



Nisga'a Ts'amiks Vancouver Society

Citizen Outreach 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 anytime you have questions regarding the Education & Training Program please contact

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Introduction

This Guide is intended to outline the NTVS Citizen Outreach Program and Services offered to eligible Nisga'a citizens. The information contained in this Guide is drawn from (insert any prior or related policies, declarations, agreements, etc.). These guidelines are subject to periodic review and change by the NTVS accordance with (insert any relevant funding agreements or oversights), and the best interests of the 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.

Outreach Program Objectives

The objectives of the Citizen Outreach Program are to provide Nisga'a citizen supports that include:

- Addressing the impacts of the COVID-19 among Nisga'a citizens experiencing, or at risk of homelessness, and to provide additional support during this period;
- Taking active measures to limit the risk of contracting COVID-19 among Nisga'a citizens experiencing homelessness, and the staff and volunteers who work with them;
- Supporting a whole community, coordinated response (e.g. local Indigenous housing societies, local public health authorities, municipal emergency management, shelters, and service providers for indigenous peoples and women fleeing violence) that compliments and does not duplicate existing programming; and
- Ensuring program support and services are culturally relevant for Nisga'a citizens that are proven to support identity, well-being, and long-term health.

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

Program Description

The NVTs Outreach 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:

- Securing additional accommodation to reduce overcrowding in shelters;
- Securing sufficient accommodation to quarantine individuals infected;
- Purchasing beds and protection equipment in newly developed facilities;
- Short-term financial assistance (e.g. rent arrears and utility deposits);
- In-kind support, basic needs services (food security, voucher, grocery card, delivery of food, laundry and showers, personal hygiene products, basic cell phone costs, e.g. \$55/mth);
- Health and medical services/traditional teaching and medicine (including counselling, addictions support or hiring of health care professional);
- Supplies & materials (to reduce the risk of transmission: cleaning equipment and cleaning/sanitizing supplies, personal protection equipment, client care package, or homelessness response kits); and
- Transportation support (via taxi or NTVS owned vehicle).

Program Limits

All applicants must adhere to the following programs limits:

- All Nisga'a citizens who wish to apply for outreach 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.
- All applicants must have exhausted and disclosed all services or supports provided to them to ensure that any identified gaps are met, there is no duplication of services, and referrals for any known additional supports can be provided to maximize the health and well-being of Nisga'a citizens.
- Outreach services and support will be prioritized to the greatest degree possible to vulnerable persons (e.g. Elders, have mobility challenges, compromised immunity, pregnant, women and families fleeing violence, or suffering from a mental health crisis or at high risk).

Decision-Making

All decision for support are the responsibility of the Outreach Services Team who must operate in accordance with the Reaching Home Outreach Policy and funding agreements.

All funding will be provided directly to the service provider or in the form of gift cards. NTVS Outreach staff are not permitted to provide cash to Nisga'a citizens.

Appeals

All appeals for concerns regarding Outreach services and support will be addressed to the CEO, 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 Outreach Program will endeavor reduce the health risks for NTVS employees and Nisga'a citizens. All employees must adhere to BC Guidelines for pandemic response (http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf), including but not limited to physical distancing, hand washing, wearing masks, regular disinfecting of equipment and supplies, and contact tracing. Additionally, employees will innovate approaches that can enhance the ability of NTVS services and support to be of the highest quality and ensure the safety and well-being of Nisga'a citizens and those they live with. Outreach workers also have responsibilities in the following categories:

Nisga'a Citizen Applicants:

- a. All employees providing Outreach services and support will share with clients how to protect themselves with the intent of building their awareness and capacity (e.g. regular handwashing, wearing masks, social distancing, limit travel), advise clients what to watch for (fever, coughing, shortness of breath) and how to access medical care asap for testing and care.
- b. If a client is, in the opinion of the employee, needing assistance they will call 911 when/if a client demonstrates concerning signs (e.g. trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face)
- c. Clients who pose a risk to themselves or others will be not be provided services, and employees will call appropriate authorities to ensure their health and well-being.

