

Annual Report
2008-2009



Dilico

Anishinabek Family Care



Vision

Our vision is balance and well-being for Anishinabek children, families, and communities.

Mission

Dilico embraces a holistic approach in the delivery of Health, Mental Health, Addictions and Child Welfare Services to complement the strengths, values and traditions of Anishinabek children, families, and communities.

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President of the Board

On behalf of the Board of Directors of Dilico Anishinabek Family Care I would like to take this opportunity to reflect on the accomplishments and challenges that the Agency has had during the 2008-2009 fiscal year.

Dilico is unique in that it is a First Nation community controlled Agency offering health, mental health, addictions and child welfare services to the children and families in the 13 Robinson-Superior communities in our jurisdiction.

Our approach to serving our people is to ensure that they receive service that is culturally respectful, culturally appropriate and follows the principles of freedom and human rights to ensure positive outcomes for First Nation children and families. To enhance the cultural practices in our services and to educate staff and families, Dilico has undertaken several initiatives. Our Cultural Committee – comprised of staff members - promotes awareness of Anishinabek culture throughout the Agency and assists in the development and revision of culture-related service delivery policies. A new resource booklet, “Orientation to Anishinabek Culture”, introduces the culture of Dilico and the Anishinabek of the Robinson-Superior Treaty area to staff and community members. It is available in hard copy and online. An educational video about the significance of the hand drum is in development.

We often hear the phrase “children are our future”, but they are not just our future, they are our present, and their joys and sorrows are

in many ways products of the past. Who our children are now is a result of who we have been. We must cherish them to ensure they are resilient and strong in their cultural identity.

Highly respected Elders, Mr. Roy Michano and Mrs. Veronica Waboose joined our Board of Directors this past year. Their knowledge and wisdom have been greatly appreciated at times when the Board is challenged to make decisions in the best interest of our children and families. Their involvement marks the beginning of establishing a committee of Elders representing our communities.

Dilico’s management team and the Board of Directors work together to make certain that we address any and all gaps in service, workforce and funding, ensuring at all times that we deliver programs and services that are reflective of our cultural ways and meet the needs of our clients.

Dilico has come so far since its inception. By utilizing our vision, mission and core values we will continue to invest in our children, families and communities to make certain they advance in their education, health and well-being.

Respectfully Submitted,

Karen Bannon

Mrs. Karen Bannon
President
Board of Directors

First Nations Communities

Dilico programs and services are available for Aboriginal and First Nations residents of any age in Dilico’s jurisdiction, and for children in the care of Dilico and their caregivers.

First Nations

Fort William, Red Rock, Whitesand, Kiashke Zaaging Anishinaabek, Long Lake #58, Animbigoo Zaagi’igan Anishinaabek, Bingwi Neyaashi Anishinaabek, Biingitiwaabik Zaaging Anishinaabek, Ginoogaming, Pays Plat, Pic Mobert, Ojibways of Pic River, Michipicoten





Health Services

Core Values

- Client centred services based upon teamwork.
- Quality service delivery that is ethical, caring, compassionate, and sensitive.
- Partnerships that advance the well-being of the Anishinabek.
- Role models who demonstrate positive leadership.
- An environment that creates positive morale.
- Effective and accountable management.
- Long-range strategic planning.

Health Services continues to work diligently and collaboratively to provide a wide range of quality health care services to our children, families and communities.

Early childhood caries (ECC) is by far the most common chronic disease among Canadian Aboriginal children, affecting nearly 90% of First Nation preschoolers in Ontario. In partnership with the Thunder Bay District Health Unit (TBDHU) and First Nation communities, the Children's Oral Health Initiative (COHI) continues to grow. This program provides screening and education, followed by fluoride varnish applications for First Nation children aged 0-7 years. This year it expanded to include Whitesand and Fort William First Nations. In fall 2009, we will welcome Ginoogaming, Long Lake #58 and Gull Bay First Nations into the program.

Home and Community Care (HCC) and Community & Personal Support Service (C&PSS) programs continue to deliver services focused on the health and well-being of Anishinabek adults and

elders. This fall, Health Services hosted a successful Adult Life Enrichment Conference, "Ambi-mino-bimaadizi-daa" (Come, let us lead a good life). This conference promoted optimal physical, emotional, mental and spiritual health among our seniors and Elders. It also provided participants an opportunity to come together to celebrate the many good things in life.

