

TCSA Policies & Procedures

Section: Foundations & Basic Commitments

DRAFT: for discussion only

Reference: 1.4

Policy Title:

Model of Integrated Services

Policy Statement:

The TCSA recognizes that many of the individuals and families we serve have specific and unique challenges and strengths. Many times it becomes the role of TCSA to support the needs of these individuals and families and to do so means that TCSA must work in an integrated way. Persons in need often require different kinds of help, provided by different caregivers with different areas of expertise and different resources. The way we organize services must allow residents to access services from a number of different entry points —schools, health centres, wellness centres, social programs, early childhood programs, programs for Elders, etc. Much like the sinew or babiche that keeps the head of the drum taunt and resonant, TCSA acts together to support individuals and families so that they will have a strong and vibrant quality of life. The expertise and resources TCSA offers must be organized in a manner that works together, surrounding families and individuals in need so that they can realize their potential.

Those who work within the TCSA structure work together. To create the strong binding of the drum, all sectors and resources must pull the same direction with the same vision. Each person working within TCSA has the right to ask for support from others across the agency; similarly, each person working within TCSA has the responsibility to provide that support and expertise. When we work together, our services are strengthened and the individuals and families we serve are provided with opportunities to be resonant and carry out their song.

Purpose:

The TCSA is committed to providing services in an integrated manner to the fullest extent possible. We make every effort to provide the right kinds of services, with the right people, in the right way, in a holistic and timely way.

Guiding Principles For The Integrated Model

Every individual (and /or family) is responsible for his or her own health and social well-being. Our services are meant to complement and build upon the individual's capacity.

Our services must **be holistic and must address the needs of the whole person**. Our concern must extend to the physical, psychological, intellectual and spiritual needs of the individual (The Medicine Wheel). Our goal is improve the quality of life for the families and individuals we serve through the access of TCSA services. **Our integrated approach must embrace the needs of the whole community**, to the extent this is possible within our mandate.

Because so many of the problems confronting our residents are preventable, **our integrated services must strike a balance between prevention and treatment**.

To the fullest extent possible, **our services must be provided in a culturally relevant manner**. We must tap into the strengths of traditional caregivers, other resources available at the local community level, and the healing capacity of the land.

Integration at the community and regional level requires integration/coordination of the territorial supporting service delivery systems. Together, TCSA works as a team; team members have the right to ask others for support and have the responsibility to provide support to others when approached. As well, we must work with our partners to ensure that systems for management information, financing and staffing are supportive and facilitate our model of integrated services.

Procedures:

1. To ensure there is a common understanding regarding the expectation of an integrated service delivery model, all potential employees will be provided with an opportunity to review this model of integrated services prior to being employed within TCSA.
2. All staff at the time of orientation will be made aware of the Tlicho Model of Integration and how it works. A variety of orientation materials (e.g. TCSA PowerPoint, TCSA bulletin board materials, displayed posters, a TCSA communication newsletter, etc.) will be used consistently across all TCSA locations and sectors.

3. Staff will be trained in the use of the case conference protocol;
4. Managers will monitor and review the use of the model by staff;
5. Senior management will work with the GNWT to harmonize the management systems designed to support the model.
6. TCSA will sponsor team building activities and staff development events (formal and informal) as a way to foster positive relationships amongst TCSA staff members. Hosting these events will be a shared responsibility.

Authorities:

TCSA Act 13; Education Act, 117; Hospital Insurance & Health and Social Services Administration Act, 10(10), 13(1)

Approval Dates: 1st Reading:
2nd Reading:
3rd Reading/ Approval:

Chairperson: _____

CEO: _____
