictions program.
- CRHSS’ addictions workers, one assistant and one cook actually deliver the program.
- The work season for this program is from May to September.
- The total budget CRHSS receives for Building Healthy Communities is $60,724.
- Since the costs of providing this program is much more than the $60,724 allocated by Health Canada for community development projects, CRHSS uses staff from other program areas to deliver this program.
- The salaries for the addictions staff are paid out of the Health Transfer Agreement and the costs of delivering the program is paid for the Building Healthy Communities Agreement.

Operating Framework:

- The terms and conditions of the Building Healthy Communities Agreement allow CRHSS to develop a program aimed at building strong community supports.
- As long as, the Heart Hill Wilderness Retreat Program fostered community development and support networks, then the money under the Building Healthy Communities Agreement could be used for Heart Hill.
- Prior to the implementation of the Heart Hill Wilderness Retreat Program, CRHSS completed a plan for the development of the wilderness program and held community focus groups and consultation sessions.
- The Miawpukek Band requested that CRHSS develop the Heart Hill Lodge so health and social programming could be delivered in a wilderness setting.
Program: Community Social Worker Services

General Information:

- Daily community social worker services are provided Monday to Friday from 9 am to 5 pm.
- The mandate of the community social worker program is to assist community members by providing supportive counseling to individuals and families; to act as a mediator for disputes and discussions; to assist with finding needed resources and to advocate for change on behalf of individuals.
- Funding to hire a community social worker is provided by the Band’s Block Funding Agreement with Indian Affairs.

Program Resources:

- CRHSS employs one community social worker.
- The Miawpukek Band provides CRHSS with an annual social services budget which is used to deliver a number of social programs for the community.
- The total social services budget is $1,060,450. This budget covers the cost of delivering other social programs outside of the social worker program.
- The salary to pay the community social worker and any materials required by the community social worker is taken from this budget.

Operating Framework:

- The terms and conditions of the Band’s Block Funding Agreement enables the Band to define its own community social work program.
- The Band combined its health and social programs in the mid 1980’s under one administration and one building which today is called CRHSS.
- CRHSS must ensure the social worker hired to deliver the community social work program meets the licensing requirements of his or her profession within Newfoundland, as well as, follows his or her professional scope of practice.
- CRHSS is working on an agreement with the Central Health & Social Services Board to offer professional supportive services to CRHSS’s health & social staff members.
- This arrangement is being developed to ensure CRHSS’ health & social services staff members are kept abreast of provincial health & social programs, as well as, continue with their professional networking and development.
- The Miawpukek Band defines community social worker services as an essential service to be provided by CRHSS to the community.
Program: Community Health & Continuing Care Nursing Service

Program Information:

- Community health & continuing care nursing services are provided Monday to Friday from 9 am to 5 pm.
- The mandate of this program is to assist community members with achieving and maintaining an optimal level of physical, mental and social well being.
- Nursing services involve health teaching, child health clinics, immunizations, supportive home visits, prenatal and postnatal care, medical and surgical follow up, palliative care, communicable disease control, school health and counseling.
- All nursing services (clinical, community health/continuing care and emergency nursing) are linked and involve team planning by all three nurses working within each program area.
- Funding for community health & continuing care nursing services is provided by Health Canada through its Indian and Inuit Health Services Atlantic Branch - Health Transfer Directive.

Program Resources:

- CRHSS employs one full time nurse to provide this service.
- The cost of running the community health/continuing care nursing service is paid out of CRHSS’ Health Transfer Agreement - total yearly budget $708,094.
- All equipment for this program is also paid out of this funding agreement.

Operating Framework:

- The terms and conditions of CRHSS’ Health Transfer Agreement recognizes CRHSS as a health & social services agency with the authority to offer community health and continuing care nursing services.
- CRHSS must ensure nurses recruited to deliver this program meet the licensing requirements of the Association of Registered Nurses of Newfoundland (ARNN) as well as practice within a nurse’s scope of professional practice.
- The Miawpukek Band defines community health/continuing care nursing services as an essential service to be provided by CRHSS to the community of Conne River.
Program: Home Care Services

General Information:

- CRHSS offers home care services to community members on an as needed basis.
- The mandate of the program is to ensure supportive services are provided to community members to enable them to remain in their own home for as long as possible.
- Funding to pay home care workers is provided by the Band’s Block Funding Agreement with Indian Affairs.

Program Resources:

- Home based care is delivered by trained and qualified home care workers.
- This program and staff fall under the co-supervision of CRHSS’ community social worker and community health/continuing care nursing programs.
- CRHSS currently has on staff 8 trained home care workers.
- Home care workers are placed within homes as needed therefore they work on a call back basis.
- The Miawpukek Band provides CRHSS with an annual social services budget of $1,060,450 and out of this budget $145,581 is used for home care services.

Operating Framework:

- The terms and conditions of the Band’s Block Funding Agreement enables the Band to define its own community based social programs.
- The money allocated to the Band for home care is transferred to CRHSS to be used to put home care workers into the homes of community members.
- CRHSS developed criteria for home care based on the provincial home care program. CRHSS does not follow all the criteria used by the province’s home care program.
- The province only provides emergency care. CRHSS will provide the care that is needed based on an assessment of the individual by the social worker and community health nurse.
- CRHSS must ensure that the home support workers recruited to deliver home care services meet the standards and requirements for being home care workers.
- The requirement for being a qualified home care worker is completing a 4 to 5 month home maker course.
- The Miawpukek Band defines home support services as an essential service to be provided by CRHSS to the community of Conne River.
Program: Nutrition Program

General Information:

- CRHSS provides a daily nutritional supplement program for community members.
- The mandate of this program is to ensure community members assessed as being deficient with their nutritional intake receive one nutritious meal six days a week. Sundays are left for family and other community supports (home support worker provides meal if needed).
- Funding for the nutrition program is included with CRHSS' Health Transfer Agreement.

Program Resources:

- CRHSS employs three rotational cooks and one casual call back cook.
- This program and staff fall under the co-supervision of CRHSS' community social worker and community health/continuing care nursing programs.
- The costs of running the nutrition program is paid out of CRHSS' nutrition budget which is $53,000.
- All equipment, supplies and employee wages are paid out of the nutrition budget of $53,000.

Operating Framework:

- The terms and conditions of CRHSS' Health Transfer Agreement allow CRHSS to offer a community nutrition program.
- CRHSS must ensure that the staff recruited to deliver the nutrition program meet the standards and requirements for being nutrition workers.
- The standards required of the nutrition workers are yearly training sessions with a dietitian contracted to provide training and continuous assessments of community members applying to the program.
- This work is done in coordination with CRHSS' community social worker and community health/continuing care nurse.
- The Miawpukek Band defines the nutrition program as an essential community support services to be provided by CRHSS to the community of Conne River.
Program: Prenatal Nutrition Program

General Information:

- CRHSS offers a prenatal nutrition program for all pregnant moms within the community.
- The mandate of this program is to ensure the health of both the mom and unborn baby is increased through the provision of nutritional supplements, counseling and education.
- Funding is provided for the prenatal nutrition program by Health Canada through a contribution agreement.

Program Resources:

- The prenatal nutrition program is delivered by CRHSS’ community health/continuing care nurse.
- The total budget provided by Health Canada for this program is $7,860.
- Since this dollar amount is very low, CRHSS uses most of this money to provide pregnant women with a weekly milk or juice supplement and a welcome baby package of supplies after the baby is born.

