

Jurisdiction: INDIGENOUS SERVICES CANADA

Policy on the Sharing of Information beyond the Councils

All material and reports shared with Council members, including meeting e-bindings and particularly Jurisdictional Information Sharing documents, are for the consideration of Council members only. **No material may be distributed to other bodies beyond the Councils, in part or in whole, without the consent of the author of the material unless otherwise specified.** This policy also applies to material and reports posted, in both official languages, in the members-only website hosted by the Institute for Citizen-Centred Service (ICCS).

IMPORTANT: Please note that Indigenous Services Canada has specifically asked for this Information Sharing TO NOT BE SHARED outside of the Councils, due to the sensitive nature of the information.

PSSDC Information-Sharing Template – September 2018

1. Accomplishments:

Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.

1.1. Strategic initiative

- Regional Operations Sector, Community Infrastructure Branch:
 - Soft launch of the Homes Innovation Challenge done in partnership with Infrastructure Canada. It addresses the Government of Canada's commitment to advance innovation support Indigenous communities to reflect realities and needs. The Challenge will fund creative approaches for the design and construction of Indigenous-led home and community innovation projects for First Nation, Inuit and Métis peoples living in rural and urban communities. The Challenge will accelerate change by providing opportunities to test new ideas, build partnerships, expand financing options and invest in the well-being of Indigenous peoples.

1.2. Tools

- Regional Operations:
 - Launched the First Nations community infrastructure interactive map in June 2018, an external tool featuring infrastructure investments in First Nations communities, share the progress of infrastructure projects that are improving the lives of First Nations people across Canada (http://geo.sac-isc.gc.ca/ciir-riim/ciir_riim_en.html).
- First Nations Inuit Health Branch Atlantic:
 - Has developed and implemented an orientation tool for nurses working in First Nations communities. Designed to better prepare nurses to the multiple roles they play in communities, the tool clarify expectations on the clinical skills, quality of nursing practice, cultural safety competencies, community approach, mitigating the impact of staff turnover on patients.
- First Nations Inuit Health Branch Atlantic:
 - Collaborates with First Nation partners in the region to produce an annual, Atlantic Region First Nations Health Status report. This optimizes the information and informs decisions regarding programming and services in the Atlantic region (http://publications.gc.ca/collections/collection_2017/sc-hc/H33-1-17-2016-eng.pdf).

1.3. Service channels

- Communication Sector
 - The web Institutional profile pages launched to reflect the August 2017 announcement of the creation of Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC). Furthermore, the transfer of INAC Web content to either CIRNAC or ISC is well underway
 - Creation of Instagram account for GC Indigenous, to allow the sharing of thematic photos and content as a way of raising awareness of Indigenous culture and issues
- First Nations Inuit Health Branch :
 - Hope for Wellness Line, a toll-free 24/7 hour help line, set in October 2016 to provide:
 - Immediate telephone-based crisis intervention counselling to callers in distress and referral recommendations upon request;
 - Crisis intervention counselling to reach more youth and individuals
 - Culturally appropriate and trauma informed crisis intervention counseling in English and French, and upon request in Cree, Ojibway and Inuktitut
 - The Line was expanded to an online chat counselling service in April 2018.
 - Jordan's Principle – A Child First Initiative, ensures that all First Nations children can access the products, services and supports for a wide range of health, social and educational needs. Jordan's Principle National Call Centre 1-855-JP-CHILD (1-855-572-4453):
 - Has helped First Nations children and their families obtain access to products, services and supports (over 1,800 calls from February to May 2018)
 - Approved requests for products and services (an increase from 4,940 requests in 2016-17 to approximately 68,665 requests in the fiscal year 2017-18).
 - A client satisfaction survey was sent out in May 2018 asking respondents whether the products and services met the child's need; the survey was delivered in a timely and culturally safe fashion. The results of the survey are being used to improve the responsiveness of Jordan's Principle.

