



## Minutes – True North Health Advisory Council

November 28, 2018 5:30 to 8:30 p.m. High Level Northwest Health Centre

**Council members present:** Mike Osborn, Eric Jorgenson, Rick Cartier, Mary Janzen, Wendy Ward

**AHS :** Courtney Brake, Greg Cummings, Stacy Greening, Shannon Gallant, Clark McAskile, Angie Mann, Donna Ouelette, Steven Rideout

**Public:** Three

**Regrets:** Wilma Cardinal, George Fehr, Joyce Fehr, Dan Fletcher, Lianne Mercredi, Noreen McAteer, Wally Schroeder

| Agenda Item                          | Discussion   | Action |
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| <p><b>Council Quorum</b></p>         | <p>As per the Health Advisory Council Bylaw, Article 9, Section 9.4:</p> <ul style="list-style-type: none"> <li>A quorum shall consist of 50 per cent plus one (1) of the members in office. A resolution may be passed, or action taken on any matter, only where a duly constituted meeting has been called and a quorum is present at the time the resolution is put forward. In the event that a quorum is not present, the meeting may proceed; however, any action or resolution shall be deferred to the next meeting where a quorum is present”</li> </ul> <p>Council did not reach quorum so the meeting continued as an information meeting.</p> |        |
| <p><b>1. Approval of Agenda</b></p>  | <p>As the required quorum was not achieved at this meeting, see Bylaw Article 9, Section 9.4, the agenda cannot be approved. A review of the agenda took place.</p>  |        |
| <p><b>2. Approval of Minutes</b></p> | <p>As the required quorum was not achieved at this meeting, see Bylaw Article 9, Section 9.4, the agenda cannot be approved. A review of the minutes for revisions took place.</p>   |        |
| <p><b>3. Presentations</b></p>       |  |        |



**3.1. Addictions and Mental Health Update-**

Caitlin Vance, Acting Manager, Area 1, North Zone Addiction & Mental Health

Caitlin provided an update on what has occurred since the September 26, True North HAC meeting:

- An Addiction and Mental Health therapist has been hired for Fort Vermilion and La Crete and is currently completing orientation in High Level.
- The therapist will be in Fort Vermilion Mondays and Tuesdays and La Crete Wednesdays and Fridays.
- The intake role is now filled. People are able to call and make an appointment or drop in at High Level on Thursdays.
- One staff member has resigned from mental health and moved to a position in home care in La Crete. This posting will be posted shortly.
- There are still adjustments being made as everyone is coming on board. The team is optimistic and working on building trust within the community.

Q: Will there still be drop in sessions?

A: Yes on Thursdays in High Level for now.

Q: What will be offered in Fort Vermillion?

A: The therapist will be there one day a week. They will work mostly with adults but will be able to see children and youth as well.

Q: Is there a waitlist for therapy?

A: It's about a two to three week wait at this point, but the intake worker can talk to them right away. They can also come to the walk-in clinic on Thursday's in High Level.

Q: Is this being offered face to face or telehealth?

A: Currently it is face to face in High Level and telehealth everywhere else.

Q: The RCMP has a therapist in their office that was helping with domestic violence. The program has been successful but is not sustainable as it is from a grant. The RCMP would be willing to partner with AHS and provide a space if there is an opportunity for a therapist from AHS to work out of their office.

Shannon Gallant to provide Brad Giles contact information to Stacy Greening



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|   | <p>A: Stacy Greening responded that she would like to put him in contact with the director for Addictions and Mental Health in the North West and see how they can work together.</p>   |  |
| <p><b>3.2. Patient Concerns and Feedback-</b><br/>Donna Ouelette, North Zone Director System Transformation, Quality, Safety, &amp; Performance</p> | <p>Donna spoke about the patient concerns resolution process:</p> <ul style="list-style-type: none"> <li>• It is important to ensure that patients and families have the opportunity to bring forward and address patient concerns in a timely and transparent manner while they are still receiving a service without fear of retribution.</li> <li>• Concerns may be received by telephone, email, fax, or letter to Patient Relations, or from the AHS website online form.</li> </ul> <p>Q: If I get complaints from patients, do I send them to you?<br/>A: Patients and families are able to contact site staff and management to discuss concerns or they can reach out to Patient Relations.</p>                |  |
| <p><b>3.3. Northwest Primary Care Network (NWPCN) -Clark McAskile, Executive Director</b></p>   | <p>Clark McAskile provided the following highlights about the NWPCN:</p> <ul style="list-style-type: none"> <li>• The NWPCN provides programming and offers support in chronic disease management, perinatal programming, medical social worker, medical clinics, as well as access and support for area clinics.</li> <li>• The NWPCN maintains a website that provides a comprehensive list of health related resources. For more information please visit <a href="https://nwpcn.pcnpmo.ca/Pages/default.aspx">https://nwpcn.pcnpmo.ca/Pages/default.aspx</a></li> </ul> <p>Q: How do we get something running in this area for dialysis?<br/>A: Clark and Eric Jorgenson will connect and discuss this further.</p> |  |
| <p><b>3.4. AHS Area Update-</b><br/>Angie Mann, Director, Clinical Operations</p>   | <p>Angie Mann presented on a number of key initiatives underway in the Zone including:</p> <ul style="list-style-type: none"> <li>• Annual Christmas dinners for staff are coming up next week. The HAC members help is welcome.</li> </ul>   |  |



