

## LOCAL AND TOLL-FREE CRISIS RESOURCES

**911 - RCMP and Ambulance**

**250-378-2242 - Nicola Valley Hospital and Health Centre**

**1-888-353-2273 - Crisis Line & Emergency After Hours**

**1-800-668-6868 - Kids Help Line**

### **1-800-SUICIDE**

If you are in distress or are worried about someone in distress who may hurt themselves, call SUICIDE (**1-800-784-2433**) 24 hours a day to connect to a BC crisis line, without a wait or busy signal.

### **Native Youth Crisis Hotline - 1-877-209-1266**

Answered by staff 24/7. Available throughout Canada and US.

### **Trans Lifeline - 1-877-330-6366 - [www.translifeline.org](http://www.translifeline.org)**

Trans Lifeline is a non-profit dedicated to the well-being of transgender people. We run a hotline staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs members of our community might have. This is a FREE helpline run by volunteers and supported by the community.

### **310-6789 (no area code needed) Mental Health Information Line**

Answered 24/7/365 it provides empowering emotional support, information on appropriate referral options and a wide range of support relating to mental health concerns.

### **1-800-588-8717 – KUU-US CRISIS SERVICES**

#### **24HR PHONE SUPPORT A place where you can trust, talk, and feel safe!**

KUU-US Crisis Line Society handles calls from individuals concerned about themselves or from family or agencies, concerned about others. Once the crisis issue has been identified, the level of severity for call handling is determined. The goal is to establish a non-judgmental approach to listening and problem solving. A support system is put into place where the caller is brought back to a pre-crisis state. Debriefing is also provided to any front-line worker who work in the field. KUU-US also maintains an in-depth referral database.

**Hope for Wellness Helpline:** The Hope for Wellness Help Line offers 24-hour immediate mental health counselling and crisis interventions to all Indigenous peoples across Canada.

1. Toll Free: 1-855-242-3310
2. Chat line: <https://chat.fn-i-hopeforwellness.ca/>



**Scw'exmx Community Health Services Society**

103-2090 Coutlee Ave  
Box 3090 Merritt BC V1K 1B8  
T.250.378.9745 F.250.378.4962  
Toll Free: 1.888.667.2477  
reception@schss.com www.schss.com

# DECEMBER 2020

**Jim Adams**  
Executive Director

**Lori Clark**  
Operations Manager

**Yvonne McMillan**  
Receptionist/NIHB Clerk

**Joanne Trosky**  
Wellness Programs Assistant

**Kimberly Bent**  
Dental Driver/ Finance Assistant

**Selena Henry**  
Finance Assistant

**Rena Jones**  
Home Care Nurse

**Crystal Lindley**  
Licensed Practical Nurse

**Dawn Sugiyama**  
Personal Care Aide

**Rose Dionne**  
Community Health Nurse

**Melissa Krause**  
Licensed Practical Nurse

**Carly Obenauer**  
Early Child Educator Worker

**Bonita Eagles**  
Community Health Associate

**Lucy Henry**  
Youth Dev/Rec Worker

**Darlene Rodominski**  
Youth Worker

**May George**  
Wellness Counsellor

**Christine Provost**  
Wellness Counsellor

**Florence Lamirande-Collins**  
Wellness Counsellor

**Doug Dixon**  
Medical Van Driver

**Jake Jameson**  
Community Van Driver



**Scw'exmx Community Health Services Society  
And Stoyoma Dental Office  
Christmas Closure From  
December 24, 2020 To January 04, 2021  
Office will re-open January 04, 2021**

**In case of emergency medical travel needs,  
please call the medical after hours phone # 250-280-1644.  
Available 8am - 10pm**



**Medical Travel AFTER HRS  
Phone # 250.280.1644 4:30PM-10:00PM  
This number is not for general inquires,  
& not available during regular office hrs.**

**For  
Medical  
Emergencies call  
911**



# GINGERBREAD HOUSE CONTEST

## 2020

INVITING ALL LOCAL COLDWATER, SHACKAN &  
NOOAITCH COMMUNITY MEMBERS

### How to Enter:

Pick up your Gingerbread House supply kits  
at the SCHSS Youth Center—1802 Chapman Street Lucy: (250)315-0016  
\*\*\*only one kit per household

Entries will be accepted between Nov. 30, 2020—Dec. 11, 2020 at 4:30 pm  
Take a close up photo of your Gingerbread House along with your assigned  
number and email to: [reception@schss.com](mailto:reception@schss.com).

