



ELSIPOGTOG HEALTH & WELLNESS CENTRE

Annual Report 2024-2025

EPTJILAASI

I am very pleased to present this year's 2024-2025 Elsipogtog Health & Wellness Centre Annual Report to our Community.

I would also like to express our gratitude to our community members and our elected leaders, Chief & Council, for your ongoing support in the health and wellbeing of our community.

We started our year by welcoming clients into our newly improved space. In September, we held an Open House and over 100 community members came to visit the new space. These renovations have allowed us to better serve you and provided us with a space that supports our team-based and collaborative approach to care.

Our commitment to client-centered care remains strong and we continue to grow and strengthen our relationships with our internal and external partners and with our community members. We are continuously striving to improve our services to meet the needs of our community.

I am very grateful for the continued professionalism, teamwork, and commitment of our EHWC staff members and managers. Thanks to their dedication to providing exceptional healthcare, the EHWC was awarded "Accreditation" status with "Exemplary Standing" last September.

The designation of "Accreditation" means that the EHWC, has met over 600 national standards of health and wellness care, and we are now considered a Centre of Excellence. This important success reflects the collective efforts of all EHWC staff, including the leadership demonstrated by EHWC Managers.

Your support and participation in our programs and services is what keeps us going.

Yours in Good Health, Oelaalieg

Natasha Sock, Director of Health



EHWC Mission & Vision

EHWC Mission

We believe in the promotion and provision of holistic health and wellness services, responsive to our community's needs to affirm confidence, pride and self-responsibility.

EHWC Vision

In a healthy community...

- Good things are visible
- People express healthy feelings
- All ages contribute

HEALTH INFRASTRUCTURE

Health Planning & Quality Management

Leadership & Governance Team:

- Director of Health
- Manager's Team
- Team Leads



Our services:

- Health Planning
- Health Services Delivery
- Client Support
- Health Information Management
- Information Technology (IT)
- Human Resource Management
- Financial Management
- Facility Management
- Accreditation
- Advocacy
- Partnerships & Relationships
- Communication
- Quality Improvement & Assurance
- Cultural Safety & Competency
- Professionalism
- Accountability

Highlights

- New extension and renovation work completed.
- Accredited with “Exemplary Standing”.
- Implemented on-line attendance software.
- Introduced Team Leads in the governance structure.
- Increased staff training and education supports

Key Partnerships

Community Partners

- Chief & Council
- Elsipogtog Departments
- Wellness Committee
- Elsipogtog 4 Directions
- Elsipogtog Pharmasave



External Partners

- Health Canada, FNIHB
- Sankewitahasuwakon
- MAWIW
- FN Health Directors
- APC
- Vitalité Health Network
- Horizon Health Network
- Extra-Mural Program
- NB Public Health
- Access NB
- Province of NB
 - Dept. of Health
 - Dept. of Social Development
 - Dept. of Justice
 - Dept. of Public Safety
- RCMP
- United Way

Clinical Health

Our Team

- Physicians
- Nurse Practitioner
- Nurses
- LPNs
- Diabetes Case Manager
- Dietitian
- Phlebotomist
- Medical Secretaries
- Receptionists



Our Services

- Health risk screening & monitoring (i.e. diabetes, cancer, hepatitis C)
- Chronic disease management (i.e. diabetes, heart disease)
- Medical treatment (i.e. vitamin B12 injections)
- First-Aid (i.e. wound management)
- Sexual health services (i.e. pregnancy testing, pap test)
- Opioid dependency maintenance treatment program
- Nutrition counseling
- Foot care
- Phlebotomy
- FN Hospital Liaison Worker services (i.e. client advocacy, family support)



Highlights

- Full-time phlebotomy services
- Increased staffing (i.e. MD, RN)
- Same day appointment clinics



Our Numbers

Service	Number of interactions
Nursing Care	1,990
Opioid Dependency Maintenance Treatment	973
Diabetes Case Management	89 (Sept-March)
Nutrition Counseling	160
Foot Care	155
Phlebotomy	1,481
Hospital Liaison	198

Communicable Disease Control

Our Services

- Child & adult immunizations
- Infectious disease surveillance
- Infectious disease outbreak management
- STI monitoring and contact tracing



Our Numbers

Service	# of vaccination/ Coverage rate
Influenza vaccines (flu shots)	190
% of 1-yr old children that are up-to-date on scheduled immunizations	97.4%
% of 2-yr old children that are up-to-date on scheduled immunizations	93.7%
% of 6-yr old children that are up-to-date on scheduled immunizations	88.4%
% of grade 7 students that are up-to-date on scheduled immunizations (i.e. HPV)	56%
Hep C vaccines	16



