



2020
2021

Q'wemtsín Health Society

ANNUAL REPORT





Q'wemtsín
HEALTH SOCIETY

We are an assembly of Health Care Professionals who believe in providing holistic health services to our three Secwépemc communities:

Tk'emlúps te Secwépemc, Skeetchestn, and Whispering Pines/Clinton Indian Band.



mission

Advancing holistic health
by providing programs,
services, and education

vision

Healthy Secwépemc
individuals, families,
and communities

Teamwork and Resilience

I am pleased to present the Q'wemtsin Health Society (QHS) Annual Report which provides an overview of the programs and services delivered from April 1, 2020 to March 31, 2021.

QHS works toward a vision of “healthy individuals, families, and communities”. As an organization our mission is to “advance holistic health by providing programs, services and education”. As stated in our health plan our goals are:

- 1 Build partnerships and collaborate
- 2 Deliver programs and services addressing community needs
- 3 Provide a trusting open professional environment
- 4 Create opportunities for learning
- 5 Evaluate effectiveness

QHS works in collaboration with our three member bands: **Tk'emlups te Secwepemc, Skeetchestn, and Whispering Pines/Clinton Indian Band**. The board of directors meets monthly and the staff at QHS often works with the band staff to offer events and ongoing educational opportunities. The bands provide the following five prevention programs: NNADAP, Brighter Futures, mental health crisis, solvent abuse, and community health services, while QHS offers a number of clinical services and programs.

QHS continues to work in collaboration with several external partners such as the Secwepemc Health Caucus, the Joint Project Board cluster, Interior Health (IH), and First Nations Health Authority (FNHA) to name a few. We are very grateful for the ongoing support of Dr. Ciriani and associates in our dental clinic.

The focus for 2020/21 was providing services and programs safely during the COVID-19 pandemic. In January of 2020, the World Health Organization (WHO) released a report warning that a pneumonia of unknown cause had the potential to cause a worldwide pandemic. Immediately QHS began ordering personal protective equipment (PPE) to be prepared and on March 11, 2020 the WHO declared this virus to be a pandemic and declared a global state of emergency.

From the beginning of this pandemic QHS provided education about how to decrease the chances of being infected by the virus and how to decrease the spread of the virus. QHS also provided all the updated information that became available from the World Health Organization and the BCCDC about the progression of this disease in the world. QHS kept information updated and current on facebook and our website.

Although the pandemic interfered with many planned activities, at the same time it peaked interest in food sovereignty and security. QHS completed all planned garden projects in each of the three communities that will be detailed in this report.

I would like to thank our staff for all their dedicated hard work during what could only be described as a really “scary year”. The staff showed up and put their own health and safety on the line. This is one of the most important things to remember about the pandemic, that regardless of the risk the nurses, personal care aids and all the care providers put themselves at risk to ensure clients received the care they needed. A selfless act of care, and I believe they are the heroes of this past year. There are not enough words to express how grateful we are for all of them.

We are so blessed to have each and every one of them!

Colleen Lessmann

Health Director • Q'wemtsin Health Society



HR & OHS ANNUAL REVIEW

We have all had a very challenging year here at QHS. The COVID-19 pandemic has impacted all of us and called for rapid and yet well-considered actions, including in the area of HR. The health and safety of our employees is always our highest priority. At the same time, however, the clinic's continuity must also be ensured.

The safety committee was able to come together to provide and instill numerous and very well thought out safety measures for both clients and employees in returning to a new normal in the spring of 2020.

Dedicated, healthy, and successful employees are absolutely necessary if we are to retain and expand on our programs thus shaping a successful future for all of us.

HR supports and upholds QHS' goals by fostering a positive and engaging work environment while identifying and responding to the changing needs of our diverse community.

While our administration team has always been an integral part of the effective operation of this clinic, we really want to acknowledge and show our appreciation to their perseverance and dedication to continue the smooth flow of work at the clinic.

Every employee and contractor of QHS should take pride in the way they embraced the responsibility to protect one another's health and support one another's work under extraordinarily difficult circumstances.

ADMINISTRATIVE STAFF

Lysa | Human Resource Manager
Carrie | Finance Officer
Lee-Anne | SIB Office Manager
Reva | SIB Clinic Manager
Megan | Receptionist/Administrative Assistant
Natika | Interim Community Wellness Champion
Courtenay | Summer Relief Receptionist
Brittany | Receptionist
Robert & Brett | Groundskeeping and Maintenance

OH&S COMMITTEE MEMBERS

Lysa
DeAnne
Crystal
Lee-Anne
Bobbi
Carrie
Katie
Suzanne





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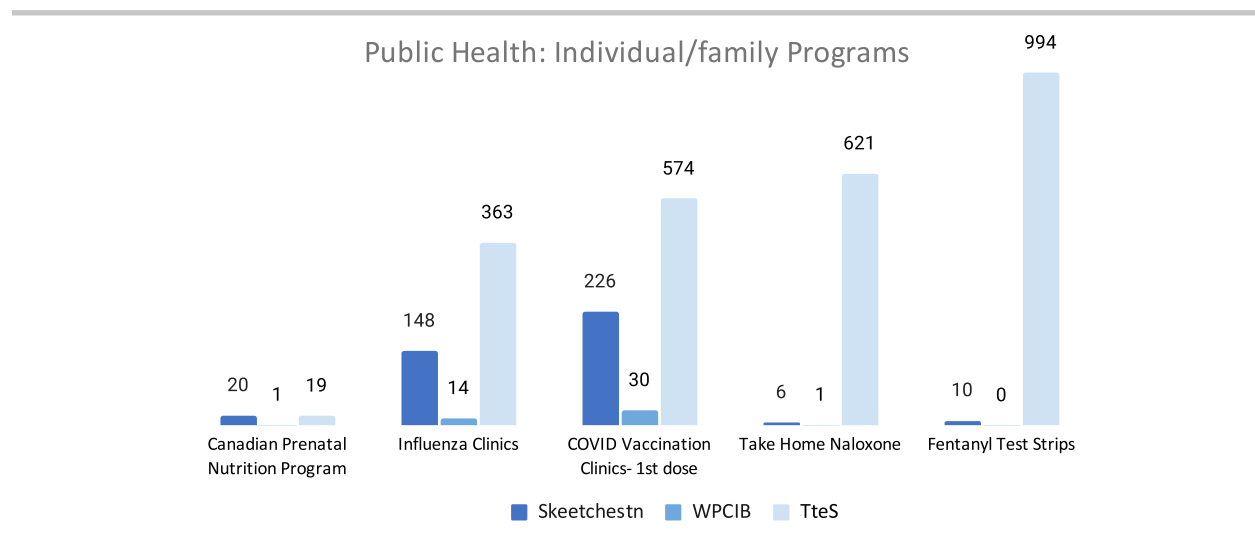
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Public Health Services

Circle of Life
Communicable Disease Program
Harm Reduction
Food Sovereignty

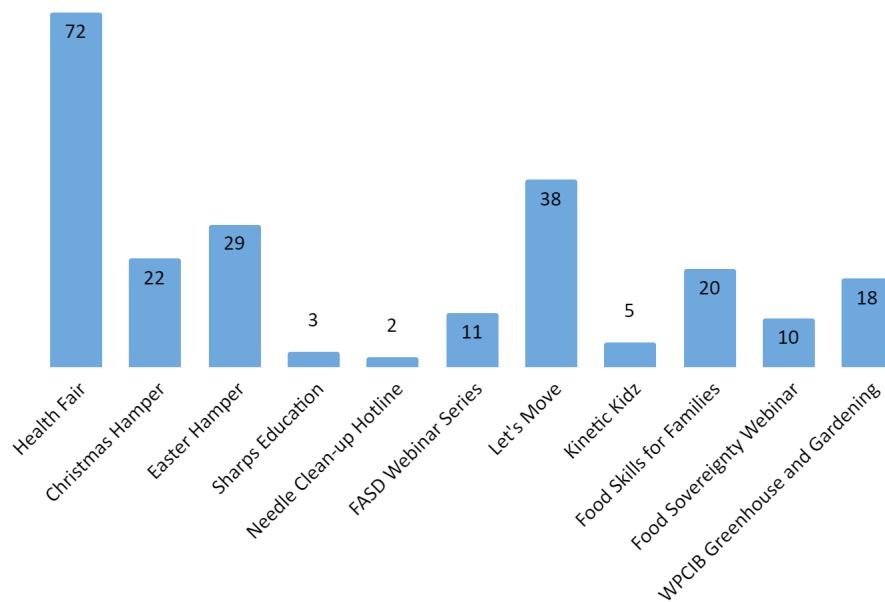
This department contains Circle of Life programs, School Health, Communicable Disease Control, Harm Reduction, and Food Sovereignty. **QHS believes in the importance of relationship building.** By hosting various community events and supporting the communities' Social Development Departments in their own programs, we greatly strengthen the trust and acceptance that our clients maintain for QHS team members. This is incredibly important because it breaks down barriers between clients and service providers; we build trust and positive relationships with our clients and colleagues, which in turn increases the communities' acceptance of the knowledge that our team members have to offer; **ultimately, empowering clients to take control of their health care needs.** The following graph shows the number of individual or family clients that access services in each of the QHS communities and the proportion of the overall services going to each community.





