

2021-2022 Annual Report

POLICE STATION



COMMUNITY CENTER



HEALTH CENTER



KIUNA COLLEGE



CONSEIL DES ABÉNAKIS
ODANAK





ANNUAL REPORT 2021-2022

SUMMARY

DANIEL G. NOLETT
EXECUTIVE DIRECTOR
(PAGE 4)



CLAUDE PANADIS
HOUSING
AGENT
(PAGE 21)



**SAMUEL DUFOUR
PELLETIER**
DIRECTOR ODANAK
ENVIRONMENT
AND LAND OFFICE
(PAGE 6)



ELEANOR HOFF
ETSC AGENT
(PAGE 22)



ANN LANDRY
SOCIAL ECONOMIC
AND
POST-SECONDARY
(CEGEP) AGENT
(PAGE 13)



ÉRIC CLOUTIER
CPDA DIRECTOR
(PAGE 24)



NATHALIE CARDIN
EDUCATION AGENT
AND ADMINISTRATOR
FOR INDIAN REGISTRY
(PAGE 16)



JEAN VOLLANT
OHC DIRECTOR
(PAGE 28)





ACTIVITY REPORT 2021 - 2022

WORD FROM MANAGEMENT



Kwaï, kwaï mziwi!

I would like to begin by underlining the hard work of the entire team of Council personnel. Whether it is the administrative office, the health centre, public works, the Environment and Land office, or the Abenaki Police Force, all of them have distinguished themselves by their excellent services and their dedication to serve the members of the community effectively. You will see in this annual report that despite the pandemic, we were able to deliver a multitude of programs and services in 2021-2022.



DANIEL G. NOLETT

Executive Director

In terms of the pandemic, our community has fared well with respect to the number of cases - which has remained low overall in 2021-2022. We do not have many cases that required hospitalization and we do not have any cases of death directly and solely related to Covid-19 in the community. Thank you again for your excellent cooperation in respecting public health guidelines.

You will also see in this report that our financial situation is excellent. In fact, we are once again among the top First Nations communities in Canada in terms of financial health. We continue to rank among the best managed and financially strong communities in Canada. Our financial ratios are there to prove it.

Wli agizow8gan! Enjoy your reading!



ACTIVITY REPORT 2021 - 2022

WORD FROM MANAGEMENT



Annual management report

Community residents 18 years and older who wished to be vaccinated against Covid-19 were able to do so on March 22, 23, 29, and 30, 2021. We held the vaccination campaign on the Kiuna premises. The second doses were administered in mid-July 2021, still at Kiuna, while the third doses were administered during the week of January 17 and February 1, 2022 at the Odanak community centre.

Following the Covid-19 vaccination campaign, I would like to thank and congratulate our team at the Odanak Health Centre for their excellent work and dedication. It is thanks to all our staff that the vaccination clinic was a success.

In this time of pandemic, know that you can always count on the excellent support of our health and social services team at the Odanak Health Centre, as well as that of our administrative staff at the Council, our staff at the Abenaki Police Force, at Public Works and at the Environment and Land office. All of these dedicated individuals strive to ensure continuity in the delivery of services to the population while respecting the public health guidelines.

All Council services were delivered remotely for much of the pandemic, either by phone or by video conference for those with access to a tablet or computer, to avoid direct person-to-person contact as much as possible. As a result, the vast majority of staff have been telecommuting. Face-to-face meetings, when necessary, were held by making appointments in advance. To ensure the health and safety of community residents, we will continue to strictly adhere to public health recommendations and guidelines until the pandemic is over. Gradually, staff have been able to begin returning to in-person work as of February 28, 2022.

We can say that we have been lucky so far in terms of the number of positive Covid-19 cases in Odanak. We estimate that approximately 25 to 30 people in the community have contracted Covid-19 before March 31, 2022. Of this number, only one case would have required hospitalization. Thank you again for your collaboration and for the respect you have shown to the public health guidelines to date.

The expansion of the former administration office at 102 Sibosis, where the Waban-Aki Nation Grand Council offices are now located, was completed in the fall of 2021. The Council acquired the property adjacent to the 102 Sibosis property located at 1016 Awassos Street during the spring of 2021. The property was demolished in the fall allowing work to begin on the parking lot in April 2022.

I remind you that this expansion project required an investment of \$1.4 million. 50% of these costs are covered by funding from the Aboriginal Initiatives Fund (AIF III) of the Secrétariat aux Affaires Autochtones (SAA) and the other 50% is covered by a loan from the BMO. None of our membership funds or the Council's consolidated surplus will be affected by this project as the entire cost of this project will be completely covered by the GCNWA through the rent they will be charged.

The work to replace the defective sewer line on Asban Street was carried out from May to July 2021 following a call for bids through the SEAO. Construction et Pavage Boisvert Inc. was awarded the contract and performed the work. The cost of the work was close to half a million dollars. Indigenous Services Canada (ISC) funded the entire project.





WORD FROM MANAGEMENT

Work on the pedestrian and bicycle pathway extension along Route 132 in front of Kiuna was done over the summer and was completed by the end of August 2021. We experienced delays in the delivery of the concrete bases for the streetlights and the streetlights themselves. The latter were installed in early February. All that remains to be installed are the park benches and trash cans. The pedestrian path has been extended by 270 metres.

On June 1st, we received confirmation from the CMHC that our community has been selected to host the future shelter for Indigenous women and children who are victims of violence. The CMHC will provide \$44.8 million in new funding over five years for the construction of 12 shelters, **10 in First Nations communities across the country and two in the territories (Nunavut, Yukon and Northwest Territories)**. The CMHC will fund the construction of the shelter which was estimated at \$1.8 million in January 2020. Two years later, due to increased construction costs, 30% of which are attributable to increased material costs, the shelter construction costs have been revised upward by our technical services. They now stand at \$3.6 million. We are in discussions with the CMHC to add the additional budgets required to complete the work. If all goes according to plan, construction will begin in the spring of 2022. We plan to build this shelter on the extension of Mgezo Street, behind the Youth Centre (Espace jeunesse) and the outdoor skating rink. To do this, in February and March, we had to proceed with the servicing of 17 lots by closing Mgezo Street to Pakesso Street. The work was done by Tourigny Excavation Inc. following a call for bids through the SEAO. The total cost will be close to \$1 million. These costs are entirely covered by funding from ISC. In the spring, only paving work is expected to remain for the installation of concrete curbs.

Funding for shelter operations will be provided by Indigenous Services Canada. A budget of \$900,000 per year will be dedicated to this project. The administration of the shelter will be handled by the Grand Conseil de la Nation Waban-Aki's The Social Services Department.

Still on the subject of the CMHC, we have begun the process in December 2021 to build 9 units of social housing under the National Housing Co-investment Fund. We plan to build a four-unit apartment block on the new section of Mgezo Street, a semi-detached on Managuan Street as well as a triplex on Tolba Street on a new section that we plan to develop in the spring of 2022. In fact, we have applied to ISC for \$1.1 million in funding to complete Managuan Street at Tolba Street. In addition to the construction of this triplex which will be located next to the Anglican cemetery, 4 other lots for future residential construction will also be serviced. A request for funding has also been made to Canadian Heritage to build a longhouse where we will be able to hold cultural activities. This longhouse would be located in front of the Anglican cemetery on Tolba Street and its construction would cost close to one million dollars.

To come back to the co-investment project, the CMHC and ISC would grant us subsidies of 50% of the total cost of the project. The balance, the other 50% to complete the construction budget, would come from a down payment from the Council of nearly \$830,000 and a loan of approximately \$670,000. The total estimated cost of this 9-unit project is \$2.7 million. We expect to begin construction of these 9 units in the summer or fall of 2022.

The renovation of the Aln8baïwi hall took place in February and March 2022. Mathieu Laramée Construction was hired to do the work. The work included redoing the floor



ACTIVITY REPORT 2021 - 2022

WORD FROM MANAGEMENT



coverings and cabinets, and redesigning the washroom to make it more accessible to people with reduced mobility. This work was funded by the federal New Horizons for Seniors Program. This program allocated us \$25,000 in the form of a grant and the Council invested an additional \$10,000 in order to carry out the necessary work.

The repair work on Waban-Aki Street took place during the summer of 2021. We proceeded with the repairs to the foundation and pavement structure of Waban-Aki Street. We also proceeded with work to redo the sidewalks and change the manhole covers as well as the water valve covers. Other work was done to ensure that Waban-Aki Street would not require major work for at least 15 to 20 years. The cost of the work, which amounted to nearly \$2 million, was paid for by the MTQ and ISC.

Concerning Waban-Aki Street, the Council awarded a mandate to the firm GID Design Inc. to redo the street signs of Odanak. We took the opportunity to correct the spelling mistakes in the street names so that they conform to the standard way of the Abenaki language. Here are the street names that have been corrected:

Waban-Aki	for	W8banaki ;
Managuan	for	Managw8n ;
Masuzie	for	Masozi ;

And finally, Amiskw Street will be renamed Tmakwa. Tmakwa means beaver. On its own, the word Amiskw means nothing in the Abenaki language. It is a word root in the conjugation referring to the beaver in a sentence. For example, if you want to talk about beaver meat, you say amiskwiia. The new street signs will be installed in the spring as soon as the weather permits.

The Council has put out a call to the membership to form a working committee to review the membership code. A first meeting should be held in January or February at the latest. After more than 15 years since the last amendment to the code, it is time to revise it to reflect our current needs, especially after the amendments to the Indian Act following the McIvor and Descheneaux decisions. A first meeting of the committee was held on March 23rd in virtual form. We will keep you posted.

Daniel Nolett,

Executive Director





1. STRIPED BASS PROJECT IN THE SOREL ISLANDS

Since 2019, we have been conducting a striped bass project in collaboration with the Wôlinak Environment and Land Office and the Ministère des Forêts de la Faune et des Parcs. The St. Lawrence River population was driven to extinction in the 1960s, but since the 2000s, ongoing reintroduction efforts have been successful. A new population, generated from the Miramichi River population in New Brunswick, is now present throughout the river, including Lake Saint-Pierre. Numerous research projects, including our own, have greatly contributed to increasing our knowledge of this species and its evolution.

Specifically, our project aims to identify the different critical habitats of this population at different times of the year, particularly in the Sorel Islands archipelago sector. We are monitoring the presence of spawners, eggs and larvae while following the movement of individuals throughout the year using telemetric tools.

For the time being, the legal status of the species remains “endangered”. Since the pressures on its environment are still very present and the dynamics of animal populations is an extremely complex subject that evolves over long periods of time, it is essential to continue the research that will help the definitive recovery of this species and subsequently, to establish healthy and sustainable management methods. One thing is certain: we are on the right track!

2. Erosion-archaeology project

The BETO participated, in partnership with the Ndakina Office and the Wôlinak Environment and Land Office, in a research project to evaluate the risks of erosion on the banks of Alsig8tegw (Saint-François River) and W8linaktegw (Bécancour River). This two-year project will help identify measures to be

implemented so that the communities can adapt to this new reality, which will become more prevalent with climate change.

This second year of the project was devoted to the installation of markers as well as a second phase of canoe surveys in order to complete the data on the potential archaeological zones in order to assign them an index of vulnerability to erosion and to produce follow-up sheets for these zones. It would be interesting to conduct follow-ups of the markers and the zones in the future if funding permits.

3. SIPS PROJECT (BANK SWALLOW)

In the spring of 2021, in partnership with the Wôlinak Land and Environment Office, the BETO conducted bank swallow inventories along the Alsig8tegw (Saint-François River) and the W8linaktegw (Bécancour River).

The Bank Swallow is a small insectivorous bird that gathers in large colonies when breeding. These colonies are located along vertical walls made of sand (cliffs, eroded river banks, quarries and sandpits, earth mounds, etc.), where the pairs dig a small tunnel to build their nest.

Although the species is still common in Canada, its population in this country has declined by 98% in 40 years and this decline continues. The reason for this decline is that the Bank Swallow uses vertical slopes for nesting and these are often areas of erosion or sand piles. Shoreline stabilization, damming, or sand mining operations can destroy nesting sites. The use of pesticides and insecticides also impacts insect populations, reducing the availability and quality of the bird's primary food source.

Our work has led to the discovery and characterization of 42 new colonies, the presence of which was unknown to the federal authorities that manage the species. These discoveries have allowed us to establish contacts with landowners so that they may take voluntary action to protect these habitats (e.g., maintain a natural shoreline, avoid rip-rap).

Our work will continue in the spring of 2022 (Nicolet River and the Sorel Islands



**SAMUEL DUFOUR
PELLETIER**

DIRECTOR ODANAK
ENVIRONMENT
AND LAND OFFICE



ACTIVITY REPORT 2021 - 2022

ODANAK ENVIRONMENT OFFICE



archipelago) as well as in 2023 (South-West Nicolet, Yamaska and Richelieu rivers).

4. MATGUAS PROJECT (HARE): SMALL GAME HABITAT DEVELOPMENT

Since 2019, the BETO has adopted a wildlife-forest management plan (plan d'aménagement forêt-faune (PAFF)) to improve the quality of habitat for game, particularly snowshoe hare and ruffed grouse. This plan consists mainly of rejuvenating specific forest stands in order to promote softwood regeneration. In this way, young fir, spruce or pine stands will be able to provide winter protection habitat for hare and grouse, which is currently lacking on a regional scale. Silvicultural strategies vary depending on the nature of the stand, but in general, the goal is to cut hardwood species so that young softwood shoots have sufficient light and space to grow quickly, while protecting seed trees (e.g. large healthy fir). This type of management also improves the habitat of several other species such as white-tailed deer, small mammals, forest birds, etc. Indeed, our PAFF also aims at protecting dead wood and fruit trees as well as creating forest gaps, drumming sites, vegetation openings and transition zones (ecotones). All these elements promote the integration of biodiversity in the broadest sense.

5. FISH MONITORING AT THE DRUMMONDVILLE HYDROELECTRIC COMPLEX

Over the past four years, the BETO has been mandated by Hydro-Québec to detect and quantify the presence of fish in the spillway of the Drummondville hydroelectric dam during the summer period.

The flow of the Saint-François River is divided into two parts at this location: the power station which turbines a portion to produce energy, and the spillway that evacuates the excess water. When water levels are low, the topography of the river bed produces several small pits which become isolated from one another and fish may be trapped inside. Hydro-Québec therefore

voluntarily leaves a continuous flow in the spillway during the spawning period so fish may move freely.

In summer, after the spawning period, Hydro-Québec managers adjust the flow pattern of the Saint-François River to turbine more water, resulting in virtually zero flow rate in the spillway.

By conducting real-time observation, it allows us to ensure that no fish are left behind, and if they are, it also allows us to take the necessary measures to remove them.

6. COPPER REDHORSE PROJECT

The copper redhorse is a fish species endemic to south-western Quebec (i.e. only location on the planet). Only part of the St. Lawrence River and its tributaries, including the Saint-François River, are home to this species. In order to learn more about the spring distribution of this species, the Ministère des Forêts, de la Faune et des Parcs is currently using a rapidly growing scientific method: environmental DNA. In short, all animals leave fragments of their DNA in their living environment at one time or another (e.g. reproductive cells, feces, carcasses). By collecting water at specific locations and times, it is then possible to analyze these samples in the laboratory to determine whether or not the DNA of a given species is present in the sample. The BETO is proud to participate in the field component of this project, which is conducted right in front of the community.

7. YELLOW PERCH PROJECT - MARSH 2

Despite the corrective work done at marsh 2 in 2017 to improve movement between the pond and the Tardif Channel, two issues remain: the presence of beavers and water level management.

For several years now, the water level of the marsh 2 pond has become very low due to the withdrawal of flood waters.





A considerable volume of vegetation is being dewatered while it constitutes a substrate of choice for yellow perch eggs and provides refuge and growth habitat for the larvae. Paradoxically, a small beaver dam has been erected since 2019 and helps to keep the water in the pond a little longer, but again limits the free movement of fish.

The small remedial development that the BETO is proposing is to replace the beaver dam with a small artificial dam made of wooden beams that can be added and removed at any time to provide the required water level in the marsh while maintaining free flow for fish. The beavers will be trapped, and the meat will be redistributed to the community.

Plans and specifications for the work were prepared in 2021, and the development project is expected to be completed in 2022.

8. TRAILS PROJECT

Since 2019, the BETO has upgraded the Odanak trails. More specifically, we built an entrance and a staircase directly in the back yard of the Musée des Abénakis in order to access the river's edge and the start of the current Tolba Trail. In addition, we extended the end of the Tolba Trail to reach the Koak Trail. Walkers (as well as visitors to the Museum) can therefore make a loop by combining the Tolba and Koak trails, and then return via Waban Aki Street. We have also improved the trail by adding two small wooden footbridges, an observation tower overlooking Marsh #2, numerous interpretive panels and benches.

Most of the work was completed in 2020, but several small improvements were made in 2021 (grading, signage, upgrading, etc.).

9. BLACK ASH PROJECT

The BETO participated, in collaboration with the Ndakina Office and the Wôlinak Environment and Land Office, in a black ash survey project on the Ndakina territory. In 2020, a project to list black ash under the

Species at Risk Act (SARA) was initiated. This listing project led to a concerted approach with other First Nations communities, and as part of this process, our teams carried out surveys in the summer of 2021 in order to locate black ash stands and gather information on their condition.

We found 38 stands within the 17 areas visited. This survey showed that large stands of black ash are present in relatively close proximity to both communities and appear to contain trees with basketry potential, warranting monitoring of some of these in the future. However, the signs of defoliation visible on many stands suggest either an infestation by the emerald ash borer (EAB) or other insect pest, or a change in environmental conditions detrimental to the species' survival.

The continuation of the project over the next two years will include more information on the basketry potential of the identified stands and the installation of traps to detect the presence of the emerald ash borer.

10. CORMORANT PROJECT

In the summer and fall of 2021, the BETO has developed a new project on the double-crested cormorant in Lake Saint-Pierre, in partnership with the Department of National Defence, the MFFP and the Wôlinak Environment and Land Office. This project is part of the project to mitigate the public safety risk related to unexploded ordnance (UXO) in Lake Saint-Pierre, and aims to compensate for the fish mortality caused by this work by reducing the predation pressure of double-crested cormorants during fall migration on fish fauna, particularly yellow perch. The specific objectives of this first phase of the compensation work were to 1) test the management of two anthropogenic structures (navigation islands) used by cormorants for resting purposes in order to limit their access, and 2) establish a baseline prior to the establishment of a comprehensive management strategy with respect to the population dynamics of double-crested cormorants during the migration period and the use of habitat at different scales.



ACTIVITY REPORT 2021 - 2022

ODANAK ENVIRONMENT OFFICE



The main results show that the design of navigational aid structures with an elevated grid of cables works to prevent cormorants from resting there.

However, population monitoring indicates that there may be unintended outcomes as a result of the compensation project. The main risk is that cormorants that will no longer have access to the navigational aid islands will seek refuge in natural habitats, subsequently degrading them.

We therefore made the recommendation to build additional islands, but in a gradual way to limit the damage and to be able to respond quickly if necessary.

11. RESIDUAL MATTER MANAGEMENT PROJECTS

The 2021 season was characterized by a degree of stability beginning to set in, after having a major spike in utilization in 2020 (which was the first full season). The operating period was from early May to late November, with weather conditions allowing for opening until the scheduled closing date. All three municipalities renewed their agreements, leaving only Saint-Elphège not participating in the green waste service (Saint-François-du-Lac was added for the 2021 season).

There were 1,933 visits in 2021, which is about 100 more visits than in 2020. This shows a very small increase that is best described as stable between the two years.

This translates into over 220 tonnes of source separated materials (wood, asphalt shingles, metal, construction waste, household hazardous waste, tires, electronics, car batteries), over 191 mattresses and sofas, and an unknown number of refrigerators (information not received at this time) and car seats for children.

In addition to these materials, there are those that are not quantified, such as green waste. The current green waste (citizens from municipalities and Odanak) was similar to the

previous year, but with the addition of one municipality. We also have approximately 4,700 m³ of green waste still on site from community projects.

Concerning granular materials, we have approximated the volume of materials that passed through the ecocentre in 2021, namely 1,200 m³ of asphalt, 820 m³ of concrete and 3,350 m³ of sand and gravel.

Several additions have been made in 2021: Introduction of propane and children's car seat collections, optimization of metal collection in progress (wire stripping), modeling of the ecocentre by drone, fencing to complete the enclosure of the site, production of an informative visual booklet for the community and for municipalities, etc.

Several projects are planned for the 2022 season, including increased optimization of metal collection, sorting of the vegetative mound (crushing and sieving) and planning for standardization of the vegetative service to all municipalities.

In terms of awareness, 12 articles were published on the BETO Facebook page: zero waste addresses, light bulb management, the Ça va où? application, the barter locker, selective collection, Christmas decorations, the anti-waste challenge, decluttering, the HHW box to be built, green Halloween, a home composter draw and the annual report to thank participants. In addition, there was a Christmas draw for a zero-waste kit. The daycare children visited the ecocentre and the barter locker was better identified in order to stimulate exchanges.

12. OTHER SMALL PROJECTS

a. Community gardens

Again this year, the BETO maintained the community garden and its greenhouse, as well as the medicinal plant garden located near the health centre, in order to ensure quality infrastructures for community members.





ACTIVITY REPORT 2021 - 2022

ODANAK ENVIRONMENT OFFICE



b. Communication activities

As every year, we participated in many communication activities. We presented our work at many meetings or science conferences.

c. Monitoring night owls

We conducted a nocturnal bird inventory on a spring night to participate in the federal government's National Bird Population Monitoring Program.

13. OTHER TASKS

- a. Consultations: watersheds, Table faune, and many others
- b. Support and advice to organizations: GCNWA, BETW, MFFP, and others
- c. Maintenance: Trails, developments, woodlands, parks, and others
- d. Maintenance and supervision of the rink
- e. Snow removal
- f. Staff and budget management
- g. Applications for funding
- h. Involvement in many of the Nation's committees

14. 2021-2022 PERSONNEL

- a. Samuel Dufour-Pelletier (Director)
- b. Luc G. Nolett (Field Team Supervisor)
- c. Michel Durand (Land Manager)
- d. Evelyne Benedict ((Field Assistant)
- e. Steeve Wiliams (Ecocentre attendant)
- f. Émile Gariépy
(Environment project manager)
- g. Joannie Beaupré
(Environment project manager)
- h. Stéphanie Harnois
(Environment project manager)

Samuel Dufour-Pelletier

Director Odanak Environment and Land Office



ACTIVITY REPORT 2021 - 2022

INCOME SECURITY PROGRAM



ACTIVITIES – INCOME SECURITY (2021-2022)

- Meeting (Zoom) on the First Nations Regional Action Plan on Income Assistance Program reform;
- Annual meeting (Zoom) of communities adhering to the policy framework;
- Joint meeting (Zoom) of communities adhering to the policy framework and the FNHRDCQ (FNLC, single window, strategic plan, income assistance reform);
- Monthly meeting (Zoom) on pandemic-related income security program flexibilities;
- Local action plan collaborative group meeting (Zoom);
- Preparation and mailing of T5007 and Relevé 5 statements to claimants for their 2021 tax returns;
- Implementation of an exceptional measure by informing claimants that an additional amount will be sent to them to help cope with the increased cost of living during the pandemic;
- Inform claimants about the flexibilities in the income security policy framework related to the pandemic;
- Budget follow-up every 3 months;
- Apply the administrative procedures included in the Income Security Framework Policy and follow-up on updates and apply them when required;
- Provide professional services to program beneficiaries in consideration of their individual needs;
- Conduct annual reassessments in order to update claimants' files;
- Develop healthy relationships with regional and provincial organizations related to income security, transfer to the province and employment.



ANN LANDRY
SOCIAL ECONOMIC
AND
POST-SECONDARY
(CEGEP) AGENT

Budget item, social assistance

In 2021-2022, the income security sector provided monthly financial assistance to 18 families and their dependents. The income security sector paid out nearly \$194,577.97 to income security program beneficiaries. Based on statistics, herewith are the results for the past year:

Social assistance benefits expenditures	2021-2022
Basic allowance	\$133,067.65
Bonus allowance ¹	\$1,200
Limited capacity allowance ²	\$36,593.65
Special allowance ³	\$767.00
Exceptional measures (COVID-19 special allowance) ⁴	\$22,949.67
Total 2021-2022	\$194,577.97

Further information on budget items

Note 1: Bonus allowance for single employable person (without constraints).

Note 2: Limited capacity allowances are paid to persons with a physical or mental disability or due to pregnancy, age (58+) or for children under 5 years old.

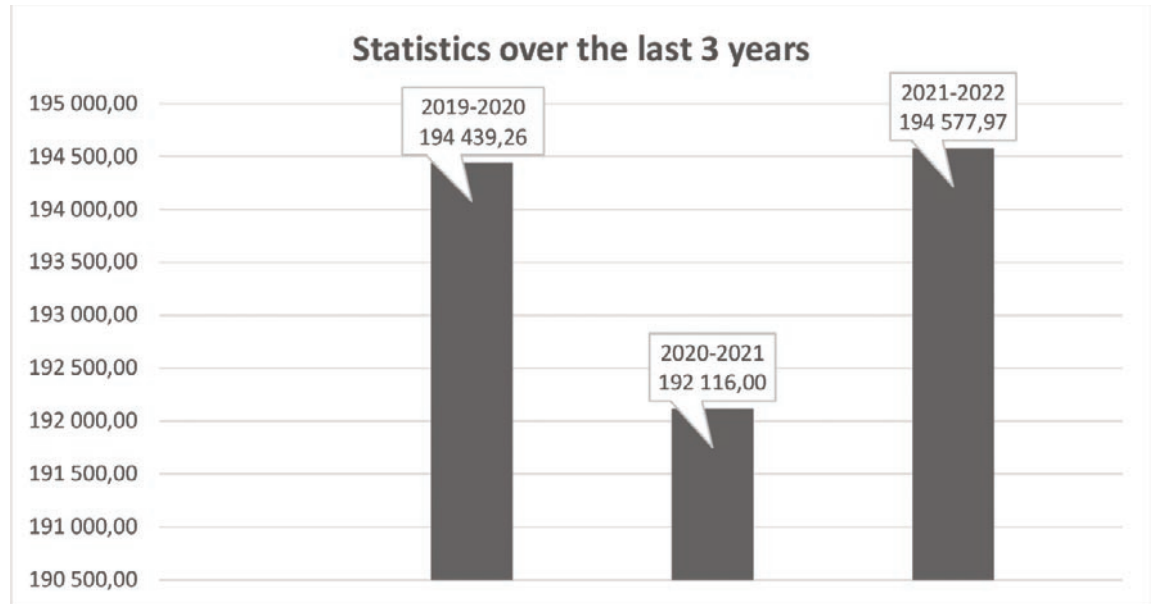
Note 3: Special allowances are paid to people with special needs based on the following situations: illness, pregnancy, death of a family member, etc.

Note 4: Exceptional assistance measure (temporary) was paid to income assistance recipients and their families in the context of the Covid-19 pandemic.





