

NAVIGATING HEALTH CARE

COMMUNITY HANDBOOK

for the OSOYOOS INDIAN BAND



Updated 2013 Edition

Navigating Health Care

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This Handbook contains updated information about health services and resources available to members of the Osoyoos Indian Band. The Handbook is part of the *Navigating Health Care* project designed to increase our knowledge and use of mainstream health care.

Background: The Navigating Health Care project was undertaken by the Okanagan Nation Alliance (ONA) with initial funding from the Aboriginal Health Transition Fund to increase the capacity of Okanagan people to access existing health services and act as self advocates within a context of cultural identity and practices related to health and wellness. The community workshops inform participants of their options and rights as health care consumers; provide a chance to practice effective communication with health professionals; and promote self reflection on their own health journey.

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OKANAGAN NATION HEALTH MANDATE

“To advocate for Syilx control and management of their health, programs and services”



Information can be like medicine:
It puts the powerful tools
of awareness and choice in our hands.

Aboriginal Patient Navigators (APN)

Finding our way through the health care system isn't easy. If you or a member of your family has faced health challenges, these questions probably sound familiar:

- ▶ Where do I go?
- ▶ How do I get referred?
- ▶ Who do I need to see?
- ▶ What is available?
- ▶ What does that mean?
- ▶ What happens next?

Partners in Care: Aboriginal Patient Navigators are here to help you answer these questions and find your way to the right health care services.

Your APN:

- ▶ *Knows your Band and your community*
- ▶ *Acts as a bridge between you, your family and the health care system*
- ▶ *Supports you when using hospital services or are in hospital*
- ▶ *Helps to ensure your health care needs are met as early as possible and connects you with the right health care service and/or health professional*
- ▶ *Helps with discharge planning when you are coming home from hospital*
- ▶ *Helps to ensure your health care is culturally safe*
- ▶ *Advocates for your right for traditional practices according to your requests*
- ▶ *Teaches health providers about cultural safety and educates them about accommodating traditional health practices*

You don't have to go it alone. Call your APN.

**Aboriginal Patient Navigator:
South Okanagan Indian Bands**

**Phone: (250) 770-3533
Cell: (250) 488-1230**

OIB Community: Nurse and Resource Centre

Nurse

Your Band Nurse (also called a Community Health Nurse) provides nursing care to you and your family members in your home and/or your Wellness Centre. Your Band Nurse knows about mainstream health care programs and services and can help you to find and use these services. With your permission, she can talk with other health professionals about your health care concerns.

Osoyoos Indian Band Nurse

MIRIAM GRIMM

Phone: (250) 498-6935
Email: mgrimm@oib.ca

INKAMEEP RESOURCE CENTRE
27090 Senpokchin Blvd Oliver, BC V0H 1T0

Resource Centre

Programs and services currently available through the Inkameep Resource Centre include:

- ▶ Communicable Disease Control
- ▶ Perinatal Services
- ▶ Diabetes Program
- ▶ Health Education
- ▶ Home and Community Care Program
- ▶ Medical Transportation
- ▶ Medical Health Benefits

INKAMEEP RESOURCE CENTRE

Phone (250) 498-6935

Hours: Monday to Friday 8:30 am – 4:30 pm
27090 Senpokchin Blvd, Oliver, BC V0H 1T0

Website: www.oib.ca/health.asp

Health care close to home.

Clinic in Osoyoos

Walk-in clinics tend to have longer hours and be open on one day during the weekend. These clinics provide easy access to a doctor who can refer you fairly quickly, if needed, to see a specialist (e.g. a psychiatrist, an orthopedic surgeon, etc). Doctors in clinics can do all the same things as a family doctor, but you may see someone different on every visit and have to re-tell your story.

Clinic: Desert Doctor's Clinic

Phone: (250) 495-6565

Location: 8305 78th Ave, Osoyoos, BC

Family Doctors in Osoyoos

Family doctors are also called General Practitioners or GPs. Seeing the same doctor helps to build a relationship over time and avoids having to keep re-telling your health and family history as you will likely have to do at a walk-in clinic.

Family doctors can:

- ▶ Diagnose & treat a health condition, illness or disease
- ▶ Provide medical advice
- ▶ Request tests – x-rays, scans, blood work etc.
- ▶ Prescribe medications
- ▶ Request medical supplies or equipment through (NIHB)
- ▶ Make referrals to see medical specialists – eg, at Jubilee Hospital.

