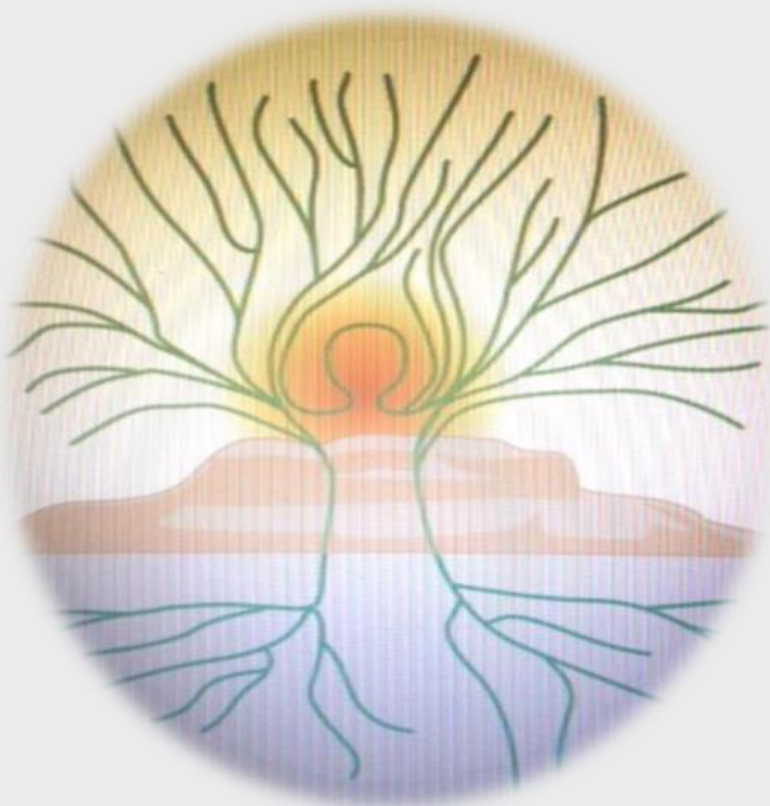


Fort William First Nation
Palliative Care
Resource Booklet



(807) 622-8802

HOURS OF OPERATION

9:00 am - 4:00 pm

Monday - Friday

DISCLAIMER

This palliative care resource booklet was developed by the Fort William First Nation Palliative Care Leadership and Clinical Team, as a guide to help those preparing for their final journey.

Information presented is based on current resources and is not meant to endorse any particular listing.

This booklet is dedicated to the memory of the loved ones who have travelled their final journey to the spirit world. To the families and friends who have, and will continue to provide support, friendship, and love to those that are currently living through illness and preparing to meet the creator.

Mission Statement

To provide support, information, and programs to individuals, families, and the community, which will develop a respect for their mind, body, spirit, and emotional well being.