INCOME SECURITY PROGRAM



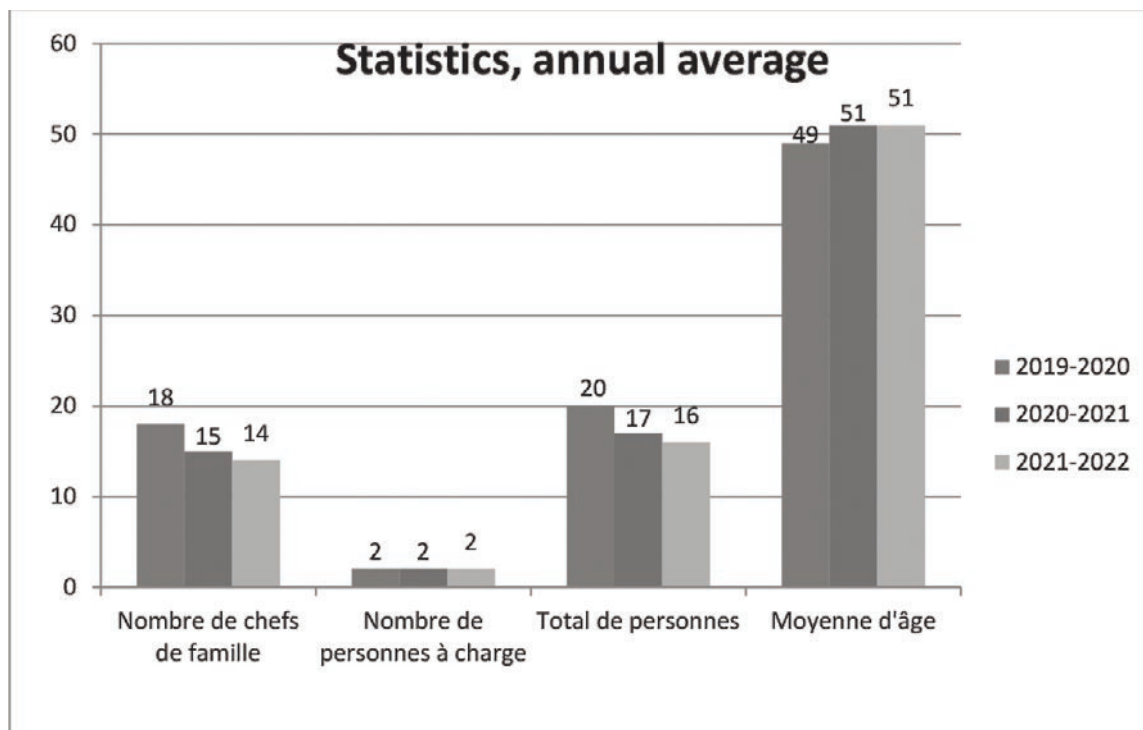
Breakdown of the number of people assisted in 2021-2022

2021-2022 data				
	age	Head of household	dependents	TOTAL
April	53	12	2	14
May	53	12	2	14
June	53	13	2	15
July	54	13	2	15
August	54	13	2	15
September	54	13	2	15
October	52	13	2	15
November	52	13	2	15
December	51	15	2	17
January	50	15	2	17
February	51	16	2	18
March	51	16	2	18
Average	51	14	2	16



ACTIVITY REPORT 2021 - 2022

INCOME SECURITY PROGRAM



Employment and training, statistics over the last (3) years

Year	2019-2020	2020-2021	2021-2022
Training (adult, vocational (DEP), college)	0	0	0
Labour market	1	3	2
Employment assistance measures	1	0	0
Social reintegration	0	0	0
Employed following the project	0	0	0
Total number of participants	2	3	2

Ann Landry

Socio-economic assistance agent





EDUCATION



Education Sector Mission

- Promote, within the limits of available budgets and established guidelines, the increase in the level of education of members of the Odanak Band;
- Ensure that students from the Odanak Band receive the educational services to which they are entitled, while adopting measures that will promote educational success and prevent school dropout;
- Promote funding for studies by students who pursue education in a continuous manner.



NATHALIE CARDIN
EDUCATION
AGENT AND
ADMINISTRATOR FOR
INDIAN REGISTRY

A) ELEMENTARY LEVEL ON RESERVE

Number of status students: 23

Number of students who are citizenship code members: 7

Total number of students: 30

Number of students who required individual homework assistance: 9

B) SECONDARY LEVEL ON RESERVE

Number of status students: 26

Number of students who are citizenship code members: 3

Total number of students: 29

Number of students attending a public school: 17

Number of students attending a private school: 12

C) FINANCIAL ASSISTANCE TO FAMILIES:

Amount paid to 112 on-reserve and off-reserve families at the beginning of the school year: **\$ 74,039**



**D) COLLEGE LEVEL****2021 Summer Semester**

Number of students: 8
 On reserve students: 0
 Off reserve students: 8
 Graduates: 0
 Drop-outs/failures: 0

2021 Fall Semester

Number of students: 48
 On reserve students: 9
 Off reserve students: 39
 Graduates: 1
 Drop-outs/failures: 4

2022 Winter Semester

Number of students: 44
 On reserve students: 7
 Off reserve students: 37
 Graduates: 11
 Drop-outs/failures: 2

College graduates' programs of study:

AEC Supervision of a team of employees
 AEC Special education (2)
 AEC Administrative work FN
 DEC Human sciences - psychology profile
 DEC Business accounting
 Heavy equipment technician
 Heating, ventilation and air conditioning technician
 3D animation techniques and imaging system
 Mechanical engineering technician
 Special education technician
 Industrial electronics technology technician

E) UNIVERSITY LEVEL**2021 Summer Semester**

Number of students: 29
 On reserve students: 1
 Off reserve students: 28
 Graduates: 6
 Drop-outs/failures: 1

2021 Fall Semester

Number of students: 56
 On reserve students: 6
 Off reserve students: 50
 Graduates: 3
 Drop-outs/failures: 1

2022 Winter Semester

Number of students: 55
 On reserve students: 7
 Off reserve students: 48
 Graduates: 12
 Drop-outs/failures: 0





University graduates' programs of study:

Bachelor's degree in actuarial science
Bachelor's degree in visual arts
Bachelor's degree in graphic design
Bachelor's degree in English-French translation
Bachelor's degree in social sciences, specializing in criminology
Bachelor's degree by accumulation of certificates
Bachelor of arts specialized in psychology
Bachelor's degree in health promotion
Bachelor's degree in physical activities
Bachelor's degree in business administration
Bachelor's degree in management
Bachelor's degree in sports administration
Bachelor's degree in business administration
Bachelor's degree in communication and sociology
Bachelor of arts specialized in psychology
Bachelor in outdoor adventure leadership
DESS Éco-Conseil
Master's degree in computer science
Master's degree in Canadian studies and Indigenous studies
Doctorate in Psychology
Doctorate of Law

E) EXPENSES FOR BOTH LEVELS:

Tuition:	\$421,382.41
Books:	\$113,897.61
Subsistence allowance fees:	\$763,193.89
Total:	\$1,298,473.91

ACTIVITIES – EDUCATION

- Verify and follow-up on and off reserve students' files at the elementary and secondary levels as well as from the post-secondary level of university level. At the university level, 140 applications were received and verified for all three semesters (approximately 900 documents). At the college level, 80 applications were received and verified for all three semesters (approximately 425 documents). The goal is to verify that all criteria are respected under the education policies in effect;
- Manual update for sending elementary and secondary level cheques at the beginning of the school year (preparation of letters, addition of new children and removal of graduates, change of address, change of grade, date of receipt of proof of attendance and preparation for sending cheques and letters);





- Manual update of on-reserve elementary and secondary school records;
- Several exchanges between parents, students and institutions;
- Receipt of various correspondences related to education (ISC, organizations, institutions offering special programs, etc.);
- Preparation of applications and reports for the various FNEC programs;
- Signature of agreements with the FNEC;
- Approval of various FNEC program expenditures;
- Attending FNEC meetings;
- Participation in community consultation committee meetings;
- Update all documents used for education and ensure they are also available on the Internet;
- Application, receipt and payment of invoices to elementary, secondary, university and college institutions (an average of 23 universities are contacted per semester). At the college level, on average 5 colleges are contacted per semester by the person in charge of this level;
- Work in collaboration with the N8wkika, the Environment and Land Office, the Musée des Abénakis, the Odanak Health Centre as well as with members of the community for the organization and follow-up of activities in order to respect the budgets;
- Production of various documents for school transportation (forms and tickets for parents) and a list with the names of children and street for the bus driver's route;
- Nominal and post-secondary list report for ISC;
- Adding on the AOC website educational activities or programs deemed interesting for youth;
- Support for the college level supervisor.

ACTIVITIES IN COLLABORATION WITH OTHER SECTORS AND/OR DEPARTMENTS:

1. Abenaki language courses
2. Individual homework assistance
3. Employment for 7 students
4. Purchase of materials for craft activities and winter solstice celebrations
5. Beginning of the creation of the Minecraft game adapted to Abenaki history
6. Tikinagan manufacturing workshops
7. Abenaki basket workshops
8. Field trip to the Domaine Enchanteur
9. Field trip to the Centre de la biodiversité
10. Workshop presented by Éducazoo
11. Works at Mont Ham
12. Mural at the new Kizos hall
13. Participation at the Odanak community garden
14. Purchase of equipment for sports activities
15. Training for day camp counsellors
16. Participation at the Elders' challenge (Défi des ancêtres)





ACTIVITY REPORT 2021 - 2022

REGISTRAR

ABENAKIS OF ODANAK LIST OF BAND MEMBERS AS OF JULY 27, 2022

Odanak

Status members: 322

Citizenship code members: 17

Status members – other Nations: 7

Non-Indigenous: 138

Population totale : 484

Off reserve

Status members: 2,275

Citizenship code members: 98

Total : 2421

Total status members: 2,597

Total citizenship code members: 115

Grand total: 2,712

ACTIVITIES

- Production of the monthly report of events reported for ISC (births, additions to the band list, deaths, changes of address, marriage, cards issued, etc.);
- Updates to band list and residents list;
- Receiving applications for citizenship code and sending letters of approval;
- Assistance provided to complete ISC application forms and send forms to applicants;
- Answering various questions from registered members and those who wish to apply;
- Family research to provide information concerning eligibility.

Nathalie Cardin

Education Agent and
Administrator for Indian Registry





HOUSING

With the housing policy, status members of the Odanak community can benefit from existing programs to build, renovate and purchase a home. Housing funds are primarily provided by Indigenous Services Canada (ISC), the Native Commercial Credit Corporation (SOCCA), Caisses Desjardins, BMO, RBC and the Canada Mortgage and Housing Corporation (CMHC).

RRAP

Two (2) RRAP applications were granted in 2021-2022, for a total of \$ 47,243.

MINOR REPAIRS

Fours (4) requests for minor repairs were accepted, including one (1) roof and seven (3) miscellaneous works, for a total of \$11,900 in grant money given to community members. Due to the pandemic, three (3) repairs will be completed in 2022.

HOME CONSTRUCTION AND PURCHASE

Five (5) ministerial guarantees were processed, including four (4) for the construction of new houses and one (1) for the acquisition of an existing house.



CLAUDE PANADIS

HOUSING
AGENT

Claude Panadis

Housing Agent





ACTIVITY REPORT 2021 - 2022

ETSC

The programs of the ETSC are support and guidance measures, training and professional development measures, and employability measures. The following is a brief description of the measures:

SUPPORT AND GUIDANCE MEASURES (“A” MEASURES)

- Information about the job market, provide job notice boards, etc.
- To offer professional resources that can help the clients develop professional integration strategies

TRAINING AND PROFESSIONAL DEVELOPMENT MEASURES (“B” MEASURES)

- Enables individual clients to acquire the professional competencies required for a specific job
- Allows a client to finish her high school education in order to obtain a better job or allows a client to enter the work field

EMPLOYABILITY MEASURES (“C”) MEASURES

- Job creation initiatives provide employers with incentives to help clients re-enter the workforce and acquire work experience.
- Self-employment assistance provides members who want to start their own business with financial support during the first years of business operation

ALL THESE MEASURES ARE CONDITIONAL TO ODANAKS' ETSC
POLICY AND AVAILABLE FUNDS.

allowances from education and not on an employment measure with social assistance. The main role of the ETSC is to offer training and job development services that promote short or medium-term integration into Quebec's on/off-reserve job market. To enable individual clients to acquire the professional competencies required for a specific job. The program also allows clients to increase their skills in order to obtain a job or re-orient their career, finish their high school studies in order to undertake post-secondary training or re-enter the labour force.

In the past year we assisted financially clients that have entered adult education, vocational training, provided employers with incentives to help clients enter the workforce and the client acquires sufficient work experience to move on to better paying jobs. (Below you find the details for the measures).



ELEANOR HOFF
ETSC AGENT





Measure	Assisted	On-going	Finished	Abandoned	Summer Students
Information/Resources	1	0	1		
Vocational training	8	1	6	1	
Adult education	8	2	5	1	
Student	15	0	14	1	15
Self employment measures	1	0	1		
Job creation	18	4	14		

(Financial assistance given to 51 members)

During the past year the following was done:

- Participation to regional meetings
- Visited facilities where we have students (adult, vocational education)
- Assisted members with renewal for unemployment insurance
- Prepared the payments and monthly allowances according to our policy
- Did the follow-ups for students in vocational and high-school levels
- Worked in close cooperation with adult education teachers for the progress of our students

During the past year we have been through trying times with the CORONA-VIRUS.

Our way of working has changed ... we are working from our homes, all services given by the band office were maintained in a different way but yet maintained.

Upon returning to the band office, our way of working will have changed also.

Eleanor Hoff
ETSC Agent





Word from the Director

I am pleased to present the 2021-2022 annual report of the Abenaki Police Force (CPDA). The work accomplished by all the police personnel in the unique context of the COVID-19 pandemic deserves to be highlighted and these individuals should be proud of their contribution to the well-being of the citizens of the Abenaki communities.

Over the years, the Abenaki Police Force has become an organization whose excellence is recognized in the police community. Our organization has established and maintained high quality relationships with its partners who share the same security objectives.

The major challenge for the CPDA, as for many other professions, is staff retention. During the last few recruitment campaigns, we were able to hire new members, the majority of whom are Indigenous, which means that the CPDA is currently composed of 80% Indigenous police officers, thus meeting the objectives set out in our strategic plan.

The arrival of a casino also offers great challenges for a police organization. The CPDA, in collaboration with several partners, is meeting this challenge.

Nevertheless, considering the many adjustments required in our work environment, the CPDA staff has lived up to expectations and I would like to express my sincere thanks to everyone.

MISSION

The mission of the CPDA is to protect the lives and property of citizens, to maintain peace and public safety, to prevent and combat crime and to enforce the laws and regulations in effect.

In partnership with the institutions, economic and social organizations, community groups and citizens of Odanak and Wôlinak, the CPDA is committed to promoting the quality of life of Abenaki communities by reducing the crime rate, improving road safety, promoting a sense

of security and developing a peaceful and safe environment, in respect of the rights and liberties guaranteed by the Canadian and Quebec Charters.

VISION

Our vision is to be a team at the service of its community, recognized for its professional interventions, its excellent practices and for the quality of its skills

VALUES

The CPDA adheres to the values of the communities of Odanak and Wôlinak, i.e. responsibility, courage and respect. The following values also motivate us in the fulfilment of our mission and our vision:

- Service

Citizen safety is at the heart of our priorities. We are convinced that through the quality of our daily actions and our commitment, we are able to maintain our priority of providing them with a safe living environment.

- Ethics

Every police officer must be exemplary in respect of the law. The officer must ensure application of the law while using judgment in the exercise of his discretionary powers. Integrity, respect and accountability characterize our conduct, and this is essential to maintaining public trust.

- Partnership

Our professional relationships with our partners are based on united objectives and interests and concerted initiatives.

- Commitment

Our personnel are motivated by a sense of belonging to the organization and the profession; they identify with the objectives of the service and share the resolve to devote themselves to the well-being of the community.

- Communication

Attuned to the needs of the population we serve, we communicate with our internal and external clients in a dynamic and proactive way.



ÉRIC CLOUTIER
CPDA DIRECTOR

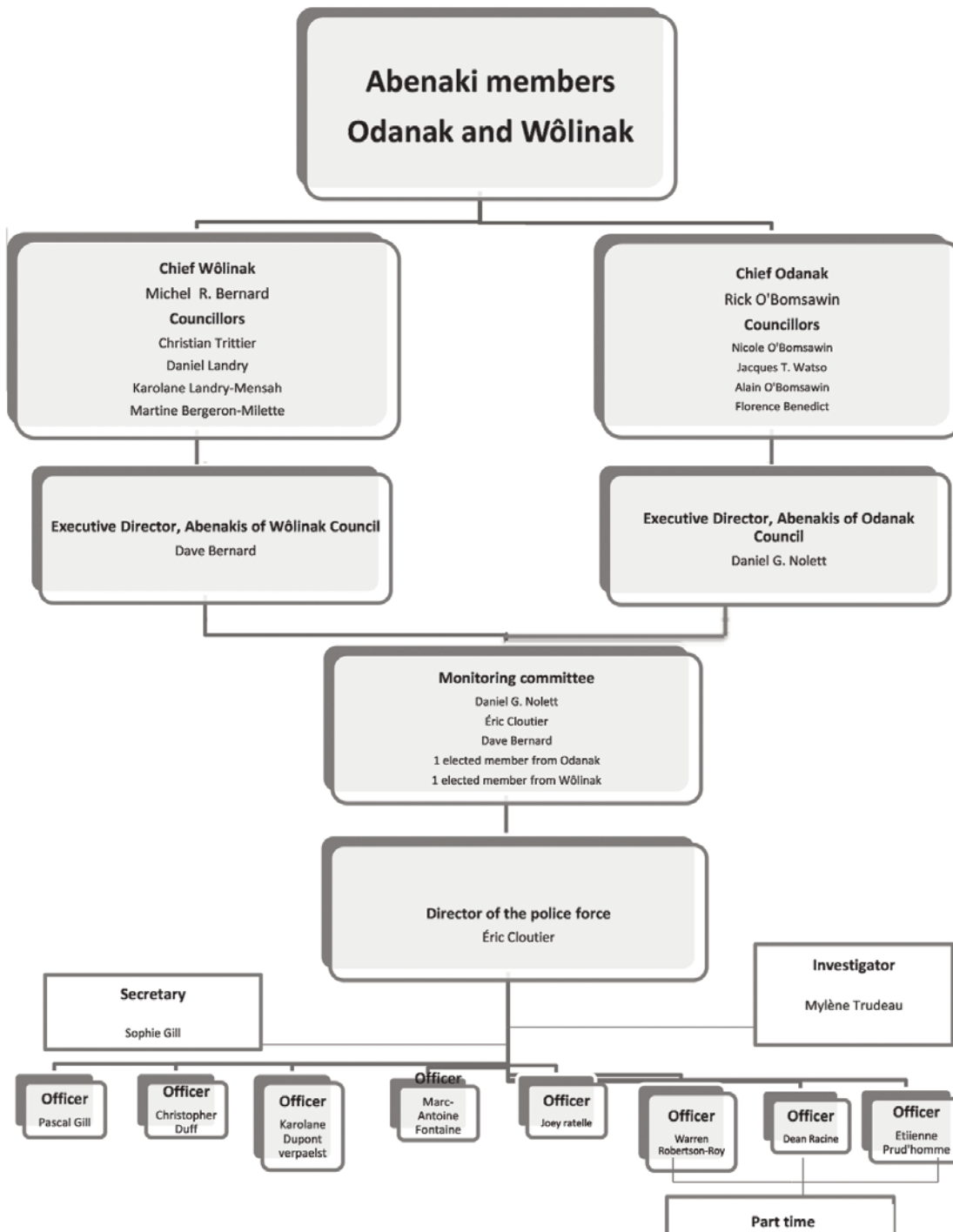


ACTIVITY REPORT 2021 - 2022

ABENAKI POLICE FORCE (CPDA)



ORGANIZATION CHART





Road Safety

Improving quality of life, saving lives and promoting better sharing of the roads between motorists, pedestrians and cyclists. This sums up the focus of CPDA officers throughout the year.

With 371 traffic tickets issued this year, the CPDA showed its commitment towards road safety so that everyone feels safer on our roads.

Crime Statistics

In 2021-2022, in addition to the traffic tickets issued, the CPDA handled 282 cases concerning many different issues. Of these 282 cases, the CPDA handled 47 criminal offenses on our territory and 235 non-criminal cases. Here is a list of these offenses:

Criminal cases:

- 8 for impaired driving
- 5 for fraud
- 3 for common assault
- 3 for sexual assault
- 3 for failure to comply
- 3 for intimidation
- 2 for sexual contact
- 2 in relation to the Tobacco Act
- 2 for misdeeds under \$5,000
- 2 for theft of less than \$5,000
- 2 for criminal harassment
- 1 for growing cannabis
- 1 for uttering threats
- 1 for obstructing justice
- 1 for breach of undertaking
- 1 for flight
- 1 for possession of other drugs
- 1 for carrying a weapon with dangerous intent

- 1 for pursuit
- 1 for drug trafficking
- 1 for intent to traffic cocaine
- 1 for assault with a weapon causing bodily harm
- 1 for car theft

Non-criminal cases:

- 63 for public assistance
- 69 for other assistance (bailiff/ambulance/other police services)
- 38 for information received from the public
- 13 for material accidents
- 11 for alarms
- 5 for animal related calls
- 5 for family disputes
- 5 for mental health disorders
- 4 for vehicle impoundment
- 4 for people questioned
- 4 COVID-19 reports
- 2 for executing a warrant
- 2 for people in distress
- 2 for unsubstantiated 911 calls
- 1 for confiscated goods
- 1 for non-criminal fires
- 1 for goods found/lost
- 1 for hit-and-run
- 1 for accident with injuries
- 1 for noise complaint
- 1 for civil action
- 1 for suicide attempt



ACTIVITY REPORT 2021 - 2022

ABENAKI POLICE FORCE (CPDA)



Prevention :

During the summer of 2021, in collaboration with the SAAQ, we had a sign with the silhouette of a child installed at the Managuan / Awassos and Managuan / Kabasa stops.

The life-size child sign installed along our streets is intended to encourage better behaviour on the road. We expect to receive more this summer.

During the summer of 2021, police officers went door-to-door in Wôlinak to hand out documents on fraud, elder abuse and INFO-CRIME. The people targeted were people 60 years of age and older. More than thirty homes were visited. During the summer of 2022, we will do the same thing in Odanak.

On October 21 and 22, 2021, the youth of the Wôlinak and Odanak youth centres (Espace jeunesse) were met to talk about the consequences of drugs and to make them aware of the long-term effects. They appreciated the presentation and asked to visit the police station.

On March 31, the youth of the Odanak and Wôlinak Youth Centre (Espace jeunesse) will visit the police station to talk about the police profession. Following this activity, a visit to the courthouse will be organized during the summer or in the fall with youths interested in better understanding the judicial system and its functioning.

In addition, a child identification campaign will be conducted in the communities for youth aged 0 to 17 years old. This activity has already taken place a few years ago, but we must keep it up to date as often as possible.

Conclusion :

It is with passion and determination that the Abenaki Police Force is ready to face the various issues and challenges it will face in order to ensure the safety of the population throughout the coming year.

I am convinced that the commitment and professionalism of our personnel, the collaboration of our various partners and citizens, and the support of our elected officials will allow the Abenaki Police Force to fulfill its mission to maintain the security of the communities of Odanak and Wôlinak.

Éric Cloutier

Director





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

This annual report reflects the progress made with respect to the objectives of the 2019-2024 Strategic Plan. This plan proposed four general axes that were to guide the organizational development of the Odanak Health Centre (OHC).

The axes were linked to the mission of the Odanak Health Centre, which is to contribute to the improvement of the health and well-being of the members of the Odanak community through health programs focused on prevention and health promotion, while favouring a holistic approach that respects the beliefs and cultural values of the Abenaki Nation.



JEAN VOLLANT

OHC DIRECTOR

Every day, a single priority guides our actions: that of contributing, in one way or another, to the well-being of users and the quality of health and psychosocial care. In order to maximize our respective efforts in this regard, it is important to situate each of our actions within a common vision that is based on our four axes. The resulting priority objectives are reflected in the 2019-2024 Strategic Plan.

The 2021-2022 exercise is a continuation of the work carried out throughout the year to constantly improve the user experience and offer quality care and services at the right time and by the right person. In this sense, the OHC has initiated and concluded several major projects in partnership with the user that value professional skills, interdisciplinary work and the experiential experience of each individual, namely:

- As of 2021-2022, all OHC health workers and professionals are now using the OFYS electronic medical record (EMR) to document their notes in the user records.
- We are proceeding with access limitations in each record to ensure that only active health workers can access electronic records for which intervention or care is required.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



TABLE OF CONTENTS

Word from Management	3
2019-2024 Strategic Plan	4
Community Health Plan 2016-2021 OBJECTIVES	5
Word from the Accreditation Canada Coordinator / Michel Paul	6
Management report OHC Management	8
Health liaison officers, medical archivists/physician support - MT program managers - Community health managers (CHMs)	12
Nursing care	39
MIH (Maternal and Child Health)	45
Cancer control	52
ADI (Aboriginal Diabetes Initiative)	58
Jordan's Principal	61
Infection Prevention and Control (IPC)	65
COHI (Children's Oral Health Initiative)	69
Psychosocial support	73
NNADAP	86
Nutrition	99
Kinesiology consultation, Étincelle 6-12 year-olds, Skweda 12-18 year-olds	112
First Nations Head Start program (FNHS)	124
Conclusion/Challenges 2021-2022	127





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Word from the Director

The Odanak Health Centre team has recently made some decisions. We are aware that, like all of you, we are experiencing the effects of the pandemic. It is clear that fatigue, low energy and work overload are part of our daily lives.

We are currently reviewing the OHC strategic planning. We intend to ensure it receives the importance and prominence it deserves. In fact, I would like to remind you that we have begun our meetings with the Health Centre team in April 2022.

Also, as Director, I launched the community wellness study. We know how promising this study is. It will allow the entire Abenaki population of Odanak to develop a common vision and to work in a concerted manner to improve living conditions.

Launching the new health services strategic plan and the community wellness study makes us realize more than ever that all the collective actions carried out by the Health Centre are nearing the end of their cycle.

We will continue to be there with you in the collective actions, don't worry, but our primary objective is to support your participation and mobilization in the new planning. We wish to offer you a process that is up to the standards that the community of Odanak deserves, while taking into account the very distinct context in which this planning is taking place.

Jean Vallant

Director, Odanak Health Centre



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2019-2024 STRATEGIC PLAN

HEALTH

The Abenakis of Odanak Council's Health Centre aims to contribute to the improvement and maintenance of the health and sense of well-being of the members of the community while promoting the empowerment of these individuals.

MISSION

The role of the OHC is to contribute to improving the health and well-being of members of the Odanak community through health programs that focus on prevention and health promotion, and by favouring a respectful holistic approach, beliefs and cultural values emanating from the Abenaki Nation.

VISION

Contribute to the empowerment of community members in the management of their health by providing health services focused on prevention and the promotion of healthy habits and contribute to the improvement of the collective well-being.

PHILOSOPHY OF CARE

The philosophy of care advocated by all health workers at the Odanak Health Centre is biopsychosocial in nature, i.e. an approach that takes into account the needs of the individual as a whole (physical, emotional, mental, spiritual and social) in respect of their Abenaki culture values and beliefs.

1st axis: Increase and maintain high quality care provided by the Odanak Health Centre

2nd axis: Promote the practice of healthy habits and activities

3rd axis: Develop and implement a new nutrition program for elders in the community

4th axis: Provide mental health services





2016-2021 COMMUNITY HEALTH PLAN

OVERALL OBJECTIVE

1	Strengthen suicide prevention and non-violence among the population.
2	Promote the biopsychosocial development of all children and youth in the community
3	Provide appropriate health services in line with the specific needs of the Odanak population
4	Increase the well-being of Odanak's elders
5	Decrease the rate of substance abuse in the community
6	Reduce the food insecurity index in the Odanak population
7	Significantly increase the physical activity rate in the population of Odanak
8	Increase to a ratio of one in two people adopting the elements of healthy diet according to Canada's Food Guide
9	Provide more culturally appropriate interventions
10	Increase public awareness of the standards and criteria for a healthy home
11	Increase the number of OHC clients/users so that 50% of the population has a user record
12	Improve collaboration and internal/external communication in relation to the OHC's medical records department



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



INFORMATION BULLETIN

Monday, July 25, 2022

Mr. Jean Volland
Health Director
Odanak Health Centre (OHC)

RE: Annual activity report (accreditation file)

Kwei,

I am pleased to provide you with this report on the activities carried out during the past year, from April 2021 to March 2022, in relation to the OHC accreditation file.

I remind you that at the beginning of April 2021, we were in the process of finalizing the planning and organization of the visit. It had been agreed with Accreditation Canada (AC) to conduct the visit in two stages due to the health constraints related to Covid-19 and its variants at that time. A first planned session was conducted in virtual mode from April 26 to 28, 2021 and another in person from May 26 to 28, 2022.

The report of the visit was sent by Accreditation Canada on June 28, 2021 with the following accreditation type: accredited with distinction. This certification is the result of the efforts and commitment of all (general management, management, staff and elected officials) to offer the members of the community a high standard of quality and culturally safe service delivery. A presentation of the contents of the visit report was made to the various stakeholders and an information notice was also published for the community members (November 30, 2021).

Upon return from the summer vacation period (September 2021), a continuous quality improvement plan was developed and submitted for approval to the authorities concerned. Some of the areas for improvement proposed in the visit report required immediate follow-up, including four (4) criteria deemed non-compliant, particularly in relation to medication management, infection prevention and control, and risk management.

