

# COMOX VALLEY

## PCN CARE TEAM

### ANNOUNCEMENT



## Primary Care Social Worker A New PCN Service in the Comox Valley

Welcome Hannah Zalmanowitz to the PCN Team

motivated by an unadvisable interest in hobby farming.

The Comox Valley Primary Care Network (PCN) will soon have a Social Worker, Hannah Zalmanowitz, join the team. Hannah starts May 4<sup>th</sup>, and following her orientation will support the care of clients who are living with complex needs, chronic disease and/or experiencing difficulty with the social determinants of health. PCN Social Workers assist clients in accessing services to support needs such as crisis management, nutrition, physical health, tackling financial barriers, benefits, ID/Health Coverage, housing, personal and environmental hygiene, daily living needs/skills and general coping skills. Hannah will help to coordinate client care and provide therapeutic, clinical counseling services as appropriate.

Hannah is trained as a social worker and spent the first years of her career supporting homeless youth in Vancouver. She is passionate about social justice and transformational system change.

In her spare time, you may find Hannah devouring sci-fi novels in a hammock or running on local trails.

Hannah will be working within multiple clinics throughout the Comox Valley PCN, and due to limitations created by COVID-19, some of her work will occur by phone and video, as and when required. Hannah will be working with clinics to develop in-clinic services as soon as is feasible.

Hannah moved to the Comox Valley in 2017,

Please join us in welcoming Hannah to the Comox Valley Primary Care Network!

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## Primary Care Network - Social Worker Role & Services

Hannah Zalmanowitz

cell: 250-702-1136

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### What Can I Help With?

- Social Determinants of Health (Income, Education, Employment, Early Childhood Development, Food Security, Housing, Social Exclusion, Health & Social Services, Colonization, Gender, Race, Dis/Ability)
- Prevention Focused: Identify individuals & provide support early when possible
- Some reasons you may refer someone to Social Work:
- Acute psychological/emotional crisis (may be related to grief & loss, family conflict, stress, new diagnosis, life stage transitions)
- Social Service Navigation such as applying to or navigating health or financial benefits: WorkSafeBC, Employment Insurance, Income Assistance, Disability Assistance, Various Tax Benefits, Extended Health Benefits, etc.
- Community Resource Referrals related to supports for: Employment, Education, Substance Use, Mental Health, Neurodevelopmental Disabilities, Child and Youth Development

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#### How Do We Connect?

##### Supporting & Resourcing the Care Team:

- Rounds and/or Case Review (beginning of day or via charts/email: 30 minutes at start of day)
- Consultation with Care Team Members (30 minutes booked any time during the day)

##### Supporting Individuals & Families:

- Initial Single Session: 55 minutes individual / 75 minutes for family or couple
- Single Support Session (Solutions Focused Brief Therapy Approach)
- Single Session Providing Referrals & Resource Navigation
- Intake for Complex Clients (determined through consult): 75 Minutes
- Follow-Up: 30 minutes or as identified at previous session

##### Booking:

- Please book me at no more than 50% capacity for the week of May 17 – 21, and 75% for the week of May 24 – 28.
- Reserve first 30 minutes each day for case review with care team members
- Clinic can book sessions according to the above (Consult/Individual/Family/Intake/Follow-Up)
- Please provide 30 minutes minimum between sessions
- Please block off 30-minute lunch break

##### Some Considerations:

Sometimes a patient will convey that their situation feels urgent. Getting support sooner results in better outcomes for the patient and their relationship to the care system. I want to be as available as possible to support these situations. You may not need to wait until my next rotation day to get support. I hope care team members will feel free to call or e-mail for a consult. I will work to set aside weekly time to be available for urgent situations & to respond to requests for consultations for both care teams and clients.

Some patients find it difficult to meet and open up to new people, especially in the midst of a crisis. Please consider whether a consultation for the care team may be more appropriate than introducing a new care provider during a crisis.

I am so excited to be joining the Comox Valley Primary Care Network. I'm really looking forward to meeting everyone.

*Hannah*