1.4. Partnership

- Regional Operations Sector, Saskatchewan Region:
 - Partnered with 21 First Nations in planning, implementing and measuring the progress of Comprehensive Community Planning, part of the regional Community Development Initiative
 - With 16 First Nations operating under First Nations Land Management Agreements (FNLMA), 9 are Operational and 7 are Training and Development. As of February 2017, all 7 first nations under the Saskatoon Tribal Council have opted into FNLMA.
- Lands and Economic Development has increased interdepartmental coordination with Environment and Climate Change Canada, Health Canada and Fisheries and Oceans Canada on solid waste management outreach and assessment activities.

1.5. Process improvement and internal re-organization

- Regional Operations Sector, Quebec Regional Offices, focus on innovation and process improvement. The Lands and Economic Development Sector is involved in a Kaizen initiative for the continue optimization of the quality and productivity of the registration process of the financial interest in the Land Registration Information System.

1.6. Service Enhancement

- In Atlantic, contribution funding is being provided to 5 local/regional Indigenous crisis lines for service enhancement projects (e.g. trainings, IT enhancements, knowledge exchange, etc.)
- Regional Operations Sector, Quebec Regional Office:
 - Put in place an outreach initiative for the Non Insured Services Program which include, among other, visits to service providers and institutions, workshops, creation and dissemination of portfolio information.
 - An environmental and public health services team identified building-related health issues in the Timiskaming Aboriginal community. The entire property park has been listed.
- In June 2018, a long term drinking water advisory (in place since September 10, 2014) was lifted and only one additional advisory in the region remains.

- Since April 2017, delivered 2 presentations to Legal bar associations (New Brunswick and Ontario). Delivered a full day training workshop for British Columbia continued legal education family law with 300 participants.

Lands and Economic Development Sector:

- Since April 2017, 6 engagement sessions were completed with First Nations to solicit feedback on progress-to-date and new features or program improvements in support of the implementation of the Act. Input from this engagement will inform future program direction.
- Since April 2017, were completed 3 focused toolkit training sessions on Provisional Federal Rules, Lawmaking/Ratification and Law implementation.
- Since April 2017, delivered 2 focused training sessions for 40 First Nations, 10 First Nations communities, 5 sessions to RCMP, Public Safety Canada and First Nations Chiefs of Police and 5 Sessions to Social Service providers. (Requests have been received for 20 more sessions for addition First Nations, Police officers, Shelter workers, Social workers, Healthcare providers and Child Welfare workers.)

1.7. **Service transformation**

First Nations Inuit and Health Branch have made a significant shift away from being a provider of direct services, to being a funder and support with communities to provide their own health services. Working with partnership tables, the Atlantic Branch works closely with First Nations and Inuit to:

- Improve health outcomes; Ensure the availability of, or access to, quality health services; and Support greater control of the health system by First Nations and Inuit.
- The service delivery within the branch depends on trilateral collaboration with First Nations and Inuit as well as with provincial health departments and health authorities.

2. **Priorities:**

Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.

A series of department-wide priorities and sector - specific priorities have been gathered:

2.1. **Advance Reconciliation**

- Delivering services in a way that honours the spirit of reconciliation.

2.2. **Service Excellence**

- Provide timely, transparent and client-focused service through a holistic, community-based approach that responds to the needs of Indigenous people.
- Lands and Economic Development Sector will work with Indigenous partners and First Nations to develop Indigenous-led dispute resolution mechanisms that can be implemented in communities as alternatives to the mainstream justice system. Indigenous people have access to legal services that are culturally relevant, and mitigate geographic barriers (e.g. remoteness). This approach may decrease the need to seek provincial and territorial judicial support.
- The Regional Operations Sector, Atlantic Region focus is on:
 - The establishment of Integrated Community Plans that plot the priorities of individual communities and ensure they are implemented in a coordinated and timely manner
 - Engaging with internal staff and external partners to help shape the departmental service delivery structure in the region and improve its relationship with Indigenous peoples
 - Working with our First Nations and Inuit Health Branch colleagues to find synergies in our delivery of services
 - Continue efforts to support institution building such as the recent establishment of the New Brunswick Child and Family Service Agency and work with Indigenous organizations on a self-determination model for Income Assistance and other social programs.
- The Regional Operations Sector, Regional Infrastructure Delivery Branch's priorities specific to improving the interactive map include enhancing functionalities (e.g. improving user experience), adding visual content and exploring creative and innovative ways to tell the story of infrastructure investments made on-reserve.
- The Regional Operations Sector, Community Infrastructure Branch's focus is on the establishment of Indigenous governance models over infrastructure programming.