Despite the context of the Covid-19 pandemic and its Omicron variant, various meetings in hybrid mode (virtual and face-to-face) were held throughout the period from September 2021 to March 2022 with the various accreditation teams involved as well as the members of the Quality and Risk Management Committee (QRMC) to ensure that we met the follow-up requirements requested by AC.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



All required evidence of compliance has been submitted to the agency's portal according to the established timelines. A written confirmation was sent to us by AC (May 2022) confirming that we had complied with all follow-up requirements related to the recommendations listed in the visit report (June 2021).

In the coming year (2022-2023) we plan to continue to update our continuous quality and safety improvement plan to address the remaining criteria identified as non-compliant in the visit report for which no follow-up is required from AC. In addition, attention will be paid to ensuring continued compliance with all Required Organizational Practices (ROPs) that we are required to meet as a result of the requirements associated with our accreditation status.

Hoping to meet your expectations, please accept, Mr. Vollant, my best regards.

Michel Paul

Accreditation Coordinator (contract)
Odanak Health Centre (OHC)



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



SECTOR: Community health centre

Prepared by: Jean Vollant, Director

COMMITTEE | WORKING GROUP | ROUNDTABLE | ETC. MANAGED BY
THE ORGANIZATION | COUNCIL | CORPORATION | TRIBAL COUNCIL

Participation Board of Directors / Other roundtables / Working committees

<ul style="list-style-type: none"> • Videoconference of health and social services directors 	<ul style="list-style-type: none"> • Pandemic management committee meeting • Weekly meeting (Thursday) 	<ul style="list-style-type: none"> • Meeting for the shelter for Indigenous women and children fleeing violence
<ul style="list-style-type: none"> • First Nations COVID-19 vaccination campaign • FNQLHSSC – First Nations vaccination webinar • FNQLHSSC – First Nations vaccination webinar • Moderna vaccine against COVID-19 webinar (National Collaborating Centre for Infectious Diseases (NCCID)) • Odanak vaccination strategy meeting 	<ul style="list-style-type: none"> • Zoom community wellness study • Weekly meeting 	<ul style="list-style-type: none"> • Quality and risk management committee
<ul style="list-style-type: none"> • Community roundtable committee (CRC) 	<ul style="list-style-type: none"> • Pilot project - FNCFS custody 	<ul style="list-style-type: none"> • Creation of the 2021 food drive committee
<ul style="list-style-type: none"> • Research committee meeting (CCR) 	<ul style="list-style-type: none"> • Family hall committee 	<ul style="list-style-type: none"> • Espace Jeunesse meeting
<ul style="list-style-type: none"> • Multi room committee Odanak/Kizos 	<ul style="list-style-type: none"> • Odanak CRC – spring 2021 + law tent (March 17, 2021) 	<ul style="list-style-type: none"> • Working meeting with the HR and Finances departments
<ul style="list-style-type: none"> • Home support services meeting 	<ul style="list-style-type: none"> • OHC single record committee 	<ul style="list-style-type: none"> • Quality and risk management committee
<ul style="list-style-type: none"> • FNQLHSSC – Focus group on the Health Services Integration Fund (HSIF) 	<ul style="list-style-type: none"> • FNQLHSSC – First Nations health system roundtable 	<ul style="list-style-type: none"> • FNQLHSSC – regular Board meeting





<ul style="list-style-type: none"> • FNQLHSSC – Management Operational Plan (MOP) 2021-2022 by the FNIHB 	<ul style="list-style-type: none"> • FNQLHSSC Governance 	<ul style="list-style-type: none"> • FNQLHSSC – Invitation to a webinar on mental wellness in the context of a pandemic • Webinar on mental wellness in the context of a pandemic
<ul style="list-style-type: none"> • FNQLHSSC/ Odanak Trajectory services/Social map of services 	<ul style="list-style-type: none"> • FNQLHSSC Regional meeting on services for persons in loss of autonomy 	<ul style="list-style-type: none"> • FNQLHSSC – Decision-making process
<ul style="list-style-type: none"> • Roundtable on adult mental health and addiction of the RLS of Bécancour-Nicolet-Yamaska 	<ul style="list-style-type: none"> • Indigenous health working group 	<ul style="list-style-type: none"> • Secure vault and expansion
<ul style="list-style-type: none"> • Postvention suicide committee 	<ul style="list-style-type: none"> • Regional intersectoral table on healthy lifestyle habits (TIR SHV) of the Centre-du-Québec region • (<i>Table intersectorielle régionale saines habitudes de vie (TIR SHV)</i>) 	<ul style="list-style-type: none"> • Follow-up – 2019-2024 Strategic plan • 1st axis: Increase and maintain high quality care provided by the Odanak Health Centre. • 2nd axis: Promote the practice of healthy habits and activities • 3rd axis: Develop and implement a new nutrition program for elders in the community • 4th axis: Provide mental health services
<ul style="list-style-type: none"> • Board meeting of the Centre d'action bénévole du Lac St-Pierre 	<ul style="list-style-type: none"> • CENOD - Preparations for the conference call - Hybrid visit Accreditation Canada 	<ul style="list-style-type: none"> • Therapeutic and healing committee

FNCFS, FIXED CONTRIBUTION AGREEMENT, TRANSITIONAL

- Individual meetings with program managers
- Budget follow-ups
- Monthly activities follow-up

COMMUNITY SUPPORT

- Indicate visits to the Odanak community, group meetings, videoconferences as support, etc.
- See section Other activities

REGIONAL FORUM OR SPECIFIC TRAINING

PARTICIPATION IN SEMINARS|CONFERENCES|TRAINING COURSES



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Volland

By: Andréanne Gouin and Paule Leïby

Health liaison officer

Medical archivists / Physician support

MT program manager

Community health managers (CHM)

INTRODUCTION

This annual report outlines the activities of the medical records (366), medical transportation (340), NIHB program/health liaison officer (330), physician support (320) and environmental health (347) programs for the period of April 1, 2021 to March 31, 2022.

Referring to the 2016-2021 five-year plan, we must meet the following objectives:

OVERALL OBJECTIVE 3

Provide appropriate health services in line with the specific needs of the Odanak population.

Maintain a statistical record with the liaison officer to target key reasons for consultations / Increase in the number of people informed about Health Canada programs.

OVERALL OBJECTIVE 11

Increase the number of OHC clients/users so that 50% of the population has a user record.

- 11 a. *Have a physician in the community to meet the needs of the population / That 50% of the population of Odanak visits the OHC by 2021.*
- 11b. *Increase the number of interventions presenting the OHC and its services, confidentiality and professionalism of its staff to the public.*
- 11.1 *Increase by 25% the number of medical transports for the community: advertising, meeting with Health Canada, etc.*
- 11d. *Increase advertising in the community to publicize the service and its components.*
- 11E. *Improve collaboration with Health Canada based on the reality of the Odanak community's transportation needs.*





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

OVERALL OBJECTIVE 12

Improve collaboration and internal/external communication in relation to the OHC's medical records department.

- 12a. Inform the population about the services offered and the arrival of the physician
- 12b. Collect all the client records of each OHC health worker into a single record.
- 12c. Maintain patient records.
- 12d. Provide continuing education for OHC professionals in relation to the single record.
- 12e. Ongoing creation of procedures and policies related to the single record.
- 12.2 – Raise awareness and knowledge of the medical records department.
- 12.f – Publish articles, brochures and information on the website.

1. LIAISON OFFICER / Non-Insured Health Benefits (NIHB)

Health Canada's Non-Insured Health Benefits (NIHB) program is available to First Nations people. This program covers a defined range of medically necessary products and services that clients do not qualify for in other plans and programs. In the event that a benefit is covered under another health plan, the NIHB program will coordinate the payment of eligible benefits. The Non-Insured Health Benefits (NIHB) program covers the following benefits:

- Vision care ;
- Dental benefits;
- Medical transportation;
- Drug benefits;
- Medical equipment and medical supplies;
- Mental health intervention services for short-term crisis;
- Health services approved outside Canada.

As health liaison officers, our mandate is to support health workers providing health care and social services to members of the Odanak community in their efforts to access health services.

In addition, our mandate is to inform and assist members of the Odanak community, residents or non-residents, to have access to the various health programs and services available through the NIHB program.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



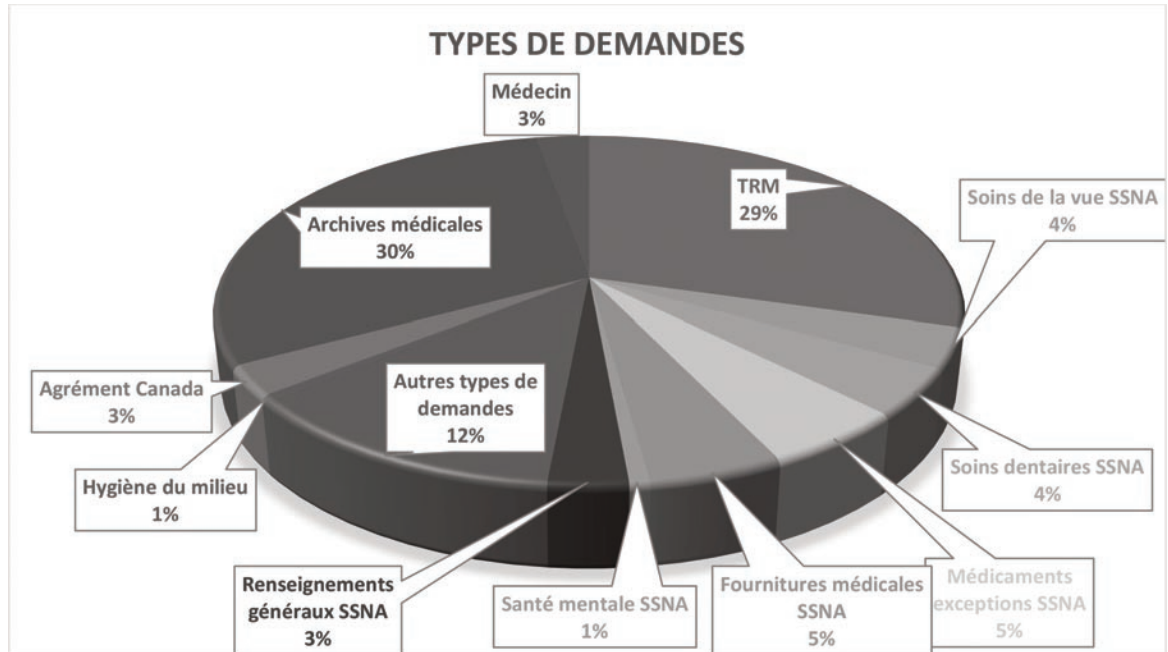
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	Hommes	Femmes	TOTAL
Appels	659	1088	1747
Demandes en personnes	135	130	265
Par email (texto)	221	1058	1279
Par fax	33	67	100
Par Zoom	110	71	181
TOTAL :	1158	2414	3572

1.1 STATISTICS REGISTRY

TYPES DE DEMANDES	
TRM	1054
Soins de la vue SSNA	131
Soins dentaires SSNA	156
Médicaments exceptions SSNA	191
Fournitures médicales SSNA	176
Santé mentale SSNA	27
Renseignements généraux SSNA	104
Autres types de demandes	438
Hygiène du milieu	21
Agrément Canada	99
Archives médicales	1077
Médecin	98
TOTAL :	3572





Following discussions and negotiations with Indigenous Services Canada (ISC) regarding the NIHB Program, in the presence of OHC management, we have been assigned a new role as NIHB health liaison officers. In relation to our role of assisting members of our community (residents and non-residents) to access NIHB services, we have obtained confirmation from ISC that Andréanne Gouin is the new NIHB Navigator for the Quebec region. Please note that we have also negotiated to have Paule Leïby as Navigator for the province of Quebec in order to be able to act on NIHB files when Ms. Gouin is absent (for example: vacation) in order to avoid an interruption of services.

In obtaining this new role, we explained to ISC the various issues we experience when trying to follow up on client records with the Drug Exception Centre, the Dental Predetermination Centre and Express Scripts Canada (ESC). The goal of the NIHB Navigator is to improve access to the program by working with health care professionals in Indigenous communities. The NIHB Navigator also has access to a network of regional policy analysts.

This agreement allows the OHC liaison officer to communicate with the various NIHB Program departments (call centre, exception centre, predetermination of payment, etc.) on behalf of and at the request of members (residents or non-residents) who require information, support and guidance regarding an appeal, exception, eligibility for care/service that may be covered by NIHB (medical supplies, dental care, vision care, mental health counselling, medications, etc.), without providing written consent to ISC. We now also have a national contact list that allows us access to NIHB supervisors and managers to facilitate the follow-up and advancement of our clients' records.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



ISSUES

For the past several years, Express Scripts Canada (ESC) has developed the Health Information and Claims Processing System (HICPS) and administers it on behalf of ISC for the NIHB Program. The issues experienced during 2021-2022 with ESC-NIHB are as follows:

- ✓ Loss and/or non-receipt of requests for refunds, appeals, ESC exceptions (confirmation of sending as proof contained in the user's record).
- ✓ Limited number of agents at the regional/national call centre and via ESC, resulting in relatively longer than usual decision and processing times.

2. MEDICAL TRANSPORTATION (MT) (budget item 340)

Several tasks fall under the responsibility of the medical transportation coordinator, including budgetary reconciliation with the Abenakis of Odanak Council's accounting must be transmitted to Health Canada with respect to medical transportation for the community of Odanak. In this reconciliation, we also include expenses related to the visiting health care professional services program (*PSI, Programme des professionnels de la santé itinérants*).

Two (2) reports are sent to Health Canada annually;

Period 1: April 1 to September 30

Period 2: October 1 to March 31 + written annual report to be sent before July 29.

This year, we obtained authorization from ISC to purchase a new vehicle to continue to serve the population of Odanak safely during medical transports. This authorization was granted following a request for a quote for repairs to our 2014 Dodge Caravan. Thus, just before closing the program's budget (end of March 2022), we managed to obtain, despite the difficulties of quick delivery from dealers due to the pandemic, a new MT vehicle. We sold the old vehicle, which dated back to 2014, back to the dealer where we purchased the new vehicle. So, we now own a new Dodge Grand Caravan SXT 2WD, 7 passenger van type.

In addition, during a FNIHB audit of the MT program for fiscal years 2017-2019, we had a recommendation #3 regarding the implementation of a safety walk-through performed by the MT driver. This walk-through is to be documented on a form that was created by the MT Coordinator once every 24 hours prior to a medical transport. This form is completed following a visual inspection by the MT driver that includes several criteria recommended by the SAAQ, such as the exterior, engine system, electrical system, interior and proper functioning of the MT vehicle. This new procedure was implemented on February 7, 2022. Therefore, each week, the MT driver submits the "Safety Inspection" forms to the MT coordinator and these are kept in a register for all future requests.

For over a year now, we have included the visiting health care professional services program (*PSI, Programme des professionnels de la santé itinérants*) in the MT budget. This program reimburses certain expenses (travel, meals and lodging) that independent professionals who travel to the community spend to provide their services. This program for the community of





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Odanak is offered to two of our professionals, psychologist Ms. Anik Sioui and physician Mr. Patrick Derilus. They are reimbursed according to a schedule that includes rates already established by the Health Canada program. This year, we did not use all of the budget allocated to this program because our community psychologist was on telework for the majority of 2021-2022 due to the pandemic (according to government recommendations).

and text, are centralized to the MT Coordinator. Most of the time, seven types of transports are authorized. Despite the pandemic that has hit Quebec, we have expanded our types of transportation by adding taxi services from Nicolet to meet demand as one of our contract drivers has stopped working with us. We prioritize transportation with our community's MT vehicle; however we have observed that clients who have a vehicle and are able to travel prefer to go to their appointment by themselves to avoid the spread of the virus. If the MT vehicle is not available and the client does not have a vehicle or is unable to drive to their medical appointment, we request transportation with a contracted driver if available. If we have a reasonable amount of time (24 to 48 hours) to make a transportation request, we opt to obtain transportation with the CAB (Centre d'action bénévole du Bas St-François). For our clients with certain disabilities, we reserve adapted transportation. As a last resort, we use taxi services. In addition, we continue to authorize ambulance transportation for Odanak residents who require emergency medical care.

PUBLIC NOTICES

- ✓August 2021: MT Coordinator's vacation. Transportation continues with Andréanne Gouin;
- ✓December 2021: ISC update to prevent the spread of Covid-19 and types of eligible MTs related to the pandemic.

Since March 2020, we have been using the SC-TRM software to record all the transportation that has been done. This tool is used to manage our clients' trips and the costs related to these trips. It replaces the MRT activity report that we used to complete every four months and is sent directly to FNIHB-Report for data verification. Therefore, we no longer have to provide an Excel report on medical transportation.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



APRIL 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	20
SPECIALIZED TRANSIT PROVIDED	2
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	1
PRIVATE VEHICLE	43
MT with CAB (Centre d'action bénévole)	8
TRANSPORTATION BY TAXI	14
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	2
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	3 ^{ABC}

Notes: ^A: Change of driver due to an early surgery appointment

^B Cancellation of MT on account client was kept overnight

^C Change of driver due to MT conflict, so use of CAB

MAY 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	26
SPECIALIZED TRANSIT PROVIDED	2
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	0
PRIVATE VEHICLE	6
MT with CAB (Centre d'action bénévole)	7
TRANSPORTATION BY TAXI	6
AMBULANCE (community members)	0
CANCELLED TRANSPORTATION	8AB
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	1CD

Notes: 2021-05-03: Change of driver at our request/with the CAB

2021-05-07: Change of transport type for taxi

2021-05-28: Change of driver because long distance MT/ with contract driver

2020-05-31: Change of contract driver/ MT conflict

JUNE 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	21
SPECIALIZED TRANSIT PROVIDED	0
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	2
PRIVATE VEHICLE	22
MT with CAB (Centre d'action bénévole)	1
TRANSPORTATION BY TAXI	2
AMBULANCE (community members)	0
CANCELLED TRANSPORTATION	2
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	1 ^A

Notes: ^A 2021-06-16 Change of transport type due to MT conflict with another client.

JULY 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	14
SPECIALIZED TRANSIT PROVIDED	2
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	2
PRIVATE VEHICLE	20
MT with CAB (Centre d'action bénévole)	2
TRANSPORTATION BY TAXI	0
AMBULANCE (community members)	2
CANCELLED TRANSPORTATION	1
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	0

AUGUST 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	15
SPECIALIZED TRANSIT PROVIDED	1
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	8
PRIVATE VEHICLE	18
MT with CAB (Centre d'action bénévole)	0 ^A
TRANSPORTATION BY TAXI	6
AMBULANCE (community members)	2
CANCELLED TRANSPORTATION	4
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	0

Notes: ^A: Note that CAB was closed for the summer period from July 19, 2021 to August 15, 2021.

SEPTEMBER 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	20
SPECIALIZED TRANSIT PROVIDED	0
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	3
PRIVATE VEHICLE	3
MT with CAB (Centre d'action bénévole)	3
TRANSPORTATION BY TAXI	6
AMBULANCE (community members)	0
CANCELLED TRANSPORTATION	8
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	5 ^{ABCDE}

Notes: ^A: Sept 13, 2021: At the request of driver, change of MT for taxi since he could not return in time for other transportation.

^B: Coordinating another transport provider to free MT vehicle for long distance transport.

^C and ^D: Coordinating a transportation provider due to MT conflict





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

OCTOBER 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	22
SPECIALIZED TRANSIT PROVIDED	5
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	3
PRIVATE VEHICLE	8
MT with CAB (Centre d'action bénévole)	4
TRANSPORTATION BY TAXI	8
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	4
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	1 ^{AB}

NOVEMBER 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	24
SPECIALIZED TRANSIT PROVIDED	3
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	4 ^A
PRIVATE VEHICLE	6
MT with CAB (Centre d'action bénévole)	3
TRANSPORTATION BY TAXI	4
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	0
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	1 ^B

because the appointment was lengthy.

^E: Coordinating MT with contract driver because MT had a conflict for 3 transports.

Notes: ^A: We ordered a MT at the request of ISC for a Kiuna student.

^B 2021-11-30: We booked a taxi from Nicolet due to MT conflict with another client.

Notes: ^A: 2021-10-01: Last minute change of transportation since taxi did not show up as agreed by email. We gave the MT to Michel since he was back in Odanak.

DECEMBER 2021 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	16
SPECIALIZED TRANSIT PROVIDED	1
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	1
PRIVATE VEHICLE	3
MT with CAB (Centre d'action bénévole)	3
TRANSPORTATION BY TAXI	10
AMBULANCE (community members)	3
CANCELLED TRANSPORTATION	10
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	2 ^{AB}

JANUARY 2022 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	8
SPECIALIZED TRANSIT PROVIDED	4
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	0
PRIVATE VEHICLE	3
MT WITH CAB (CENTRE D'ACTION BÉNÉVOLE)	2
TRANSPORTATION BY TAXI	8
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	8
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	6 ^{ABC}

Notes: ^A: Changed at request of MT driver due unavailability on 2022-01-07 and 2022-01-11.

FEBRUARY 2022 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	17
SPECIALIZED TRANSIT PROVIDED	3
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	0
PRIVATE VEHICLE	4
MT with CAB (Centre d'action bénévole)	0
TRANSPORTATION BY TAXI	4
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	4 ^A
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	0

MARCH 2022 TRANSPORTATION REQUESTS	
TRANSPORTATION PROVIDED (MT vehicle)	25
SPECIALIZED TRANSIT PROVIDED	4
COORDINATED TRANSPORTATION (COMBINED)	0
MT BY CONTRACT DRIVER	2
PRIVATE VEHICLE	5
MT WITH CAB (CENTRE D'ACTION BÉNÉVOLE)	5
TRANSPORTATION BY TAXI	2
AMBULANCE (community members)	1
CANCELLED TRANSPORTATION	3
TRANSPORTATION CANCELLED OR CHANGED AT OUR REQUEST (MT CONFLICT)	2 ^{AB}

^B: Change transport type considering unavailability of MT driver.

^C: On request of specialized MT (Taxi Élite), we had to cancel 3 transports with clients

Notes: ^A: The March 17, 2022 MT type had to be changed at our request since another client's appointment was moved up.

^B: MT conflict, so we changed transport type for a client.

^B: 2021-10-15: Transportation type changed on our request as Michel was available; his scheduled MT was cancelled.

Notes: ^A: Change of transport type due to unavailability of MT driver.

^B: We had to cancel an MT the same morning since the client did not answer our call or Michel's when he arrived.

Notes: ^A: Change of transport type due to unavailability of MT driver.

ACTIVITY REPORT 2021 - 2022

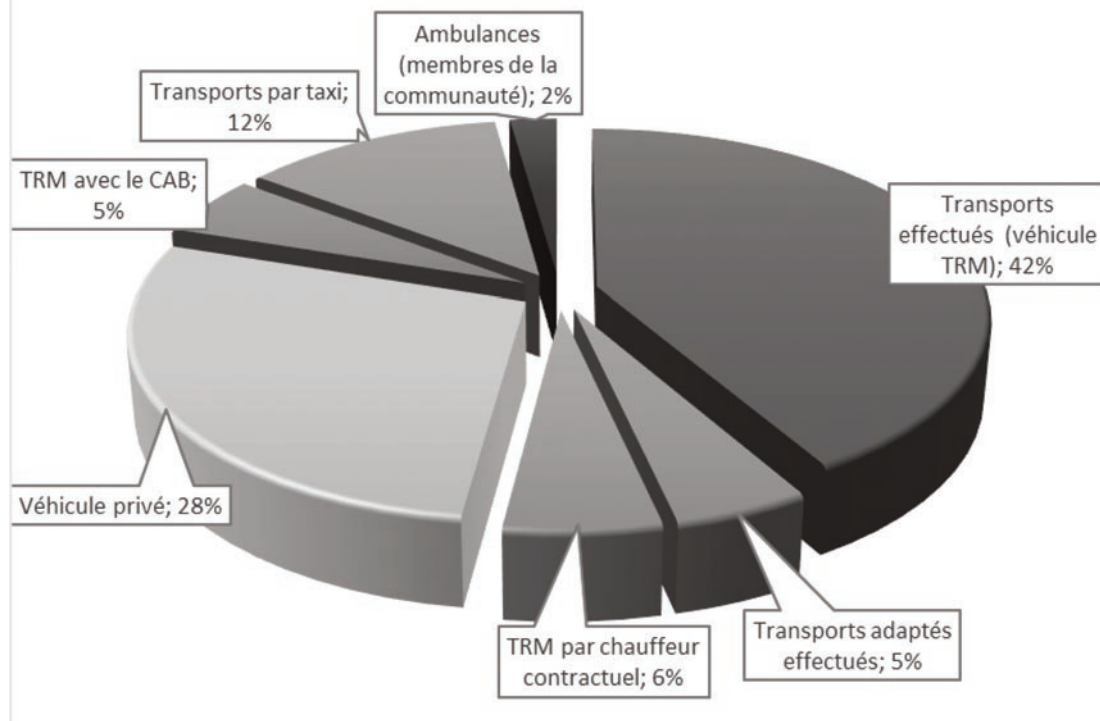
ODANAK HEALTH CENTRE



TOTAL STATISTICS FOR 2021-2022

Total transportation *requests for the year*: 536
 Total transportation *carried out with our MT vehicle*: 223
 Total transportation *with contract driver*: 30
 Total transportation *authorized for use of private vehicle*: 150
 Total transportation *authorized for use of specialized MT*: 26
 Total transportation *authorized using ambulance for Odanak clients*: 12
 Total transportation *authorized using CAB*: 28
 Total transportation *authorized using Sorel-Tracy and Nicolet taxi services*: 67

Nombres de demandes TRM par type de transport





3. ENVIRONMENTAL HEALTH

Inspections of community public establishments and private homes are carried out by a public and environmental health officer from Indigenous Services Canada and the public works supervisor from the Abenakis of Odanak Council (OAC). For the 2021-2022 period, Ms. Sonia Gavin was our dedicated public and environmental health officer for our community. In addition, water testing in public places and various control points were carried out by the community's public works supervisor.

To date, our mandate has been to liaise between departments, prepare public health and environmental advisories, archive/follow up on reports prepared by Ms. Gavin, and manage the scheduling of inspections in the community.

Below, you will find the activities realized during 2021-2022 through the services of Ms. Sonia Gavin:

Inspections of public establishments in the community:

- ✓ La Sublime (2021-11-30)
- ✓ CPE Aw8ssisak (daycare) (2021-08-10)
- ✓ M8wigamikw community centre (2021-08-10)
- ✓ Restaurant Au Gourmet (2021-08-10)
- ✓ Health centre (2021-08-10)
- ✓ Kiuna institution (2021-08-10)

In addition, Ms. Gavin arranged for the shipment of equipment for water sampling and transportation of hazardous materials as well as a biomedical waste collection on the following dates:

- ✓ 2021-05-06
- ✓ 2021-10-21

Upon request, you will find the annual drinking water report for 2021-2022 prepared by Ms. Sonia Gavin.

TRAINING

According to the Regulation respecting food, any operator who prepares food for sale, whether or not they hold a permit from the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ), are required to ensure that an employee or employees are trained and ensure that food hygiene and safety are maintained.

Thus, the Regulation aims to improve:

- Recognition of health risk situations in food handling or preparation;
- The ability to identify ways to control risks;
- Training: a must for responsible management.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



For this reason, in collaboration with ISC, we have offered a 6-hour food safety training course for employees of establishments in our community that prepare or sell food. Below, you will find the number of participants per establishment:

Number of participants	KIUNA	OHC	LA SUBLIME	LE GOURMET	RESTO RAPIDE	NIMOWON
Women	1	8	0	1	0	1
Men	0	1	2	0	1	0

Considering the restrictions related to the Covid-19 pandemic, we divided the group into two 3-hour sessions per day (one in the morning and one in the afternoon):

Day 1: (April 12, 2022)

9am - 12pm: Group 1 (Part 1)

1pm - 4pm: Group 2 (Part 1)

Day 2: April 19, 2022

9am - 12pm: Group 1 (Part 2)

1pm - 4pm: Group 2 (Part 2)

The Food Handler (Manipulateur d'aliments) course provided participants with the tools to recognize and minimize the risks of food contamination and will help prevent foodborne illnesses in their establishment. The rules of conservation, preparation, cleaning, good practices to follow and risk situations were presented during this training. At the end of the training and following the success of a short and simple exam, the participants could obtain a certificate issued by the MAPAQ.

Competencies targeted by the training:

- ✓ Handle food in a manner that preserves its quality and safety;
- ✓ Recognize responsibility for food handling and safety;
- ✓ Apply good practices and comply with food handling requirements.

