



TSAG PRESENTS

# First Nations Telehealth Network

September 2017

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Fall has arrived and September was a very busy month for our Education sessions and October is on track to be just as busy.

If you missed any of the September Education sessions you can view the recorded sessions on our website. [www.firstnationsth.ca](http://www.firstnationsth.ca)

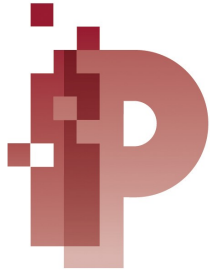
You will be able to find out more information about upcoming sessions later on in this newsletter or by visiting our website at <http://www.firstnationsth.ca/>

All the Best,  
First Nations Telehealth Network



# Upcoming Sessions Calendar

October 2017				
Mon	Tue	Wed	Thu	Fri
2	3	4 <small>REC FNTH</small> Access Requests	5 <small>REC FNTH</small> Adult Immunization Videoconference	6
9	10	11 <small>REC FNTH</small> Information Sharing  CES: Community Education Service—Fentanyl	12 Outbreak Management Education	13
16	17 Public Health WORKS Monthly Speaker Series	18 <small>REC FNTH</small> Privacy Breach Reporting and Notification	19	20
23	24	25 <small>REC FNTH</small> OCAP (Ownership, Control, Access and Possession)	26 CES: Community Education Service—Domestic Violence	27
30	31			



Office of the Information and  
Privacy Commissioner of Alberta



## Access Requests

**Date:** October 4th, 2017

**Time:** 10:00 - 11:30

Under each of Alberta's three laws, individuals have certain access to information rights while public, private and health sector entities have a number of responsibilities to respond to access to information requests. This session will provide an overview of the process to respond to access requests, summarize correction requests, and explain the role of the OIPC in reviewing access request responses.

**Registration Link:** <http://www.firstnationsth.ca/Home/RegisterVC.aspx?eid=11499>

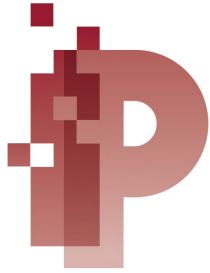
## Information Sharing

**Date:** October 11th, 2017

**Time:** 10:00 - 11:30

Privacy laws are often mentioned as a barrier to share information when providing services, but in most situations the laws present a way to enable information sharing to support service delivery while respecting individuals' privacy. This session will help clarify some of the rules guiding information sharing, and will offer participants recommendations on how to best approach information sharing initiatives

**Registration Link:** <http://www.firstnationsth.ca/Home/RegisterVC.aspx?eid=11500>



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## Privacy Breach Reporting and Notification

**Date:** October 18th, 2017

**Time:** 10:00 - 11:30

This session will focus on privacy breach preparedness and response. This includes general proactive measures to avoid privacy breaches, the reporting of a breach to the OIPC, as well as how to notify affected individuals.

**Registration Link:** <http://www.firstnationsth.ca/Home/RegisterVC.aspx?eid=11501>

## OCAP (Ownership, Control, Access and Possession)

**Date:** October 25th, 2017

**Time:** 10:00 - 11:30

This session will focus on exploring the First Nation principles of OCAP®, which stands for ownership, control, access, and possession guides a community in making decisions regarding why, how, and by whom information is collected, used, or shared. OCAP® is an opportunity for First Nation people to express their unique worldview and protocols related to ideas of community privacy and information governance currently not protected by Canadian privacy laws, while concentrating on all aspects of information governance including creation and management. This session will also identify future training options available for First Nation communities in Alberta.

**Registration Link:** <http://www.firstnationsth.ca/Home/RegisterVC.aspx?eid=11512>

# TSAG Water Week

The First Nations Technical Services Group Inc. (TSAG) provides technical services and training for Alberta First Nations in the Treaty 6, Treaty 7, and Treaty 8 areas.