Operating Framework:

- The terms and conditions of the prenatal nutrition agreement allow CRHSS to develop a program to meet the needs of pregnant women within the community.
- Since CRHSS provides prenatal and postnatal supportive services through its community health nursing program, this program is used to enhance existing services like the nursing services.
- CRHSS must ensure the objectives identified in the contribution agreement for prenatal nutrition are followed.
- As a contribution agreement all of the dollars allocated for this program must be spent at year end and it must be spent on pregnant women and their newborn babies.
Program: Community Support/Family Violence Service

General Information:

- Community support/family violence services are provided on a daily basis at CRHSS.
- The mandate of the community support/family violence program is to assist community members by providing support to families needing help with budgeting, literacy and family violence, as well as, being a support for the community elder’s group and disabled individuals.
- Funding for this program is provided by the Band’s Block Funding Agreement through Indian Affairs and Health Canada.

Program Resources:

- CRHSS employs one community support/family violence worker.
- The Band transfers the budget for this program to CRHSS on a yearly basis - total yearly budget of $54,767 ($33,590 DIAND/$21,177 Health Canada).
- This program and staff member fall under CRHSS’ community social work program and is supervised by the community social worker.

Operating Framework:

- The terms and conditions of the Band’s Block Funding Agreement enables the Band to define its own community support/family violence program.
- CRHSS utilizes a portion of the funding provided with this agreement to help offset the costs of delivering the Heart Hill Wilderness Retreat Program.
- The Heart Hill Retreat program is utilized by all programs at CRHSS, since the basis of the program is therapeutic healing through contact with nature.
- The Miawpukek Band requires that CRHSS develop a community support/family violence program.
Program: Child Protection & Child Welfare Service

General Information:

- Daily child protection & child welfare services are provided at CRHSS.
- The mandate of this program is to protect children who are being abused or neglected.
- The goal in every child protection case is to protect the child while improving the family situation so that the child can stay at home.
- Funding to deliver the child protection & child welfare program is provided by the Band’s Block Funding Agreement with Indian Affairs.
- The Miawpukek Band agrees in this agreement to contract with the province of Newfoundland to hire a provincial social worker coordinator to deliver the child protection & welfare program within the community.
- DIAND provides the funding and the Community Health & Social Services Board provides the social worker to work within the community.

Program Resources:

- CRHSS employs one social worker coordinator and two early childhood educators as support workers for the program. These two early childhood educators also deliver the outreach program.
- The Band transfers the child protection & child welfare budget to CRHSS on a yearly basis - total yearly budget of $176,068.

Operating Framework:

- The terms and conditions of the Band’s Block Funding Agreement allow CRHSS to define a child protection & child welfare program aimed at meeting the needs of the community of Conne River.
- CRHSS must ensure that child protection services are provided based on the Child, Youth and Family Services Act for the province of Newfoundland.
- CRHSS must ensure that the social worker coordinator hired to deliver the child protection program meets the licensing requirements of his or her profession within Newfoundland, as well as, follows his or her scope of professional practice.
- The Miawpukek Band defines child protection services as an essential service to be provided by CRHSS to the community of Conne River.
Program: Childcare Services

General Information:

- Childcare services are offered Monday to Friday from 8:30 to 5:30.
- The type of services provided are a full day program for children from 2 - 5 years of age; an after school program for children from 6 - 12 years of age and an at home outreach program for children from 18 months to 6 years.
- The mandate of the childcare services is to provide positive learning experiences for children and their families in a very safe and welcoming environment which may be within the child's home or childcare center.
- Funding for this program is provided by Human Resource Development Canada (HRDC) and Health Canada under two separate contribution agreements.

Program Resources:

- CRHSS employs five time early childhood educators to deliver childcare services.
- Two workers work in the childcare center. Two workers job share the outreach program (and provide child protection support) and one worker works in the after school program.
- The two contribution agreements provide a total budget for childcare of $98,881 ($60,000 from HRDC/$38,881 from Health Canada).
- It costs more than this budget to provide childcare services. To help cover the costs of delivering this program, CRHSS uses money from its other budgets areas.

Operating Framework:

- The terms and conditions of the two contribution agreements enable CRHSS to develop and implement a childcare program aimed at meeting the needs of community members.
- CRHSS must ensure that the staff recruited to deliver childcare programs meet the standards and requirements for being childcare workers. The education requirement for staff is a minimum 2 year early childhood education diploma.
- CRHSS must ensure that the standards for operating childcare programs are met to satisfy provincial licensing requirements and center operations.
- Funding is provided under these two federal departments for childcare services within First Nation communities.
- The Miatapuke Band requires CRHSS to seek funding sources to provide a wide range of health and social programs for the community of Conne River.
Program: Brighter Futures Program

General Information:

- The Brighter Futures Program is a self-esteem program delivered in partnership with St. Anne's School.
- The mandate of this program is to enhance the self-esteem of the children from Pre-Kindergarten to grade 12 by involving parents and teachers in activities with the children and each other on a continuous basis throughout the school year.
- Funding to cover the cost of this service is provided by Health Canada as a part of the Health Transfer Agreement.

Program Resources:

- CRHSS utilizes a half-time teacher from the school to deliver this program.
- This program has expanded to incorporate the involvement of CRHSS staff as resource individuals to be used by the children in the delivery of their parent and student workshops and general health and social promotion.
- The budget for this program is $50,130. Half of this budget is used to second the teacher on a half-time basis and the other half is used to support CRHSS's mental health (EAP) services and Heart Hill Program.

Operating Framework:

- The terms and conditions of the Brighter Futures Agreement under CRHSS' Health Transfer Agreement allow CRHSS to develop a community based program aimed at developing the children of our community.
- It was identified by CRHSS staff and teachers from the school that the children in the community needed to develop a stronger sense of self and self-worth, so it was agreed that Brighter Futures dollars would be used to partner with the school to incorporate self-esteem learning modules into the school's core curriculum.
- Today, this program has expanded and is called Brighter Futures - school and community development.
- The Miiawpukek Band requests that CRHSS seek additional funding sources to provide a wide range of health and social programs for the community of Conne River.
Program: Health Information System (HIS)

General Information:

- CRHSS offers an administrative program which collects health and social information on community members in a computer software program that links with a national First Nation Health Information data base.
- The mandate of the HIS system is to provide community members with a better collection of personal health information, as well as, helping to create a national baseline on health conditions among First Nation people.
- Funding to deliver this service is provided by Health Canada through a contribution agreement.

Program Resources:

- The total budget provided by Health Canada for this program is $7,298.
- Since this dollar amount is very low, CRHSS can only employ a community member on a part-time basis to deliver this program.

Operating Framework:

- The terms and conditions of the HIS Contribution Agreement allow CRHSS to employ a community member to deliver this program.
- As a contribution agreement, all of the dollars allocated for this program must be spent at year end and it must be spent on putting information into the HIS computer system.
Program: Non-Insured Health Benefits Program (NIHB)

General Information:

- CRHSS delivers on behalf of Health Canada, the national NIHB program which provides coverage of medical transportation, prescription drugs and supplies, vision care and dental services on a daily basis for all registered Miawpukek Band members living within Newfoundland and Labrador.
- The mandate of this program is to ensure all registered Miawpukek Band members have access to services and benefits on a community level so Band member needs are met in an efficient and timely manner.
- Funding for the NIHB program is provided by Health Canada through a contribution agreement.

