

Weechi-it-te-win Family Services

TELE MENTAL HEALTH SERVICES NEWSLETTER



Tele Mental Health Services Coordinating Agency

Nanaandawewinen Clinical Unit, Weechi-it-te-win Family Services

P.O. Box 812, Fort Frances, Ontario P9A 3N1

Phone: (807) 274-3201 ext 4056 for Coordinator or for Administrative Assistant ext 4066

Fax: (807) 274-8336 or Toll Free 1-800-465-2911 Website: www.weechi.ca

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Boozhoo! Wachay! Hello!

As a nation, we are all facing the challenges of how to survive this pandemic. We are being asked to stay indoors, to wear hot sweaty masks, to social distancing and constantly wondering if the person next to you has been infected. It is only natural to have feelings of despair. Being auto immunosuppressed, I tend to despise the Covid police, who are always efficient on the latest news from Dr. Tam and the Prime Minister. I have been “virtually” slapped many times for not standing exactly 2 feet from the next person, not following the direction of the arrows or browsing when I should be grabbing my stuff and getting out of the store. I have witnessed complete strangers confronting others on their choices of not wearing masks to the point of brawling.

Lets just get through this with dignity and confidence, that it too shall pass. Be kind!



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Anyone wishing to submit any information to this newsletter please feel free to contact me at

Weechi-it-te-win Family Services..807-274-3201

X 4056 or 4066

What's New?



Boozhoo Aaniin,

Maajii"aga'nay'gabo niidizhinikaaz,
Wazhashk Nindoodem

Hello, My name is Bobby Atatise. I was born and raised in Couchiching First Nation. My Ojibway name translates to "Beaver rushing through the snow". Throughout my life, I have lived in numerous different locations including Calgary, Alberta; London, Ontario; Thunder Bay, Ontario; and Lac la Croix First Nation. I have attended Post-Secondary in London, Ontario for a variety of programs at both Fanshawe College and Western University including General Arts & Science, Pharmacy Assistant Studies, and Health Sciences. I have spent a large majority of my time working as a Pharmacy Assistant, similar to my supervisor, Arlene who has worked a great deal as a Pharmacy Technician. Throughout my life, I was taught to respect and appreciate our Indigenous beliefs and values, and I will continue to practice these values as life continues. I enjoy swimming, sketching, painting, and learning new things. I am open to other people's ideas and opinions and respect them even if they differ from my own. I have joined the Nanaandawewinan Team as Tele-Mental Health Services Administrative Assistant at the beginning of November 2020 and have nothing but great things to say about working for the program. Providing youth with access to such an invaluable resource is truly inspiring and I commend Arlene Tucker for helping to shape it into what it is. I hope to help in continuing to provide this service for a long time.

Gichi Miigwech

Bobby Atatise

Bobby Atatise,
Tele-Mental Health Services Administrative Assistant
bobby.atatise@weechi.ca
807-274-3201 ext 4066



Arlene Tucker, Tele-Mental Health
Services Coordinator,
Weechi-it-te-win Family Services
arlene.tucker@weechi.ca
(807) 274-3201 Ext 4056

Outreach Initiatives—February 2020

Wabaskang First Nation is a Saulteaux First Nation in North-western Ontario and a member of Bimose Tribal Council and a member of Treaty #3.



This community has a mental health program which incorporates a cultural component, recreation, and wellness activities in their methods to counsel individuals and benefits those who seek help. This community is approximately 70km North of Vermilion Bay off Highway 105 and 30km S of Ear Falls.

I had a nice visit with the Terri Meekis, the mental health worker there.

We discussed the Tele Mental program and how it could benefit their clients and community. It is a free service to clients and agencies who are seeking specialized mental health consults with a specialist. The psychiatric services are delivered through video conferencing via Ontario Telemedicine Network (OTN) which are usually located at the Nursing stations or designated agencies. With covid precautions, we can use Guest Link and Zoom via laptop, or telephone consults. We try to deliver the consultation as close to the community as possible which is cost effective for all plus convenient for the clients and their families.

The only issue that is a reality is that some communities have poor internet and there is not enough bandwidth for the consult to take place or the quality is very poor and experience freezing and interrupted sessions with the psychiatrist. Most communities have good bandwidth but it all depends on their technology.

What is Cultural Competency?

It is an effective communication that has as its basis a desire for mutual respect and empathy. The best way to go about developing your cultural competency is to examine any cultural biases, learned prejudices, active listening and effective communication. Your degree of cultural competency will depend on your awareness, your attitude, your knowledge and your skill to practice good understanding of the clients you serve.

