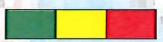



NORMAN RECOLLET HEALTH CENTRE OPERATIONS PLAN April 2022 – March 2023

Adopted by Chief and Council BCM #WFN: 22/23-11-298
At Chief and Council Meeting of: March 23, 2021

VISION: The Norman Recollet Health Centre is a community-based Mino Bimaadiziwin Team that promotes, prevents, protects, and provides wholistic, accessible, quality services guided by Anishinaabe values, through the assessment of needs, sound policy, and wise practices.



MISSION: The Norman Recollet Health Centre will deliver quality health services rooted in culture to support individuals, children, families, and the community in their journey towards Mino Bimaadiziwin.

		Activities	Person	Start/End	Budget	Performance Indicator
Strategic Directions	<p>A. Culture as foundation</p> <p>Goal: Provide a coordinated, wholistic approach to health service programming that includes Indigenous culture, traditions, and language</p>	<p>2022-2023 ACTIVITIES</p>	<p>Person Responsible (Position)</p>	 <p>Start & End Dates</p>	 <p>Budget / Resources Dedication</p>	<p>Performance Indicator examples:</p> <p><u>Definition:</u> Is a performance measurement to evaluate the success of an activity, measurable benchmarks against defined goals.</p> <p><u>Ex:</u> client satisfaction, staff/client engagement, productivity measures, # of clients attending an activity, increase by 10%, operating cash flow, # of incidents, approval of policies, 100% compliance with all Accreditation Canada ROPs by survey dates, client complaint/compliments, results provided to leadership, implementation of..., completion of training by all staff, development of..., submission of project plan, revised agreement</p>
Strategic Priorities - Objectives	<p>A1.</p> <p>Implement and assess community traditional programs that provide treatment to the person as a whole: physical, mental, emotional, spiritual and social</p>	<p>A1a The majority of the health programs are already developed. See Strategic Plan. We will work on the following programs: Land Based, Mental Health, HCCP (Service Delivery Plan and RMAT)</p> <p>A1b Develop policies for each health programs to help guide our services in the direction to support staff and the community</p> <p>A1c The accreditation process helps in the assessment of the medical transportation, community wellness, day program, brighter futures, mental health and home care programs. Ensure there is a cultural assessment to the programs Explore the PHO 10 steps for program evaluations: https://www.publichealthontario.ca/en/Health-Topics/Public-Health-Practice/Program-Planning-Evaluation/Evaluating-Programs/Audio-Presentation-Evaluation</p>	<p>All health staff</p> <p>All health staff</p> <p>All health staff</p>	<p>Ongoing Start 2018- March 2023</p> <p>Ongoing</p> <p>Ongoing</p>	<p>In-kind</p>	<p>Evaluation of every program completed by clients</p> <p>Policies are found in the WFN drive</p> <p>Moving forward with the workplan for accreditation standards</p>

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Strategic Directions	<p>B. Community development and ownership</p> <p>Goal: Establish ongoing partnership with the community to ensure that Wahnapitae First Nation's priorities, culture and values continue to shape its services and the health service system.</p>	2022-2023 ACTIVITIES	 Start & End Dates	 Budget / Resources Dedication	<p>Performance Indicator examples:</p> <p><u>Definition:</u> Is a performance measurement to evaluate the success of an activity, measurable benchmarks against defined goals.</p> <p>Ex: client satisfaction, staff/client engagement, productivity measures, # of clients attending an activity, increase by 10%, operating cash flow, # of incidents, approval of policies, 100% compliance with all Accreditation Canada ROPs by survey dates, client complaint/compliments, results provided to leadership, implementation of..., completion of training by all staff, development of..., submission of project plan, revised agreement</p>	
Strategic Priorities - Objectives	<p>B1. Develop strategies to decrease the incidence of lateral violence and enhance the ability of staff and the community to manage them</p>	<p>B1a Health Centre staff review the lateral violence policy</p> <p>B1b Research cultural/traditional teachings methods to combat bullying in the workplace – Turtle Concepts</p> <p>B1c Provide workshops for staff and community members and leadership that are geared on lateral violence:</p> <p>Develop a process/policy re: verbal/physical abuse from some patients (3 strikes, kind of the hospital, yelling on phone, should be able to respond that you cannot take this). No-violence contract with clients.</p> <p>Deescalate workshop to all health staff (Emergency Response to Workplace Violence (Code White).</p> <p>Turtle Concepts for the whole community, invite C&C. Trauma informed care.</p>	<p>Health Director, Finance Director</p> <p>Health Director</p> <p>Rebecca</p> <p>Jessica</p> <p>Health Director/Admin Assistant</p>	<p>July 21, 2022</p> <p>Completed in April 2022</p> <p>Start: July 2022 End: Aug 2022</p> <p>Start: July 2022 End: Aug 2022</p> <p>Start: Sept 2022</p>	<p>In-kind</p> <p>15,000 to 20,000\$</p>	<p>Policy is uploaded in the HR download. approved & reviewed with staff as per signature within the finance department</p> <p>Signage sheet completed by all health staff</p> <p>Policy is developed and the sign-in sheet completed by all staff</p> <p>Training sheet will be completed</p> <p>Attendance sheet completed</p>

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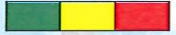

