



*Serving Dettah, Fort Resolution,
Lutsel K'e, Ndilo and Yellowknife*



**PRIMARY HEALTH
CARE...**

**YOUR HEALTH IS PRIORITY
ONE**



*Annual Report
2008-2009*



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Message from the Chair



Elizabeth Wyman

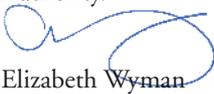
Our commitment to continually move forward and provide health programs and services that go beyond what we have experienced in a traditional Health Care System is reflected in our theme *Primary Health Care... Your Health is Priority One*. This statement also highlights the importance our Authority places on the health and well-being of the people we serve. Primary health care focuses on health care services, including health promotion, illness and injury prevention, and the diagnosis and treatment of illness and injury.

One of the key initiatives towards our goal of improved primary health care has been the consolidation of our four primary care clinics into two sites. We look forward to offering increased access to non urgent care, extended hours of operation, and expanded services through multidisciplinary teams by early 2010. I would like to commend our staff and practitioners for their engagement in the planning process to ensure a seamless transition to collaborative and integrated services.

This past year, our board and staff spent considerable time examining the areas that are working well for our clients and those areas that need development. To ensure our practice meets national standards, Yellowknife Health and Social Services (YHSSA) has enrolled in the accreditation process with Accreditation Canada. This process will provide a framework of nationally accepted benchmarks which will ensure that we continue to deliver services that meet the highest standards required for client centered care while ensuring the efficient use of our resources.

YHSSA is committed to strengthening the non-government sector in our communities. Approximately 20% of YHSSA's budget is dedicated to the funding of non-government organizations (NGOs) and First Nations agencies that deliver health and social services programs in our communities. We are pleased to collaborate with these partners on a continuing basis in order to more effectively respond to the needs of children, adults, families, and groups.

I wish to thank our outgoing Board member, Ms. Leone Erasmus and former Chief Executive Officer, Kay Lewis, for their service and dedication to the Authority.



Elizabeth Wyman

*Message from the
Chief Executive Officer*

Ruth Robertson

The past year has been an exceptionally busy and exciting time within YHSSA. This report highlights many of our accomplishments and reflects our commitment towards delivering quality services to the residents we serve.

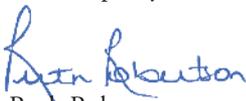
The driving force behind the many initiatives that continue to move us forward is our Vision for “a caring community, working together to achieve mental, spiritual and emotional well-being”. Our program models continue to emphasize prevention, promotion, education, and support to families and individuals to assist them in achieving healthy lives.

Our staff have been involved in many activities to ensure the Primary Health Care Clinic project is as successful for the individuals providing care as well as the clients receiving services. We succeeded in expanding the use of our Electronic Medical Record (EMR) to the Frame Lake Community Health Clinic (FLCHC). With the opening of the new Dettah Clinic, and with ongoing collaboration with community leaders, we continue to plan for the delivery of Primary Health Care programs and services for the community of Dettah.

Global events, such as H1N1 Influenza, have resulted in a significant focus on our Public Health Services which in turn has provided us with the opportunity to review our Pandemic and Emergency Response Plans. A special thank you to staff who are leading these initiatives.

Our programs continue to engage and build upon many collaborative partnerships. These partnerships facilitate meeting the vast needs of our clients by increasing the depth of our resources.

I would like to thank the Board, our staff and all of our community partners for their dedication and commitment to improving the health of our residents over the past year.


Ruth Robertson



Financial Report

YHSSA ended the 2008-2009 fiscal year with a deficit from operations of \$1,080,145. An operating deficit is funded from the deficit reserve in accordance with the Department of Health and Social Services (DHSS) Surplus and Deficit Retention Policy.

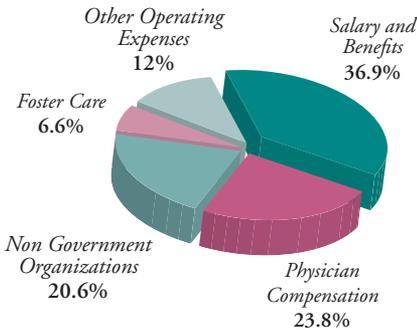
This represents the operating results, before accounting, for the unfunded increase of \$315,534 in the employee leave and termination benefit liability.

This unfunded item represents the increase to the potential cost that YHSSA could incur, based on leave and termination benefits that employees earn through their employment with the organization.

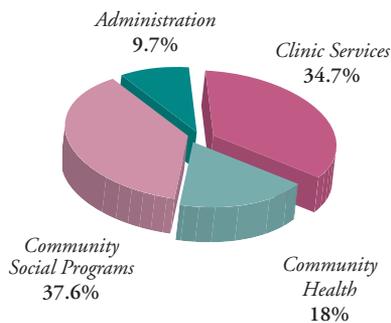
The net effect is an accounting deficit of \$764,611 which represents about 1.73% of the total revenue for the fiscal year.

The auditors for Yellowknife Health and Social Services Authority are MacKay LLP of Yellowknife.

2008-2009
Expenditure by Category



2008-2009
Expenditure by Division



We have included the financial statements without the notes. For additional information please contact the Director, Finance and Administration or view our complete financial statements on our web site: www.ybssa.org

**CHARTERED
ACCOUNTANT**
MacKay LLP

mackay.ca

Suite 301, 5120 - 49th Street, P.O. Box 727
Yellowknife, NT X1A 2N5

Auditors' Report

To the Minister of Health and Social Services
and Yellowknife Health and Social Services Authority

We have audited the balance sheet of the Yellowknife Health and Social Services Authority (the "Authority") as at March 31, 2009, and the statements of equity and reserves, operations, and changes in financial position for the year then ended. We have also audited the revenues and expenditures of all programs funded through contribution agreements with the Department of Health and Social Services which total \$50,000 or more, as listed in Schedule J. These financial statements have been prepared to comply with the financial guidelines of the Department of Health and Social Services. These financial statements are the responsibility of the Authority's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

Salaries and benefits paid to employees of the Authority are administered by the Government of the Northwest Territories. Our audit scope was limited as we did not audit the components of salaries and benefits expenditures. Accordingly, we were not able to determine whether any adjustments might be necessary to salaries and benefits expenditures, accounts payable and accrued liabilities, employee leave and termination benefits, and operating fund.