Vision

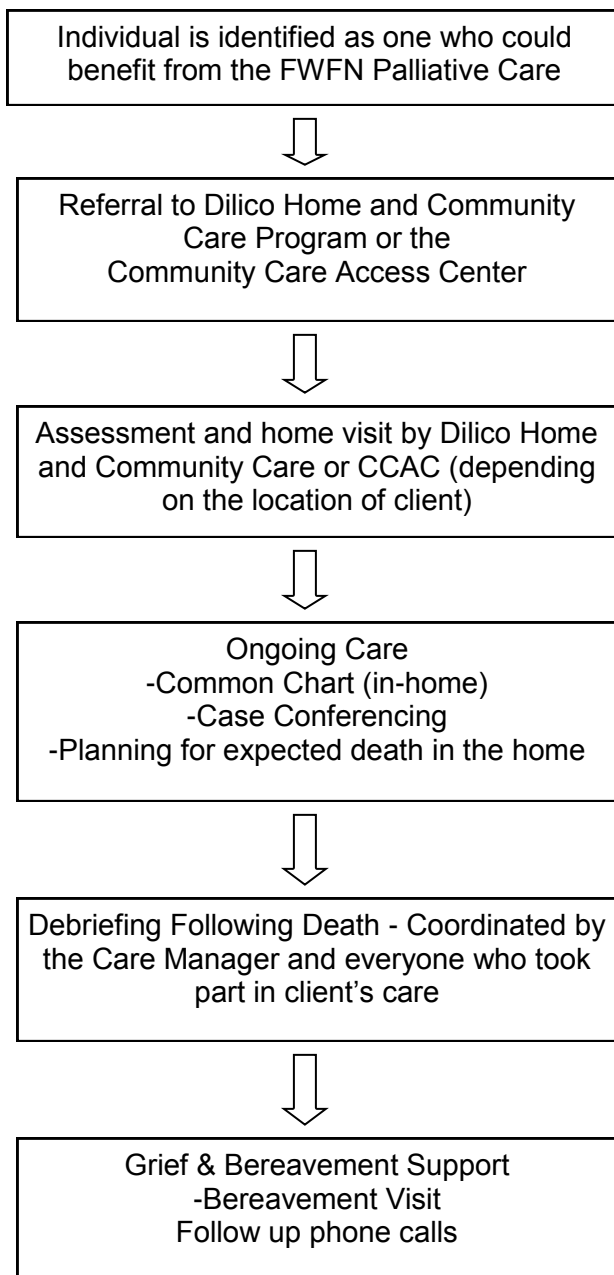
To provide compassionate, coordinated, and comprehensive end-of-life care to individuals living in and around the community of Fort William First Nation.

Terms

The Leadership and Clinical Team will facilitate the development of a Fort William First Nation Community Palliative Care Program by:

1. Developing the process for information sharing thereby identifying issues and or deficiencies requiring attention and discussion.
2. Promoting collaboration amongst team members.
3. Maintain communication with appropriate networks of care and community partners.
4. Support and share educational opportunities for all involved.
5. Promoting awareness of the team as a resource to be accessed by the public.
6. Evaluate the process on an annual and as needed basis.

Fort William First Nations Palliative Care Program Path of Care Flow Chart



Fort William First Nation

List of Services

Social Services

Fort William First Nation Social Services delivers temporary financial support to individuals residing in the community of Fort William First Nation and Chippewa Trailer Park. Any community member that is in need of financial assistance can make an appointment with a case worker in the Social Assistance department and the Case Worker will assist him/her with the intake process

Services Provided:

- **Home Makers:** A Special Services worker will come into a client's home to assess eligibility for home-making services. The home making services will be discussed with the client and a home support worker will be assigned to the client's home based on the medical and financial eligibility of the individual.
- **Emergency Food Services:** A program offered to families with children that are recipients of Ontario Works or low income individuals is eligible to receive the once a month food hamper. Presently food hampers are delivered to homes of eligible individuals. (Note; this program will be dependent on temporary funds from the NCB program).

For more information on these services, or eligibility criteria please contact:

FWFN Social Services Department
300 Anemki Pace, Suite A
Fort William First Nation, ON
P7J 1H9
(807) 622-6791

Fort William First Nation Health Center

Community Health Care Team

The Community Health Team is comprised of the Community Health Nurse, Community Health Representative, Community Health Representative Clerk, Diabetes Educator and the Medical Van Operator and the Health Center Manager. The Health Team provides services to all Band Members and all ages of the Life Cycle.

Services Provided:

- support, intake and referrals for all clients
- advocating for clients and ensuring needs are met
- Liaising for clients with other agencies
- Non-emergency transportation to medical appointments

The Health Centre Clinic provides limited Nursing services to Band Members.

Family Support

The Family Support Team is comprised of Family Support Workers, the Addictions Worker and the Health Center Manager. The Program provides service to Band Members for Family Support, Prevention and Child Protection.