NTVS Employees:

- a. All Outreach services and supports will be provided in teams. Employees will not work alone and where there are unsafe environments, employees will not put themselves at risk, as required by the NTVS Human Resource Policies.
- b. The Outreach Worker Assistant will ensure that employees providing Outreach services and support are supported by developing and regularly updating a referral networks and reference binder that includes summaries of each partners roles and responsibilities, and by ensuring that employees practice harm reduction.
- c. All employees are required to take the necessary time off to ensure that their health and well-being is not compromised which would directly impact the ability to provide effective services and support. This may include the Outreach Worker Assistant conducting regular employee reviews (e.g. weekly) to assess employees' health and well-being through observation, questioning, when needed medical check-ups if there are any concerns about exposure to COVID 19 and undertaking personal planning with employees providing Outreach services for coping with stress and personal care.

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. Outreach services and support will be made available to any Nisga'a citizen residing in the Greater Vancouver Regional District. (Appendix B)

Procedure

- a. All applicants must have exhausted and disclosed all services or supports provided to them to ensure that any identified gaps are met, there is no duplication of services, and referrals for any known additional supports can be provided to maximize the health and well-being of Nisga'a citizens.
- b. Outreach services and support will be prioritized to the greatest degree possible to vulnerable persons (e.g. Elders, have mobility challenges, compromised immunity, pregnant, women and families fleeing violence, or suffering from a mental health crisis or at high risk).
- c. All Nisga'a citizens who wish to apply for Outreach 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.

Program Roles and Responsibilities

NTVS Outreach Coordinator

The Outreach Coordinator is responsible to ensure that the Reaching Home Outreach Policies are adhere to for all NTVS staff providing Outreach services and support to ensure the health and well-being of staff and Nisga'a citizens.

To the greatest extent possible all Nisga'a citizens will be provided Outreach 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 attached as an appendix to this Guide.

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 Office Manager 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 1st 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 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: Outreach Client In-take Form

NTVS Outreach Client Intake Form

Submit your completed application form directly to your intake worker.

Office Use:			
Mask Distributed: Yes/No		In-Take Date	
Client ID #		NTVS Outreach Worker	

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			

Client Employment & Marital Status:						
Employment Status	F/T	<input type="checkbox"/>	P/T	<input type="checkbox"/>	Self-Employed	<input type="checkbox"/>
	Unemployed	<input type="checkbox"/>	Social Assistance	<input type="checkbox"/>	PWD (specify):	<input type="checkbox"/>
Marital Status	Single/ Separated/ Divorced/ Widowed	<input type="checkbox"/>	Common Law/ Married	<input type="checkbox"/>	Other (specify):	<input type="checkbox"/>
Advocate or Emergency Contact Information:						

Last Name		First Name	
Relationship		Contact Info (Cell/Phone)	

Clients Current Living Conditions:

Living Arrangement	Tent	<input type="checkbox"/>	SRO	<input type="checkbox"/>	Apartment	<input type="checkbox"/>
	Upper/ Basement Suite	<input type="checkbox"/>	House	<input type="checkbox"/>	Other	<input type="checkbox"/>

Others Living in the Home (household members need not be Nisga'a citizens)

1. Names (First and Last)		Relationship	
Gender		D.o.B.	
2. Names (First and Last)		Relationship	
Gender		D.o.B.	
3. Names (First and Last)		Relationship	
Gender		D.o.B.	
4. Names (First and Last)		Relationship	
Gender		D.o.B.	

Current Client Health Condition(s):

Client Medication(s):	Length of Condition/Medication
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Family Health Conditions/Mediation:

Are there any current health conditions or medication needs for those whom you live with that we should be aware of to protect yourself and those you live with?

