On behalf of the Yellowknife Health and Social Services Authority (YHSSA) Board of Trustees, I would like to invite you to review the YHSSA 2013 – 14 Annual Report, which highlights our results and achievements as an organization, and provides a small sample of the partnerships we have engaged in to support clients and communities, this past year.

Our Board represents a diverse combination of people from all of the communities that we serve. Each member brings a particular perspective and skill set that taken together, results in effective governance and leadership to facilitate care for our clients.

During 2013–14, we continued to support many important partnerships between programs within YHSSA; between our staff, government agencies and departments; and with our non-government stakeholders. It was our collective desire as a board to recognize the value of these partnerships and to illustrate the impact collaboration has on the health and wellbeing of the people we serve. Over the past year, there have been many successes, and there have also been some challenges. We are committed to learning and growing with our partners to make a meaningful impact on people and communities.

In closing, the YHSSA Board of Trustees wishes to acknowledge the important efforts of all of our staff in contributing to the overall health and wellness of the people we serve, and we thank each of you, our clients and communities, for your continued support.

Elizabeth Wyman

This past year YHSSA continued to operate our core programs, including Child and Family Services, Community Mental Health and Adult Services, Community Health Centres and Social Program offices in Fort Resolution and Lutsel K’e, Home and Community Care, the Primary Health Care Centres – Frame Lake Community Health Clinic and Yellowknife Primary Care Centre, Public Health, and services provided to Stanton Territorial Health Authority. We continued to sustain and improve diabetes services, mental health services, services for persons with disabilities, for the elderly, for children and youth, and many other programs.

YHSSA also played a pivotal role in the development and leadership of several initiatives in conjunction with other Health and Social Services Authorities and the Department of Health and Social Services. During 2013 – 14, YHSSA was tasked with the responsibility as lead agency for the establishment and support of a Territorial Electronic Medical Record system. All of the initiatives and partnerships that we have initiated or developed over the past year have been targeted to one (1) central goal – to support the health and wellbeing of the clients and communities that we serve. Many thanks to our staff for your dedication and hard work in delivering or supporting YHSSA services. Thank you to our many partners for working with us, and for your commitment to making a difference in the lives of clients and communities. Finally and most importantly, we thank all of our clients in the communities that we serve for your support – we are committed to doing our very best to support you now and in the future.

Les Harrison

Board of Trustees

Elizabeth Wyman  
Chair

Kevin McLeod  
Vice Chair – 2006 to September 2013

Yacoub Adam  
Vice Chair – September 2013 to Present

Shirley Tsetta  
Dettah/Nelilo

Brandie Miersch  
Fort Resolution

Emily Saunders  
Lutsel K’e

Andy Wong  
Yellowknife

Doug Ritchie  
Yellowknife
One of the key challenges Health and Social Services Authorities face, is how to measure for results. Over the past year, the Yellowknife Health and Social Services Authority Executive, in partnership with a representative from the Public Health Agency of Canada (PHAC), developed an evaluation framework, highlighting key performance indicators, health and social services indicators, and evaluation priorities that will be measured in fiscal year 2014–15. We look forward to reporting on these results, and they will serve as benchmarks for the continued work of our programs and staff as we strive to make a difference in the health and wellness of our clients.

**YHSSA Monitoring and Evaluation Framework**

- Harm reduction working group performance
- Communication plan implementation
- Partnerships formal
- Partnerships reporting
- Accreditation indicator
- Turnover rate
- Vacancy rate
- Indeterminate employees %
- Northern hires %
- Employee orientation delivery rate
- Professional Development Initiative utilization %
- Executive fund utilization %
- Continuing Medical Education utilization %
- Professional development goals one (1) met
- Professional development goals two (2) met
- Staff performance reviews
- Variance reporting
- Payroll reports

**KEY PERFORMANCE INDICATORS**

1. YHSSA staff evaluation education and tool provision
2. Social Programs pilot evaluation with two (2) contribution agreement/service contract partners (partner sites to be determined)

**HEALTH & SOCIAL INDICATORS**

- Perceived mental health
- Perceived life stress
- Diabetes
- Asthma
- High blood pressure
- Chronic obstructive pulmonary disease
- Arthritis
- Chlamydia
- Tuberculosis
- Low birth weight
- Infant mortality
- Suicide
- Smoking
- Heavy drinking
- Breastfeeding practices
- Cocaine, crack, hallucinogens, speed, ecstasy, heroin use
- Income assistance
- Influenza immunization
- Pap smear test
- Colorectal cancer screening
- Client satisfaction

**EVALUATION PRIORITIES**

3. Primary Health Care missed appointments and demand versus supply
4. Chronic disease evaluation model (diabetes pilot)
5. Sexually Transmitted Infection (STI) Program

YHSSA ended the 2013–14 fiscal year with a deficit from operations of ($565,564).