Program Resources:

- The NIHB program is delivered by two staff members - CRHSS’ NIHB clerk position and NIHB data entry position.
- The total budget provided by Health Canada for this program is $611,123.

Operating Framework:

- The terms and conditions of the NIHB contribution agreement determine how CRHSS is to deliver this program.
- CRHSS is not permitted to change the benefits and services provided under this national program.
- The Band has been discussing the transfer of this program to Band control; however, Health Canada does not agree with the terms and conditions requested by the Band for the transfer of this program.
- The Band does not receive administrative dollars to deliver this program, so delivery costs have to be absorbed by CRHSS’ other health and social agreements. This includes paying the cost of a part time community member to help deliver the program.
- As a contribution agreement, all of the dollars allocated for this program must be spent at year end and it must be spent on non-insured health benefits. For the past four years, this program has always been overspent.
- The Band has had to request additional funding to cover the cost of delivering this program within the community for the past four years.
Program:  Job Creation Program

General Information:

- Job creation is a work for welfare or make work program delivered by CRHSS for the Band as a social services program.
- The mandate of this program is to ensure all Band members eligible for welfare are put to work on Band related projects every year to get enough hours to qualify for insurance benefits.
- Funding for this program is provided by the Band's Block Funding Agreement with Indian Affairs.

Program Resources:

- This program is delivered by CRHSS' financial assistance worker and administrative assistant.
- The Miawpukek Band provides CRHSS with a yearly budget of $602,636 to employ approximately 100 Band members. This amount is take from the total social budget of $1,060,450.

Operating Framework:

- The terms and conditions of the Band's Block Funding Agreement allows the Band to define how welfare dollars should be used within the community.
- The Band developed the job creation/welfare program in the mid 1980's.
- The program was patterned after the work for welfare program being delivered at that time within the province of Newfoundland.
- Today, the demand for work with this program is greater than the dollars the Band receives under its Block Funding Agreement for welfare.
- The Band has had to put more money into this program from other programs over the years to ensure Band members get work.
- The criteria for work under this program has changed over the past three years to include criteria to employ people under the welfare program who would not qualify for welfare.
- This criteria has increased the people eligible for work under the welfare program and put more demands on the budget to employ all the people within the community requesting work with the Band.
- The Miawpukek Band defines the job creation/welfare program as a core social program to be provided by CRHSS to the community of Conne River.
Program: Welfare Services

General Information:

- Welfare services are provided under CRHSS’ social program.
- The mandate of the welfare program is to ensure all community members meeting the eligibility requirements for welfare supports have access to community based general and special needs welfare services.
- Funding for the welfare program is provided by the Band’s Block Funding Agreement with Indian Affairs.

Program Resources:

- CRHSS employs one financial assistance worker to deliver welfare services.
- The total budget for the welfare program is $180,000 ($145,000 - general and $35,000 - special needs). This is taken from the general social budget of $1,060,450. This amount is used to provide general welfare and special needs only.
- The salary costs for the financial assistance worker is outside of this program cost and is taken from the general social budget.

Operating Framework:

- The terms and conditions of the Band’s Block Funding Agreement enables CRHSS to develop its own welfare program.
- CRHSS’ welfare program is patterned after some of the criteria listed under the provincial welfare program.
- The rates paid for general and special needs are higher than provincial rates and items identified as special needs are different from the provincial program.
- The Miawpukek Band defines welfare services as an essential service to be provided by CRHSS to the community of Conne River.
CRHSS’

Health & Social Budgets
# Conne River Health & Social Services

## 2000 - 2001 Program Budgets

<table>
<thead>
<tr>
<th>Budget Categories</th>
<th>Total Approved Budget</th>
<th>Program Budgets</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Transfer Agreement - Health Canada</strong></td>
<td>871,948</td>
<td></td>
</tr>
<tr>
<td>1. Total Health Budget</td>
<td></td>
<td>708,094</td>
</tr>
<tr>
<td>2. Brighter Futures</td>
<td></td>
<td>50,130</td>
</tr>
<tr>
<td>3. Nutrition Program</td>
<td></td>
<td>53,000</td>
</tr>
<tr>
<td>3. Building Healthy Communities - Heart Hill</td>
<td></td>
<td>60,724</td>
</tr>
<tr>
<td>1. Solvent Abuse</td>
<td></td>
<td>10,410</td>
</tr>
<tr>
<td>2. Mental Health</td>
<td></td>
<td>50,314</td>
</tr>
<tr>
<td><strong>Miawpukek Child &amp; Family Agreement - DIAND - Band's Block Funding</strong></td>
<td>176,068</td>
<td></td>
</tr>
<tr>
<td>1. Administration</td>
<td></td>
<td>140,390</td>
</tr>
<tr>
<td>2. Program</td>
<td></td>
<td>35,678</td>
</tr>
<tr>
<td><strong>NIHB Contribution Agreement - Health Canada</strong></td>
<td>611,123</td>
<td></td>
</tr>
<tr>
<td>1. Medical Transportation</td>
<td></td>
<td>219,390</td>
</tr>
<tr>
<td>2. Medical Supplies &amp; Drugs</td>
<td></td>
<td>325,967</td>
</tr>
<tr>
<td>3. Glasses</td>
<td></td>
<td>63,860</td>
</tr>
<tr>
<td>4. Emergency Dental</td>
<td></td>
<td>1,950</td>
</tr>
<tr>
<td><strong>Family Violence Initiative Agreement - DIAND/Health Canada - Band's Block Funding</strong></td>
<td>54,767</td>
<td>$33,590 DIAND $21,177 Health Canada</td>
</tr>
<tr>
<td>1. Administration</td>
<td></td>
<td>28,114</td>
</tr>
<tr>
<td>2. Program</td>
<td></td>
<td>26,653</td>
</tr>
<tr>
<td><strong>Disabilities Initiative Agreement - DIAND - Band's Block Funding</strong></td>
<td>3,013</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3,013</td>
</tr>
<tr>
<td>Description</td>
<td>Amount</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Prenatal Nutrition Contribution Agreement - Health Canada</td>
<td>7,631</td>
<td></td>
</tr>
<tr>
<td>Childcare Contribution Agreement - HRDC</td>
<td>60,000</td>
<td></td>
</tr>
<tr>
<td>Aboriginal Head Start Contribution Agreement - Health Canada</td>
<td>38,881</td>
<td></td>
</tr>
<tr>
<td>Social Services Agreement - DIAND - Band's Block Funding</td>
<td>1,060,450</td>
<td></td>
</tr>
<tr>
<td>1. Administration &amp; salary</td>
<td>132,233</td>
<td></td>
</tr>
<tr>
<td>2. Welfare - General</td>
<td>145,000</td>
<td></td>
</tr>
<tr>
<td>3. Welfare - Special Needs</td>
<td>35,000</td>
<td></td>
</tr>
<tr>
<td>4. Job Creation/welfare</td>
<td>602,633</td>
<td></td>
</tr>
<tr>
<td>5. Home Care</td>
<td>145,581</td>
<td></td>
</tr>
</tbody>
</table>
CRHSS'