The passing mark on the exam was 60% and the Good Food Safety and Hygiene Practices Guide was authorized during the exam.

Following this training, all participants obtained their certificate of completion.





PUBLIC NOTICES

August 2021

Public notice sent to the residents of the community of Odanak regarding boiling water as of August 17, 2021 (work on the water valves on Waban-Aki Street).

VACCINATION CAMPAIGN

In order to support the OHC nursing team, we participated in the various vaccination campaigns to help the team fill out the pre-vaccination forms for each of the users receiving a vaccine.

Dates we participated in these campaigns:

- ✓ July 13, 14 and 15, 2021
- ✓ January 17, 18 and 19, 2022
- ✓ February 1, 2022

UPDATE TO THE INFECTION PREVENTION AND CONTROL (IPC) HANDBOOK (MANUEL DE PRÉVENTION ET DE CONTRÔLE DES INFECTIONS (PCI))

In collaboration with the OHC's ICP nurse, we updated the ICP handbook, including related appendices, such as the policy on refusal of vaccination and the immunization policy for OHC employees.

As of March 7 and April 13, 2022, we have obtained resolutions from the AOC regarding the updating of various documents and policies related to the ICP handbook.

References: OHC "P" network and reference binder at the reception desk

4. MEDICAL ARCHIVES

As of 2021-2022, all OHC health workers and professionals are using the OFYS Electronic Medical Record (EMR) for recording their notes in client records. We have provided training to all OHC health workers and professionals in the use of the EMR. As a result, our performance indicator is 100% for the number of health workers trained with the OFYS EMR.

We are maintaining access limitations for all records to ensure that only active health workers can access electronic records for which intervention or care is required.

The electronic record is used to:

- Facilitate management of user records;
- Reduce the risk of errors when writing notes during a consultation with a client.

In fact, as a facility accredited by Accreditation Canada, we must comply with Standard 2.2 (telehealth component) which states the following:



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



“Requirements and shortcomings in information technology and systems are identified and communicated to organizational management, including electronic medical/health records (EMRs/EHRs), decision tools, client tracking systems, wait list management systems, client self-assessment tools, or access to specific registries and/or databases. Depending on the organization, systems requirements may be complex (e.g., advanced software to increase interoperability) or support basic operations (e.g., more recent computer systems).”

The advantages of implementing the OFYS EMR:

- Improved work efficiency of OHC staff (ability to work in person and remotely);
- Effective management of user records;
- Improved management of appointments through OFYS software.

Policies and procedures

A biennial review of the policies and guidelines governing the management of the OHC's single user record was completed by the OHC medical archivists and approved by the Single Record Management Committee in April 2021. In this regard, on April 15, 2021, the AOC signed a resolution for the revised policies.

In addition, a policy on ethical intervention with immediate family members/friends of an OHC health worker, professional and AOC elected officials was approved through a resolution by AOC members on December 6, 2021. This new policy sets out guidelines for intervention and/or care by OHC professionals with family members or friends.

Psychosocial services / policies, procedures and guidelines

At the request of the health care and services management as well as the members of the OHC psychosocial team, we offered support and assistance in researching provincial and federal mental health guidelines (limits of intervention, confidentiality, record keeping, etc.). In addition, we assisted the psychosocial team in the development and layout of the OHC's mental health policy and protocol and all other related documents.

Forms

With the collaboration of Mr. Éric Séguin, a lawyer specializing in access to information and collaborating with our Association des gestionnaires de l'information de santé du Québec (AGISQ), we have revised the general free and informed consent form, taking into consideration the arrival of a physician and a nurse practitioner specializing in frontline care from the Coopérative de santé Lucien-Shooner offering care and services at the OHC. Several points were modified in order to protect the OHC and FNCFS professionals and practitioners in terms of continuity of care and services and to preserve the confidentiality of the information contained in the user records.





Teleconsultation

Considering the possibility of teleworking as a result of the Covid-19 pandemic, OHC professionals can now provide consultations via teleconsultation (video) in a confidential and secure manner. This application is directly linked to the EMR via OFYS.

Access limitation

This step consists of limiting access to the EMR so that only professionals who are active in the user's record can have access. Professionals with limited access to a record will only be able to view the client's contact information.

Access limitations allow you to restrict access to a user's record. By default, apart from the rights of each user (professional), there is never any limitation of access to records. For this reason, we have created access limitations for each of the users' EMRs to ensure that only the professionals active in a record can have access.

To change access rights, we must act as administrators. At the OHC, the only people acting as administrators are the medical archivists and the medical secretary/receptionist.

When the user is selected, we need to assign access rights to the record. The access rights sections are as follows:

- ✓ “Client” section (basic personal data)
- ✓ Addresses
- ✓ Appointments
- ✓ Electronic forms
- ✓ Lab results
- ✓ Means of communication
- ✓ Other non-clinical data
- ✓ Invoicing
- ✓ Documents
- ✓ Clinical record

Digitization of paper records

We are continuing to work on the OHC paper records digitization project in order to insert them into the EMR-OFYS software in order to have a complete electronic record for all our users. The request was authorized by the OAC and OHC management.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



In order to provide support, a job offer has been authorized by OHC and AOC management for an administrative assistant whose main task will be to digitize the paper files and merge them with the electronic files for each user.

It should be noted that despite a complete shift from paper to electronic records, it is important to consider that original documents with permanent retention will need to be kept in the paper files for historical purposes. To begin scanning, we will establish a start date - documents prior to that date will not be scanned. A medical records service space is then required and must comply with the various laws governing user medical records. A vault to protect the medical records kept in the medical records department to ensure increased protection is required (protection from the elements such as: water, fire, etc.). This request comes from provincial laws and regulations as well as through an Accreditation Canada standard. The vault/expansion project is underway with the GCNWA technical services.

In order to digitize the users' paper records and related documents, we obtained a scanner from the OHC's archives department. This scanner has character recognition functionality which allows OFYS to recognize health insurance numbers as well as to assign bar-coded visit cards directly to the correct electronic record of a user. This scanner creates small documents, which does not slow down our bandwidth or burden our database.

Theme week and surveys

Survey of OHC professionals:

In the interest of continuous improvement, we wanted to obtain feedback as well as suggested and potential improvements to the use of the OFYS EMR by OHC professionals in 2021-22. As of November 11, 2021, we sent an appreciation survey to all professionals at the OHC who use OFYS in order to improve our practices and foster a continuum of care and services.

A total of 8 out of 15 OHC professionals responded to the survey.

In this email, we are going to provide a brief report for each of the questions based on the answers received.

In response to this survey, the OHC professionals expressed their desire to acquire certain functionalities that would allow for a more adapted follow-up and facilitate the delivery of their care and services. Formal requests were sent to OFYS following this survey. The average satisfaction level of OHC professionals with the OFYS EMR is 75%.

Survey of community members

As part of Confidentiality Week, held November 15-19, 2021, we wanted to solicit feedback from users regarding confidentiality in the care and/or services they receive at the OHC. The purpose of this survey was to improve our practices and foster a climate of trust within the community.





A total of 12 members of the public responded to the appreciation survey. According to the survey, the majority of respondents are satisfied with the care and services received at the OHC and feel confident that confidentiality and professional discretion are respected. However, some reservations were raised about obtaining care and services in the community, considering that we are a community with a small population and omnipresent family ties. To reassure the population, we have developed a policy on intervention ethics with family members or close friends for OHC professionals. (See page 15 of this report).

In addition, in response to the concerns raised during the survey, in collaboration with the Single Record Management Committee, we have proposed to the person in charge of the wellness study that a section be added on the confidentiality aspect. Questions such as the following will be included:

- ✓ Are you comfortable consulting at the Odanak Health Centre?
- ✓ If not, why are you more comfortable consulting elsewhere?

The purpose of adding this type of question to the study is to improve people's confidence in the OHC.

Visit from OFYS EMR representatives

On March 15, 2022, two OFYS EMR representatives visited the Odanak community hall to answer technical questions from OHC professionals using the EMR. In addition, new EMR features were presented.

Number of participants:

- ✓ OHC health care and services management
- ✓ Deputy Executive Director, AOC HR manager
- ✓ Dr. Patrick Derilus, physician at the Coopérative santé Lucien-Shooner in Pierreville
- ✓ OHC home support coordinator
- ✓ 2 OHC nurse clinicians
- ✓ 2 OHC social workers
- ✓ 1 OHC medical secretary / receptionist
- ✓ 2 OHC medical archivists
- ✓ 1 OHC addictions counsellor



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Confidentiality kiosk (promotion)

We set up an information kiosk regarding confidentiality, user rights, and record keeping during the afternoon flu shot campaign on Monday, November 15, 2021. Information materials were provided to users.

Completion sheets

The analysis of user records is an opportunity to detect major problems (potential lawsuits) and to report them, if necessary, to health care and services management. If necessary, in order to make the necessary corrections to user records, we send an electronic completion sheet to the OHC and/or FNCFS professional who must modify and/or correct an item in the record.

STATISTIQUES FEUILLES DE PARACHÈVEMENTS 2021-2022											
Avril	Mai	Juin	Juillet	Août	Septembre	Octobre	Novembre	Décembre	Janvier	Février	Mars
1	3	7	1	4	2	3	1	8	4	5	10
1	0	0	2	0	0	0	0	0	0	0	0

Access requests

All access requests must be processed by the medical archivists. We have therefore developed an access to information procedure. When we receive access requests, we must, depending on the type of claimant and by law, remove third party information that may be seriously prejudicial.

More specifically, Section 17 of the Act Respecting Health Services and Social Services establishes that, for any user of fourteen (14) years of age and over, the right of access to their record based on the following terms: "Every user 14 years of age or over has right of access to his record. However, the institution may deny him access to it temporarily if, on the advice of his attending physician or the physician designated by the executive director of the institution, communication of the record or any part thereof would likely be seriously prejudicial to the user's health. In that case, the institution, on the recommendation of the physician, shall determine the time at which the record or the part thereof to which access has been denied can be communicated to the user, and notify him thereof."

To ensure proper follow-up, we have developed an electronic statistics registry to account for all requests we receive. In this register we have included the response time in order to verify whether we respond within the deadlines prescribed by law.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

In 2021-2022, we have observed an increase in access requests with the addition of a physician and a nurse practitioner specializing in frontline care to our team.

DOSSIER	DATE REÇUE	TYPE DEMANDE	DATE ENVOI FINAL	MOIS TRAITÉ	REQUÉRANT	TYPE RÉCEPTION	PRÉCISION	DÉLAI TX (jours)
1922	2021-04-06	demande accès	2021-04-06	Avril	Usager	En personne	Transfert doss	0
1764	2021-04-08	demande accès	2021-04-16	Avril	Usager	En personne	Transfert doss	8
1130	2021-04-08	demande accès	2021-04-16	avril	Usager	En personne	Transfert doss	8
1653	2021-04-15	demande accès	2021-05-03	Avril	Usager	En personne	Transfert doss	18
1176	2021-04-16	demande accès	2021-04-16	Avril	Usager	En personne	Résultat Rx	0
1175	2021-04-19	demande accès	2021-04-20	Avril	Usager	Courriel	Résultats Labo	1
1096	2021-04-29	demande accès	2021-04-29	Avril	Intervenant CS	Courriel	Résultats labo	0
1053	2021-04-30	demande accès	2021-05-11	Avril	Médecin	Fax	Transfert doss	11
1569	2021-04-30	demande accès	2021-05-13	Avril	Usager	Fax	Transfert doss	13
1083	2021-04-30	demande accès	2021-05-17	Mai	Usager	Par Ofys	Résultat Rx	17
1548	2021-05-07	demande accès	2021-05-12	Mai	Usager	En personne	Résultat DX	5
1176	2021-05-13	demande accès	2021-05-17	Mai	Usager	En personne	Résultats labo	4
1452	2021-05-13	demande accès	2021-05-26	Mai	Usager	En personne	Transfert doss	13
1452	2021-05-13	demande accès	2021-05-26	Mai	Usager	En personne	Transfert doss	13
1030	2021-05-13	Résumé	2021-05-27	Mai	Usager	par la poste	Transfert doss	14
1064	2021-05-13	Résumé	2021-05-27	Mai	Usager	par la poste	Transfert doss	14
1451	2021-05-24	demande accès	2021-06-23	Mai	Usager	par la poste	Accès dossier	30
1071	2021-06-01	demande accès	2021-06-04	juin	Usager	En personne	Vaccination	3
1474	2021-06-03	demande accès	2021-06-03	Juin	Usager	En personne	Résultats Labo	0
1335	2021-06-03	demande accès	2021-06-17	juin	Usager	En personne	Transfert doss	14
1175	2021-06-17	demande accès	2021-06-23	Juin	Usager	par la poste	Transfert doss	6
1445	2021-06-25	demande accès	2021-07-09	Juin	Usager	par la poste	Transfert doss	14
1176	2021-06-28	demande accès	2021-06-30	Juin	Usager	En personne	Résultat Rx	2
1449	2021-06-28	Résumé	2021-07-12	Juin	Usager	Par Ofys	Transfert doss	14
1635	2021-07-12	demande accès	2021-07-16	Juillet	Usager	Autre	Transfert doss	4
1022	2021-07-14	demande accès	2021-07-16	Juillet	Usager	Fax	Transfert de c	2
1973	2021-07-13	demande accès	2021-07-16	Juillet	Usager	Fax	Transfert de c	3
1311	2021-07-13	demande accès	2021-07-16	Juillet	Usager	Fax	Transfert de c	3
1441	2021-07-13	demande accès	2021-07-16	Juillet	Usager	Fax	Transfert de c	3
1647	2021-07-20	Résumé	2021-07-22	Juillet	Médecin	Par Ofys	Transfert de c	2
1023	2021-07-21	Résumé	2021-07-22	Juillet	Médecin	Par Ofys	Transfert de c	1
1298	2021-08-03	demande accès	2021-08-04	Aout	Usager	Par Ofys	Demande d'ac	1
1022	2021-09-09	demande accès	2021-09-09	Septembr	Usager	En personne	Résultat PV	0
1399	2021-09-15	Résumé	2021-09-21	Septembr	Médecin	Par Ofys	Transfert de c	6
1766	2021-09-16	demande accès	2021-10-05	Septembr	Usager	par la poste	Accès notes S	19
1325	2021-09-16	demande accès	2021-10-05	Septembr	Usager	par la poste	Accès notes S	19
1117	2021-09-20	demande accès	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	16
1447	2021-09-22	Résumé	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	14
1177	2021-09-22	Résumé	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	14
1176	2021-09-28	demande accès	2021-10-05	Septembr	Usager	En personne	Résultat RX	7
1446	2021-09-28	Résumé	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	8
1513	2021-09-28	Résumé	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	8
1827	2021-09-30	Résumé	2021-10-06	Septembr	Médecin	Par Ofys	Transfert de c	6
1504	2021-09-30	Résumé	2021-10-07	Septembr	Médecin	Par Ofys	Transfert de c	7
1006	2021-09-30	Résumé	2021-10-07	Septembr	Médecin	Par Ofys	Transfert de c	7
1185	2021-09-30	Résumé	2021-10-07	Septembr	Médecin	Par Ofys	Transfert de c	7
1505	2021-10-18	demande accès	2021-10-20	Octobre	Médecin	Par Ofys	Transfert de c	2
# 1484	2022-01-11	demande accès	2022-01-14	Janvier	Usager	Fax	Prise en charg	3
# 2084	2022-01-20	demande accès	2022-01-20	Janvier	Usager	Fax	Profil vaccina	0
# 1412	2022-02-15	demande accès	2022-02-17	Février	Usager	Courriel	Suivi SEFPN	2
# 1463	2022-02-16	demande accès	2022-02-18	Février	Usager	Fax	Prise en charg	2
# 1176	2022-02-23	demande accès	2022-02-24	Février	Usager	En personne	Labos et RX	1
# 1556	2022-03-08	demande accès	2022-03-08	Mars	Usager	Courriel	Liste médecin	0
# 1467	2022-03-09	demande accès	2022-03-11	Mars	Usager	En personne	Externe	2
# 1121	2022-03-11	demande accès	2022-03-11	Mars	Usager	En personne	Labos + RX	0
# 1082	2022-03-17	demande accès	2022-03-17	Mars	Usager	En personne	Externe, rapp	0
TOTAL DES DEMANDES D'ACCÈS ANNUEL 2021-2022								34

ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



COVID-19 / Access to data

In collaboration with CIUSSSMCQ Public Health, an agreement was signed on January 24, 2021 to obtain weekly data on the number of Covid-19 positive cases reported in the community via PCR testing. Even if no cases are reported, we receive the data to ensure a follow-up.

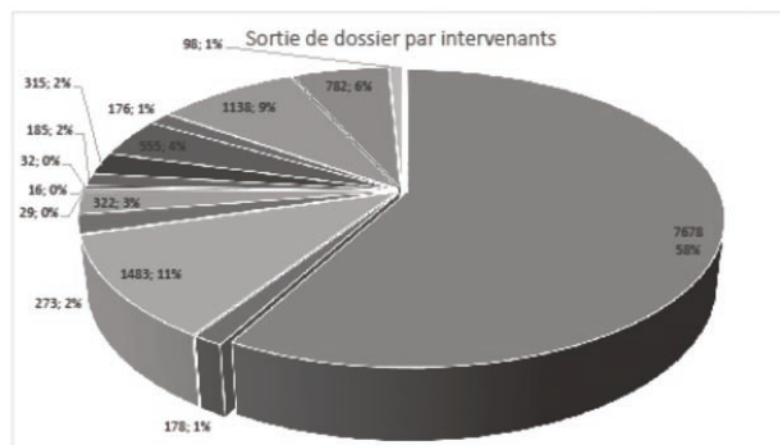
Statistics for record releases

STATISTIQUES 2021-2022



Statistiques finales 2021-2022

Intervenants	Demandes dossiers
Archivistes médicales + secrétaire médicale	7678
Coordonnatrice MAD	178
Infirmières	1483
Int. En toxicomanie	273
Kinésiologue (Christina B. Racine)	322
Kinésiologue (Jessica Papineau)	29
Médecin	16
IPS GMF Pierreville	32
Nutritionniste (M-F D)	185
Principe de Jordan	315
Psychologue	555
SEFPN	176
SSNA (comprend TRM)	1138
Travailleuse sociale (D.L)	782
Travailleuse sociale (L.B.)	98
Total:	



2022-07-07

Total pour 2021-2022





5. PHYSICIAN

Considering the departure of Dr. Leroux-Lapointe from our organization in 2021-2022, we have continued to register members who do not have a family physician on the Quebec Family Doctor Finder (GAMF) waiting list.

Following several meetings and discussions with the CIUSSSMCQ, Ms. Évelyne Boisvert, nurse practitioner specializing in frontline care, in collaboration with the Coopérative de santé Lucien-Shooner in Pierreville, began offering services, initially in the form of a pilot project of one half-day per week at the OHC, starting January 13, 2022.

The purpose of the pilot project was to begin the process of collaboration in the field so that the nurse practitioner specializing in frontline care could provide a population-based walk-in service while waiting for Dr. Patrick Derilus to join the OHC.

The main benefit is that the OHC has been able to offer the services of a nurse practitioner specializing in frontline care to our clientele as of January 13, 2022. In the process, we have been able to identify strengths and weaknesses in order to adjust to be ready for the formal implementation of the action plan and a formal collaborative agreement that we have been working on for several months.

This pilot project also allowed us to demonstrate to the CIUSSSMCQ that we are autonomous in this type of service delivery since the OHC already has expertise with two physicians.

Dr. Karl Shooner was the sponsoring physician for the nurse practitioner specializing in frontline care program until Dr. Derilus assumed his duties on March 10, 2022.

Currently, the physician can only see resident and status users from the community at his OHC office. Non-status immediate family members (spouse/children) are not eligible to see the physician. For the nurse practitioner specializing in frontline care, the nurse can see status and non-status members as well as immediate family members. However, the specialized nurse practitioner (SNP) cannot see all clients as they are limited in certain care benefits (e.g. mental health).

We have begun discussions in order to validate with Dr. Derilus, Dr. Shooner and the CIUSSSMCQ the possibility of broadening the physician's eligibility criteria so that he or she can take charge of or see the immediate family members of a status member of the community without an appointment, as well as status members residing outside the community, just as the nurse practitioner specializing in frontline care can currently do. This could also facilitate the work of the nurse practitioner specializing in frontline care since they must sometimes refer patients to a physician. These discussions are to be pursued in the coming year.

In addition, we help users who have specific needs and who are unable to meet with the OHC physician or the nurse practitioner specializing in frontline care, to obtain consultations without an appointment at the Trois-Rivières super clinic or at a nearby clinic. Appointments are also made for Covid-19 vaccinations via the Clic-Santé website.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



7. COMMITTEES

7.1 Single record management committee

Since 2013, a single record management committee has been established. In order to ensure adequate follow-up and continuity of care and services, we continue to sit on the Odanak Health Centre's single record management committee.

Upon returning from the 2021 summer break, we surveyed the OHC professionals regarding their interest in remaining on the current committee or giving up their spot to another professional. As of October 2021, the single record management committee is composed of the following members:

- ✓ Paule Leiby, medical archivist/MT coordinator
- ✓ Andréanne Gouin, medical archivist / liaison officer
- ✓ Isabelle Dupuis, nurse clinician (Marie-Noël Mayrand, interim)
- ✓ Daphnée Couture, nursing care manager
- ✓ David Plante, clinical coordinator, FNCFS
- ✓ Jean Vollant, health services director
- ✓ Christina Béland-Racine, kinesiologist
- ✓ Danielle Lamirande, social worker

The committee meets once a month to follow up on the questions, comments and modifications to be made for the management of the single record file (policies and procedures)).

Dates of meetings held:

- May 25, 2021 (report available on the “P” network)
- November 10, 2021 (report available on the “P” network)
- December 15, 2021 (report available on the “P” network)

During 2021-22, meetings were not held on certain dates for the following reasons:

- Holidays for certain committee members (insufficient quorum)
- Covid-19 pandemic (insufficient quorum)
- Professionals not available (insufficient quorum)

It should be noted that we respond daily to requests from health workers and users regarding file management. Measures to improve the medical records service are continually in effect.

A biennial update of all single record management policies was completed and approved by the AOC in April 2021.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

7.2 Quality and risk management committee

The mandate of this committee is to research, develop and promote ways to ensure the safety and support of employees and users visiting the Odanak Health Centre. It also ensures the implementation of an incident and accident monitoring system and recommends measures to management to prevent the frequency of these incidents/accidents and the application of control measures, as appropriate.

Upon returning from the 2021 summer break, we surveyed the OHC professionals regarding their interest in remaining on the current committee or giving up their spot to another professional. As of October 2021, the single record management committee is composed of the following members:

- ✓ Jean Volland, director (on invitation)
- ✓ Andréanne Gouin, medical archivist / liaison officer
- ✓ Marcelle Hannis, nurse
- ✓ André Gill, addictions counsellor
- ✓ Johanne Delorme, administrative assistant
- ✓ Paule Leiby, medical archivist / MT coordinator
- ✓ Jessica Papineau, kinesiologist
- ✓ Sandrine Cardin, secretary/receptionist
- ✓ Michel Paul, Accreditation Canada coordinator

Dates of meetings held:

Meeting date	Number of reports presented
June 10, 2021	7 reports
October 19, 2021	4 reports
November 24	Nil
December 9	Update to the procedure

It should be noted that the minutes of the meetings as well as the documents produced and implemented in this committee are all available on the “P” network.

During 2021-22, meetings were not held on certain dates for the following reasons:

- Holidays for certain committee members (insufficient quorum)
- Covid-19 pandemic (insufficient quorum)
- Professionals not available (insufficient quorum)

An update to the procedure for reporting, processing and disclosing an event (incident-accident) was approved by the AOC and OHC management on April 15, 2021. A biennial update is required.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



In order to ensure adequate and appropriate follow-up, an incident and accident register has been developed. It is available to all OHC employees. Detailed reports and incidents are kept in the medical records department to ensure increased and effective confidentiality.

REGISTRE DES INCIDENTS/ACCIDENTS CENTRE DE SANTÉ D'ODANAK							
#RAPPORT	DATE ÉVÉNEMENT	HEURE DE L'ÉVÉNEMENT	PERSONNE TOUCHÉE	SECTEUR TOUCHÉ	DATE DE PRÉSENTATION AU COMITÉ	DATE DE REMISE DIRECTION CSO	DATE DE FERMETURE DU RAPPORT
220215	2022 02 15	08:30	Usager	Soins infirmiers	2022 04 26	2022 03 30	SUIVI À FAIRE
151221	2021 12 15	15:00	Employé (incident)	Direction/Entretien	2022 02 15	2022 01 11	2022 03 21
291121	2021 11 29	11:20	Employé du CSO (incident)	Soins infirmiers	2022 02 15	2021 12 08	EN ATTENTE
181121	2021 11 18	N/A	Employés et usagers	Travaux publics	2022 02 15	2021 11 25	2022 02 15
180721 2	2021 07 13	AM	Usager	Archives médicales	2021 10 19	2021 07 30	2021 10 19
130721	2021 07 12	AM	Usager	Archives médicales	2021 10 19	2021 07 30	2021 10 19
20621	2021 06 07	09:20	Usager	Soins infirmiers	2021 10 19	2021 06 11	2021 10 19
250521	2021 06 02	N/A	Employé du CSO (incident)	Maintenance à domicile (MAD)	2021 06 10	2021 06 30	2021 06 10
170521 2	2021 05 17	08:30	Usager	Soins infirmiers	2021 10 19	2021 06 11	2021 10 19
170521	2021 05 17	08:10	Usager	Soins infirmiers	2021 06 10	2021 06 30	2021 06 10
300421	2021 04 30	10:00	Employé du CSO (incident)	Archives médicales	2021 06 10	2021 06 30	2021 06 10
260421	2021 04 26	08:27	Employé du CSO (incident)	Archives médicales	2021 06 10	2021 06 30	2021 06 10
120421	2021 04 12	10:30	Usager	Soins infirmiers	2021 10 19	2021 04 30	2021 10 19

7.3 Committee of santé et sécurité au travail (SST)

Dates of meetings held :

September 8, 2021 (minutes available)

On September 10, 2021, Ms. Paule Leiby left her role on this committee under the authorization of the AOC's HR. The OHS Committee is still active in our institution, but the OHC professionals designated to participate on this committee are now Daphnée Couture, nurse, and Christina Béland Racine, kinesiologist.

7.4 Medical transportation (MT) team committee

The mandate of this committee is to ensure efficiency and to meet with all members of the MT team in order to provide program updates.

The committee is made up of:

- ✓ Paule Leiby, MT coordinator
- ✓ Jean Vollant, Director
- ✓ Andréanne Gouin, medical archivist / liaison officer
- ✓ Michel Hannis, primary driver
- ✓ Contract driver

This committee is currently being reorganized in light of the loss of the primary contract driver in 2021-2022.

The meetings were conducted on an impromptu basis. The main objective for the coming year is to re-establish monthly committee meetings when a contract driver is officially hired on call.





RACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

7.5 Various meetings

Meetings with OHC management / medical archivists, NIHB, MT

- ✓ July 9, 2021
- ✓ July 15, 2021
- ✓ September 9, 2021
- ✓ September 21, 2021
- ✓ September 28, 2021
- ✓ October 7, 2021
- ✓ November 18, 2021
- ✓ December 2, 2021
- ✓ December 21, 2021
- ✓ January 25, 2022

Accreditation Canada meeting (Michel Paul)

- ✓ September 7, 2021
- ✓ September 21, 2021
- ✓ October 26, 2021
- ✓ November 9, 2021
- ✓ December 7, 2021
- ✓ February 17, 2022
- ✓ March 10, 2022
- ✓ March 23, 2022

Meeting GMF Pierreville / OHC

- ✓ July 5, 2021
- ✓ July 6, 2021
- ✓ September 1, 2021
- ✓ September 3, 2021
- ✓ January 26, 2022
- ✓ March 14, 2022
- ✓ March 24, 2022 Operational committee CIUSSS-MCQ/ GMF Pierreville / OHC
- ✓ August 4, 2021
- ✓ September 17, 2021
- ✓ September 24, 2021
- ✓ November 26, 2021

OHC team meeting

- ✓ January 18, 2022
- ✓ February 9, 2022
- ✓ March 9, 2022

7.6 Other meetings

- ✓ January 26, 2022 (Meeting with the new FNCFS Director)
- ✓ January 26, 2022 (Record keeping training with the FNCFS worker)
- ✓ February 9, 2022 (Zoom meeting with Éric Séguin, access to records / consent, inter-institutional)
- ✓ February 11, 2022 (Zoom meeting with the reception - OHC archives team)
- ✓ February 22, 2022 (Zoom meeting with OHC management and the physician)
- ✓ March 23, 2022 (Psychosocial meeting on policy and procedures)

Agendas and minutes available upon request.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Vollant

SECTOR: Nursing care

Prepared by: Daphnée Couture Clinical nurse/ nursing care manager

This report presents the management of nursing care and other programs for the period April 1, 2021 through March 31, 2022. Financial reports for the programs cited in this report will be produced by the Finances and HR departments.