- The Regional Operations, Atlantic Region is home to 34 First Nation communities and five Inuit communities over four provinces, including the northern region of Labrador. It is the only regional office of the department serving Indigenous Peoples in multiple provinces.
- With a focus on departmental transformation, to foster Service Excellence and advance transformation, internally, emphasis has been placed on customer relations management theory and the implementation of an integrated methodology of working with Federal, Provincial and Private Sector partners, to better support communities and Indigenous Peoples across Atlantic Canada:
 - The establishment of Integrated Community Plans that plot the priorities of individual communities and ensure they are implemented in a coordinated and timely manner
 - Engaging with both internal staff and external partners in order to help shape the ISC service delivery structure in Atlantic region and improve its relationship with Indigenous peoples
 - Working with our First Nations and Inuit Health Branch colleagues to find synergies in our delivery of services.
 - Continue efforts to support institution building such as the recent establishment of the New Brunswick Child and Family Service Agency and work with Indigenous organizations on a self-determination model for Income Assistance and other social programs.

Lands and Economic Development Sector's priority is the Matrimonial Real Property on reserves

- Increase legal communities' awareness relating to the Act – resulting in increased First Nations access to informed legal support
 - Develop and implement Regional training sessions to ensure appropriate supports for First Nations reaching out to the regional offices for support relating to the Act.
 - Continue supporting service delivery for Indigenous people by Indigenous people, facilitating relationships between Indigenous partners and other key stakeholders to better coordinate their efforts, to strengthen capacity to deliver effective and culturally appropriate services.
- This represents a step towards transitioning program delivery to Indigenous organizations

2.3. Strengthening Relationships

- Engage and partner with Indigenous communities and organizations, the Province and other stakeholders to support Indigenous peoples in the delivery of services that will improve their social and economic well-being.

2.4. Organizational Transformation

- Create a healthy and respectful workplace that promotes leadership and innovation, reinforces wellness, and supports employees in their efforts to better reflect Indigenous views in the delivery of programs and services.

3. Showcase/Sharing:

Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction?

(This information will help in agenda planning for future meetings).

3.1. SIA is a Business Intelligence (BI) environment that integrates multiple sources of health and administrative data to support evidence based decision making and efficient operations:

- Improves management and delivery of health services and health information
- Integrates data from multiple sources and provides timely information and reporting
- Timely access to contribution agreements, community profile information, Non-Insured Benefit data
- Automates reminders of late reports
- Supports evidence-based decision-making and efficient operations
- Increases reporting capabilities related to operational deliverables

3.2. The Atlantic First Nations Health Partnership is a bi-lateral policy, planning and decision-making organization comprising the branch and First Nations governments. The Health Partnership's mission is to advance shared health priorities to build vibrant First Nations individuals, families and communities. Through the Health Partnership, branch works with First Nations to:

- Generate ideas to develop and advance regional priorities and strategic and operational plans
- Explore alternative service delivery models to increase First Nations control over federal resources
- Share information on branch's discussions with provinces, maximize First Nations involvement
- Involve communities in branch's discussions with provinces on targeted FN's programs and services;

- Allocate branch contribution funding to First Nations.

The Partnership:

- Proposes more than \$2 million in regional capacity building and special project initiatives;
- Decides upon all branch's discretionary funding, and discloses decisions to all communities and partners. The branch engages the Health Partnership and communities on the development of its operating, management and contribution budgets, and ensures that branch's s aggregate budget is released to the Health Partnership annually.
- A process map of the Atlantic First Nations Health Partnership is attached (Annex 1).

3.3. Partnership with local and regional health care providers to secure the continuum and easy access to services for clients including collective prescriptions to allow patients to access certain services/treatment in their own community, and travelling medical doctor from regional hospital who visits First Nations people in their community (Winneway).

