

# The Acornbasket

Newsletter of United Indian Health Services, Inc.  
"Healthy mind, body, and spirit for generations of our American Indian Community."

November/December 2011

Volume 29, No. 6

## Inside this Issue

Cavity Free Club	Page 2
Commercial Tobacco	Page 2
Reminder Calls	Page 2
WIC Needs You	Page 2
Protect Our Community	Page 3
Elders Honoring 2011	Page 3
Great American Smokeout	Page 3
UIHS Arts & Crafts Fair	Page 4
Diabetes Program Activities	Page 4
UIHS Clinic Hours	Page 4



## UIHS 2011 BOARD OF DIRECTORS

All Board Members can be contacted at:  
1600 Weeot Way, Arcata, CA 95521  
1-800-675-3693 or 707-825-5000

TRIBAL REPRESENTATIVES	AREA REPRESENTATIVES
<b>Bear River Band of the Rohnerville Rancheria</b> Aileen Meyer Barbara Orr, <i>Alternate</i>	<b>Area I</b> Marjorie Buckskin, <i>*Treasurer</i> Florine "Fern" Bates <i>*Vice Chairperson</i>
<b>Big Lagoon Rancheria</b> Virgil Moorehead	<b>Area II</b> Eunice Bommelyn Betty Brown, <i>Alternate</i>
<b>Blue Lake Rancheria</b> Diane Holliday Claudia Brundin, <i>Alternate</i>	<b>Area III</b> Lyn Risling Everett Dewey Myers Maxine Lewis-Raymond, <i>*Chairperson</i> Amanda Mager, <i>Alternate</i>
<b>Cher-Ae Heights Indian Community of the Trinidad Rancheria</b> Joy Sundberg, <i>*Member at Large</i> Ruby Rollings, <i>Alternate</i>	<b>Area IV</b> Dennie Schultheis Vacant Vacant Martha Sovereign, <i>Alternate</i>
<b>Elk Valley Rancheria</b> John Green Vacant, <i>Alternate</i>	<b>Area V</b> Key-Shan Bowen Carmen Moon Rebecca James Jeanette Bain, <i>Alternate</i>
<b>Resighini Rancheria</b> Rick Dowd Sunshine Watkins, <i>Alternate</i>	<b>Area V</b> Kenneth Roberts Chlena McCovey-Ugarte Darlene McGee, <i>*Secretary</i> John Logan, <i>Alternate</i>
<b>Smith River Rancheria</b> Marian Lopez Kara Miller, <i>Alternate</i>	<i>*Members of Executive Governance Committee</i>
<b>Table Bluff Reservation - Wiyot Tribe</b> Cheryl A. Seidner Velva Angell, <i>Alternate</i>	
<b>Yurok Tribe</b> Larry Hendrix Lyle McKinnon, <i>Alternate</i>	
<b>Tolowa Nation</b> Raja Storr, <i>Ex Officio</i>	



## Attention UIHS Clients!

Submitted by: Kathy Busenius, Patient Accounts Manager, UIHS

### THERE IS A NEW CHECK-IN PROCESS FOR SMITH RIVER AND POTAWOT ONLY

1. Arrive **30 minutes** before your visit
2. Check in at Registration to get a Ticket-To-Service
3. Get RED stamp of Alternate Resource clearance
4. Check in with front desk for your appointment

This process is in effect immediately as an effort to help UIHS register clients for alternate resources. If you don't have the red stamp, we will need you to return to Alternate Resources to complete the process. Do your part in helping us to provide the American Indian community with the best resources available and come to your appointment 30 minutes early so that we can help you sign up.



## UIHS Client Complaint Process

Submitted by: Ira Singh, Quality Improvement Coordinator

United Indian Health Services, Inc., (UIHS) welcomes client complaints as an opportunity to improve client care. All clients have the right to make a complaint(s) relating to the delivery of health care. No complaint is considered too small. Making a complaint will not compromise access to future care. It is the policy of UIHS to consider an "unsigned written" complaint as an informal complaint and a "signed written" complaint as a formal complaint. Prompt and full consideration will be given to all informal and formal complaints appropriately expressed by client, family member/care taker or visitors.

**Client Responsibilities** - It is the responsibility of the client or the client's family member/care taker to inform UIHS of situations in which they are dissatisfied with the delivery of services as it pertains to their health care. It is also the responsibility of the client or the client's family member/care taker to report the complaint and to follow the complaint process.