Respect and understand the diversity, acknowledge and accept differences in appearances, behavior and culture

Lac Suel First Nation

This is a very unique place to visit. The mental health services are located in Kejick Bay . I visited all 3 communities of Whitefish Bay FN, Frenchman’s Head FN, and Kejick Bay FN

Tele Mental Health Service

Eligibility Criteria

Clients/patients between 0-18 years old who:

*reside in a rural area and have identified mental health needs at Levels 2-4.

Level 4:

Children/youth experiencing the most severe, complex, rare or persistent diagnosable mental issue that significantly impair functioning in most areas such as home, school, and/or community.

Level 3:

Children/youth who are experiencing significant mental health problems that affect their functioning in some areas such as at home, school and/or community.

Level 2:

Children/youth identified as being at risk for or who are experiencing mental health problems that affect their functioning in some areas such as home, school and/or community.

Level 1:

All children/youth and family/caregivers. Not eligible.

Level 4—Highest Priority

Level 3— High Priority

Level 2— Routine /Regular Referral

Level 1: No Action/Not eligible



Whitefish Bay Band Office—Lac Suel



Mental Health & Covid

The Covid pandemic has likely brought many changes to your daily routine not to mention the financial pressures and we are not used to being told to stay home and self isolate. That freedom is not there to go out to a restaurant if we wish, a desire to drop a few bucks off at the casino or gather in groups –all are forbidden now. Stress is a normal psychological and physical reaction to the demands of life. Everyone reacts differently and it is quite normal to feel stressed during a crisis. Despite your best efforts, you may feel yourself feeling helpless, sad, angry irritable, anxious and afraid. When these signs and symptoms become problematic, it is okay to do some self care strategies, take care of your mind, body and soul, walk, run or whatever you have to do to get yourself out of that rut.

Children and youth are especially at risk for mental health needs. They cannot always articulate what is the best way to deal with these feelings or who they approach to access mental health services. Sometimes they need adults to guide them while reassuring them their feelings are important and supported. 2020 has been a year of uncertainty and our communities still face unprecedented challenges. It is important that our children/youth are assured that they are resilient and that their emotional, spiritual, and mental needs will be met.

We are able to provide access to specialized mental health consultants to children & youth 0-18yrs of age using video-conferencing through the Ontario Telemedicine Network and Keewaytinook Okimakinak Ehealth.

Clinical Consultations: Appointments are now being offered a week or two of submitting a referral for those individuals who present with a mental health issue and seek specialized psychiatric consults with one of our many trained psychiatrists and/or mental health professional.

Program Consults: A psychiatrist meets with a designated group of mental health providers from an Agency team. Their purpose is to discuss clinical, and/or program wide and community based issues. This could include informal education on specific topics that the team needs capacity in as well as brainstorming with a psychiatrist about challenging cases. The client is not present at this session. They are set up for a year usually the same time each month.

Education Sessions: These are formalized sessions where a wide range of mental health topics can be discussed at either the introductory or advanced level. Sessions are designed with power point slides to meet the needs of the diversity of the practitioners. They are usually 1.5 hrs in length and may require more sessions if the topic is complex. It is available all year around.

Non-Identifying & Professional to Professional Consults: This is where Case Managers can review a Case without identifying a client. The group can also request a Pro to Pro (Agency & Psychiatrist) to discuss a client. When submitting a referral a consent is not needed for these.

What are my expectations as a Case Manager?

- Able to attend the Clinical Consults with Clients.
- Contact the client and coordinate the consult date.
- Engage with the client and ensure they get to the video conference on time.
- Coordinate/implement the recommendations made by the Psychiatrist or Social Worker.
- Follow up with them in case they need additional visits.

Who can make a referral?

Referrals to Tele Mental Health can be made by the MRMHP or "Most Responsible Mental Health Practitioner" aka Case Manager.

This list is as follows:

- publicly funded child and youth mental health agencies;
- School boards;
- Hospital outpatient programs;
- Aboriginal Health Access Centre's;
- Friendship Centre's;
- Trained professionals in youth justice settings;
- Mental Health professionals in other community based agencies that provide child/youth mental health services;
- Mental Health & Addictions Nurses
- Canadian Mental Health Associations;
- School staff working in mental health areas;
- First Nation communities, nursing stations, mental health workers



Not sure? Give us a call.

What do I do to get an Appointment?

First, fill out a Toronto Sick Kids Referral Form at www.sickkids.ca/Tele-Link/index.html or www.weechi.ca/tele_mental_health. Alternatively, you can email us directly requesting a form. After this a consent form must be filled out which can be found at the aforementioned web-sites.

Who can sign the consent?

- ◆ The client, regardless of age
- ◆ Both parents
- ◆ One parent and the client
- ◆ One parent with proven legal guardianship.

