

NAVIGATING HEALTH CARE

COMMUNITY HANDBOOK

for the **PENTICTON INDIAN
BAND**



Updated 2013 Edition

Navigating Health Care
COMMUNITY HANDBOOK
***for the* PENTICTON INDIAN BAND**

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This Handbook contains updated information about health services and resources available to members of the Penticton 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*

**Aboriginal Patient Navigator:
Penticton Indian Band**

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

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

PIB Community Nurse

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.

Penticton Indian Band Nurse

DEBBIE ANDERCHUCK

Phone: (250) 493-7799

Cell: (250) 490-6542

PIB Wellness Centre

PIB Wellness Centre

Adult programs and services currently available through the Wellness Centre include:

- ▶ Health clerk (NIHB & medical travel arrangements)
- ▶ Community Health Nurse
- ▶ Adult in-home care services
- ▶ Chronic disease management – eg. diabetes
- ▶ Dental clinics
- ▶ Doctor onsite
- ▶ Alcohol and drug abuse treatment & counseling referrals, crisis Intervention

PIB Wellness Centre staff include:

- Reception/Health Clerk (specializes in NIHB),
- Registered Nurse,
- Licensed Nurse Practitioner,
- Registered Dietitian, and
- Certified Care Aide

Penticton Indian Band Wellness Centre

Phone: (250) 493-7799

Monday to Friday 9.00 am – 5.00pm

Health care close to home.

Walk-in Clinics in Penticton

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.

Walk-In Clinics in Penticton			
Name:	Phone:	Location:	Hours:
Peach City Clinic	(250) 276 5050	3090 Skaha Lake Rd	9- 5 pm Mon-Fri 9-1pm Sat & Sun
Apple Plaza Walk-In	(250) 493 5228	#162-1848 Main St	10-7 pm Mon-Fri 10 -6 pm Sat 10-4 pm Sun
Skaha Walk-in Clinic	(250) 493-5228	162-1848 Main St	

Family Doctors in Penticton

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

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

Penticton Health Centre

This is a community health centre. There are different health care programs and health professionals based in this centre.

These health programs are all available to everyone, including First Nations. The health professionals can come to your community and meet with you at the PIB Wellness Centre, or your home, or at the Penticton Health Centre. Services include:

- ▶ Public health nursing
- ▶ Community rehabilitation (occupational therapy/physiotherapy)
- ▶ Home & community care programs
- ▶ Mental health programs

The Aboriginal Patient Navigator for PIB has a part-time office at Penticton Health Centre.

Penticton Health Centre

Address: 740 Carmi Avenue Phone: (250) 770-3434

Hours: Monday to Friday 8.30am-4.30pm

OR

Contact your APN, or Band Nurse

Not sure? Ask your Aboriginal Patient Navigator.

Mental Health & Addiction Services

The Penticton Mental Health Team has 4 mental health nurse clinicians, a social worker, and a psychiatrist. The Penticton Band Aboriginal Patient Navigator (APN) works closely with this team, making referrals and connecting with community members. There is also an Aboriginal Liaison Mental Health Therapist.

The services available are for people with serious and persistent mental illness, and for people in immediate crisis where no other services are available.

To use these services, call to make an appointment or walk-in. You do not need a doctor's referral. You will need to sign a consent form.

Penticton Mental Health Centre

Penticton Health Centre
740 Carmi Avenue (3rd floor)

Phone: (250) 770-3555

Hours: 8.30am – 4.30pm

Mental Health Emergency Services: If it is a mental health emergency, go to your nearest Emergency Department at Penticton Regional Hospital.

There is no longer a 24-hr crisis line operating in the Penticton area.

The BC Suicide Distress Line phone number is: 1 800 784 2433.

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-Patient Care: Short-term in-patient care is available at Penticton Regional Hospital.

Long-term Care: Is available at Braemore Lodge, on South Main Street in Penticton.

OOKNAKANE FRIENDSHIP CENTRE

Mental health counseling is available from a Traditional Healer

Phone: (250) 490-3504

1203 Main Street, Penticton

Monday to Friday 8.30am– 4.00pm

Website: www.friendshipcentre.ca

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^wkənxit 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

Addictions Programs & Services

Pathways Addictions Resource Centre

This centre provides out-patient services for people with substance abuse issues. Screening, assessment, treatment and referral services are available.

Pathways Addictions Resource Centre

Address: #1-996 Main Street, Penticton

Phone: (250) 492-0400

Monday to Friday 8.30am-4.30pm (closed 12-1pm)

Penticton Indian Band: Alcohol & Drug Abuse Program

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

Band Alcohol & Drug Program

ELAINE KRUGER

Location: Band Office

Phone: (250) 493-0048

Cell: (250) 809-6766

Monday to Friday 8.30 am-4.00 pm

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).

Penticton Health Centre: Community Rehabilitation

To find out more about OT, PT, or RT

Phone: (250) 770-3477

Located at: Penticton Health Centre

: 740 Carmi Avenue (2nd floor)

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 from an OT or PT contact:

Penticton Health Centre
Phone: (250) 770-3477

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.

Penticton Home & Community Care office

Phone: (250) 770-3477

Penticton Health Centre
740 Carmi Avenue (2nd floor)

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

As we age, we all need a little help.

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 that offer 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 hospital services to all the residents of the South Okanagan. The services available include:

- 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

Phone: (250) 492-4000

550 Carmi Avenue, Penticton

Visiting Hours: Open Visiting Hours

www.interiorhealth.ca

DON'T FORGET!

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