Dilico's Family Health Team (FHT) continues to focus on team and program development in order to best meet the needs of our patients. This year the team expanded its services in areas including foot care, wound management and chronic disease management. In the coming year the team will focus on developing a traditional healing program that utilizes traditional medicines and healing practices and incorporates the culture and traditions of our people.



It has been a busy and rewarding past year for Infant Child Development Services (ICDS) as they continue to play a leading role in the implementation of the Triple P Positive Parenting Program® in the District of Thunder Bay. This internationally renowned parenting program is an effective, practical approach to raising children that emphasizes the development of positive attitudes, skills and behaviours. To date, ICDS has brought various levels of Triple programming to many of our communities as well as to our foster parents.

In August, Dilico was awarded its third consecutive accreditation from Accreditation Canada. In attaining accreditation, Dilico has clearly demonstrated our commitment to quality care and service improvements in the areas of addictions & treatment, community health, home care, human resources, information management and partnership and leadership.

This winter, management and staff from across the agency participated in a pandemic planning workshop facilitated by Health Canada’s Health Emergency Coordinator. This workshop was very effective in bringing together all areas of the agency to learn the essential elements and

importance of a pandemic plan and the process involved in developing one. This workshop marked the beginning of our plan to build an agency pandemic plan in the coming year. Health Services also continues to work with our First Nations to update and enhance their individual community plans.

Health Services looks forward to the coming year as we continue our work with First Nation communities and our many partners to improve the health and well-being of Anishinabek children, families and communities.

Community Health Services	April 1, 2008 - March 31, 2009
Immunizations	1028
Community Health Nurse Home Visits	474
Preconception Health Assessments	283
Prenatal Screenings	252
Newborn Screenings	50
Growth & Development Screens (AHBHC)	1708
Children’s Developmental Screens	112
Hearing Screens	23
Community Health Referrals (Internal)	167
Community Health Referrals (External)	138
Nursing Assessments for OTC Drugs	908

Family Health Team	April 1, 2008 - March 31, 2009
Number Of Patient Encounters	2270
Number Of Screenings	723
Number of Referrals	120
Number of Immunizations	196

Home and Community Care Services	April 1, 2008 - March 31, 2009
Assisted Living	73
Nursing Services	143
Personal Care	28
Professional Therapies	153

Community & Personal Support Services	April 1, 2008 - March 31, 2009
Average # Clients/Caseload	90
Hours of Assisted Loving	8415
Hours of In Home Respite	728
Hours of Personal Care	1899
Hours of Speech (School)	853

Infant Child Development Services	April 1, 2008 - March 31, 2009
Number of Children who Receive Service	190
Number of Referrals to ICDS	129
Average Number of Children on Waitlist	62





Mental Health and Addictions Services

Adult Services

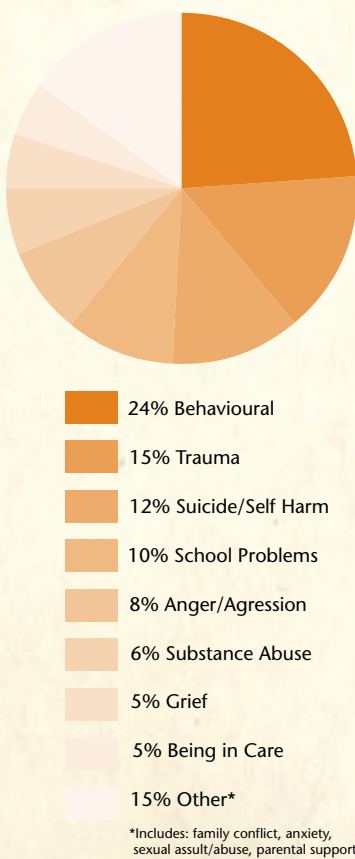
Dilico secured funding from Health Canada First Nations and Inuit Health to continue improving Adult Residential Treatment and Aftercare programming. The enhancement options were presented in the communities. Our communities recognize the value of offering a greater variety of choices to assist in healing and their input was integrated into the three-year work plan. The overarching theme is to provide an evidence-based clinical approach while using cultural practices as the guiding principle for holistic healing and balance. Throughout these changes, the Adult Residential Treatment Centre continues to provide a culturally safe environment integrating the spiritual room, sweat lodge ceremonies, cultural teachings and the spring feast.