Primary Health Care

Public Health: Community Programs



This graph shows the number of clients engaged in group programs, events and other services that are intended to be delivered in a public and community-oriented approach. Due to COVID-19 many events were held virtually or put on hold until we can safely gather in person again.

CIRCLE OF LIFE PROGRAM

The Q'wemtsin Health Society Maternal Child Health and FASD programs are collectively called the 'Circle of Life Program'. The Maternal Child Health Program/FASD Programs are community-based programs that **provide support to improve health outcomes of First Nations women who are pregnant, and families with infants and young children who live on reserve.**

The Canadian Prenatal Nutrition Program (CPNP) is a community-based program that provides support to improve the health and well-being of pregnant women, new mothers, and babies in our community.

The CPNP's main objectives are to provide:

- Support for healthy maternal nourishment
- Support, education, and awareness around breastfeeding
- Nutrition screening, education, and counselling for pregnant women and new mothers living within our community

Under the CPNP program and Maternal Child Health program we provide monthly gift cards to help promote maternal nourishment. **This year our plan will be to honor our new babies and families with a blanket and photography session. This will be provided to 12 families.**

Team members

Diane | Community Health Nurse Manager

Sarah | Community Health Nurse



22

Christmas Hampers
given to families



Outputs

Program service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Circle of Life Program	# of individual clients/families	4 births	1 birth	7 births	12
Canadian Prenatal Nutrition Program	# of individual clients/families	20	1	19	40
	# of new clients/families this year	5	1	5	11

Program service (community)	Location/ community	Description	# of community members impacted
Easter Hampers	TteS, SIB	As part of the Circle of Life Program families received an Easter Hamper.	TteS = 15 SIB = 14
Christmas Hampers	TteS, SIB and WPCIB	Each year families registered for the Circle of Life program receive a Christmas Hamper	TteS = 9 SIB = 12 WPCIB = 1

COVID-19 Impacts and Service Changes

In response to COVID-19, our services changed immensely. Our model of in-person visiting, turned into a model which focused on virtual and telehealth formats.

Our open-door policy ended, and any in-person appointments became structured. We would do new baby checks over the phone and when we did weigh or check on a new baby it was a well-planned appointment. We followed all CDC protocols which meant wearing full PPE to appointments. We maintained and followed the strictest protocols to protect our clients and ourselves from exposure to COVID-19. Through it all, we, along with our clients, remained resilient and adapted to change.

COMMUNICABLE DISEASE PROGRAM

The focus of the 2020/2021 year has been responding to the COVID-19 pandemic through our Communicable Disease program. Supporting and educating the communities and QHS staff with information on how to stay healthy and prevent infection has been an important aspect of this program. We have been providing testing for COVID-19 since May 2020 and have done hundreds of COVID-19 tests for our communities. We have worked in collaboration with Interior Health to assist with COVID-19 contact tracing, case management, and follow-up. **We worked from home for some of the past year but were able to keep all community children and adults up to date with their immunizations.** We held flu clinics in each community in the fall, outside, under a tent. We followed these with COVID-19 vaccine clinics in the Spring of 2021, all by appointment and while adhering to strict CDC protocols.

The Community Health Nurses carried out **provincially and federally mandated Communicable Disease Control Program** initiatives within the community. These include:

- routine childhood and adult immunizations
- annual influenza immunization
- tuberculosis screening
- communicable disease outbreak surveillance
- compiling and submitting reports of results

Team members

Diane | Community Health Nurse Manager

Sarah | Community Health Nurse

Christine | Community Health Nurse

Outputs

Program service (community)	Location/ community	Description	# of community members impacted
COVID -19 Vaccination Clinics	TteS, SIB and WPCIB	1st COVID 19 Vaccines administered. Moderna.	TteS = 574 SIB = 226 WPCIB = 30
Influenza Clinics	TteS, SIB and WPCIB	Immunizations	TteS = 363 SIB = 148 WPCIB = 14



Flu Clinic Nurses: Sarah, Diane, Christine

“ This pandemic landscape has not been smooth, but somehow, we have maneuvered and continue to maneuver through the rugged terrain.

We have worked together to provide COVID testing.

We have helped each other don and doff our PPE.

We teamed up with our IH counterparts to assist with contact tracing, case management and follow-up.

We have provided flu vaccines and COVID vaccines as a team.

We have leaned on each other when days seemed dark and lean on each other as we move forward.

Teamwork. Collaboration. Resiliency. Hope.

As we forge ahead, may our landscape be less rocky.”

—Diane

830
COVID-19
Vaccinations



Public Health Services

HARM REDUCTION

The QHS Harm Reduction program aims to provide **culturally sensitive and non-judgmental support**, through education and the distribution of Harm Reduction supplies to any individual within the community that may be impacted by substance use.

Team Members

Diane | Project Manager

Bobbi | Project Coordinator

Outputs

Name of Service	Stats by community	SIB	WPCIB	TteS	Total
Take Home Naloxone (THN): Distribution of THN injectable kits and nasal spray within the community	# of individual THN kits that have been distributed to clients/families	6	1	621	628
Fentanyl Test Strips: Distribution of Fentanyl test strips in the community	# of individual Fentanyl test strips that have been distributed to clients/families	10	0	994	1004



FASD Awareness Campaign: Making the Right Choices for the Next Generation



Public Health Services

HARM REDUCTION, *continued*

Outputs

Program service (community)	Location/ community	Description	# of community members impacted
Sharps Education	TteS	An educational session for youth to learn about the proper collection and disposal of sharps and similar paraphernalia	3
Let's Move	TteS, SIB, WPCIB	Community members were provided with all access passes to Let's Move Studio's virtual workout classes from November 2020 to April 2021	38
FASD Webinar Series	TteS, SIB, WPCIB	A series of four virtual webinars for community members to learn about various aspects of Fetal Alcohol Spectrum Disorders (FASD). Webinars were hosted by various facilitators: Lia Williams, Myles Himmelreich and Dr. Vanessa Lapointe. Topics included were: <ul style="list-style-type: none"> • What is FASD • Living with FASD • Primary and Secondary Disabilities of FASD • Supporting Children with Anxiety 	11
Needle Clean-up Hotline	TteS	A clean-up hotline initiated by QHS in response to improperly discarded needles within TteS	2

Service Changes

In response to the COVID-19 pandemic and the increase in community overdose cases QHS increased its level of collaboration with the City of Kamloops Community Action Team's Indigenous Wellness Champions. A small group of community champions have met each month since August 2020 to package harm reduction kits which were then distributed to community members both on and off reserve. Kits included THN, Fentanyl test strips, harm reduction supplies, harm reduction resources, masks, hand sanitizer, water, snacks and over the winter socks and/or gloves.

Additionally, QHS was faced with restrictions on community gatherings which greatly impacted the organization's ability to host educational workshops and events. In an effort to overcome this barrier, QHS has modified events such as the annual Health and Wellness fair and workshops to host them via a virtual platform. This transition from in-person to virtual events has been met with success.