**Procedure** - UIHS recognizes the importance to resolve an informal (unsigned) complaint at the time and level it is made. If you do not feel that your concern was resolved to your satisfaction, you are encouraged to complete a "Formal Complaint Form", part 1. You can obtain a "Formal Complaint Form" from any UIHS staff member or if you are making a concern via telephone, a UIHS staff member will send you a "Formal Complaint Form" by certified mail.

The client making the complaint needs to complete and sign the "Formal Complaint Form" and return the form to Quality Improvement (QI) Office through any UIHS staff person. The client may request a copy of their form from the QI office. The QI office will forward the complaint to the appropriate section manager/director. The section manager/director will complete the "Formal Complaint Form", part 2 (follow-up) and respond in writing to the client within thirty (30) days upon receiving the complaint. The section manager/director will strive to resolve the complaint with the client.

If for some reason the complaint should remain unresolved, it will be forwarded to the Chief Executive Officer (CEO) for review. The CEO will contact the client and strive to resolve the complaint. If the complaint remains unresolved, it will be forwarded to either a Professional Peer Review Panel and/or Administrative Review Panel. A written decision from the Review Panel will be forwarded to the client within twenty (20) working days.

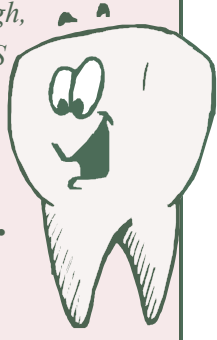
If you need assistance with this process or if you have any further questions, please contact Ira Singh, Quality Improvement Coordinator at (707) 825-5000.



## Cavity-Free Club

Submitted by: Meghan McCullough,  
Registered Dental Hygienist, UIHS

**Congratulations to the following for being CAVITY-FREE. Good job!**



- Kalea Hubbart - 2 y
  - Allison Dodds - 6 y
  - Hunter Dodds - 3 y
  - Sasha Neyra - 5 y
  - Sophia Neyra - 3 y
  - Nathan Alvarado - 4 y
  - Charley Skipper - 8 y
  - Marissa Robinson - 2 y
  - Kylee Townsend - 8 y
- m=month(s) y=year(s)*

If you want to be a member, make an appointment with our receptionist to see the hygienist and find out what it takes to become a member of this prestigious club and be cavity free! We look forward to seeing you! If you are a registered Indian client, we have openings available for dental cleanings.

### Call for an appointment:

707-825-5040 for Potawot Health Village  
707-487-1818 for Howonquet

## Dental Reminder Calls

Starting in November, our clients in Dental Services from both Arcata and Smith River Dental sites will have as an added benefit dental appointment reminders from HouseCalls, our automated appointment reminder system. You will have the ability to have a text message sent to you the day of your appointment.

We will continue to call you two days in advance of your appointment time and now we can add a text message to you the day of your appointment to remind you of your reserved appointment time. This will continue to give our staff ample opportunity to fill an appointment slot for another community member if we know you are not able to make your reserved appointment time.

In the future we are hoping to add email and/or text messaging in addition to our courtesy reminder telephone call.

Also, as an added benefit our clients will now receive a call from our automated telephone system informing them if they have missed a reserved appointment with us. No more letters! If you have any questions about our new texting and missed appointment calls please do not hesitate to call us at (707) 825-5040.

## Commercial Tobacco, It's Not Our Way

Submitted by: Trish Carlson, Health Promotion and Education Technician

Commercial tobacco use is any commercially produced tobacco used in a non traditional manner. Traditionally, American Indians have and continue to use tobacco medicinally and traditionally. Tobacco can be used in ceremony, during prayer, as a gift and in other traditional ways. Commercial tobacco use bears no resemblance to the ways to the traditional ways tobacco is used by our people. If used traditionally tobacco has no known adverse health effects. The effects of commercial tobacco use on the other hand, are devastating to the American Indian community. It is important to recognize the difference between commercial and traditional tobacco use, by recognizing and acknowledging this difference we can begin to work toward the goal of helping our people break free from the strong hold that commercial tobacco has on the health of the American Indian community.