- A very successful festival of trees was held. Last year’s fundraising amount has been surpassed and the money raised will go to palliative care.
- There has been security upgrades ongoing in High Level for the last few months and these upgrades will be going live in two weeks.
- Fort Vermilion’s consultation for security upgrades will begin this month and the upgrades will be in March 2019.
- There was an Addictions and Mental Health Event today, Nov 28, to meet the new staff in Area 1.
- There have been no changes in the Women’s Health Program in La Crete. They are working to find a permanent space and the clinic is currently being run out of the La Crete Medical Clinic.

Q: Is there an update on the door for La Crete

A: Yes the drawings are complete and the go live date will be in January or February. Angie will share when she knows the date.

Q: Wendy shared that it has been challenging for the Fort Vermillion auxiliary to donate money for the purchase of monitoring screens.

A: Angie said she would like to attend the auxiliary meeting if they would like to invite her and can assist in connecting the auxiliary to the right people to answer their questions.

Angie Mann to share the date work on the door at the La Crete Community Health Centre will begin.

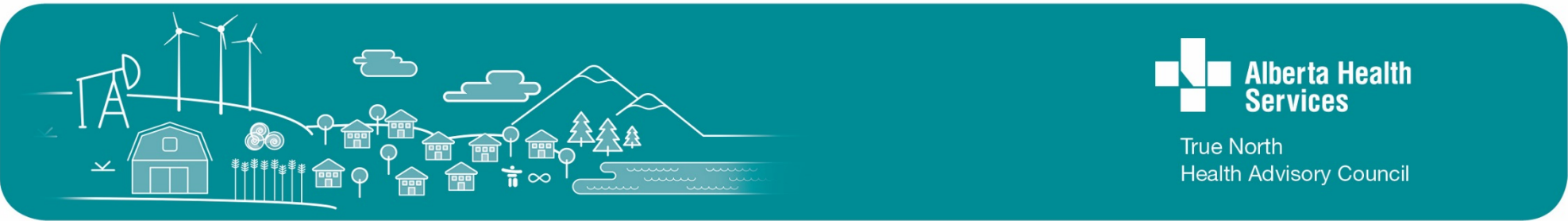
Wendy Ward to invite Angie Mann to Fort Vermillion auxiliary (healthcare volunteers) meeting.

**3.5. Update from Greg Cummings- Chief Zone Operator**

Greg Cummings shared:

- Angie and the team have been strong advocates for High Level, La Crete and Fort Vermillion and have been able to address many of the issues around recruitment and retention including using the locum pool to address challenges of recruitment in the area.
- The work that Courtney Brake and that team have done has been remarkable to return some stability to mental health and addictions programs.
- There are still issues in the area and we are aware and hearing about them