Services Provided:

- Support, intake, referrals, assessments, planning and advocacy.
- Prevention Services strengthen and support the community and address identified family and community needs.
- Child Protection services establish the responsibility of the Band and Dilico with respect to reporting known and suspected child abuse.

FWFN Funeral/Bereavement Services Include:

- Limited Financial assistance to registered members of FWFN for funeral services/burial expenses.

A funeral luncheon at the request of the family

DILICO HOME AND COMMUNITY CARE PROGRAM

LIST OF SERVICES

Care Management Services are provided by Registered Nurses who work with clients, their support systems, and other providers to help the client achieve the highest level of independence and functioning possible in the least restrictive Environment.

The Care Managers conduct an in depth assessment of a community members health and functional ability and refers to the appropriate service provider on and off the First Nation.

They also attend family meetings, case conferences and hospital discharge meetings to ensure FWFN residents understand the way our services operate and the limitations with our home care services. Once again to ensure client safety when sent back into the community setting.

Services provided are:

- Intake and referrals for all clients and determining eligibility.
- Clinical Assessments to determine what services are required
- Determine clients plan of care with the client and family
- Manage and coordinate medical supplies and equipment
- And advocate for clients and ensure needs are met

REGISTERED NURSES

Nursing Services are purchased from independent contractors like VON (Victorian Order of Nurses)

Services provided are: (some services may have a minimal monetary fee)

- Providing nursing care to clients in the community
- General health monitoring
- Advocates for client to access services
- Help to improve quality of life.

PERSONAL SUPPORT SERVICES

Personal support services are provided to all Fort William First Nation band members of all ages based on individual needs per the Care Manager's nursing assessment.

Services provided are:

- **Personal care**—assistance in personal hygiene, bathing, dressing, grooming, toileting and transfer assistance.
- **Meal planning/preparation**—assistance with grocery lists, grocery shopping, planning and preparing meals, special diets
- **Ambulation**—assisting with ambulation in wheelchairs, assistance with walkers, canes, transfers and safety supervision
- **Exercise**—assisting with a planned medical regime under the supervision of a physiotherapist
- **Respite care**—providing care giver relief
- **Home Management**—assisting with light housekeeping
- **Personal business**—assisting with banking, bill paying and sending/receiving mail, accompanying clients to medical appointments
- **Child care**—providing child care while the primary giver is ill/incapacitated/convalescening
- **Advocacy**—assisting with referrals to additional agencies for other services

SPEECH SERVICES

Speech Services helps clients to overcome and prevent communication problems and difficulties with swallowing. Communication difficulties in the areas of language, speech, voice, fluency may involve producing sounds, words and sentences; understanding or listening to the speech of others; and the use of reading and writing skills (literacy).

Services provided are:

- Assessment and management of speech and language, feeding/ swallowing difficulties
- Set treatment goals with family and caregivers, determine and provide care plans to meet these goals
- Develop and monitor programs to be carried out by other care providers (including Communicative Disorders Assistants)
- Provide consultation, individual or group therapy in clinic or in the home
- Collaborate with Physicians, Nurses, Dietitians, Teachers, Psychologist, Occupational Therapists, Educational Assistants, Personal Support Workers and other care providers

HEALTH ADVOCACY OFFICE

This service provides a holistic assessment in regard to issues such as financial, legal, personal, emotional and/or mental needs of the client.

Services provided are:

- Public presentations and trainings
- Supportive counselling e.g. survivors of heart attacks, strokes and dementia
- Supportive counselling of issues or concerns of Elder abuse
- Palliative care counselling for clients and caregivers
- Counselling related to aging process
- Advise on financial needs
- Navigate for services with health and social issues

PHYSIOTHERAPY

Physiotherapy services are purchased from Independent Contractors in the City of Thunder Bay (e.g. Partners in Rehab or VON)

Physiotherapy can help:

- Manage sprains and strains of joints and muscles
- Maintain your independence
- Recover after surgery
- Maximize your mobility
- Manage the physical complications of cancer and its treatment
- Pre-post natal care and other women's conditions
- Manage conditions such as Arthritis, neurological disorders, cardiac and respiratory disorders.