Winners will be announced December 16, 2020

Prizes to be awarded  
to each community

For more info, call May or Joanne at 250-378-9745



## Virtual Wellbriety Support Group

Open Daily Zoom Meetings

**EVERYONE IS WELCOME TO ATTEND**

**Every Day, Monday to Friday**

**1:00 pm to 3:00 pm**

Join by clicking this link or copy and paste the link into  
a web browser <https://us02web.zoom.us/j/84428458473>

Dial in option: 1-778-907-2071

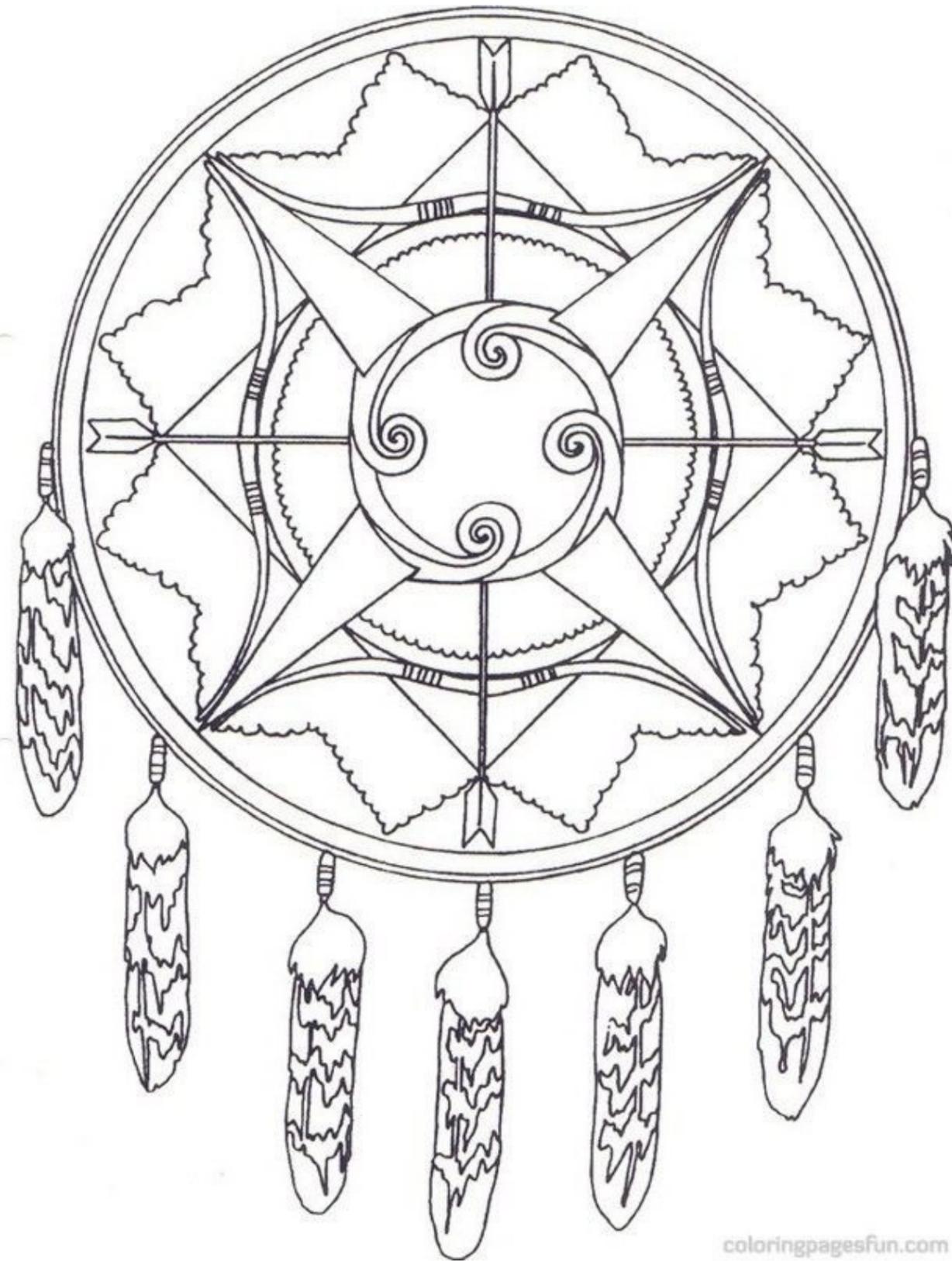
Meeting ID: 829 8096 8751

For more information contact:

Dave Manuel, TteS Wellness Counsellor  
250-372-5030 [dave.manuel@kib.ca](mailto:dave.manuel@kib.ca)

Me7 knucwentwécw-kp (help one another)

Me7 yegwyúgw-t-k ell me7 yegwyúgw-t ke7 púsmen  
(Keep healthy and strong in body and mind)



coloringpagesfun.com

*hear life's  
important  
moments*



Sign up at Health Office  
Limited Appointments  
(Ages -18 and up)

# 1 Day FREE Hearing Screening Clinic

Free Hearing Aids Cleaning and Maintenance

**Date:** Dec 2nd, 3rd, & 4th

**Day and Time:** Wed, Thu, Fri 9am-4pm

**Clinic Location:** Corner of Nicola & Garcia

**CARTER Hearing**



*Call today* 604-392-9211

**CHILLIWACK:** 9248 B Main St. Chilliwack  
(Next to TD Bank across from Save On Foods)



Laura Carter, RHIP.  
Registered Hearing Instrument Practitioner  
Owner

## HAVE A COVID-19 SAFE CHRISTMAS

Give the gift of keeping your loved ones safe and healthy this year!

Here are some tips to lower COVID-19 risk this holiday season:

- **Avoid large family gatherings or meals. It is safest to keep to your household members, with a maximum of 6 extra guests who are your usual social "bubble"**
- **Avoid traveling out of province or to different regions of BC where there are higher case numbers of COVID-19 (such as the Lower Mainland and Fraser Valley)**
- **Keep hand sanitizer available at the front door**
- **You can ask guests to wear masks while they are inside your home, and to maintain 6-foot distancing. Especially for larger gatherings or if there is someone in the home who is an elder or has a weakened immune system!**
- **Avoid hugging and shaking hands with people who do not live in your household**
- **If you are having meals with guests who are not your household members: space people out around the table, have one person serve the food (avoid shared serving utensils), and ask everyone to wash hands before eating**
- **Wear your mask for Christmas shopping! You can also shop online or arrange doorstep pick-up with many local stores**
- **Organize outdoor holiday activities if you are seeing non-household friends and family: Have a bonfire, walk around looking at Christmas lights, go sledding**
- **Get your flu vaccine!**
- **It is normal to feel sad and frustrated about changed or canceled holiday gatherings and traditions, and to miss seeing friends and family. Reach out to loved ones with calls, texts, or video chats. Counseling help is available from the SCHSS Wellness Department or 24-hour Crisis Lines such as the KUU-US Crisis Line at 1-800-588-8717**



### First Nations Health Authority

### Interior Region Mental Health and Wellness

### Maintaining a Holistic Approach to Wellness

### Our Health and Wellness



Our priority is and has been to support and prepare our Nations to maintain health of the communities. Given the current situation at this time, people may be feeling the impact on our Mental Well-being. Highly stressful situation(s) may be affecting your emotional, spiritual, physical and mental sense of balance. Below are some tips to support your Mental Wellness through difficult times which can support a holistic Indigenous approach.

#### MENTAL

Moments of mental focus on relaxation will help you get in touch with yourself, decompress and appreciate your life's blessings, and beautiful things around you.

Making the most of periods of silence to get in touch with yourself to; check in on how you are feeling, evaluating your wellness levels through reflection, to guide some positive strength based thoughts, will help you regain inner peace.

Give priority to activities that help you make peace with your thoughts and emotions, like meditating, writing in a journal, drawing or painting, or being connected to Nature.