The deficit from operations represents the operating results before accounting for the net unfunded increase of $99,828 in the employee leave and termination benefits. This unfunded item represents the increase to the potential cost that the YHSSA could incur based on leave & termination benefits that employees earn through their employment with the organization.

The net effect is an operating deficit of ($465,736) for the 2013–14 Fiscal Year as reported in our Audited Financial Statements which in turn has increased our net accumulated operating deficit to ($707,098) at March 31, 2014.

The auditors for the Yellowknife Health and Social Services Authority are MacKay LLP of Yellowknife.

The audited financial statements for 2013–14 or previous years are available on our website. http://www.yhssa.org

### Revenue by Division

<table>
<thead>
<tr>
<th>Division</th>
<th>Total 2013–14 Revenue</th>
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<tbody>
<tr>
<td>Administration</td>
<td>$2,506,841</td>
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<tr>
<td>Primary Health Care Services</td>
<td>$16,300,299</td>
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<tr>
<td>Population Health Services</td>
<td>$8,385,303</td>
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<td>Community Social Programs</td>
<td>$24,568,757</td>
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<td><strong>Grand Total</strong></td>
<td><strong>$51,761,200</strong></td>
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### Expenditure by Division

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<tr>
<th>Division</th>
<th>Total 2013–14 Expenditures</th>
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<tbody>
<tr>
<td>Administration</td>
<td>$4,383,875</td>
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<tr>
<td>Primary Health Care Services</td>
<td>$16,637,876</td>
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<tr>
<td>Population Health Services</td>
<td>$8,728,858</td>
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<tr>
<td>Community Social Programs</td>
<td>$22,576,155</td>
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<td><strong>Grand Total</strong></td>
<td><strong>$52,326,764</strong></td>
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### 2013–14 Expenditure by Category

- **Foster Care** $2,016,717 (3.85%)
- **Other Operating Expenses** $3,856,107 (7.37%)
- **Salary and Benefits** $19,364,841 (37.01%)
- **Non Government Organizations** $15,250,185 (29.14%)
- **Physician Compensation** $11,838,916 (22.62%)

### 2013–14 Revenue by Category

- **GNWT Core Funding** $44,723,000 (86.40%)
- **GNWT Special Project Funding** $3,951,007 (7.63%)
- **Other Third Parties & Misc Recoveries** $1,336,507 (2.58%)
- **Patient & Clinic Services** $17,50,686 (3.38%)
Thank you to our partners

Aurora College
AVENS – A Community for Seniors
Bosco Homes
Canadian Hard of Hearing Association – Yellowknife Branch
City of Yellowknife
Dalhousie University
Deninu Ku’e First Nation
Education, Culture and Employment, Government of the Northwest Territories
Health and Social Services, Government of the Northwest Territories
Fort Smith Health and Social Services Authority
Frontier College
Government of Nunavut
Government of the Northwest Territories
Hay River Health and Social Services Authority
John Howard Society
Lutsel K’e Dene First Nation
Mary Murphy Seniors Home
Native Women’s Association of the NWT
Nunavut Arctic College
NWT Council for Persons with Disabilities
Public Health Agency of Canada
Salvation Army
Side Door Youth Ministries
Stanton Territorial Health Authority
Tlicho Community Services Agency
Tree of Peace Friendship Centre
University of Calgary
University of Manitoba
Yellowknife Association for Community Living
Yellowknife Foster Family Association
Yellowknife Seniors Society
Yellowknife Women’s Society
Yellowknives Dene First Nation
Young Women’s Christian Association
Public Health

Public Health promotes partnerships when providing care and services to our clients. Partnerships build on relationships which strengthen the community and improve access for clients. Our partnerships this year included:

- Transitional Housing where the Public Health Nurse Practitioner held an outreach clinic every week providing primary care services for families.
- Partnership with the Department of Health and Social Services on a pilot for kindergarten screening. Through early childhood development funding the goal was to see every child entering kindergarten in the fall of 2014. The data collected during the screenings would identify if the tool used would identify additional services required or recommended for early childhood development.
- The Healthy Pregnancy Group is a partnership between Stanton Territorial Health Authority (STHA) and Yellowknife Health and Social Services Authority. Expectant mothers from the communities are seen in a group setting for prenatal education and individual physician visits. Public health nurses, a dietitian and staff from the Healthy Family Program facilitate the classes along with the Nurse Practitioner at STHA who coordinates the program.
- Family Literacy is a fun early literacy program held weekly at the Healthy Family Centre facilitated in partnership by the Aurora College Literacy Outreach Program. Parents with young children are invited to participate in stories, poems, songs and crafts, and all children go home with a new book.

