



# Honouring Our Elders

Annual Report 2015/2016



Dilico

Anishinabek Family Care







# Honouring Our Elders

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# Honouring Our Elders

The term Elder can have many meanings and can represent different things to different people and communities. They are the keepers and teachers of traditional teachings, a link to our past, present and future, spiritual leaders, and teachers of wisdom and guidance. This year's Dilico Anishinabek Family Care Annual Report celebrates and honours Elders- the cornerstone of Anishinabek culture.

Many turn to traditional culture for understanding, support and healing. Elders play an important role in passing on tradition with teachings and values to help our youth and families grow and find happiness. Identity plays a key role in healthy child development,

and culture and tradition is really what is at the centre of Anishinabek people.

As Dilico celebrates its 30th anniversary, it is important for the Dilico family to remember where we started, how far we have come, and how Elders have helped us get to where we are today. Throughout this report you will find stories and images that share the history of Dilico and a few of the Elders that have influenced the direction of the organization.

Dilico encourages meaningful interaction with Elders from the community and we are grateful for their wisdom that is instilled in our journeys.



This year Dilico hosted an Elders engagement session in Thunder Bay. Elders from various communities spent time discussing values, lessons and teachings found to have the most values to them.

Throughout this annual report you will find the top ten Elders Teachings derived from the conversations.



*It is through the Seven Sacred Teachings of Honesty, Bravery, Respect, Humility, Truth, Wisdom, and Love that we must live our daily lives.*

*Elders Teachings*







# Message from Senior Leadership



*Honour your Elders for they have the wisdom to teach what we have not learned yet.*

**W**e are pleased to jointly report for the fiscal period of 2015-2016. In this 30th year of Dilico's operations, we have undergone many positive changes to ensure Dilico is operating towards the original intent of the agency. We continue to build upon our unique integrated services model with a dedicated department to work with our high-risk families.

This past year has seen many new initiatives realized. The Board of Directors has been instrumental in providing direction and guidance throughout the year. Chi-meegwetch to our Board for their leadership and support. A new site on Archibald Street was opened in partnership with Red Rock First Nation to increase accessibility to our

services. The construction of a new Dilico office building to be located on Pic Mobert First Nation is underway. Dilico remains committed to partnerships with our member communities and the delivery of community based services.

We are very proud of our continued work on First Nation protocols. These protocols assist us to best understand how our communities want to be engaged and how to honour the uniqueness in each Nation. A number of protocols were signed this year and relationships have been strengthened.

Our Elders have played a monumental role in shaping this agency since its inception and continue to do so through many different avenues. We are proud to report that we have an active Elders Committee providing guidance to Dilico. We have also welcomed new Elders willing to share their teachings and gifts throughout our programming.

Our cultural program has been expanded to ensure more opportunities are available for our children, youth and families to embrace our customs and traditions. We are proud to have



built and operate a sweatlodge at our head office, we now offer cultural services throughout the district and we have welcomed new Traditional Healers to our Family Health Team.

We have continued to see many successful outcomes with our Mikinaak Child Welfare Model. We have completed an in depth Ministry review that resulted in Dilico receiving an outstanding evaluation and recognition for our work with communities. We wish to commend our staff on all of their hard work and dedication through this challenging time.

We have persevered to provide child welfare services to all Aboriginal children youth and families in the Robinson Superior Treaty Area. Although we have faced ongoing jurisdiction challenges, we are pleased to have re-signed a commitment to a memorandum of understanding between Dilico and Thunder Bay Children's Aid Society. It is with great pride that we have developed strong partnerships and have signed protocol agreements with Anishinaabe Abinoojii Family Services and Weechi-it-te-win Family Services. These protocols respect and reflect the needs of each agency to see reunification within our families and communities.

Our Mental Health and Addictions department established a new program named SNAP® (Stop Now and Plan) that focuses on improving children's overall behaviour by teaching new skills and enhancing problem solving skills for children and caregivers. We are honoured to report that Children's Mental Health services have received full accreditation through the Canadian Centre for Accreditation. The results demonstrate

the agency's commitment and capacity to provide culturally-safe services for the Anishinabek while maintaining national benchmarks for service excellence.

Health has advanced its many services to include five new specialized nursing positions. An agreement was signed with the Thunder Bay Regional Health Sciences Centre to pave the way for Dilico's new Discharge Planner to work collaboratively to address our First Nation's needs. Mental Health Nurses have been recruited to provide support through the promotion of mental well-being and address ongoing opioid issues.