By going for a walk or just sitting outside, while keep appropriate social distancing. Research show that walking in nature can decrease symptoms of depression and reduce physical tension and mental stress. Being in touch with nature is conducive to mindfulness. This practice of focusing on the present moment is key.

Lastly rediscover your inner child's way of seeing the world. Take delight in a scene, a bird singing, feeling the warmth of the sun, or the smell that Nature holds.

#### SPIRITUAL

Spirituality can help you through difficult times in your life by providing a sense of belonging and a greater connection with others and with your inner self.

Receiving and giving love and support can help you develop a genuine compassion for yourself and others, which is a key element for spiritual growth.

Look to your cultural practices to center yourself and reconnect to your inner spirit with creator for strength and balance. Utilize medicine(s), which will support cleansing your space from negative feelings/energy a great example of this for example smudging or boiling cedar.

#### EMOTIONAL

Emotions need to be expressed: find the time and place to experience them. Find a safe place to let your feelings out.

You can talk to others about your emotions and seek professional help, if needed. Offer prayer to creator, call an Elder or other traditional support to help you, or keep a personal journal. Try express yourself using the arts by writing, playing an instrument, painting or acting.

It is s known fact that laughter increases the level of health-enhancing hormones which in turn increase the stress reduction hormones like cortisol, adrenaline and dopamine. Sharing a moment of laughter is good medicine.

#### PHYSICAL

**EXERCISE:** Research has shown that physical activities improves your physical health and overall well-being. It reduces stress, strengthens the heart and lungs, increases energy levels and helps you maintain overall wellness.

Other activities which can be beneficial to all quadrants of Wellness: Traditional Arts and Crafts, Coloring, or Reading

**NUTRITION:** Eating a healthy diet and using the traditional foods and/or medicines provides your body with the nourishment to continue maintaining Mental, Emotional, Spiritual and Physical wellness.

Processing and preparing traditional foods and medicines can also provide some distraction from the circumstances causing stress or fears.

**SLEEP:** Quality sleep is essential to mental and physical health. Sleep is as important as air and food. It rejuvenates our brain and body which releases tension. We heal as we rest. Lack of sleep can lead to emotional, psychological and physiological problems, such as depression, anxiety and heart problems. Traditional cleansing practices, and offering prayer before bedtime can help with a better nights rest.

**If you or someone you know is struggling to maintain Mental Wellness please reach out for support either to a hotline, a Mental Health Counsellor Clinician, a Doctor or your area Nurse Practitioner.**

**SCHSS has the following health and wellness items available for pick-up or drop-off:**

- Hand sanitizer (small bottles only)
- Naloxone (overdose-reversal medication)
  - Condoms
  - Bar soap
- Masks: fabric and surgical masks
- Tylenol (for people with a fever)
  - Cough syrup
  - Gravol
- Thermometers (low supply, only for people with a fever)

**If you need an item: call Rose (community nurse) at 250-378-9745**



**Seasons Greetings**

Hello Everyone,

As we move into the month of December, I wanted to take a moment to thank all the community members who have welcomed me in my new position as Medical Travel Clerk/Admin Assistant over these past several months. It has been a pleasure to meet all of you and to be of assistance in any way possible. *Yours in friendship, Yvonne McMillan*

**MEDICAL TRANSPORTATION**

First Nations Health Authority continues to offer assistance to community members through the medical transportation (MT) benefits. Your medical transportation benefits provide assistance with the cost of meals, **accommodation** and **transportation** to help you travel to a medical appointment outside your community of residence. MT coverage is intended as a supplement and may not cover the full cost of your travel. MT benefits covers travel to the closest appropriate provider, using the most efficient and economical type of transportation appropriate for your needs and medical condition.

**Due to COVID19, we have discontinued some of our services, such as the Medical Van trips to Kamloops and the Community Vehicle rides.**

**Please call Scw'exmx Community Health at 250-378-9745 to access medical transportation benefits.**

Remember: some types of travel cannot be covered and cannot be appealed. MT benefits **NOT** covered include, but are not limited to:

- **compassionate travel (e.g.: travelling to visit a family member who is receiving medical treatment)**
- payment of fees for a doctor's note
- travel back to your community of residence if you became sick or injured while away from home
- travel when the medically-necessary service is available in your community
- travel to access medical appointments located outside of Canada
- travel to access services that are not considered medically necessary
- travel where the only purpose is to pick up items that do not need to be fitted (e.g.: prescriptions, prescription glasses or contacts and some medical supplies and equipment).