Continued next page

In our opinion, except for the effects of adjustments, if any, which might have been determined necessary had we been able to audit salaries and benefits expenditure as described in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Yellowknife Health and Social Services Authority as at March 31, 2009, and the results of its operations and changes in financial position for the year then ended in accordance with the basis of accounting required by the Government of the Northwest Territories, applied on a basis consistent with the preceding year. Furthermore, except for the limitation already described, these statements present fairly, in all material respects, the funding and expenditures of all Health and Social Services funded programs of \$50,000 or more per Schedule J for the year ended March 31, 2009, in accordance with the provisions established by the individual contribution agreements.

We further report in accordance with the *Financial Administration Act* of the Northwest Territories, in our opinion, that proper books and records of account have been kept by the Yellowknife Health and Social Services Authority, the financial statements are in agreement therewith and the transactions that have come under our examination have, in all material respects, been within the statutory powers of the Authority.

These financial statements, which have not been and were not intended to be prepared in accordance with Canadian generally accepted accounting principles, are solely for the information and use of the Yellowknife Health and Social Services Authority and the Department of Health and Social Services for the stated purposes, and are not intended to be and should not be used by anyone other than the specified users, or for any other purpose.

Yellowknife, Northwest Territories
May 25, 2009


Chartered Accountants

Financial Statements

Balance Sheet

| As at March 31, | 2009 | 2008 |
|---|---------------------|----------------------|
| Assets | | |
| Current | | |
| Cash | \$ 25,532 | \$ 7,710,603 |
| Restricted cash and short term investments (Note 5) | 523,009 | 567,473 |
| Accounts receivable (Note 6) | 2,731,427 | 1,925,162 |
| Prepaid expenses (Note 7) | 431,487 | 407,836 |
| | \$ 3,711,455 | 10,611,074 |
| Liabilities | | |
| Current | | |
| Accounts payable and accrued liabilities | \$ 2,882,322 | \$ 2,815,982 |
| Deferred revenue (Note 8) | 117,700 | 6,319,048 |
| Employee leave and termination benefits (Note 9) | 1,181,242 | 1,129,780 |
| | 4,181,264 | 10,264,810 |
| Employee leave and termination benefits (Note 9) | 700,028 | 435,956 |
| | 4,881,292 | 10,700,766 |
| Equity and Reserves | | |
| Operating Fund | 104,252 | 327,920 |
| Leave and Termination Liability Fund | (1,797,098) | (1,485,086) |
| Deficit Reserve | 400,000 | 946,495 |
| Termination Benefit Reserve | 84,172 | 80,650 |
| Donations Reserve | 38,837 | 40,329 |
| | (1,169,837) | (89,692) |
| | \$ 3,711,455 | \$ 10,611,074 |

Contingencies (Note 10)

Approved on behalf of the Authority

 Chief Executive Officer

 Chairperson of the Authority

Statement of Equity and Reserves

For the year ended March 31,

| | Operating Fund | Leave and Termination Liability Fund | Deficit Reserve |
|---|-------------------|--------------------------------------|-------------------|
| Balance, beginning of year | \$ 327,920 | \$ (1,485,086) | \$ 946,495 |
| Operating deficit | (1,080,145) | – | – |
| Change in employee leave and termination benefits | 315,534 | (315,534) | – |
| Transfer to deficit reserve | 546,495 | – | (546,495) |
| Transfer to (from) operating fund reserves | (5,552) | 3,522 | – |
| Balance, end of year | \$ 104,252 | \$ (1,797,098) | \$ 400,000 |

| | | | | 2009 | 2008 |
|--------------------------------|----------------------|------------------------------|--|------------------------------|------|
| Termination Benefit Reserve | Donations Reserve | Total Equity and Reserves | | Total Equity and Reserves | |
| \$ 80,650 | \$ 40,329 | \$ (89,692) | | \$ 415,806 | |
| - | - | (1,080,145) | | (505,498) | |
| - | - | - | | - | |
| - | - | - | | - | |
| 3,522 | (1,492) | - | | - | |
| \$ 84,172 | \$ 38,837 | \$ (1,169,837) | | \$ (89,692) | |

Statement of Operations

| For the year ended March 31, | 2009 | | 2008 |
|--|-----------------------|---------------------|---------------------|
| | (Unaudited) Budget | Actual | Actual |
| Revenue | | | |
| Territorial operating contributions (Schedule A) | \$ 37,322,000 | \$ 37,322,000 | \$ 28,167,990 |
| Physician chargebacks | 305,347 | 379,949 | 8,434,342 |
| Patient services | 1,443,000 | 2,802,587 | 1,817,131 |
| Out of territory revenue | 700,000 | 771,665 | 761,151 |
| Other recoveries (Schedule B) | 137,926 | 265,048 | 476,877 |
| Other revenue (Schedule C) | 2,241,473 | 2,606,222 | 1,904,266 |
| Investment revenue | 150,000 | 138,942 | 209,231 |
| Non-insured recoveries (Schedule G) | – | 10,540 | – |
| | 42,299,746 | 44,296,953 | 41,770,988 |
| Expenditures | | | |
| Administration expenses (Schedule D) | 3,430,070 | 4,374,903 | 3,646,748 |
| Regional expenses (Schedule F) | 38,869,676 | 40,991,655 | 38,629,737 |
| Non-insured expenditures (Schedule G) | – | 10,540 | – |
| | 42,299,746 | 45,377,098 | 42,276,485 |
| Operating deficit | – | (1,080,145) | (505,497) |
| GNWT assets provided - rent expense (note 11) | – | 471,757 | 345,672 |
| GNWT assets provided - grant in kind (note 11) | – | (471,757) | (345,672) |
| Unfunded item | | | |
| Change in employee leave and termination benefits | – | 315,534 | 190,654 |
| Operating surplus (deficit) after unfunded item | \$ – | \$ (764,611) | \$ (314,843) |

Statement of Changes in Financial Position

| For the year ended March 31, | 2009 | 2008 |
|---|--------------------|---------------|
| Operating activities | | |
| Cash received from: | | |
| Government of the Northwest Territories | | |
| Current year activity | \$ 34,359,604 | \$ 32,029,096 |
| Operating advance for April 2008 | – | 6,175,334 |
| Recoveries and general revenue | 2,153,031 | 2,421,223 |
| Projects for Canada, Nunavut, and others | 771,665 | 804,894 |
| | 37,284,300 | 41,430,547 |
| Cash paid for: | | |
| Compensation and benefits | (27,262,021) | (25,204,993) |
| Operations and maintenance | (17,751,814) | (17,057,910) |
| | (45,013,835) | (42,262,903) |
| Net cash (outflow) from operating activities | (7,729,535) | (832,356) |
| Change in cash position | (7,729,535) | (832,356) |
| Cash position, beginning of year | 8,278,076 | 9,110,432 |
| Cash position, end of year | \$ 548,541 | \$ 8,278,076 |
| Represented by | | |
| Cash | \$ 25,532 | 7,710,603 |
| Restricted cash and short-term investments | 523,009 | 567,473 |
| | \$ 548,541 | \$ 8,278,076 |

