**Nuu-chah-nulth Teechuktl Program**

Teechuktl Services HANDBOOK

Nuu-chah-nulth Tribal Council

Teechuktl and Quu’asa programs



# teechuktl/quu’asa MISSION STATEMENT

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| To respectfully support the Nuu-chah-nulth Nations to achieve their full spiritual, mental, emotional and physical potential, so families can once again exercise full responsibility for the nurturing of all members, and communities are once again healthy and self- governing. |

# services provided

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| Teechuktl Mental Health Services support the mental, emotional and spiritual well-being of our NCN individuals, families, and communities. Voluntary services include individual and family counselling, traditional healing, gatherings, suicide prevention, youth programs, harm reduction, support for Residential School survivors and their families, support for the NCN families of Murdered and Missing Indigenous Women and Girls and crisis management. The Quu’asa staff provides traditional cultural and spiritual support for our NCN members. Teechuktl Counsellors provide therapeutic clinical counselling and short-term crisis counselling. The Teechuktl program also has Non-Insured IRS and Crisis Counselling for our NCN living away from home. Teechuktl/Quu’asa services include:* Counselling
* Child and Youth Counselling
* Non-Insured Mental Health – Crisis Counselling
* IRS Counselling
* Quu’asa cultural support
* MMIWG (Murdered and Missing Indigenous Women and Girls) Family Support worker
* Resolution Health Support workers
* Harm Reduction workers
* Crisis Response Services
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# TEECHUKTL AND qUU’ASA STAFF role

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| The Teechuktl/Quu’asa staff must maintain and keep regular scheduled appointments for clients. Client confidentiality and privacy must be honored to at all times. It is the client’s duty to notify the Teechuktl/Quu’asa staff member if they cannot make an appointment. It is the Teechuktl/Quu’asa staff duty to: * Schedule regular appointments for the client (eg. weekly, bi-weekly)
* Do an intake with the Client
* Follow up with the Client if they do not show up for an appointment
* Identify additional resources for the client, eg. Employment, cultural support
* Inform your client of upcoming events, eg. Quu’asa Gatherings, Men’s and

Women’s groups, etc. |

# release of information

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| The Nuu-chah-nulth Teechuktl/Quu’asa Program is committed to maintaining confidentiality and protecting client’s privacy and information from disclosure to unauthorized persons. Client information will only be accessed or released where a valid consent for release of information has been obtained, or as required by law (eg. Court order, reportable conditions). |

# client records

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| The Nuu-chah-nulth Teechuktl/Quu’asa Program keeps monthly and quarterly client stats and reports. The Teechuktl/Quu’asa Program uses an Electronic Medical Records (EMR) system called Mustimuhw. We use this database to store your information, as well as to maintain statistics that we use to report to our funding agencies. We use this system to maintain information about our program contact with you including:* In office visit, home visits, phone contact, and emails and Zoom/Telehealth sessions.
* Contact we have with outside professionals on your behalf, including consent forms.
* Copies of assessments conducted by us, or shared with us by another professional with your permission.
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# support plan

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| The Nuu-chah-nulth Teechuktl/Quu’asa Program will work with you to create an Individual support plan in order to promote health and wellness for you and your family, and to support effective communication between you and other service providers you are accessing.We will work collaboratively with you to develop the support plan by identifying your existing needs and priorities and create a plan based on the strengths and needs identified during your initial intake session.  |

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# Advocates

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| The Teechuktl/Quu’asa staff member can support you by advocating for you to access services eg. Treatment programs, Clinical support, Healing programs, Resolution Health Support Workers program, Harm Reduction, Murdered and Missing Indigenous Women and Employment programs. They can assist with helping you becoming aware of the services that exist, how to access the services, and following through with accessing necessary support services.  |

# Conflict Resolution and Grievances

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| The goal of the NTC is to provide the highest quality and most appropriate services to all clients who request or are referred for services. If at any time, you are dissatisfied with the care being provided, you are entitled to express this dissatisfaction and be involved in the resolution of this conflict. If you have a complaint about services, actions or decisions provided by one of the Nuu-chah-nulth Health Department Programs:* Try to resolve the complaint with your worker.
* If there is no resolution, your complaint will be referred to the program manager, and further to the Director of Health as needed.

It is important to speak up if you:* Think you’re being treated unfairly and/or in a disrespectful manner;
* Think staff are not being clear about their expectations of you;
* Think you’re not being included in case planning and decision making;
* Are concerned about being able to access services.
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# discontinuation of services

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| When you want to discontinue services with the Teechuktl/Quu’asa Program, our staff will assist you by identifying any supports that will be needed, and assist with setting up service provision with these providers. When service ends, you are always welcome to return to the program in the future. Drop-in group services, as well as administrative assistance to access program services as needed will continue to be available to you, as needed, through our Regional Coordinators or receptionists. |

ACKNOWLEDGEMENT OF HANDBOOK WITH signature

The signature below serves to verify that you have received, read, and understood the Teechuktl/Quu’asa Services Handbook.

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Client Name (Print) Signature Date

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Teechuktl/Quu’asa staff Name (Print) Signature Date

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Teechuktl/Quu’asa Staff Phone Number