Priority Support:

Are you an Elder, or person with mobility challenges or compromised immunity? Are you pregnant or a woman or family fleeing violence? Are you suffering from a mental health crisis, or at high risk? Consistent with Nisga'a values we prioritize taking care of those most vulnerable and accordingly we prioritize services and support for these persons.

Client Current Services:

Are you receiving assistance from another organization? If so, from which one(s) & for which purpose?

Personal Plan

Please share your plan of what you need and how NTVS RH services and support will support your long-term self-determination and well-being.

Client Requested Services:

Please identify which services you are applying for today, from the following:

<input type="checkbox"/> Securing additional accommodation to reduce overcrowding in shelters;	Requested Amount:
<input type="checkbox"/> Securing sufficient accommodation to quarantine individuals infected;	Requested Amount:
<input type="checkbox"/> Purchasing beds and physical carriers to place between beds in newly purposed facilities;	Requested Amount:
<input type="checkbox"/> Short-term financial assistance (rent arrears and utility deposits);	Requested Amount:
<input type="checkbox"/> In-kind support, basic needs services (food security, voucher, grocery card, delivery of food, laundry and showers, personal hygiene products, etc.)	Requested Amount:
<input type="checkbox"/> Health and medical services/traditional teaching and medicine (including counselling, addictions support or hiring of health care professional);	Requested Amount:
<input type="checkbox"/> Supplies & materials (to reduce the risk of transmission: cleaning equipment and cleaning/sanitizing supplies, personal protection equipment, client care package, etc., or homelessness response kits);	Requested Amount:
<input type="checkbox"/> Transportation support (via. taxi or NTVS owned vehicle)	Requested Amount:
<input type="checkbox"/> TESTED POSITIVE FOR COVID-19 Requested support:	
<i>Total:</i>	\$

Please Note:

- Your funding application could be deemed ineligible if clients are obtaining duplicate resources from other organizations, e.g. provincial, territorial or municipal welfare and rent supplement programs.
- Funding may not exceed amount of financial assistance provided by provincial, territorial or municipal rent supplement programs.
- Due to limited funding we ask that you apply for only your current needs.
- All completed applications will be accepted, reviewed and approved on a first come basis until funds are exhausted.
- Any approved support that is not utilized by the client will not affect the client's ability to apply for future support.

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, organization, employer, 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

NTVS Outreach Worker

Date

NTVS Outreach Coordinator

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.

Document Checklist:

All of the following documents must be attached to your application form:

- Photo identification, wherever possible.
- Any current housing agreements you have, indicating address, rent and any additional monthly charges for which you need support.
- Any past due utility bills you have and any additional monthly costs for which you need support (e.g. childcare).
- Proof of income with bank statements within the preceding four to twelve weeks (e.g. pay stub with employer’s name and phone number) and other income being received by any adults in your household (if applicable).
- Copies of any relevant invoices, disconnection notices, eviction notices, moving company quotes, furniture appliance quotes, bed bug treatment, COVID 19 sterilization supplies, and furniture that can ensure safe accommodation is available to yourself and those in your household, as appropriate.

NISGA’A TS’AMIKS VANCOUVER SOCIETY

3973 Dumfries Street, Vancouver BC V5N 5R3
 Telephone: (604) 646-4944 Ext. 101 Facsimile: (604) 646-4955

FOR OFFICE USE ONLY

Client ID:			
Application Approval:	Approved:	Denied:	Total Amount Approved:
Cheque Release Date:			Cheque #:
Support Plan Notes: (please note what was approved, amounts, and methods used to confirm receipt of client products/services, e.g. signed delivery invoice, and follow up plan)	Support given:		
	Client Received Signature: _____		
	Date:		

If at anytime you have questions regarding the Citizen Outreach Program please contact

Denise Azak, Outreach Program Coordinator

Telephone: 604 646 4944 Ext. 103

email: communityoutreach@tsamiks.com

Appendix B: Greater Vancouver Regional District