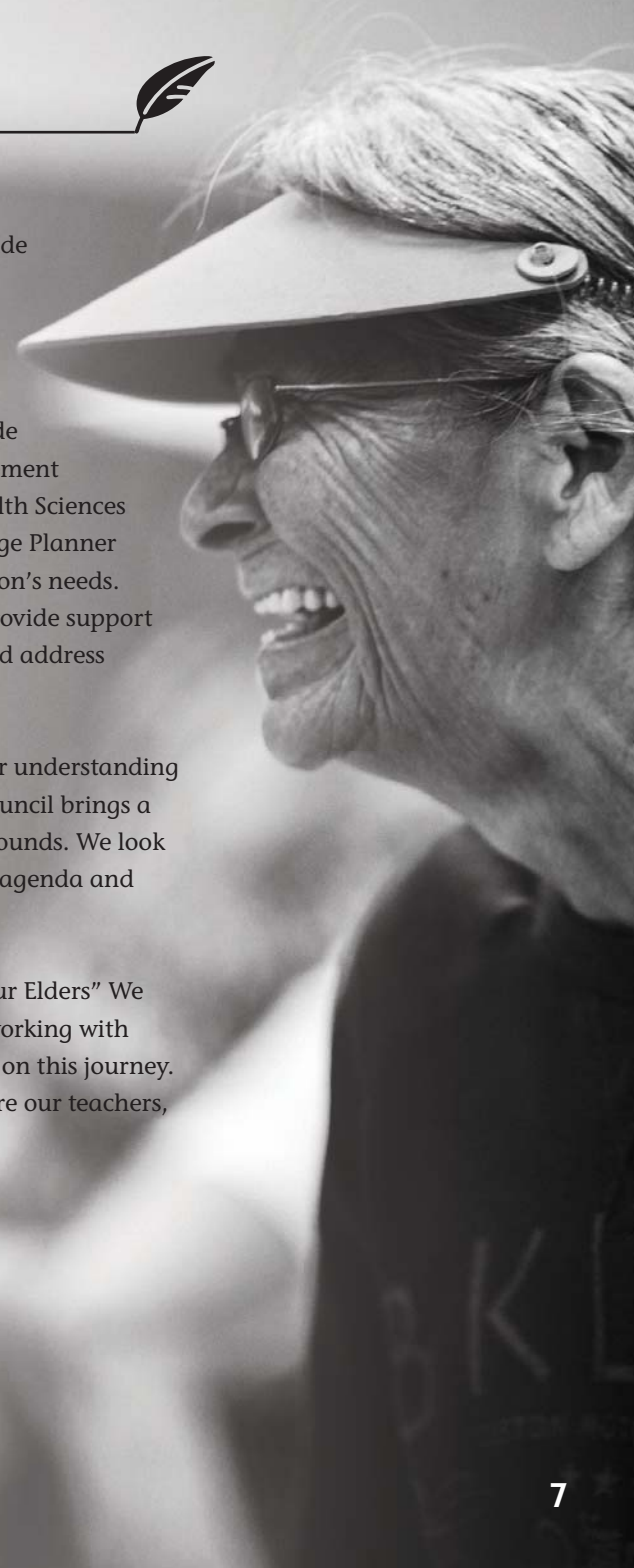
We have created a Youth Council to increase our understanding of the needs of our young people. Our Youth Council brings a wealth of knowledge with many diverse backgrounds. We look forward to working with them to advance their agenda and achieve their goals.

Our theme for this year's AGM is "Honouring our Elders" We are very fortunate to have many of our Elders working with Dilico Anishinabek Family Care and guiding us on this journey. Elders are integral to everything we are. They are our teachers, advisors, mediators and friends.

Respectfully Submitted,

Lynda Lynch  
President

Darcia Borg  
Executive Director







# Senior Management

Left to Right:

**John Dixon**, Director of Mental Health and Addictions

**Eartha Davidson**, Interim Director of Child Welfare

**Carmela Hardy**, Director of Child Welfare

**Darcia Borg**, Executive Director

**Natalie Paavola**, Director of Health

**Jason Dulude**, Director of Finance and Corporate Services



# Board of Directors

Dilico Anishinabek Family Care's Board of Directors are responsible for setting the long-term vision for Dilico and providing guidance for operational efficiencies. All directors are independent from management and represent the First Nation communities in Dilico's service area.