and working to address them. There has been additional investment in the

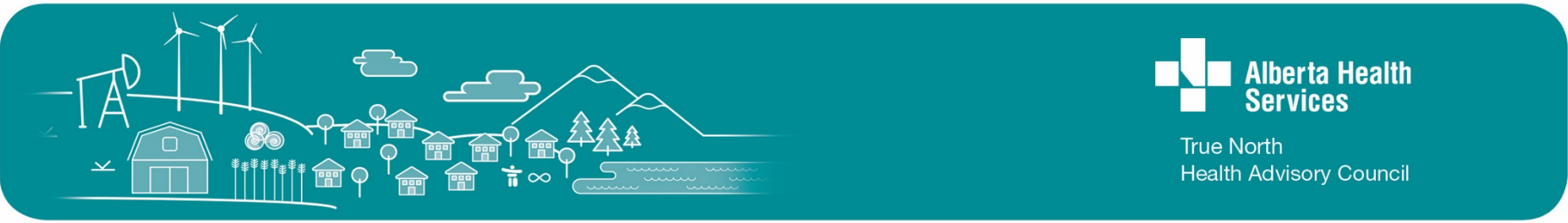


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|  | <p>area and there will be more funding to meet needs in the emergency and operating rooms.</p> <p>Q: The AHS employees do not receive the same northern living allowance as those in Fort McMurray and that has an impact when it comes to retention and recruitment. Is anything being done about this?</p> <p>A: Unsure about exact benefits AHS staff receive when living in Area 1. Angie agreed to look into what the northern living allowance is and the trips they receive out of the area annually.</p>  | <p>Angie Man to find out what the Northern Living Allowance is for AHS staff in the area.</p>                  |
| <p><b>3.6. Community Conversations</b></p>   | <p>Mike Osborn: The Community Conversation was well attended with about 35 people. The AHS staff who were present were open to the discussions. It wasn't the same 10 people who come to HAC meetings it was nice to hear diverse ideas.</p> <p>Eric Jorgenson: He liked that the meeting focused on solutions and the participants were able to build off of each other's ideas. There was a portion of the event that involved rating priorities. Eric cautioned against this as there was no real reason to rate the issues.</p> <p>Greg Cummings: It's great to be able to participate in something that wasn't issues management and be able to talk about new opportunities and directions.</p> |  |
| <p><b>4. Old Business</b></p> <p><b>4.1. Business Arising from Previous Meetings-</b><br/>Shannon Gallant,<br/>Advisory Council<br/>Coordinator, AHS</p> | <p>Provide Rick Cartier's contact information to Caitlin Vance. Complete.</p> <p>Share handout from High Level Native Friendship Centre Society with HAC. Complete.</p> <p>Invite HLNFCs to a future meeting to share update on new programs. Invite to January meeting.</p> <p>Look into what communities are listed on the AHS job website. Look into if it is possible to post open jobs on Facebook. The HAC would be interested in creating a</p>  | <p>Angie to look into the creation of a working group with HAC members to look How to access job postings.</p> |