Highlights and benefits of partnerships

- Having the opportunity to foster partnerships and learn from each group
- Linking families to additional resources
- Creating a sense of community

Challenges and lessons learned moving forward

- Have clear communication and consistency in practice
- Need a full complement of staff to ensure operational needs are met
- Be open to change and adapt to needs of each partner to support our community
- Alzheimer Awareness Month
- Aboriginal Languages Awareness Month

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**January 2015**

- **1** New Years Day
- **4** World Braille Day
- **20** Weedless Wednesday
- **25** National Non Smoking Week

Want to stop using tobacco? Call the NWT Quit Line at 1-866-286-5099 to get started.

Partnerships that support our communities
Háyorja bets’édí xa ḥeła ṣeghálada
Gokòta Wek’edats’édí Ha Ełéxè Eghálats’eda
Community Mental Health and Adult Services

Partnering with the Dalhousie Global Psychiatry Program has offered our team the opportunity to broaden our view of how the work of outpatient psychiatry can be accomplished.

First – the Dalhousie Psychiatric Team embraced the use of Telehealth for the delivery of outpatient psychiatry services. This option for service delivery had not been pursued with enthusiasm prior to the inception of this new partnership and participation by psychiatrists for whom telepsychiatry had been successful for them in their work with clients.

Second – the Global Psychiatry Team introduced to our team the concepts of collaborative practice and a stratified care model. Several team members were very interested in the use of screening tools to determine level of care needed for each client’s treatment and so we have introduced the use of several screening tools into our work at the intake stage.

We have faced some difficulties with the telepsychiatry but these will be overcome and the benefits to the clients of a more timely service by one consistent service provider are evident.

Our partnership with the Dalhousie Global Psychiatry Program is supported by Stanton Territorial Health Authority (STHA) and Yellowknife Health and Social Services Authority (YHSSA). The partnership is facilitated and sustained by the Mental Health Advisory Committee which meets monthly. The Committee includes representatives from the Department of Health and Social Services, STHA and YHSSA, and in patient (STHA) and out patient YHSSA psychiatry services.

Partnerships that support our communities
Háyorja bets’édí xa reña vèghálada
Gokòta Wek’édats’édí Ha Ełèxè Eghàlats’eda
Fort Resolution

The Wellness Program organized and facilitated an annual Culture Camp, which took place at Mission Island for a week in August. This camp provides community members an opportunity to learn and practice their culture and traditions. Traditional activities included workshops on making dry meat and fish, bannock making, drumming and crafts. Some of the workshops were specifically aimed at teaching cultural skills and healthy lifestyle choices to the children and teens. All community members were encouraged to stay and camp for the week. Healthy living was encouraged.

The Community Health Representative (CHR) worked in partnership with outside organizations and existing community services to bring new programming to the community. For example, funding through the NWT Recreation and Parks Association provided for three (3) events aimed at the Elder population. These were Bingo in Motion, Getting Healthy, and Walk It Out. Activities included bingo games and Elders in Motion exercise sessions combined with healthy snacks, and walking around the Our Great Elders facility combined with healthy snacks. 14 males and 58 females in total participated in all three (3) of the events.

A variety of health topics such as the hidden sugars in drinks, healthy nutrition, smoking, overall health: body, mind and spirit, were presented by the CHR to students at the school. In addition the CHR partnered with the Community Social Worker to facilitate sessions at the school on topics such as Sexually Transmitted Infections.

Working together with other service providers allows for a more collaborative approach to programs and services, and means a more efficient use of resources. Clear communication and proven communication methods are necessary to form and maintain relationships with other community services and outside organizations.