**You can call Health Benefits at 1-855-550-5454 to learn more about what is covered.**



We have installed a Hi-Velocity Air Purification System for the added safety of staff, patients, families and the community at large. Air in the office will be recycled every 14 minutes. We also have a hand sanitizer mounted on the wall at reception and we will be asking all patients to use this upon entering the building and before leaving. We also have Lexan installed on the front desk as a safety barrier.

### There is a few changes for patients presenting to their appointments.

1. We will be asking that only patients with appointments enter the office. Please do not bring along extra family members or friends. Exceptions to this will be parents accompanying small children or patients who have care givers.
2. We will do a COVID prescreen on all patients
3. A touchless thermometer will be used to take a temperature on all patients. Patients with a fever of 38C and over will be rescheduled.
4. At this time we have suspended van rides due to social distancing rules
5. All toys and reading material has been removed from the waiting room. Chairs have been spaced according to social distancing rules.

We are working hard to reschedule all patients who had their appointments canceled due to our closure. At this time we appreciate your patience.

We also ask that due to our high volume of patients needing appointments that if you are unable to attend your appointment kindly give a minimum of **24 HOURS NOTICE** to ensure that we do not have wasted time.



# Telehealth for Mental Health

## What is Telehealth?

Telehealth is the use of virtual technology to deliver health care services. If you are unable to attend an appointment in person, the First Nations Health Authority can support you to receive mental health counselling through telehealth.

Counselling sessions delivered using telehealth can be done over the phone or using video conferencing (e.g. Zoom, Skype, FaceTime). The FNHA does not consider texting and emailing to be telehealth.

## How Do I Set Up a Telehealth Appointment?



### STEP 1

Contact your mental health provider to ask about a virtual counselling appointment. Discuss which telehealth option they prefer and which you feel most comfortable using.

As long as you are seeing a **mental health provider who is registered with Health Benefits**, all telehealth sessions are fully covered.



### STEP 2

Prepare for your telehealth appointment:

- Have a fully charged device.
- Find a private space where you feel comfortable and won't be overheard.
- Use a headset or earbuds to avoid echoes and protect your privacy.



### STEP 3

Follow any instructions from your provider about downloading or logging on to the video conferencing system.

It is important to remember that not being available for the call or video as planned is considered a no-show appointment. Clients may need to pay for no-show appointments.



To find a registered mental health provider, visit [fnha.ca/benefits](https://fnha.ca/benefits) or call 1.855.550.5454

# COVID-19 TESTING



Please get tested for COVID-19 if you have one or more of these symptoms:

- Fever, chills
- Cough
- Malaise (overall feeling of discomfort), muscle aches
- Runny nose, nasal congestion, loss of sense of smell
- Painful swallowing/sore throat
- Loss of appetite
- Fatigue (extreme feeling of tiredness)
- Gastrointestinal symptoms such as nausea, vomiting, and/or diarrhea
- Shortness of breath, difficulty breathing, and/or chest pain

#### Testing Option 1 (Preferred): Merritt Interior Health Clinic

**How to arrange:** Call 250-378-3407 and follow the recorded message prompts. An Interior Health nurse will contact you and provide a screening assessment over the phone and schedule an appointment as appropriate.

**Where:** Nicola House 3451 Voght St, Merritt. This is the home-care building beside the hospital.

**Testing Option 2: Scw'exmx Health Nursing team** can do COVID-19 tests for community members who do not have transportation, feel too sick to drive, or are uncomfortable going to the Interior Health Clinic.

**How to arrange:** Call one of the SCHSS nurses (Rena, Rose, Melissa, or Crystal) at the office, 250-378-9745.

The SCHSS nurse will do a screening assessment over the phone and arrange an appointment for the nasal swab. Testing will be done from the SCHSS truck tailgate in community members' yard/driveway, or drive-up appointment in SCHSS back parking lot.



The Office will be closed from  
Dec 24<sup>th</sup> and will reopen on Monday Jan 4<sup>th</sup>, 2021.