The Physiotherapy treatment may include some or all of the components listed below:

- Therapeutic exercise
- Education about your condition
- Hands on manual therapy techniques
- Posture and gait retraining
- Electrical modalities and acupuncture

MEDICAL SOCIAL WORK

Medical Social Worker services are purchased from independent contractors (eg. VON)

Services provided are:

- Professional counselling dealing with illness, disability, impending death, bereavement and grief
- Coping with mental health concerns
- Crisis intervention
- Preparation of souse/family for client admission to LTC
- Social Advocacy

OCCUPATIONAL THERAPY

Occupational Therapy services are purchased from Independent Contractors in the City of Thunder Bay (e.g. Partners in Rehab) an OT roles and responsibilities would include:

- Environment and safety assessments
- Body mechanics in the home
- Education of lifting and carrying techniques
- Promote independence in the home
- Pain Management
- Referral to community resources
- Training in the activities of daily living
- Use of devices and adaptations
- Assists in accessing funding through various programs such as ADP, RRAP and NIHB
- Assesses transfer techniques and mobility issues

NUTRITIONIST/ DIETICIAN

Nutrition/Dietician services are purchased from independent contractors (eg. Revera); and their roles and responsibilities would include:

- Nutrition/Dietary counselling-available for one-to-one counselling to clients, families and or caregivers.
- Consulting with medical health professionals, and caregivers to monitor progression, complications, and swallowing abilities of clients who are provided texture-appropriate meals.
- Providing nutrition education to clients, families and or caregivers to promote optimal health practices and self-management.

ADULT LIFE ENRICHMENT PROGRAM

Provides supervised group activities and workshops for Anishinabek Elders and adults. Group sessions support well-being through health education, exercise and social interaction.

DILICO COMMUNITY AND PERSONAL SUPPORT SERVICES

Dilico's Community and Personal Support Workers assist clients with their daily living activities, Personal Care and hygiene and home management activities. Following clearly defined care plans, Community and Personal Support Workers provide assistance with routine activities of living and home management services.

Services provided are:

- Home making
- Personal care
- Palliative support
- Respite
- Transportation for medical appointments or errands
- Meals
- Physiotherapy assistance
- Occupational Therapy Assistance
- Basic foot care
- Nutritional support

Dilico's Care Managers must screen any verbal or written referrals to determine client eligibility. Referrals can be made by anyone.

For more information on these and other Dilico Services please contact Dilico at 623-8511

DILICO FAMILY HEALTH TEAM CLINIC

One of only three community-sponsored Aboriginal Family Health Teams in Ontario. The Dilico Family Health Team (DFHT) coordinates the highest quality of care for both Anishinabek and non-Anishinabek individuals and families residing in Dilico's Jurisdiction. Registered patients of the Family Health Team are offered a wide range of client focused services assisting individuals and families, including but not limited to, treatment and referrals, chronic disease management and Traditional Healing.

Clinic services are available for only those who are registered patients of the Dilico Family Health Team, however walk in services are available to those who are not registered to the DFHT on Wednesdays from 5:00pm to 8:00pm and Fridays from 1:00pm to 4:00pm. To apply to be considered as a registered patient of the DFHT, please contact us at (807)626-5200, or visit us on the North Side entrance of the Dilico Anishinabek Family Care Building at 200 Anemki Place.

Services provided are:

- Walk-in Clinic
- Health Advocacy
- Social Work
- Traditional Healing
- Advance Foot Care
- Chronic Disease Management

DILICO FAMILY HEALTH TEAM CLINIC

Traditional Healing Services

When our traditional healers or medicine people talk about healing, they say the Creator, Gichi-Manitou, and the spirits work through them to help others heal on the road toward Mino-Bimaadiziwin (A Good Life). The elders say that sickness begins in our spirit, and affects our mind, our emotions, and our body, Thus, balance, our medicine wheel. Our elders say that a great deal of healing comes from within ourselves and that we must be 100% committed toward our healing.