COVID-19 Impacts

Although COVID-19 negatively impacted the entire population of the world, this impact was significantly worse for individuals suffering from Substance Use Disorder. With the initial provincial lockdown, we saw a lack of available services in terms of housing, mental health support, drug checking and resource distribution. Additionally, we saw that there was a change in the provincial drug supply with reports of Fentanyl and Opioids testing positive for Benzodiazepines throughout BC. These two primary factors mixed with the third variable of using alone due to social distancing regulations have resulted in some of the highest overdose rates within the province since the initial announcement of the Provincial Opioid Crisis in 2016.

It is this increase in overdose cases and lack of community services that motivated QHS to support the Indigenous Wellness Champions in the development and distribution of harm reduction kits to Indigenous peoples both on and off reserve.

“Q'wemtsin Harm Reduction program has been a vital support in our community. Bobbi did supportive and resourceful prevention work on the Q'wemtsin Harm Reduction program. The Harm Reduction program not only brought together numerous agencies that work with our people, it also made the program visible to our people in Kamloops. 'Harm Reduction Program is a small light to a healing journey for our people who may still be in their darkest addiction' and it takes a community to start healing.”

—Shirley, (MISW), RHSW/Therapist • Indian Residential School Survivors Society

FOOD SOVEREIGNTY

The Food Sovereignty team at QHS strives towards fostering a **regenerative and sovereign food system** by working in partnership with community members, Chief and Council, band staff from TteS, WPCIB and SIB. **Other partners include:** Secwepemc Health Caucus, Shuswap Nation Tribal Council, Community Futures Development Corporation of Central Interior First Nations, First Nations Health Authority, Kamloops Food Policy Council, Interior Health, City of Kamloops, and Thompson Rivers University. The overall goal of food sovereignty is facilitated through **land-based learning, mentorship, supporting traditional foods, gardening and harvesting practices and developing a food economy.**

In 2020/2021, the QHS team has provided leadership and supports to the bands to leverage COVID relief/ Climate Resilience funding and other infrastructure grants for projects such as the Skeetchestn Food Forest, Skeetchestn Community Gardening Tool Shed, Whispering Pines Pelltiq't Garden and greenhouse, TteS Berry Walk, garden boxes at Sk'elep school, Kweseltken Artisan/ Farmers Market/ Mobile Food Processing Kitchen and the TteS new greenhouse at the ranch. **An exciting new venture is the partnership between TteS, Skeetchestn and Thompson Rivers University as the first ever Sustainable Ranching/Indigenous Food Sovereignty certificate program.** In the Spring of 2021 a consultative process was undertaken to complete the **Elkstwecw Ne Tmicw—Working together for the Land Food Sovereignty Plan** for QHS communities.

Over the past year, the food sovereignty team has continued to chair and/or participate in several food sovereignty committees in the region, along with continuing to promote school health through various initiatives.

Team members

Laura, RD, MAdEd | Dietitian and Food Sovereignty Lead

Bobbi | Community Wellness Champion & Land to School Coordinator

Shelaigh | Permaculture Designer and Project Manager

Mitch Ward | Practicum Social Work Student

“We as indigenous people, or any people in the world, have a sense of identity that is connected to the foods that we eat while we are being raised. I was raised around smoked meat and fish being dried. I was raised with canned vegetables out of the garden. Food sovereignty is that choice of what our foods are for our culture, our tradition.”

—Colleen • Health Director for QHS

18
families received
Good Food boxes
in WP/CIB



Good Food Box



Outputs

Program service (community)	Location/ community	Description	# of engagements / community members impacted
Food Skills for Families – Food Sense	online	A series of cooking classes facilitated by Bobbi and Laura for the communities using Diabetes Canada Food Skills for Families resources. A weekly virtual workshop where participants gathered on a virtual platform to discuss healthy eating on a budget and to try out new healthy recipes. QHS delivered ingredients for each of workshops directly to participant's doors to ensure that everyone could participate in the weekly lesson	20
Kinetic Kidz	TteS	An afterschool program where youth gathered at QHS to discuss healthy lifestyle habits, learn new recipes, and to try out new types of exercise	5
Indigenous Food Sovereignty Webinar – Art Napoleon	TteS, SIB, WPCIB	A virtual presentation on Indigenous Food Sovereignty and how it relates to health facilitated by APTN's Moose Meat and Marmalade host, Art Napoleon	10
WPCIB Good Food Boxes	WPCIB	As part of the funding from the First Nations Food Systems Project, partnered with band staff, Fred Fortier and the community to expand/support the greenhouse/ gardening project and the good food box. Deliveries were made for 9 weeks, and for two weeks there were two deliveries made.	18 households and 198 deliveries in total
WPCIB greenhouse and Pelltiq't gardening project	WPCIB	Supported a successful application to the Indigenous Climate Health Action Program resulting in the build of a 4 season Walipini earth sheltered greenhouse.	3 meetings Up to 40
WPCIB greenhouse and Pelltiq't gardening project	WPCIB	Supported their successful application to the Local Food Infrastructure Fund to expand the current community garden infrastructure to include a cold frame, walk in cooler and rainwater harvesting system	18 meetings Up to 40
School Health	TteS	Learning Circles Report completed by Local Food to Schools coordinator in partnership with Tapestry Evaluation and Strategy	6 meetings
School Health	TteS	Sk'elep Advisory Committee for Garden project	6 meetings

continued...

Public Health Services

FOOD SOVEREIGNTY, *continued*

Outputs

School Health	TteS	Attended Sk'elep Winter Wellness Fair—Permaculture, gardening and composting display	60
Skeetchestns' Knowing our Roots Advisory Committee	SIB	Presented to Chief and Council on program updates	7
Skeetchestns' Knowing our Roots Advisory Committee	SIB	Supported and wrote Community Gardening tool shed grant for Indigenous Peoples Resilience Emergency Covid Fund	3 meetings
Skeetchestns' Knowing our Roots Advisory Committee	SIB	Tree Canada Grant for Food Forest and Skeetchestn New Health Centre	2 meetings
TteS Food Sovereignty Team	TteS	Supported and wrote TteS Berry Walk grant for Indigenous Peoples Resilience Emergency COVID Fund	5 meetings
TteS Food Sovereignty Team	TteS	Presented to Chief and Council	2 meetings
TteS Food Sovereignty Team	TteS	Completed draft, in partnership with Tapestry for the QHS Food Sovereignty plan Elkstwecw Ne Tmicw—Working together for the land	5 meetings 12 interviews

“The teachers and students have been enjoying the gardens at Sk'elep and are enjoying having fresh lettuce in their sandwiches. One class went out and picked and made their own salad to have with their lunch and were thrilled to create their own salad dressing as well. We are so appreciative for QHS for the funding, planning and work that went into our garden!! And with COVID-19 restrictions the opportunity for our students to be outside in the garden is amazing. We love it!”

—Arlene • Sk'elep Lead Teacher for Sk'elep School of Excellence



Permaculture Display



Tomatoes

COVID-19 Impacts and Service Changes

Food is medicine and the importance of food sovereignty came to the forefront with COVID-19. The QHS food sovereignty team took the opportunity to apply for the various grants made available in response to COVID-19. The realization that food security was paramount during the pandemic assisted with the momentum of securing funds and implementing projects. Multiple events and programs were shifted to online and provided in different ways. We continued to reach the community, while focusing on strengthening our capacity to continue building a resilient food system in each community.

“The post secondary Food Sovereignty program will help our youth reconnect to our food and learn traditions of the past for growing, gathering food and medicines. They are not just learning the theoretical part, but how to apply the theory to the land-base and see the fruitful results. With COVID we as a community have to be more self-reliant in feeding our families and supporting each other. This training for our youth will strengthen our capacity. Food is medicine and we need to embrace all opportunities around food skill training.”