**Lynda Lynch**  
President  
Animbiigoo Zaagi'igan  
Anishinaabek



**Chief Wilfred King**  
Vice President  
Kiashke Zaaging  
Anishinaabek



**Louise Esquega**  
Secretary/Treasurer  
Bingwi Neyaashi  
Anishinaabek



**Sean Ruth**  
Red Rock First Nation



**James Mishquart**  
Biinjitiwaabik Zaaging  
Anishinaabek



**Raymond Goodchild**  
Pays Plat First Nation



**Johanna Desmoulin**  
Pic Mobert First Nation



**Bonnie Goodchild**  
Biigtigong Nishnaabeg



**Jermaine Nodin**  
Whitesand First Nation



**Don Humphries**  
Michipicoten First Nation



**Marlow Wesley**  
Long Lake #58 First Nation



**Philip Pelletier**  
Fort William First Nation



**Chief Celia Echum**  
Ginoogaming First Nation



*The Medicine Wheel teachings provide a holistic approach to healing and it is through here that we are connected to the world around us.*

*Elders Teachings*





Anishinabek Family Care

## Who We Are

Dilico Anishinabek Family Care provides a range of responsive individual, family and community programs and services for the complete life journey of all Anishinabek people. Dilico cares for the welfare of children and families, physical health, the mental health and the health of the communities where Anishinabek people live by promoting wellness, preventing illness and trauma, and providing diagnosis, treatment and rehabilitation.

On September 21, 1994 the Robinson Superior Chiefs gathered to recognize that the child welfare system had been adversely affecting the quality of life within their Nation. The respective First Nations participated in a traditional ceremony on the Fort William First Nation to express their intent and recognition of jurisdiction of the citizens within their Nation in regards to child welfare matters regardless of residency.

## Vision Statements

To be identified as a self-governed organization that is recognized as a leader in the research and delivery of child welfare, mental health and addictions, and health services;

Delivery of community based services that enhance the well-being of Anishinabek children, families and communities in a culturally safe manner.

## Mission

Dilico promotes healing and well-being of the Anishinabek people using an integrated holistic approach in a way that honours values, culture and traditions.

## Core Values

- Client centered 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.



*It is through our wisdom and guidance that our knowledge provides a foundation to the Anishinabek way of life.*



**Elders Teachings**

Honouring  
our History  
**30**  
Years of Dilico

**1986**

Dilico Ojibway Child and Family Services is Incorporated

**1989-1990**

District Offices open in Longlac and Marathon

**1991-1992**

Nipigon District Office opens

**1992-1993**

Armstrong District Office opens

**1995**

Dilico assumes Society Status under the Child and Family Services Act

**1996**

Delivery of Adult and Children's Mental Health Care programs launched

**1997**

Community and Mandatory Health and Long Term Care programs launched

**1997**

Health Transfer Agreement signed

**2001-2002**

Opening of new Main office on Fort William First Nation

**2002**

Kiashke Zaaging Anishinaabek introduces Customary Care





**2007**  
Agency name changed to Dilico Anishinaabek Family Care

**2007**  
New District offices open in Marathon & Nipigon

**2008**  
Family Health Team Walk-in Clinic opens

**2009**  
Heath Park Site in Thunder Bay opens

**2010**  
Dilico Children's Foundation launched

**2012**  
Access Network for Children's mental health services launched

**2012**  
24/7, Canada-wide toll free number launched.

**2015**  
Archibald Site in Thunder Bay opens

**2015**  
District office opens in Red Rock First Nation

**2015**  
Cultural program expansion

**2015**  
New Vision and Mission introduced



# Honouring Our Elders

## Kitchi-Gaa-Ming Anishnabek Ogemaag

**D**ilico Ojibway Child and Family Services was incorporated on July 23, 1986, with a mandate to develop and implement a child welfare system to strengthen, maintain and support Anishnabek children and families.

In 1994, a resolution was signed by 13 First Nations from across the Northwest region, that established the communities as a group known as *Kitchi-Gaa-Ming Anishnabek Ogemaag*. The resolution recognized the authority and absolute jurisdiction over child welfare matters in all of the communities.

Former Chiefs Evelyn Stone and Norma Fawcett were original signatories to the Kitchi-Gaa-Ming Anishnabek Ogemaag Agreement. Today they continue to offer their expertise and wisdom as they guide Dilico through their involvement on the Dilico Elders Committee.

Norma explained that when the agreement was originally signed, the Chiefs had a vision that children would always be

taken care of in a good way. Norma believes Dilico is heading in a great direction and is very happy to see the development of the Mikinaak Model of service.