Prevention and Promotion at the Forefront

YHSSA Health Promotion and Nutrition Team

At YHSSA, health promotion is offered by staff, throughout the organization, across the lifespan of our clients, from the prenatal period to the senior years. Health promotion is a process that occurs through community development, with advocacy and through working in partnership on initiatives that positively affect peoples' health. It includes offering health information at a home visit, through a small group program, in a classroom setting, or through a mass media campaign. The goal is to improve health and prevent chronic diseases at an individual and a community level by advocating for environments which promote health, as well as by supporting interested individuals, communities and organizations to acknowledge and address barriers to healthy living.

The partnership between the Canada Prenatal Nutrition Program (CPNP) and YHSSA supports pre and postnatal nutrition services in the southern NWT. The CPNP is delivered in each community by a local community organization and the YHSSA CPNP Nutritionist provides support to the local community CPNP programs. Services include: nutrition education, counselling, and breastfeeding support and promotion to high risk First Nations and Inuit women. The CPNP Nutritionist also provides annual training for all community CPNP workers. It was exciting this year to develop a northern breastfeeding video for CPNP workers to use with clients.

YHSSA's Health Promotion Coordinator and Community Dietitian work in partnership with daycares, schools, adult community groups and other NGOs. Projects include nutrition sessions and programs, the development of northern health education resources, assistance in mobilizing funding, and collaboration on community health projects, such as the development of the Nutrition Month campaign, integration of nutrition into the Kindergarten Screening Program, development and distribution of Workplace Wellness Kits, the safe sex bar campaign, and the coordination of a babysitting course in Lutsel K'e. The Community Dietitian, the CPNP Nutritionist and

the Healthy Family program staff provided an “*Eat Together*” Nutrition Month lunch for our Healthy Family clients.

YHSSA supports prevention with Home Care Dietitian services. The Home Care Dietitian provides nutritional care to clients in their homes, as part of the clinical team. Some clients need extra assistance in the transition from hospital to home and others are older adults living with chronic diseases. We were also pleased to introduce nutrition services for the residents of Fort Resolution and Lutsel K'e.



L-R: Audra Donison, Community Dietitian; Jo Russell, Health Promotion Coordinator; Sophia Wadowska, Regional CPNP Nutritionist; Tanya Gillard, Home Care Dietitian.



Seniors' Health Fair:



Eating together:

Building on our Strengths



Bebhoko fire.

Emergency Preparedness

YHSSA plays an integral role in the safety and well-being of residents in emergency situations. When an emergency is declared by the City of Yellowknife, we step up to the plate to organize services, such as registration, food, lodging, clothing, emotional support, and other services, as required. Depending on the emergency, these services can also be extended to people who are evacuated to Yellowknife.

Emergencies can happen at any time of the year – it could be a winter storm, a power outage, a flood or a forest fire. YHSSA is prepared to meet the need!

Our Emergency Preparedness team is largely made up of YHSSA staff. This year, using the concepts of the Integrated Services Delivery Model (ISDM), we collaborated with community agencies to broaden the



Trying out the equipment.

membership on our team. We are pleased that the Salvation Army, well known around the world for emergency relief, has joined the team. Local Salvation Army staff and volunteers will be providing assistance at the designated reception centre.

This year, YHSSA was fortunate to receive funding from the Public Health Agency of Canada to continue work on a Pandemic Influenza Contingency plan for the City of Yellowknife. Working in collaboration with Stanton Territorial Health Authority (STHA), DHSS, Department of Municipal and Community Affairs, RCMP, and the City of Yellowknife, the draft plan was tested at a pandemic emergency exercise. Work continues, as the plan is developed and partnerships with community organizations are fostered.

We all have a role to play in emergency preparedness. Everyone is reminded to be prepared. We encourage you to develop a plan with family and friends and to have an emergency kit ready to go with items that will meet your own personal needs.

Every community should have a plan in the event of an emergency. Do you know what your role would be and what your community will do in the event of an emergency?



Planning.

Department of Family Medicine – Anesthesia

YHSSA currently employs three family practitioners who have extra training in anesthesia. The Department of Anesthesia includes these YHSSA physicians, as well as a group of specialist anesthesiologists from Calgary, who have been contracted by STHA to provide anesthesia care for two weeks of each month. Vacation and continuing education time are readily covered by a number of anesthesiologists from outside the territory who have returned on a semi-regular basis for several years.

The Department provides a full range of anesthesia coverage for elective surgery, as well as for on-call emergency services, including epidural analgesia for obstetrical patients. A recent Departmental initiative has been to provide anesthesia for dental surgeries at H.H. Williams Memorial Hospital in Hay River.

Members of the Department maintain their skills and knowledge with educational sessions provided by visiting specialist colleagues, as well as by hands-on assistance and exchanging ideas on a daily basis. They also share their expertise with a wide array of health care professionals who include medical flight personnel, medical students, nurse practitioners, and family practice or specialist anesthesia residents.



L to R: Dr. Jyl Radwell, Dr. Bev Wilson and Dr. Annaret van Deventer.

Service Awards

Congratulations

to our staff who received Service Awards this year.

Five Year Award

Brenda Carroll
Lynn Foley
Judy Geggie
Dr. Alex Hoechsmann
Susan Hoefer
Dorothy Kennedy
Dr. Shawn Mattas
Barbara Mercer
Karla Newell
Dr. Cynthia Orlaw
Heather Redshaw
Donna Rogers
Sheena Rowsell



Ten Year Award

Melissa Chung
Deidre Falck
Linda Jeffery
Sandra Mann



Twenty Year Award

Elizabeth Jackson

Thirty Year Award

Shirley Wilkinson



Year in Review

The **Community Health Program** uses a primary health care approach and includes seven main service areas: Clinic, Community Dietetics, Health Promotion, Home Care, Midwifery, Nurse Practitioner (NP), and Public Health. We also coordinate and support the Canada Pre-Natal Nutrition Program (CPNP).