The ongoing development of District Case Management services in Concurrent Disorders, Crisis, Forensic, Dual Diagnosis, and Early Psychosis Intervention facilitate responsive options in our communities. District staff are incorporating culturally relevant practices into programs such as Aftercare and Pre-treatment Services as well as in information brochures.

Children's Services

Assessment and Brief Treatment Residential Services has had a challenging year maintaining a strength-based approach with children and youth with complex needs. The program continues to utilize cultural support people to provide sweat lodges and cultural teachings and has updated the 7 Sacred Teachings workbook for children and for parents. The

Children's Mental Health Referrals
April 1, 2008 – March 31, 2009



Assessment and Brief Treatment Residential Services Manager played a significant role on the Thunder Bay Suicide Prevention Task Group that culminated in the signing of a protocol for service organizations in the city.

Counselling and Clinical Support Services has responded to new requirements from funders. CIMS, the Client Information Management System, is now being used by all Children's Mental Health Programs.

The Making Puppets, Making Friends March Break program provided children with the opportunity to make puppets and costumes and produce a show from the traditional story, "How the Raven Lost its Colours". Program staff are also developing a presentation program for children using the seven teachings.

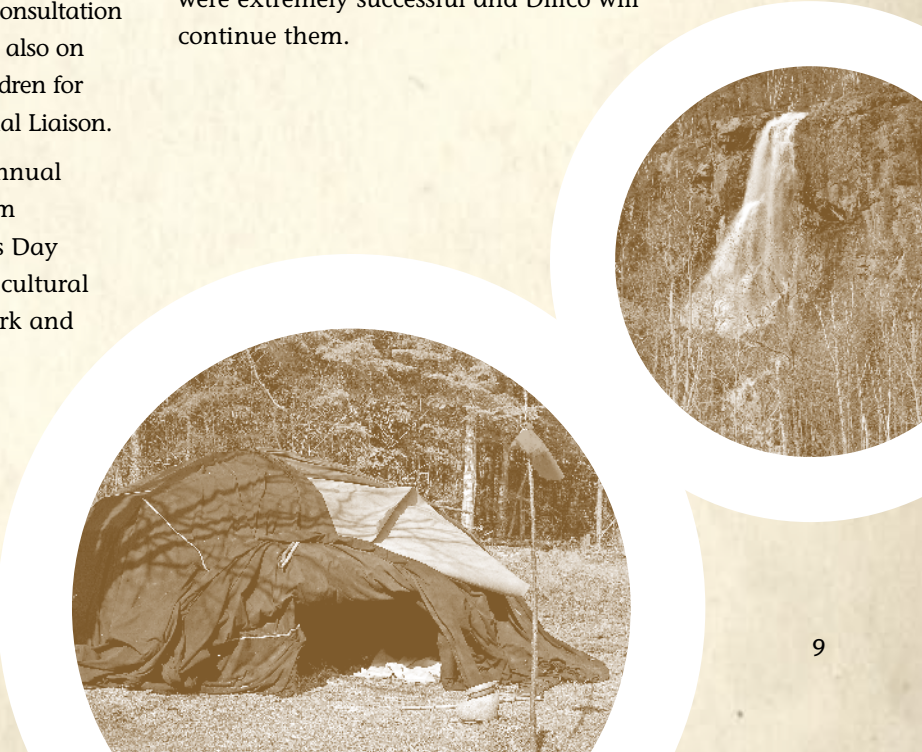
Our Child Psychiatrist, Dr. Peter Braunberger travels to the District communities for consultation whenever he is able. Dr. Braunberger is also on the Faculty of the Hospital for Sick Children for Telepsychiatry where he is the Aboriginal Liaison.

The Family Preservation Program's annual Maamwi Summer Day Camp Program was a success. The six-week children's Day Camp integrates daily activities with cultural components such as language, artwork and drum making.

The Youth Outreach Workers (YOW) program staff met with the Honourable Deb Matthews from the Ministry of Child and Youth Services regarding the ongoing need for youth services in Thunder Bay. In its second year of operation, YOW provides community-based support for youth on the street in Thunder Bay.

The Day Treatment/Education Program for Children uses the "Path of Good Choices" program as a core component to teach our children to use the medicine wheel and the 7 Sacred Teachings to make healthy choices and set goals.

District Services provided the fourth annual Empowering Girls Camp and offered an Empowering Boys camp for the first time. Traditional teachings and activities are the foundation for the programming. The camps were extremely successful and Dilico will continue them.