Dilico has made leaps and bounds since the original signing with additional programming and new offices opening across the region. Evelyn shares that the creation of Dilico is a direct result of what First Nations people from across the region were asking for. Along with the importance of seeing children out of care, she saw the agreement as a way to better serve First Nation communities. Today she sees Dilico in a very positive light with so many programs offered for every stage of life. She believes Dilico is doing a good job at bringing traditional ways and culture into the healing process and having children involved.





# Cultural Program

It has been a year of growth for the *Biimaadiziwen Wiidookaagewin* (Good Life Helper) Cultural Program. With the addition of new staff, teachings and the construction of a sweat lodge and teaching lodge, the program continues to reach more families in the District, helping them strive for Mino-Ayaawin (wellness).

During the very first sweat lodge at the Dilico main office, the Grandfather Drum received its name - Gaa Nii ba wich Makoo (Standing Bear). Throughout the year, Standing Bear Drum was very busy, attending various Dilico and community events, gatherings and conferences.

Ekinama'diwin ('teachings') was initiated in collaboration with existing Dilico programs (Assessment Brief Treatment Residential Service, Day Treatment, and the Agency Operated Homes & Mission Road). During the teaching sessions the cultural team and various community knowledge holders, shared information about medicines, cultural protocols, Anishinabek song & dance, and crafts about the Anishinabek life.

A referral process has also been established for Dilico staff that might have families looking for cultural support. Through this process, the Cultural Program is able to link families to the sweat lodge, drum teachings, traditional counselling and coordinate specific ceremonies as required



**Biimaadiziwen  
Wiidookaagewin**  
CULTURAL PROGRAM





# 40

Clients saw a traditional healer

# 22

Children and youth made regalia. Funding from Ontario Art's Council.

# 36

Referrals made to Cultural Program

## Highlights

- ❁ Drum Teachings at the Archibald location began in the fall. Sessions included songs, stories and laughter shared by Ron Kanutski.
- ❁ Funding received from the Ontario Arts Council supported the first regalia-making mini-pow-wow. It was held to celebrate regalia that was made by and presented to 22 children and youth.
- ❁ As part of a weekly culture night, youth from Mission Road home and Agency operated homes participated in hand drum making.
- ❁ Standing Bear Drum was the host Drum for the Dilico Sobriety Powwow and supported other community gatherings as requested.
- ❁ In February, A Cultural Helpers Gathering was held at the Anemki site with 18 Cultural Knowledge Keepers. The cultural staff provided an overview of the cultural program; a circle was held to give direction to the cultural program.
- ❁ Youth at ABTRS sewed medicine bags for their bundles which included medicine, an abalone shell, and were feasted at the end of their treatment cycle.
- ❁ Each cycle the ARTC clients have many cultural opportunities to participate in sweat lodges, Grandfather Drum teachings, medicine bundle teachings, hand drum making, and ribbon skirt making. Clients are exposed to many different cultural knowledge keepers and Elders to support them on their journey to sobriety.





# Honouring Our Elders

## Marlow Wesley

Marlow Wesley has seen a lot of growth and development through his long time involvement with Dilico. As one of the founding Chiefs of the organization, Marlow served as one of the initial board of directors in 1986. Today, Marlow continues to sit on the board, carrying forward the vision that was guided by the Chiefs thirty years ago - to bring children back home from care.

Marlow was instrumental in recruiting First Nation foster homes; he travelled across the region engaging our First Nation communities in discussion to open their homes to children in need. Marlow strongly believes that our children need to be exposed to their cultural identity to be able to thrive.

Marlow has witnessed many successes that Dilico has achieved and believes the organization has played a pivotal role in supporting communities to grow and see success; most importantly, he has seen many children return to their communities. Moving forward he hopes to see more of the traditional language incorporated into communities and programming.



