

## **How has your Health and Wellness team continued to provide services during the COVID-19 pandemic?**

This has been a challenging time for everyone in our community. The way we've always done things is not the way we can do things today. As a team, we care about the Health and Wellness needs of our community. We have done and will always do our best to respond to the needs in our community.

How does that look during the COVID-19 period?

1. The Health Centres have been open by appointment. Different team members have continued to be in the centres to answer calls and respond as needed. You can make an appointment to see any team member by calling (250) 679-7726. Please leave a message when the answering machine takes your call.
2. Your Community Health Nurses have continued to provide services such as immunizations, new baby visits, health promotion and education information and response to essential service needs. Contact by telephone and text help to keep people connected. Referrals and resource provision have continued.
3. Your Home Makers have stayed in touch with clients by phone, text, informal and outside meetings. One Home Maker has been delivering meals to homebound clients. Protecting vulnerable people makes home visits inappropriate. A new Home Maker has joined our team.
4. Your Youth Workers are staying in touch with individual youth and meeting with youth in familiar social bubbles of two to four youth. During outreach, they provide information, educational materials, resources and referrals. They have been engaging youth in planning for back to school and fall programming. Social media has been a good connector.
5. Cultural Facilitator activities continue including fishing, berry picking, canning and preserving. Food sustainability and shared resources have been a focus of the cultural facilitator. Formal and informal contacts with community members have been maintained.
6. Your Social Assistance program is an essential service and has been fully maintained and responsive throughout this period. Communication and interaction have been challenging but all clients have been in touch.
7. Your Social Work and Family Support program is also an essential service and has continued in supported and positive ways. Planned events such as ribbon shirt making have restarted with COVID-19 protocols in place. Changes in legislation have enhanced our services to children and families. We are now able to respond to all of our children in care, many of whom were in care with other agencies. This allows us to meet needs in traditional and cultural ways. This has increased our numbers and is very positive for the children and families in our care. We can now focus on prevention and proactive responses and move away from reactive, interventive actions. This is what we strived for and continue to work hard to achieve.
8. Your Elder / Recreation Worker has continued to provide weekly check-ins with elders. This has been the focus for this work. Shared information, referrals and resources are offered to support elders in this challenging time. Some activities have started to engage elders socially. All efforts are made to follow "COVID safe" protocols. Elders have been encouraged to reach out for added support by calling (250) 679-7726.
9. Your Patient Travel and other Health benefits have also been looked after or reimbursed upon receipt of Appointment confirmation or original invoice dropped off at the health centre or via email.
10. Your Foot Care program has restarted and is available by appointment

11. Your Aboriginal Headstart is getting ready for a new year. Contact has been maintained with parents and children who will be a part of the program. Innovative approaches to programming are being considered.
12. We have not had a Mental Health and Addictions worker since December. Our new worker started on August 25<sup>th</sup>. He can be reached at (250) 679-7726. For immediate assistance you can call the crisis line at 1-800-588-8717.
13. Administrative team members have kept busy with data collection and processing, reporting, planning, budgets, evaluation and the demands of funding and financial support.

We are doing everything we can to maintain the services our community members need and expect. Please work with us and keep our community strong and healthy.