Staff Listing
## CRHSS

### PERSONNEL AND POSITION LISTING

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Theresa O'Keefe</td>
<td>Director</td>
</tr>
<tr>
<td>2</td>
<td>Josephine McDonald</td>
<td>Assistant Director</td>
</tr>
<tr>
<td>3</td>
<td>Linda Joe</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td>4</td>
<td>Lorraine John</td>
<td>Office Manager</td>
</tr>
<tr>
<td>5</td>
<td>Cindy Drew</td>
<td>NIHB Clerk</td>
</tr>
<tr>
<td>6</td>
<td>Melva Benoit</td>
<td>NIHB &amp; Health Information (Rotational)</td>
</tr>
<tr>
<td>7</td>
<td>Bonnie Benoit</td>
<td>NIHB &amp; Health Information (Rotational)</td>
</tr>
<tr>
<td>8</td>
<td>Elaine Jeddore</td>
<td>Licensed Practical Nurse (LPN) (Rotational)</td>
</tr>
<tr>
<td>9</td>
<td>Maggie Organ</td>
<td>Licensed Practical Nurse (LPN) (Rotational)</td>
</tr>
<tr>
<td>10</td>
<td>Irene Joe</td>
<td>NNADAP Counsellor</td>
</tr>
<tr>
<td>11</td>
<td>Howard Jeddore</td>
<td>Special Project - Hart Hill Coordinator</td>
</tr>
<tr>
<td>12</td>
<td>Jackie John</td>
<td>Special Project - Brighter Futures/Childcare Coordinator</td>
</tr>
<tr>
<td>13</td>
<td>Kelly Drew</td>
<td>Social Worker</td>
</tr>
<tr>
<td>14</td>
<td>Louise Joe</td>
<td>Community Support/Family Violence Worker</td>
</tr>
<tr>
<td>15</td>
<td>Colletta Joe</td>
<td>Financial Assistance Officer</td>
</tr>
<tr>
<td>16</td>
<td>Kimberely Benoit</td>
<td>Dental Therapist</td>
</tr>
<tr>
<td>17</td>
<td>Peggy O'Reilly</td>
<td>Clinical/On-Call Nurse</td>
</tr>
<tr>
<td>18</td>
<td>Rory Jeddore</td>
<td>Ambulance Driver</td>
</tr>
<tr>
<td>19</td>
<td>Ada Benoit</td>
<td>Community Health/Continuing Care Nurse</td>
</tr>
<tr>
<td>20</td>
<td>Jocelyn Benoit</td>
<td>Clinical/On-Call Nurse</td>
</tr>
<tr>
<td>21</td>
<td>Lorraine Griffin</td>
<td>Child &amp; Family Services Social Worker Coordinator</td>
</tr>
<tr>
<td>22</td>
<td>Pauline Benoit</td>
<td>Early Childhood Educator - Four Winds Childcare</td>
</tr>
<tr>
<td>23</td>
<td>Veronica McDonald</td>
<td>Early Childhood Educator - Four Winds Childcare</td>
</tr>
<tr>
<td>24</td>
<td>Leona Joe</td>
<td>Early Childhood Educator - After School</td>
</tr>
<tr>
<td>25</td>
<td>Carmelita Drew</td>
<td>Early Childhood Educator - Outreach Worker (Rotational)</td>
</tr>
<tr>
<td>26</td>
<td>Vanessa Benoit</td>
<td>Early Childhood Educator - Outreach Worker (Rotational)</td>
</tr>
<tr>
<td>27</td>
<td>Emily Benoit</td>
<td>Nutrition Worker (Rotational)</td>
</tr>
<tr>
<td>28</td>
<td>Eileen McDonald</td>
<td>Nutrition Worker (Rotational)</td>
</tr>
<tr>
<td>29</td>
<td>Rebecca McDonald</td>
<td>Nutrition Worker (Rotational)</td>
</tr>
<tr>
<td>30</td>
<td>Glenda Drew</td>
<td>Nutrition Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>31</td>
<td>Audrey Lambert</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>32</td>
<td>Marie Hinks</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>33</td>
<td>Christina Drew</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>34</td>
<td>Philomena John</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>35</td>
<td>Florence Trembley</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>36</td>
<td>Gabriella Drew</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>37</td>
<td>Regina Jeddore</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
<tr>
<td>38</td>
<td>Mary Drake</td>
<td>Home Support Worker (Casual-Call Back)</td>
</tr>
</tbody>
</table>

*Revised October, 2000*
<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Peggy John</td>
<td>Receptionist (Rotational)</td>
</tr>
<tr>
<td>40</td>
<td>Charmaine Benoit</td>
<td>Receptionist (Rotational)</td>
</tr>
<tr>
<td>41</td>
<td>Rhonda Benoit</td>
<td>Receptionist (Rotational)</td>
</tr>
<tr>
<td>42</td>
<td>Melita Howse</td>
<td>Receptionist (Rotational)</td>
</tr>
<tr>
<td>43</td>
<td>Danny Benoit</td>
<td>Maintenance (Rotational)</td>
</tr>
<tr>
<td>44</td>
<td>John Stride</td>
<td>Maintenance (Rotational)/Casual Ambulance Driver</td>
</tr>
<tr>
<td>45</td>
<td>Gerald Benoit</td>
<td>Maintenance (Rotational)</td>
</tr>
<tr>
<td>46</td>
<td>Daphne Stride</td>
<td>Cleaning (Rotational)</td>
</tr>
<tr>
<td>47</td>
<td>Helen Quann</td>
<td>Cleaning (Rotational)</td>
</tr>
<tr>
<td>48</td>
<td>Marriette Drew</td>
<td>Cleaning (Rotational)</td>
</tr>
<tr>
<td>49</td>
<td>Annette Drew</td>
<td>Cleaning (Rotational)</td>
</tr>
<tr>
<td>50</td>
<td>John Bennett</td>
<td>Casual Call back - Ambulance Driver</td>
</tr>
<tr>
<td>51</td>
<td>Colita Jeddoire</td>
<td>Driver/Cook - Daycare (10 hours/week)</td>
</tr>
<tr>
<td>52</td>
<td>Patsy Benoit</td>
<td>Driver/Cook - Daycare (10 hours/week)</td>
</tr>
<tr>
<td>53</td>
<td>Roberta Drew</td>
<td>Casual Call Back - Daycare</td>
</tr>
<tr>
<td>54</td>
<td>Corina Benoit</td>
<td>Casual Call Back - Daycare</td>
</tr>
</tbody>
</table>

*Revised October, 2000*
CRHSS’ Program

Pamphlets
FOR MORE INFORMATION...

on any aspect of our program:

1. Come in and visit one of our addiction workers from Monday to Friday, 9:00 am to 5:00 pm.

2. For individuals requiring appointments after hours, please call us at (709) 882-2710 to make arrangements.

WE CAN HELP!
WHO WE ARE...

Alcoholism and drug addiction is a serious problem for countless individuals in Canada today. For many Aboriginal communities, the problem is particularly acute. Abuse of alcohol and drugs causes deep personal, social and health problems, and affects family and community life.

CRHSS is concerned with all levels of health and well-being of the whole community. Our response to dealing with this issue in our community is the NNADAP Program. This program is part of a nation-wide initiative in Aboriginal communities, known as the National Native Alcohol and Drug Abuse Program.

NNADAP has been in operation in Conne River since 1981 and employs two staff workers - a NNADAP supervisor and a counsellor.

Both our NNADAP supervisor and counsellor have received education and training in the field of alcohol and drug addiction.

Reasons for alcohol and drug abuse and addiction are complex, and strategies for dealing with it in this community are equally complex and long-term. There is no one simple solution. It crosses all age groups and must be dealt with at a number of levels, including prevention strategies (particularly with children and adolescents), education and public awareness, treatment for individuals, referral and aftercare.

