



CLIENT ORIENTATION PACKAGE



SIX NATIONS CRISIS SERVICES
1-866-445-2204 or 445-2204

24 Hour Coverage • 7 days a week

CRISIS SERVICES

New Directions Group, Six Nations Child and Family Services, Six Nations Early Childhood Development Program/ FASD, and Six Nations Mental Health Services have formed a partnership to provide 24 hours, 7 days a week crisis coverage. Six Nations Crisis Service can be accessed by phoning the numbers above.

Alternate crisis services available.

AGENCY	AVAILABLE	PHONE
Telehealth Ontario	24 hours; 7 days/week	1-866-797-0000
Police, Fire, Ambulance	24 hours; 7 days/week	911
Ganohkwasra	24 hours; 7 days/week	519-445-4324
Brant Crisis Response	24 hours; 7 days/week	1-866-811-7188
Crisis Assessment & Support Team of Haldimand-Norfolk	24 hours; 7 days/week	1-866-487-2278
St. Joseph's Hospital EPT	24 hours; 7 days/week	1-905-522-4941

CONTACT INFORMATION

White Pines Wellness Centre
2nd Floor • 1745 Chiefswood Road
Ohsweken, Ontario N0A 1M0

Website: www.snhhs.ca
Tel: (519) 445-2418
Fax: (519) 445-0368

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Health Services Administration
(519) 445-2418



Six Nations Health Services is a department of Six Nations Council. As a department, we offer several health programs for children, youth, adults and our aging populations. We thank you for choosing to use our services. As we continually strive to improve our programs and facilitate needs within our community, we need to hear back from you on how we are doing. At any visit within our offices, please take a few moments to fill out our client survey to give us that feedback. If you do not see a client survey openly posted, please ask your health provider for one. We appreciate all comments.

When you access services from our health programs, you will be assigned a health provider. That health provider will be happy to answer any questions or concerns you may have regarding your care. If at any time you have concerns regarding the care you are receiving, please review the Complaints Process for Service Provision section of this booklet for instruction on how to address such concerns.

Your health provider for _____
is _____
Program Name
Staff Name

APPOINTMENT CANCELLATION

When you need to cancel or reschedule an appointment with any of our health providers, 24 hour notice is requested. Cancelling appointments in advance give us opportunity to fill your appointment time with another individual that needs to be seen.

CONFIDENTIALITY

Confidentiality is respected and maintained by all staff. Please keep in mind staff have a legal obligation to report to authorities, any disclosure of harm or threats of harm to self, others or children.



DEPARTMENT LISTING (CONTINUED)



LONG TERM CARE.....519-445-0077
Adult Day Care
Community Support Services
Home & Community Care
Jay Silverheels Complex
Personal Support Services Program
Professional Services



MENTAL HEALTH TEAM.....519-445-2143
Case Management
Early Intervention in Psychosis
Mental Health Educator
Psychiatric Consultation
Rehabilitation Services
Release from Custody
Supportive Housing



NEW DIRECTIONS GROUP519-445-2947
Addiction Counselling
Addiction Outreach Worker
Animal Control
Community Health Representatives



HEALTH RESEARCH519-445-2226



SIX NATIONS MATERNAL AND CHILD CENTRE
.....519-445-4922
Aboriginal Midwives
Breastfeeding Coordinator
Children's Health Services
FASD Coordinator



NURSES
School Nurses519-732-1141
Services Available in all schools 519-717-5981
Sexual Health Nurse519-445-2672



DEPARTMENT LISTING



AMBULANCE.....519-445-4000



DENTAL SERVICES.....519-445-2221



EARLY CHILDHOOD DEVELOPMENT519-445-0339



FAMILY HEALTH TEAM.....519-445-4019
Primary Health Care



HEALTH ADMINISTRATION519-445-2418
Director
Administrative Support
Finance
Medical Transportation



HEALTH PROMOTION & NUTRITION SERVICES
.....519-445-2809
Activity Programs
Diabetes Education
Healthy Lifestyles
Nutrition Counselling



HEALTHY BABIES/ HEALTHY CHILDREN519-445-1346



IROQUOIS LODGE.....519-445-2224



MISSION

Six Nations Health Services/Department is dedicated to building a healthy O:gweho:we community, where each individual is respected, valued and provided with continued excellence in health care.

VISION

Six Nations Health will continue to lead in the provision of advanced, wholistic community health care.

VALUES

Six Nations Health Services operates in accordance with the highest standards in all relationships and service delivery with the Six Nations community.

Six Nations Health Services fosters an environment that encourages innovation, diligence, growth, accountability and commitment to patient and staff safety.

ACCREDITATION AND ABORIGINAL COMMUNITIES

Accreditation health care organizations choose Accreditation Canada as their accrediting body because of holistic framework applied to the accreditation standards, cultural relevance, the use of Aboriginal surveys and the fact that Accreditation Canada offers a nationally recognized program.

Accreditation is a process that benefits staff, facilities team building, and provides an organization with access to valuable advice from other health care professionals. By participating in accreditation organizations demonstrate to clients, communities, stakeholders, and partners, their commitment to quality.



Six Nations Health Services has been accredited by Accreditation Canada

APPEALS PROCESS

The appeals process provides the client with the opportunity to challenge the decision made by Six Nations Health Services staff.