**We would like to thank everyone for their continued support over the past year and wish everyone A Very Merry Christmas and All the best for 2021.**

Also a reminder that masks are mandatory upon entering our reception area and we are asking that patients show up 5 minutes prior to their appointments only and that only the patient enter the building. Family or friends are asked to wait outside in vehicles etc unless the patient requires a parent or care giver to be with them.



**PLEASE CALL TO BOOK  
AN APPOINTMENT  
2088 Quilchena Avenue  
Merritt BC V1K 1B8  
Please Call us:  
Contact Trish: 250-378-5877**

**Stoyoma Dental Clinic**

## How can Christmas affect your mental health?

For many, Christmas is a time of celebration, eating, drinking, spending time with loved ones, and generally enjoying the festive spirit. However, for those who struggle with a mental health condition, the yuletide season can be difficult.

### Depression and Christmas

The symptoms of depression, including intense sadness and feelings of hopelessness and worthlessness, can be especially hard to deal with at Christmas, when everyone around you seems to be in a good mood. This can make you want to withdraw from other people – which again, can be difficult during a season filled with parties, social events and get-togethers.

If you have depression, it is so important to be kind to yourself over the Christmas period, and try not to let everyone else's high spirits make you feel even worse about yourself and your condition.

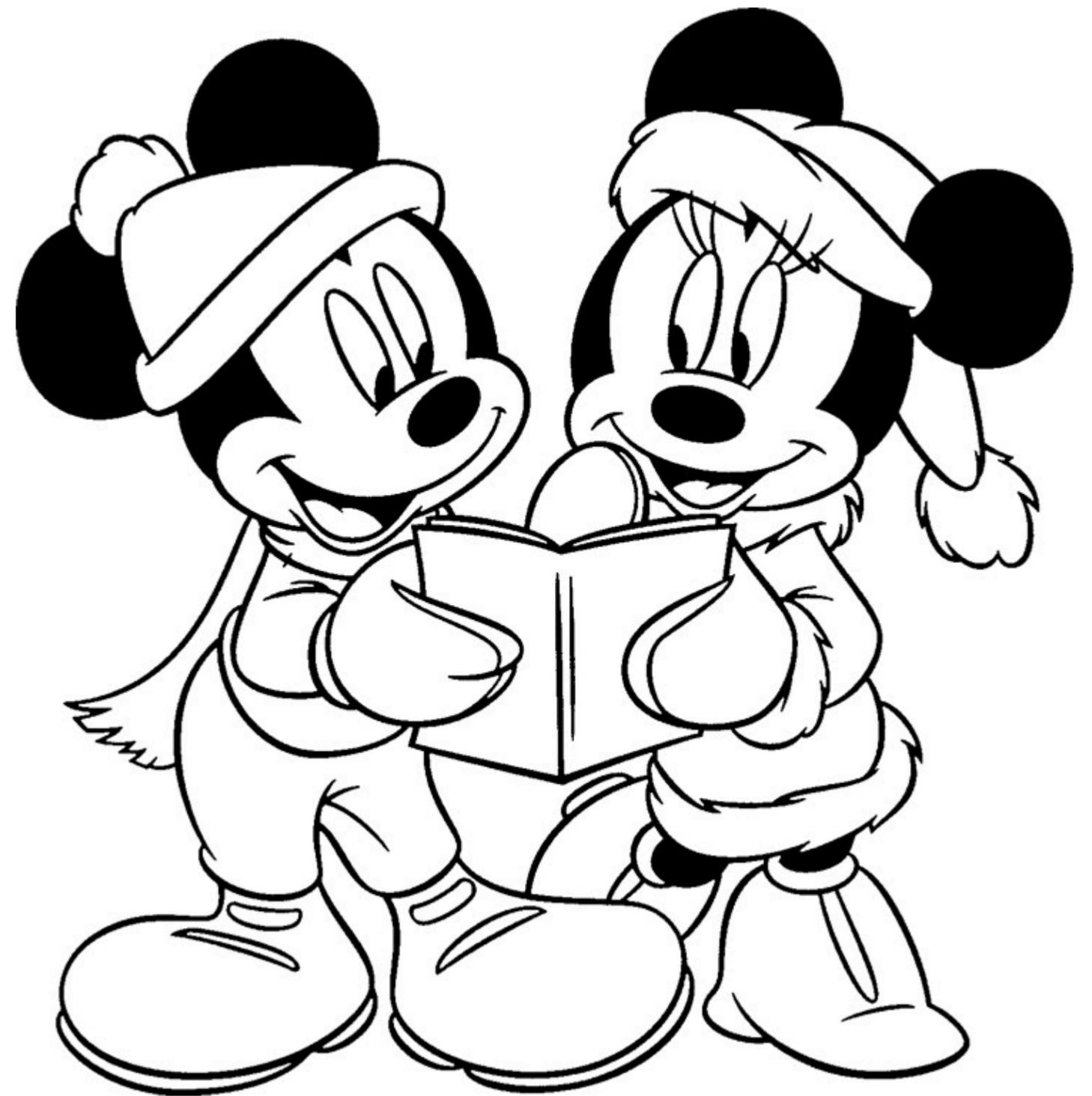
#### Top tips:

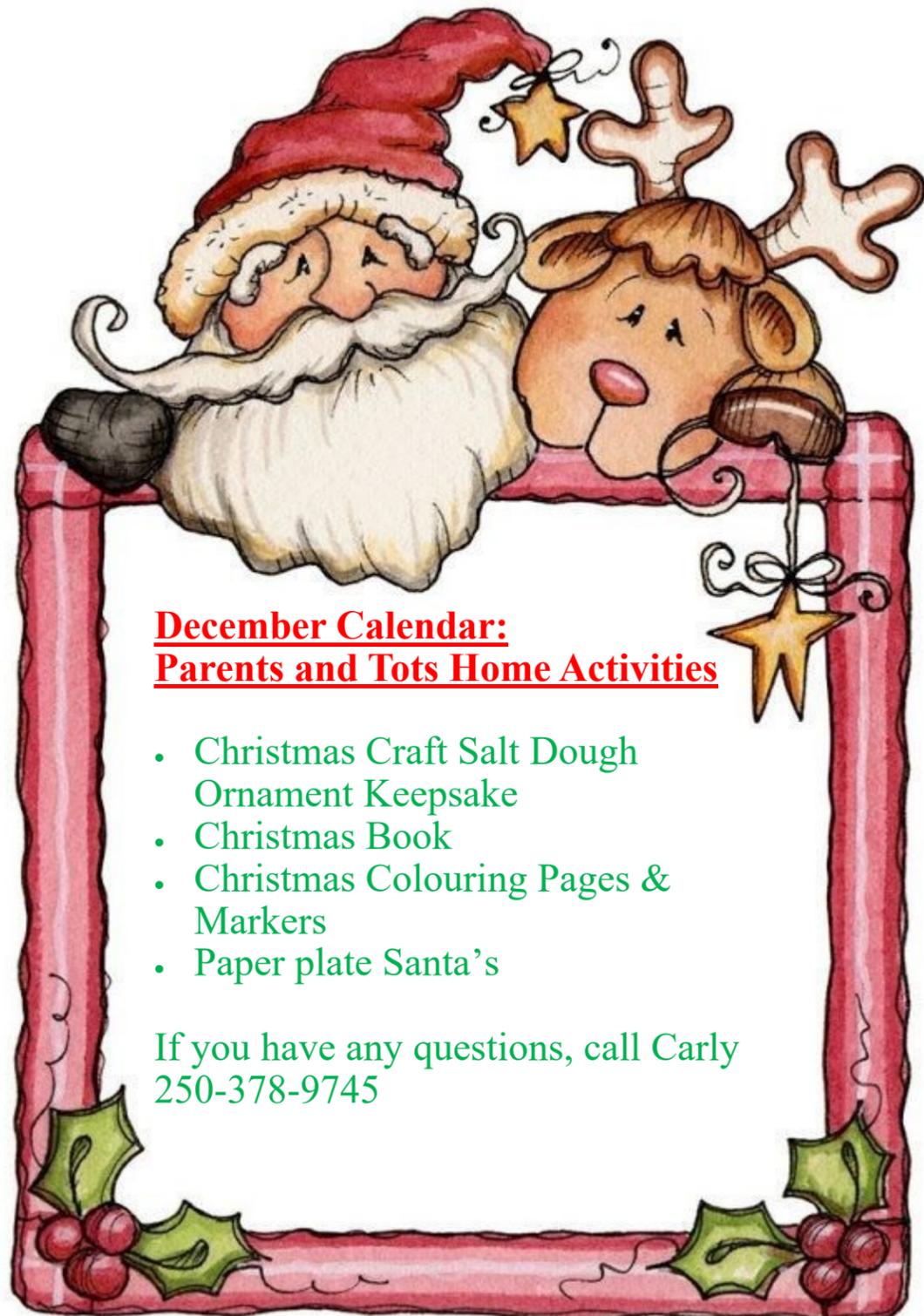
- Speak to a family member or friend about how you are feeling. It is often the case that a problem shared is a problem halved, and they may be able to shield you from the expectations of the season
- Avoid alcohol and drugs - you may want to take these substances to try and make yourself feel better in the short-term, but in the long-term, they can make you feel a lot worse