—TteS Elder



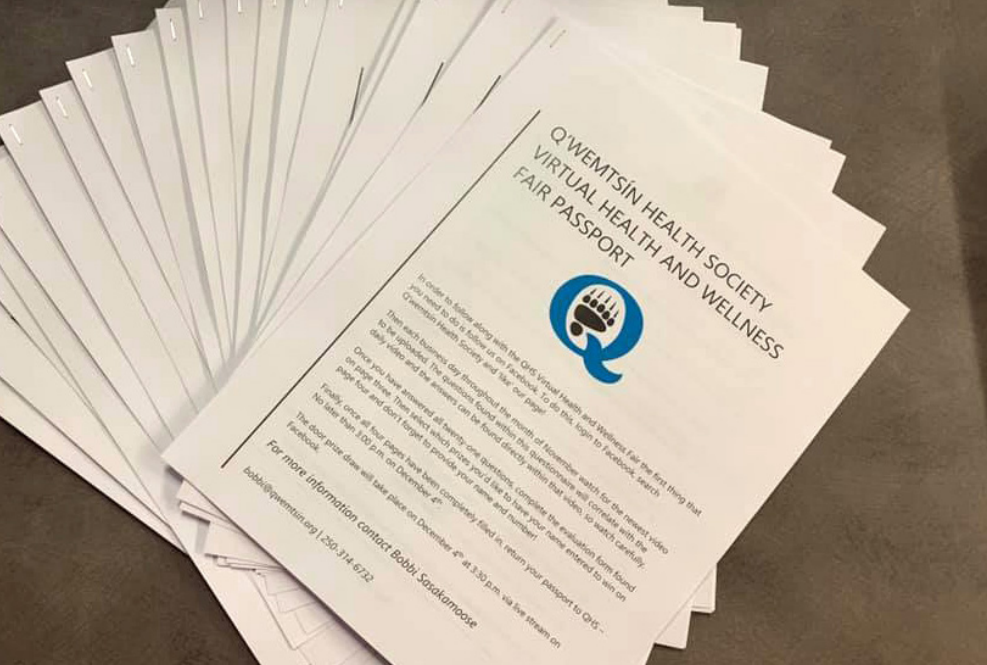
QHS Annual Event

Q'wemtsin Health Society Virtual Health and Wellness Fair!

In lieu of the Annual Health and Wellness Fair, QHS hosted a **Virtual Health and Wellness Fair!** QHS welcomed 21 health representatives to discuss a health-related topic or program service available in the area. **Each business day throughout the month of November a new health or wellness related video was uploaded to the QHS Facebook page.** Clients watched the videos and answered daily questions on their pre-printed passport. Once complete, the passports were submitted to QHS and participants were entered into a series of door prize draws!

Daily video topics included:

Responsible Gambling	Schizophrenia Education and Resources	Harm Reduction
Healthy Eating and Diabetes	Massage Therapy	Skeetchestn Community School Garden & Food Forest
Smoking and Vaping COVID-19 Risks	Foot Care	Medical Disposal
Energy Saving—BC Hydro	Naturopathic Medicine	QHS Medicinal Tea Garden
Children's Oral Health Initiative	Alzheimer's Education and Support	Medicinal Garden
Brain Injury Education and Prevention	Secwepemc Health Caucus	Marjorie Willoughby Snowden Hospice House
	BIG Little Science Centre	



The door prizes included:

Family Photoshoot

Two adult day-life passes at Harper Mountain

One month family all access pass to TCC

Big Chief Smoker

Canning Package

Fishing Package

Family season pass to the Kamloops Wildlife Park

And more!

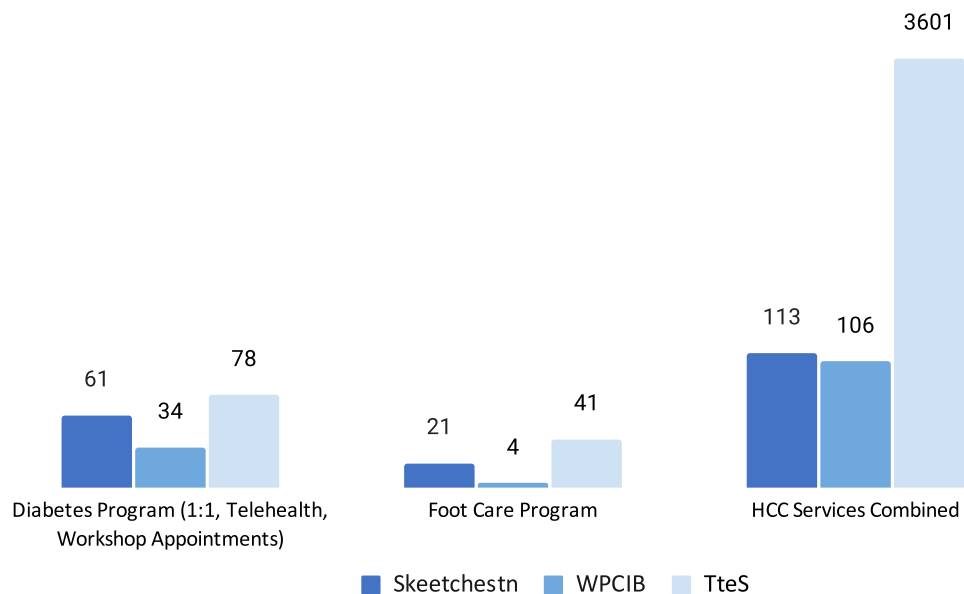


Home & Community Care Services

In-Home Care
Diabetes Program
Foot Care

The Home and Community Care department is comprised of the diabetes program, the foot care program, and the in-home care. Due to the impacts of COVID-19, many community-based programs were not able to run because many programs involve close contact with clients. QHS looks forward to being able to offer more community based programs again soon. The graph displayed below shows the number of appointments for the Home & Community Care Programs and Services Combined over the past year.

Home and Community Care: Individual Programs



Home & Community Care Services

IN-HOME CARE

The QHS Home and Community Care (HCC) department supports community members requiring assistance with personal and health care needs, who may be living with chronic or acute illnesses or injuries. HCC is a client-focused program and staff work with members to maintain their ideal level of health and well-being by:

- Assisting individuals and their families to develop and implement a care plan
- Supporting clients, families, and communities through continual personal health and environmental changes; and
- Introducing, liaising, and advocating through various community services and Health Practitioners

The HCC program supports those in need of chronic disease management, or other acute illness and injury in various ways which include the Diabetes, Foot Care, Wound Care and Tub programs. The department continues to see an increase in need and to support the program, new nursing and health care assistant staff have been added to the team.

Team members

DeAnne | HCC Manager, RN

Christine | Home Care Nurse, RN

Alyson | Health Care Assistant

Kathrin | Health Care Assistant

Tiger | Health Care Assistant

Lisa | Home Care Nurse, RN

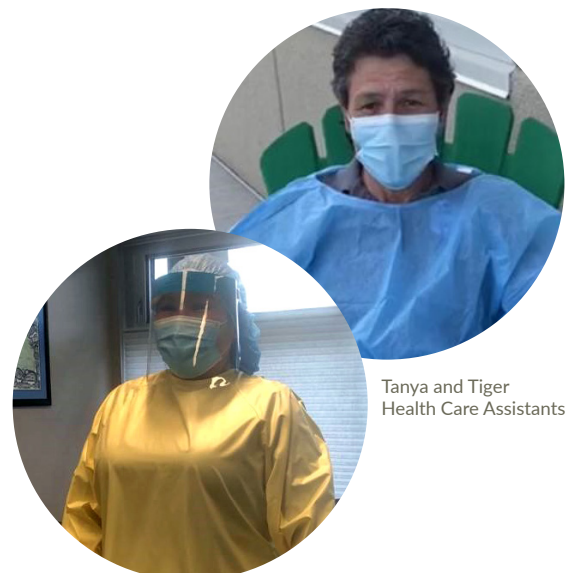
Jennifer | Home Care Nurse, LPN

Danika | Health Care Assistant

Tanya | Health Care Assistant

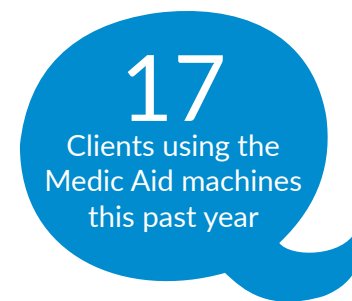
“Purpose, solidarity, compassion and improvisation have seen our Home Care department through the pandemic. Not only have we continued to support the communities, but we have supported one another to navigate through these unprecedented times. We have supported other departments by securing PPE and assisting with COVID testing and vaccine clinics. Our Home Care team has demonstrated great strength and determination to continued services and ensuring healthy communities.”

