

Okanagan Nation Alliance Wellness Department



PROGRAMS AND SERVICES INFORMATION BOOKLET



April 2017

WELCOME

To the ONA Wellness Department Programs and Services

Your decision to make changes in your life situation took concern, commitment and motivation. We recognize the importance of this and look forward to working with you to enhance your personal and family wellness. We wish you success on this journey.

We believe that individuals and families have the right to make informed choices. This booklet lets you know about the services, how they are offered, your rights and expectations and our need for your feedback.

The Okanagan Nation Alliance (ONA) Wellness Programs are free services with the majority of funding from: the Interior Health Authority; Ministry of Children and Family Development and First Nations Health Authority.

SCHEDULE OF APPOINTMENTS

DATE

TIME

OTHER

EMERGENCY INFORMATION SERVICES

Interior Crisis Line Network	1-888-353-2273
Interior Suicide Hotline	1-800-784-2433
Kids Help Line	1-800-668-6868
310 Mental Health Support Line	310-6789
Youth Crisis Hotline	1-866-661-3311

Other Resources

Alcohol and Drug (Substance Use) Resources (24 hour line)		1-800-663-1441
BC Problem Gambling Help Line (24 hrs)		1-888-795-6111
BC Nurse Line		811
MCFD Child and Youth Mental Health	Kelowna Penticton Vernon	250 861-7301 250 487-4422 250 549-5404
Legal Aid	Kelowna Penticton Vernon	250 763-8613 250 493-7164 250 545-3666
Ki-Low-Na Friendship Society Ooknakane Friendship Centre First Nations Friendship Centre	Kelowna Penticton Vernon	250 763-4905 250 490-3504 250 549-1247
Aboriginal Patient Navigator	Kelowna Vernon	250 801-0466 250 309-9436
Outreach Urban Health Centre Street Nurse	Kelowna Vernon	250 868-2230 250 545-3572
Métis Community Services	Kelowna	250 868-0351
Okanagan Nation Response Team		Local Band Office
Victims Assistance Services	Kelowna Penticton Vernon	250 470-6242 250 493-0800 250 542-3322
Women's Transition House Okanagan Nation Transition Emergency Women's Transition House	Kelowna Penticton Vernon	250 763-1040 1-877-493-4909 250 542-1122

MISSION STATEMENT

Reclaiming and restoring **Syilx** way of being and knowing (worldview) through development of wholistic Wellness programs and services grounded in a **Syilx** – centered framework.

HOURS OF OPERATION

Our office is open Monday through Friday,

8:30am to 4:30pm

Appointments are made on an individual basis depending on the schedules of you and your worker(s).

HOW DO YOU GET INTO A SERVICE OR PROGRAM?

You may be referred by your local band office and or urban centre.

You can access our service by phoning:

250 707-0095

Toll free: 1 866 662 9609

Our main office address is:

101 – 3535 Old Okanagan Hwy
Westbank BC, V4T 3L7

WHAT HAPPENS WHEN YOU NEED SOME HELP?

- Your first appointment includes orientation to the services and some paperwork to enter the program.
- The following appointments involve talking with your worker about the help you want and together developing a plan to get you there.
- An exit or transition plan is developed with you when you've completed your plan or when another service is needed.
- We need and value your feedback about the program and services you received. We use your feedback to make sure that each individual or family receives the best quality of service possible. Therefore, you will be asked to fill out program evaluation forms either in the middle or at the end of services.



Code of Ethical Conduct

In honour of the strength and commitment of our ancestors who have created the path of healing that we walk today and for the well being of the next seven generations. The Okanagan Nation Alliance Wellness Team is committed to excellence in its services to you.

The Code is based on the following values:

- Excellence in service provision
- Accountability to the people served, the organization and the community
- Relationships are the heart of our work – Respect the rights and dignity of all people
- Fairness and Balance

The Principles we follow are:

- **Responsibility to Our Relations - The People We Serve:**

To be aware of and follow the cultural ways and standards of conduct within the communities we serve. We believe in your right and ability to decide how you would like to change your life on your healing journey.

- **Professional Competence:**

The Wellness Team must maintain a minimum standard of professional conduct and practice.

- **Integrity:**

Is being truthful at all times and acting in good faith in all dealings with you, our colleagues, and the community.

- **Confidentiality:**

Wellness team members must ensure that records are accurate, current and managed in ways that protect your privacy. Information shared is viewed as sacred and is not discussed without your consent.

- Workers may check their emails only once per day or longer if away from a service area; your message may not reach them. Workers will try to respond within 48 hours
- Workers will respond briefly to let you know they got your message and to arrange for a time to talk with you
- If workers are sending you important information they will request a brief reply from you saying that you've received the information
- Protect your privacy from others who might have access to your computer

Location-based Services (GPS)

If you have GPS tracking enabled on your device, it's possible that others (friends or family) can find your location and may assume that you're visiting a service which can put your privacy at risk.



SERVICES PROVIDED

The ONA Wellness Department consists of the following programs:

- Aboriginal Child & Youth Mental Health
- Family Decision Making
- Health Care Advocate
- Kwu Xast
- Okanagan Nation Response Team
- RNative Voice
- Syilx Early Years
- Youth Wellness

Referrals

Based on your needs we will provide referrals to the appropriate community services such as: Self-help Groups, Aboriginal Community Legal Workers, Legal Aid, Employment Services, Health Services, Mental Health and Addictions, Victims Assistance, Aboriginal Patient Navigators, local Friendship Centres and Métis Community Services.

Outreach

The workers can arrange visits to homes, hospitals, communities and correctional facilities or wherever you're most comfortable.