Child Welfare Services

Dilico's Child Welfare program has experienced rapid growth. To improve and address service delivery issues, a thorough review was undertaken and a comprehensive plan developed. The review resulted in recommendations involving but not limited to recruitment, restructuring and program development. Many of the recommendations have been completed, some are ongoing. Additional staff have been recruited to reduce caseloads. Two new components of the restructuring plan are the development of a Children's Services program and a District Services program. Protection services and residential services have merged into one program.

Dilico provides support and care that is consistent with family and community traditions and building strong, stable and healthy relationships. Many of our children are placed under customary or kinship care. These agreements allow children to remain in their home communities or outside their communities with a relative, family friend or community member so

that they can strengthen ties to grow confidently as Aboriginal community members.

Access is very important to those who have children in care. An Access Program is under development to ensure that the child and family enjoy visits and to help parents make changes to their parenting style to facilitate an earlier return of the child.

A Foster Parent Recruitment campaign was developed and launched in April. The tagline of the campaign, "Throughout our lives we are part of many families" recognizes the dedication and hard work of foster parents in caring for children. It also encourages community members to realize that families are constantly changing and it is natural and rewarding to welcome a child into a family for a period of time.

Fundraising continues for the Educational Incentive program. This program encourages youth to remain in school and to finish their education.

Number Served	2001	2002	2003	2004	2005	2006	2007	2008	2009
Total Admissions	292	313	333	293	347	368	346	320	323
Discharges	271	336	308	258	341	295	260	328	270
Total Children in Care at Year End	243	223	248	289	299	376	463	463	518
Total Children Served	451	467	471	492	533	610	681	725	736

The Thunder Bay Crown Ward Education Championship Team program was a success and will continue. An integrated support system was established to improve educational outcomes for youth in permanent care.

Provincially, the New Worker curriculum has been revised and is now being offered. Dilico has also developed a comprehensive training program for new and experienced workers. A new position has been created to assist staff with their learning.

The Child Abuse Prevention Campaign is in its sixteenth year. The key public education message was that as a community we are all responsible for ensuring the safety, health and well-being of children. In October, Dilico staff conducted elementary school presentations to children and educators. Students submitted over 150 posters which were displayed at Intercity Shopping Centre.

Alternative Care Homes	2007	2008	2009
Homes Available	217	238	243
Home Studies Completed	62	42	57
New Approved Homes	51	28	36
Homes Closed	30	20	25

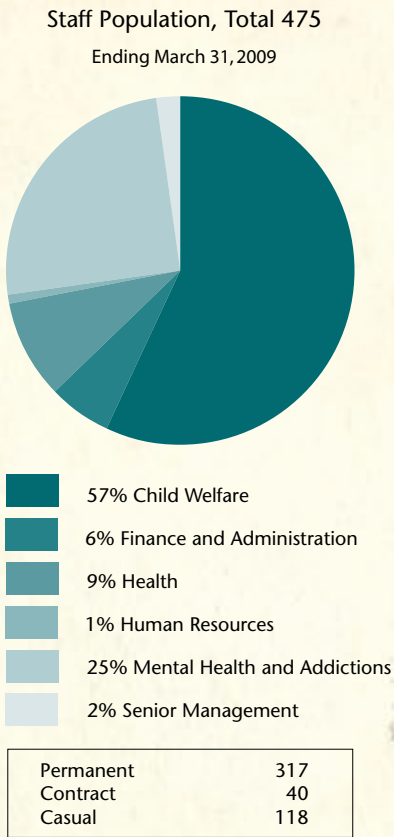
Alternative Care Beds	2007	2008	2009
Beds Available	615	702	1041
New Approved Beds	167	90	188
Beds Closed	80	59	105

Human Resources

The teachings of the medicine wheel recognizes that all aspects of our nature; the physical, emotional, mental and spiritual must be equally developed to create and sustain a healthy, well balanced individual, family and community. It is the goal of Human Resources to foster a work environment that embraces this teaching and reflects the vision, mission and core values of the Agency.

All Dilico employees need to have the necessary tools to perform their work and carry out their duties in accordance with the agency's governing principles. A six module Management Enrichment Series was developed and delivered to all managers of the Agency to provide training in employee coaching, development, motivation and engagement, performance management, understanding behavioural styles and conflict management. Human Resources orientation for new employees now includes distribution of the agency's new booklet, "Orientation to Anishinabek Culture".