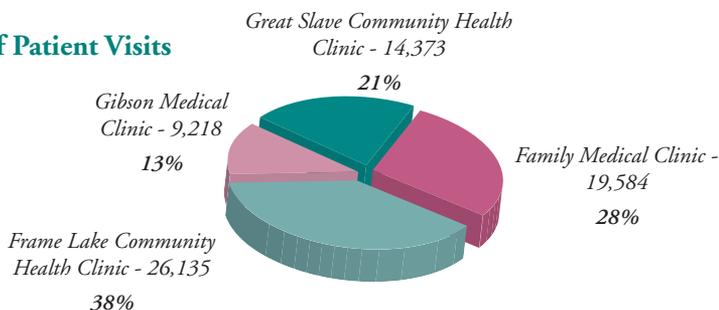
Clinic Services provide primary health care services through the work of nurses, NPs, physicians and other staff at our four Yellowknife clinics, the Centre for Northern Families Outreach Clinic, Dettah Health and Resource Centre, Fort Resolution and Lutsel K'e Community Health Centres, Salvation Army Outreach, and STHA. We have continued to enhance service delivery by:

- maintaining same day appointments for improved access in all four clinics;
- providing 4,521 patient visits in the evening clinics at FLCHC and Gibson Medical Clinic;
- establishing an EMR training site at FLCHC with dedicated staff in preparation for the June 2009 roll out at FLCHC;
- providing contract physician services to the Tłı̨chǫ communities of Behchoko, Gameti, Wekweètì and Wha Ti; and
- Planning for the consolidation of all four clinics under one model of service delivery, to two sites.

Clinic Statistics

- Number of physician and nurse practitioner appointments booked: 84,517
- Number of cancelled appointments: 8,042 (9.52%)
- Number of no shows for booked clinic appointments: 7,165 (8.48%)
- Number of physician and nurse practitioner appointments attended: 69,310 (82.01%)

Number of Patient Visits



The **Community Dietitian** provides leadership and nutrition expertise to promote healthy eating in YHSSA communities. Partnerships are formed, with other YHSSA and GNWT departments, NGOs, and community organizations and groups, to maximize resources and the impact of promoting healthy eating.

This past year, our Community Dietitian:

- Led the 2009 NWT Nutrition Month Campaign “Eat Better – Together!”, which encourages families to eat meals together regularly;
- Initiated nutrition screening for kindergarten families and provided counselling as needed;
- Participated in the “Why Weight” weight-loss program and “Healthy Choices” cooking club in Yellowknife;
- Partnered with Yellowknife Education District No. 1 to organize a cooking show for Dettah students and families;
- Provided nutrition support for Lutsel K’e and Fort Resolution schools and health centres;
- Actively participated on the Food First Foundation (NWT Breakfast for Learning) Board; and
- Developed and presented nutrition topics and resources at schools and various community organizations.



Making smoothies in Fort Resolution.



Nutrition Night in Dettah, serving burritos.



Linda Johnston

*Clinic Supervisor, Great Slave Community Health Clinic
9 years, YHSSA; 16 years, Great Slave Medical House*

“I have worked at Great Slave for 25 years and I still enjoy going to work everyday. Working in a primary care clinic and for YHSSA has made my job so much more rewarding. I have really enjoyed working on the various committees for the new primary health care clinics. Thanks to all my support staff and health care professionals who have made my job so enjoyable. I will miss you all when I relocate to Grande Prairie with my husband.”



Lutsel K'e Health Break.



CPR training for babysitters, Lutsel K'e.

The **Health Promotion Coordinator** in partnership with YHSSA community organizations, NGOs, and other health and social service providers, works with individuals, families and communities to improve their health and well-being.

Our Health Promotion Program:

- Provided a number of community workshops and education events: Student Fair, Aurora College; Diabetes Health Fair, Lutsel K'e; Blood Pressure Clinics, Mildred Hall School, Baker Centre; Seniors' Health Fair; Presentation on Sexually Transmitted Infections, NWT Teachers' Conference and a lunch time smoking cessation program; and
- Developed health promotion resources: NWT condom wrappers for the bar campaign, Workplace Wellness Kits, Better Body Challenge web site, syphilis prevention materials, smoke-free spaces, Mildred Hall teachers' Workplace Wellness program, and monthly health promotion mail outs.

We were excited to secure funding from the Public Health Agency of Canada (PHAC) for a Public Health Epidemiologist to work with YHSSA next year.



Anna Tumchewics
Registered Nurse, Home Care, 9 years, YHSSA;
7 years, Stanton Territorial Hospital

"I work with a great multidisciplinary team to provide health care to people in their homes. A few years ago, I earned a certificate in enterostomal therapy so I could provide better care to people with ostomies, wounds and continence problems and serve as a resource person in collaboration with my colleagues. It is always our goal to provide quality care to our diverse populations, with a variety of needs. It is a privilege, as a Home Care nurse, to work with people as they face health challenges with courage and perseverance."



Home Care in action.

The **Home Care Program** provides service to residents of all ages who require the assistance of our multi-disciplinary team. Client centered care is focused on optimizing the level of health, maximizing independence, and enabling residents to remain in their home and community. A comprehensive, single point of access ensures timely referrals, consistency, continuity, and increased collaboration between service providers. This coordinated approach leads to services that are responsive to the needs of the client and result in greater public satisfaction.

The Home Care Program offers nursing, home support, medical social work, mental health outreach, and dietetic services to residents of Dettah, Ndilo and Yellowknife. Occupational and physiotherapy services are provided in partnership with STHA.

In August 2008, dietetic services were re-established in Home Care and, in addition to providing service in Yellowknife, regular scheduled visits commenced in Fort Resolution and Lutsel K'e. A total of seventy-five (75) assessments were completed for clients at nutritional risk. The dietitian provides nutritional education, case management, and support, and is a valuable team member in the community. In collaboration with STHA, the dietitian co-facilitated the "Why Weight" Program and "Healthy Choices" Cooking Group.

The role of Chronic Disease Care Coordinator (CDCC) was introduced in November 2008 to lead work in the area of Chronic Disease Prevention and Management. A pro-active coordinated approach to care and services can have a profound effect on the overall health of clients living with chronic diseases. The CDCC, other YHSSA care providers, and community partners have been meeting to increase awareness of the value of health promotion and supporting clients to live healthy lifestyles (mental, physical, spiritual and emotional).

The Home Care staff worked in partnership with several organizations on a number of initiatives including:

- The Community Mental Health Nurse co-facilitated the “Changeways Depression Program” with STHA;
- The Foot Care Program staff provided a basic foot care workshop for volunteers of the Salvation Army Foot Washing Program; and
- The Medical Social Worker participated in the Territorial Admissions Committee Working Group, Palliative Care Advisory Committee, and collaborated with the DHSS in the development of a workshop for staff of the new supported living facility in Hay River.