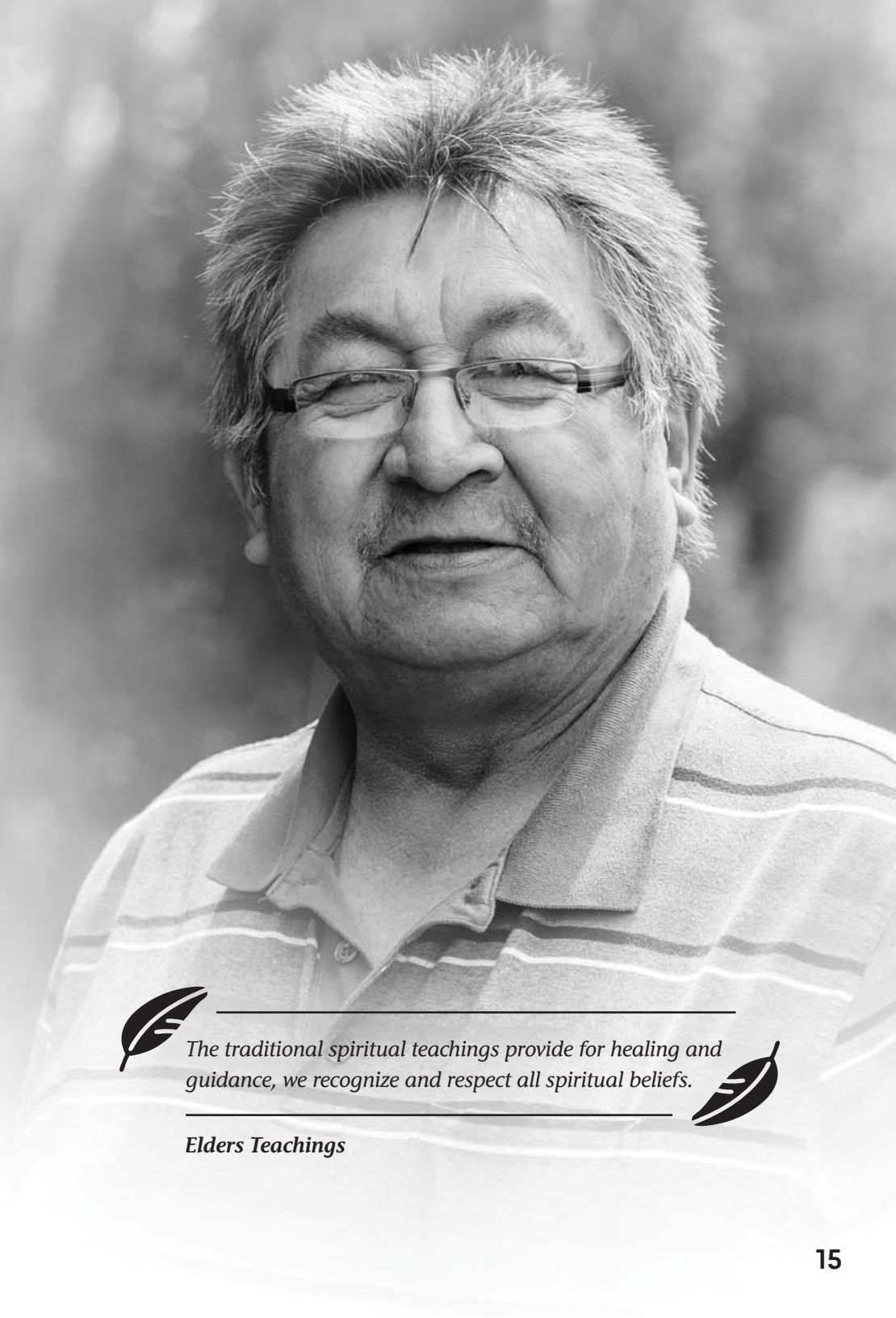
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*The traditional spiritual teachings provide for healing and guidance, we recognize and respect all spiritual beliefs.*