Social Program staff in Ft. Resolution established partnerships with the Deninu School, the Deninu Kue Health Centre, the Interagency Group, the RCMP and Community Wellness Programs. We worked in partnership with the two (2) Community Wellness Workers to provide addictions awareness and education to community members. We also made client referrals to the Community Wellness Program for addiction counseling, and assistance with applications to drug and alcohol treatment centres which are out of the Northwest Territories (NWT).
- Nutrition Month
- Social Work Month

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Make healthier beverage choices where you live and work. Keep beverages with low or no sugar handy. Try water flavoured with citrus fruit, sparkling water, and green or herbal tea.

Partnerships that support our communities
Háyọrja bets’édì xa xeła ṭeghálada
Gokọta Wek’edats’édì Ha Ełexè Eghálats’eda
OUTREACH CLINIC – CENTRE FOR NORTHERN FAMILIES

For over 12 years, every Tuesday, a drop-in clinic has been occurring at the Centre for Northern Families. Unique in Yellowknife, the Outreach Clinic is the by-product of a partnership between three (3) organizations: the Centre for Northern Families, Aurora College and the Yellowknife Health and Social Services Authority (YHSSA). The original premise of the clinic was to bring care to individuals who do not regularly access ‘mainstream’ healthcare in Yellowknife. If numbers tell a story, the clinic was a success from the outset seeing 30 to 50 patients a day, numbers that continue to be served 12 years later. The Outreach Clinic is a true partnership, with Aurora College providing the services of a nurse practitioner, YHSSA providing a physician and medical supplies, and the Centre for Northern Families providing space, heat, lights and administrative support. Goodwill is provided by all three (3) partners.

OPERATING ROOM ASSISTS

When an emergency surgical procedure is needed in Yellowknife, the Stanton Territorial Health Authority (STHA) operating team is mobilized. The team consists of a surgeon, an anesthesiologist, an Operating Room nurse, and support staff. Also required is another set of hands to assist the surgeon during the operation. STHA has a nurse practitioner with specialized training to assist with operations, however after-hours this individual is not available. In order to assure that the provision of emergency operations are not delayed, YHSSA has partnered with STHA to provide physician operating room assistants. Day or night, after-hours the STHA operating room calls upon YHSSA physicians to assist with urgent operations to assure that timely, quality care is delivered.

THE RURAL INTEGRATED CLINICAL CLERKSHIP PROGRAM

The apprenticeship of health care workers is a tried and true tradition for virtually all categories of health care providers. YHSSA has a long tradition of hosting learners in a spectrum of health professions: nurses, physicians, and allied health care services. A few years ago, YHSSA embarked on a new project to host medical students from the University of Calgary for much of the final year of their training. Partnering with the University of Calgary, YHSSA has now hosted six (6) medical students over the three (3) years. The program is exceedingly popular with YHSSA staff and University of Calgary students, with many more students applying to come to Yellowknife than can be accommodated.
### April 2015

**Cancer Awareness Month**

**Oral Health Month**

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**Easter Sunday**

**Easter Monday**

**World Health Day**

**Good Friday**

**World Autism Awareness Day**

**May 2015**

**National Day of Mourning for Injured Workers**

**National Dental Hygienists Week**

**National Immunization Awareness Week**

**Cancer can be beaten. For more information visit the Canadian Cancer Society at www.cancer.ca.**

**Partnerships that support our communities**

Háyòrla bets’édì xa xeła rëghálada
Gokòta Wek’edats’édì Ha Ełèxè Eghàlats’èda
Home and Community Care

In our work, we recognize and value communication, teamwork and partnerships. This collaborative approach supports the needs of individuals recovering from acute illness, or living with chronic conditions. It enables them to maintain optimal health, well-being, and independence in their homes and in the community.

In partnership with the Salvation Army, a drop-in foot clinic is held on Thursdays from 1–3 pm. This clinic provides easy access to advanced foot care service and education for the homeless population, who may be at high risk for serious foot problems that put their well-being and independence at risk. On average, two (2) to four (4) clients drop in per week.

Through collaboration with the NWT Housing Authority and community donations, a communal lunch program is offered bi-weekly at the Mary Murphy Home. Home and Community Care clients who are socially isolated and nutritionally compromised are invited to attend. Home Support Workers prepare a homemade meal, in consultation with the Home Care Registered Dietitian. The lunch provides an opportunity for sharing health information and for socialization, and is usually attended by six to eight people. Through the NWT Recreation and Parks Association, the Home Support Workers are trained in Elders in Motion, and lead the group in an exercise program following lunch.
- Hepatitis Awareness Month
- Speech and Hearing Awareness Month