The *Midwifery Program* provides safe, individualized, and comprehensive care to childbearing families in Yellowknife, Dettah and Ndilo. Services include: preconceptual counselling, prenatal care, labour and birth care, and postnatal care and parenting support until six weeks after birth.

The program is also committed to providing care to a target population including: teenage parents, families living in Dettah and Ndilo, families with multiple stressors, immigrant families, women with English as a second language, at risk women, single women, or women referred by other health care providers. The longer appointment times and continuity of care provided by the program can assist these families to meet their individual needs.



Midwifery Open House.

During the year, services were provided to 49 families with 19 babies being born with the midwife in attendance. 33% of the families were from the target population. Ideally, 50% of the caseload will be from this population.

As the program is staffed with one midwife with services offered on a 24/7 basis, the program admits a small number of women (two to three) who are due/month. Twenty-one women who requested services were unable to be accommodated, due to these program limitations.

Nurse Practitioner Services is staffed by seven NPs who: provide advanced health assessments, diagnose common or episodic type illnesses, order and interpret diagnostic tests, prescribe medications, perform selected procedures, monitor stable chronic illnesses, and consult and/or refer to a physician or another member of the health care team as needed.

NPs are registered nurses, with additional education, who work as autonomous practitioners, as well as members of the health care team.

The YHSSA NPs are a diverse team working towards common goals of providing quality care, mentoring and embracing personal growth in a professional, respectful, and supportive environment. In the past year, YHSSA NPs continued to explore opportunities to provide care to clients in a variety of settings including: Dettah Health and Resource Centre, Fort Resolution Health Centre, FLCHC, Gibson Medical Clinic, Great Slave Community Health Clinic (GSCHC), Yellowknife Public Health Unit, Salvation Army Outreach, and the Yellowknife Outreach Clinic located at the Centre for Northern Families.



Public Health expands to Centre for Northern Families.

The **Public Health Program** continues to deliver holistic and comprehensive community-based health programs and services. The program aims to reduce and prevent the incidence of disease, promote the health status of the community, enhance community wellness, and promote healthy public policy. Our Yellowknife Public Health Clinic:

- Provided 6,888 client visits for vaccines;
- Offered 15 public flu immunization clinics and, as of March 31, 2009, 3,294 doses of vaccine were given, a slight decrease from last year;
- Continued to meet the high demand for travel health clinic services with over 1,089 clients being seen for an initial travel health clinic appointment, an increase of 12% from last year;
- Provided home visits to over 300 families with newborns in Dettah, Ndilo and Yellowknife;
- Coordinated a response team to deal with a syphilis outbreak in Yellowknife;
- Expanded services to the Centre for Northern Families; and
- Developed a Youth Sexual Health Clinic which is guided by an advisory committee comprised of youth representatives, the Status of Women Council of the NWT, the Centre for Northern Families, and students.



"Having worked for almost 24 years in public health in Yellowknife, I can honestly say it has been a wonderful experience. I have worked with many nurses over the years with great teamwork and camaraderie. It is probably one of the most satisfying and contented places to work. Public Health nursing with YHSSA is ever-changing, challenging and very satisfying with ample opportunities for professional growth."

Lesley Singer
Public Health Nurse, 24 years

The *CPNP* Nutritionist works with community based CPNP workers to provide information and support on healthy nutrition during pregnancy and while breastfeeding.

Highlights include:

- Developing a Northern Breastfeeding video called “Our Tradition, My Choice” which documents one expectant mother’s discovery about breastfeeding. This was done in partnership with the CPNP nutritionist in Inuvik. The video will be introduced to CPNP workers and Health Centres in the fall of 2009;
- Providing training to CPNP workers on domestic violence through a workshop entitled “Building Bridges”;
- Visiting 24 CPNP projects and providing sessions on breastfeeding, making baby food, healthy cooking, nutrition labeling, nutrition screening, and portion sizes, as well as training for new CPNP workers; and
- Providing one-on-one nutritional counselling with pre and post-natal women in Fort Resolution, Fort Simpson, Lutsel K’e and Trout Lake.



Filming the Breastfeeding video.

Community Social Programs encompasses a variety of services including: Adult Services, the mandated Child and Family Services program (Adoptions, Foster Care, and Child Protection Services for children from birth to age 16 and Voluntary Services from birth to age 19), Family Counselling, and Healthy Family.

The **Adult Services Program** provides assessment, case management, support to individuals with mental health issues, mental disabilities, brain injury, and assistance and support to a number of homeless clients in order to enhance their lives. The Adult Services team is available to meet with adults in the community either by appointment or on a drop-in basis. A Case Aide position was piloted, which provided assistance to adult services through organization of the program and support to adults in the community and in care.

In 2008-09, the Adult Services team:

- Worked with 35 supported housing clients, 15 independent living services clients, and 15 southern placements clients;
- Facilitated placements for two new clients and, as of March 31, 2009, had 19 clients on the waiting list for placement, day programming, or independent living services;
- Provided assistance to 68 clients needing identification, 39 clients requiring indigent health benefits, 17 clients requiring indigent funeral benefits, and 50 individuals with requests to access the Homelessness Assistance Fund;
- Worked with other community partners, through the Bailey House initiative, to expand housing options for men wishing to maintain their sobriety;



Raj Duggar
Administrative Officer,
Social Programs, 2.5 years

"This is my first opportunity to work in the north and in Canada. Working with colleagues, foster parents and clients from different cultural backgrounds has been a great learning experience that I thoroughly enjoy. It is a great pleasure and a challenging environment to work within. I am always learning new things. I am grateful for the continuous support from colleagues, management and especially from my supervisors, who have always been very encouraging to me. Personally, it gives me immense satisfaction to be able to contribute positively in helping children. I feel privileged to be working here."

- Assisted approximately 20 men with their applications for Bailey House;
- Participated as a member of the Bailey House Placement Committee;
- Collaborated with DHSS and other stakeholders to provide solutions for homeless individuals and families; and
- Continued to participate in the Emergency Preparedness Committee and the Yellowknife Homelessness Coalition.

The Adult Services team enjoys excellent partnerships with stakeholders and recognizes that services to adults with mental health issues still require significant development. There is a need for additional supported living homes, day programming, enhanced independent living services, and a broader continuum of services to enable clients with psychiatric needs to live full and productive lives in our community. We believe that as the community supports and becomes involved with adults with mental health issues, intellectual disabilities and/or brain injury, community members will think differently about this group of people and see their potential for making the community a much richer place for all residents.