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*Elders Teachings*





# Honouring Our Elders

## Agnes Hardy

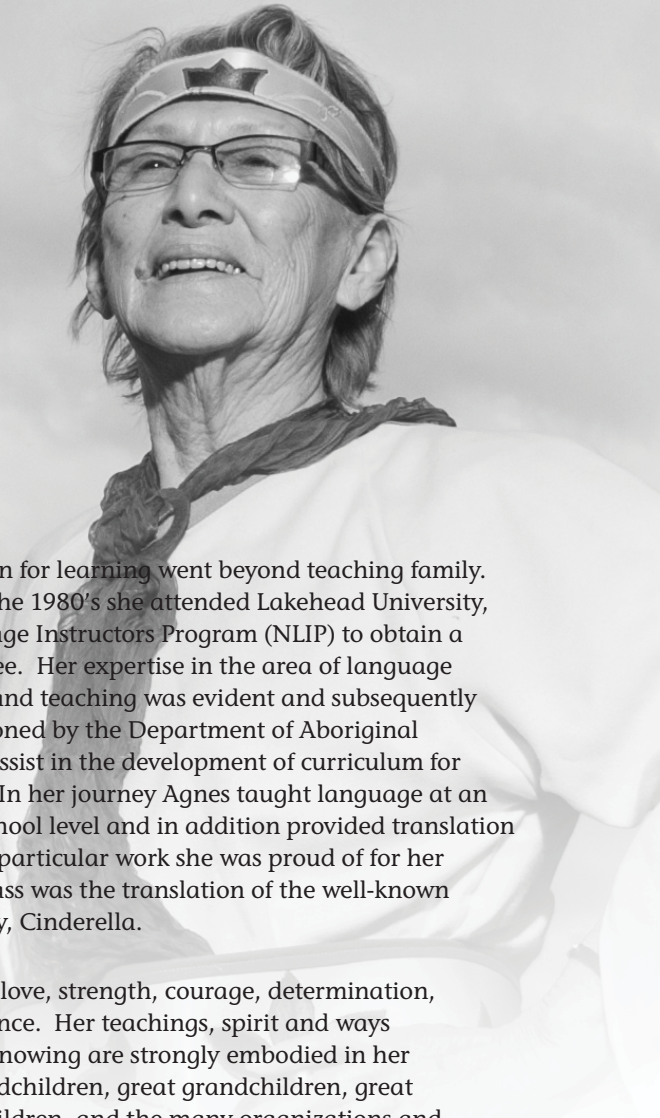
Agnes Hardy, who has passed onto the spirit world, was born and grew up in Biinjitiwaabik Zaaging Anishinaabek. Her humble beginnings in a small close knit community, surrounded by family nurtured a desire to hold true to Anishinabek tradition and cultural values. Agnes married and raised eleven children, sharing and teaching Anishinabek values to her children, grandchildren and great grandchildren. In 1985 Agnes lost her husband and adapted to life as a widow, primary caregiver, and sole provider. As a strong Ojibway woman, she maintained a teaching path embarking on a life journey that inspired change, reflection and action in lives of the Anishinabek people. Her legacy is alive and well in the hearts and minds of her family and friends, the agency, and countless community organizations and institutions who she worked alongside.

Agnes was a strong advocate for the well-being of Anishinabek people. She led with passion; her leadership was instrumental in establishing Dilico Anishinabek Family Care. Her knowledge and approach in supporting Anishinabek families provided the agency with a voice in the Child Welfare System. Agnes returned to her traditional and cultural values weaving between two worlds to ensure a culturally responsive model of care was designed by and for the people. In addition to this work, Agnes was an active member to the Restorative Justice Tribunal where she advocated for the rights of Anishinabek people in the justice system.

Agnes believed the foundation of Anishinabek culture was in preservation of the Anishinabek language. As a fluent speaker she shared her teachings with her family, teaching them how to speak but also the values of the Anishinabek people and the connection to Mother Earth. Agnes provided formal language lessons to family who wished to learn.

Agnes's passion for learning went beyond teaching family. Beginning in the 1980's she attended Lakehead University, Native Language Instructors Program (NLIP) to obtain a teaching degree. Her expertise in the area of language development and teaching was evident and subsequently was commissioned by the Department of Aboriginal Education to assist in the development of curriculum for the program. In her journey Agnes taught language at an elementary school level and in addition provided translation services. One particular work she was proud of for her elementary class was the translation of the well-known children's story, Cinderella.

Agnes exuded love, strength, courage, determination, and perseverance. Her teachings, spirit and ways of being and knowing are strongly embodied in her children, grandchildren, great grandchildren, great great grandchildren, and the many organizations and institutions she was involved with in her time with us. Her life accomplishments are endless, her greatest gift of all, Kiizhiwaatiziwiin "to live with empathy and compassion" not only for herself, but her family and community.





# Honouring Our Staff



## 5 Years

Nancy Thompson  
James Jarvis  
Patty Wickstrom  
Barbara Singleton  
Beverly Laidler  
Adam Rickard  
Dawn Marchand  
Crystal Squier  
Danielle Bobinski  
Lindsay Salo  
Norma Bouchard

## 10 Years

Rebecca Wheeler  
Tara Gal  
Kristine Stasiuk  
Deborah Twardzik  
Joan Lainen  
April Brodack  
Sharon Wasilewski  
Margaret Landry  
James Atkinson  
Maxine Andre  
Danielle Mcleod  
Claudette Morriveau  
Diane Rusnak

## 15 Years

Roberta Rubenick  
Tannise Piche  
Beverly Kraft  
Tracy Morrison  
Alicia Thunder  
Tina Rutherford  
Charlotte Scott  
Andrea Onabigon  
Deborah Ewing  
Jennifer Moore

## 20 Years

Evelyn Pelletier  
Anne Spence  
Cynthia Merrill  
MaryAnn Charles  
Ann Magiskan  
Joan Thurier

## 25 Years

Joseph Byzewski  
Michelle Costa-Green  
Betty Wood



As Elders, we must role model  
the traditional teachings and  
cultural practices.