WHAT SERVICES DO WE OFFER...

There are a number of services offered through our NNADAP program. These include:

♦ Education Services:

This includes teaching children at the school about the negative effects of the abuse of alcohol and drugs; doing workshops for the community on alcohol and drug abuse related topics; and showing videos on the community cable channel.

♦ Counselling:

Counselling is offered on a one-to-one basis, or in groups depending upon the request. Counselling is confidential and can involve individuals, groups or families.

♦ Treatment:

Individuals requesting treatment for their problems are referred to treatment centres, which are located within and outside the province. NNADAP has access to a number of centres including Mi'Kmaq Lodge in Nova Scotia and Humberwood in Newfoundland.

♦ Support Services:

These services include the Youth Group who meet regularly at the Youth Centre and plan activities for themselves. It also includes follow up care for clients returning from treatment, and regular scheduled home visits.

HOW TO OBTAIN OUR SERVICES...

Our support services are available to anyone in the community. If you think you need one of the services listed, just call us at 882-2710, or come into the Centre and see one of our NNADAP workers.

Admitting to having a problem is the starting point!

Remember - whether you come to see us voluntarily, or as a result of a Court Order, you will be made welcome at the Centre.

In all cases, we sit down with you and make an assessment of your situation and then develop a plan of action based on what your needs are.

Persons requesting treatment have to fulfill certain requirements.

To be eligible for placement with a treatment centre, registered Band members must meet the following criteria:

♦ be a member of the community
♦ be free from all addictive substances
♦ be sober at least 72 hours before admission
♦ be mobile
♦ enter the program voluntarily or by court order
♦ have a medical clearance from a doctor

We are always ready to talk with you!!
FOR MORE INFORMATION...

Please call the Social Worker at (709) 882-2710, or visit Conne River Health & Social Services Centre.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!
WHO WE ARE...

CRHSS provides support, advice and assistance to members of our community through the services of our full-time professionally qualified and registered Social Worker.

As a profession, social work is concerned with empowering people by helping them to resolve problems that affect their well-being on an individual or community basis.

Social Work is guided by the belief that everyone has worth and dignity and has the right and the capacity to enjoy a good quality of life. Social Workers pledge to serve their clients in confidence and without bias of any kind.

Our Social Worker can assist in a number of ways including:

- Providing supportive counselling to individuals and families experiencing difficulties.
- Meeting with individuals or families to discuss problems and disputes.
- Finding needed and appropriate resources.
- Speaking on behalf of individuals to advocate for change.

Our goal is always to help people help themselves!!

WHAT SERVICES DO WE OFFER...

Any individual or family can call upon the services of our Social Worker.

Sometimes an individual, or a family may not know who to turn to for help and comfort, and many find it hard to call for help.

There is no shame in asking for help in a difficult situation.

Our Social Worker is here for anyone who needs help, with issues such as:

- Family difficulties
- Personal difficulties
- Financial difficulties
- Emotional difficulties
- Lack of self-confidence
- Survivors of abuse

Sometimes all we need is someone to talk to!!

HOW TO OBTAIN OUR SERVICES...

For most people the first step toward solving a problem is getting up the nerve to tell someone about it.

Remember - the Social Worker is only a phone call away!!

Our services are available to every member of our community and we will not refuse community support services to anyone including visitors to the community.

Anyone who has a concern or difficulty will be listened to!!

Any individual or family may contact us by calling 882-2710, or by dropping in to the Social Worker’s office at the Centre. If the Social Worker is busy, it may be necessary to arrange an appointment.

Sometimes an individual or family is referred to the Social Worker by another person they have talked to at the Centre, such as the Community Health Nurse or one of the Family Care Workers.

We always respect confidentiality, and referrals are only made with the consent of the individual.
DENTAL THERAPY PROGRAM

FOR MORE INFORMATION...

Please drop by to visit the dental therapist, or call CRHSS from Monday to Friday, 9:00 a.m. to 5:00 p.m. at (709) 862-5710.

PRIOR APPROVAL IS REQUIRED ON SOME DENTAL BENEFITS. TO FIND OUT WHAT THESE BENEFITS ARE, PLEASE CALL.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!

KEEP SMILING!
WHO WE ARE...

Dental disease is a disease that will probably affect nine out of ten people at some point in a person's life.

Our answer to this problem here at CRHSS is to provide primary dental care on the reserve by a Dental Therapist.

A full-time Dental Therapist has been employed in Conne River since 1984.

Dental Therapists working with First Nation Communities receive their training in Prince Albert, Saskatchewan.

The Dental Therapy program is a Federal government program employing Dental Therapists in provinces across Canada. Federal Dental Therapists can only work on Indian reservations or Inuit territory.

WHAT SERVICES DO WE OFFER...

There are a wide variety of services that are offered through the Dental Therapy Program.

- EXAMS:
  
The dental therapist can perform check-up exams or exams for specific problems that may not include x-rays.

- CLEANINGS:
  
  Cleanings include polishing the teeth as well as fluoride treatments.

- FILLINGS:
  
  Both white and silver fillings are provided here at the dental clinic. In special circumstances children may receive silver "caps" on their teeth.

- EXTRACTIONS:
  
  In certain cases when patients are not interested in fillings, extractions may be preformed. Extractions are also done as a preventive procedure if a patient appears to have some crowding of their teeth.

- REFERRALS:
  
  In cases where the fillings or extractions are beyond the scope of training for a dental therapist, referrals can be made to a particular practitioner.

EDUCATION SERVICES:

This includes teaching children at the school about dental health and good dental care. It also involves doing workshops for the community on dental health and showing videos on the community channel.

HOW TO OBTAIN OUR SERVICES...

Our services are available to all registered Mlawpuekek Band members living on or off reserve.

If you live in Conne River or the surrounding area, you can access the services listed at CRHSS Centre. To make an appointment for treatment, call the dental therapist directly or the receptionist at (709) 882-2710.

If you live too far away to be able to use our facility, use dental facilities and professionals in your surrounding area and send your expenses directly to us for processing.

Please remember, if you do not know what dental benefits are covered under the federal Non-Insured Health Benefits program, then ask the dentist.

REMEMBER YOU ARE NEVER TOO YOUNG OR TOO OLD FOR DENTAL CARE!!
WHO WE ARE...

Daily clinical treatment services are offered by a full-time registered nurse at Conne River Health & Social Services. The centre offers a daily walk-in nursing clinic that is open to everyone.

WHAT SERVICES DO WE OFFER...

OUR CLINICAL AREA OFFERS A NUMBER OF SERVICES!

Daily Nursing Clinics

Daily nursing assessments, treatments and health teaching is available Monday to Friday from 9 am to 5 pm, to all community members. The clinical nurse can consult with doctors and other health professionals regarding individual patient care.

Weekly Doctor's Clinic

A half-day doctor's clinic is offered to all community members every week. For appointments to see the doctor, please call our receptionist. Emergencies are handled immediately.

Laboratory Services

The clinical nurse can provide laboratory services as ordered by doctors for the following:

- routine blood work
- pre-op blood work
- urinalysis
- swabs
- pregnancy testing

Special Clinics

These clinics are held to meet the needs of individuals requiring services not available through our daily nursing and weekly doctor's clinics. For appointments please call our receptionist. The following are some of the clinics offered:

- Foot Care
- Pap Smear
- Blood Sugar Monitoring
- Blood Pressure Monitoring

Emergency Services

Emergency services are available on a 24 hour basis, every day including weekends and holidays. CRHSS offers two types of emergency services:

1. Daily Emergency Services

During the day, Monday to Friday, 9 am to 5 pm, all emergencies are dealt with by the clinical nurse. Emergencies can be brought directly to the centre. If an ambulance is needed, it can be accessed at any time by calling the:

Ambulance number at 882 - 2705!