**May 2015**

**Save Lives: Clean Your Hands**

**National Child and Youth Mental Health Day**

**World Red Cross Day**

**North American Occupational Safety and Health Week**

**National Mental Health Week**

**Mother’s Day**

**Canada Health Day**

**International Day of Families**

**Naturopathic Medicine Week**

**Victoria Day**

**Aboriginal Awareness Week**

**World No Tobacco Day**

*Work life takes a big portion of our day. Enjoy a safe and healthy workplace. For more information contact www.guardingmindsatwork.ca/info and www.wscctt.ca/Pages/default.aspx*
Finance and Administration

Contracts and Administration

Contracts and Administration provides leadership and direction in the areas of contract management, facility management, records management and administrative services to ensure that the Yellowknife Health and Social Services Authority (YHSSA) operational requirements are met and performed in accordance with acts, policies, regulations, directives, financial accounting requirements, building codes and standards.

Typically, Contracts and Administration partners with senior management, other departments, legal counsel, other authorities and agencies, and is in constant communication with representatives of the business community, including vendors, contractors, recipients, clients and the general public.

Contracts and Administrations also has partnerships internal to YHSSA, which includes providing procurement of goods and services, management of facilities and vehicles, and numerous administrative services to staff.

External partners may provide services to the community at the request of YHSSA or in other circumstances, funding may be requested by a non-government organization to provide community services. The Salvation Army and the Young Women’s Christian Association are two (2) examples of our external partners.

Information Services

The Department of Health and Social Services (DHSS) designated YHSSA as the lead agency for implementation of the Territorial Electronic Medical Record (EMR) project. The EMR will be a single electronic chart for all residents of the Northwest Territories. “One Record, Better Care” is the vision of the initiative. With a single electronic chart system the right information will be accessible to the right person, at the right time and in the right way. Using the principles of patient centred care the Territorial EMR will allow for the collaboration of diverse allied health professionals within the patients’ ‘medical home’ or chart.

The project team at Information Services has partnered with the DHSS, all GNWT Health and Social Services Authorities (HSSAs), the Technology Service Centre (TSC), TELUS, Sierra Systems, Infor and Alberta Health Services to implement this complex project. As the project unfolds we have discovered that a surprising diversity of methods are used in clinical practice. In addition we have identified a pressing need for standardization and governance.

A number of committees and working groups, with representation from multi disciplines and organizations, have been established to guide the project. A number of these groups will transition into operations as the formal governance structure for the Territorial EMR. Through the project we have found many governance gaps, for example, decision making and levels of approval required. Standardization can be challenging when working with several HSSAs, to arrive at mutually acceptable solutions.
The risk of falling increases with age. A number of steps can be taken to help prevent falls at home. Visit http://www.hc-sc.gc.ca for more information.

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- Seniors Month
- Aboriginal History Month

Partnerships that support our communities
Håy排行榜 is a central initiative for Aboriginal Day
Gokòta Wek’edats’edi Ha Elexè Eghàlats’eda
Primary Health Care

Clinic Services
Yellowknife Health and Social Services provides the opportunity for medical learners to broaden their education by taking a portion of their training in the Northwest Territories (NWT). Our Medical Education Program encourages and facilitates the utilization of YHSSA as a clinical elective site by medical students and residents.

Through an ongoing partnership with the University of Calgary’s Department of Family Medicine, YHSSA has hosted several Manitoba residents for their Northern Rural Family Medicine rotations. The benefits of these partnerships are numerous. Several YHSSA physicians were introduced to Yellowknife and our surrounding communities by way of medical electives. These partnerships help to showcase YHSSA medicine to prospective future recruits, and help to enhance job satisfaction for our staff physicians who enjoy teaching as part of their practice.

Another ongoing partnership is with the University of Manitoba’s Department of Family Medicine. YHSSA has hosted several Manitoba residents for their Northern Rural Family Medicine rotations. The benefits of these partnerships are numerous. Several YHSSA physicians were introduced to Yellowknife and our surrounding communities by way of medical electives. These partnerships help to showcase YHSSA medicine to prospective future recruits, and help to enhance job satisfaction for our staff physicians who enjoy teaching as part of their practice.

Primary Care Clinics
Internal and external partnerships play an important role in the programs and services offered at our primary care clinics. Some of the internal partners that work with us include: Community Mental Health and Adult Services, Diabetes Program, Healthy Pregnancy Group, Home and Community Care, Public Health, Outpatient Psychiatry, and Stanton Territorial Health Authority (STHA) Diagnostic and Lab Services.