Forms can be faxed to us at (807) 274-8336. They can also be sent through email or by Purolator. Once we receive the referral, we will contact you for additional information and do a Readiness Check to send to Sick Kids.

More about the Referral Process:

Once you fax/purolate/email referrals to us, this is what the pathways it takes: This all takes place between a Case Manager of your choice, Weechi-it-te-win TMH Coordinating Agency and Sick Kids Administrative staff.

We receive your referral. A readiness check is done to prepare it to be faxed to Sick Kids Hospital. If additional information is needed then we contact you at this point.

Once they receive the referral Toronto Sick Kids then sorts and triages it and matches a psychiatrist to the client dependent on the needs of the child. The date of offer is emailed to us .

We receive the offer then send you out an appointment card with the date and time. You send the appointment card back or call us to verify if this date is acceptable to the Case Manager/Family and client.

If you accept the date of offer then we decide the how we are going to get you connected. OTN, Guest link, Zoom or Telephone conference. If you decline this offer then we ask Toronto Sick Kids for another offer

We then confirm the offer with Sick Kids and secure the site where the videoconference will take place. A confirmation is sent out to the Case Manager, and the Coordinating agency . The date may be a week to couple months.

All parties are confirmed and have scheduled the date as planned. Once the video conference takes place, a detailed report will be sent out to the Case Manager from Sick Kids Hospital within 10 business days .

A "Readiness Check" is just to ensure that all the information on the referral is up to date and correct. We may call you if the health card and version code is not correct.

We ensure that the Case Manager is aware of their responsibilities such as being the liaison between Tele Mental Health and the family and client. They also confirm the date with the family and ensure they get to the video conference on time. They also play an important role once the video conference takes place. They follow through on any recommendations/follow ups if client needs more than one consult.

The video conferences usually are through the Ontario Telemedicine Network (OTN) which are located in various locations within the communities/towns/cities. With the current pandemic hitting us, we have been having virtual conferences through Guest Link, Zoom and telephone conferences.

We do not have emergency services, however we can try to accommodate "urgent" referrals usually within a few days or within a week depending on severity.

If you have any questions, please feel free to contact me at 274-3201 x 4056 or my Assistant Bobby at x 4066.

Follow up Forms:

When a client needs to have a follow up with a Sick Kids Psychiatrist, the Case Manager can fill out a "Follow up" form which is located on the Sick kids site:

www.sickkids.ca/tele-link/index.html or our website

www.weechi.ca/tele_mental_health.

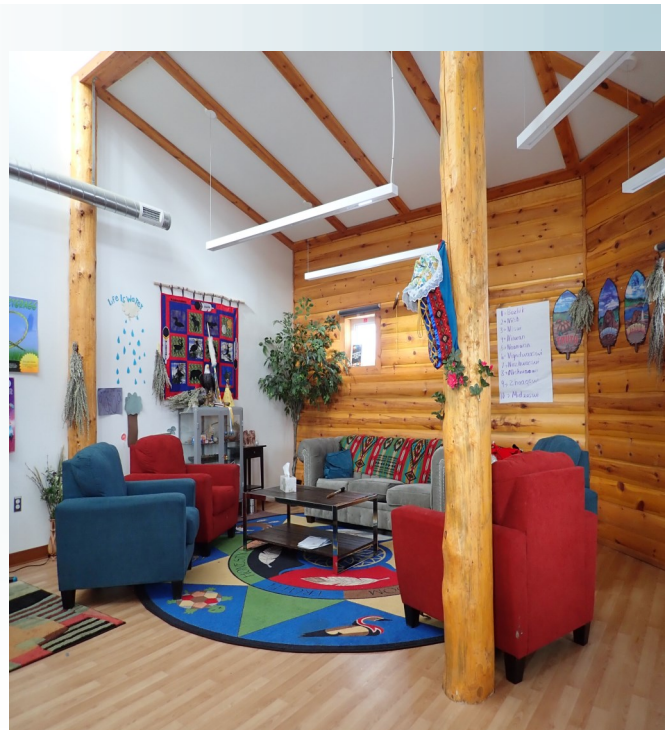
OUTREACH & PARTNERSHIP DEVELOPMENT

The Tele Mental Health Services Coordinator will be promoting the service as part of the continuum of child and youth mental health services in the communities in Area 6. The purpose of the outreach initiatives is to increase awareness of this service, support service providers in accessing services for their clients, provide a culturally sensitive and linguistically appropriate method of service. The Tele Mental Health Coordinator will inform agencies/communities of the best way to bring the video conference to the closest possible site preferably right in your community. It is going to be impossible for me to get out to the communities/town/agencies. This year because of the pandemic, we are creating a video highlighting the Tele Mental Health Program and it will be sent out to everyone as soon as it is done. Everyone is communicating via virtual video conferencing so this office is no different. Exciting stuff!