In 2008-09, the *Yellowknife Child and Family Services* staff:

- Investigated 737 screening reports requesting services for children;
- Received and followed up on a yearly average of 112 after hour calls per month where children were alleged to be at risk;
- Completed 13 adoptions;
- Case managed files for 184 children;
- Supported and worked with 56 foster families;
- Worked collaboratively with foster parents to provide training sessions that would enhance and build on their strengths in working with children; and
- Participated, for the third year, in the Canadian Incidence Study of Reported Child Abuse and Neglect (CIS), which is a national study of reported child abuse and neglect investigations.

We continue to be encouraged by the resiliency of our children and youth in overcoming the obstacles of their past and present. We celebrated the high school graduation of two of our youth and the entrance of one of these graduates into a post-secondary education program. We believe in the importance of building self-esteem in our children and youth, and



*Foster Family recruitment
at Folk on the Rocks.*

take pride in seeing many of them become involved in extra-curricular activities, such as: gymnastics, swimming, skating, music and summer camps, and also in employment. All of these experiences enhance the knowledge, skills, and abilities of our children and youth, and help them develop the necessary skills to become independent adults.

Overall, Child and Family Services had a busy and productive year, brought about by the dedication of our staff in making a difference in the lives of children, youth and families.

Family Counselling continued to focus on enhancing the delivery of services to children and youth, providing counselling services to adults, offering same day appointments at GSCHC, and providing outreach clinics in Fort Resolution and the Young Women's Christian Association (YWCA) Transitional Housing Program. Counselling services were provided for major issues such as depression, anxiety, trauma, family violence, addictions, and grief and loss. Primary referral sources were physicians, child and family services staff and self-referrals.

Family Counselling offers short, medium and long-term counselling services to individuals and families and has been successful in offering counselling to clients in crisis while they wait for longer-term services.



Judy Geggie
Clinical Supervisor,
Family Counselling
Service, 5 years

"What I enjoy most about working with YHSSA, at Family Counselling, is the wonderful team of compassionate, skilled and dedicated counsellors and administrative support, and the sense that we are making a difference in people's lives. The courage and commitment of our clients is a daily inspiration and a lesson in overcoming adversity and facing life's challenges with determination. The best part is seeing the changes that clients make in their lives – when they say goodbye at the end of the last session, feeling ready to head off on their own. Occasionally, clients come back to see us just to say thank you and to tell us that our contribution made a difference – that's so exciting and rewarding."

This past year we:

- Provided 1,539 client counselling sessions;
- Provided 402 sessions at the GSCHC;
- Offered a variety of workshops, groups, and training opportunities to NGOs in Yellowknife;
- Initiated a Suicide Prevention Program for children and youth in Fort Resolution, Lutsel K'e, Ndilo, and Yellowknife;
- Collaborated with the Child Development Team, STHA; and
- Increased support to foster families.

The *Healthy Family Program* continued to offer intensive in-home support and information on parenting and child development to families with young children. In partnership with Public Health, 324 newborn babies were screened for home visiting services, 47 families received intake surveys, and 29 new families were welcomed into our program. As of March 31, 2009, we had 38 families active in our program. This year there were 11 graduates.



This is what our parents say

"Sometimes a new mom simply needs moral support"...

"My Home Visitor is kind and respectful"...

"Since beginning with the program, areas of my life which have improved include how I take care of my children, my support system, my happiness, my ability to cope with problems and stress and my ability to control my temper"...

"My Home Visitor is very nice and helpful. She is the only person here I basically tell everything to and can trust. She makes me feel better about myself"...



Our team consists of one Coordinator and three Family Home Visitors who provide regular, often weekly, home visiting services for families with additional stress. Services begin either prenatally or shortly after birth, and can continue until the child enters a school program.

During home visits, workers use the comprehensive Growing Great Kids (G.G.K.) and Growing Great Families (G.G.F.) curriculums. Families in our program have shared that they especially like the family curriculum which includes modules on family values, communication, and problem solving skills. Building

the foundations for strong family functioning is one of our Program goals.

Through sponsorship from the DHSS, we hosted a Core Skills training workshop for Healthy Family Home Visitors to increase their skills in delivering services from a strength-based approach. We endeavor to learn from each family in our program and see our role as being one that assists them to be the best parents they can be.



Melissa Chung
Coordinator, Healthy
Family Program,
10 years

"As an employee, I have received many development opportunities that continue to inspire me in my work with the Healthy Family Program. Working with parents and young children, in the area of childhood growth and development, is an exciting area where we continue to learn from our families. Our program is entering its 6th year of services offering essential, preventative family support and early childhood information to families with young children. I appreciate the strong leadership within our authority, the foundation from which we grow as teams and share our skills in the community."

Health and Social Services in **Fort Resolution** and **Lutsel K'e** are provided by diverse teams of professionals. The teams successfully recruited several new staff to assist with delivering services: a Community Coordinator was recruited in each community, Lutsel K'e recruited a Mental Health and Addictions Counsellor, and Fort Resolution recruited two Community Health Nurses (CHNs), one of the employees being a graduate from the CHN Development Program.

This year there were several health promotion and prevention programs, with third party funding, implemented in the communities. Programs included: Diabetes Awareness, Elders Injury Prevention Calendar, Wills on Wings for Seniors, Lutsel K'e Community Garden Composting, SPOT (Satellite Personal Tracker), Safety in a Lifevest for ages two to six, Safe Travel Plan and survival kit promotion, a babysitting course and providing Smoke Free resources.



“SPOT” Satellite Personal Tracker.

Suicide prevention and drug awareness workshops were delivered in both communities by the “Brownskins”. This group of students has been personally affected by suicide and now delivers a message of hope to other youth. “Getting the Dope on Dope”, highlighted in last year’s annual report, was offered to community members and staff in each community. Fort Resolution offered an additional three days of the “Dope on Dope” series providing sessions for youth, young women, and staff.

New Telehealth equipment, that is capable of supporting Telespeech services, was installed in both health centres. In addition, Cardio Pulmonary Resuscitation (CPR) training was provided to staff and new dental contracts were awarded.



Seniors' Christmas party entertainment – L to R: Jaylynn Boucher, Chaslynn McKay, Desiree Mandeville, Darian McKay, Isaac Simon, Claire Rymer, Kayleigh Hunter, Alexa Mandeville, Brianna Mandeville, Bayleigh Chaplin.