3.4. Presence of nurses in the First Nations communities. Nurses have completed a training required for certification, with a recommendation for « patient wound care », adapted to the care demand for bandages specialized according to the evolution of the wound without the patient having to see his doctor every time.

3.5. The community infrastructure interactive map launched by the Regional Operations in June 2018 (http://geo.sac-isc.gc.ca/ciir-riim/ciir_riim_en.html)

3.6. 10 year Grant funding arrangements is an opportunity for Other Government Departments to consider, which might provide communities and organizations with greater flexibility in responding to yearly priorities and pressures.

3.7. The Atlantic integrated community approach/customer relations and service excellence pursuits might serve as a model for service delivery in other departments, with discussion about improving collaboration.

This is the first time on-reserve infrastructure investments have been transparent and accessible to the Canadian public. Jurisdictions may find it useful to share with First Nations, partners and other stakeholders to encourage further partnership, collaboration and open dialogue

3.8. The directory of health issues related to the buildings of the Timiskaming Aboriginal community will be provided in a database. This data could be used by other partners to better coordinate our actions

3.9. Atlantic Region developed a Crown-Indigenous Relations course that has been shared interdepartmentally – additionally, work is underway to develop a Nova Scotia provincial-federal employee's Indigenous relations awareness course as part of the Truth and Reconciliation Calls to Action.

3.10. British Columbia Region promoted First Nation to First Nation mentorship by facilitating relationships and funding travel and accommodation for Comprehensive Community Planning Indigenous Mentors for Community to Community mentorship, as well as Chief to Chief and Administrator to Administrator mentorship.

3.11. Together with the First Nations Leadership Council, co-hosted the Joint Gathering 2018, a three day gathering of British Columbia First Nation Chiefs, Councillors and administrators and senior government officials of both departments. Through plenaries, panel discussions and interactive sessions, participants discussed issues of importance to British Columbia First Nations and shared success stories, experiences and best practices.

3.12. Welcomed First Nations to an Open House during the annual Joint Gathering, an opportunity for First Nation leadership and administration to meet senior management and program staff.

3.13. A physical environment working group was created, along with the Region Building Transformation Initiative, with the goal to partner and engage with First Nations to create a space that fosters service excellence, which is core to the mandate of the new department of Indigenous Services Canada.

3.14. Program revision/development process starts with meaningful engagement with the targeted program population for the purposes of better understanding the challenges and needs of the service recipients. The Department recently conducted a national engagement from which lessons can be learned and best practices can be shared:

- The use of interactive polling software to engage with targeted population and obtain comprehensive feedback in real time allowed the gathering of valuable detailed data to inform decision-making and program development. For introverted participants, this tool provided them with an opportunity to voice their opinions anonymously thus ensuring full engagement.

4. Issues and Needs:

Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.

4.1. Collaboration across jurisdictions to:

- Better the horizontal coordination of programs and investments for First nations, Inuit and Metis with a view to better leveraging and focus on priorities.
- Assist in helping to purchase technology needed, facilitate to reduce the lengthy procurement process, and ensure access to Wi-Fi to connect existing technology and newly procured ones. Continue the ongoing discussion with federal partners is needed on areas of overlap within Community Infrastructure relating to housing, water and emergency management to determine the impact on policy or programs/projects
- Address the difficulties of Indigenous peoples to access culturally-relevant legal services to develop their own community-specific laws or, seek legal guidance on various federal and provincial legislations. The Ontario Government has developed a Guide for Lawyers Working with Indigenous Peoples and The Society of Obstetricians and Gynecologists of Canada also developed a manual for health care providers working with Indigenous populations. This department will work with the Province of Ontario to include additional resources for inclusion to the lawyers guide.

4.2. Integration and availability of services:

- Securing internal services so that staff vacancies are filled in a timely manner, access to equipment and systems needed ensuring support clients with no service disruption.

4.3. Information and knowledge for the:

- Implementation of the 10- year Grant for 2019, and assess how in the future one funding agreement can be used for multiple departments.
- Development of the overall transformation road map, critical to align all activities.

4.5. Service transformation:

- Departmental transformation provides an opportunity to carefully review existing service delivery in the context of a more integrated approach and reform.