



# Nisga'a Ts'amiks Vancouver Society

## Health & Wellness Program Guide

November x, 2020

Approval Date	Approved by CEO
Approval Date	Approved by the Board



## **Nisga'a Ts'amiks Vancouver Society**

### **Mandate**

*Our mandate is to provide liaison and contact between the Nisga'a Lisims Government, along with other Nisga'a locals and Village Governments, and Nisga'a citizens ordinarily residing in the Greater Vancouver, Victoria and Nanaimo regions of British Columbia, as well as to deliver social services and promote individual, family and community wellness for Nisga'a citizens living within our boundary.*

### **Vision Statement**

*To nurture a vibrant and prosperous community that is an integral part of a unified  
Nisga'a Nation*

### **Mission**

*To create a community that enhances the social, economic, physical, cultural and spiritual well-being of the Nisga'a citizens whose ordinary residence is within southern  
British Columbia.*

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If at any time you have questions regarding the Health and Wellness Program please contact

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## Introduction

This Guide is intended to outline the NTVS Health and Wellness Programs and Services offered to eligible Nisga'a citizens. The information contained in this Guide is drawn from NTVS policies, which are subject to periodic review and amendment by the NTVS that are intended to support improving the well-being of Nisga'a citizens. Nothing in this policy Guide shall impose any legal obligation on the NTVS. Funding and or services under this policy Guide is subject to availability and is discretionary.

## Health & Wellness Program Objectives

The objectives of the Health & Wellness Program are to provide Nisga'a citizen supports that include:

1. Health and Wellness workshops and training the support the long-term health and well-being of Nisga'a citizens; and
2. Cultural Food Distribution that respect the cultural foods and practices of the Nisga'a Nation to care for each other.

The NTVS intent is to establish this program guide, policies, and procedures to support fair and equitable Health & Wellness Program support for Nisga'a citizens, within available funding and budgets. The NTVS has prioritized health & wellness and every effort will be made to support Nisga'a citizens, however funding may change that affects Health & Wellness Program. If budgets do change that impact the Health & Wellness Program updates will be provided to the Nisga'a citizens, with as much notice as possible.

## Program Description

The NTVS Health and Wellness Program provides the following services within the limits of NTVS available resources (human, financial, other). This includes, but is not limited to services and financial support for:

1. **Health and Wellness** workshops and training the support the long-term health and well-being of Nisga'a citizens. Training eligibility, supports, limits and offerings are subject to partner funding agreements that are established on an on-going basis.
2. **Cultural Food Distribution** that respect the cultural foods and practices of the Nisga'a Nation to care for each other. Training eligibility, supports, limits and offerings are subject to Nisga'a Nation funding and resourcing (e.g. providing cultural fish) agreements that are established on an annual basis.

## Eligibility Criteria

### *Eligibility and Application*

- a. All NTVS Programs and services are intended solely for the benefit of Nisga'a citizens and their families.
- b. All applicants must adhere to the specific eligibility requirements for Health and Wellness that are subject to change, based upon funding agreements.
- c. Health and Wellness services and support will be made available to any Nisga'a citizen residing in the NTVS service areas.

### *Procedure*

- a. All Nisga'a citizens who wish to apply for Health and Wellness support must apply directly. An advocate may support the applicant to apply for services and support however to protect the personal information of clients the NTVS will not release a client's personal information without having the client provide an approved emergency or advocate contact.
- b. The applicant form attached is intended to provide client information, program accountability and ensure that the clients safety and well-being are considered. This includes maintaining a listing of workshop participants emergency contacts and medical needs in the event of an emergency.

## **Decision-Making**

All decision for support are the responsibility of the Programs and Services Coordinator who must operate in accordance with the NTVS Policy and funding agreements.

## **Appeals**

All appeals for funding decisions will be addressed to the Programs and Services Coordinator, in accordance with the NTVS Issue Resolution Policy.

## **Client Service Standards**

In addition to the service standards outlined in the NTVS Human Resource Policy Manual, the Health and Wellness Program will endeavor to provide services in a manner that enhances the health and well-being of all Nisga'a citizens today and for future generations.

## **Program Roles and Responsibilities**

### **NTVS Program Coordinator**

The Program Coordinator is responsible to ensure that the Health and Wellness programs and services adhere to NTVS policies and funding agreements, while supporting the health and well-being of staff and Nisga'a citizens.