—DeAnne Campbell • HCC manager



Tanya and Tiger
Health Care Assistants

Home & Community Care Services



IN-HOME CARE, *continued*

Service Changes

The Home Care department saw significant changes due to the COVID-19 pandemic over the last year. Due to the provincial recommendations, we were unable to hold group events and had to limit our education to one-on-one sessions. Where possible, phone contacts were made to limit exposures to clients and staff. Our department had to become creative when providing support during this past year, but with perseverance, our department remained open, and we continued to meet client needs. Our department has maintained services throughout the pandemic due to our strict COVID protocols, which means that our clients saw very little change in their support.

Our main goal was to ensure that our communities and staff were protected from any COVID-19 exposures. We took a proactive approach for the safety of everyone. We secured personal protective equipment in order to attain this goal. Prior to initiating work, staff self-screened before entering the building and were advised to stay home if they were symptomatic. To ensure the safety of clients and staff, our department screened clients in their homes and wore personal protective equipment while providing services. Screening involved asking if clients and other home residents had any COVID symptoms as well as checking temperatures. COVID testing was done for those that reported symptoms or if fevers were noted.

The Home Care Department has a strong team of Health Care Assistants and Nurses who have and will continue to support each other throughout the pandemic. The strength of the team translates into quality services for the communities and meeting the needs of clients that require support. Our strict protocols are contributing to ensure healthy communities. The Home Care Nurses have also participated in the COVID-19 vaccination clinics to expedite protection among the communities. Working together will ensure our success to end the pandemic which will allow QHS to resume full services.

Program service (individual)	Stats by community	SIB	WPCIB	TteS	Total
HCC Services Combined	# of individual clients/families	48	7	127	182
	# of appointments/encounters/immunizations	113	106	3601	3820



COVID-19 Impacts

The pandemic and the restrictions had an impact on the members that our department supported during this difficult time. Many, who already have limited social contacts, had fewer contacts with family and friends. Friends and families protected the frail and elderly by keeping their bubbles small which limited exposures. It was more important for our department to support these clients to ensure that they maintained connections and received some support. There were clients that cancelled services to limit exposures and contacts. We respected these requests and provided telephone follow-ups to provide an outside connection. Clients were encouraged to return to their scheduled services once they felt comfortable.

“ My family and I have made significant lifestyle changes, thanks to the diabetic support.”

—In-Home Care client



Libre Sensor

77
Diabetes
Services

“ I find it is helping me understand my diabetes more. I thought I understood my diabetes. But wearing the Libre sensor is like a wake-up call especially with the graphs. I am more aware of the highs and lows. Based on that, I am trying to change my habits. My numbers are slowly getting under control.”

Home & Community Care Services

DIABETES PROGRAM

In the diabetes program, support and education is provided to those living with prediabetes and diabetes through one-on-one visits, seminars, and group workshops. There are also several community-based services and outreach activities that contribute to the program.

Diala is our Certified Diabetes Educator (CDE) and Registered Dietitian (RD) who supports our clients in the Diabetes Program. Diala has extensive experience working with adults with Type I, Type II, and Gestational Diabetes. Through her individualized approach, she supports clients to successfully manage their diabetes while making healthier choices. Diala is passionate about nutrition and healthy living and works with clients to help them meet their goals in managing diabetes.

Team members

Diala | Certified Diabetes Educator

Lisa | Home Care Nurse

Christine | Home Care Nurse

DeAnne | HCC Manager

Outputs

Program Service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Diabetes Services	# of individual clients/families	26	3	48	77
Telehealth Appointments	# of individual appointments/encounters/immunizations	9	30	19	59
1:1 Appointments	# of individual appointments/encounters/immunizations	46	4	38	88
Workshop Appointments	# of individual appointments/encounters/immunizations	6	0	21	27

continued...

Home & Community Care Services

DIABETES, *continued*

The Libre project was one of the highlights in the Diabetes Program this year. To help clients manage their diabetes, monitoring blood sugars is very important. However, some clients had difficulty measuring blood sugars using finger pokes.

Hence a project was initiated to introduce clients to Flash Glucose Monitoring System (Freestyle Libre), which provides a way to measure blood sugar without a finger prick.

The Diabetes program team delivered workshops on the Flash Glucose Monitoring System. Clients were invited to attend education sessions to learn about this system. Clients who chose to participate were offered a trial period where they applied the sensor and had regular follow-ups with nurses and Diabetes Educator.

Findings of this trial were very encouraging showing significant improvements in A1Cs, an indicator of diabetes management, increase in client attendance and engagement in managing their diabetes and health in general. Also of note that families of project participants reported beneficial effects on their own health and lifestyle modifications.

COVID 19 Impacts and Service Changes

Due to the COVID-19 pandemic, follow-up visits with the Certified Diabetes Educator were deemed safer to conduct virtually. Hence, virtual visits by phone or teleconference were set up with clients. One-to-one in person visits were offered as needed. As a result, more clients attended their appointments and lower incidents of no-shows were observed. Clients seemed more willing to participate virtually in conversations related to their health management. By providing virtual visits, while respecting public health guidelines, clients were able to receive the care they needed while also protecting themselves, their families and other clients.

“Learning about Flash Glucose Monitor through the Diabetes Program is the best thing and this is preventative. Libre is a step in the right direction. Down the road, it helps lower diabetes complications.”

—Diabetes client



FOOT CARE

Suzanne provides foot care services for clients with health conditions that put the client at a greater risk for infections and/or complications relating to these compromised health conditions. Suzanne also promotes healthy footcare practices and completes risk assessments and referrals where necessary. Suzanne is a Licensed Practical Nurse with a Bachelor of Science of Podology with Advanced Foot Care training. She shares her knowledge with clients as well as staff to promote healthy feet which improves overall health.

Team member

Suzanne | Licensed Practical Nurse
Bachelor of Science of Podology, Advanced Foot Care Specialist

Outputs

Program Service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Foot Care	# of individual clients/families	21	4	41	66
	# of individual appointments/encounters/immunizations	47	13	216	276

COVID-19 Impacts and Service Changes

Covid-19 pandemic has greatly impacted client's health and ability to access services, evident by:

- Client's fear about foot care visits (both in clinic and service itself)
- Decrease in appointments being made by clients
- Increase in preventable skin/nail/health issues, due to clients cancelling or not making an appointment to get issue/concerns seen to
- Increase in follow-up/ home care monitoring with the increase in a rise of preventable and manageable health issues with clients with compromised health conditions
- Loss of connection with clients within the community due to fear of COVID-19; clients isolated and had no contact for many months.
- A noticeable decline in client's health (physical, mental, spiritual and social)

“Staying positive and hopeful that with the vaccine rollouts and soon lifting of restrictions, we will need to connect more than before to ensure that everyone's needs are being met.”