## WATER WEEK TOPICS TO INCLUDE:

- Source water
- Water Treatment/Distribution
- Water Wells
- Cisterns
- Wastewater Collection/Treatment  
Lagoon Maintenance
- Solid Waste

## WHO SHOULD ATTEND?

Public Works: Directors/Managers/Supervisors  
System Operators: Water/Waste Water

**NOTE:** TSAG Water Week is FREE to attend for Alberta First Nation Community members. Participants are responsible for making their own accommodation arrangements. For your convenience TSAG has blocked off rooms at Doubletree by Hilton - quote code "TS3".

Reimbursement for travel and accommodation will be made directly to the First Nation and for one participant from each Alberta First Nation. Please allow 4-6 weeks for reimbursement payment.



DoubleTree by Hilton  
Edmonton, AB

October 24-26, 2017

8:30 AM - 4:30 PM

Please complete the  
attached form and submit  
to TSAG Office

Fax: 780-483-8632

For more information  
please contact Devin  
Meneen

780-483-8601

[dmeneen@tsag.net](mailto:dmeneen@tsag.net)





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September 18, 2017

## TSAG firefighter course achieves 100% retention & 85% graduation rates

In 2015/2016, First Nations Technical Services Advisory Group Inc. (TSAG) identified the need to invest funds into First Nation firefighter training opportunities to increase community safety, improve job performance of participants and reduce fire related losses. To make training accessible and affordable for all First Nations in Alberta, TSAG requested funds from Indigenous and Northern Affairs Canada (INAC) in 2016 to design and pilot an in-house training course.

*"I was looking for a way to transition to a career in the fire service, and TSAG's course opened that door for me."*

The seven-week National Fire Protection Association (NFPA) Standard 1001 course took place from February to April, 2017 at the Leduc County Fire Services Regional Center. All applicants went through a rigorous selection and screening process, which included a resume, cover letter, letters of support from their Fire Chief and Band Administrator, telephone interviews, and reference check. TSAG could only accept a maximum of 16 applicants, but received over 60 applications, a testament to the need for training in First Nation communities. Thirteen students were accepted and signed a letter of offer outlining the location, hours, and accommodation information. "I was really surprised to learn that this kind of opportunity exists," says Matt Currie-McMaster. "I was looking for a way to transition to a career in the fire service, and TSAG's course opened that door for me."





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### A FREE course for First Nations in Alberta

*"I was really impressed that TSAG paid for this course, otherwise I would not have been able to take it."*

The funding from INAC allowed TSAG to cover the cost of instruction fees, course tuition, examination fees, international certification fees, accommodation, meals, and mileage. "I was really impressed that TSAG paid for this course, otherwise I would not have been able to take it," says Brandy. The only expense TSAG could not supplement was income. Some participants were fortunate to have financial support from their employer or access to a professional development allowance, while others had to do without a pay cheque for seven weeks – one significant challenge to participation and completion of the course.

### In-house training and mentorship increases student success, retention and graduation

*"After 10 years of course instruction, I have never had every student stick with it from start to finish."*

Brad Brodziak, coordinated and led the course with assistance from several contract or certified instructors for the practical training sessions. "After 10 years of course instruction, I have never had every student stick with it from start to finish," says Brad. "The high success rate really speaks to the importance of having small group, in-house training sessions to be able to give students that extra support and encouragement, especially for those that were not able to go home for seven weeks or struggling with personal issues."

TSAG is excited to report that all students successfully passed the NFPA 1001 Level I & II practical exam and 11 out of 13 passed the written exam. "That is an exceptional success rate, one that I have never seen in all my career," Brads claims.





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### The importance of culture-based training and programming

Culture-based training that reflects the realities of on reserve, such as lack of firefighting resources, inadequate housing, overcrowding and infrastructure issues is more effective. "I liked that this course was specifically for First Nations in Alberta," says Matt. "Even though we are all from different reserves, there was an inherent understanding and instant connection between us, like our sense of humour. I also liked that some of our instructors were Indigenous or had experience working with our people. It made it much easier to relate to them and they got where we were coming from," Matt highlights.