Environmental Public Health

Our Services

- Water sampling & monitoring
- Public health inspections
- Education & training

Our Numbers

Service	# of Tests/Participants
Water sampling	261 tests
Food safety training	20 participants

Community Health

Our Team

- Community Health Education Coordinator
- Community Dietitian
- Fitness Centre Worker
- Aboriginal Diabetes Initiative Consultant



Our Services

- Health education & awareness (i.e. social media postings)
- Diabetes Prevention (i.e. Diabetes Bingo Talks, Diabetes Month)
- Cancer Prevention (i.e. Cancer Awareness Day)
- Nutrition Program (i.e. Nutrition Month, School Meal Program)
- Wellness Days (i.e. Women's, Men's, Senior's, Youth)
- Tobacco cessation
- Fitness Centre
- Open House

Our Numbers

Event/Service	# of Participants
Open House	200
Women's Wellness Day	65
Men's Wellness Day	15
Monthly Diabetes Bingo Talks	250
Cooking Classes	29
Emergency Preparedness Session	30
Fitness Centre	7, 941

Highlights

- Grand-reopening open house
- Diabetes journey
- Women's wellness day
- Group workouts & fitness challenges



Home & Community Care (HCCP)

Our Team

- Nurse
- LPNs
- PSWs
- Home Support Workers
- Administrative Assistant

Our Services

- Client assessments
- Care coordination/case management
- Home care nursing
- Home support services & home management
- Personal care services
- In-home respite care
- Palliative care services
- Access to medical supplies & equipment



Highlights

- Increased staffing (i.e. LPN, PSW)
- Palliative care services
- Increased storage & medical equipment
- Staff certifications in foot care & PSW

Our Numbers

Service	# of clients/visits
Program Access	42 clients
Home Care Services	9,705 visits
Nursing Care Services	202 visits
Foot Care Services (at home)	15 clients

Maternal & Child Health (MCH)

Our Team

- Nurses
- LPN
- Home Visitors
- Dietitian
- Pediatric OT
- Speech Pathologist
- Mental Health Clinician
- Elders/Knowledge Keepers
- Administrative Assistant



Highlights

- MCH Trailer
- Pediatric OT services
- Staff certifications as Indigenous Doula & Life Skills Coach
- Increased cultural & traditional practices
- Distribution of baby bundles
- Mini Pow Wow
- Integration of family healing circles
- Expansion of COHI program (0-3yrs)



Our Services

- Pre & postnatal care services
- Indigenous Doula services
- Nutrition counselling & maternal nourishment supports
- Breastfeeding education & support
- Well-baby clinics
- Healthy toddler assessments
- Home visiting & Growing Great Kids program
- Cultural & traditional practices & supports
- Mental health supports
- Motor skills & speech development supports
- Community Oral Health Initiative (COHI)
- Fetal alcohol syndrome awareness



Our Numbers

Service	# of visits/events/clients
Pre & postnatal home visits	532 visits
Doula Services	9 clients
Prenatal Group	30 sessions
Postnatal Group	24 sessions
MCH events	31 events
Healthy toddler assessment	18 clinics
COHI Aid	191 clients

Headstart - Home Based Outreach Program

Our Team

- Early Childhood Development Coordinator
- Home visitors

Our Services

- Home visiting & Growing Great Kids program
- Cultural & traditional practices & supports

Highlights

- Language & heritage activities
- Parent-child attachment & bonding activities

Our Numbers

Service	# of clients
Home visiting program (0-2yrs)	56

Youth Centre

Our Team

- Safe Space Workers
- Elsipogtog Access Workers



Our Services

- Safe Space drop-in programming
- Cultural programming
- Family events
- Elsipogtog Access services

Our Numbers

Service	# of interactions
Safe Space	650
Family Activities	42

Highlights

- Increased teen participation
- Increased family involvement
- New services (i.e. driving education courses)
- Staff certifications as Peer Support Workers



Mental Health



Our Team

- Mental Wellness Clinicians
- OT in Mental Health
- RNs in Mental Health
- Elders/Knowledge Keepers
- MWT Cultural Support Worker
- Administrative Assistants

Our Services

- Mental health assessments
- Client care plans
- Mental health, trauma & grief counselling
- Care coordination/case management
- Group sessions (i.e. anger management)
- Cultural support services