External partners include Alberta Capital Health – Tele-stroke program and specialists services; STHA – Medical Travel and specialist services; Centre for Northern Families – outreach clinic; GNWT – summer student Program; Canadian National Institute for the Blind (CNIB) – space for monthly support group meetings, and organizations such as the CNIB, and the Canadian Hard of Hearing Association – Yellowknife Branch, who offer support and resources to our clients.

It has been a busy year and we are pleased to present the following partnership highlights. In the summer of 2013, the Diabetes Program moved into the Yellowknife Primary Care Centre. The Canadian Hard of Hearing Association – Yellowknife Branch donated “Pocket Talkers” to help our clients with hearing difficulties. Summer students worked on quality improvement initiatives.

Benefits to the community by working in partnership are many. For example, clients with diabetes have easier access to a team approach to care. The development of a northern workforce is supported by employing summer students who assist with daily operations and contribute to research initiatives and project development.

Through the Primary Health Care Clinics Collaborative Project, service to our clients will be improved. Team development is a focus of the project. The goal is to provide consistent and accessible care. Each team consists of physicians, nurse practitioners, licenced practical nurses and clinic assistants. In the team approach, each patient will continue to have a family physician while being supported by the entire team.
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Canada History Week

Canada Day

Be a safe boater – a boating safety course is the best way to get your Pleasure Craft Operator Card. Go to www.tc.gc.ca or www.govt.nt.ca/transportation for more information

Partnerships that support our communities
Háyôrjía bêts’édì xa ʔeł’a ʔeł’ahádła
Gokôta Wek’edats’édì Ha Ełèxè Eghâlats’eda
Long Service Awards

Thank you to all of our staff who have achieved significant milestones in long service with the Government of the Northwest Territories.

Evelyn Antonio, Ruth Salvor, Zabrina Deans, Dr. Anna Reid, pictured with Elizabeth Wyman and Les Harrison

Recipients not pictured: Karin Bucher, Dr. Sarah Cook, Arlene Lavoie – Stobbs, June Lewis, Dr. Melanie MacIntyre, Jae Morris, Chantelle Pye, Lisa Quinlan, Alanna Sorenson, Leanne Towgood.

Paul Gard, Dr. Shireen Mansouri, Vincent Li, Tanya Gillard, Victoria Tomman pictured with Elizabeth Wyman and Les Harrison

Recipients not pictured: Genevieve Piercey, Karen Pirker, Holly Rein, Dr. Beverly Wilson

Elizabeth Cook, Brenda Kolasa, Debra George, pictured with Elizabeth Wyman and Les Harrison
**August 2015**

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- **Safe on the Land Month**

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Planning a trip on the land? Remember to fill out a Safe Travel Plan and leave with family or a friend. Go to www.hss.gov.nt.ca/publications/brochures-fact-sheets to get a copy of the Safe Travel Plan.

Partnerships that support our communities
Háyörjla bets’édí xa ŋella ᑕᵉᵍʰᵃḷᵃḍᵃ
Gok’ota Wek’edats’édí Ha Ełexè ᖃᑎᐦᒪᗩ ᐃᑕ’d’a
This year the Child and Family Services staff in Yellowknife has worked closely with several community organizations, including the Aurora College Social Work Program, the Foster Family Coalition of the Northwest Territories, and Bosco Homes.

Most semesters the Child and Family Services Program has one (1) social work practicum student from Aurora College for two (2) or four (4) days per week. The students attend interviews with the workers, supervise visits and attend appointments with children. These experiences allow the students to see how their courses are applicable in the work setting, as well as helping them decide whether child protection is a career they wish to pursue. As the students are still learning about practice, they question how and why we do things causing us to see some incongruence in our practice and make needed changes.

Another partnership is with the Foster Family Coalition of the Northwest Territories. Throughout the year we have set up fostering and adoption information booths in various locations throughout Yellowknife as part of our recruitment strategy. Having a person at the booth who has fostering experience and has adopted, provides the opportunity for the public to ask questions about the application process, as well as the experiences being a foster/adoptive parent presents.

In January 2014, we began the Bridges Pilot Project, a program provided by Bosco Homes that is designed to help re-integrate or maintain children with their families. The program is strength-based with the goal being to achieve positive outcomes, not through a focus on eliminating a family member’s deficits, but rather through efforts to utilize and increase the family’s strengths and assets.
### September 2015

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Family literacy is more than reading together. It’s telling stories, cooking, growing and harvesting food, having fun out on the land and other activities. Get more family literacy ideas at www.nwtliteracy.ca.