Dilico Family Health Team has a Traditional Healer on staff an average of two days per month for anyone looking to access Traditional Healing Services. Please call (807)626-5200 to book your appointment. Please note, you do not have to be a patient of the Dilico Family Health Team to access Traditional Healing Services.

Fort William First Nation Services & Contact Information

Service	Contact number
Fort William First Nation	623-9543
<ul style="list-style-type: none">• Administration• Social Services	
Fort William First Nation Health Center	622-8802
<ul style="list-style-type: none">• Community Health Team• Family Support Team• Medical transportation• Community Health Nurse• Community Prevention Programs• Monthly Diabetic Clinic	
Emergency Services	911
<ul style="list-style-type: none">• Ambulance Services• Fire• Police	
Non-Emergency Services	
<ul style="list-style-type: none">• Anishinabek Police Services (APS), 400 Anemki Place	625-0232
Spiritual Care	
<ul style="list-style-type: none">• Saint Anne's Catholic Church, 126 Mission Road	622-8301

Dilico Services & Contact Information

Service	Contact number
Dilico Health Services	623-8511
<ul style="list-style-type: none">• Care Management services• Registered Nurses• Personal Support Services• Community Support Services (Adult Life Enrichment Program)• Speech Services• Physiotherapy• Medical Social Work• Occupational Therapy• Nutrition/Dietician	
Dilico Family Health Team	626-5200
<ul style="list-style-type: none">• Walk-in Clinic• Health Advocacy• Social Work• Traditional Healing• Advance Foot Care• Chronic Disease Management	

Thunder Bay District Health Services & Contact Information

Service	Contact number
---------	----------------

Application for Long Term Care, In-Home Services & Respite Care

- North West Community Care Access Centre (CCAC), 961 Alloy Drive 345-7339
- Wesway, 210-1703 Victoria Ave. East 623-2353

Health

- Canadian Cancer Society, 920 Tungston Street 345-5433
- Canadian Diabetes Association, 501-200 Syndicate Ave. South 577-4232
- Diabetes Health Thunder Bay, 63 Carrie Street 344-3505
- Heart & Stroke Foundation, 104-979 Alloy Drive 623-1118
- Regional Cancer Centre (TDRHSC), 980 Oliver Road 684-7200
- Telehealth Ontario (24 hours) 1-866-797-0000
- Thunder Bay Regional Health Sciences Centre, 980– Oliver Road 684-6000

Transportation for Seniors

- Canadian Red Cross Society, Seniors Transportation Program 623-3073
- H.A.G.I Transit 345-0777
- Superior Accessible Taxi 345-8595

Thunder Bay District Services & Contact Information

Service	Contact number
---------	----------------

Funeral Chapels & Alternate Services

- Blake Funeral Chapel, 200 May Street South 623-6446
- Everest Funeral Chapel, 420 West Gore Street 473-1940
- Northwest Funeral Alternative, 331 North May Street 623-2025

Call 211 or visit www.211ontarionorth.ca:

This up-to-date, accessible, searchable database provides comprehensive access to information about social, community, health and government services in Northeastern and Northwestern Ontario.

CLIENT BILL OF RIGHTS

CLIENT RIGHTS

Every client has the right to:

- Be treated with courtesy and respect
- Have one's own ethnic, cultural spiritual and religious values respected
- Have information about the organization that is providing services and how those services are to be provided
- Give consent to, or refuse service or treatment
- Confidentiality with respect to their personal or medical information
- Raise concerns and recommend changes regarding service delivery
- Have information on where and how to direct grievances or concerns regarding services or service providers
- Participate in the scheduling of visits with Care Manager to accommodate (when possible) conflicting dates and times
- Have the level of service assessed and adjusted according to treatment plans, with plan towards discharge if possible.
- Ensuring the family knows they have the choice to say who (organizations/worker/family member, etc.) they want to be a part of the planning of their care.