For an up-to-date list of family doctors near you who are taking on new patients, ask your Community Health Nurse.

Health Centres in Osoyoos

The health centre located near your Band currently offers the following services:

- ▶ Immunizations
- ▶ Prenatal and postnatal care

OSOYOOS HEALTH CENTRE

Phone: (250) 495-6433

4816, 89th Street, Osoyoos, BC

Walk-In Hours: Monday to Friday 8:00 am ~ 4:00 pm

(closed noon ~ 1:00pm)

Not sure? Ask your Aboriginal Patient Navigator.

Mental Health & Addiction Services

Mental health and addiction services provide **confidential** assessment, support and intervention for adults and seniors who are experiencing a mental illness or struggling with substance abuse. Individual and group counseling and therapy are available in a place that you and your family feel most comfortable. Walk-in or call to make an appointment.

You do not need a doctor's referral. You will need to sign a consent form on your first visit.

It is important to identify yourself as a member of a First Nation – you will receive services quicker, easier and are welcome to bring a family or community member with you.

OLIVER & OSOYOOS MENTAL HEALTH & ADDICTION SERVICES

Phone: (250) 495-6433

Osoyoos Health Centre: 8305 78th Ave, Osoyoos, BC

EMERGENCY SERVICES

For people in emotional distress who need immediate help

Phone: 911

or go to your local Emergency Department

BC Suicide Distress Line (Toll Free) 1-800-784-2433

In addition, short-term in-patient psychiatric care is available at Penticton Regional Hospital.

Penticton Regional Hospital

Phone: (250) 492-4000

550 Carmi Avenue, Penticton, BC

www.interiorhealth.ca

Osoyoos Indian Band: Alcohol & Drug Abuse Program

As a member of the National Native Alcohol & Drug Abuse Program (NNADAP), OIB provides support, treatment and crisis intervention. NNADAP also connects people with other services and programs, such as the Penticton Mental Health team.

Osoyoos Indian Band: Drug and Alcohol Program

MIRIAM GRIMM

Phone: (250) 498-6935 Email: mgrimm@oib.ca

Location: Inkameep Resource Centre
27090 Senpokchin Blvd Oliver, BC V0H 1T0

Okanagan Nation Response Team (ONRT)

This team of Okanagan Nation front line workers is able to respond to crises in community when they occur. The ONRT also delivers educational workshops.



The Team is built on the principles of Okanagans helping Okanagans. It respects and honors the gifts of the people who are already here, responding to the community by making themselves available to support others in times of crisis. Each community has a protocol agreement with the ONA in which there are designated staff members who can access the Team. When a community experiences a critical incident or crisis, the identified community staff member appointed can invite the team to assist their community.

Səx' kənxit əlx: "Assisting individuals and communities to find healthy paths."

OKANAGAN NATION RESPONSE TEAM

KIM MONTGOMERY-WAARDENBURG, MSW, RSW

Toll Free 1-866-662-9609 Email: criticalresponse@syilx.org

Community Care: Rehabilitation

Occupational Therapy (OT)

- ▶ OTs help people to be as able as possible in activities of daily living - like eating, dressing, toileting, showering, driving, hobbies and work activities.
- ▶ This may involve education, treatment, and the use of special equipment.
- ▶ OTs can recommend and obtain funding for medical supplies and equipment through NIHB
- ▶ You do not need to be referred by a doctor

To learn more about Occupational Therapy or to find an OT near your community, go to: www.cotbc.org or phone: Toll-free 1-866-386-6822.

Physiotherapy (PT)

- ▶ Physiotherapists are experts in how a person's movement and physical function is impaired due to an injury, disease or disorder.
- ▶ PTs help people to improve, restore or maintain their physical fitness and independence.
- ▶ PTs can recommend and obtain funding for supplies and equipment through NIHB.

To learn more about P.T. or to find one near your community go to: www.cptbc.org or phone: 604-730-9193.

Respiratory Therapy (RT)

- ▶ RTs monitor, assess and treat people with breathing (respiratory) problems and disorders (eg. pneumonia, chronic obstructive airways disease etc).
- ▶ RTs can recommend and obtain funding for oxygen and other medical supplies for breathing problems (eg. puffers).