- Ovarian Cancer Awareness Month
- Prostate Cancer Awareness Month

Partnerships that support our communities
Hâyôrlyla bets’édì xa ñełâ reghâlada
Gokötä Wek’edats’édì Ha Ełexè Eghâlats’eda
Integrated Services

Nutrition services
- 12 community Canada Prenatal Nutrition Program (CPNP) partners attended a successful training session which was co-facilitated with the CPNP Coordinator from the Beaufort Delta Health and Social Services Authority.
- Worked with NWT Breastfeeding Committee on the Baby Friendly Initiative.
- Cooking and nutrition program for young moms and families in partnership with the NWT Literacy Council.
- Organized and facilitated healthy cooking sessions for young moms with the Family Prevention Worker, Child and Family Services. Thanks to the Healthy Family Program for the use of their kitchen.
- Nutrition education and cooking sessions for families living at Rockhill Apartments.
- “We Care” day continues bringing together community organizations and individuals to provide help to community members in need.
- Healthy Pregnancy Group brings together a multidisciplinary team from Yellowknife Health and Social Services Authority (YHSSA) and Stanton Territorial Health Authority (STHA) to provide a service to women in the last weeks of their pregnancy.

Communication and Language
- Partnered with Canadian Hard of Hearing Association to manage the donation of Pocket Talkers in YHSSA services areas.
- Information to the public continues with TV video loops being shown in all YHSSA services areas in Yellowknife.
- Annual Report took on a new format with the introduction of the YHSSA calendar.
- Work with Departments of Health and Social Services, and Education, Culture and Employment, and STHA to facilitate interpreter and translation services.
- Can Talk services used when one (1) to one (1) interpreting not possible.
- Active Offer language services promoted on all YHSSA materials.

Diabetes Program
- Diabetes team established – physician, nurse practitioners, diabetes nurse and diabetes dietitian.
- Team approach to care – individual counseling, information and support pertaining to nutrition; medication management; foot care; physical activity; diabetes care and management.
- With help of Community Health Representatives education sessions are offered in Fort Resolution and Lutsel K’e.
- Aurora College programs such as nursing and personal support worker, invite presentations on care and management of diabetes.

Cranberry Orange Biscuits
- 3/4 cup plain yogurt
- 1 egg
- 2 3/4 cup all purpose flour
- 4 teaspoons baking powder
- 3/2 teaspoon baking soda
- 1/2 teaspoon salt
- 1/2 cup butter or margarine
- 1 cup cranberries
- 1/2 cup sugar
- Rind of 1 orange (zested, or grated)

1. Preheat oven to 375°. Combine yogurt and egg in a small bowl. Set aside.
2. In a large bowl stir together flour, baking powder, baking soda and salt.
3. Cut in butter to look like small peas. Stir in cranberries, sugar and orange rind. Add yogurt and egg mixture and stir until it forms a soft dough. Roll or pat onto a floured surface to 3/4 inch thick, cut into circles. Place on an ungreased cookie sheet – bake 15 to 20 minutes.

Source: http://canadabbhosts.com/recipes/cranberrybiscuits.htm
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<td>Protect yourself. Learn about the fall flu clinic schedule at <a href="http://www.yhssa.org">www.yhssa.org</a>.</td>
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Quality Risk Management / Occupational Health and Safety

Quality Risk Management

Yellowknife Health and Social Services is committed to client and staff safety; to measuring and improving the quality of services, and the client experience with our services. We want to hear from clients if they have concerns or would like to provide feedback or comments about our services. If you would like to provide feedback, register a concern, or make a commendation (positive comment), please feel free to contact us at 873-7224, or by email at yhssa@gov.nt.ca.

The following tables outline our Incident Reports and Concerns Summary, and provide a comparison of our results between fiscal years 2012–13 and 2013–14. We thank all clients for providing their comments, concerns, and commendations and we hope that we responded with sensitivity and respect, and that your concerns were addressed in a timely manner.

### INCIDENT REPORT SUMMARY

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<tr>
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<td>Slip and Fall</td>
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<td>Property Damage</td>
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### OCCIDENT REPORT SUMMARY

### CONCERNS SUMMARY

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<td>Lack of Access to Services</td>
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<td>Service Provider Decision Making</td>
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Occupational Health and Safety

During 2013–14, health and safety initiatives have been focused on YHSSA into alignment with Government of Northwest Territories legislation. Many training opportunities for staff development are emerging within GNWT and YHSSA is very supportive of staff participation. Through regular communication and sharing of resources with all GNWT departments, the organization is moving forward in satisfying the Safe Management Practices as required by Workers’ Safety and Compensation Commission.