This report is intended to be a quantitative report of the different programs the nursing team works on. You will find more qualitative data in the activity reports as well as in the quarterly reports.

Annual nursing care statistics (April 1, 2021 to March 31, 2022)

Number of consultations	2019-2020	2020-2021	2021-2022
Odanak health centre	872	509	728
Home care	699	494	521
Telephone	NA	197	281
Influenza vaccination (seasonal flu)	90	120	117

• HOME CARE

Overall objective 3 “Provide appropriate health services in line with the specific needs of the Odanak population”

- Activity: Needs assessment and safe adaptation of the living environment of clients registered for home support services.

Number of home evaluations / Occupational therapist	5 File follow-up
--	---------------------

- Activity : Optimization of personal care (meals, cleaning, hygiene assistance) and nursing services offered at home.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

	2019-2020	2020-2021	2021-2022
Number of clients followed-up/month at home	41	40	38 clients
Number of service hours provided annually	5,252	3,933	5,226 service hours

• *NURSING CARE*

Overall objective “Provide appropriate health services in line with the specific needs of the Odanak population”

➤ Activity : Optimization of front-line services (routine care)

See annual statistics table.

• *IMMUNIZATION*

Overall objective “Provide appropriate health services in line with the specific needs of the Odanak population”

Activities

➤ November 2021 influenza vaccination campaign

See annual statistics table.

➤ COVID-19 vaccination campaign

Moderna vaccine	Vaccination Campaign #1 March 2021	Vaccination Campaign #2 July 2021	Vaccination Campaign #3 January 2022
Total number of doses administered	324	270	264

• *COHI (Children's Oral Health Initiative)*

Number of participants in COHI activities: 78 individuals (45 children in daycare, 21 elementary school children, two high school teenagers, two pregnant women, eight elders)

• *MIH (Maternal and Child Health)*

Overall objective: “Promote the biopsychosocial development of all children and youth in the community”



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Activities

- Continued health activities (3 times a year) at the daycare centre, OHC and FNCFS (lice screening).
- Individual and group pregnancy follow-up activities.
- Activities to monitor the optimal development of children (immunization, growth curve, psychomotor development).
- Activities to promote safe sexual behaviour (HIV/STD).

Annual MIH program statistics (April 1, 2021 to March 31, 2022)

Births	6
Vaccination and infant follow-up meetings	22

• *Cancer control*

Overall objective: “Prevent cancer by promoting healthy lifestyle habits in order to improve the quality of life of Odanak members.”

Activities

- For the 2021-2022 fiscal year, the focus has been on lung cancer prevention as well as skin cancer prevention through research/evidence reviews as well as tools available to communities.
- A link has been established between the community and various organizations such as the Canadian Cancer Society and the CQTS in order to provide better tools for the organization of prevention activities. This also allows us to have access to resources in the community to support and guide us in our activities.

• *Infection prevention and control (IPC)*

Overall objective 1: “Maintain best practices in IPC with employees.”

Activities

- Update of acts delegated to personal support workers (PSW) with Bill 90.
- Reading and update related to the N95 mask fit test. Adjustment made to employees and reminder on hand hygiene and wearing of PPE made. Activity report available.

Sectors	Nurses	PSW	Health workers	Police officers
Number of participants	4	3	7	2





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

- Formation avec Sonia Gavin de Santé Canada en lien avec la PCI offert aux employés assignés à l'entretien ménager.

Overall objective 2: "Sensitize the population of Odanak on the importance of best practices".

- Accompanying the dental hygienist to homes for oral health screening, presentation and answering their questions.
- Support to the MIH nurse for lice screening at the Aw8ssissak daycare centre.
- Vaccination campaigns (COVID-19) 2nd and 3rd doses.
- Flu (influenza) vaccination campaign.
- Distribution of Covid-19 rapid tests.

Overall objective 3: "Maintain up-to-date knowledge of IPC".

- Update of the Infection Prevention and Control handbook

• *Jordan's Principal*

Overall program objective: "Implement service coordination to provide resources for First Nations children's families to help them access federal, provincial and territorial health and social services programs to meet the needs of these children".

Activities

- Establish relationships with community resources and collaborate with existing programs and community services.
- Improve awareness of existing programs and support available to First Nations living on and off reserve.
- Proactively work with communities to identify children with unmet needs to facilitate early intervention and quick access to support and services.
- Facilitate access to professionals for assessment purposes, or offer professional assessment services where and when needed.

Number of children followed via Jordan's Principle	2020-2021 29 children	2021-2022 32 children
New funding requests	40	88
Requests to continue existing services	9	12
Group requests	1	2



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



• ADI (Aboriginal Diabetes Initiative)

Overall objective: "Provide appropriate health services in line with the specific needs of the population"

As part of its activities, the ADI supports prevention, health promotion, screening and treatment initiatives that focus on the needs of community members.

ADI program statistics (April 1, 2021 to March 31, 2022)

Consultations	
Number of new cases screened	4
Number of at-risk individuals screened	38
Follow-up cases (diabetes)	88
Number of participants in activities	30

• Accreditation Canada

Continued to meet with the Accreditation Coordinator to follow up on compliance measures for the following standards:

- Infection Prevention and Control (IPC)
- Medication management

2021-2022, positive results!

For several years, the members of the community have expressed the desire to receive medical care at their health centre. Over the past year, the Odanak Health Centre and the Abenakis of Odanak Council, in collaboration with the CIUSSSMCQ, have been working on this project, which came to a successful conclusion in the winter of 2022. We are therefore very happy to have welcomed Évelyne Boisvert, a nurse practitioner specialized in front-line care, as well as Dr. Patrick Derilus to the health centre team.

In this second year of the pandemic, vaccination has had a positive impact. The number of doses administered reflects the desire of community members to resume their activities. This also demonstrates their solidarity in wanting to reduce the community transmission of the virus and thus protect the most vulnerable.

We would like to thank you personally for taking care of each other through actions such as getting vaccinated, respecting health regulations or taking the time to inquire how someone close is doing. This solidarity is a precious link for both physical and mental health.

*Daphnée Couture (RSI), Marcelle Hannis,
Marie-Noël Mayrand et Élisabeth Fleury*

Clinical nurses





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

2021-2022 ANNUAL REPORT
Presented to: Jean Volland
SECTOR: Maternal and Child Health (MCH) (#348)
Prepared by: Élisabeth Fleury

INTRODUCTION

This quarterly report outlines the activities that occurred under the MCH program for the period July 1, 2021 to March 31, 2022. The first quarter report for 2021-2022 was produced by Isabelle Dupuis since my start date was June 28, 2021. The financial report for this program will be produced by the Finance and HR departments.

PROGRAM OBJECTIVES

2. Promote the biopsychosocial development of all children and youth in the community.

Activities :

22B. Continued health activities (3X/year) at the daycare centre, OHC and FNCFS (screening, immunization, promotion and prevention workshops for educators and children).

2D. Individual and group pregnancy monitoring activities.

2E. Activities to monitor the optimal development of children (immunization, growth curve, psychomotor development).

3A. Activities to promote safe sexual behaviour (HIV/STBBI).

COMMITTEE | WORKING GROUP | ROUNDTABLE | ETC. MANAGED BY
THE ORGANIZATION | COUNCIL | CORPORATION | TRIBAL COUNCIL
The committee or multidisciplinary work team met on the following dates:

- Nurses' meeting X 6 (July 8, August 31, September 14, December 7, December 21, 2021 and January 25, 2022)
- OHC X 8 team meeting (September 8, 15, 22 and 29, October 6, 2021, January 18, February 9 and March 9, 2022)
- Meeting for the Elders' Challenge (October 12, 2021)
- Meeting of OHC employees, Abenakis of Odanak Council management and HR (October 20 and December 1, 2021)
- Meeting with Daphnée Couture / Performance evaluation (March 8, 2022)
- W8banaki Nation community consensus building committee (by Zoom) (March 15, 2022)



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



SEMINARS | CONFERENCES | TRAINING

Health workers met	Dates
Cathy Bernatchez, owner of Douceur Allaitement	2021-09-13
Nathalie Nadeau, daycare centre Director	2021-09-02
Élisabeth Morel, dental hygienist	2021-07-12
Karine St-Aubin, FNCFS youth worker	2021-08-10 2021-09-02

Training	Date
OFYS training provided by OHC archivists	2021-06-29
CPR training (update) online / Académie St-Bernard	2021-09-02
QNW training on Indigenous women and colonization (part 1)	2021-09-09
Training on child follow-up / ABCdaire by the CHU Ste-Justine (via Zoom)	2021-09-15
Breastfeeding training by Cathy Bernatchez (Douceur Allaitement)	2021-09-27 2021-10-18
Budget training with Catherine Bussi�res-C�t�	2021-10-13
Training on infant follow-up and pediatric examination by Solutions Nursing (online)	2021-11-23 2021-11-24
Training on nursing prescriptions (OIIQ)	2021-12-07
Fetal Alcohol Spectrum Disorder training (Module 1 and 2)	2021-12-08 2022-01-10
Presentation of midwifery and the La Riv��re birthing centre by Guylaine Lab��e, midwife in W��linak	2022-03-30

OTHER ACTIVITIES

- Vaccine order (August 17, 2021, October 26, 2021, March 15, 2022)
- Recovery of vaccines in Nicolet (March 28, 2022)
- Organizing immunization for children with delayed immunization schedules for the fall of 2021
- Preschool immunization day and consultation with the dental hygienist (August 4, 2021)
- Nurse at the Pow Wow on August 22, 2021 (see activity report)
- Lice screening at the Aw ssissak daycare centre (October 12 and 14, 2021) (see activity report)





- Nurse at the fall Pow Wow (November 7, 2021) (see activity report)
- Nurse at the Elders' Challenge (October 16 and 17, 2021) (see activity report)
- Covid-19 vaccination (July 13 and 14, 2021, January 17, 18, 19 and March 1, 2022)
- Influenza vaccination campaign (November 15, 2021)
- Distribution of rapid tests (December 21 and 22, 2021)
- N95 mask fit test (January 10, 2022)
- Publication on the OHC Facebook page - and treatment of infections for children (CIUSSMCQ) (December 13, 2021)
- Physician/SNP matching days (February 3, March 3, March 29 and March 31, 2022)
- Vacation (February 11 to 20, 2022)

SUMMARY

1. For this period, from July 1, 2021 to March 31, 2022, there were six births in the community, of which four newborns received pre- and post-natal follow-ups by the OHC, including immunization and developmental follow-up.
The other two were followed by the La Rivière birth centre, but we provide immunization and developmental follow-up for one of the newborns
2. Continuation of the OLO program started in May 2021 by Isabelle Dupuis for a pregnant woman and follow-up in gestational diabetes until the date of delivery (postnatal follow-up of the mother and baby provided by the OHC).
3. A pregnancy follow-up including prenatal classes beginning in September 2021 for a woman 20 weeks pregnant until delivery.
4. Continuation of infant immunization and developmental follow-up (see statistics) according to recommended schedules.

STATISTICS

Statistics are attached and are consistent with the objectives of the MCH program.

CHALLENGES

- Adapting to a new work environment since I began my position on June 28, 2021 and learning a new field of practice, maternal child health. I had to familiarize myself with pregnancy follow-ups as well as the evaluation of the newborn and the mother in postpartum. Some situations and questions also required research and a second opinion from a professional in order to ensure that I was properly advising the parents.
- Become familiar with the five-year plan and ways to implement it in the community.
- The addition of a physician and a PIPS to the CSO since January 2022 has reduced the number of hours per week we can devote to our respective programs. Assisting with the physician/nurse practitioner and coordinating patient care following appointments requires time to ensure follow-ups are properly scheduled and records are up-to-date.
- The 2021-2022 fiscal period was marked by waves of Covid-19 that affected nursing staff, leading to scheduling contingencies and reorganization of care.
- Since we do not receive pregnancy notices from the CIUSSMCQ, it is difficult to have an overview of upcoming pregnancies and births in the community.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



POSITIVES

- Acquisition of a better autonomy and confidence over the months. The training I followed allowed me to be more at ease and to solidify my MCH knowledge.
- The meetings I had with the various health workers in the community allowed me to establish contact and to better target MCH needs.
- Positive response from parents in updating their children's immunizations, which has helped to catch up on Covid-19-related scheduling delays.
- Positive collaboration has been established with the nurses of the perinatal service of the CLSC of Nicolet, which allows us to have a specialized resource available to answer certain questions. I was able to become better acquainted with the CISSS network, but also with the different resources in the community. It is now easier for me to assist clients in their care process and to make internal referrals.
- An update on MCH services and criteria for pre- and post-natal consultations (at the OHC or at home) related to immunization was provided by Sonia Laforce, an early childhood nurse at the CIUSSSMCQ.
- The presence of a physician and a specialized nurse practitioner improves the perinatal and postnatal services offered. It reassures families to know that a service is available nearby and it allows me to have an additional reference on site.
- Positive response from parents in updating their children's immunizations, which has helped to catch up on Covid-19-related scheduling delays.
- Attending the Zoom meetings of the community consultation committee allowed me to learn more about the roles of certain organizations working in MCH such as N8wkika, the FNHS program, etc. Registering to view the single calendar also allows me to have an overview of the activities organized and how our program can be integrated.

TO BE IMPROVED:

- Improve the promotion of the Maternal Child Health services in the community. Further promote the MCH and Youth-Family services offered through the OHC Facebook page.
- Establish a liaison with the CIUSSSMCQ so that we can automatically receive, with the patient's consent, the pregnancy and birth notification. In this way, even if follow-up is provided elsewhere, we can still inform the patient of the services available in parallel at the OHC according to her status.
- Now that health regulations have been made more flexible, it would be interesting to improve the offer of information sessions on various subjects, such as breastfeeding, BLD (baby-led weaning), baby carrying, first aid for babies and children, etc.





Appendix 1
MCH statistics

	2 nd trimester	3 rd trimester	4 th trimester	Total
Child's age at time of consultation				
0 to 6 years	21	16	16	53
6 to 12 years	8	7	2	17
12 to 18 years	2	4	3	9
VACCINATION				
Number of children vaccinated (2-24 months)	2	4	6	12
Number of pre-school children vaccinated	7	2	1	10
CONSULTATIONS				
Number of newborn visits	1	8	3	12
Number of home visits	1	12	4	17
Number of pregnant women newly met	1	-	-	1
Number of pregnant women met	7	7	1	15
Number of pregnant women referrals	1	-	-	1
Number of information kits distributed (pregnancy, postpartum)	5	5	1	11
Number of completed questionnaires (3 to 7+ months)	-	-	3	3
Number of postnatal visits	1	7	4	12
Number of developmental follow-ups 0-5 years	3	10	9	22
Mother's age at birth				
10-14 years				
15-19 years				
20-24 years				
25-29 years			2	
30-34 years			2	
35-39 years			1	
40-44 years				
45-49 years				
50 + years				
Unknown				

Élisabeth Fleury

Nurse



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT
Presented to: Jean Volland
SECTOR: CANCER CONTROL (354)
Prepared by: Élisabeth Fleury

INTRODUCTION

This quarterly report reflects the activities that occurred in the cancer control program (354) for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finances and HR departments.

*Since my start date was June 28, 2021, and cancer program activities did not begin until October 2021, only the third and fourth quarters are reflected in this report.

PROGRAM OBJECTIVES

1. Prevent cancer by promoting healthy lifestyle habits in order to improve the quality of life of Odanak members.

Activities :

1A: Lung cancer prevention ("Smoke-free living" information sessions).

1B: Skin cancer prevention (information sessions on different skin cancers, sunscreens, sunglasses and first aid in case of sunburn).

1C: Promotion of healthy eating habits to prevent certain cancers.

1D: Promotion of physical activity in cancer prevention.

COMMITTEE | WORKING GROUP | ROUNDTABLE | ETC. MANAGED BY THE
ORGANIZATION | COUNCIL | CORPORATION | TRIBAL COUNCIL

The committee or multidisciplinary work team met on the following dates:

- Nurses meeting X 1 (January 25, 2022)
- OHC team meeting X 3 (January 18, 2022, February 9, 2022, March 9, 2022)
- Meeting with Daphnée Couture / Performance assessment (March 8, 2022)
- W8banaki Nation community consultation committee (by Zoom) (March 15, 2022)
- Meeting by Teams with Catherine Bussi res-C t  for the budget follow-up of the cancer control program (March 30, 2022)





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

SEMINARS | CONFERENCES | TRAINING | MEETINGS

Training / Activities / Meetings	Dates
Researching community-based cancer prevention tools and activities	2021-12-07
Zoom sharing meeting on cancer projects with the FNQLHSSC	2022-01-24
Meeting by Teams with Catherine Bussi�res-C�t� for the budget follow-up of the program	2022-03-30
Lung cancer prevention	
Reading and researching information about smoking and vaping Sources: info-tabac.ca/ quebecsanstabac.ca/ www.canada.ca/fr/sante-canada/services/tabagisme-et-tabac/vapotage.html lepharmachien.com/cigarette-electronique/ promotionsante.chusj.org/fr/conseils-et-prevention/sante-des-ados/tabac/ soinsdenosenfants.cps.ca/handouts/preteens-and-teens/vaping cps.ca/fr/documents/position/la-protection-des-enfants-et-des-adolescents-contre-les-risques-du-vapotage Youth and vaping podcast: nicholaschadi.com/podcast/	2021-10-01 2021-10-05 2021-10-13
Tools received by the CQTS (Conseil qu�b�cois sur le tabac et la sant�): <ul style="list-style-type: none"> - <i>EPAV (L'envers de la vape).</i> - <i>ES-TU LA CIBLE ?</i> - <i>Vapoter, ce n'est pas ce que tu crois.</i> - <i>Sans fum�e, je suis moi.</i> <i>Source:</i> https://www.quebecsanstabac.ca/je-previens/projets/activites-cles-en-main	2022-02-22 2022-03-10 2022-03-25 2022-03-29 2022-03-31
Webinar: Youth and vaping, solutions for your community (Conseil qu�b�cois sur le tabac et la sant�)	2022-02-22
Preparation and organization of the Espace Jeunesse activity	2021-10-21 2021-10-22
Prevention and awareness evening on electronic cigarettes at the Espace Jeunesse (see activity report for details)	2021-10-22 (evening)
Skin cancer prevention	



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Reading and researching information	
<u>Sources:</u>	
cancer.ca/fr/cancer-information/reduce-your-risk/be-sun-safe/spotlight-on-sun-safety (sun protection)	2022-01-24
cancer.ca/fr/treatments/tests-and-procedures/skin-exam#ci_skin_exam_89_4029_00 (skin exam)	2022-02-23
Missuv.ca (prevention for high school youth)	2022-03-09
<u>Reading the tools received from the Canadian Cancer Society:</u>	
1. Campaign guide and activity sheets for <i>Escouade ô soleil</i> (for children from 5 to 11 years)	
2. <i>Soleil sans souci</i> program (activity guides for elementary school children)	
3. <i>Tanning myths and realities kit</i> (self-animated presentation including 2 activities to do with teens and young adults).	
4. Screening of a video testimonial from a skin cancer survivor	

SUMMARY

- For fiscal year 2021-2022, the focus has been on lung cancer prevention and skin cancer prevention through research and evidence reading as well as tools available to communities.
- A link has been established between the community and various organizations such as the Canadian Cancer Society and the CQTS in order to provide better tools for the organization of prevention activities. This also allows us to have resource persons in the community to support and advise us in our activities.
- An electronic cigarette awareness activity was held at the Espace Jeunesse in the fall of 2021.

CHALLENGES

- Since I have taken over the cancer program since joining the OHC, I have had to learn about the goals of the program and research the topic. The nursing and MCH sectors have been relatively busy, so it has been difficult to put in the number of hours needed to advance the program at the beginning of my mandate while adjusting to a new work environment.
- Health measures limited the type of activities possible at the beginning of the mandate, but the easing of restrictions during the year made it much easier to plan activities for the continuation of the program.
- The addition of a physician and a specialized nurse practitioner to the OHC since January 2022 has reduced the number of hours per week we can devote to our respective programs. Assisting with the physician/nurse practitioner and coordinating patient care following appointments requires time to ensure follow-ups are properly scheduled and records are up-to-date.
- The 2021-2022 fiscal period was marked by waves of covid-19 that affected the nursing staff, bringing contingencies to the schedule of care management and programs.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

POSITIVES

- Funding for this program has been extended to March 2023, allowing more time for community project development.
- The topic of cancer control brings a wide range of possible activities and information sessions. It also reaches all age groups at different levels. Interventions can therefore easily be adapted according to the type of clientele.
- A lot of support is offered by the FNQLHSSC, the Canadian Cancer Society and the Conseil québécois sur le tabac et la santé (CQTS), including tools and information capsules.
- Discussion groups were also held with other communities via the FNQLHSSC and brought several ideas for projects that are already being implemented elsewhere and that can be adapted to the community of Odanak. This type of meeting will be repeated in September 2022.
- Discussions were held with the nutritionist and the kinesiologist to verify their availability and interest in being integrated into the program.
- The OHC Facebook page is an effective way to communicate information to the public in relation to cancer control.

TO BE IMPROVED:

- Promote the fight against lung cancer by organizing activities to raise awareness about smoking and vaping as well as setting up a "Quit to Win" challenge.
- Consider producing and distributing an awareness document on smoking and vaping by mail to reach older individuals.
- Use the single calendar to supplement existing prevention activities to reach out to activities where there is already a high level of resident participation.
- Promote and inform residents about the lung cancer and colon cancer screening programs offered by the Quebec government.
- Plan to integrate more activities related to nutrition and physical activity to prevent different cancers, in collaboration with the department of kinesiology and nutrition.

Élisabeth Fleury

Nurse



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Volland

SECTOR: Nursing care/ Diabetes Program

Prepared by: Marie-Noël Mayrand Nurse B.Sc.

COMMUNITY SUPPORT

- Teaching the Abenaki Police Force (CPA) about blood sugar testing, signs and symptoms of hypoglycemia and actions to take in such situations. Documentation was provided and three police officers were trained. Other training sessions are to be planned depending on the availability of the officers. We are waiting for information on this subject from Éric Cloutier, chief of the CPA. We have planned a repeat of the training in one year.
- Wild meat delivery for clients at home.
- Contacting clients at home to prepare for the introduction of the dental hygienist and the improvement of services.
- Flu vaccination campaign.
- Distribution of Covid-19 screening tests.

PUBLICATIONS AND DEVELOPMENT OF TOOLS

- Development of a customizable management plan for sick days.
- Posting on the OHC Facebook page and on their bulletin board for World Diabetes Day (November 14, 2021).

OTHER ACTIVITIES

- Health promotion activity: Distribution of a healthy snack on Halloween at the daycare centre (October 29, 2021).

ADI PROGRAM STATISTICS (April 1, 2021 to March 31, 2022)

Consultations	
Number of new cases screened	4
Number of at-risk individuals screened	38
Follow-up cases (diabetes)	88
Number of participants in activities	30

DIFFICULTIES AND CHALLENGES

- Challenge: Resuming the Jordan's Principle program over the next few months: familiarization with the program.
- Telework on 2 occasions due to isolation resulting from Covid-19.
- Fiscal year end increasing the number of follow-ups with the Jordan Principle program, thus decreasing the hours available for the ADI program.
- Increase in nursing hours in conjunction with the arrival of the specialized nurse practitioner and the physician.
- Summer vacation period: health workers present in alternation, less available clientele, thus reduction in ADI program activities.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

TO BE IMPROVED

- Planning a schedule of activities for the ADI program.
- Have an additional nursing resource to ensure closer follow-up of patients and allow for increased promotion and prevention activities.
- Pay particular attention to statistical compilation in relation to HbA1C and those at risk screened.
- Increase diabetes case management. Increase vigilance regarding diabetic medication.
- Increase diabetes-related posts on the OHC Facebook page.
- Increase promotion and prevention activities.

POSITIVES

- Increased client contact with Dr. Dérilus and the specialized nurse practitioner, Evelyne Boisvert.
- Facilitated follow-ups related to the collaboration between the specialized nurse practitioner and the OHC physician.
- Improved diabetes competencies through several training sessions.
- Improved management of diabetic clients through systematic contact with the nurse/nutritionist.

Marie-Noël Mayrand
Nurse



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Vollant

SECTOR: Jordan's Principle

Prepared by: Marie-Noël Mayrand

INTRODUCTION

This annual report outlines the activities that occurred under the Jordan's Principle Program for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finance and HR departments.

OVERALL OBJECTIVE

Implement service coordination to provide resources for First Nations children's families to help them access federal, provincial and territorial health and social services programs to meet the needs of these children.

Activities

- 1- Establish relationships with community resources and collaborate with existing programs and community services.
- 2- Improve awareness of existing programs and support available to First Nations living on and off reserve.
- 3- Proactively work with communities to identify children with unmet needs to facilitate early intervention and quick access to support and services.
- 4- Facilitate access to professionals for assessment purposes, or offer professional assessment services where and when needed.

STATISTICS

Statistics are included in the appendix and are consistent with the Jordan's Principle program objectives
Appendix I – Service/support statistics

Summary:

For the first quarter period (April, May, and June 2021), we made 28 new requests for funding, 5 requests for continuation of services already in progress, and one group request for continuation of services. One request was denied and a total of 32 children were followed.

For the second quarter period (July, August, and September 2021), we made 16 new requests for funding, 2 requests for continuation of services already in progress, and one group request for continuation of services. A total of 27 children were followed.

For the third quarter period (October, November, and December 2021), we made 20 new requests for funding, no requests for continuation of services already in progress, and no group requests for continuation of services. A total of 31 children were followed.

For the fourth quarter period (January, February, and March 2022), we made 24 new requests for funding, 4 requests for continuation of services already in progress, and no group requests for continuation of services. A total of 32 children as well as the Skamon group were followed.

For 2021-2022, 88 new requests for funding were made and 12 requests for continuation of services already in place. One request was denied as there was no actual inequity, then 2 group requests were made. In total, 32 children were followed.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Service/support statistics (Appendix I)

Service/support	Number of new requests	Number of children followed
Speech therapy	8	7
Osteopathy	1	1
Chiropractic	3	3
Remedial education	2	3
Osteopathy	0	1
Psychoeducation	5	3
Podiatrist	5	2
ASD	10	11
Psychological follow-up	5	3
Remedial education assessment	0	
ASD assessment	0	
Neuropsychological assessment	9	4
Learning support material	6	2
Didactic material	3	1
Laptop computer material – Lexibar software	1	
Glasses	2	
Orthodontic treatment	2	
Fluoride treatment	0	0
Individual homework assistance	6	9
Group homework assistance	1	5
Myofunctional therapy	0	1
School registration fees, special education program	3	2
Respite	Ø	Ø
Cranial orthosis	Ø	Ø
Furniture	2	1
Extracurricular activities		
Group request - Kiuna	1	
Group request - Multisensory room		
Accompaniment intervention		
MT	1	1
Occupational therapy	1	
Physiotherapy	1	1
Medication	1	1
Day camp registration	1	
Travel expenses + meals	3	2
Medical equipment purchase / rental	1	



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT
Presented to: Jean Volland
Infection Prevention and Control (IPC)
Prepared by: Marcelle Hannis

INTRODUCTION

This annual report outlines the activities that occurred for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finance and HR departments.

COMMITTEE | WORKING GROUP | ROUNDTABLE | ETC. MANAGED BY
THE ORGANIZATION | COUNCIL | CORPORATION | TRIBAL COUNCIL

Committees / Meetings	Nb of meetings from January 1 to March 31, 2022
OHC and AOC team meetings (Zoom)	2
Monthly OHC team meetings (Zoom)	5
Quality and risk management committee (QRMC)	7
Nurses' meetings	14
Web-based community consultation with the OHC, FNCFS, the Musée des Abénakis, the Odanak Environment and Land Office, the Ndakina Office and the First Nations Head Start program (by Zoom)	3
Meetings with the Accreditation Canada Coordinator	6

ACCREDITATION / IPC:

Being responsible for the Infection Prevention and Control (IPC) program, a plan was established in order to group the actions to be planned during the year including 3 general objectives.