Highlights

- Increased staffing and expertise (i.e. RNs)
- Increased cultural supports (i.e. female Elder)
- Flexible appointments (i.e. at home, by phone)
- No wait list

Our Numbers

Service	# of interactions/ participants
Mental health counselling	931 individual sessions
Trauma-Informed Cultural & Emotional Supports	3, 311 interactions
Orange shirt day	200 participants

Alcohol & Drug Prevention



Our Team

- Alcohol & Drug Prevention Workers
- RNs in Mental Health
- Harm Reduction LPN
- Elders/Knowledge Keepers
- Administrative Assistants

Our Services

- Alcohol & drug assessment
- Substance misuse counseling, intervention & prevention
- Treatment assessments, referrals & aftercare
- Rehab and detox preparation
- Individual & family counseling
- Needle exchange program
- Cultural support services

Highlights

- Increased staffing and expertise (i.e. RN)
- Specialized training & education
- Increased self-referrals & follow through
- On-site Hep C testing & treatment

Our Numbers

Service	# of interactions
Treatment referrals	132
Needle exchange program	1, 280
Sweats	49
Auricular Detox Treatment	20 (Jan-March)

Crisis Center



Our Team

- Community Crisis Outreach Workers
- Community Crisis Line Workers
- NAYPS Coordinator
- Mental Wellness Clinician
- Administrative Assistant

Our Services

- Mental health, addictions & crisis help line
- Crisis intervention, outreach & aftercare services
- Crisis Response Team

Highlights

- Increased staffing and expertise (i.e. Social Worker)
- Increased outreach supports
- Proud of Who We Are program delivery
- Increased client trust

Our Numbers

Service	# of interactions
Crisis line response	367 calls
Crisis Response Team	374 interventions
Proud of Who We Are	16 sessions

Justice



Our Team

- Restorative Justice Case Workers
- Justice Outreach Support
- Domestic Violence Outreach Worker
- Primary Case Manager HWC
- Probation Officer
- Elders/Knowledge Keepers
- Administrative Assistant

Our Services

- Restorative justice
- Domestic violence outreach
- Healing to Wellness Court
- Probation services
- Cultural support services

Highlights

- Increased staffing (i.e. RJ Worker)
- High program completion rates
- Low recidivism rates
- Cultural & holistic approach
- Supreme Court of Canada partnership

Our Numbers

Service	# of interactions
Healing circles	15
Sentencing circles	1
Victim impact statements	40
Court preparation & support	25

Our 2022-2027 Priorities

Priority Area	Goal
1. Communicable Diseases	To prevent the occurrence and spread of communicable diseases.
2. Mental Health & Addictions	All Elsipogtog community members will have access to and benefit from a comprehensive and integrated program of mental health/ wellness and addictions services that are client centered, community-based, and culturally appropriate.
3. Continuous Quality Improvement	To remain a progressive Health & Wellness Centre committed to sustaining and growing its capacity for continuous quality improvement, including patient safety, in health and wellness service delivery to the Elsipogtog community.
4. Maternal & Child Health	To improve the health outcomes of mothers, children, and families and support the development of children through enhanced, integrated, client centered, and culturally appropriate programs and services.
5. Chronic Disease Prevention & Management	To strengthen community, family, and individual capacity to adopt healthier lifestyle choices that supports effective chronic disease prevention and management.



Our Achievements (2022-2025)

- Effective COVID-19 pandemic response
- Service delivery improvements based on community input and data
- Increased substance use disorder education and supports
- Enhancements to the EHWC Opioid Dependency Maintenance Treatment Wrap Around Program
- EHWC building renovation & expansion leading to increased client care and services
- Achieved “exemplary” accreditation status
- Care-coordination approach across all programs
- Elsipogtog Early Childhood Development Stakeholders Committee



Your Voice Matters

Share your feedback and suggestions with us.

Call 523-8227

Email patricia.murphy@ehwc.ca

Tell us:

- **How can we improve our current services?**
- **What types of other services would you like us to offer?**

Check Out Our Website and Facebook Pages

1. www.ehwc.ca

2. www.facebook.com/ElsiHealth

3. www.facebook.com/EHWCMHARJ

(Elsipogtog Mental Health, Addictions & Restorative Justice)

4. www.facebook.com/elsipogtog.crisiscenter

5. <https://www.facebook.com/profile.php?id=100090442234929>

(Elsi Mothers)

6. <https://www.facebook.com/groups/450450458380542>

(Youth Centre Safe Space - private group)

7. www.facebook.com/ElsipogtogAccess

8. www.facebook.com/elsipogtogfitnesscenter