		Activities	Person	Start/End	Budget	Performance Indicator
B2. Coordinate the development of a health and safety strategy, with respect to the community's needs and manage its implementation into the health centre		Heart & Souls: Why? Bring this to the community.	Jessica	End: March 2023		Attendance sheet completed
		Webinars on emergency response: code white. Rebecca will send link	Done			Receipt of completion form the org
		B2a Development of a Risk Management policy. Rebecca and Jenna to look at the policy.	Health Director	July 2022 Oct 2022	In-kind	Policy is approved & reviewed by staff as per signature
		B2b Identify which training the staff and community members need (First Aid/CPR, babysitting, lifeguard, outdoor safety (boating, hunting), mental health first aid, duty to report, parenting program, ASSIST, trauma informed care, life-skills training), IPAC, food handling, life labs.	Health Director and Admin Assistant, Communications	Ongoing until March 31, 2023	Community: 15,000-20,000\$ NRHC: 20,000-25,000\$	A list of training the staff and community members needs is completed.
	B2c Organize staff and community members training	ED and all Directors	Ongoing		Minutes of staff mtgs	
Strategic Directions	C. Quality Health and Competent Service Delivery Goal: Provide quality health services, workshops, and programs that ensure Wahnapiitae First Nation benefits from comparable services, programs and outcomes.	2022-2023 ACTIVITIES	Person Responsible (Position)	Start & End Dates	Budget / Resources Dedication	Performance Indicator examples: <u>Definition:</u> Is a performance measurement to evaluate the success of an activity, measurable benchmarks against defined goals. Ex: client satisfaction, staff/client engagement, productivity measures, # of clients attending an activity, increase by 10%, operating cash flow, # of incidents, approval of policies, 100% compliance with all Accreditation Canada ROPs by survey dates, client complaint/compliments, results provided to leadership, implementation of..., completion of training by all staff, development of..., submission of project plan, revised agreement
Strategic Priorities – Objectives	C1. Develop and implement a plan to assess the programs and resources identified in the community needs assessment	C1a Identify the programs from the community needs assessment (survey). Share the list of programs with the working group. C1b Develop and implement a plan to assess the programs	Health Director Admin Assistant Health Staff	 Start: July 2022		List is in the start plan Survey at the end of the program or monthly surveys

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<p>C1c Have a box in the reception area, confidential, what services you received today, were you satisfied?</p> <p>Or use the link that would be in the reception area</p> <p>Tablet in the reception area</p>	NP (questions), comm & all staff for their specific programs	End: July 2022		Medical Secretary will tabulate the results of the surveys
	Medical Secretary	Start: July 2022 End: Mar 31, 2023		Communications/Medical Secretary Communications/Medical Secretary
<p>C2. Achieve excellence in the delivery of services by obtaining accreditation with Canadian Accreditation Council</p>	C2a Apply for funding and moving forward with accreditation with Canadian Accreditation Council (CAC)	IN PROGRESS		Funding approval. Accreditation stamp obtained
	C2b Nursing, HBHC, Wellness, Mental Health, Family Wellbeing, will work on the accreditation standards.	IN PROGRESS		Meeting minutes



Strategic Directions	D. Collaboration with Partners	2022-2023 ACTIVITIES	Person Responsible (Position)	 Start & End Dates	 Budget / Resources Dedication	<p>Performance Indicator examples:</p> <p><u>Definition:</u> Is a performance measurement to evaluate the success of an activity, measurable benchmarks against defined goals.</p> <p><u>Ex:</u> client satisfaction, staff/client engagement, productivity measures, # of clients attending an activity, increase by 10%, operating cash flow, # of incidents, approval of policies, 100% compliance with all Accreditation Canada ROPs by survey dates, client complaint/compliments, results provided to leadership, implementation of..., completion of training by all staff, development of..., submission of project plan, revised agreement</p>
	<p>Goal: Network and collaborate with providers and partners regarding health services to support the community on their journey towards Mino-Bimaadizwin</p>					

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Strategic Priorities - Objectives	D2. Identify and develop new partnership that enhance service delivery to community and staff	D2a Create a list of potential partners, develop new MOU's with selected partners in the Child & Family Services, Ontario Health, ORNGE, HSN, Friendship Centre	C&C, Health Director, ED, Band Rep		
		D2b Explore and research new opportunities with colleges and universities	Health Director, ED, Communication, Education department, NP		
	D3. Develop a memorandum of understanding (MOU) with Tribal Council	D3a Participate in meetings with Tribal Council and other FNIM partners to keep updated to current and new opportunities	C&C, ED	On-going	

Strategic Directions	<p>E. Enhanced flexible funding Investments</p> <p>Goal: Enable Norman Recollet Health Centre to respond to community needs by obtaining flexible and sustainable funding with Indigenous Services Canada</p>	<p>2022-2023 ACTIVITIES</p>	<p>Person Responsible (Position)</p>	<p>Start & End Dates Start & End Dates</p> 	<p>Budget / Resources Dedication</p> 	<p>Performance Indicator examples:</p> <p><u>Definition:</u> Is a performance measurement to evaluate the success of an activity, measurable benchmarks against defined goals.</p> <p><u>Ex:</u> client satisfaction, staff/client engagement, productivity measures, # of clients attending an activity, increase by 10%, operating cash flow, # of incidents, approval of policies, 100% compliance with all Accreditation Canada ROPs by survey dates, client complaint/compliments, results provided to leadership, implementation of..., completion of training by all staff, development of..., submission of project plan, revised agreement</p>
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Strategic Priorities - Objectives	E3. Initiate the development of a plan for Norman Recollet Health Centre to become a separate health entity	E3a Revising health job descriptions to establish new medical position	Health Director, HR depart	IN PROGRESS		
		E3b NRHC is in the stages of seeking funding for infrastructure and development of a new Wellness building				
	E4. Prepare for expected health transformation dollars	E4a Prioritize funding by developing a list of identified needs from the community	Health Director, all staff			
		E4b Identify a transformation model that would work for WFN	Heath Director, ED and others	Started in 2018		
		E4c Conduct community focus group to begin discussion about transforming health system	C&C, Health Director, ED, communications	Ongoing		
		E4d Health Director will continue to attend the meetings with Anishinabek Nation Association of First Nation	Health Director	Ongoing		