** September 1, 2021: Creation of a budget (391) to focus on IPC; time dedicated in the schedule 1 day/week (merged on 01/04/2021 with budget 335 - ISC FNIHB - Nursing care (PCSC)).

Overall objective 1 – Maintain IPC best practices with employees ➤ 27 mai 2021 (avant-midi) :

- May 27, 2021 (morning): Interview with Accreditation Canada surveyor.
- August 3 and 4, 2021: Update of acts delegated to personal support workers (PSW) with Bill 90.
- November 30, 2021: Meeting with Sonia Gavin of Health Canada to discuss IPC training opportunities for staff and/or residents (game-related training, housekeeping and more).
- January 10, 11, 12, 13, 17, 20, and 26 and February 16, 2022: Reading and update from N95 mask fit test. Adjustments for employees and reminder on hand hygiene and wearing of PPE. Activity report available.





Sector	Nurses	PSW	Health workers	Police
Nb of participants	4	3	7	2

- March 28, 2022: Training with Sonia Gavin from Health Canada in relation to IPC offered to employees assigned to housekeeping. *Activity report available*

Sector	MT	Meals on wheels	OHC
NB de participants	1	1	2

Overall objective 2 – Raise awareness among the Odanak population on the importance of best practices

- July 13-15, 2021: Vaccination campaign for the second dose Moderna at Kiuna and July 12 for preparing the hall
- September 15, 2021: Dental hygienist visit at home for oral health screening, presentation and answering patients' questions
- October 12, 2021: Support to Elisabeth Fleury, MCH Nurse, for lice screening at the Aw8ssissak daycare centre
- November 9-10, 2021: In-home flu vaccinations for our beneficiaries (20 clients vaccinated at home in total)
- November 15 and 16, 2021: Flu shot campaign at the community hall for community members and OHC and AOC employees
- December 21, 2021: Receipt and participation in the distribution of FNIHB rapid tests at the community hall
- January 17, 18 and 19 and February 1, 2022: Vaccination campaign for the third dose Moderna at the community hall

Overall objective 3 – Maintain up-to-date knowledge of IPC

- April 6-8-15, 2021: Infection Prevention and Control (IPC) handbook update with Liaison Officer Andréanne Gouin
- April 15-19, 2021: Preparation of the 2 shipments for the calibration of our equipment with Prévimed. Report available
- March 22, 2022: Telework trial in IPC for updates/plan



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



TRAINING

- June 1, 2021: CPR
- September 9, 2021: QNW Training - Workshop 1: Indigenous women and colonization, by Quebec Native Women (QNW), Zoom
- October 25, 2021: Disaster Assistance Service (SAPS) online training in preparation for in-person training
- November 2-3, 2021: In-person SAPS training at the community hall
- November 24, 2021: Palli-Science Hospice online training (1 hour), *End of life of degenerative neurological diseases: Dementia, cerebrovascular disease, Parkinson's, Multiple Sclerosis, ALS*

Objectives:

1. Common trajectory of degenerative neurological diseases
2. Most frequent complications of these diseases
3. End-of-life symptoms of degenerative neurological diseases
4. Conclusion: early identification of neurological end of life

- March 28, 2022: Palli-Science Hospice online training (1 hour), End of life of degenerative neurological diseases: Dementia, cerebrovascular disease, Parkinson's, Multiple Sclerosis, ALS (*Fin de vie de maladies neurologiques dégénératives : Démence, maladie vasculaire cérébrale, Parkinson, Sclérose en plaques, SLA. PARTIE 2*).

Objectives:

1. Understand the main symptoms of Parkinson's disease, Parkinsonism and advanced dementia
2. Provide the best possible relief and treatment of wounds, lung infections, skin infections, pain and spasticity
3. Recognize the signs of impending neurological end of life

- 2021: Babbel, English language training platform (online)

ACTIVITIES

- June 28, 2021: Nurse orientation, Elisabeth Fleury, newly hired for maternity leave
- October 26, 2021: Meeting with Daphnée Couture to update the strategic plan
- December 7, 2021: Meeting with head nurse to monitor budgets and projects
- December 13, 2021: Analysis of the request forms for the food drive with 2 other health workers (Mathieu Laforce and Danielle Lamirande)
- December 23 and 24, 2021: My holiday on-call days
- February 10, 2022: Game distribution with the nutrition technician at the community hall 4:00-5:30 pm
- March 8, 2022: Annual evaluation of my performance with Daphnée Couture.
- Arrival of the specialized nurse practitioner on January 27, 2022 and Dr. Derilus on March 10, 2022:





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Professionals	Days paired with specialized nurture practitioner/physician
SPECIALIZED NURSE PRACTITIONER	3
PHYSICIAN	2

POSITIVES / CHALLENGES / TO BE IMPROVED:

POSITIVES	CHALLENGES	TO BE IMPROVED
Good preparation/update of the IPC handbook;	Ensure that employees maintain their focus on good IPC practices	Maintain fixed time slots for the IPC program.
Update and N95 training for 90% of the OHC and CPA staff	Maintain regular meetings regarding updates to the IPC handbook with the liaison officer.	Communicate data and information about IPC with the public.

Marcelle Hannis

Nurse



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT
Presented to: Jean Volland
CHILDREN'S ORAL HEALTH INITIATIVE (COHI)
Elisabeth Morel G, Dental hygienist

COMMUNITY REPORT

Number of clients who participated in COHI activities:

78 people

(45 day care children, 21 elementary school children, 2 secondary school adolescents, 2 pregnant women, 8 elders)

1. Number of prenatal program clients who participated in an individual oral health session:
2 people
2. Number of people who attended presentations on oral health during pregnancy: 0
3. Number of group oral health presentations offered: 8 presentations

ODANAK HEALTH CENTRE REPORT

1. Number of participants in COHI activities: 78 people
(45 day care children, 21 elementary school children, 2 secondary school adolescents, 2 pregnant women, 8 elders)

2. Different COHI program activities:
ESPACE JEUNESSE – ADOLESCENTS

Presentation:

- o Dental health and sugary drinks

Prevention :

- o Oral health screenings
- o Referrals to dentist as needed
- o Topical application of fluoride
- o Distribution of manual toothbrushes, toothpaste and dental floss
- o Distribution of electric toothbrushes and reusable water bottles
- o Letters and information provided to parents

Day care centre

Presentations :

- o Story *Dentine au pays des dents* (2 presentations)
- o Story *Dentine prépare la fête d'Halloween* (2 presentations)

Prevention :

- o Oral health screenings
- o Referrals to dentist as needed
- o Topical application of fluoride
- o Distribution of toothbrushes, toothpaste and dental floss to each child
- o Distribution of the book *Dentine prépare la fête d'Halloween* to each child
- o Distribution of brushing calendars
- o Letters and information provided to parents





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

HOME VISITS - ELDERS

Prevention :

- o Presentation of the COHI program
- o Presentation of various targeted products according to the client's needs
- o Distribution of toothbrushes, dental floss, toothpaste, denture care and dry mouth products
- o Referral to dentist or denturologist as needed
- o Arrangements for appointments made for the client
- o Application of silver diammine fluoride

SCHOOL BREAK, PEDAGOGICAL DAYS AND POST-VACCINATION

Presentations :

- o Fishing game: Determining the right foods for oral health
- o Story *Dentine aux pays des dents*
- o Story *Dentine et la fée des dents*

Prevention :

- o Oral screening (referral to dentist if treatment is clearly needed)
- o Topical application of fluoride (2x)
- o Application of pit and fissure sealant as needed
- o Application of silver diammine fluoride as needed
- o Brushing calendars, electric toothbrushes, floss holders and hourglasses provided
- o Water bottles distributed to promote water as the beverage of choice for oral health
- o Distribution of the book *Dentine prépare la fête d'Halloween* to each child
- o Distribution of the book *Dentine à la clinique dentaire* to each child
- o Explanation of good eating habits and oral hygiene care

PREGNANT WOMEN

Prevention :

- o Oral screening (referral to dentist if treatment is clearly needed)
- o Topical application of fluoride
- o Water bottles distributed to promote water as the beverage of choice for oral health
- o Distribution of baby and adult toothbrushes, teething rings, toothpaste and dental floss
- o Distribution of electric toothbrushes
- o Explanation of good eating and oral health habits for pregnant women and infants

CONTRIBUTION AGREEMENT REPORT

See with Franck Giverne (COHI program coordinator)

Élisabeth Morel G.
Dental hygienist



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT
Presented to: Jean Volland
SECTOR: Social Work
Prepared by: Danielle Lamirande

This annual report outlines the activities that occurred under the Social work program for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finance and HR departments.

OVERALL OBJECTIVE

The social worker's objective is the well-being of the community. The role of social workers is to support and restore the social functioning of the person, the individual, in order to promote their optimal development in interaction with their environment. Therefore, the social worker proceeds with a warm and open welcome, evaluates the situation and determines an intervention plan and assumes its implementation. The social worker also has a role of accompaniment in the client's wellness process.

Social workers not only have a three-year university degree as well as training from the Ordre des Travailleurs sociaux et des Thérapeutes conjugaux et familiaux du Québec, but also have a great capacity for analysis, understanding and open-mindedness. We distinguish ourselves by our specific approach, which consists in analyzing the problematic situation and evaluating the social functioning of the person and the involvement or not of their environment in the search for and attainment of their well-being. Thus, the proposed interventions take into account the different aspects of the person's life and the means at their disposal to face their issues.

Provide mental health services

1. Allow the individual from the Odanak community with a mental health issue diagnosis to be followed up according to their needs.

Individual follow-ups (April 2021 to June 2021):

- “Elderly” file: 12 files (60 years and older) (89 home visits) (Loss of autonomy, bereaved and/or isolated)
- “Mental health” file: 2 files (40 years and older) (20 meetings) (BPD, Schizophrenia)
- “Psychosocial follow-up” file: 19 files (15 years and older) (127 meetings) (Various social problems, harassment, bullying, depression, domestic violence, identity seeking, emotional dependency)

Individual follow-ups (July 2021 to September 2021):

- “Elderly” file: 12 files (60 years and older) (194 home visits) (Loss of autonomy, bereaved and/or isolated)
- “Mental health” file: 2 files (40 years and older) (28 meetings) (BPD, Schizophrenia)
- “Psychosocial follow-up” file: 26 files (15 years and older) (180 meetings) (Emotional dependency, identity seeking, loss of self-esteem, self-confidence and assertiveness, depression, conflictual relationships, harassment, bullying, burnout)

Individual follow-ups (October 2021 to December 2021):

- “Elderly” file: 12 files (60 years and older) (137 home visits) (Loss of autonomy, bereaved and/or isolated)
- “Mental health” file: 2 files (40 years and older) (4 meetings) (BPD, Schizophrenia)
- “Psychosocial follow-up” file: 19 files (15 years and older) (136 meetings) (Emotional dependency, identity seeking, loss of self-esteem, self-confidence and assertiveness, depression, harassment, bullying, burnout)





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Individual follow-ups (January 2022 to March 2022):

- “Elderly” file: 11 files (70 years and older) (171 meetings) (Loss of autonomy, bereaved and/or isolated)
- “Mental health” file: 2 files (30 years and older) (8 meetings) (BPD, Schizophrenia, various traumas, disorganization, anxiety disorders)
- “Psychosocial follow-up” file: 16 files (15 years and older) (205 meetings) (Emotional dependency, depression, burnout, violence and anger management, substance abuse)

4. In order to prevent suicide, raise public awareness of the warning signs and resources available in distress situations.

Organize meetings once every three months with caregivers from different sectors and people from the community for family caregivers in order to prepare intervention and training tools.

- OHC-HR meetings (11 meetings) (March 31, 2021 - April 7, 14, 19, 2021 - May 5, 12, 2021 - June 2, 16, 2021 - September 8, 15, 29, 2021)
- OHC and Director meetings (7 meetings) (April 20, 2021 - June 7, 2021 - September 22, 2021 - December 1, 2021 - January 18, 2022 - February 8, 2022 - March 9, 2022)
- Meetings of the psychosocial team with the Director (15 meetings) (April 6 and 13, 2021 - May 11, 2021 - June 3 and 29, 2021 - August 31, 2021 - October 6 and 20, 2021 - November 10 and 24, 2021 - December 13, 2021 - January 19, 2022 - February 4, 2022 - March 9 and 16)
- Psychosocial team meetings among health workers (11 meetings) (October 20 and 27, 2021 - November 3, 17, 24, 2021 - December 7, 2021)
- Meetings with the CIUSSSMCQ and the OHC (3 meetings) (April 19, 2021 - May 17, 2021 - January 27, 2022)
- Resourcing committee meeting (1 meeting) (May 2021)
- Strategic plan meeting (1 meeting) (November 16, 2021)
- Meeting with the psychosocial team and archivists (2 meetings) (8 December 2021 - 9 March 2022)
- Suicide policy meeting (1 meeting)
- Mental health protocol meetings (6 meetings) (April 23 and 28, 2021 - May 5 and 19, 2021 - June 2 and 9, 2021 - February 16, 2022 - March 9 and 23, 2022)
- Single record management meetings (3 meetings) (November 10, 2021 - December 15, 2021 - February 24, 2022)
- Women's Centre advisory committee meetings with the OHC social worker (2 meetings) (January 26, 2022 - February 23, 2022)
- Food drive committee meeting (1 meeting) (December 13, 2021)
- Special meetings (March 1 and 3, 2022)
- Meeting with the OHC Director (1 meeting) (August 25, 2021)
- Meeting with Director for evaluation (1 meeting) (February 23, 2022)
- Meeting with Catherine Bussi res of the AOC regarding the psychosocial budget (1 meeting) (October 20, 2021)
- Meetings and interviews with Accreditation Canada visitors (May 26, 2021 - May 28, 2021 - June 4, 2021)
- Meetings with the OHC director, UDS internship director, and intern (April 2021)
- Meeting with the OHC Director and the intern (September 28, 2021)
- Zoom meeting with the UDS internship director and the intern's professor (October 14, 2021)



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Training:

- Mental health conferences (May 3, 4 and 5, 2021)
- Zoom - Information messages for the UDS supervisor internship (September 15, 2021)
- Zoom - Initial training for UDS internship supervision
- Psychosocial department budget training
- Webinar on rights and recourses in cases of exploitation and abuse of the more vulnerable (January 31, 2022)
- OFYS representation (March 15, 2022)
- Adult ADHD mental health webinar (March 23, 2022)

7. Caregivers shall have the necessary tools to provide quality mental health care.

- Case discussion with the OHC Director (May 12, 2021)
- Case discussions with the home care coordinator, social worker, substance abuse counsellor, nurses, kinesiologist and nutritionist (2021)

STATISTICS

Clientele as of March 31, 2022

	Files	Age	Gender
Bereaved, isolated and in loss of autonomy	11	70+	7 W-2 M
Mental health	2	30+	2 M
Psychosocial follow-ups	20	15+	16 W-4 M

Files currently handled:

Elderly:70+:	4		2 M - 2 W
80+:	2		1 M - 1 W
90+:	5		1 M- 4 W
(Loss of autonomy, bereaved and/or isolated)			

Mental health:

Elderly 30+:	2		2 M
(Anxiety disorders, Schizophrenia)			

Psychosocial issues:

15+:	20		
15+:	2		1 M – 1 W
20+:	1		1 W
30+:	1		1 M
40+:	3		3 W
50+:	3		3 W
60+:	6		6 W
70+:	4		2 W-2 M

(Various psychosocial issues)





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Team meetings, April 1, 2021 to March 31, 2022

Number

OHC team meetings:	7
OHC-HR team meetings:	11
Psychosocial team meetings:	11
Mental health protocol meetings:	6
Case discussions:	201
Mental health policy team meetings with the archivists:	2
Suicide policy team meetings:	3
CIUSSSMCQ - OHC meetings:	3
Strategic plan meetings:	1
Single record management meetings:	3
Women's Centre advisory committee meetings:	2
Therapeutic resourcing committee meeting:	1
AOC-Psychosocial team meeting, psychosocial budget:	1
Food drive committee meeting:	1

Danielle Lamirande
Social Worker



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Volland

SECTOR: Social Work

Prepared by: Linda Blanchard

INTRODUCTION

This quarterly report outlines the activities that occurred under the Social work program for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finance and HR departments.

OVERALL OBJECTIVE

SOCIAL WORKER, community wellness. The role of social workers (SWs) is to support and re-establish the social functioning of the individual in order to promote their optimal development in interaction with their environment. To do this, SWs conduct an assessment, determine an intervention plan and ensure its implementation.

Social workers have a three-year university degree and are supervised by the Ordre des Travailleurs sociaux et des Thérapeutes conjugaux et familiaux du Québec. We distinguish ourselves by our specific approach, which consists in evaluating the social functioning of the individual. Thus, the proposed interventions take into account the different aspects of the person's life and the means at their disposal to face their issues.

Provide mental health services

1. Allow the individual from the Odanak community with a mental health diagnosis to be followed up according to their needs.

Individual follow-up

- Mental health follow-up 18-64 years (92 visits) Heavy and persistent mental health issues. Anxiety disorders, borderline personality disorders, major depression, trauma. Need long-term follow-ups for their daily life planning.
- Mental health follow-up 65 years and older (55 visits) Heavy and persistent mental health issues. Generalized anxiety disorders.
- Psychosocial follow-up 18-64 years (24 visits) Psychosocial issues. Need support to overcome a difficult period in their lives.
- Follow-up in domestic violence, couple, family and child therapy (8 meetings)
- Follow-up with the DPJ (youth protection office) for a report made by the client for parental alienation.
- Parent meeting for mental health follow-up with several of these children.
- Intervention with father and daughter for abuse by another daughter's partner.
- Accompany a mental health client 65 years of age and older for major health problems at the Trois-Rivières hospital (July 9 and 12, 2021)
- Accompany a client 65 years and older for a cataract surgery in Sherbrooke (September 20 and 21, 2021)
- Accompany a mental health client 65 years and older for major health issues at the Sherbrooke hospital (December 8, 2021)





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

- Accompany a client 65 years and older for doctor appointment in Pierreville (November 24, 2021)
- Meeting with the brother of a special needs client (November 24, 2021)
- Accompany a mental health client 65 years and older for major health issues at the Sherbrooke hospital (April 1 and 25, 2022)
- Accompany a client 65 years and older to the Au Soleil Levant residence in Wôlinak (March 16 and 22, 2022)
- Process for the relocation of a mental health patient 65 years and older to a residence in collaboration with the CIUSSS

4. In order to prevent suicide, raise public awareness of the warning signs and resources available in distress situations

- Organize meetings once every three months with health workers from different sectors and people from the community for family caregivers in order to prepare intervention and training tools.
- Meetings with the OHC Director (7 meetings) (April 20 - June 7 - September 22 - December 1, 2021 - January 18 - February 8 - March 9, 2022)
- Meetings with Human Resources (11 meetings) (March 31 - April 7, 14, 19 - May 5, 12 - June 2 and 16, 2021 - September 8, 15, and 29, 2021)
- Meetings with the psychosocial team and the OHC Director (15 meetings) (April 6 and 13 - May 11 and 3 - June 29 - August 31 - October 6, 20 - November 10, 24 - December 13, 2021 - January 19 - February 4 - March 9 and 16 2022)
- Psychosocial team meetings (11 meetings) (October 20 and 27 - November 3, 17 and 24 - December 7, 2021 - February 2 and 16 - March 16, 23 and 30, 2022)
- Mental health policy meetings with the archivists (December 8, 2021 - March 9, 2022))
- CIUSSSMCQ meetings (April 19 - May 17, 2021 - January 27, 2022)
- Mental health protocol meetings (6 meetings) (April 23 and 28 - May 5 and 19 - June 2 and 9, 2021)
- Suicide prevention policy
- Meetings with the Director for a specific case (November 19 and 24, 2021 - March 11, 2022)
- Strategic plan meeting (November 16, 2021)
- Special meetings (March 1 and 3, 2022)
- Drafting of the document to prepare the meetings as part of the mental health protocol
- Drafting of the suicide prevention policy
- Drafting of the annual report
- Purchase order for “Mon canot, mon équilibre”
- FNQLHSSC training - Fondation émergence
- Training with Catherine Bussière on the psychosocial budget
- Drafting of the quarterly report



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



- Mental health research for training purposes
- Meeting with Catherine Bussière regarding the psychosocial budget (October 20, 2021)
- Mental health research for training purposes
- Mental health policy
- OFYS training (March 15, 2022)
- N95 mask fit test training (January 24, 2022)
- Mental health policy and protocol

7. Health workers will have the tools required to provide quality mental health care

- Hold multidisciplinary team discussions
- Case discussions with André, Danielle, Nadia
- Collaboration with Andréanne and Paule on a client's file following the abuse of power by the spouse
- Collaboration with Anik during her convalescence (replacement for her files)
- Application for a disabled permit - client with loss of physical autonomy
- FNCFS referral for a teenage girl who would like to live with her grandmother following violence in her family. She also needs regular follow-ups.
- Collaboration with Jonathan for mediation in the workplace in response to a client's request
- Collaboration with Anik during her vacations (replacement for her files)
- Case discussions with the nurse - special case
- Collaboration with Anik for a specific file (October 14 and November 18, 2021)
- Case discussions with the nurse - special case
- Collaboration with the archivists for uninsured services for a client (December 21, 2021)
- Collaboration with the archivists for uninsured services for a client

STATISTICS

Appendix 1

Clientele March 31, 2022	Files	Clientele	Hours	Gender
Psychosocial follow-up	18	18-64	10	W+M
Mental health	18	18-64	45	W+M
Mental health	6	65 +	15	W

Files currently handled:

Person 18-64 years of age psychosocial follow-up	18
Person 65 years and older mental health (anxiety disorder)	6
Person 18-64 years of age mental health (borderline personality disorder and anxiety disorder, depression)	18

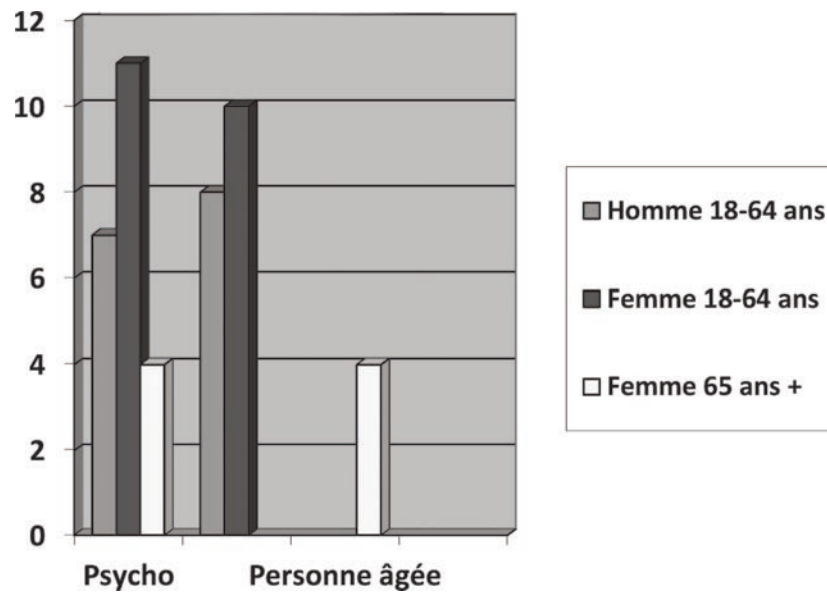




ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

	Number	Hours
Team meeting		
OHC team meeting	7	3
OHC and HR team meeting	11	4
Psychosocial team meeting	11	7
Mental health (protocol)	6	12
Case discussion with the Director	3	6
CIUSSS meeting	3	4
Suicide policy	3	2
Mental health policy and archivist	2	4
Strategic plan	1	2
Special meeting with the Director	2	4



Linda Blanchard
Social Worker



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT

Presented to: Jean Vollant

SECTOR: Psychologist

By Anik Sioui, M.Ps.

For the past two and a half years or so, we have all been learning to live with the Covid-19 pandemic and have faced many challenges and have had to make many adjustments. Many of us have had mental and physical health issues. As individuals, families and communities, we have shown solidarity, creativity and resilience in the face of adversity.

In April 2021, the Odanak Health Centre succeeded in having the special agreement between Health Canada, the community and me renewed for the fifth consecutive year at the rate of three days of psychotherapy per week since the increase in distress and the demand for help has continued.

We are proud to offer a culturally based psychotherapy service to the population of Odanak, including individual and family psychotherapy for adolescents aged 14 and over, adults and elders, as well as referrals to other resources when necessary. Unfortunately, the colonial criteria of Indigenous Services Canada require us to offer psychotherapy exclusively to Odanak members with Indian status.

Psychotherapy is a treatment that aims to relieve suffering or difficulties of a psychological nature. It can be addressed to anyone who wishes to make significant changes in their life in order to feel better. This can be done by bringing about changes in behaviour, emotions or habits, by helping the person find answers to their questions, to make difficult choices, to understand and/or better live a difficult situation.

The most common issues I have seen in the past year are: anxiety disorders, depression, self-esteem issues, bereavement, simple or complex trauma, love or relationship issues, family issues, work issues and eating disorders. People from 15 to over 90 years old have consulted me. A total of 599 psychotherapy sessions were offered.

Here are my monthly follow-up statistics:

April	0	October	73
May	3	November	74
June	66	December	54
July	60	January	52
August	46	February	64
September	66	March	48

The new agreement between Indigenous Services Canada and the community for psychotherapy services now emphasizes the hybrid work mode. Since August 2022, I have been visiting Odanak once or twice a month. The other weeks, meetings continue to take place in the form of tele-psychology or by telephone, in certain cases. For those who wish to have access to a quiet and confidential place or for those who do not have a computer at home, the Odanak Health Centre continues to make a tablet available in my office for remote meetings.

I would like to thank each and every person who has used my services over the past year: you have all shown adaptability, patience and flexibility. It is an honour for me to accompany you on a portion of your life's journey. Each of you has taught me something important and unique and I thank you for your trust in me. I also thank all my colleagues: we are a beautiful, respectful, available, versatile, responsive and big-hearted team. It is always a pleasure to work with you!

The sanitary measures have now been mitigated for a few months and it seems that we have gone through the biggest waves of the pandemic. Suffering is often invisible and silent, so let's continue to be attentive to our loved ones and those we know less or not at all: offering a smile, an attentive ear, a hand on the shoulder can often make all the difference. Also, do not hesitate to recommend our services to your loved ones.

Wliwni, Tiawenhk, Mik8etc!

Anik Sioui, Psychologist





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

2021-2022 ANNUAL REPORT

Presented to: Jean Volland
SECTOR: NNADAP PROGRAM
André Gill, Addictions Counsellor

Introduction

Odanak Health Centre (NNADAP program)

In most non-treaty communities, the federal government funds the National Native Alcohol and Drug Abuse Program (NNADAP), which is designed to support communities in their fight against alcohol, drug and solvent abuse.

NNADAP agents working in Quebec communities contribute in particular to the implementation of prevention activities, such as awareness campaigns, as well as intervention activities, such as discussion groups, individual meetings and school programs where there is a school in their community.

For example:

<ul style="list-style-type: none">• Support people through their rehabilitation from addiction (referral, appropriate individualized action plan, follow-up, etc.)	<ul style="list-style-type: none">• Leading activities on addictions• Promote the program, etc.
--	--

Under this program, Health Canada funds six drug and alcohol abuse treatment centres open to male and female clients.

However, as is the case for the Quebec population as a whole, First Nations and Inuit members benefit from all health and social services offered in the Quebec network.

Strategic plan

Axis 4: Provide mental health services

1. Enable individuals from the Odanak community with a diagnosis of a mental health issue to be treated according to their needs.
2. Promote and support individuals/groups through any means, resources, attitudes or behaviours that can provide healthy alternatives to self-destructive behaviour for those affected by addictions.
3. Support individuals/groups, through any means/resource, attitude or behaviour that may offer people affected by addictions healthy alternatives to their self-destructive behaviour.
4. In order to prevent suicide, make the population aware of the warning signs and resources available in distress situations.
5. Establish and implement a mental health case assignment procedure.
6. Motivate clients to undertake a 28-day challenge to develop healthy lifestyle habits.
7. Health workers will have the tools to provide quality mental health care.
8. Establish a procedure for receiving, assessing and guiding Abenaki mental health clients.