Clients may appeal the decisions made by Six Nations Health Services staff in relation to:

- Ineligibility to receive a particular service
- Exclusion of a particular service from the treatment plan
- The amount of a service in the individual service plan
- Termination of a particular service
- Quality or choice of service provided by or arranged by Six Nations Health Services
- Alleged violation of the consumer’s rights as referenced in the Client Bill of Rights under Bill 173

STAGES

1. Internal Service Review Process

The Six Nations Health Services shall receive appeals and provide an acceptable decision through an approved procedure.

2. External Service Review Process

If the client is dissatisfied with the results of the Internal Appeals Process, the client shall be informed of the external review process.

Decisions affecting service provision shall be made within current criteria and take into account the availability of human and fiscal resources.

Consumers shall be kept informed throughout the process.

Appeals management is the second phase of managing appeals and deals with unresolved appeals related to service decisions.



TERMINATION OF SERVICE

Six Nations Health Services will terminate services in the following situations:

- When all previous mutually agreed upon goals have been met, as outlined in your Plan of Care.
- If your health provider is unable to contact you and you have consistently missed appointments, you will receive a letter notifying you that this office will close your case if you are not heard from within 30 days. If the need arises you are always welcome to access services again.
- Six Nations Health Services is mandated to provide services to the residents of the Six Nations community; however there may be occasions whereby the service provider is at risk. The decision to discharge a client from receiving service from the various programs under Six Nations Health Services when a risk to personnel has not been resolved shall be a joint decision of the staff member, Supervisor and the Director of Health Services.

COMPLAINTS PROCESS FOR SERVICE PROVISION

All clients can submit their complaint directly to the Program Supervisor either through a written letter or by requesting a meeting. Any complaints received by staff shall be reported to the Program Supervisor within 48 hours of receipt.

All complaints shall be investigated by the Supervisor and responded to in writing within 10 working days.

1. Problem resolution involves:
 - Ongoing assessment and problem solving
 - Home visits, team conferences
 - Discussion with client / caregiver
 - Consultation with other services providers (eg. Physician)
2. Six Nations Health Department supervisors review and discuss action plans with staff member.
3. The supervisor and staff shall meet with the client / caregiver to review findings and action.
4. A written response including the action plan shall be forwarded to the client / caregiver within 15 working days of the meeting with the client/ caregiver.
5. The Six Nations Health staff documents the complaint on the Occurrence Report.



CLIENTS 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 concerns about service provision
- Participate in the scheduling of visits
- Have the level of service assessed and adjusted accordingly and involved in discharge
- Have the right to consent or not consent to the disclosure of personal information

CLIENTS RESPONSIBILITIES

- Treat service providers with courtesy and respect
- Respect ethnic, cultural, and religious values of the service provider
- Provide all required information and sign the necessary releases in order to receive services
- Be involved in care planning and follow a mutually agreed upon plan
- Inform service providers of change in condition as soon as possible
- Accept the scope and/or limitation of service provided
- Strive to be as independent as possible
- Be present and prepared for the service provider’s visit
- Cancel visit when not available with as much advance notice as possible
- Be present and participate in ongoing assessment and discharge planning



CLIENT BILL OF RIGHTS

1. A person receiving a community service has the right to be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical, and financial abuse by the service provider.
2. A person receiving a community service has the right to be dealt with by the service provider who respects the person’s dignity and privacy and who promotes autonomy.
3. A person receiving a community service has the right to be dealt with by the service provider in a manner that recognizes the person’s individuality and who is sensitive and responds to the person’s needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. A person receiving a community service has the right to information about the community services provided to him/her and to be told who will be providing the community service.
5. A person applying for a community service has the right to participate in the service provider’s assessment of his or her requirements and to participate in the service provider’s development of the person’s plan of service, the service provider’s review of the person’s requirements and the service provider’s evaluation and revision of the person’s plan of service.
6. A person has the right to give or refuse consent to the provision of any community service.
7. A person receiving a community service has the right to raise concerns or recommend changes in connection with the community service provided to him/her and in connection with the policies and decisions that affect his or her interest, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
8. A person receiving a community service has the right to be informed of the laws, rules and policies affecting the operation of the service and to be informed in writing of procedures for initiating complaints about the service provider.
9. A person receiving a community service has the right to have his or her records kept confidential in accordance with the law.



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, for example, 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 so or if the law permits.

Uses and Disclosures of Personal Health Information

- Treat and care for you,
- Get payment for your treatment and care from OHIP, WSIB, your private insurer or others,
- Plan, administer and manage our internal operations,
- Conduct risk management activities,
- Conduct quality improvement activities,
- Compile statistics,
- Fundraise to improve our health care services and programs,
- 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 Use Form.

Important Information

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

To monitor and manage our privacy compliance:

We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes for which you have consented.

How to Contact Us

For more information about our privacy issues or to raise a concern you have with our practices please contact: Director of Health Services, PO Box 5000, Ohsweken, Ontario, N0A 1M0 519-445-2418

You have the right to contact the Privacy Commissioner/Ontario if you think we have violated your rights. Commissioner can be reached at:

Information & Privacy Commissioner/ Ont.

2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8 Tel: (416)326-3333 or 1-800-388-3333 Fax: (416)325-9195