2. After Hours Emergency Services

After hours from 5 pm to 9 am, all emergencies are dealt with by the on-call nurse and ambulance driver. These services can be obtained by calling the:

Ambulance number at 882 - 2705!

HOW TO OBTAIN OUR SERVICES...

Services are available to all community members and visitors.

For assessment, consultation or treatment, individuals can drop into the centre to see the nurse or call (709) 882-2710.

APPOINTMENTS TO SEE THE CLINICAL NURSE ARE NOT NECESSARY - JUST DROP IN!!

Emergency Services can be obtained by calling the AMBULANCE NUMBER at 882-2705.
HOW TO OBTAIN OUR SERVICES...

Heart Hill staff members can be contacted by calling 709-882-2710 or by writing us at the address listed.

If you are in the community, drop into CRHSS located at the Amelia Joe Building and ask us what we can offer you!

On the inter-net you can contact us at: crhss@cancom.net

Miwapukek First Nation

CONNE RIVER HEALTH & SOCIAL SERVICES
P.O. Box 160
Amelia Joe Building
Conne River Reserve
Newfoundland, A0H 1JO
Phone: 709-882-2710
Fax: 709-882-2836
WHO WE ARE.

The Heart Hill Wilderness Retreat Program was developed in part to restore the connection of youth to the natural environment and to emphasize the therapeutic nature of this relationship.

This program is a part of the health and social programming offered by Conne River Health & Social Services Center. Programs offered at Heart Hill will be available to any group interested in pursuing wilderness activities and the development of "self".

Through wilderness activities, challenge programs and recreation, Conne River Health and Social Services’ mission is to teach self-reliance, build self-esteem, promote sharing and cooperation and instill values of mutual support among all community members.

The practical aspect of our program hopes to promote the physical, mental, social, emotional and spiritual aspects of our youth. Also, the natural environment will foster an ability to allow people to problem solve and communicate with one another.

We need to start taking care of those things that are the most important - ourselves!!

WHERE IS HEART HILL LOCATED.

Heart Hill is located 20 miles east of Conne River and can be accessed by either air or by a combination of hiking and boating. The duration of the trip from Conne River to Heart Hill is approximately two hours and forty five minutes by land (walking & boating) and ten minutes by air travel (float plane).

What to bring with you:

- A pair of snugs (rain boots) will be necessary for the hike into Heart Hill
- A pair of walking shoes for wear at the lodge
- Personal hygiene items (towels, soap, tooth brush etc) & clothes
- All food is provided
- All bedding is provided

Bring yourself, a positive attitude and be ready to have many adventures and lots of fun!!!!

OUR FACILITIES.

Heart Hill Lodge is 64 feet x 28 feet.

It has:

- Five bedrooms, capable of sleeping 20 people
- Three fully equipped washrooms, one is handicapped accessible
- Air conditioning
- A fireplace
- A large patio
- A breakfast area overlooking the pond

Programs offered:

- Rock Wall Climbing
- Rope Challenges
- Canoeing (canoe to canoe rescue)
- Swimming
- Building Lean 2s
- Lighting Fires
- Portaging
- Map and Compass
- Orienteering
- Hiking with & without overnight camping
- Botanical walks - plant & animal identification
- Survival skills training (seasonally based)
Dental Care

If a dentist or dental practitioner recommends dental treatment, some or all of the costs are covered by the Non-Insured Health Benefits Program. Given certain limitations, our dental therapist can provide examinations of teeth, cleanings, fillings, extractions and referrals. In cases where fillings or extractions are beyond the scope of training for our dental therapist, referral can be made to a particular dental practitioner to complete the work.

The type of dental benefits covered and the amount paid for dental benefits are determined by Health Canada, not the Miawpukek Band.

Claims Processing:

Where ever possible, CRHSS tries to arrange for suppliers to submit their claims directly to CRHSS for vision, dental and prescription drugs & supplies. The exception to this arrangement would be for medical travel.

Off reserve Band members have to cover their travel costs up front, then submit to CRHSS for reimbursement. On-reserve Band members get portions of their travel dollars prior to their travel. This is because it is often very difficult to check and arrange travel for Band members living off reserve.

HOW TO OBTAIN OUR SERVICES...

Using the Non-Insured Health Benefits Program and obtaining its benefits are easy!!

These benefits are available to all First Nation people registered with the Miawpukek Band and living within the province of Newfoundland and Labrador.

1. If you live in Conne River or the surrounding area, you can access available Non-Insured Health Benefits services at CRHSS Center.

2. If you live too far away to be able to use our facility, use health facilities and professionals in your surrounding area and send your expenses directly to us for processing.

IF YOU HAVE ANY QUESTIONS, PLEASE CALL AND ASK US ABOUT ANY OF THE SERVICES AND BENEFITS COVERED UNDER THE NIHB PROGRAM!!!!

Anyone wanting to access these benefits and services can do one of the following:

- call our main number at (709) 882-2710 and we will connect you to the person dealing with the Non-Insured Health Benefits Program or
- drop in to the main reception area and ask to see the staff person dealing with this program.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!!

Miawpukek First Nation

Conne River Health & Social Services Center
P.O. Box 160
Amelia Joe Building
Conne River Reserve
Newfoundland  AOH IJO
WHO WE ARE...

Non-Insured Health Benefits are health related goods and services provided to registered First Nation people by Health Canada. This program pays for certain medical services and products which are not paid for by provincial or territorial health insurance plans or programs, or through other forms of third party coverage.

Conne River Health and Social Services Center has been providing this service on behalf of the federal government to all registered members of the Miawpukek Band living in Newfoundland and Labrador since the early 1980's.

Registered Miawpukek Band members living outside Newfoundland and Labrador must apply to Health Canada’s Medical Services Branch offices in their province of residence for benefits and services.

If you are not registered with Indian Affairs and you do not have a registration number, you will not receive under this program prescription drugs, supplies, medical transportation, glasses and dental care anywhere in Canada.

CRHSS must follow national guidelines in delivering this program to Miawpukek Band members. The Miawpukek Band does not add or delete benefits or services delivered under this program.

ELIGIBILITY REQUIREMENTS:

- First, make sure you are registered under the Indian Act by the Department of Indian Affairs and Northern Development, or are recognized as Inuit.

- Second, get your MCP (Medical Care Plan) card from the province to ensure you are registered with the Newfoundland provincial health insurance plan.

- Finally, make sure you are registered with the Miawpukek Band and live within the province of Newfoundland and Labrador.

WHAT SERVICES DO WE OFFER...:

- Medical Transportation

  When medical treatment is needed but not available locally, the costs of travelling to and from the nearest health care facility are covered. Prior approval by CRHSS staff of all medical transportation benefits is usually required. Transportation rates are based on bus rates or the most economical rates to the nearest health facility.

  Travel rates for medical travel are set by Health Canada, not the Miawpukek Band.

- Vision Care

  To obtain vision care, an optometrist or ophthalmologist must first determine that a visual correction or treatment is necessary and then provide a prescription. Payment of vision care depends upon visual changes and requirements, minimum time interval between previous order, replacement or repair and the circumstances leading to the replacement or repair.