### NFPA training opens more doors to careers in the fire service

*"NFPA 1001 will make my job application look stronger."*

NFPA 1001 & NFPA 472 look really good on a resume. It is not always required, but it gives employers something to measure against. The selection process for municipal firefighter jobs is very competitive. "NFPA 1001 will make my application look stronger," says Brandy. "I now qualify for other fire service jobs and advanced training. This is valuable experience that I can bring back to my community one day." NFPA training opens doors to other jobs in the fire service such as prevention education, instruction, inspections, training, and consulting.





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At least half of the students in the course were already employed /volunteer firefighters and almost all had learned their skills to date on the job. For many, NFPA training was a confidence builder. "I don't need NFPA certification for my current job, but NFPA 1001 training assured me that I am doing the proper procedures and gave me more confidence to respond to a house fire and leading a search."



### NFPA training saves lives

*"We need to know how to fight fires safely."*

Fire protection is an essential community service and crucial to maintaining the health and safety of First Nation residents. Training undoubtedly improves job performance, but with greater reason, "training saves lives. We can't have our people going into burning buildings that don't have the proper training," says Matt. "Not only could the resident lose their home and belongings, but it puts everyone's life at risk. We need to know how to fight fires safely."



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#### Course design and delivery critical to student success:

- Culture-based training tailored to First Nations in Alberta
- Course instructors with experience working with First Nations
- All expenses paid including travel and accommodation for 7 weeks
- Small group interaction and one-to-one mentorship and support
- Peer-to-peer support and small group study sessions after classroom hours
- Participation and support from First Nation Fire Departments and Band Administration

#### TSAG to offer more training

Contingent on this success, TSAG will offer more training in 2017/2018 for First Nation firefighters across Alberta:

- Eight Firefighter Foundation Sessions (40 hours)
- One NFPA 1001 Level I & II & NFPA 472 Hazardous Materials Awareness Training Course (7 weeks)

For more information, please contact TSAG Fire Protection & Prevention Manager, Cindy Conroy, at [cconroy@tsag.net](mailto:cconroy@tsag.net) or Fire Field Officer, Michael Navratil at [mnavratil@tsag.net](mailto:mnavratil@tsag.net)





## Give people a means of communication, and they will put it to good use scamming each other

Email fraud is a rampant problem. I'm certain pretty much every person reading this message has received a fraudulent email, an attempt to persuade you to click a link or open a document or respond to a request. This is often called "phishing." The scammer is casting a wide net, using their spam network, hoping to catch a few "phish". More sophisticated scams use information specifically about you (usually obtained in a data breach, like those you hear about in the news) - these are called "spear phishing", and are harder to spot because they may contain personal information, making them appear more legitimate.

Phishing emails use a variety of "tricks" to try to fool you into thinking they are legitimate, and have a wide variety of "payloads" ranging from relatively harmless (click bait) to potentially destructive (extortion or identity theft). If you recognize them, and simply delete them, without clicking on any links, without opening any attachments, THEN you have completely protected yourself and thwarted the fraudster. Too easy! So, to prevent you from thinking too much, the message will often create an urgency that you take immediate action -- open that document / click that link / respond to the author right now or something bad will happen (or something good will fail to happen). That sense of urgency is a near sure sign the email is a fraud.

### How to protect yourself:

**Rule 1:** Never feel pressured by an email to take immediate action -- no legitimate organization would use email in this way. Always take time to consider the legitimacy of the email before taking any action.

**Rule 2:** Always look at the return email address (who is it from) -- NOT the name of the person, but the actual email address. If your email program does not show the "from" address for each message, you can configure the settings to do so. Careful -- since spammers get data from stolen email address books, the message may look like it is from someone you know -- if it seems suspicious, verify.