YHSSA staff regularly participate in discussions on safety in their respective workplaces, through Safety Toolbox meetings. These meetings give staff an opportunity to learn about safety issues in the workplace and assist in correcting unsafe conditions.

Members of the Occupational Health and Safety Committee are receiving training and developing skills in conducting safety inspections in all worksites. Specific safe work practices are being developed. While the focus of workplace health and safety is on the employees of YHSSA, ultimately the provision of service to clients and communities will be positively impacted.

The current work and activity in workplace health and safety will continue and indeed, increase in the next few years, while YHSSA prepares for Accreditation through Accreditation Canada.
Some warning signs and symptoms of diabetes include: unusual thirst, frequent urination, weight change - loss or gain, extreme fatigue or lack of energy, blurred vision, tingling or numbness in the hands or feet. Call the Diabetes Program at 873-7707 or 873-7619 for more information.

Partnerships that support our communities

Háyọ́rlya bets’édí xa těla tēghálada
Gókọ́ta Wek’edats’édí Ha Èlèxè Eghàlats’èdà
Lutsel K’e

In 2012–13 the Department of Health and Social Services required communities across the Northwest Territories to develop a Community Wellness Plan (CWP) on which funding allocation would be based. The CWP developed by Lutsel K’e identified priorities for community based programming based on community needs as follows:

- Work towards regaining independence/ self-determination over all aspects of life
- Strengthen self-esteem, self-worth, self-reliance by strengthening language, culture and traditions
- Deal with effects of trauma
- Focus on children and youth

Throughout the 2013–14 fiscal year, the Community Wellness Worker and other social program staff were busy providing programming for the people of Lutsel K’e, in collaboration with other groups and individuals. In May 2013 they worked with the Community Health Representative (CHR), and the Lutsel K’e Dene School, to hold two (2) “Healthy Sexuality, Healthy Relationship” workshops for the youth in the community. Females and males attended separate workshops which provided a safe environment to ask questions, and share myths and stories about their sexuality.

During the summer of 2013, the Community Wellness Worker, and the Lutsel K’e Dene First Nation Youth Coordinator ran the two (2) day Duhamel Wellness Bush Camp for youth 11–16 years old. At the camp youth participated in traditional activities and cultural learning while discussing their life goals and dreams; health activities, and self esteem building activities. Another initiative was The Fish and Chips Camp geared towards youth and young adults. The camp was similar to the Duhamel Wellness Bush Camp but also included the participation of the Lutsel K’e Dene First Nation Wildlife Office and community volunteers. The Fish and Chips Camp was based on learning traditional skills while addressing other issues such as self-esteem in the supportive, caring environment.

The Girls and Women’s Groups are coordinated by the Lutsel K’e Dene First Nation Recreation Department, the Community Wellness Worker, and other Yellowknife Health and Social Services Authority staff. These weekly groups are where girls and women gather to share ideas, and encourage self esteem while participating in jointly chosen activities. Activities include spa nights, walks, movies, beading, sewing and dry fish making. For the Girls Group, older women and elders often come to share traditional knowledge.

CPNP and Kids in the Kitchen Community BBQ

Sobriety Walk – NWT Addictions Awareness Week

Handgames Tournament
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**December 2015**

- **Human Rights Day**
- **International Day of Disabled Persons**
- **International Volunteer Day**
- **National Seniors Safety Week**
- **World AIDS Day**

**Boxing Day**
**Christmas Day**
Think about how you can help to build a healthy community – practice old traditions and start new ones, help a neighbour, plan a community pot luck or feast, enjoy a walk with family and friends.

**Partnerships that support our communities**

Hâyôrla bet’sédi xa teîla reghálada
Gökôta Wek’edats’edi Ha Èlexè Eghàlats’eda
YHSSA Vision Statement

- Healthy people
- Healthy families
- Healthy communities

If you would like this information in another official language, call us.

TLICHÖ YATÌ K’ÉÈ DI WEGODI NEWÒ DÈ GOTS’O GONEDE.

?ERIHTŁ’IS DÈNE SÜLINÉ YATÌ TÀ HUTS’ELKER XÀ BEYÀYATÌ THÀ TÀÌ È, NUWE TS’ÈN YÔŁTI.

(867) 873–7425

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