2021-2022 Annual report

In September 2017, following a pilot project, the NNADAP program has focused on training in alternative approaches to intervention such as therapeutic hypnosis and neurolinguistic programming, commonly referred to as NLP. During the 2019-2020 fiscal year, I continued my training to obtain the NLP Master Practitioner degree. In December 2020, despite Covid-19, I was able to complete my training and receive my hypnotherapist degree.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



What is therapeutic hypnosis?

Therapeutic hypnosis is a discipline that allows access to the unconscious resource pool of each individual. Thus, thanks to the many tools available to the practitioner, they become a companion in the process of change and learning sought by the person consulting them. You will discover more in this fact sheet about Ericksonian hypnosis, when it was created, when it is recommended, what are the benefits, how a typical session is conducted and who practices it.

Ericksonian hypnosis is one of the most influential and widespread branches of therapeutic hypnosis.

More specifically, it is highly respectful of the individual, as the language used by the practitioner is permissive. The practitioner is a good listener and adapts his or her style of speech and approach to the person he or she is receiving. They use metaphors, anecdotes and indirect suggestions to overcome resistance to change and let the person access his or her own resources to implement the desired changes.

Reference: https://www.passeportsante.net/fr/Therapies/Guide/Fiche.aspx?doc=hypnose-ericksonienne_th

Hypnotic state

Hypnosis is an altered and natural state of consciousness. For example, almost everyone knows the expression “having your head in the clouds”. It is a good example of what it means to be in an altered state of consciousness. Some of you have had the experience of traveling and thinking, “Are we there already? I feel like time just flew by”. Or just not seeing time pass by when you're reading a book. These are all examples of altered states of consciousness, fairly close to self-hypnosis.

To be in a state of hypnosis, or to do hypnosis with a practitioner, is to intentionally reproduce this desired state of consciousness with an objective that varies according to the framework in question, i.e. relaxation, care, personal evolution, etc.

What is NLP?

Neurolinguistic programming, or NLP, is a method that allows us to change the way we act and behave. It is an original approach to human functioning. NLP could be defined as the art of personal and interpersonal excellence. It is essentially based on the observation of human behaviour. Its originality consists in being oriented on the “HOW” rather than on the “WHY”. NLP is a generative model of communication, learning and change.

This method is based on the connection between the neurological processes of our brain (neuro), our language (linguistics) and our behaviours such as our fears and beliefs (programming).

Programming

Throughout our existence, we program ourselves by putting in place repertoires of data composed of our way of thinking, feeling and behaving. We use these repertoires in different situations in our lives. As such, an analogy can be made with computer hardware: we all have a brain and a nervous system (Hardware); what changes are the programs (Software) we have to use this hardware. This is how each individual functions mentally.

Neuro

The ability to program ourselves is based on our neurological activity. It is because we have a brain and a nervous system that we are able to think, perceive our environment, select our behaviours and feel things. The procedures of NLP work directly affect our neurological organization.

Linguistics

Language structures and reflects the way we think. Indeed, a person's speech is rich in information about how they construct their life experiences. Grinder and Bandler, the founders of NLP, studied the relationship between language and thought and translated this knowledge into the practical field of communication. They then extended these notions to the study of non-verbal language, which is none other than NLP.

Reference: <https://icipnl.com/cest-quoi-la-pnl/>





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Abenaki representative on the Wapan Centre Board of Directors

Since June 2016, I have assumed the position of Chair of the Wapan Centre Board of Directors. Our major purpose is to improve the well-being of our communities with respect to addictions. The Wapan Centre receives funds for 12 beds, but the ultimate goal over the next few years is to reach its maximum potential of 24 beds.

Since 2015, Wapan's main therapeutic approach is based on the 12 steps of Alcoholics Anonymous (Minnesota model) with the Native cultural approach. Since this change, the rate of satisfaction with the therapies has been on the rise. The clientele greatly appreciates the fact that they can explore some of their Native roots and put into practice what they have learned.

Maintaining the continuity of cultural activities for those who wish to continue their journey could be a way to keep our roots alive. Moreover, it could be an opportunity to broaden the scope of possible collaborations with other health workers presenting the potential to contribute new sources of energy.

Wapan clinical-cultural project

In January 2022, the substance abuse withdrawal project officially began at Wapan. Indigenous culture remains a priority with this approach. On site, a nurse clinician provides ongoing services and the consulting physician, Dr. Samuel Blain, a specialist in the field of addiction recovery, oversees the project.

Risk management committee representative for Wapan

I sit on this committee as a representative of the Board of Directors. The risk management committee meets three to four times a year, after which information is presented to the Board of Directors.

The person in charge reports all incidents and accidents that occurred during the quarter. We monitor each event and ensure the files are complete. There are a lot of discussions to identify permanent solutions to the issues. Subsequently, a report is presented to the Board of Directors to inform and to provide a follow-up and to ensure effective execution.

Risk management committee representative for the OHC

I also sit on the Health Centre's CQGR committee. The objectives are similar, but the meetings are more frequent.

Regional addictions working group (RAWG)

The Regional Addictions Working Group (RAWG) brings together workers from various First Nations communities in Quebec, a Health Canada representative, as well as mental health and addictions counsellors and the Community Wellness Program representative from the FNQLHSSC.

The issue of addictions is very hard on First Nations communities in Quebec, and the situation has not improved much. We have been exploring various alternatives related to addictions. In addition, during our two annual meetings, we have met for one-day meetings to address these issues with workers and the treatment centre directors to identify the problems concerning certain requests, to facilitate admission requests, to modify or reframe admission criteria, etc.

In the last meetings, the topics explored were addictions, environmental factors, poverty, housing, etc.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



- Addictions and social issues with negative consequences for the individual and family;
- Comorbidity, mental health and addiction issues
- Increase in the type of addiction
- More substances available
- Increased gambling and cyber addiction.

The objective for 2022-2023 would be to increase the number of meetings of the working group, whose objective is to provide support to NNADAP workers in Quebec. Support to workers is the group's priority.

Continuing education in 2021-2022

Continuous training is a necessity nowadays. In order to respond adequately to the various problems of constantly growing addiction and comorbidity*, we need to find the tools that correspond to the growing needs to better assist our clientele.

** Comorbidity: ASSOCIATION OF TWO DISEASES, MENTAL OR PHYSICAL.*

Hypnosis

A new European platform has recently been launched and I am a member for the 2022-2023 fiscal year. Self-hypnosis is the basis of the teaching on this platform. It helps me and guides me in my studies to better teach certain target groups.

Applied neurosciences

In order to pursue the same directions, I have enrolled in a Certified Applied Neuroscience Practitioner - version 2.0 training in early 2022.

This online distance learning course consists of seven modules. It includes dynamic theoretical presentations with graphical supports as well as concrete applications.

From the basics, neuroanatomy, through psychopharmacology, higher mental functions and emotions, consciousness, unconsciousness and altered states, sleep and hypnosis, beliefs, neuroplasticity, etc. All interesting topics that help to better understand the complexity of human beings in their addictions.

Motivational interviewing

In January 2022, I completed a training on motivational interviewing in counseling. Motivational interviewing is a collaborative communication style. It is goal-oriented and does not focus on the language of change. It aims to strengthen the motivation and commitment of the person concerned to achieve a specific goal, taking into account the person's own reasons.

2022 traditional tobacco project

The objective of the project was to highlight the information on the use of traditional tobacco by the Abenakis of Odanak. To make the information available to the youngest members of the community, we created a colouring book with texts explaining the representation of the ritual under the drawing. Afterwards, we created a wooden tree (in the shape of a fir tree) about 4 feet high. You can see the representation of the rituals on each section of the tree. The drawings were painted in colour this time around. You can view the different drawings of the ceremonies involving the use of tobacco by the Abenakis of Odanak at the Kizos room.

The drawings and paintings were done by Joyce Panadis. Joyce is an Abenaki artist specializing in drawings. She also collaborated in the research by interviewing people in the community about the rituals related to traditional tobacco. Funding for this project comes from an FNQLHSSC special fund.

Mental health protocol

Throughout the year, the psychosocial team worked on the drafting of the mental health protocol for the community of Odanak. This was a long process of research and creation based on the laws and standards in effect. This work involved many meetings and numerous collaborators.



**CULTURAL PROJECT OF AXIS 4 OF THE STRATEGIC PLAN**

The pandemic has delayed several projects, including this one, again this year. The cultural project was launched when the strategic plan of the Abenakis of Odanak Council was completed. The cultural section of Axis 4 of the Health Centre is still in motion. The project has evolved, but there is still a lot to do. Since we have several projects underway at the same time, meetings and discussions will resume at the end of 2022. We hope to have it completed by 2024.

Project reminder: The idea is to include the 15-minute vignettes about Abenaki culture at the beginning of future activities organized by the Health Centre. This project will result in two booklets (guides) created by resource persons from the community, one for the activity leader and another for the participants. For example, there will be capsules on the Abenaki language, pow-wows, craft making, the economy, costumes, etc.

AS A SECOND STEP, THIS CULTURAL GUIDE PROJECT COULD BE USED AS A BASIC TEACHING MANUAL FOR (FORMER) NEW EMPLOYEES, IN ORDER TO PROVIDE BASIC INFORMATION ON ABENAKIS OF ODANAK CULTURE.

UPCOMING PROJECTS IN 2023

The psychosocial team is currently working on the implementation of several mental health information projects. Projects will reach all age groups.

We are planning the meetings with the different collaborators for the realization of these information projects. We sincerely hope to present these projects to you by late 2023.

Raising awareness of the importance of mental health among the population will be our main objective. to achieve this, the creation of ideas will be implemented to attract interest and to properly inform the public.

CONTINUOUS TRAINING 2020 – 2021

		COMMENTS
CONTINUOUS TRAINING	HOURS 35	2021-2022
HAND WASHING TRAINING	-----	TRAINING PROVIDED BY THE NURSE
OFYS TRAINING	-----	TRAINING PROVIDED BY THE ARCHIVISTS. THIS TRAINING WAS PROVIDED FOR THE PURPOSE OF TELEWORK CONFIDENTIALITY.

HELPING RELATIONSHIP (ADDICTION, NLP AND HYPNOSIS) FOR THE ODANAK CLIENTELE 2021-2022

		COMMENTS
INTERVENTION IN HELPING RELATIONSHIPS	NUMBER: 165	NLP IS PRACTICED IN PERSON AND OFTEN BEFORE THERAPEUTIC HYPNOSIS AND CAN BE ADDED TO A HYPNOSIS SESSION
HELPING RELATIONSHIP (LISTENING)	NUMBER: 21	DISTINCT CASES
OTHER MEETINGS	NUMBER: 7	APPOINTMENTS CANCELLED



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



OHC MEETINGS

		COMMENTS
EXCHANGES WITH COLLEAGUES CASE DISCUSSIONS	NUMBER: 38	DISCUSSIONS ON VARIOUS SOCIAL WORK RELATED TOPICS AT THE OHC
PSYCHOSOCIAL MEETINGS	NUMBER: 26	PSYCHOSOCIAL TEAM AND DIRECTOR
MEETINGS WITH MANAGEMENT	NUMBER: 12	MEETINGS WITH THE DIRECTOR
MENTAL HEALTH PROTOCOL MEETINGS	NUMBER: 24	DRAFTING OF THE MENTAL HEALTH PROTOCOL WITH THE PSYCHOSOCIAL TEAM
OTHER MEETINGS	NUMBER: 49	VARIOUS PROJECTS, ARCHIVISTS, HR, CQGR, AXIS 4, SPECIAL CASES, ETC.
REPORTS ANNUAL REPORT	NUMBER: 4 NUMBER: 1	QUARTERLY AND ANNUAL REPORTS
NEWSPAPER ARTICLE	NUMBER: 1	W8BANAKI PILASKW

WAPAN MEETINGS AND OTHER FOLLOW-UPS

		COMMENTS
WAPAN REHABILITATION CENTRE BOARD OF DIRECTORS MEETINGS	NUMBER: 4 NUMBER: 3 AGA: 1	<ul style="list-style-type: none"> - IN-PERSON BOARD MEETING - ZOOM (EXECUTIVE COMMITTEE) - ANNUAL GENERAL ASSEMBLY
INTERVIEWS FOR A POSITION AT WAPAN	NUMBER: 3	I PARTICIPATED IN INTERVIEWS FOR THE POSITIONS OF CULTURAL ATTENDANT AND ADDICTIONS COUNSELLOR FOR THE WAPAN CENTRE
WAPAN FOLLOW-UPS	NUMBER: 48	TITLES OF CHAIRMAN OF THE BOARD – DISCUSSIONS WITH WAPAN'S MANAGEMENT AND/OR BOARD OF DIRECTORS

André Gill
Addictions Counsellor





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

2021-2022 ANNUAL REPORT

Presented to: Jean Vollant

SECTOR: Nutritionist services

Prepared by: Marie-France David

Introduction

This document reports the activities of the Dietitian-Nutritionist for the period of April 1, 2021 through March 31, 2022. The dietitian position is based on 44 hours per two weeks. After receiving approval from the Health Director and the Band Council, the dietitian was able to return to in-person work for one week per month, with the remainder of the time teleworking.

Based on the agreement with the employer, the dietitian's mandates are as follows:

- Provide clinical dietitian consultations and interdisciplinary intervention services (prenatal and OLO program, diabetes program (ADI), palliative care, home care, etc.);
- Supervise and collaborate in food security interventions for the community (Meals-on-Wheels, collective kitchens and game distribution to the most vulnerable individuals);
- Participate, as needed, in community interventions related to nutrition.

Activities requiring clinical expertise (individual dietetic consultation) are reserved for the dietitian as prescribed by the Ordre professionnel des Diététistes du Québec, while promotion and prevention activities are part of the duties and mandates of the dietetic technician. However, the nutritionist and the dietetic technician also collaborate on common activities (e.g.: game distribution, meals-on-wheels, planning of promotion and prevention activities according to the needs observed during consultations by the health workers, etc.).

The activities presented in this annual report are those contained in Axis 3 of the strategic plan, namely "Promoting optimal nutritional health among the people of the community".

I-Individual nutrition counselling

Number of clients	Number of clients handled for regular follow-up	Number of individual consultations
Number of internal referrals (nurses, physician, kinesiologist, other professionals. etc.)	18	Video or phone consultations: 116
Number of self-referred clients	11	In-person consultations at the health centre: 76
Number of clients referred by external parties (e.g. physician, hospital dietitian, etc.)	3	In-person consultations at home: 19
Number of clients already followed in dietary consultation	18	
Total	Total number of new clients: 32 Average number of clients in regular follow-up (once every two weeks or once a month): 27	Total number of consultations: 211



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



In 2020-2021, the total number of dietitian visits had more than doubled compared to 2019-2020 (238 vs. 123), as the dietitian was calling clients on a very regular basis to ensure that food insecurity and/or compulsive eating were not developing, given the pandemic environment that had just taken hold. This year, despite the fact that this level of intensive surveillance is no longer ongoing, the total annual number of visits has remained almost the same as in 2020-2021. This year, the consultations are self-referrals or referrals from health workers (mostly from the health centre). This type of consultation requires nutritional expertise and a regular follow-up with the client.

In 2021-2022, 32 new clients started a dietary program, almost double the number of previous years. The number of people showing up on their own to begin a dietary approach has doubled, as has the number of clients referred by the health centre's internal workers (nurses, psychologist, kinesiologists, etc.). The dietitian has also been proactive in increasing the referrals from certain health workers in order to have a more active role in certain cases involving a nutritional intervention (e.g.: diabetics, pregnant women, etc.).

It should be noted that the number of new dietetic consultation clients has increased even more starting in April 2022 (a period not covered by this report), with the arrival of the physician and the nurse practitioner at the health centre. Again, the dietitian contacted these health workers to establish a collaborative relationship and referral of clients when appropriate from the outset.

Another notable difference in 2021-2022 compared to 2020-2021 is that the nutritionist was able to return to in-person work one week per month unless otherwise prohibited by the employer due to the Covid-19 pandemic situation (e.g., January 2022). As a result, the number of phone and Zoom appointments has halved compared to 2020-2021, and the number of health centre and home visits has surged (95 versus 3 last year).

The reasons for dietary consultations are diverse and clients often present multiple mental and/or physical health issues (e.g. cardiovascular disease, diabetes, undernutrition due to old age or cancer, vulnerable pregnancy, anorexia, bulimic hyperphagia, etc.), which requires clinical dietary expertise and good collaboration between the health workers. The dietitian also often recommends her clients to other health workers (e.g.: physician, nurse, nurse practitioner, kinesiologist, psychologist, substance abuse counsellor, dietetic technician for participation in group activities, etc.).

The dietitian wrote an article for the Pilaskw newspaper in April to address the myths and realities of why people see a nutritionist, as well as to announce the return of the in-person nutrition service, which was in addition to the video and telephone consultation service started during the pandemic.

II-Game distribution/community hunting

was applied in order to do an "outreach" intervention (reaching out to people who are more vulnerable to food insecurity and offering services). The distribution list was established by the dietitian according to the following steps:

- Contact all the health workers at the N8wkika health centre to identify if any of their clients were in a food insecurity situation;
- Updated lists of social assistance and old age pension recipients, requested from Ms. Ann Landry at the Band Council. Ms. Landry and Ms. Eleanor Hoff were also contacted to determine if any of their clients were in a food insecurity situation;
- Screening of individuals in a food insecurity situation using the updated list of community residents, in collaboration with Ms. Andréanne Gouin.

During the year, this distribution list was adapted according to new information obtained (new updated lists of income security and old age pension beneficiaries, reference of new persons in a situation of food insecurity, etc.).

At each distribution, the most vulnerable people are contacted personally (phone call) by the dietitian to ensure that they receive game. Some are even contacted several times for reminders. Some vulnerable people receive the game by a health worker who brings it to them during home visits. Each time, an announcement of the game distribution is sent by mail, as well as posted on social media.

It should be noted that the game bags prepared and delivered depend on the size of the household and the amount of game to be distributed. The bags are more generous when we receive more deer, but the quantity remains adapted to the number of people living in the household:





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

- Person living alone: 1 serving (between 3 and 5 pounds, depending on the amount to be distributed)
- 2 persons: 2 servings (between 4 and 6 pounds, depending on the quantity to be distributed)
- 3 persons : 3 servings (between 5 and 7 pounds, depending on the quantity to be distributed)
- 4 persons and more: family size (between 6 and 10 pounds, depending on the quantity to be distributed)

Delivery and distribution of deer in 2020-2021	Delivery and distribution of deer in 2021-2022
<p><u>Game deliveries:</u></p> <ul style="list-style-type: none"> - 2 small deliveries of deer, mid-December 2020 and late March 2021; <p><u>Distributions:</u></p> <ul style="list-style-type: none"> - <u>1st week of January 2021</u>, specifically targeting vulnerable people (Meals-on-wheels clients, a few vulnerable families): a total of 65 people were served. <p>Due to the mandatory telework situation at that time, distribution with the remaining deer took place at the beginning of the 2021-2022 fiscal year.</p>	<p><u>Game deliveries:</u></p> <ul style="list-style-type: none"> - July and August: 2 deliveries, totaling 3 deer (199 pounds unprepared) - November: 1 small deer (35 pounds unprepared) - Quarter from January to the end of March: • 1 delivery of a moose (approximately 250 pounds unprepared) • 7 deliveries of deer, totaling 23 deer (approximately 1,150 pounds unprepared) <p><u>Distributions:</u></p> <ul style="list-style-type: none"> - <u>Distribution April 2021, home delivery</u>: 65 people served, remaining two small deer from 2020-2021, continued distribution started in January 2021 (see 2020-2021 column for details). - <u>October 2021, home delivery</u>: 47 people served (including spouses and children of people picking up a bag of game); - <u>February 10, 2022, community hall</u>: 137 people (including children and spouses) received a bag of game. - <u>March 8, 2022, community hall</u> <p>-105 people served (including children and spouses).</p> <p>* Another deer distribution took place in April 2022, a period not covered by this report.</p>



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Game distribution began slowly with distribution to vulnerable people who were personally contacted in April and October. Given the pandemic situation, delivery was then made directly to people's homes and during consultations with a health centre worker. The people served were those who had not been able to receive game during the previous distribution (January 2021) due to a low quantity of deer to be distributed.

Three deer were delivered by community hunters in the summer of 2021 and were available for distribution in October, again by home delivery to the more vulnerable. 47 people (this includes children and spouses of people who came to pick up a bag of game) benefited from this distribution. Another small deer was delivered in November, but the quantity was too small to proceed with a distribution to the population. It was decided to wait until we had more to distribute.

The January to March 2022 quarter was tremendous in terms of community hunting. During the quarter, no less than 8 game deliveries, consisting of 23 deer and even a moose, were made. This represented 1,400 pounds of game (gross weight of the animal, unprepared). This situation was unprecedented and quickly created a bottleneck, often requiring the collaboration of the transportation attendant, Mr. Michel Hannis, to pick up the deer at the butcher shop and store it in the freezers of the community hall's kitchen or in the health centre's medical warehouse. Despite the fact that a new industrial freezer with a large storage capacity was purchased in January 2022 for the community hall kitchen, we found ourselves short on space. In addition, the packaging and distribution of the game, not to mention the distribution process (outreach to the vulnerable population), required a lot of time and energy from the dietitian and some collaborating workers (dietetic technician, cook, health centre workers, etc.). We could not proceed with a more frequent game distribution given the telework situation and the usual workload of the dietitian and the dietetic technician, especially since January to April are the busiest months for the nutrition sector. In April 2022 (a period not covered by this report), the dietitian initiated steps to acquire a second industrial freezer that was placed in the health centre to create more storage space.

Two distributions were made in February and March 2022 at the community hall. They were offered to the population meeting the Band Council's eligibility criteria and to other members in a food insecure situation. These distributions were carried out while respecting the pandemic sanitation measures. A third distribution took place in April 2022 (period not covered by this report).

Having so much game to distribute has been extremely beneficial in a context where inflation is only going up and the cost of food is increasingly high. Some of the game received was also used for the Meals-on-wheels service to reduce the amount of money allocated to the purchase of food, which was increasingly high.

According to environmental specialists working for the Band Council, it would appear that deer are now in high numbers. In addition, new informal agreements between community hunters and local farmers to hunt on their land are increasing the number of deer received for community distribution. Storage space has become an issue, as well as the human resources required to do the packing and distribution. Consideration is being given to how these distributions could be better carried out in the future.

III- Collective kitchen

Given the pandemic situation, the Band Council requested that the community kitchens remain on hiatus in 2021-2022. This activity was able to resume as of April 2022, a period not covered by this report.

IV-Meals-on-wheels

The Meals-on-wheels service has operated throughout the year, except for its usual interruptions (summer vacation of the cook and assistant cook from the beginning of July until August 22 and 2 weeks during the Holidays). As always, after the summer vacations, the cook and dietitian will work on preparing the meals and the Meals-on-wheels service will be offered to the population after Labour Day (September 7, 2021).

Reach out to the vulnerable population and register for Meals-on-wheels:

At the end of August and beginning of January, an announcement concerning the Meals-on-wheels service was sent by mail to the entire population and posted on the health centre's Facebook page. In addition, at the end of August and beginning of January, the dietitian contacted all of the health centre's workers to find out if any of their clients were in need of Meals-on-wheels (mental and/or physical health reasons, loss of autonomy, post-hospitalization, etc.). She also referred some of her clients to the Meals-on-wheels service.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

from 40 to 50 clients, which is the maximum number of meals that the cook and helper can prepare.

Meals-on-wheels team meetings were held throughout the year, sometimes weekly, sometimes bi-monthly or monthly, as needed. These meetings, which were held via Zoom and sometimes in person, allowed for the resolution of Meals-on-wheels operational issues as they arose.

Two evaluations were conducted, as planned, at the end of the season (June 2021) and prior to the Holiday period, to survey the satisfaction of clients and Meals-on-wheels staff. The response rate to the survey is still excellent (ranging from 35 to 40 respondents out of 50 clients). The vast majority of clients are very satisfied with the meals served (variety of menus, taste of recipes, presentation, temperature of food, size of portions). In addition, the digestive issues with meals prepared by Meals-on-wheels, which were present for many elderly clients and/or those with health issues, have now been completely resolved since the service was improved. All clients now consider the meals to be very easy to digest, and many like the more nutritious and less sugary desserts (better adapted to the often diabetic clientele) that have been integrated into the menu.

Certain clients have noted occasional problems with the cooking of food (meat too dry, too hard, vegetables sometimes undercooked). This is a serious element to consider, not only for the appreciation of the taste of Meals-on-wheels, but it can also cause important problems for an elderly clientele likely to suffer from dysphagia (difficulty in swallowing) and/or with chewing problems. This was corrected by the cook. Very few menu items were not as popular with many clients, but those that were immediately replaced by other nutritious items that were enjoyed by the majority.

Kitchen equipment for the community hall:

a) Equipment purchases:

In collaboration with the head cook, the dietitian conducted an inventory of the community hall's kitchen in the fall of 2021. Following this inventory and the needs identified by the cook, the dietitian took steps to purchase culinary equipment that was missing from the kitchen. An industrial freezer was purchased, as well as small culinary equipment. The freezer was to be used to store meat that would have been purchased in bulk, to save on food purchases for Meals-on-wheels and to facilitate the weekly grocery shopping done by the head cook. Finally, this freezer was very useful to store all the deer received from January onwards, part of which was set aside for the needs of Meals-on-wheels, with the approval of Mr. Daniel G. Nolett.

Purchase of equipment Doyon Després, January 13, 2022: industrial freezer, knives, mixer, grater for the robot-coupe: \$ 6,471.19

b) Equipment problems:

The problem of the industrial stove heating too slowly, for years, was once again evaluated. Ms. Caroline Cardin would start the oven as soon as she arrived at 7:30 a.m., but according to the Doyon Després representative who saw the equipment, it is an issue of discrepancy between the building's electrical current and the electrical current required by the unit. The solution would be to have the heating elements of the oven replaced, which would represent a repair of approximately \$1,000. The Doyon representative provided the contact information of a repairman in Drummondville who specializes in this type of work. The information was reported to the team, but the Band Council decided not to invest in this industrial stove, which has had various repairs in the past.

Meals-on-wheels employees

A new assistant cook, Ms. Carole Bibeau, was hired in 2021 and resigned in January 2022. She was replaced by Mr. Martin Gill, who replaced both the dishwasher and the assistant cook. The dietitian participated in the employee interview process.

The constant presence of delivery people often requires adjustments during the year. The cook's assistant is now asked to participate in the delivery of meals.



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Meals-on-wheels operating costs:

- The average weekly cost of Meals-on-wheels is now \$375/week, \$10 more per week than in the spring of 2021. The high increase in food costs was largely offset by the deer received from community hunters, which was used in the spring of 2022 menu items;
- The total annual amount for food purchases for Meals-on-wheels (2021-2022 fiscal year) is approximately \$26,630;
- The client share (\$2 per serving) is approximately \$6,660 for the 2021-2022 fiscal year.

New Meals-on-wheels payment procedure

A new procedure in case of non-payment by the client has been established, in collaboration with the accounting department. This allows for better follow-up of unpaid Meals-on-wheels invoices and the service is discontinued after written and telephone notification to the client, to avoid non-payment. The number of clients who have been unable to pay for Meals-on-wheels has been very low. In the event of non-payment, the service can be resumed as soon as the client has paid the bill.

V-Training:

Several trainings were completed online by the dietitian in 2021-2022:

- May 10, 2021: 2 online trainings on the BED (Binge Eating Disorder) website
- May 24, 2021: New consistency guidelines (dysphagia) and action plan (online course Ordre professionnel des Diététistes du Québec)
- June 6, 2021:
 - o Palliative care (OPDQ online course)
 - o Carbohydrate adapted diet for people with diabetes (OPDQ online course)
 - o FODMAP restricted diet (OPDQ online course)
 - o Gluten-free diet (OPDQ online course)
- October 22, 2021: Diabetes update (Universi-D), 7-hour webinar
- October 25, 2021: Nutrition and pediatrics (Nutrium and OPDQ), 7-hour webinar
- November 11, 2021: New developments in obesity management (Nutrium and OPDQ), 4-hour webinar
- February 2022: I was contacted by the Ordre professionnel des Diététistes du Québec for the professional inspection scheduled once every 5 years in April 2022. My files were updated for this inspection.
- February 2022: Review of articles from an OPDQ professional journal with evaluation questionnaire (equivalent of one day of continuing education units)
- March 9 and 10, 2022: Given the widespread presence of cases of dysphagia (difficulty swallowing) among the elderly clientele in Odanak, I requested training from Mr. Michel Sanscartier, a nutritionist specializing in geriatrics and dysphagia, and from Ms. Frédérique Paradis, a nutritionist at the FNQLHSSC, in order to organize this training. The training was developed according to the needs of nutritionists in Indigenous communities and was offered free of charge online on March 9 and 10 to the group of nutritionists in Indigenous communities of which I am a member.