**Rule 3:** Never open an email attachment without confirming its source. It has really come to the point where email attachments should be banned - they are a major source of malware. Encourage people you correspond with to use file sharing services (like Dropbox or Google Docs) and just discard email attachments -- they are just too fraught with risk.

**Rule 4:** Watch that link!! Links are tricky -- the text displayed to you (the text you click on) is NOT the same as the link address. Scammers use that to craft links that look like one thing, but are actually another. Most email programs let you verify the link by "hovering" your cursor (mouse) over the link without clicking on it -- a little box will appear that shows you the actual destination address of the link. In general, if you are not 100% certain, DON'T CLICK.



## **Video Conference Training**

Are you a new staff member? Are you new to Video Conferencing? Would you like to practice Video Conferencing? Please contact us by emailing [vchelp@firstnationsth.ca](mailto:vchelp@firstnationsth.ca) or by calling 1-888-999-3356 to set up an appointment. Additional training is located on our new training tab, on our website <http://www.firstnationsth.ca/>, and can be accessed any time.

You can learn:

1. How to turn the equipment on and off
2. How to use the video conference equipment (Including remote, camera and microphone)
3. How to make a call
4. How to register for an upcoming session and what to do when registered
5. How to navigate and use the First Nations Telehealth Portal

If you have any further questions please contact our telehealth scheduling team at 1-888-999-3356 (option 2 then 2 again) or by email at [vchelp@firstnationsth.ca](mailto:vchelp@firstnationsth.ca)

### **Did you know?**

The First Nations Telehealth Network Portal has a large library of archived videos and handouts for public view. If you have ever missed a session or are interested in learning about a topic check our library! The First Nations Telehealth Network has over 90 sessions to view at any given time!

Visit [www.firstnationsth.ca](http://www.firstnationsth.ca) to find our more!

## Frequently Asked Questions

### 1. I can't attend an education session but I am interested in learning about this topic, what can I do?

All handouts for each session (if available) can be found on our First Nations Telehealth Portal (<http://firstnationsth.ca>) all handouts are kept indefinitely and can be accessed via the archives library on the main page. All recorded videos are edited and posted on the First Nations Telehealth Portal within 2 weeks of the scheduled education session. These videos are also indefinitely archived and can be accessed by visiting the web page.

### 2. I want to attend a meeting via video conference with an office in another province. What do I do?

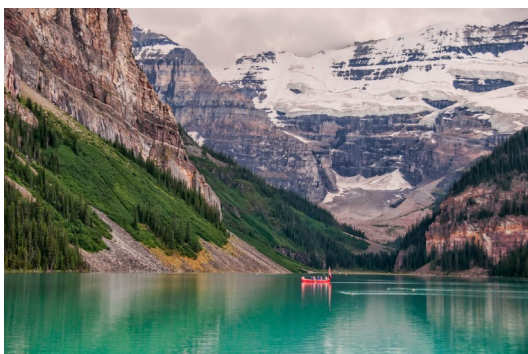
After the meeting date and time is verified between you and your participant and both offices have been booked, visit our First Nations Telehealth Portal on line and fill out a video conference request form. Provide us with all the required information (including, date, time and IP address for the participating site) our Bridge Technicians will schedule a test with the other site to make sure things run smoothly for your session.



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TSAG and the First Nations Telehealth Net-  
work as well as receive advertisements on  
upcoming sessions.

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@FNTSAG



### CONTACT US

First Nations Telehealth Network encourages involvement from all communities and its users. If you have any questions or want to contribute material for our next newsletter, please contact us! Feedback is always welcome.

**Phone:** 1-888-999-3356

**Email:** [vchelp@firstnationsth.ca](mailto:vchelp@firstnationsth.ca)

**Website:** [www.firstnationsth.ca](http://www.firstnationsth.ca)

### Telehealth Scheduling & Admin

Monday-Friday 8:00 am-12:00 pm, 1:00 pm-4:30 pm