PERSON AND FAMILY SERVED EXPECTATIONS/RESTRICTIONS

1. For everyone's safety; violence, intoxication (alcohol or drugs), possession of weapons, legal or illegal drugs or smoking on the premises will not be allowed. You will be asked to leave and are welcome to return when you can follow the ONA's expectations. If during an outreach visit, workers may leave and will reschedule an appointment with you.
2. We ask that you be on time for appointments and give us at least twenty-four hours' notice if you need to cancel. This allows us to offer the appointment time to someone else.
3. Missed appointments without contact are considered "no shows." After three no shows we may limit additional appointments such as shortened meeting times.
4. If you miss three appointments in a row or we don't hear from you for three months your worker may close your file. If you contact us for service after your file is closed you may be placed on a waitlist.
5. If a worker cancels an appointment due to illness or an emergency you will be contacted to arrange a new appointment time.

Text Messaging

Mobile phone text messaging also puts your confidentiality at risk and is part of your record. We prefer that you contact us by phone. If you must text please remember:



- Be brief; try to limit the text message to appointment times or changes in meeting times
- Protect your privacy/access to your phone by others; you can password protect
- If urgent, limit to arranging a time or number to call or for the worker to call you

Email

We prefer using email only to arrange or change appointments. If you choose to communicate with ONA staff by email, be aware that:

- All emails are stored in the logs of your and ONA's internet service providers
- While it is unlikely that someone will be looking at these logs, they could be read by the system administrator(s) of the Internet service provider
- Any emails ONA staff receive from you and any responses that they send to you become a part of your record (except when scheduling appointments)
- You and your worker will together develop a way of identifying each other when communicating by email or text messaging
- Technical difficulties may interfere with the workers ability to answer your message within the time frame you would like

SOCIAL MEDIA POLICY

In the spirit of respecting your privacy and informed consent we follow guidelines about communicating with persons served using technology such as email, texting and facebook.



We do **NOT** casually search for you or information about you, on Google or Facebook or other search engines, when you're receiving service from ONA because this could negatively affect our working relationship. Extremely rare exceptions *may* be made during times of crisis.

If an ONA Wellness Department staff member has a reason to suspect that you are in danger and you haven't been in touch with your worker this *might* be a situation where your worker will use a search engine (to find you, find someone close to you, or to check on your recent status updates) to ensure your well-being. These are unusual situations. If this happens, the worker documents and discusses the situation with you at your next meeting.

Together we'll discuss the benefits and risks of communicating with electronic technology and let you know about some of the limitations we follow with this type of communication. We will talk in more detail about:

Facebook

To protect your privacy, staff do not accept people served as friends on their personal facebook if you were not a 'friend' before receiving service.

Interacting

Please do not use Social Networking sites such as Twitter, Facebook, or LinkedIn to contact us. These sites are not secure and we **may not** read these messages in a timely manner.

PERSONS SERVED GRIEVANCE POLICY

The ONA Wellness Department takes concerns and questions by you and the communities seriously. If you want to express a concern, or have a question about service or a complaint we encourage you to follow our procedure to resolve the issue.

Complaint Resolution Process forms are in the waiting areas and you'll be given one at first visit. You will be informed of the procedure and your rights during the orientation with your worker.

Filing a grievance will in no way interfere with your ability to receive service from us. The following information outlines the *Complaint Resolution Process*. A more detailed process is attached to the forms. The process:

1. You can talk directly with the employee involved.
2. If not resolved or if you are uncomfortable talking to the worker, fill out the *Complaint Resolution Process* form and give it to the worker's supervisor/manager. You can bring a support person with you during all stages of the process.
3. The supervisor/manager will respond to you within 7 working days. If you are not satisfied, the complaint goes to the Executive Director.
4. The Executive Director will speak with you and provide a written response within 7 working days.
5. If still unresolved, you have the right to appeal and request a review by the Chiefs Executive Council (CEC). The CEC may want to meet with you. The CEC determines the final decision.
6. If unsatisfied, other options external to the ONA include: MLA, Ombudsman, Human Rights or the Representative for Children and Youth and/or MCFD, Interior Health Authority, or First Nations Health Authority.

Rights of People and Families Served

You have the right to:

- Be treated respectfully and in a culturally safe manner free of abuse of any type including: physical, mental, emotional, spiritual, sexual, financial or verbal abuse, humiliation, threats, punishment, exploitation or retaliation.
- Your individual cultural beliefs about your social, psychological, physical, and spiritual practices.
- Be fully informed of the *limits to confidentiality* and with whom and under what circumstances the worker may discuss your situation. To know where your file is kept, who has access to it and how you can access your record(s).
- Be informed of the helping process from beginning to end of service; to know why a referral was made, the expected length of service, and who is involved so that you can make choices about whether or not to participate in the suggested process.
- Participate in all aspects of service planning and providing feedback about programs; and to question decisions made on your behalf, and the right to appeal these decisions to the Child/Youth/Health/Family Services Manager if you think that the decisions/service is unfair, discriminatory, or unhelpful.

- Information about community resources and potential referrals to other services. You will be given information about community resources including: legal support, self-help groups and advocacy (Children's Advocate) upon request
- Be informed of and have access to a grievance/complaint procedure that will address any perceived or actual violation of your personal rights.

Expectations:

It is expected that children, youth and families will:

- Collaborate with your worker to develop service goals and plans, take your service plan seriously, and to be on time for sessions/meetings.
- Treat other people with respect.
- While participating in meetings/service avoid the use of any illegal drugs, inhalants, or intoxicants and solvents.