  CRHSS covers eye examination fees, total costs of lenses, spectacles and a portion of the cost of frames. Contact lenses are covered totally, if they are required to correct an eye condition that glasses cannot correct. If contact lenses are the clients choice, then a flat rate is covered toward the cost of the contacts instead of glasses.

  The amount paid for vision care is determined by Health Canada, not the Miawpukek Band.

- Prescription Drugs and Medical Supplies

  If a medical doctor or dentist prescribes drugs, medications or supplies which are necessary for medical treatment and which are recognized by the federal government on their national drug and supply list, the costs of these items are covered. The following drugs and supplies will be covered with a doctor's prescription:

  - drugs which legally require a prescription;
  - over the counter drugs which are used for therapeutic purposes and would be available without a prescription;
  - various supplies and equipment required for medical treatment which may be approved for given periods of time.

- If a doctor prescribes a drug not on the national drug formulary, this drug may be covered under the process of a benefit exemption. Please contact CRHSS to inquire about coverage of drugs not on the drug formulary.

- The type of drugs and supplies covered are determined by Health Canada, not the Miawpukek Band.
4. HEALTH PROMOTION ACTIVITIES

Communicable Disease Control

The community health nurse is responsible for the prevention, control and treatment of communicable diseases. This is done through education, contact tracing and immunizations.

School Health

Regular visits are made to the school to offer immunizations, screening - vision, hearing, rapid health inspections, counselling and health promotion classes.

Counselling

Counselling is done on a one to one basis or in groups, depending upon the request. Counselling is confidential and can be for discussion on STD's, AIDS, birth control, diabetes, etc.

FOR MORE INFORMATION...

Or consultation, please drop by the centre to see the Community Health Nurse or call (709) 882 - 2710.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!!
WHO WE ARE...

Community Health Services at CRHSS are offered by a full time community health nurse with a Bachelor's Degree in Nursing.

Community Health Nursing services assist clients in achieving and maintaining an optimal level of physical, social and emotional well-being within their personal environment.

All our clients are encouraged to function as independently as possible and to assume responsibility for their own health!!

WHAT SERVICES DO WE OFFER...

CRHSS offers a number of Community Health Nursing Services that involve activities in teaching, health clinics, home visits and many more community based services. A list of our services are as follows:

1. EDUCATION CLASSES

Prenatal

Prenatal classes are a series of eight classes taught by our community health nurse which are designed to provide information, support & understanding to pregnant women, their partners and/or support person.

Heart to Heart

This is an eight week program about Heart Disease. It is aimed at helping clients and their families enjoy the highest quality of life possible.

A variety of other Health Promotion & Health Education Programs are available upon request.

2. CLINICS

Regular clinics are held dealing with the following areas:

Health Checks

Health checks are a preventative program aimed at detecting health problems common to young children. Provided at these health checks are the provincially required children’s immunizations.

1. Infant Health Checks and Immunizations are done on children at the following ages:

   a) 2 months   c) 6 months   e) 18 months
   b) 4 months   d) 12 months

2. Preschool Health Checks are done on children prior to attending Kindergarten.

Immunizations

This is a provincial program designed to provide protection against vaccine preventable communicable diseases. It is available to all age groups. The types of immunizations available are:

1. Childhood immunizations
2. Adult immunizations
3. Flu immunizations
4. Travellers immunizations

3. Home Visiting

Prenatal and Postnatal

Our community health nurse will visit or consult with all women during and after their pregnancy. The purpose of this program is to promote healthy growth and development of children and pregnant women.

Acute and Chronic

This program was developed to improve the quality of care that clients receive while being cared for in their own home environment as a result of illness, disability or age.

Home visits are done to provide the following services:

1. Health Maintenance

   This involves checking blood pressures, blood sugar levels and providing regular health status assessments.

2. Surgical Care

   All surgical dressings are checked and dressed as ordered by a physician and assessed by a community health nurse.

3. Cardiac Care

   All clients with heart conditions are assessed and followed on a regular basis through home visits.

4. Palliative Care

   All terminally ill clients are assessed and followed by the community health nurse.

5. Home Care Assessments

   All community members requesting home care are assessed by our community health nurse as well as our social worker. Home support services are provided as assessed.

6. Nursing Procedures

   All procedures dealing with client treatment at home requiring a trained nurse for things involving dressings, medications, assessments and therapy are provided as required.
FOR MORE INFORMATION...

Clarification, or advice on any issue relating to Child Welfare, please contact the Child Protection Worker at (709) 882-2710.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!!

CHILD WELFARE SERVICES
WHO WE ARE...

The purpose of our Child Welfare Services is to protect children who are being abused or neglected.

For various reasons, some parents are unable to provide adequate care for their children. This might result in not keeping them property clean, allowing them to stay out late at night, leaving them alone, for long periods of time, not feeding them, not sending them to school, or even physically or mentally abusing them.

Where a child is perceived to be “at risk”, professional help from our Child Welfare Worker can provide protection for the child. In extreme situations, it may be necessary to remove the child from the home.

While the rights and well being of our children are always very important, some parents also need help and support. We can assist parents with solving problems and difficulties in the family, to enable them to provide better care for their children.

BEING A PARENT TAKES LOTS OF WORK. WE CAN PROVIDE ASSISTANCE AND SUPPORT!!

Our Child Welfare Service is provided by a professionally qualified and experienced Registered Social Worker from the Department of Social Services. We are able to offer these services by having an agreement in place between the Band and the Provincial Government.

WHAT SERVICES DO WE OFFER...

In each situation that a child is at risk, a Social Worker becomes involved with the family to identify problems and to help the family develop a plan to deal with them. The Social Worker may also sometimes refer the family to other professional services such as Community Health Nursing.

The goal in every case is to protect the child, while improving the family situation, so that the child can stay at home.

Child Welfare Services include:

♦ Child Protection Services:

Whenever we are informed about a child who may be at risk, a Social Worker will visit the home, look at the situation and develop a plan of action for the family. The aim is to provide appropriate protection for the child and to help the family through counselling or referral.

♦ Substitute Care:

When a child has to be removed from the family home for his/her own safety and protection, it is necessary to place the child in a protected environment. In some cases, it is necessary to find a placement for the child, because the parents may be sick or in hospital.

The Child Welfare Worker will make arrangements for the child to be placed with relatives, with Foster Parents, or in a Group Home.

HOW TO OBTAIN OUR SERVICES...

Obtaining Child Welfare Services simply involves contacting the Child Protection Worker. This worker can provide information on the specific programs outlined in this pamphlet, or offer direction and information on specific concerns related to Child Welfare in general.

Individuals or families may also be referred to the Child Welfare program by other professionals and agencies, for example by the Community Health Nurse, NNADAP, or the Band Police.

IMPORTANT NOTICE

The law says that anyone who suspects child abuse and neglect is legally obligated to report this to the Child Protection Worker or the Police, and is protected from liability providing the report is not malicious.

Failure to report is a Criminal Offence with a maximum penalty of 6 months imprisonment, or a fine not to exceed $10,000 or both.

In Newfoundland, a child is considered to be anyone under the age of 16 years. This means that Child Protection Workers do not have the mandate or the authority to become involved with children 16 years of age or older.

OUR CHILDREN ARE OUR FUTURE. THEY DESERVE THE BEST WE CAN GIVE THEM!!
FOR MORE INFORMATION...

