

# NAVIGATING HEALTH CARE

**COMMUNITY HANDBOOK**  
*for* WESTBANK FIRST NATION



**Updated 2013 Edition**

## **Navigating Health Care**

### **COMMUNITY HANDBOOK**

### ***for* WESTBANK FIRST NATION**

© Okanagan Nation Alliance 2010, 2013

**This Handbook contains updated information about health services and resources available to members of the Westbank First Nation. 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.

#### **Okanagan Nation Alliance**

101 – 3535 Old Okanagan Hwy

Westbank, British Columbia

Canada, V4T 3J6

Tel: (250) 707-0095

Website: [www.OkanaganNation.com](http://www.OkanaganNation.com)



## Table of Contents

Aboriginal Patient Navigators (APN) .....	5
Westbank First Nation Nurse .....	6
Westbank First Nation Health & Wellness Centre .....	6
Walk-in Clinics in Kelowna.....	7
Family Doctors in Kelowna .....	7
Kelowna Outreach Urban Health Centre.....	8
Ki-Low-Na Friendship Society .....	9
Kelowna Métis Community Services Society.....	9
West Kelowna Community Care Centre .....	10
Mental Health & Addiction Services.....	11
Okanagan Nation Response Team (ONRT) .....	12
Community Care: Rehabilitation .....	13
Homecare Equipment & Supplies.....	14
Home & Community Care for Seniors .....	15
Hospital-based Services.....	16

## 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:  
North Okanagan Indian Bands**

**Phone: (250) 868 2230**

**Cell: (250) 309 9436**

## Westbank First Nation Nurse

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

**Westbank First Nation Nurses**

**CATHRYN AUNE**  
**MELANIE MARCHAND**  
**PAMELA CREMA**

Phone: (250) 768-0227  
Westbank Health Centre

Monday to Friday 8.30 am –4.30 pm

## Westbank First Nation Health & Wellness Centre

Health services available for adults and Elders include:

- ▶ Public Health including immunization
- ▶ Support related to diabetes, heart disease, arthritis & other chronic conditions
- ▶ Hearing testing
- ▶ Dental health services
- ▶ Home care post surgery, and for chronic illness and elders
- ▶ Prenatal education and support
- ▶ Postnatal and breastfeeding support
- ▶ Parenting support
- ▶ General health information
- ▶ Help with finding and using mainstream health care services

**Westbank Health & Wellness Centre**

Phone: (250) 768-0227  
1900 Quail Lane, Westbank  
Monday to Friday 8.30 am–4.30 pm

**Health care close to home.**

## Walk-in Clinics in Kelowna

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 Kelowna			
Name:	Phone:	Location:	Hours:
Dilworth Shopping Centre Clinic	(250) 862-4991	Dilworth Shopping Centre 140-1640 Leckie Rd	Mon-Fri 8.30am-8 pm Sat/Sun 9 am-8 pm
Rutland Clinic	(250) 765-8565	105-330 Highway 33 West Kelowna	Mon-Fri 8.30am-8:30 pm
Mission Medical Centre	(250) 868-8222	102-3320 Richter St	Mon-Fri 9 am-8 pm Sat 9 am-5 pm Sun 10 am-5 pm

## Family Doctors in Kelowna

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.

## Kelowna Outreach Urban Health Centre

This centre offers confidential services to anyone needing health care in the communities surrounding Kelowna, including the Westbank First Nation.

The team includes doctors, nurses, mental health counselor, addiction & drug counselor and a social worker. The staff has close links with other health services and can help you find the care you need.

Your Aboriginal Patient Navigator is also based out of this centre part-time.