Recruitment initiatives - with special emphasis on attracting First Nation candidates - are a priority for Human Resources as the Agency's staff complement continues to increase. This



spring, Dilico hosted a career fair that integrated cultural teachings for graduating students of Lakehead University. Recruitment initiatives continued with our participation at the Job Connect Aboriginal Conference, the Matawa Youth Empowerment Conference and in nine of the communities Dilico serves.

The Health and Safety Policies and Training Programs ensure that Dilico employees are provided a safe and healthy work environment. The Agency's Health and Safety policies were reviewed and updated by the Joint Health and Safety Committee in accordance with the Canada Labour Code. The Joint Health and Safety Committee members and site managers participated in Hazard Awareness/Inspection Training. A new health and safety video series was incorporated into the Human Resources Orientation. Two of the Agency's managers were certified under the WSIB Safety Program.

During the first term of the collective agreement the relationship between labour and management has been evolving and both parties have been working cooperatively to address issues of concern. The collective agreement Dilico has with CEP Local 7-0-1 expired on March 31, 2009. In preparation for a new round of bargaining Human Resources coordinated proposal development sessions with the agency's Managers, Directors and the Board Negotiating Steering Committee. Negotiations commenced in April and will continue until the parties are able to effect a new collective agreement.

Finance and Administration

The Finance Unit continues to ensure that the processing of payroll and supplier payments occur on a timely and accurate basis. The rapid growth of Dilico has created an increased need for the monitoring, analysis and reporting of expenditures for internal and external users. During the year we processed approximately 24,000 cheques and payroll payments totaling just under \$40M.

Registered Education Savings Plans for children in care are in place to fund future post-secondary education costs. We have approximately \$480,000 in a separate RESP account that will be allocated to approximately 400 children when administrative requirements have been completed. Under a new directive from the Province of Ontario, Ontario Child Benefit equivalent funds of approximately \$170,000 have been set aside in a separate bank account and will be used to fund additional needs for individual children that include cultural and social activities.

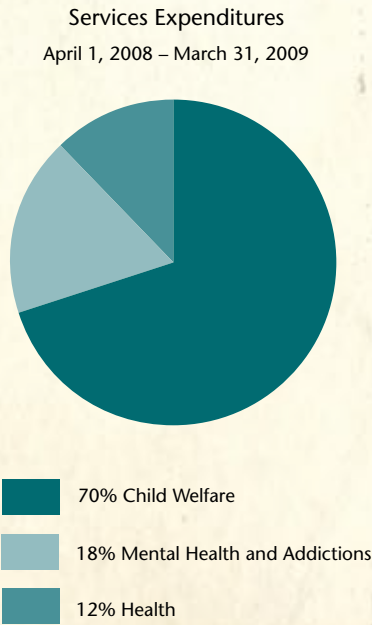
In December 2008, the Dilico Children’s Foundation was incorporated to cultivate a fundraising and development strategy for children and youth in need. Dilico’s accumulated deficit has grown by approximately \$80,000 this year to \$500,000 at our year-end as a result of volume increases in child welfare service.

The Property and Administration Unit continues to establish a safe environment for staff and for clients within our spacing requirements. A health and safety promotion campaign was launched to promote more awareness about the importance of safe work

places. The Family Health Team renovation project was completed during the year and the team has moved in. Work has continued at the Heath Park School location to resolve our spacing requirements.

The Information Services Unit had a busy and challenging year. Wireless access with high encryption standards has been introduced at all Agency buildings so that staff will be able to get secure information. Enhanced computer security has been introduced to configure and control all Dilico computers and a fiber optic line has been installed to facilitate sub-office connection and video conferencing.