The cost of commercial tobacco use on the health of the American Indian community is monumental. A recent report by the University of California Los Angeles Center for Health Policy Research even put a price tag on it, it is around \$800 million dollars a year for California Indians. This number represents money spent on healthcare associated with commercial tobacco use and also takes into account indirect costs such as lost wages and disability. You can read the report in it's entirety at the following address <http://www.healthpolicy.ucla.edu/pubs/Publication.aspx?pubID=431>. What this \$800 million dollar price tag cannot measure is the possible loss of native knowledge and contributions to our communities that are lost through disease and death of members who die or get sick from commercial tobacco use, or the suffering that our communities go through. Whole communities, families and individuals all suffer through these immeasurable losses.

In the United States, 443,000 people die a tobacco-related death every year. Cigarette smoking is the number one cause of preventable death in the U.S. Nicotine dependence has been found to be associated with many illnesses' and death. Commercial tobacco use is associated with cardiovascular disease, respiratory disease, cancers, risk factors for diabetes and diabetes complications, psychiatric and substance abuse disorders. It can effect your body, it can make your heart sick, it can effect your breathing, it can give you cancers and even associated with substance abuse and mental health.

American Indians have the highest rate of commercial tobacco use than any other ethnicity, and because we have these high rates we also have high rates of disease and death associated with commercial tobacco use. Nicotine reaches the brain within 10 seconds after smoke is inhaled; it has an immediate effect on the smoker. Luckily the positive impacts of quitting smoking are also immediate. Once a smoker quits using tobacco the body begins healing itself from tobacco's ravaging effects. Our Native communities are not that large, and losses are wide felt. If you or somebody you know want help quitting contact the California Smokers Hotline or UIHS Native Tobacco Project at (707) 825-5070. And remember: commercial tobacco, it's not our way!



## WIC Needs You & You Need WIC

Submitted by: Barbara Bishop, WIC Supervisor

The WIC (Women, Infants and Children) Program is a nutrition program that provides nutrition information and vouchers for healthy foods like milk, juice, eggs, cheese, cereal, dry beans, peas, lentils, peanut butter, fruits and veggies.

You may be eligible if:

- You are pregnant, breastfeeding, postpartum or a parent (mom or dad) or foster parent of a child under the age of five.
- You are eligible for Medi-Cal.

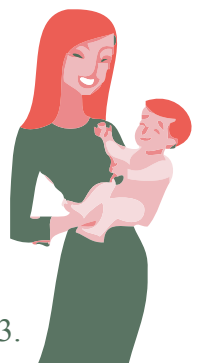
If you and your partner work you may still be eligible. You do not need to be American Indian to participate in the WIC Program at United Indian Health Services.

We are now offering services in Smith River at 501 N Indian Road.

The Smith River WIC Office will be open:

- |        |            |            |           |
|--------|------------|------------|-----------|
| • 2011 | November 3 | December 2 | January 5 |
| • 2012 | February 2 | March 1    | April 5   |

For more information, call the WIC Program at (707) 825-5030 or 1-800-675-3693.



# Protect Our Community

Submitted by: Trish Carlson

United Indian Health Services, Inc. currently operates a syringe exchange program out of the Weitchpec clinic site. Needles are exchanged as a way to prevent disease transmission among injection drug users. HIV and Hepatitis B and C are diseases that can be prevented through the utilization of syringe exchange programs. The syringe exchange program is also used as a way of disposing contaminated needles in an effort to keep our community free from dirty needles and the risk that goes with being exposed to them.



- One third of people with HIV in the United States were infected through injection drug use.
- Every year, another 15,000 are newly infected with hepatitis C through sharing syringes and contaminated injection equipment.
- In the U.S., injection drug use is believed to account for most new cases of hepatitis C and about one-fifth of all new HIV cases.
- Among women, an estimated 61 percent of AIDS cases are due to injection drug use or the result of sexual contact with someone who contracted HIV through injection drug use.
- Younger injection drug users generally become infected with hepatitis C within two years.

“Syringe exchange programs are also highly cost-effective. The lifetime cost of medical care for each new HIV infection is \$385,200; the equivalent amount of money spent on syringe exchange programs would prevent at least 30 new HIV infections.” Quote taken from the Harm Reduction Coalition website.

Syringe exchange programs have been shown to effectively reduce disease while not increasing drug use. All bans including the federal ban on syringe exchange programs have been lifted because these programs have been shown to work to prevent disease transmission. It is currently up to state and local jurisdictions to authorize and regulate sterile syringe access programs. Humboldt County currently authorizes syringe exchange programs in their county.