Fort Resolution highlights included:

- 6,326 regular clinic visits at the health centre;
- 225 patient visits with a physician;
- The Home Support Meal program increased to five days per week;
- A “Food Safe” course for community residents;
- Participation of over 50 people at Healthy Food Partnership activities with snacks, cooking demonstrations and recipe giveaways;
- Christmas and Halloween parties for seniors and weekly activities such as Wii fitness and crafts;
- Deninu Ku’e Seniors’ Society provided activities that encourage social interaction and recreational opportunities for seniors;
- 46 children participated in the “Kids in the Kitchen” program; and
- 11 adults attended a Self Care Support Group.



“It has been a pleasure to work for the Health Centre for the last 12 years. After all these years, I still enjoy my job and the people I work with. With deep appreciation, I thank my co-workers who have given me support and confidence and who believe in me to do my job successfully.”

Monica Klugie
Administrative Assistant,
Fort Resolution Health
Centre,
7 years, YHSSA; 6 years
Fort Resolution HSS



Halloween activities in Ft. Resolution.



Brownskins



Drug Awareness Training



Lutsel K'e Community BBQ

Lutsel K'e highlights included:

- Team building sessions, as part of our ongoing strategic planning and in preparation for accreditation;
- Partnering with the Lutsel K'e Dene Band in three areas: CPNP programming, "Take Charge of Your Life" a one week on the land workshop, and funding a Cultural Worker position;
- Renovation planning for two buildings in Lutsel K'e to facilitate the relocation of all social program staff by March 2010;
- 1,887 regular clinic visits at the health centre;
- 274 patient visits with a physician;
- Planning meetings with STHA for Speech Language and Occupational Therapy;
- Supporting on the job training and experience for our CHR trainee;
- Providing nursing services at the Desnethche Spiritual gathering;



National Addictions Awareness Week.



Addie Jonasson
Supervisor, Social Programs, 7 years, YHSSA; 10 years, Lutsel K'e HSS

Jennifer Jonasson
Janitor, Maintainer, CHR Trainee, 7 years, YHSSA; 5 years, Lutsel K'e HSS

"We enjoy working together in the community for the same employer. Although we have different roles and responsibilities, we like what we do. It is interesting and useful to bring the experience and knowledge of our two generations to meet the challenges and be creative in providing services to both the younger and older members of our community."

- A 10 week Women’s Residential School Healing Group, 12 week Empowering Ourselves Together (Seniors Grade), Teens boundaries workshop, Self Esteem workshop, two “Embracing Life/Suicide Prevention” workshops and traditional parenting workshop, offered by the Mental Health and Addictions Counsellor and the Social Workers; and
- Elders and Community feasts or BBQs at Christmas, Social Work Week, National Addictions Awareness week, and Mental Health Awareness Week.

Our **Corporate Services and Administration Division** includes Accounting Services, Administration, Executive, and Information Systems, all of which provide direction, support, and services within and outside the organization.

Some of the key results for 2008-2009 were:

- Meeting of the Board of Trustees and CEO with MLAs;
- Regular meetings with the CEOs and Medical Directors of STHA and YHSSA;
- Preparing forced growth funding submissions for YHSSA and partner NGO organizations;
- Providing multi-year funding agreements for NGO and partner organization contributions;
- Actively participating in joint NGO/YHSSA meetings;
- Securing Federal funding and partnering with the Yellowknives Dene Band to establish a new Primary Community Care Outreach Clinic in Dettah;



Rachel Abel
Community Development
Coordinator,
7 years, YHSSA;
5 years, Lutsel K'e HSS

“I truly love the work in which I have been involved at YHSSA. It is an organization that values the diversity and unique needs that smaller communities face. It supports creative approaches to delivering services while ensuring that the highest standards in health and social service delivery are maintained. My life experiences in Lutsel K’e rooted in me a passion for community development: work that is focused on defining what a healthy community looks like and work that is focused on actively pursuing partnerships that build programs reflecting that vision. The expertise, dedication and commitment of our staff make the vision a reality.”



Finance and administrative staff celebrating Halloween.

- Completing the Request for Proposal process and securing the location for the new Consolidated Primary Care Clinic with the support of the Department of Public Works and Services and the DHSS;
- Embarking upon the Accreditation process in January 2009 with our first site survey scheduled for October 2009;
- Developing a Quality and Risk Management Program including a monthly newsletter to provide authority wide communication;
- Centralizing processes for incident reporting, commendations and complaints, and policy development.
- Continuing the development and refinement of an Organizational Records Classification System and Administrative Records Classification Systems for improved clinical records management;
- Developing a framework for the conversion of paper charts into electronic format for the implementation of the Wolf EMR system;
- Completing minor renovations to the Jan Stirling and Goga Cho building offices to improve the health and safety of our workspace in these leased spaces;
- Establishing a new key management system to improve workplace security; and
- Implementing the Peoplesoft human resource system in Ft. Resolution.



Goodbye to David Ma and Kay Lewis.

Mentoring

Students are integral to the healthcare system and YHSSA supports their learning. The following learning and mentoring opportunities were provided:

- Aurora College: 1st year Nurse Practitioner Practicum
- Aurora College: 1st year Nursing Students, Health Promotion Practicum
- Aurora College: 2nd year Nursing Students, Community Health Placement
- Aurora College: 3rd year Nursing Students, Clinical Preceptorship
- Aurora College: 3rd year Nursing Students, Health Promotion Research Project
- Aurora College: 4th year Nursing Students, Community Development Project
- Aurora College: Personal Support Worker, Final Preceptorship
- Aurora College: 1st year and 2nd year Social Work Students, Social Work Practicum
- Family Practice Residency Program: Family Medicine Rotations (12), ER Core Rotation (4), Anesthesia Core Rotation (1)
- Memorial University: 4th year Nursing Student, Public Health Preceptorship
- Riel Institute, Northern Alberta Institute of Technology: Aboriginal Family and Youth Support Training Program, practicum
- Thompson River University: 4th year Bachelor of Social Work Program Practicum

Staff Successes

Expanding Our Capacity Through Learning

- **Sheetal Bahri** – Community Health Nursing Development Program, Aurora College
- **Dyan Bergen** – Project Management Certificate Program, Aurora College
- **Sheila Broders** – Medical Terminology, Aurora College
- **Michelle Dzurka** – Medical Terminology, Aurora College
- **Deidre Falck** – International Board Certified Lactation Consultant – Recertification