To the greatest extent possible all Nisga'a citizens will be provided Health and Wellness services and support utilizing culturally relevant approaches (e.g. language, protocols, and practices) that will be shared with NTVS partners.

### **Nisga'a Citizen Responsibilities**

In supporting the success of Nisga'a citizens NTVS recognizes the immediate responsibilities of Nisga'a citizens, which are as follows:

- a. Treat all NTVS employees with respect, in accordance with Nisga'a values; and
- b. Accept responsibility to manage funding received from NTVS (if applicable) as agreed upon and intended, based upon this Program Guide and the Application Form.

## Limitations

- a. As outlined in the NTVS Human Resource Policy Manual the NTVS will adhere to all aspects of the Personal Information Protection Act and Human Rights Act apply to all aspects of NTVS Program design, development, implementation, monitoring, assessment and reporting.
- b. In the event that a section of this guide contravenes a policy of the Nisga'a Government or NTVS, the Office Manager is responsible for promptly proposing an amendment(s) to the appropriate policy to remove the conflict.
- c. Should the need arise the CEO may determine interim guidelines until the policy amendments are complete and approved.

## Program Guide Availability

Consistent with NTVS Board Policies, the CEO will ensure that all NTVS Policies and Program Guides are available for Nisga'a citizen viewing at any time. Any Nisga'a citizen who wishes to review this or any NTVS policy or policy guide upon request.

## Guide Maintenance and Amendment

To ensure the effectiveness of this Guide the CEO will work collaboratively with employees to review this Guide annually, before April 1<sup>st</sup> of each year, doing so in consideration of the coming year's strategic plan and projected organizational capacity requirements. This Guide may be reviewed earlier if warranted, to ensure alignment with applicable legislation.

### *Procedures*

The following procedures will apply in making an amendment to this policy:

- a. Preparing proposed amendments is the responsibility of the Office Manager, for ED/CEO approval. All employees will be invited to submit recommendations for the policy change, at any time. The Office Manager will regularly (e.g. quarterly or annually) present all proposed changes to the CEO for review and approval, with all supporting documentation required (e.g. current legislation).

- b. The CEO will review the proposed changes, approve in principle with changes or reject the proposed amendment. The CEO may retain technical support (e.g. accountant, lawyer) to consult on issues, prior to finalizing their decision to approve in principle.
- c. The final approval of this Guide, and/or any updates, remains with the NTVS Board.
- d. The Office Manager is responsible for ensuring that all employees are familiarized with amendments that are approved by NTVS Board. All employees are to acknowledge their understanding and commitment to adhere to these amended policies by signing Office Manager Policy Guide Receipt and Acknowledgment Form and Office Manager will track the electronically acknowledge and ensure that all employees have signed copies held in their personal files.

## Appendix A: Health and Wellness Intake Form

Office Use:			
Client ID #		Date	
		NTVS Employee ID #	

Client Information:			
Last Name		First Name	
D.o.B. (YY/MM/DD)		Citizenship Status	Nisga'a    Other
		Gender	Male    Female    Other
Cell Phone/Messages #		Alt. Phone (e.g. home)	
Address			
City		Prov.	
Postal Code		Country	

Advocate or Emergency Contact Information:			
Last Name		First Name	
Relationship		Contact Info (Cell/Phone)	

Are there any current Client Health Condition(s) we need to be aware of, or medication needed?

**DECLARATION AND CONSENT**

This is your legal agreement with us. Please read it carefully and sign below.

1. I certify that the information provided on this form is true and complete.
2. I authorize the NTVS to make any inquiries they deem necessary to verify the information provided and determine eligibility. And I authorize any person, corporation, or social agency with this information to release it to the NTVS.
3. I agree that any individual I have included in this application as my identified emergency contact or advocate may have access to my personal information for the purposes of supporting the effective delivery of NTVS services.
4. I understand that this application is not an agreement on the part of the NTVS to grant assistance.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Witness Name

\_\_\_\_\_  
Date

*Personal information contained in this form or in attachments is collected by the NTVS, in accordance with the Personal Information Protection Act, and is used exclusively to determine eligibility for the Reaching Home support.*

**Submit your completed application form directly to:**

NISGA’A TS’AMIKS VANCOUVER SOCIETY

3973 DUMFRIES STREET, VANCOUVER BC V5N 5R3

TELEPHONE: (604) 646-4944 FACSIMILE: (604) 646-4955

If at any time you have questions regarding the Health and Wellness Program please contact

Laura Lewis, Programs and Services Assistant

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