About the Home Support Program, please contact the Social Worker or the Community Health Nurse at (709) 882-2710, or visit CRHSS.

WE LOOK FORWARD TO SEEING OR HEARING FROM YOU!
WHO WE ARE...

The Home Support Program provides a range of services to elders and physically and/or mentally challenged individuals who need care, but want to remain in their own home as long as possible.

Because we promote community and family involvement in all aspects of individual and family health, our Home Support Program asks that family members provide as much care and assistance as they can.

At the same time, we are committed to helping those who need our services.

Home-based care is delivered by a fully trained and experienced team of Home Support Workers, under the shared supervision of the Community Health Nurse and the Social Worker.

Members of the community, who meet the following conditions can request Home Support Services:

- have care needs that cannot be met by regular visits to our clinic, or by regular visits to the family home by our Community Health Nurse;
- have a condition for which professional help is needed in the home;
- have a condition which can be treated at home.

If you think that a family member is eligible for the Program, or if you simply want more information about the Program, please feel free to call us, or to visit the Centre.

WHAT SERVICES DO WE OFFER...

The Home Support Program offers a number of services. The following are some of the ways that we can help:

- **Personal Care:**
  We can help with personal assistance such as washing, bathing, dressing and activities of daily living.

- **Time Off For The Family:**
  Families who provide constant care and assistance to someone who is ill need regular breaks. We can help by taking over direct care of their family member, thus providing a break for family members.

- **Housekeeping & Personal Care:**
  Many elders and persons who are physically and/or mentally challenged are not able to manage regular housework. Our Home Support Workers can help with light housekeeping duties while providing some personal care assistance.

- **Preparation of Meals & Personnel Care:**
  While it is important that elders and persons who are physically and/or mentally challenged eat regular and nutritious meals, many cannot manage without help. Persons needing personal care can be assisted by the Program, with help in preparing and cooking their meals.

If you have a family member who does not require personal care, but requires assistance with light housekeeping and meal preparation, we will refer you to our Job Creation Program for help.

HOW TO OBTAIN OUR SERVICES...

Anyone who knows someone who may benefit from the Home Support Program, can make a request to us for a home visit and an assessment. Simply call us, or visit the Centre and ask to see the Social Worker or Community Health Nurse.

Here is how it works:

- If you are making a request for someone else, please make sure that the person concerned knows that you are approaching us. Some people may object to you asking for help without their consent!

- Once a request has been made, the family will receive a visit from the Community Health Nurse and the Social Worker who will assess their individual needs and what the individual's family can contribute and decide on the level of care needed.

- The Social Worker and the Community Health Nurse will then meet to complete the assessment, work out the details of the type of service required and the number of hours involved, and assign a Home Support Worker to the family.

- The family will then be notified about the outcome of the assessment and given details about the home care arrangements.

Please note that the level of care provided in a case depends upon the availability of our Home Support Worker at the time.
FOR MORE INFORMATION...

On any of our programs and services, call (709) 882-2710, or visit the Center.

Pamphlets are also available on specific programs and services.

WE LOOK FORWARD TO SEEING AND HEARING FROM YOU!!
**WHO WE ARE...**

Conne River Health and Social Services (CRHSS) is located in the Amelia Joe Building, next door to the Band Administration Office in the center of our community.

One of the main features of our services is the way that we have combined provision of all of our health and social services in one place. We do this for two basic reasons:

♦ we believe that people's physical, mental and social needs should not be separated and divided. We serve the WHOLE person!

♦ It is crucial for all residents to have their personal services in one building.

The Health Care Authority for CRHSS is the Band Council, which has full responsibility for our programs. Health Canada handed over control to the Band in 1991 under a Transfer Agreement between the Band and the Federal Minister of Health.

Health and Social programs are managed and administered by a Director and a team of trained professional staff, the majority of whom are members of the Band and living in the community.

We believe that our community should be fully informed about our services, and have a say in what we do and how we do it. We provide information for our users and we always welcome opinions and suggestions.

**OUR MISSION IS TO PROMOTE INDEPENDENCE AND SELF-RELIANCE IN ALL ASPECTS OF AN INDIVIDUAL'S HEALTH & SOCIAL WELL BEING!!**

---

**WHAT SERVICES DO WE OFFER...**

Our current programs and services include the following:

♦ Community Health  
♦ Nursing Clinic (daily and emergencies)  
♦ Medical Clinic (weekly)  
♦ Ambulance Service (24 hrs a day)  
♦ Dental Therapy  
♦ Home Support  
♦ Nutrition Program  
♦ Child and Family Services  
♦ Childcare & Aboriginal Head Start Services  
♦ Family Violence & Elder's Program  
♦ National Native Alcohol and Drug Addiction Program  
♦ Non-Insured Health Benefits Program  
♦ Financial Assistance and Job Creation  
♦ Social Work Services  
♦ Heart Hill Wilderness Retreat Program  
♦ Brighter Futures School & Community Support Program  
♦ Centre Management and Administration

---

**HOW TO OBTAIN OUR SERVICES...**

Our services are available to every member of the community. We will not refuse treatment or assistance to anyone, including visitors to the community.

Anyone who has a concern will always be listened to!!

Some of our programs are designed for particular groups such as children, teenagers, new mothers and babies, elders, or persons with specific problems.

Anyone wanting our services can do one of the following:

♦ call our main number: (709) 882-2710, and we will connect you to the person or service you need.

♦ if you want a particular service, call our main number and ask for the staff worker.

♦ drop in to the main reception area.

Because all of our programs are in one place, we can also refer persons from one program to another.

We work as a team, and we make sure that people are put in touch with the right staff person, service, or treatment.

**FOR EMERGENCIES CALL:**

Emergency On-call Services 709-882-2705  
Miawpukek Band Police 709-882-2815  
RCMP 709-882-2230  
Cara Transition House 709-256-7707  
Poison Information Centre 709-722-1110
Please come and see us!

Four Winds Child Care

FOUR WINDS CHILD CARE COORDINATOR:
Jackie John

EARLY CHILDHOOD EDUCATORS:
Veronica McDonald
Pauline Benoit

Four Winds Child Care
Conne River Health and Social Services,
P.O. Box 160
Conne River, NF, A0H-1JO
Tel. (709) 882-2710 FAX. (709) 882-2862
GOAL:
Four Winds Child Care will provide positive experiences for children 2 - 5 years and their families. The Child Care will be based on caring, creativity and pride that flows from knowledge of their traditional beliefs and positive sense of themselves. It will encourage a desire for learning within a safe environment.

What is Four Winds Child Care?
It is a child care service offered to children 2 - 5 years and their families. The Child Care will focus on the development of the child's culture, language, education, health and nutrition. Parental and family involvement will be a major component. Much social support will be provided to improve the quality of life for the children and their families.

Where will Four Winds Child Care take place?
Conne River Health and Social Services

When will this program start?
October, 2000

Who can register for this Program?
Children ages 2 - 5.

How can I register my child?
1. All parents with children 2 - 5 years old will be contacted.
2. You and your child will be invited to visit the Child Care for a REGISTRATION SOCIAL.

What will it cost me to enroll my child?
FREE.

How many days can I register my child?
You may register your child for any morning Monday to Friday, 8:30am-12:00pm and for any afternoon Monday to Friday, 1:00pm - 5:30pm.

Number of mornings and afternoons you can register your child will depend on the number of children registered.