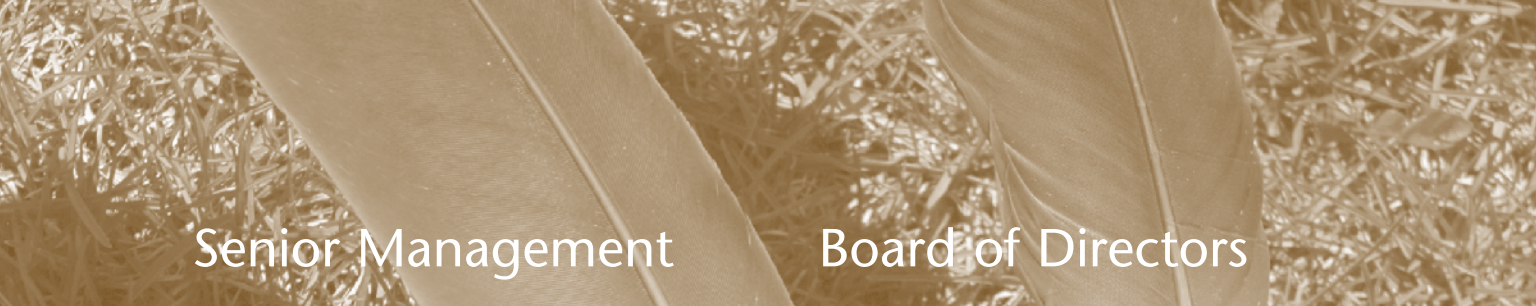
I commend all the staff in the Finance and Administration units for their dedicated efforts. I also thank the various organizations and government funders for their financial assistance during the year.



Financial Summary

Year ended March 31	2009	2008
	\$	\$
REVENUES		
Province of Ontario		
Ministry of Community and Social Services		
Annual subsidy	29,219,334	24,912,812
Amortization of deferred contributions	0	32,010
	29,219,334	24,944,822
Ministry of Health and Long-Term Care	3,363,873	2,773,185
Government of Canada		
National Health and Welfare	4,164,601	3,794,613
Childrens Special Allowance	1,523,747	1,327,398
Other	1,088,451	1,215,643
	39,360,006	34,055,661
EXPENSES		
Amortization of capital assets	794,367	392,107
Salaries	14,760,783	12,718,281
Benefits	2,404,316	1,982,861
Interest on long term debt	8,849	27,427
Travel	1,784,637	1,604,962
Training	226,487	181,840
Purchased services	1,524,736	1,625,206
Office and administration	1,052,469	950,850
Program	16,678,666	14,712,530
	39,235,310	34,196,064
EXCESS/(SHORTFALL) OF REVENUE OVER EXPENSES	124,696	(140,403)
RECONCILIATION FOR FUNDING PURPOSES		
Excess (shortfall) of revenues over expenses	124,368	(140,403)
Add:		
Amortization of capital assets	794,368	392,107
Ministry of Community and Social Services	0	0
Less:		
Amortization of deferred contributions	0	(32,010)
Capital expenditures	(999,289)	(562,532)
Payments on obligations under capital lease	(5,156)	(13,524)
Amortization of building equal to principal reduction of related long-term debt	(39,234)	(31,829)
SHORTFALL OF REVENUES OVER EXPENDITURE FOR FUNDING PURPOSES	(124,613)	(388,191)
FUNDING DEFICIT, BEGINNING OF YEAR	(388,191)	NIL
FUNDING DEFICIT, END OF YEAR	(512,804)	(388,191)

Full audited financial statements available at Dilico Anishinabek Family Care.



Senior Management

Board of Directors

Donald Auger
Executive Director

Patti Fero
Executive Assistant

Child Welfare Services
Susan Verrill
Director of Child Welfare Services

Health Services
Marcia Pedri
Director of Health Services

Mental Health and Addictions Services
Rose Pittis
Director of Mental Health and Addictions Services

Administration
Helen Eaton
Director of Human Resources
Gordon Fukushima
Director of Finance and Administration

Executive Committee
Karen Bannon – President
Fort William First Nation

Michael Esquega – Vice President
Biinjitiwaabik Zaaging Anishinaabek

Blythe Haynen – Secretary/Treasurer
Animibiigoo Zaagi’igan Anishinaabek

Andrea Michano-Mitchell – Services Chair
Ojibways of Pic River First Nation

Scott Desmoulin – Personnel Chair
Long Lake No. 58 First Nation

Services Committee
Chief Xavier Thompson
Pays Plat First Nation
Johanna Desmoulin
Pic Mobert First Nation

Personnel Committee
Arlene Wawia
Red Rock Indian Band
Leona Clarke
Bingwi Neyaashi Anishinaabek

Miles Nowegijick
Kiashke Zaaging Anishinaabek

Garry Gustafson
Whitesand First Nation

Finance Committee
Jerry Echum
Ginoogaming First Nation

Emile (Andy) Neyland
Michipicoten First Nation



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Dilico – District Offices

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Mobert Sub-Office

* Please Contact the
Marathon District Office