The health services currently available include:

- ▶ General medical and nursing care
- ▶ Mental health counseling and referral
- ▶ Alcohol & drug counseling and referral
- ▶ Public health – immunizations, information, testing
- ▶ General health assessment & wound care
- ▶ Social work counseling
- ▶ Needle exchange

### **Kelowna Outreach Urban Health Centre**

Location: 455 Leon Ave, Kelowna

**Phone: (250) 868 2230**

Drop-in/Walk-in Hours: Monday to Friday 10am-4pm

or

**Contact your APN**

**You don't need an appointment – just come by.**



## Ki-Low-Na Friendship Society

The Friendship centre offers a variety of different programs. Traditional teachings are integrated into all of the services, which include:

- ▶ Aboriginal Healing Foundation
- ▶ Addiction counseling
- ▶ Alcohol & drug counseling
- ▶ Diabetes program
- ▶ Elders program
- ▶ Mental health program & referral
- ▶ Pregnancy outreach
- ▶ Trauma therapy

### Ki-Low-Na Friendship Society

Location: 442 Leon Ave, Kelowna

Phone: (250) 763-4905

Drop-in Hours: Mon-Fri 8.30am-4.30pm

*'Drop in for a cup of coffee and a friendly chat'*

## Kelowna Métis Community Services Society

This centre has some health programs that are available for all adults and Elders of Aboriginal ancestry, including:

- ▶ Addiction counseling
- ▶ Alcohol & drug counseling
- ▶ Diabetes program
- ▶ Elders program
- ▶ Mental health programs & referral
- ▶ Trauma therapy

### Kelowna Métis Community Services Society

Location: 2949 Pandosy St

Phone: (250) 868-0351

Hours: Mon-Fri 8.30am-4.30pm (closed 12-1pm)

## West Kelowna Community Care Centre

A variety of health services are based in this centre. These are available to everyone, including the Westbank First Nation. Services include:

- ▶ Public health nursing
- ▶ Well-baby clinics
- ▶ Baby Talk new parent classes
- ▶ Pregnancy testing
- ▶ Counseling
- ▶ Teen/singles prenatal program
- ▶ Nobody's Perfect Program
- ▶ Sexually transmitted infections testing
- ▶ Genetic counseling
- ▶ Travel medicine information
- ▶ Hearing tests
- ▶ Dental health services
- ▶ Nutrition services

Immunizations are by appointment or drop in clinic once a week – call for more information. If a nurse is available you will be seen.

### West Kelowna Community Care Centre

Location: 160-2300 Carrington Road, Kelowna

Phone: (250) 980-5150

Hours: Monday to Friday 8.30am-4.30pm

OR

Contact your APN, or Band Nurse

Finding the services you need?

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. **You do not need a doctor's referral.**

There are 2 Mental Health teams serving the Westbank First Nation – they are both based in Kelowna – on Ellis Street & on Grove Street. They can also provide 'outreach' which means they can visit you in your community if asked. Services include:

- ▶ Ongoing support for severe and persistent mental illnesses, such as bipolar disorder, schizophrenia
- ▶ Short-term counseling
- ▶ Support for seniors (over 65 years) with complex mental health problems
- ▶ Addiction services – for people suffering from addiction as part of their mental health problems.
- ▶ Specialized addictions services & programs

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

**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.

### Kelowna Mental Health & Addiction Services

Phone: (250) 868-7788  
Walk-in Hours: 8.30am-3.30pm  
1340 Ellis St & 100-540 Grove St

### 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

A 28-bed in-patient psychiatric unit is located in Kelowna General Hospital. It provides mental health & addictions services from a team of specialists for people living in the Central Okanagan.

### Kelowna General Hospital

Location: 2268 Pandosy St, Kelowna

Phone: (250) 862-4000

## 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.

**Səxʷ 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](mailto: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](http://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](http://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).

**To find out more about OT, PT or RT  
Call Community Care Services in Kelowna**

**Phone: (250) 980-1400**

## 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:**

**Kelowna Community Care Services**

**Phone: (250) 980-1400**

**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>

*We all need a bit of help sometimes.*

## 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.

**Kelowna Home & Community Care office**

**Phone: (250) 980-1400**

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.

### Kelowna General Hospital

This hospital provides hospital services to all the residents of the Central Okanagan. The services available include:

- 24-hour emergency services
- Diagnostic imaging (eg. magnetic resonance imaging/MRI)
- Specialists including –obstetrics & gynecology, coronary care, medicine, surgery, psychiatry, maternity and cardiology
- Out-patient clinics
- Day surgery
- Pharmacy
- Nutrition

#### **Kelowna General Hospital**

Location: 2268 Pandosy St, Kelowna

**Phone: (250) 862-4000**

Visiting Hours: 10.00am-8.00pm

**DON'T FORGET!**

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