Elders Teachings



# A Year at Dilico Anishinabek Family Care

March 2015 - March 2016

**March 2015**  
Strategic Planning  
with Board

**April 2015**  
1st Annual Dilico  
Kids vs. Staff  
Hockey Game

**May 2015**  
Spring Feast

Children's Mental  
Health BBQ

**July 2015**  
Empowering Boys  
and Girls Camp  
in Red Rock First  
Nation

**August 2015**  
Archibald Site  
Grand opening  
  
Sunset Lake  
Raffle Winners



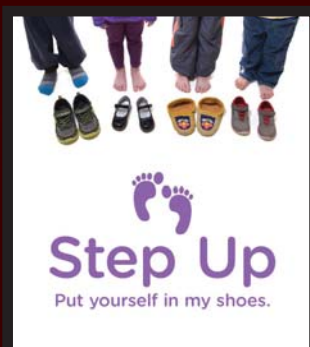
**June 2015**  
All Health  
Services Meeting





September 2015

New sweatlodge  
built at Anemki



October 2015  
Step-up Campaign

Go Purple for  
Prevention Day



November 2015



Dilico Anishinabek  
Family Care (*Dilico*)  
and Anishinaabe  
Abinoojii Family  
Services (*Abinoojii*)  
protocol signing

*Christmas Wish  
Campaign:*  
Media Launch with  
St. Patrick High  
School's Nutcracker  
production drama  
students

Fall Feast

First Youth  
Council Meeting



December 2015

Elders Conference



Foster Parent  
Appreciation



*Christmas Wish  
Campaign:*  
Announced we  
exceeded goal  
collecting 700  
bags for children  
across the region.



February 2016

Cultural Helper's  
Gathering



All Mental Health  
Staff Training

March 2016  
New Vision and  
Mission statements  
announced

Empowering and  
Promoting Healthy  
First Nation  
Communities





*As Elders, we must protect the land,  
water, and air as we are connected.*



*Elders Teachings*

## Mikinaak Service Model

Mikinaak Service Model is fundamental within the delivery of Dilico's Child Welfare Services to Anishinabek children, families and communities. This past year, the agency has made significant strides in strengthening a collaborative working relationship with the First Nation communities. It is through the development of joint First Nation protocol's that the working relationship with each First Nation has been customized within service delivery. The agency has successfully signed a number of joint First Nation protocols and continues to work with the remaining First Nations. Both the First Nation and Dilico recognizes the importance of providing services that follows the communities' traditions and values while ensuring the safety and well-being of children.

As part of the Mikinaak Service Model, the agency Mikinaak Healing Circle provides for the direct active involvement of the family, extended family, Elders and community. Dilico shares the responsibility held by parents, extended family and community members to care for children. It is important that child welfare services include individuals that have an interest in the child and family. At times, the agency will bring members of the Mikinaak Healing Circle together. It is through this collaborative partnership that services are provided in a culturally appropriate way that involves drawing on local traditions and culture for healing.

Together, we recognize through the Mikinaak Service Model that our culture and traditions teach us that Elders are our foundation as they provide us wisdom and guidance in working with Anishinabek children, families, and community.

## Child Welfare Statistics

# 3,326

Inquiries /Reports  
Received  
56.7% increase

# 1,130

Completed Investigations  
12.7% increase

# 555

Completed Investigations  
in Ongoing Protection  
5.9% increase





722

Families Receiving  
Ongoing Protection  
Services  
5.4% increase

300

Customary Care  
Arrangements

300

Children in Care  
with a Legal Status  
0.4% decrease

## Highlights

Integrated Services Team continues to develop and provide services for children and families that require immediate intervention. The team, which consists of Health, Mental Health and Child Welfare, continues to actively collaborate to provide prevention services to families, while ensuring the safety and well-being of families, children and youth.

Dilico's Education Incentive Celebration occurs yearly to honour and provide recognition to children in care and their education successes. The celebration consists of cultural ceremony, recognition awards, gifts and lunch.

Quality Assurance encompasses all activities undertaken to ensure work is carried out to the highest quality. Audit tools have been developed to assess and evaluate adherence to ministry standards and quality of service delivery to Aboriginal families, children and communities. Key components of audits include gathering information from case files, learning from the experience of our families and children, and learning from the experience of our First Nations. The desired outcome of an audit is to improve our understanding of whether we are supporting

families and children in the most effective way.

This year a Youth Committee was formed to improve Dilico's services for children and youth. The committee meets frequently and includes youth who were previously in the foster care system. These youth provide feedback and advocacy for other children in care.