VI-Difficulties:

During the year, the dietitian had to be proactive to take her place as a food professional at the health centre. The popularity of healthy eating over the past few years, as well as the increase in information on the web, has resulted in clients and the general population receiving a variety of misinformation about nutrition. However, proactive steps to increase referrals in dietetics have been effective.

The much larger quantity of game to be packaged and distributed requires a different organization for distribution and more storage space. The next year will show us if the new industrial freezer placed at the health centre proves to be sufficient and if the distribution can be done in a more efficient and continuous manner.

The increasing number of dietetic consultations (further accentuated by the arrival of the physician and nurse practitioner, a period not covered in this report) greatly increases the workload of the dietitian, who has requested an increase in the number of working hours (10 hours more per month). An increase in the FQIS grant (grant application prepared by the dietitian, in collaboration with the FNQLHSSC) covers this number of additional hours requested and was granted.

Retention of employees in the Meals-on-wheels sector (assistant cooks) remains an issue, given the limited number of hours of work and the salary provided.

The increased cost of food, along with inflation due to the pandemic, is creating a large increase in costs for Meals-on-wheels, as well as for community kitchens (which started up again in April 2022). It is recommended that means be taken to subsidize these measures. A grant application was made to the Indigenous Peoples Resilience Fund and was supposed to be awarded, but they have not followed up despite our repeated calls. Other funds are regularly proposed by the FNQLHSSC but do not cover this type of expense. We continue to work with the FNQLHSSC to be aware of any grant offers and to apply for them, as appropriate.

Conclusion

Since the beginning of the pandemic, many changes have taken place in the work of the dietitian, as for other health workers. It is encouraging to see that community hunting has taken off to counteract the growing food insecurity that is increasingly being observed in the community as well as elsewhere in Quebec. It is also encouraging to see how the various health workers recommend the nutritionist for various situations among clients, after the dietitian has worked proactively to promote referrals.

Both of these situations, however, result in a significant increase in workload for the dietitian, but at the time of writing this report, hours have been increased somewhat to compensate for this. The future involvement of various actors in the preparation and distribution of game will also be an avenue to explore if community hunting continues to be so successful.

Marie-France David
Nutritionist



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



2021-2022 ANNUAL REPORT
Presented to: Jean Vollant
Program 339: Kinesiology
Program 364: Youth 6-12 year-olds
Program 369: Youth 13-17 year-olds
Food security

PREPARED BY:
Christina Béland-Racine, Kinesiologist
Jessica Papineau, Kinesiologist
Marie-Pier Desnoyers, Dietary technician

INTRODUCTION

This annual report outlines the activities that occurred in the Kinesiology programs (339), (364-369) and certain activities performed in the Meals-on-wheels program (321) for the period April 1, 2021 through March 31, 2022. The financial report for this program will be produced by the Finance and HR departments.

OVERALL OBJECTIVE

Develop healthy lifestyle habits (diet, physical activity) in an approach rooted in the Abenaki culture.

Given the current pandemic, many program activities were conducted virtually and objectives had to be adapted.

Physical activities (Jessica / Christina)

- 1- Défi Ensemble, pas-à-pas
- 2- Yoga and medicinal plants
- 3- 1,000,000 km challenge together
- 4- Project Strengthening, Balance and Flexibility (Renforcement, équilibre et assouplissement)
- 5- Group course trial week CANCELLED (lack of registration)
- 6- Playground for the family in collaboration with the inauguration of the garden
- 7- Fillactive mother/daughter challenge: kit distribution (training program)
- 8- Weekly activities at the Odanak day camp (July to August)
- 9- Weekly activities at the Kizos hall for the daycare centre (weekly from July to August, Nov. 3, Dec. 1)
- 10- Fillactive mother/daughter challenge (June to August)
 - o Kit distribution (training program)
 - o Pound evening July 14
 - o Paddle board evening August 11
- 11- Motor course at the intergenerational café August 14
- 12- Specific activities with the collaboration of Espace Jeunesse
 - o Boxing (July 9)
 - o Paddle board (August 20)
 - o Elders challenge (October 15)
 - o Virtual reality evening 12-17 year-olds (Feb. 25)
- 13- Aquafitness at home
- 14- SuperDad Race
- 15- Mount Ham day camp
- 16- Pedibus (fall 2021)
- 17- Community resourcing at Mount Ham
- 18- Rabaska (CANCELLED WEATHER)





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

- 19- Multi-sport evenings (September 28 to October 19)
- 20- Elders challenge (October 15-17)
- 21- FatBike at Parc rivière Gentilly (CANCELLED)
- 22- VIACTIVE (CANCELLED)
- 23- Kinesiology week (November 22 to 28)
- 24- Winter solstice (December 18-26)
- 25- Challenge Stanley Vollant
- 26- Introduction to mushroom harvesting
- 27- Cardio-waz8li (March)
- 28- Stimulation workshop in collaboration with Raymonde 0-5 year-olds (October 26, November 30, March 29)
- 29- Snowman contest (December - January)
- 30- Various sports activities 6-18 year-olds (spring break)
- 31- PBONIWIG8WZOW8GANAL (Winter fun February 9 to March 12)
- 32- Zumba (February 23 to March 30)
- 33- Strengthening, balance and flexibility for elders program (Renforcement, équilibre et assouplissement)
- 34- Active breaks (OHC, AOC, Museum employees)
- 35- Snowshoeing outing with the educational camp (5-12 year-olds)

Food/nutrition activities (Marie-Pier)

- 1. Fillactive mother/daughter challenge: kit distribution (pre and post training nutrition) nutrition)
- 2. Inauguration of the community garden
- 3. Game distribution
- 4. Community garden
- 5. Fillactive mother/daughter challenge
- 6. Day camp activities (3x)
- 7. SuperDad Race information sheet + snack
- 8. Preparation of snacks for the Mount Ham community retreat
- 9. "Moi j'déjeune" (1x)
- 10. "Moi j'déjeune": October 14 - 28 – November 4
- 11. (*Food security*) Preparation and distribution of wild game (November)
- 12. Family cooking workshops: Oct 20 - Nov 17 - Dec 15
- 13. Halloween at the daycare centre, disguised fruit! My presence CANCELLED
- 14. Preparation and distribution of wild game (community hall)
 - Distribution #1: Week of February 7
 - Distribution #2: Week of March 7
- 15. Purchase of snacks for the snowshoeing activity (educational camp 6-12)
- 16. Family cooking (3x): February 23, March 2 via Zoom, March 15
 - Nutrition month challenge (for teens 12-18) Cancelled - no participation



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



PROGRAM OBJECTIVES

1. Increase the number of participants in physical activities offered by the Health Centre.
2. Provide follow-up (visits and training programs) for community members who are unable to travel but require physical activity to improve their health.
 - 2.1 Increase the number of home visits
 - 2.2 Implement the P.I.E.D. program
3. Develop physical activity clubs to increase weekly activity in the community
4. Promote the URBAN GYM
 - 4.1 Use of the urban gym in the different groups so that the community is familiar with how it works in order to use it for their own purposes.
5. Encourage the practice of healthy habits and activities.
6. Encourage the youth clientele (6-17) to eat more fruits and vegetables through various means.
7. (Other) With the nutritionist and the Meals-on-wheels cook, collaborate to offer a quality and renewed service to meet the needs of the targeted clientele.
8. Participate in the food security program, in collaboration with the nutritionist: distribution of wild game.

COMMITTEE | WORKING GROUP | ROUNDTABLE | ETC. MANAGED
BY THE ORGANIZATION | COUNCIL | CORPORATION | TRIBAL COUNCIL

PERIODIC INFORMATION OR CONSULTATION MEETINGS

- Zoom – Great walk of the city of Nicolet (Septembre 15)
- Zoom CIUSSSMCQ kinesiologist (funding available) (October 26, December 2)
- Zoom M361 project (November 17)
- Zoom Community mobilization (November 23)
- Zoom St-François-du-Lac (transportation for elders)
- Zoom Accounting (November 23)
- Zoom Single schedule (January 11)
- Zoom FNQLHSSC Healthy lifestyles (June 9), (community sports) (January 12)
- Zoom Tir (Table intersectorielle régionale saines habitudes de vie) (February 14)
(Regional Intersectoral Table on Healthy Lifestyles)
- Zoom PAF Projects Funding (March 8)
- Zoom Sharing on sports participation projects (March 23)
- Performance Evaluation Meeting (2021-2022)
- Zoom Information on FNEC Inter-School Games (March 9)
- OFYS Presentation (March 15)

VARIOUS PROJECTS ORGANIZING COMMITTEE

- Zoom Superdad Race (July 7, August 2)
- Single record committee (May 25, November 10, December 15, February 24)
- Elders challenge committee (June 10, August 3, 11, September 14, October 12)
- Kinesiologist committee, Ensemble, pas à pas (April 28, May 12, June 2, September 8-29, October 20, November 17, February 9, March 16)
- Solstice committee (October 5, November 2-29, January 19)
- OHS Committee (November 4, November 24, December 1, December 7, January 26, March 9)

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ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

- PAFIJ Funding committee (November 10, November 24, December 6, December 9)
- Zoom funding application for water play area (June 10)
- Zoom MVPA CELL (Elders and healthy lifestyles (June 29, November 18, March 16)
- Kizos Hall committee (April 6, April 21, May 5, May 19, September 13-15, December 9)
- Espace Jeunesse committee (April 14, May 19, June 15, October 5)
- Zoom family cooking (August 10, September 13, December 13, December 20, January 24)
- Zoom education camp (January 24)
- Zoom school break (January 19, February 14, March 21)
- Zoom traditionnal nutrition project (February 22)
- Community consultation (June 15, September 21, March 15)
- Zoom work stations (April 19)
- Zoom intergenerational cafés committee (May 4)
- Zoom Aln8baiwi Hall (MAY 4, May18, June 1)
- Zoom Healing in Wigodi Territory
(April14, May 20, May 31, June 30, July 28, August 18, August 27, September

TEAM MEETINGS (VIRTUAL OR IN-PERSON)

- Meals-on-wheels team (October 18, November 11, December 13, January10, February 21, March 14)
- OHC Team (June 7, June 28, September 22, October 20, December 1, January 12, January 18, January 19, February 9, March 9)
- Zoom HR (April to September, weekly, Wednesday)
- KIN/NUT Team (364-369-339-389) (April 6, May 18, July 8, September 14, October 18, October 27, November 30, January 17, January 31 (Planning), February 14)
- Food security M-Pier with M-F David. (April 13, October 6, December 16)
- Family cooking meeting (planning with Marco) (February 16)
- Zoom community garden (April 12)
- Accreditation meeting with visitor (May 26)
- Quality and risk management committee (June 10, October 19, February 15, March 24, March 29)

PARTICIPATION IN SEMINARS | CONFERENCES | TRAINING

Christina :

- Actiz webinar
- Convention, Fédération Kinésiologues du Québec
- LIFT platform webinar
- Active training meeting
- Community healing training
- Ticks training
- Native women training
- Training Evaluation and prescriptions for pregnant women
- Babbel (perfecting English)
- Office ergonomics training
- Posture training
- Knee osteoarthritis training
- Physical activity and diabetes webinar
- Strength and aerobic training webinar
- Babbel (perfecting English)
- Training Stiff shoulder: demystifying and effectively treating glenohumeral capsulitis
- Sport, physical activity and climate change training
- Motivational interview training
- CNESST-Virtual information session on the LMRSSST - prevention component
- Babbel (perfecting English)



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Marie-Pier :

- Webinar: l'ABC de l'alimentation des enfants
- Ticks training
- Diabetes management: before, during, after pregnancy
- Physical activity in the context of diabetes
- NUTRIUM training: Nutrition and pediatrics
- Native women training
- Isabelle Huot Webinar (demystifying nutrition)
- Conference "Boîte à lunch"
- NUTRIUM training: eating behaviours and diabetes
- Training J'en mange: The intestine at the heart of your overall health
- Babbel (perfecting English)
- NUTRIUM training: eating behaviours and diabetes
- Babbel (perfecting English)

Jessica :

- Post-Pandemic preventive child health webinar
- Convention Fédération Kinésiologues du Québec
- Ticks training
- CHU Ste-Justine circuit seminar
- Webinar: Outdoor outreach
- Introduction to running and pelvic floor
- Osteoarthritis of the knee: assessment and management
- Women's health webseries: Microbiome and perinatal care: why does it matter?
- The golden rule: acquisition of postural control for babies
- The golden rule: acquisition of postural control for babies
- Hexfit webinar: Importance of eccentric strength
- Women's health webseries: GI disorders and pelvic floor
- Women's health webseries: C-Section Rehab
- Babbel (perfecting English) 30-60 min. per week
- Women's health webseries: A biopsychosocial framework for changing pain, pelvic health concerns and athletic performance: TIIPPSS-FC
- Women's health webseries: The pelvic floor during weight lifting
- Pelvic floor and hip complex





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

PUBLICATIONS AND DEVELOPMENT OF TOOLS

Christina :

1. Leg muscles and their use
2. A sedentary lifestyle increases the risk of death
3. What is the role of the kinesiologist
4. Heat wave and physical activity
5. Get moving, 10 minutes at a time
6. Sharing the Top 10 hikes to do in Quebec
7. Sharing of directories of activities clubs to do in Quebec
8. Compilation of Quebec Regional Parks
9. 5 tips to be more active every day
10. Implementation of a snowshoe rental system
11. Testimony of elderly people in CHSLD and exercises with kinesiologists
12. Survey of public interest for Zumba
13. Sharing POW-WOW Bootcamp training (traditional dances)
14. Fall prevention mailings (elderly)
15. The Kinesiologist in the health care system
16. Active advent calendar kinesiologist Wendake
17. Nicolet's winter place
18. Outdoor training in winter, some tips

Marie-Pier :

- 1- raining booklet for day camp counsellors, for the Tchín-Tchín challenge in my camp.
- 2- Distribution of explanatory material to day camp parents on the importance of drinking water and how the Tchín-Tchín challenge works.
- 3- Fillactive kit: (document to be read) on pre/post workout nutrition/hydration.
- 4- Development of an Excel document for the Meals-on-wheels budget, managed by Caroline Cardin.
- 5- Publication of the Nutrition month challenge
- 6- Publication of simple and nutritious recipes (Facebook)
- 7- Update of the Meals-on-wheels rolling cost tool (Excel)
- 8- Publication of family cooking workshop photos (Facebook)

Jessica :

1. Promotional video publication for the Elders' Challenge
2. Publication: water play area flash survey
3. Publication: Prescription by nature: a growing trend in the medical world.
4. Publication: Physical activity has positive effects on mental health
5. Article publications: Getting moving for good mental health (Facebook)
6. Publications: In motion with COVID-Kinesiology guidelines for maintaining optimal health CKA (Facebook)
7. Publication of a YouTube video: step training to music (Facebook)
8. Publication Équilibre: How to discuss food in a caring way with our children?
9. Exercise Snacks: A Novel Strategy to Improve Cardiometabolic Health ACSM Journals
10. Adaptation of the perinatal questionnaire for physical activity
11. Publication of the promotional video for the FNEC Inter-school Games
12. Facebook live for parents: Anxiety and physical activity for adolescent girls by Fillactive



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



THEME DAYS (E.G. NATIONAL CHILD DAY, BREAST CANCER, HIV/AIDS, FAMILY WEEK, ETC.)
PUBLICATIONS: EXAMPLE, NEWSLETTERS, BROCHURES

* All ads related to the activities were posted on the Facebook pages of the OHC and Jessica Papineau Kinesiologist, Christina Béland-Racine Odanak and MP Desnoyers Odanak.

* For the most part, as well as by mail for activities involving elders and targeting families.

OTHER ACTIVITIES

Christina :

- Introduction of sit-stand workstations for employees
- Request for funding for water play area
- Request for funding support for sports and recreational infrastructure
- Request for funding from the Financial Assistance Program for youth infrastructure
- Participation in the planning of the Elders' Challenge (October 2021)
- Presence vaccination campaign and presentation assessment of falls among elders
- TIR (Table intersectorielle régionale des saines habitudes de vie) funding request to purchase snowshoes for loan to the community
- Follow-up of different rejected funding (PAFprojects, PAFEMAP, PSISRPE)
- Participation in the planning of the Inter-school Games (May 2022)

Jessica :

- Participation in the development of the Kizos hall 0-12 year-olds
- Research and contact with suppliers for water play area project
- Purchase of equipment for boxing workshop
- Grant application for sports equipment purchase with the FNQLHSSC
- Purchase of boxing equipment for teenagers
- Participation in the development of the multi-sensory hall 0-12 year-olds
- Inauguration of the Kizos hall (Promotion of services, programs 364-369)
- Elders' Challenge planning (October 2021)
- Preparation and research of suppliers for the water play area project
- Participation in the vaccination campaign (July 14)
- Urban gym promotion (13-17 year-olds and individual consultation)
- Decorating the Kizos hall for Halloween
- Urban gym promotion (individual consultation)
- Purchase of smartwatches for lending to customers
- Planning and recruitment for inter-school games (May 2022)
- Presentation of the kinesiology service at the breakfast meeting for young families at the Kizos hall (March 7)
- Sharing of activity plan and information with Virginie Descôteaux for stimulation activity 0-5 year-olds at the Kizos hall.
- Organization of office and equipment





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

Marie-Pier :

- Inauguration of the Kizos hall (Promotion of services, programs 364-369)
- Preparation of wild game bags (Oct. 6)
- Distribution of wild game in the community (vulnerable people)
- List of equipment needs, for the community hall kitchen (Meals-on-wheels)
- Metro certificate draw, Meals-on-wheels participation prizes - Completed satisfaction forms.
- Ordering dessert containers from Aliments Saurel, for Meals-on-wheels.
- More meaningful involvement in community safety, relative to increasing the supply of game for distribution to the community.

DIFFICULTIES

- Involve teens in the community. We will have to try to develop a new approach to reach this clientele in 2022-23.
- Define the tasks related to the 0-5 year-olds clientele. This clientele is currently not part of our mandate.
- Development of perinatal services according to the needs of the community.
- Improve accessibility to services for elders. Even though the activity takes place in the community, many elders cannot participate because they do not have a vehicle or driver's license.
- Kinesiology week: Low participation for the second year in a row. Propose a different formula for 2022.
- Improve access to technical support (public works) during activities requiring their collaboration (Elders' Challenge, street hockey).

Average participation	Activities
0 participants	Nutrition month challenge (teens), VIACTIVE, spring break,
1-5 participants	Yoga and medicinal plants, intergenerational motor course, snowman contest, Strength, Balance and Flexibility Program (elders), virtual reality evening,
6-10 participants	Pédibus/Moi j'déjeune, Espace Jeunesse (physical activities), family cooking, multi-sports night, PBONIWIG8WZOW8GANAL, active breaks,
11-15 participants	day camp (physical activity and nutrition), mother-Fillactive, psychomotricity with the daycare centre, Elders' Challenge, Elf search (winter solstice), Zumba,
16-20 participants	Inauguration of the community garden, mushroom harvesting, SuperDad Race
21-25 participants	1,000,000 km challenge together,
41-45 participants	Défi ensemble, pas-à-pas
46 et + participants	Wild game distribution, community healing
N.A	Kinesiology week, cardio-Waz8li, lunch and learn, educational camp (snowshoeing),



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



INDIVIDUAL CONSULTATIONS (339)	Christina July to Sept. Follow-ups: 10 + New: 4 + Pending: 0	Jessica July to Sept. Follow-ups: 3 + New: 2 + Pending: 0
	Oct to Dec . Follow-ups: 14 + New: 3 + Pending: 2	Oct to Dec. Follow-ups: 5 + New: 3 + Pending: 0
	Jan to March 22 Follow-ups: 5 + New: 4 + Pending: 0	Jan to March 22 Follow-ups: 3 + New: 1 (peri) + Pending: 0
INDIVIDUAL CONSULTATIONS (339) April to June 2021 Calculated together Christina+ Jessica	Follow-ups: 10 + New: 10 + Pending: 0	

SUMMARY

Despite the current pandemic, several opportunities during the year allowed us to offer the population different activities, whether virtual (1,000,000 km challenge together), in person (yoga and medicinal plants, community garden (inauguration and preparation of seedlings with 6-12 year-olds), day camp, Fillactive mother-daughter challenge, Elders' Challenge, psychomotricity and respi-routine with the daycare centre, stimulation workshops for 0-5 year-olds, multisport evenings, strengthening, balance and flexibility (elders), cardio-waz8li, virtual reality evenings, Super Dad Race, preparation and distribution of wild game, lunch and learn) or in hybrid mode (development of the Kizos hall, kinesiology week, family cooking), whether indoors or outdoors. We have thus adapted our offer according to the governmental recommendations.

In spite of these constraints, we recorded an average participation of 14 participants whereas in the previous years it was about 10.

Winning activities such as mushroom harvesting, Zumba, aqua fitness, the pedibus/moi j'déjeune, the snowman contest, the elf search (solstice) were offered again. New offers such as the Ensemble, pas à pas challenge (inter-community), paddle board, pound, boxing, the Elders' Challenge and the active breaks have demonstrated a new enthusiasm and will be activities to be repeated in the following years.

Participation in group courses remains higher and stable when course sessions are a maximum of 4 to 6 weeks.

Elder participation remains a challenge during the winter months. Individual home visits remain the best alternative, although they require more time.





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



Despite several efforts (surveys, Facebook group, etc.) to obtain the participation of 12-17 year-olds, it also remains difficult throughout the year. A regular follow-up and a continuous offer (6 to 8 activities per year) of activities with teenagers improve the link with them and facilitate participation. The interruption of meetings due to Covid-19 seems to add a difficulty to maintain and develop a link with them. The addition of new clients and the arrival of new mandates, such as the 0-5 year-olds, require an involvement that modifies the time that can be dedicated to the 12-18 year-old clientele.

The number of individual consultations at home and at the OHC continues to increase as a result of referrals from health care professionals and the growing awareness of kinesiology services. In the last two years, the average number of individual consultations was 51 and this year it was 77.

Visits to day camp and pedagogical days where a combination of cooking and sports activities are planned are winning formulas for 5-12 year-olds to introduce the practice of healthy lifestyle habits.

Several capsules, challenges and contests have been set up on the individual Facebook pages of Marie-Pier Desnoyers, Jessica Papineau, Christina Béland-Racine as well as the health centre's Facebook page, encouraging people to adopt healthy lifestyle habits (diet and physical activities). The population participates mainly when there are challenges and participation prizes.

The community's victory in the Stanley Vollant challenge led to Mr. Vollant's visit to Odanak in 2022.

In addition, the presence of two kinesiologists made it possible to offer a maximum of activities and individual consultations to all age groups in the population.

Christina Béland-Racine, Kinesiologist

Jessica Papineau, Kinesiologist,

Marie-Pier Desnoyers, Dietary technician



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



ANNUAL REPORT
Presented to: Jean Volland
SECTOR: FNHSP
Prepared by: Raymonde Nolett

INTRODUCTION

This annual report outlines the activities that occurred under the AHSOR Program for the period April 1, 2021 through March 30, 2022. The financial report for this program will be produced by the Finance and HR departments.

Preschool assistance to support young children's learning

Our work with preschoolers

We support and advise First Nations communities and organizations in their actions aimed at promoting wellness in children aged 0 to 6 years. While respecting the diversity of each community, we promote a comprehensive, or holistic, approach, which takes into account all the services offered and the factors that may influence child development.

For our team, culture is considered a gift for future generations. This is why we provide workers and professionals interested in the subject with resources and tools aimed at preserving, transmitting and strengthening traditional ways of doing things among young First Nations families.

FNHSP

By collaborating with the First Nations Head Start Program (FNHSP), our team supports the implementation of local projects that are designed and developed within the communities. The FNHSP features six components: language and culture, education, health, nutrition, social support and parental support.

For example, we design and provide workers and the general public with tools and resources to:

- Encourage self-esteem and a desire to learn among First Nations children.
- Support parents and the extended family in their children's education.
- Promote healthy nutrition among young children.
- Encourage children to use their language and participate in cultural activities and events.

OVERALL OBJECTIVE Promote the child's overall development

PROGRAM OBJECTIVES

DEVELOP CHILDREN'S SENSE OF BELONGING TO THEIR CULTURE

COMMITTEE | WORKING GROUP | ROUNDTABLE, ETC. MANAGED BY THE ORGANIZATION |
COUNCIL | CORPORATION | TRIBAL COUNCIL

Not applicable since I am not part of any committee in the FNHSP

FNCFS, FIXED CONTRIBUTION AGREEMENT, TRANSITIONAL
None

COMMUNITY SUPPORT OHC, OBC

REGIONAL FORUM OR SPECIFIC TRAININGS
FNQLHSSC training

PARTICIPATION IN SEMINARS | CONFERENCES | TRAINING COURSES
None





ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE

PUBLICATIONS AND DEVELOPMENT OF TOOLS

Monthly schedule of daily activities

Send-outs

THEME DAYS (EXAMPLE: NATIONAL CHILD DAY, BREAST CANCER, HIV-AIDS, FAMILY WEEK, ETC.)

Winter carnival week (family snowshoe outing, sledding day, outdoor winter games, etc.)

Toddler week (walk in the community, song and dance day, etc.)

PUBLICATIONS (EXAMPLES: NEWSLETTERS, PAMPHLETS, BROCHURES, ETC C.

Stimulation kit (various activities for the child's overall development)

Schedule of daily activities

OTHER ACTIVITIES

Daily recreational, creative and cultural activities, outing to the Musée des Abénakis, traditional basket-making activity

Scavenger hunt in the community

Activity on the monarch butterfly with Evelyne from the Odanak Environment and Land Office

DIFFICULTIES

None

STATISTICS

20 children enrolled: 11 boys, 9 girls

Participation: approximately 90

CONCLUSION/CHALLENGES/2022-2023 OHC MANAGEMENT PROJECTS

CONCLUSION

As in 2020-2021, the Odanak Health Centre has continued the momentum it started three years ago. Many development projects have been completed and others are in the process of being completed. This annual management report highlights the colossal work accomplished by all the actors of the organization whose objective remains the same, namely to ensure quality, accessible and safe care and services to the Abenaki population of Odanak.

During the past year, many projects have been initiated, mainly in the area of mental health and support for the autonomy of the elderly, in collaboration with the Grand Conseil de la Nation Waban-Aki. Budgets from the FNCFS department and the \$20,000 funding program from the Fonds d'urgence Bouffercup have, as a result, made it possible to initiate important developments such as the Meals-on-wheels service.

Raymonde Nalett,
Responsable AHSOR Program



ACTIVITY REPORT 2021 - 2022

ODANAK HEALTH CENTRE



CHALLENGES FOR 2021-2022/2022-2023

- 1- Maintain Accreditation Canada results
- 2- Recruit a physician for Odanak
- 3- Continuity of services offered to the population regarding psychosocial services including mental health, suicide prevention, domestic violence, etc.
- 4- Prepare the future management of the Odanak Health Centre
- 5- Review the work organization of the Odanak Health Centre
- 6- Maintain the spirit of partnership with external organizations such as the CIUSSSMCQ, the FNQLHSSC, the FNCFS, the Wôlinak Health Centre, etc.
- 7- Cooperation agreement between the Odanak Health Centre and the Pierreville FMG
- 8- Partnership with the shelter for women fleeing domestic violence
- 9- Follow-up of the 2019-2024 strategic plan
- 10- Update of the emergency measures plan
- 11- Update of the emergency measures plan;
- 12- Update of the 2021-2025 Community Health Plan
- 13- Update the 2022-2027 strategic plan
- 14- Succession plan: FNHS program educator, addictions counsellor, etc.

2021-2022/2022-2023 PROJECTS

- 1- OHC/Archives expansion project
- 2- Alnôbaiwi Hall renovation project
- 3- Participation in FNEC inter-school games
- 4- 25th anniversary of the Odanak Health Centre
- 5- Implement cultural and holistic activities for the Odanak clientele
- 6- Acquisition of the former BETO office/ Kinesiology consultation room/training facility project
- 7- Resume collective kitchens