Try and be positive - write down three positive things about your life every night before going to sleep and reflect on these when you wake up in the morning

### Anxiety and Christmas

Everything seems to be heightened and more intense at Christmas – from music and lights to traffic and crowds. We also put greater expectations on ourselves and others. This can be daunting for most people, but especially if you struggle with anxiety.





**December Calendar:  
Parents and Tots Home Activities**

- Christmas Craft Salt Dough Ornament Keepsake
- Christmas Book
- Christmas Colouring Pages & Markers
- Paper plate Santa's

If you have any questions, call Carly  
250-378-9745

Top tips:

- Try making a 'problem list' of all your worries, and then try to tackle each one in turn rather than allowing yourself to become overwhelmed. Ask yourself: "what is the worst thing that could happen"?
- Challenge your negative thoughts - ask yourself whether your anxious thought is a 'fact' or an 'opinion'. If it is an opinion, you may be getting anxious for nothing
- Breathe! Whenever you are feeling anxious, simply breathing in and exhaling, slowly and deeply, can help your body settle down to a more natural, resting state, and reduce your feelings of anxiety

Stress and Christmas

There is no doubt about it; Christmas can be stressful. Cooking, buying presents, keeping children entertained, decorating your home, going to events, cleaning up after family gatherings – the list of tasks is endless, and for people who struggle with chronic stress, this time of year can be overwhelming and exhausting.

Not only is Christmas an incredibly busy time, but there is also the added pressure of financial worries and feelings of guilt if you cannot afford to buy your children or loved ones the presents that they really want.

Social media can also play a role in exacerbating your stress during the holiday season, as comparing yourself to others' seemingly 'perfect' Christmas can leave you feeling like a failure for not having the best decorations, tree, food or presents.

Top tips:

- Stop trying to please everyone – it is OK if you do not try to be everywhere or do everything
- Set yourself a budget for Christmas shopping and stick to it
- Take a break from social media and stop comparing yourself to others

Seek help



# Scw'Exmx Community Health Services Society

103-2090 Coutlee Ave  
 Box 3090 Merritt BC V1K 1B8  
 T.250.378.9745 F.250.378.4962  
 Toll Free: 1.888.667.2477  
 reception@schss.com www.schss.com

# DECEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 CW & Noo Water Sampling	3	4	5
6	7 CW & Noo Water Sampling	8	9	10	11 Deadline for Gingerbread House photos.	12
13	14 CW & Noo Water Sampling	15	16	17	18	19
20	21 CW & Noo Water Sampling	22	23	24 CHRISTMAS EVE SCHSS Office Closed Until Jan 4, 2021	25 MERRY CHRISTMAS SCHSS Office Closed	26 SCHSS OFFICE CLOSED UNTIL JAN 4, 2021
27 SCHSS OFFICE CLOSED UNTIL JAN 4, 2021	28 SCHSS OFFICE CLOSED UNTIL JAN 4, 2021	29 SCHSS OFFICE CLOSED UNTIL JAN 4, 2021	30 SCHSS OFFICE CLOSED UNTIL JAN 4, 2021	31 NEW YEAR'S EVE		