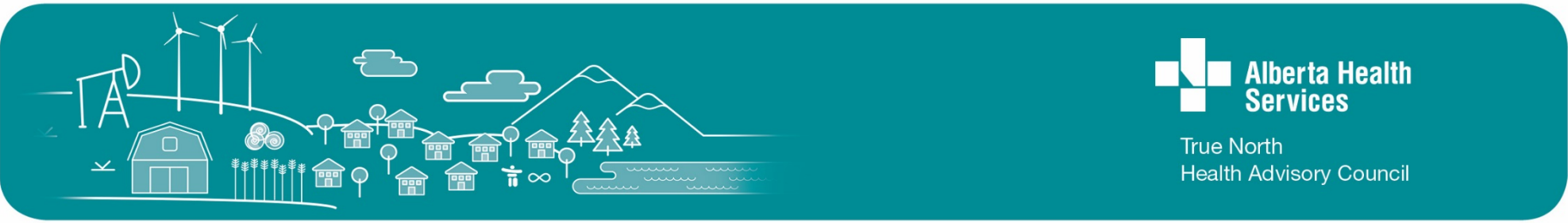


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|   | <p>working group to see where jobs are posted and how they can be accessed.</p> <p>Look into if the North Peace Tribal Council can assist. Provide Cheryl Cunningham Burns, from the PCN, contact information. Follow up with Lianne Mercredi.</p> <p>Share out a list of site managers and admin to HAC members. Complete.</p> <p>Share a one pager about how to access Patient Concerns and Feedback and 100 cards for each HAC member with the phone number.</p>   | <p>Look into if the North Peace Tribal Council can assist. Follow up with Lianne Mercredi.</p> <p>Send contact cards to HAC members.</p> |
| <b>5. New Business</b>  |   |  |
| <b>5.1. Physician Recruitment Report-</b><br>Dr. Henrique Brussow                       | <p>Dr. Brussow provided an update on physician recruitment:</p> <ul style="list-style-type: none"> <li>• There is a physician starting in High Level at the beginning of February and they are still recruiting for one more.</li> <li>• La Crete has one vacant position.</li> <li>• Fort Vermilion has two vacant positions.</li> </ul> <p>Q: Do most people in the community have a family doctor?<br/>A: There has been a shortage of family doctors in the area and this makes it difficult to attach each person to one doctor. But we do encourage that patients get family doctors.</p> <p>There is the availability of walk-in clinics. Walk-in clinics cannot be stand alone in the area and are connected to chronic disease clinics so that there is some continuity is kept.</p> |  |
| <b>Advisory Council Officer Update-</b><br>Shannon Gallant,<br>Advisory Council Officer | <ul style="list-style-type: none"> <li>• Work plan will need to be finalized at March 27, 2019 meeting.</li> </ul>  | <p>Shannon Gallant to set up meeting in new year to discuss workplan.</p>  |
| <b>Chairs update-</b> Mike Osborn   | <ul style="list-style-type: none"> <li>• Next council of chairs meeting is in Edmonton December 14<sup>th</sup>.</li> <li>• Mike Osborn shared that he is the Secretary Treasurer for Action North Recovery Centre, an 18 bed Co-ed residential treatment facility. Action</li> </ul>   |  |





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|   | <p>North recently closed on November 9<sup>th</sup>. They found that most of the clients who were referred weren't local and were court or employer mandated. The organization was based around alcohol abuse and the challenges in the community today go past alcohol. The resources were not meeting the needs of the community. They board will be looking for ideas from the community on what to do with the space. There is a 15 bed building. The board is working in partnership with AHS.</p> <p>Q: Are there any thoughts on opening an addictions programs?<br/> A: No not in that form but the board is open to suggestions and are hoping to decide by March.</p> <p>Q: How will people get their recommendations to them?<br/> A: The board will be out connecting with community and asking in the New Year.</p> <p>Q: What about a detox centre? It would be beneficial to have a detox centre in the community as not everyone has the means to go to Grande Prairie for detox.<br/> A: They have been talking to a sober centre in Vancouver to see if this model would work and it would include detox.</p> |  |
| <p><b>5.2. Roundtable &amp; Good News Stories</b></p> | <p>Council members provided the following input:</p> <ul style="list-style-type: none"> <li>• Eric Jorgenson: In Fort Vermillion they have a committee talking about culturally appropriate services. They are working to build capacity and address the loss of services and do what they can to rebuild.</li> <li>• Sgt. Michael Bourguignon with the High Level RCMP: Fort Vermillion school division will be looking at a formal partnership for violence threat risk assessments with the RCMP. This program allows agencies to come together to discuss when there is a risk with a student and determine what agency is the most appropriate to intervene. They are also looking for other agencies to partner such as AHS.</li> <li>• Wendy Ward: Shared that there are concerns at St. Theresa around the maintenance of the building. Angie Mann suggested that Wendy could meet with the site manager to discuss these concerns. She also shared</li> </ul>  | <p>Shannon Gallant to invite Caroline Adam, health director of North Peace Tribal Council to next meeting and the Metis nation to the January meeting.</p> |



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|   | <p>that a lot of work has been done and continues to be done at the site. Wendy also suggested a change in the way that roundtable is done. In Indigenous communities the circle goes as the sun rises and sets.</p> <ul style="list-style-type: none"> <li>• Rick Cartier: Rick thanked Caitlyn and her team for work on bringing services back to Rainbow Lake. He would like to start working a little harder on northern recruitment incentives to pressure Alberta Health Services to look at increasing the Northern Living Allowance for Area 1.</li> <li>• Stacy Greening: They have been working on designated facilities under the Alberta Mental Health Act. There is currently some movement in legislature to look at changing when you need a designated facility. High Level is working on a proposal to have some holding space that services could be provided in instead of having to go to Grande Prairie. There is a new director for Addictions and Mental Health in the North Zone, his name is David Watts.</li> <li>• Mike Osborn: Requested that the council looks at whose terms are coming up and when it will be time to elect a new chair.</li> </ul> | <p>Susan Givens and David Watts will come to next meeting.</p> <p>Shannon Gallant to bring information on terms and election to next meeting.</p> |
| <p><b>6. Next Meeting</b></p>                       | <p>Next Meeting:<br/> Date: January 23, 2018<br/> Time: 5:30 p.m. to 8:30 p.m.<br/> Location: St Theresa General Hospital, Fort Vermilion</p>  |   |
| <p><b>7. Meeting Evaluation and Adjournment</b></p> | <p>Moved by Mike Osborn to end the meeting at 8:00 p.m.</p>  |   |