Osoyoos Health Centre: Community Rehabilitation

To find out more about OT, PT, or RT

Phone: (250) 495-6433

Homecare Equipment & Supplies

An occupational therapist (OT) and physiotherapist (PT) can come onto the reserve and do an assessment with a person and their family members to help decide what type of rehabilitation equipment and supplies are necessary.

A nurse or doctor can also recommend certain medical supplies.

Medical supplies & equipment currently funded through NIHB include:

- ▶ Prosthetic limbs
- ▶ Oxygen therapy equipment
- ▶ Hearing aids
- ▶ Walking aids
- ▶ Custom made footwear
- ▶ Toileting & bathing aids/equipment
- ▶ Dressing & feeding aids
- ▶ Wheelchair cushions & parts

Medical equipment **NOT** currently funded through NIHB includes:

- ▶ Scooters
- ▶ Hospital beds, mattresses and bedding
- ▶ Permanently fixed equipment (e.g., grab bars, ceiling tracks)
- ▶ Lift chairs Pressure relief mattresses
- ▶ for lifts, stair lifts, etc. that are fixed to a wall/ceiling)

If funding is not available through NIHB, these health professionals can help you seek funding or short-term loan through other non-government organizations.

To request an assessment or information from an OT or PT contact:

Osoyoos Health Centre Phone: (250) 495-6433

For more information on current NIHB funding guidelines visit the website for First Nations & Inuit Health at Health Canada:

<http://www.hc-sc.gc.ca/ahc-asc/branch-dirgen/fnihb-dgspni/nihbd-dssna/index-eng.php>

Home & Community Care for Seniors

Seniors living on reserve can receive **home care nursing**, and **home support services** through the Band. Contact your Band Nurse for more information.

Everyone 65 years and older is considered a senior in mainstream health care. Mainstream 'Home and Community Care' programs are available to First Nations living on reserve to help people over 65 years of age to stay independent in their own homes for as long as possible.

These programs include:

- ▶ **Rehabilitation Therapists** (Physiotherapist, Occupational Therapist etc)
- ▶ **Respite Programs**
 - ❖ Provide caregivers temporary relief from caring for a friend or family member
- ▶ **Adult Day Programs**
 - ❖ Support for seniors still living at home or with family who require some supports in maintaining their independence and quality of life
- ▶ **Assisted Living**
 - ❖ Apartments that provide 24-hour response, meals, and help with activities of daily living.
- ▶ **Care in a Residential Facility**
 - ❖ 24-hr nursing & personal care
 - ❖ Short-term for respite, convalescence, palliative (end of life) care
 - ❖ Long-term stays

More Information: Seniors, family members and caregivers can contact their nearest Home & Community Care office to learn more about the programs available in their community as well as to discuss eligibility.

Home and Community Care

Oliver, BC (250) 498-5080
Osoyoos, BC (250) 495-6433

A description of services, information on eligibility, and assessment for eligibility is also available at: <http://www.health.gov.bc.ca/hcc/index.html>

Not sure? Ask your APN.

Hospital-based Services

Interior Health has different types of hospitals that provide different levels of services and care. Which hospital you go to will depend on the type of health care services you require, and this decision is usually made when talking with a doctor.

Community Hospitals: Smaller local hospitals with basic in- and out-patient services.

Regional Hospitals: Larger hospitals in the major cities of Vernon, Penticton, Kelowna and Kamloops that offer the most specialized level of services.

Penticton Regional Hospital

This regional hospital provides services to all the residents of the South Okanagan.

- 24-hour emergency services
- Diagnostic imaging (eg. magnetic resonance imaging/MRI)
- Specialists including - obstetrics & gynecology, coronary care, medicine, pediatrics, gastroenterology, oncology, rheumatology, surgery, and psychiatry
- Rehabilitation services – occupational therapy & physiotherapy
- Pharmacy

Penticton Regional Hospital

550 Carmi Avenue, Penticton

Phone: (250) 492-4000

Visiting Hours: Open Visiting Hours

South Okanagan General Hospital

7139 362nd Ave. Oliver

Phone: (250) 498-5000

Princeton General Hospital

98 Ridgewood Way, Princeton

Phone: (250) 295-3233

Your Aboriginal Patient Navigator is there to help when you need to use hospital services.