Syringe exchange programs also link participants to resources, and education, they enable people who inject drugs to protect themselves and their communities through safer injection practices and harm reduction methods. Harm reduction counseling and education are part of the services provided at the UIHS syringe exchange program. Referrals to other healthcare services, drug treatment, behavioral health, social services, and other agencies are made as needed. Free sharps containers are also available at the exchange. For more information on this program you may call Trish Carlson at 1-800-675-3693, ext 5070.

Information from <http://harmreduction.org/index.php>

# Great American Smokeout

Submitted by: Donnie Green, Health Promotion and Education Technician

“The Great American Smoke Out” or “GASO” traditionally takes place the third Thursday of November; this year it will be held on November 17. This special day is a day for smokers to better their health and abstain from smoking for 24 hours, or to jump start a plan to quit smoking for good. The event was started in 1971 by Arthur P. Mullaney, a high school guidance counselor in Randolph, Massachusetts. He asked smokers to give up cigarettes for one day and donate the money they would have spent on cigarettes to a high school scholarship fund for students. In 1974, Lynn R. Smith, editor of the Monticello Times in Minnesota, spearheaded the state's first D-Day, or Don't Smoke Day. The idea caught on, and on November 18, 1976, the California Division of the American Cancer Society succeeded in getting nearly one million smokers to quit for the day. This all led to the first national “Great American Smoke Out” day which was held in 1977, and has been observed every year since then. This year will be the 34th annual event for the American Cancer Society. So what does this mean for you? Well if you are a smoker and plan on quitting this might be a great day for you to join millions of other people who are also going to quit. Not only is it a day to challenge yourself to quit for 24 hours, but it should also be a day to make a commitment to better your health forever and quit for good. So are you ready to benefit from quitting? Thinking about quitting is the first step! For more information to help you quit contact California’s Smokers hotline at 1-800-NO BUTTS. Or schedule an appointment with UIHS Smoke Fish, Not Cigarettes Program: (707) 464-2919 and ask for Donnie Green, or (707) 825-5070 and ask for Trish Carlson or Elizabeth Lewis. Quit kits will be available to all UIHS clients throughout the month of November at all UIHS clinic sites.

# Elders Honoring

The United Indian Health Services’ Bi-Annual Elders Honoring was held October 15th at the Elk Valley Rancheria Tribal Office. There were over 120 Elders present and honored that day. The day was eventful, the food was good and the elders really enjoyed themselves. Thank you to our sponsors: The Elk Valley Rancheria, The Yurok Tribe, Northern California Indian Development Council (NCIDC), The Smith River Rancheria, The Blue Lake Rancheria, The Bear River Band of the Rohnerville Rancheria, The Wiyot Tribe, and Resighni Rancheria and The UIHS TRAC and CHAWC Committees. Thank you to the UIHS Teen Advisory Group for their fundraising efforts. Special thanks to all the volunteers! This event is planned and coordinated by the UIHS CORE Committee - Many thanks to this very dedicated group of community members!



If you would like the **Acornbasket** mailed to your home, please fill in this form and return to:  
 United Indian Health Services, Inc.  
 1600 Weeot Way  
 Arcata, CA 95521  
 Attention: Liz Lara-O'Rourke

Name \_\_\_\_\_

Street or P.O. Box \_\_\_\_\_

City, State, Zip \_\_\_\_\_



Potawot Health Village  
 Attn: Liz Lara-O'Rourke  
 1600 Weeot Way  
 Arcata, CA 95521

## UIHS Clinic Closures

**Thursday & Friday,  
 November 24 & 25**  
 for Thanksgiving

**Friday & Monday,  
 December 23 & 26**  
 for Christmas



**The Acornbasket**  
 ©1996 United Indian Health Services, Inc.  
 Chief Executive Officer: Vida Khow  
 Editor: Elizabeth Lara-O'Rourke  
 Layout: Trish Carlson

November/December 2011



## Diabetes Program Activities

### Humboldt County

Potawot Walking Groups  
 Monday and Friday 10:00-10:30 a.m.  
 Bayshore Mall Walking Groups  
 Tuesday and Thursday 9:00 -10:30 a.m.  
 Potawot Tai-Chi  
 Wednesday 1:30-2:00 p.m.  
 (2nd Wednesday) (12:30-1:30 p.m.)  
 Potawot Strengthening and Relaxation  
 Thursday 5:15-6:15 p.m.  
 Through May. No Classes June-August.