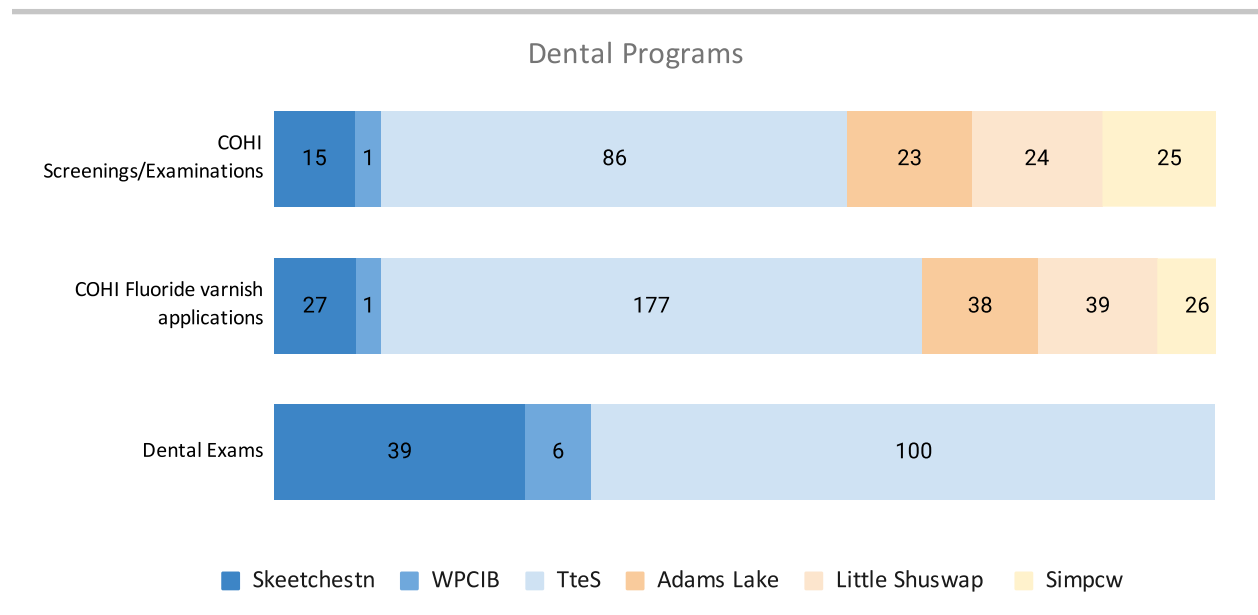
—Suzanne • Foot Care Nurse



Dental Programs

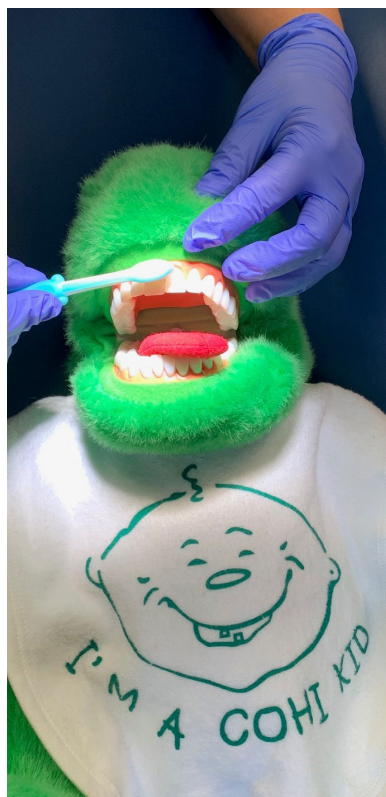
Children's Oral Health Initiative (COHI) Program Dental Clinic

The dental department is comprised of two programs: the Children's Oral Health Initiative (COHI), as well as the dental clinic, which offers dental care to members of the QHS communities. The COHI program also offers services to Adams Lake, Little Shuswap and Simpcw, and these numbers are reflected in the graph below along with the dental exams for QHS community members.

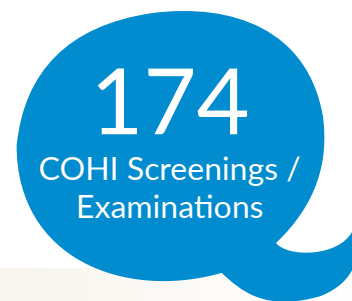


THANK YOU!

Q'wemtsin Health Society would like to express our gratitude to Sun Ridge Equipment for their generous donations towards the air purifiers. Thank you for helping keep our clients and staff safe, we really appreciate it!



Dental Programs



CHILDREN'S ORAL HEALTH INITIATIVE (COHI)

COHI (Children's Oral Health Initiative) is an early childhood tooth decay prevention program for children ages 0-7 years old, their caregivers, and expectant mothers who are living on or receiving services on reserve. Our COHI providers, Crystal and Natasha, screen children's teeth annually and apply fluoride varnishes regularly throughout the year as well as give oral health knowledge to those requesting it, either in a one-on-one setting or a group setting. Crystal and Natasha deliver these dental services out in community and can be found doing so at schools, daycares, nursery programs, headstart programs and health centers at one of the following communities: Tk'emlúps, Skeetchestn, Whispering Pines/ Cinton, Little Shuswap, Adams Lake and Simpcw First Nation. Pre-COVID-19, they attended many on reserve events such as baby circles, family circles, health fairs, career fairs and kindergarten days. The following is a list of services that COHI provides:

- Annual screenings
- Fluoride varnish applications
- Sealants
- Oral hygiene education
- Referrals
- Parent information kits
- The provision of dental health supplies such as toothbrushes, toothpaste, and floss

Team members

Crystal | Registered Dental Hygienist—Dental Programs Manager

Natasha | COHI Aide

Outputs

Program Services (individual)	SIB	WPCIB	TteS	Adams Lake	Little Shuswap	Simpcw	Total
COHI Annual Permissions —Positive Response	20	2	120	25	31	30	228
COHI Screenings/ Examinations	15	1	86	23	24	25	174
Fluoride Varnish Applications	27	1	177	38	39	26	308

The dental department usually participates in various health fairs and community events throughout the year to promote their programs and will often offer free dental tools (like toothbrushes and floss etc.). This past year impacted their ability to have in person events, many events were put on hold this year due to COVID-19. The dental department was able to take part in hosting the annual health fair virtually.

Service Changes

COVID-19 shut the clinic down for 8 weeks in the spring of 2020. Once we returned to Q'wemtsin Health Society, we had to figure out a way to safely provide COHI services both out in the community, and here in our office. We first needed to share safety plans between QHS and all the locations we deliver COHI services at. That includes schools, daycares, and nurseries in all six of our communities. Once the safety plans were mutually accepted, we then had to figure out a way to have each child pre-screened for COVID-19 prior to our visit. At first this seemed like a daunting task, but fortunately every one of our locations also had to have each child pre-screened for COVID-19 done by their parents, prior to their arrival for the day. Fortunately, this daily screening would work for us as well. Next, we had to allow for more time and physical space for each procedure. In the past we would have all the children gathered around us asking us questions and watching while waiting for their turn. Now we need to ensure that everyone is following the social distancing 6-foot rule between children, and we can only set up for each child's treatment right before their turn. All the above measures have allowed us to continue to safely provide COHI services to all our children and families who want to participate at this time. We are one of the few communities in the province that continue to deliver COHI services. Our biggest change to how we would deliver COHI services, to reduce potential transmission of the COVID-19 virus, was the increased use of PPE. Prior to COVID-19 the only PPE COHI providers used were gloves. Now because of COVID-19 we are wearing safety glasses, masks, face shields, shoe covers and gloves.

COVID-19 Impacts

The biggest impact COHI has seen since the beginning of the COVID-19 pandemic is the decrease in number of children that attend our schools, daycares, and nursery programs. Some parents have decided to home school their children until this world pandemic is over. Some of our schools have changed how many children can be present at one time as to better accommodate social distancing measures thus altering how many children are present during our visits. We have put extra effort into staying connected to these families that have chosen to keep their children at home. As an alternative we offered our Q'wemtsin Health Society clinic location as a safe place to deliver COHI services. Even though we have less children in attendance at each of our locations our time out in communities remains the same because of our increased infection prevention protocols. Adherence to our strict infection control measures ensures the safety of our COHI children. Keeping the importance of oral health in the forefront will help decrease the need for oral treatment later. Maintaining oral health plays a huge role in maintaining one's overall health and wellness.

“Out of the 80 COHI communities in BC, Crystal has actively kept the COHI program safely running in community even during the brief closure due to COVID in March 2020. She was instrumental in creating a Work Safety plan for community so that programs and services could resume safely and she was one of the first COHI Providers to restart COHI services face to face prior to vaccines. Crystal is the epitome of resilience. She has been quick to pivot to support community and ensure that oral health continues to be a priority during this pandemic. We are fortunate to have her as part of our COHI team.”