CLIENT RESPONSIBILITIES

Every client has the responsibility to:

- Treat service providers with courtesy and respect
- Expect ethnic, cultural and religious values be recognized by service providers
- Provide all required information and sign the needed consents in order to receive services
- Be involved in care planning and follow a mutually agreed upon plan
- Inform car provider of any change in condition or needs (hospital, holiday) as soon as possible
- Accept the scope and limitations of service providers
- Make every effort to be as independent as possible

STATEMENT OF INFORMATION PRACTICES

Collection of information

We collect personal health information (PHI) about you directly from you or from a person acting on your behalf. The personal health information that we collect may include, your name, date of birth, address, health history, band number, record of your visits, and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources, if we have obtained your consent to do or the law permits.

Uses and Disclosures of Personal Health Information

- Treat and care for you
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Compile statistics
- Conduct research
- Teach
- Conduct client satisfaction surveys

Your Choices

You may withdraw your consent for some of the above uses and disclosures by contacting us and completing a Withdrawal of consent services for PHI uses form.

Important Information

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use and disclose, and disposal. We conduct audits and complete investigations.

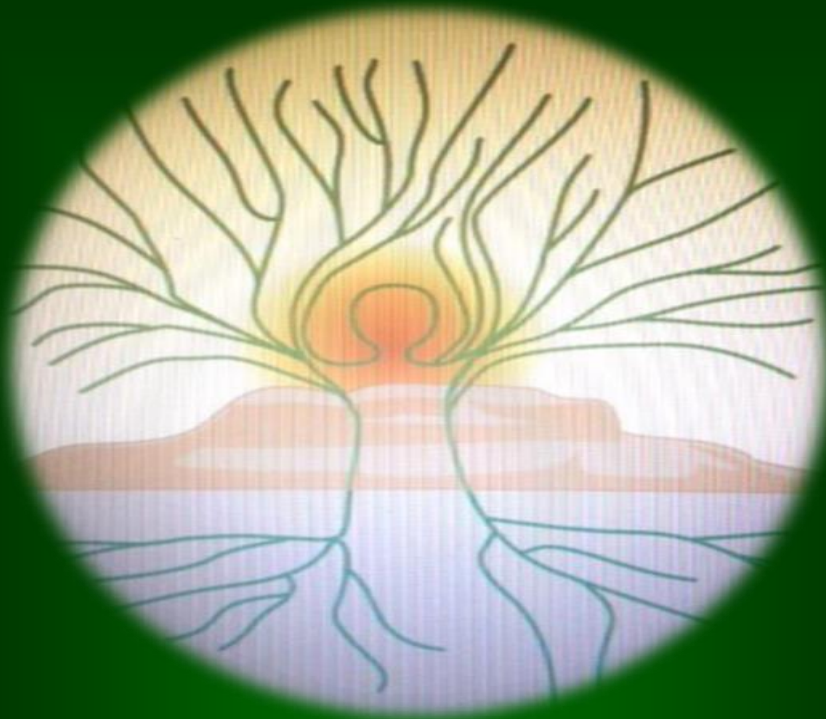
If you think we have violated your rights, contact:

Information & Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
1-800-388-3333

Important Contacts & Information

Contact/Information	Number
----------------------------	---------------

NOTES



Our logo represents the journey through life.

The tree in the middle represents the individual.

The roots represent our own individualized paths through life's journey, and we are each unique human beings, so it only makes sense that the care we each receive at the end of life is also individualized and unique.

The limbs represent the health care services and those who provide them to each of us.

As we come closer to the end of our lives, we begin to prepare ourselves for our next journey into the spirit world, this is represented in the limbs reaching upward to the sky.

The mountain represents our community and the strength within it.
The Sunset/Sunrise represents life itself.