For more information contact:  
 Fitness Coordinator at (707) 825-5070

### Repchem

November 11 - ALL AREA REPCHEM  
 Potawot Health Village  
 11:00 a.m. - 1:00 p.m.  
 There will be no November Repchem at Smith  
 River or Weitchpec due to the All Area Repchem

### Del Norte County

Harbor Trail Walk  
 (behind Fred Endert Pool)  
 Thursday 2:00-3:00 p.m.  
 Elk Valley Walking Group  
 Friday 2:00-3:00 p.m.  
 Smith River Elder Nutrition Site  
 Tai Chi  
 Wednesday 12:30 p.m.

For more information contact:  
 Donnie Green at (707) 464-2919

December 14 - Potawot Health Village  
 11:00 a.m. - 12:30 p.m.  
 December 21 - Smith River Elder Nutrition Site  
 12:00 p.m. - 1:30 p.m.  
 December 28 - Weitchpec Tribal Office  
 11:00 a.m. - 12:30 p.m.

## UIHS Clinic Hours

### Potawot Site

Monday-Friday 8:00 a.m. to 5:00 p.m.  
 Monday & Wednesday Evening Medical Clinics  
 5:00 p.m. to 8:00 p.m.

Closed for lunch 12:30 p.m. to 1:30 p.m.  
 Administration, Behavioral Health,  
 Community Health Services, Fiscal,  
 Contract Health, Medical, Nutrition

Closed for lunch 1:00 p.m. to 2:00 p.m.  
 Dental and Pharmacy

For an appointment call:  
 Behavioral Health (707) 825-5060  
 Community Health (707) 825-5070  
 Contract Health (707) 825-4156  
 Dental (707) 825-5040  
 Medical (707) 825-5010  
 Nutrition (707) 825-5030  
 Pharmacy (707) 825-5020  
 All Other Services (707) 825-5000  
 Toll-free number: 1-800-675-3693

### Howonquet Site

Monday-Friday 8:00 a.m. to 5:00 p.m.  
 Some Monday & Tuesday  
 Evening Appointments 5:00 p.m. to 8:00 p.m.  
 Closed for lunch 12:30 p.m. to 1:30 p.m.

For an appointment call: (707) 487-0215

### Elk Valley Site

Monday-Friday 8:00 a.m. to 5:00 p.m.  
 Closed for lunch 12:00 p.m. to 1:00 p.m.

For an appointment call: (707) 464-2919  
 Toll Free Number: 1-800-293-2919

### Weitchpec Site

Friday - Medical 9:30 a.m. to 3:00 p.m.  
 Tuesday (Meds. Only) 9:30 a.m. to 3:00 p.m.  
 Thursday (Meds. Only) 10:00 a.m. to 3:00 p.m.  
 Closed for lunch 12:30 p.m. to 1:30 p.m.

For an appointment call: (530) 625-4300

### Klamath Site

Tuesday and Friday 8:00 a.m. to 5:00 p.m.  
 Thursday (Meds. Only) 10:00 a.m. to 3:00 p.m.  
 Closed for lunch 12:00 p.m. to 1:00 p.m.

For an appointment call: (707) 482-2181

### Fortuna Site

Tuesday & Thursday 8:00 a.m. to 5:00 p.m.  
 Wednesday 8:00 a.m. to 12:00 p.m.

Closed for lunch 12:00 p.m. to 1:00 p.m.

For an appointment call: (707) 725-7988

Keeping your appointment is very important.  
 If you have to cancel, please call at least  
 24-48 hours in advance. Providing us notice  
 that you have to cancel will allow us to  
 contact other clients to fill this available  
 appointment slot. Thank you.



10th Annual  
**UIHS American Indian  
 Winter Arts & Crafts Fair**  
**Saturday, December 3rd, 2011**  
**10:00 a.m. - 5:00 p.m.**  
**Potawot Health Village**

Please join us at the **UIHS Potawot Health  
 Village located at 1600 Weeot Way off  
 Janes Road in Arcata, California**, in  
 celebration of the season and in support of  
 local American Indian artists. There will be  
 over 55 American Indian Vendors!

Promoting Community Healing through  
 Arts & Cultural Gatherings. For more  
 information, please call the UIHS  
 Traditional Resources Program at  
 707-825-5000.