—Gail • COHI Specialist First Nations Health Authority

Dental Programs

145
Dental
Visits

DENTAL CLINIC

The dental clinic here at Q'wemtsin Health Society has been providing dental services to our on and off reserve band members since 2012. Band members from Tk'emlúps te Secwepemc, Skeetchestn, and Whispering Pines/Clinton have access to basic dental services 2–3 days (usually Wednesdays) every month with Dr. D. Ciriani, Dr. C. Sallis, and Dr. K. Sallis along with their certified Dental Assistants; Sadie, Kim, and Kelsey. These basic dental services include the following: new patient exams, specific exams, recall exams, oral cancer screenings, digital imaging (x-rays), restorations, fillings, extractions, biopsies, oral sedation, impressions, night guards, dentures, denture adjustments and realignments. In addition, Crystal, our Registered Dental Hygienist, provides dental hygiene services 2-3 days (usually Fridays) each month as well. **The dental clinic staff are happy to be a part of QHS' multidisciplinary team and eager to collaborate to help our clients reach their healthcare goals.**

Team members

Dr. D. Ciriani | Dentist —Certified Dental Assistant **Sadie**
Dr. C. Sallis | Dentist —Certified Dental Assistant **Kim**
Dr. K. Sallis | Dentist —Certified Dental Assistant **Kelsey**

Outputs

Program Service (individual)		SIB	WPCIB	TteS	Total
Dental Exams	# of individual clients/families	15	6	58	79
	# of new clients/families this year	6	4	13	23
	# of appointments/encounters/immunizations	39	6	100	145

23	New Patient Exams	21	Hygiene (scaling, polishing, oral hygiene instruction, periodontal maintenance, and fluoride varnish)
25	Specific Exams/Emergency Exams	3	Oral Sedation
34	Recall Exams (returning for annual check up)	4	Impressions/Wax Bites/Occlusal
55	Restorations (these are either amalgam or composite fillings)	4	Night Guards
7	Extractions	5	Denture Adjustments/Repairs

In addition to the above procedures the dentists also write prescriptions and refer clients to specialists when needed. Some of the specialists include: oral surgeons, periodontists, endodontists and pedodontists.

“Dental Hygienists have one of the most at-risk professions for contracting the COVID-19 virus due to the three following factors: high number of direct contacts throughout the day, physical proximity to their clients and direct exposure to the disease hazard. Despite these risks, I have managed to continue to deliver hygiene services to our clients through altered methods of delivery. An example of one of these altered methods would be switching from using an ultrasonic unit to hand scaling to remove calculus from one’s teeth, thus reducing aerosol generation. A second example would be always using a high-volume suction when doing cleanings on a client’s teeth to capture as many airborne particles as possible before they leave the oral cavity. Although I am hoping for a quick return to pre-COVID life, I am aware that these are the new measures that allow me to continue to deliver these important oral health care services to our valued clients.”

—Crystal • Registered Dental Hygienist

Service Changes

From the middle of March 2020 to approximately the 3rd week in May 2020—the world shut down. It was an uncertain time for everyone, both staff and clients alike. QHS put together a very well thought out return to work safety plan. Eventually a safety plan uniquely created for the dental clinic was put together as well. Overall, dentistry was in a peculiar place. COVID-19 can be spread when an infected person coughs, sneezes, or exhales. This is an infectious, airborne disease that is transmitted by tiny droplets and aerosols. In dentistry, we work 12 inches from the oral cavity, and much of our work involves aerosol generating procedures. To keep our clients and staff protected from this life changing disease, we are strictly following infection prevention and control procedures. After consultation with Dr. David Ciriani and advice from the College of Dental Surgeons of British Columbia we learned that thorough COVID-19 pre-screening of staff and clients were necessary as well as a method of aerosol reduction. To address aerosol reduction QHS invested in air purifiers that filter 99% of pathogens from the air. These units can be found throughout the clinic and the dental clinic has three operating at all time. The combination of our already stringent infection prevention procedures with the thorough pre-screening and the air filtration process provides me with confidence that anyone coming into our dental clinic—whether it’s staff or clients—are in a safe environment.

COVID-19 Impacts

COVID-19 greatly impacted all 3 of the communities that QHS serves. I found the dental needs of our clients never ceased during last year. If anything, there was a higher need, but we had to wait until it was safe to deliver dental services. The re-occurring need of our clients was re-assurance. Was it safe to come into Q’wemtsin Health Society and was it safe to have dental services in our dental clinic? How could we help our clients while we were shut down? While we developed our safety plan, Dr. David Ciriani and his associate dentists at Sagehills Dental opened their office to our clients for emergency dental treatment until which time we were open again and ready to deliver dental treatment. Once we were finally ready to open, Q’wemtsin Health Society’s strict safety protocols provided our clients with the knowledge that the staff were following all recommended infection prevention procedures and protocols. A few families have opted to wait until the pandemic is better controlled to access services, but we have seen the return of most of our dental clients.

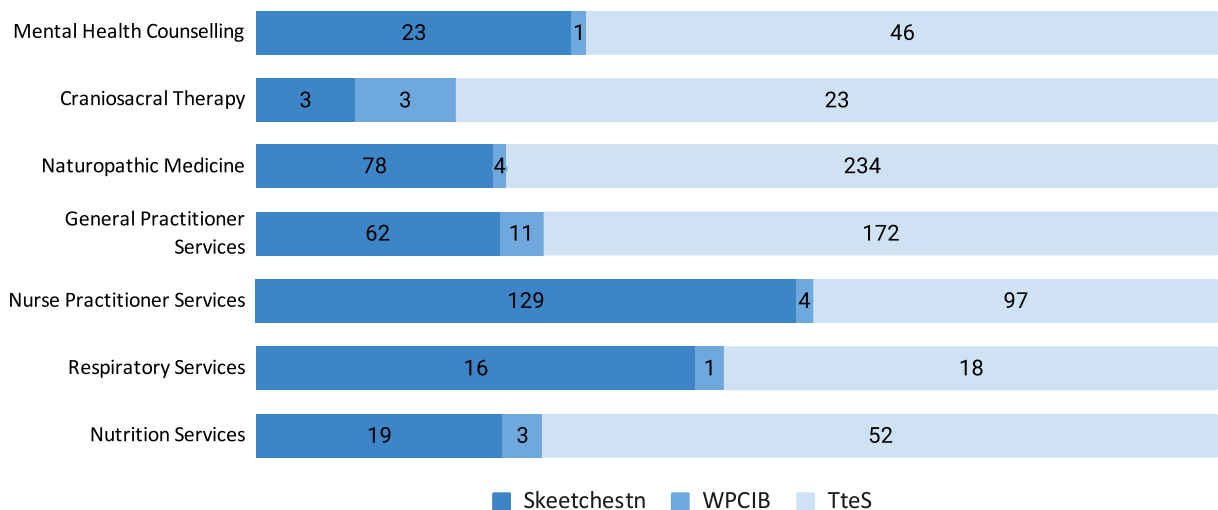


Primary Health Care

Craniosacral Therapy
Naturopathic Medicine
Mental Wellness
Nurse Practitioner, General Practitioner,
and Respiratory Therapy Services
Dietitian Services

The Primary Health Care department is comprised of Craniosacral Therapy, Naturopathic Medicine, Mental Wellness, Nurse Practitioner and General Practitioner services, and Dietitian Services. The following graph shows the total number of client visits that accessed services in each of the QHS communities and the proportion of the overall services going to each community.

Primary Health Care: Individual Programs



Primary Health Care

CRANIOSACRAL THERAPY

Hands-on biodynamic craniosacral therapy is made available to elders in communities and those in chronic pain. Soft, safe contact is used to support the body in shifting and healing patterns of tension and holding due to traumas that can be physical or emotional in nature. Relieving these patterns of tension is very helpful in resolving health challenges and pain. Oriented to health, this therapy holds a very deep space of acceptance and welcoming for helping patients to heal.

Team members

Sheryl | Registered Massage Therapist and Registered Biodynamic Craniosacral Therapist

Outputs

Program service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Craniosacral Therapy	# of individual clients/families	3	3	23	29
	# of appointments/encounters/immunizations	5	6	62	73

Service Changes

Cleaning and hygiene policies and procedures as outlined by the British Columbia College of Massage Therapists were strictly adhered to throughout the pandemic and continue to be employed despite the decrease in requirements by the College.

- Medical grade masks were worn by patients and therapist
- Proper protocols for donning and doffing PPE were undertaken by therapist for every patient
- Table, pillows, chairs and high-touch areas in the treatment room were sanitized with Cavi wipes before every appointment
- Hands were washed with soap before every patient visit, and alcohol-based hand sanitizer was used before and after every contact

COVID-19 Impacts

Due to Public Health Orders it was necessary to suspend services at times during the pandemic. These measures were taken to protect the safety of patients and staff alike however they did negatively impact the availability of services to the community. Several patients made note of how happy they were to get back to receiving treatment, once this suspension of services ended.