- **Les Harrison** – Masters of Business Administration, Athabasca University
- **Georgina Johnston** – Biology 235 (Human Anatomy and Physiology), Athabasca University
- **Ginette Kidston** – Medical Terminology, Aurora College
- **Amy Lea** – Bachelor of Science in Nursing, University of Victoria; STI Clinical Practice Certificate, BC Centre for Disease Control
- **Julie Lewis** – Medical Terminology, Aurora College
- **Vincent Li** – Emerging Managers' Development Program, University of Alberta, School of Business
- **Mary Lou Murphy** – Perinatal Nursing Certification, Canadian Nursing Association
- **Jo Russell** – Tobacco and Public Health: “From Theory to Practice”, Ontario Tobacco Research Unit
- **Rosemary Tee** – Medical Terminology, Aurora College
- **Dr. Annaret van Deventer** – Anesthesiology Refresher Program
- **Sophia Wadowska** – Issues in Breastfeeding Practice, Grant McEwen College

Sharing Our Knowledge

YHSSA staff have presented at both local and national levels. These presentations build an understanding of the challenges we experience and enhance networking on issues that are key to building healthier communities. We learn from each other. This year, national presentations were provided by:

- **Jill Christensen** – International Association for Community Development Conference, Wolfville, NS; Ontario Interprofessional Health Collaborative Conference
- **Joanne MacKinnon** – Canada/US Summit on Aboriginal STIs North of 60, Anchorage, Alaska; International Association for Community Development Conference, Wolfville, NS

Occupational Health and Safety Committee

The *Occupational Health and Safety Committee* (OHSC) has actively supported workplace health and safety by:

- Developing administrative directives related to safety, incident reporting, and adverse event disclosure;
- Supporting Canada's Hand Hygiene campaign "STOP! Clean your hands";
- Reviewing incident reports; and
- Making safety recommendations to the Senior Management Team including:
 - Limiting access to restrooms,
 - Improving lighting on the exterior of facilities,
 - Providing safety training for OHSC members, and
 - Providing training for staff related to crisis intervention and management.

Thanks to committee members: Rachel Abel, Brenda Carroll (Co-Chair), Jill Christensen, Cammy Daoust, Paul Gard, Linda Jeffery, Linda Johnston, Jennifer Jonasson, Mary Lou Murphy, Grant Rice, Peter Therrien (Co-Chair), Victoria Tomman, Anneka Westergreen, Tammy Brenton (Administrative Support).

Donations

Private donations were received for the Midwifery Program and the Home Care Program. In addition, Home Care received funds from the 8th annual Gwen House Darts Tournament held at Hot Shots Pub & Grub. With these funds, the Home Care Program can continue to purchase additional equipment and provide staff education and resource materials for all clients and their caregivers.



Donation - Gwen House Darts Tournament.

Administration and Senior Management

Management Team

| | |
|------------------|--------------------------------------|
| Dr. Ewan Affleck | Director, Family Practice |
| Tammy Brenton | Executive Assistant to the CEO |
| Paul Gard | Director, Finance and Administration |
| Les Harrison | Director, Community Social Programs |
| Joanne Hubert | Director, Community Health |
| Ruth Robertson | Chief Executive Officer |

Board of Trustees



Elizabeth Wyman
Chair



Kevin McLeod
Vice Chair



Karen Hamre
Secretary



Florence Catholique



Pawan Chugh



Robert Sayine



Andy Wong



Retiring Board Member, Leone Erasmus.

Thank You to Our Community Partners

- Adam Dental Clinic
- Alberta Society for the Promotion of Sexual Health
- Arctic Health Research Network
- Ashton Consulting
- Blackwell Management Group
- Bosco Homes, A Society for Children & Families
- Canadian Public Health Association, Northwest Territories / Nunavut Branch
- Can Talk (Canada) Inc.
- Centre for Northern Families / Yellowknife Women's Society
- Deninu Ku'e First Nation
- Deninu Ku'e Seniors' Society
- Department of Health and Social Services, GNWT
- Department of Public Works and Services, GNWT
- Government of Nunavut
- Health Canada
- Inukshuk Ventures
- Kellet Communications
- Life Works Counselling Services
- Lutsel K'e Dene First Nation
- Native Communications Society of the NWT
- Native Women's Association of the NWT
- Northern Nutrition Association
- Northways Consulting
- NWT Council for Persons with Disabilities
- NWT Housing Corporation
- NWT Medical Association
- Other NWT Health and Social Service Authorities
- Public Health Agency of Canada
- Salvation Army
- Side Door Ministries and Youth Centre
- Somba K'e Family Dental
- Stanton Territorial Health Authority
- The Association of Social Workers in Northern Canada
- The Registered Nurses Association of the Northwest Territories and Nunavut
- Tree of Peace Friendship Centre
- Workers Safety and Compensation Commission
- Yellowknife Association for Community Living (YACL)
- Yellowknife Association of Concerned Citizens for Seniors (YACCS)
- Yellowknife District #1 Education Authority
- Yellowknife Foster Family Association
- Yellowknife Housing Authority
- Yellowknife Seniors' Society
- Yellowknives Dene First Nation
- Young Women's Christian Association of Yellowknife, N.W.T. (YWCA)
- The people of Dettah, Fort Resolution, Lutsel K'e, Ndilo, and Yellowknife

If you would like this information in another official language, call us.

English

Si vous voulez ces informations en français, contactez-nous.

French

Kīspin ki nitawihtin ē nīhiyawihk ōma ācimōwin, tipwāsīnān.

Cree

TŁIČHŦ YATI K'ĒĒ. DI WEGODI NEWŦ DĒ, GOTS'O GONEDE.

TłičhŦ

ŦERIHTŁ'ÍS DĒNE SÚLINÉ YATI T'A HUTS'ELKĒR
XA BEYÁYATI THEŦA ŦAT'E, NUWE TS'ĒN YÓŁTI.

Chipewyan

**EDI GONDI DEHGÁH GOT'ĪE ZHATIÉ K'ĒĒ
EDATŁ'ĒH ENAHDDHĒ NIDE.**

South Slavey

**K'ÁHSHÓ GOT'ĪNE XĀDÁ K'É HEDERI
ŦEDIHTŁ'É YERINIWE NÍDÉ DÚLE.**

North Slavey

Jii gwandak izhii ginjik vat'atr'ijahch'uu zhit
yinothan ji', diits'at ginohkhi.

Gwich'in

UVANITTUAQ ILITCHURISUKUPKU INUVIALUKTUN, QUQUAQLUTA.

Inuvialuktun

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Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

1-867-669-4300