“Wabaseemong Youth Centre

It is a healthy, warm, safe, and inviting place for youth from this community to call their own. Access to services, particularly culturally appropriate medical services, are a critical part of treatment and recovery, and now the children and youth of Wabaseemong have access to this necessary programming within their own community.



The above picture doesn't do this nice lady justice. I found her spirit so warm and delightful. She appeared very traditional in her thinking and surrounding work space was full of projects she had been working on. She was very truthful about the internet connection problems when we discussed possible consults for her community.. Our visit took place in Northwest Angle 33. She is a Prevention Worker there for Anishinaabe Abinoojii Family Services



Dr. Peter Braunberger joined the Toronto Sick Kids team in 2007 which provided him with the opportunity to build lasting relationships with Weechi-it-te-win Family Services , Nodin, and Payukotayno Family Services, and that list is growing each year. He is one of the most genuine people in the business. One of his goals has always been to provide genuine quality care with the resources we are faced with here in the North. He hopes one day we will have enough team based psychiatry, tele psychiatry and on the ground psychiatry to meet the needs of the clientele particularly from a cross-cultural perspective. He is very sensitive to the values and leadership of the family unit and their communities his approach is always with dignity and respect. He has worked with patients and families coming through the inpatient program in Thunder Bay. He was a child and adolescent psychiatrist with St Joseph's Care Group. He has also worked with the teams at Dilico Anishinabik Family Care and Children's Centre in Thunder Bay focusing on children's mental health. In 2011, the Smith Centre received some funding for a child and adolescent psychiatry program based in Thunder Bay but reaching out further north; and in 2015 they started a small clinic in Sioux Lookout with the hopes of branching out to several centres in the North. He is a great advocate for the North and a pleasure to all who meet him.



Dr. Susan Dundas graduated from medical school at McMaster University and did her Residency in Psychiatry at the University of Toronto.

Susan has impeccable taste , she's kind, empathetic to indigenous needs , understanding , good humored, inspiring, and I just can't say enough about this delightful lady. She comes out to the North and gets up at the crack of dawn goes jogging down the road. Although I worried abit about the wolves, coyotes, and other dangers, I would not discourage her from her daily routine. I figured she had lived this long and had some survival skills up her sleeve. I did however, caution her to not open the door to strangers. I am proud to call her a friend.

Tele-Mental Health Service Referrals

Referrals to Tele-Mental Health can be made by the Most Responsible Health Practitioner (MRMHP) which is defined as a practitioner performing the role of a mental health service provider and who is associated with a public funded agency (i.e. Ministry of Children & Youth Services, Health & Long term care. Education, Canadian Mental Health Associations etc)

Examples of service providers that may refer include:

- ◇ Publicly funded child and youth mental health agencies
- ◇ School Boards
- ◇ Hospital out-patient programs
- ◇ Family health teams
- ◇ Aboriginal Health Access centers'
- ◇ Friendship centers'
- ◇ Trained professionals in youth justice settings
- ◇ Mental Health professionals in other community based agencies that provide child and youth health services
- ◇ Not sure, give us a call!

Eligibility of clients:

- ◇ Must be between the age of 0-18 yrs old
- ◇ Must reside in rural, remote and/or underserved areas
- ◇ Must display a presenting problem that can be addressed by a mental health specialist

Referral Pathways:

Completed referral forms and supporting documentation can be faxed/scanned to Weechi-it-te-win Family Services –Nanaandawewinin Clinical Unit, Arlene Tucker or Bobby Atatise at (807) 274-8336 (Secure Fax)

The role of the Coordinator/Assistant is to ensure all required documentation is included and accurate, assist in obtaining OTN equipment when required, and to assist in partnership development within communities.

Once the referral has been reviewed and is complete, it is forwarded to the centralized hub (housed at the Hospital for Sick Children). The referral is based on identified needs to the most appropriate psychiatrist within one of the hospitals in Ontario (CPRI, CHEO or Sick Kids)

A date of offer is emailed to the Coordinator/Assistant and referral agency is contacted. It is the responsibility of the referring agency to contact the family/client to confirm their attendance.

Once the family/client is confirmed and OTN equipment (Guest Link or Zoom) is secure, reply to email and confirm. If declining the offered appointment date, please identify why it is declined and a new date will be offered.

The Consultation Report will be ready within 10 business days after consult takes place.

If a follow up consult is required, please complete the 1 page “Follow up” form fax it to us. The consent and forms have to be updated each year. (Re-Assessment)