Additionally, office staff were required to administer COVID-19 screening and medical mask distribution to patients as they arrived for treatment.

“I have been consistently impressed with the high level of commitment to quality of care over the course of the pandemic. Everyone has exhibited such professionalism over this very challenging time. There was never any doubt in my mind that all the staff and especially caregivers were doing their utmost to provide excellent care while also maintaining the necessary safety and hygiene standards. I am grateful to be part of such a resilient, flexible, and talented team.”

—Sheryl • Registered Massage Therapist



Primary Health Care

NATUROPATHIC MEDICINE

Dr. Melissa B. has been providing naturopathic services at QHS for 11 years as part of Primary Health Care. Common treatments include acupuncture, IV therapy and nutritional counseling. Like past years, Dr. Bradwell provided care to both long-term and new clients from the three bands serviced. On-site visits were offered at QHS and also at SIB, the latter of which opened the doors at a beautiful new health clinic in the Fall of 2020.

Team members

Melissa | Naturopathic Medicine

Outputs

Program service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Naturopathic Medicine	Acupuncture	36	3	57	96
	IV Therapy	42	1	177	220
	# of appointments/ encounters	78	4	234	316

COVID-19 Impacts and Service Changes

What an unbelievable year. In a year that brought so many changes, one thing remained the same, the dedication of the entire team at QHS. When we were closed to non-essential services, our essential service members didn't miss a beat and provided on-going care to our most vulnerable clients. QHS is such a unique clinical environment whose services help to improve the health and wellness of those we proudly care for.

With COVID-19, Dr. Bradwell saw some changes in her practice. Fewer encounters as the result of being closed and reduced bookings while working through the pandemic. She feels the communities were supported by clinic operating decisions to the supply of COVID-19 information and updates and personal protective equipment. Dr. Bradwell has always been proud to be a member of QHS and is especially so this year. She looks forward to the day where she can see everyone's faces again and until then, is smiling under her mask at the opportunity to work with and for such wonderful people. Kukwtsetsemc.

Primary Health Care

MENTAL WELLNESS

This service is for people experiencing mental health concerns such as anxiety, depression, childhood trauma, PTSD, complex grief, persistent complex bereavement, personality disorders or concerns about psychological symptoms that may indicate any other mental health illnesses.

This service began around the wake of the pandemic. One-on-One sessions are booked through the office and the session is conducted by telephone. With the clinician, you would explore your concerns and make a treatment plan. The clinician can make preliminary diagnosis and refer you to other mental health resources if needed. Eventually you would cease sessions either because you are doing well or you have developed natural supports, which is a goal of counselling as the therapeutic relationship is temporary support. You can start counselling again if needed in the future. However, if you were in an emergency such as having suicidal thoughts, you would call 911 or a crisis line.

Team members

Tracy | Mental Health Clinician



Outputs

Program service (individual)	Stats by community	Skeetchestn	WPCIB	TteS	Total
Mental Health Counselling	# of individual clients/families	23	1	46	70
	# of new clients/families this year	5	0	7	12
	# of appointments/encounters	123	10	412	545

GP&NP, AND RESPIRATORY THERAPY SERVICES

Primary Health Care at QHS builds on natural and western medical ways in hopes to help promote and assist in the health and wellness of our communities and their members. Continually looking for new and innovative ways to bring needed medical services to our patients is a perpetual goal in our program.

Team members

Sarin | Primary Health Care Manager

Shirley | General Practitioner

Lisa | Family Nurse Practitioner

Katie | Medical Office Administrator (MOA)

Kaden | Registered Respiratory Therapist

Outputs

Program service (individual)	Stats by community	Skeetchestn	WPCIB	TteS	Total
General Practitioner Services	# of individual clients/families	62	11	172	245
	# of appointments/encounters	268	58	1123	1449
Nurse Practitioner Services	# of individual clients/families	129	4	97	230
	# of appointments/encounters	682	48	398	1128
Respiratory Services	# of individual clients/families	16	1	18	35
	# of appointments/encounters	12	1	14	27



Primary Health Care

GP&NP, AND RESPIRATORY THERAPY SERVICES, *continued*

Service Change

When COVID-19 hit Canada, QHS staff sprang into action. Acquiring PPE, setting up home offices, delivering Covid-19 safety kits to members, adjusting schedules to allow for virtual appointments, and much more to continue to support the health and wellness of all of our communities and its members.

In Primary Health Care it is mainly a hands-on type of approach, when Covid-19 hit we had to really take a look at all the services we would be able to offer virtually while the world was in lock down. Many services had to be placed on hold while others such as GP/NP, mental health and dietitian services could continue but in a virtual world through telephone calls and video chats. Emergency visits that had to be done in person were done curbside with full PPE. Thankfully it was made easier by the support of our EMR (Electronic Medical Records) system who quickly adapted a virtual world within the system for the doctors and nurse practitioners to use while working remotely to stay connected with all of their patients.

COVID-19 Impact

There was a lot of anxiety in the beginning when people were unsure of how they would get their medications they needed during the lockdown. We assured our patients that we would not leave them without and continued to do medication runs in the communities or worked with other community services to make sure that our patients would not be without their medications during this time of need or any other medical needs they had.

“I had an amazing team to work with, we flawlessly executed the needs of all patients who called in needing either Covid-19 testing, an appointment with the GP/NP, equipment needs, medicine needs or what have you, all while maintaining proper distancing and strict cleaning guidelines/protocols that were set in place. I had many patients that were calling in for whatever reason but took the time to thank me and the entire QHS team that were still tirelessly working to help keep their communities as safe as we could and still be here for them despite having to shut down and work remotely. This helped keep our spirits up during what was an incredibly difficult time in the world and provided the motivation to keep doing what we could as best we could.”

—Sarin • Primary Health Care Manager

Primary Health Care

DIETITIAN PROGRAM

The Dietitian Services program provides **nutrition counselling services and workshops** to band members in Tk'emlups te Secwépemc, Skeetchestn Indian Band, and Whispering Pines/Clinton Indian Band. This includes individualized nutrition counselling in the areas of:

- general health and wellness
- healthy weights
- chronic disease prevention and management including diabetes and cardiovascular disease
- low iron and anemia
- gastrointestinal issues /celiac disease
- food allergies or intolerances
- pediatric nutrition
- cooking and traditional foods
- sports nutrition
- vegetarian or vegan nutrition
- osteoporosis or low bone density
- pregnancy and infant nutrition

Team members

Laura | Registered Dietitian (RD)

Diala | Registered Dietitian (RD) and Certified Diabetes Educator (CDE)

Outputs

Program service (individual)	Stats by community	SIB	WPCIB	TteS	Total
Nutrition Services	# new client appointments	11	2	26	39
	# of follow up appointments	3	23	19	45

COVID-19 Impacts and Service Change

Nutrition education workshops are on hold during the pandemic. However, Registered Dietitians Laura and Diala collaborated to create a video presentation on healthy eating and shared a Low Glycemic cooking demo to share with clients who attended the Virtual Health Fair.

QHS BOARD MEMBERS



Tk'emlúps te Secwépemc

Councilor Jeanette Jules

Councilor Thomas Blank



Skeetchestn

Kukpi7 Darrel Draney

Councilor Tracy Hewitt



Whispering Pines/Clinton Indian Band

Kukpi7 Michael LeBourdais

Orla LeBourdais, Health Director

On behalf of the board of directors we would like to thank the staff for all their hard work and for their diligence in keeping our families and communities safe during this very difficult time. Please adhere to social distancing, wash your hands, wear a mask when necessary, and keep yourself and your family safe.



Public Health Services

[Circle of Life](#)

[Communicable Disease Program](#)

[Harm Reduction](#)

[Food Sovereignty](#)

Home & Community Care Services

[In-Home Care](#)

[Diabetes Program](#)

[Foot Care](#)

Dental Programs

[Children's Oral Health Initiative
\(COHI\) Program](#)

[Dental Clinic](#)

Primary Health Care

[Craniosacral Therapy](#)

[Naturopathic Medicine](#)

[Mental Wellness](#)

[Nurse Practitioner,
General Practitioner, and
Respiratory Therapy Services](#)

[Dietitian Services](#)



Q'wemtsín
HEALTH SOCIETY

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