Transitional Youth Services are available for those youth that age out of the foster care system at 18 years old. Sometimes these youth are not always ready to live independently and require additional support and services. This past year three workers were identified to work, support and advocate for these youth.

This past year Mikinaak Customary Care Live-In Caregiver homes have been created to compliment the independent needs of youth that are in care. These Mikinaak Customary Care Live-In Caregivers provide care, support and role modeling.

Dilico's Mikinaak Service Model presentations continue to regularly occur in communities, First Nations, other agencies and conferences.





# Mental Health & Addictions



## Adult Mental Health & Addiction Services

### Highlights

- The Community Wellness Development Team Project has continued and the funding agreement has been extended to a three-year contract. The catchment area has been expanded again this fiscal to include coverage of the coastal communities of James Bay and the Mushkegowuk tribal council communities. We have hired an additional consultant from the Manitoulin area to assist with the work with the eastern catchment area.
- Hosted a certified two-day training session for 110 of the Ontario Region Community Wellness Development Team staff, Dilico staff, Regional National Native Alcohol and Drug Abuse Program (NNADAP) workers and Robinson Superior Family Support Worker (FSW) staff.
- 11 of our staff have successfully completed the requirements to become certified Addiction Counsellors.
- Completed social return on investment study with Health Canada (FNIHB), our Adult Residential Treatment Centre was the only program to complete the study. Outcome: every dollar invested in year one is yielding 3.80 in benefits to the rest of the health care system over a 3 year period.
- Assistant Director of Mental Health and Addictions Services presented on Dilico's treatment models and practices at the Issues of Substance 2015: Addiction Matters conference, held in Montreal.
- Collaborated (and continue to collaborate) with the Drug Treatment Funding Program and Centre for Addiction and Mental Health (CAMH) to develop culturally appropriate screening and assessment tools for mental health and addictions. Director sits on the Advisory Circle.
- The Adult Residential Treatment Centre Manager supported the Quebec regional NNADAP Treatment Centre with support and resources to assist in its program modernization efforts related to pre-stabilization and Opioid Substitution Therapy.

1273

Active clients during the fiscal year (Adult Mental Health & Addictions Services)

87

Individuals were provided with Aftercare Services

344

Adults experiencing MHA issues assisted by Adult Case Management

64

Individuals received care from the Adult Residential Treatment Centre

507

New referrals received for the ARTC



# Children's Mental Health Services

## Highlights

- The Children's Mental Health programs were successfully accredited by Canadian Centre for Accreditation.
- We were successful in our submission to the ministry to facilitate the Stop Now and Plan Program (SNAP®) program in Thunder Bay and with the deliverable of developing a community resource manual for parents. The funding provided was for 6 workers and a manager for the program.
- The annual Boys and Girls Cultural Camps were a success again this summer.
- We had 20 staff trained in "Buffalo Riders". The Buffalo Riders program enhances and strengthens community-based capacity to provide youth with early and brief interventions and support services in reducing substance using behaviour. The five day training program for facilitators includes the latest research and culturally specific teachings about youth resiliency, risk and protective factors, and developmental assets/factors which research has identified as critical for young people's successful growth and development.

2247

Active clients during the fiscal year (Children's Mental Health)

166

Supported by Community-based mental health workers

77

Individuals received Tele-Mental Health Services

215

Individuals and caregivers received group support

293

Children supported by Children's Counselling

108

Referrals received from Child Welfare Services

330

Individuals received group supports through District MH Services



# Health Services



With over **21,912** client visits/patient encounters this past year, Health Services continues to move forward in providing quality care to clients and communities by offering a wide range of services.

Programs include Community Health Services, Home and Community Care Services, Community and Personal Support Services, Diabetes and Chronic Disease Management, the Family Health Team and Quality Assurance. All programs work together to provide holistic integrated care for all clients and work with new programs such as the Diabetes and Chronic Disease Management program and Quality Assurance so we are able to accomplish our mandates successfully.

## Home & Community Care Services

### New Initiatives

A part-time Discharge Planner/Care Manager to work in the Thunder Bay Regional Health Sciences Centre with Community Care (CCAC). Utilization Coordinators has been recruited. A Memorandum of Understanding (MOU) was developed and signed between Dilico Anishinabek Family Care and the Thunder Bay Regional Health Sciences Centre that creates a partnership to have Dilico's own Discharge Planner/Care Manager working within the hospital setting to prepare our clients for discharge.

### Ongoing Initiatives

Dilico continues to provide foot care and foot care clinics. All nursing staff receive advanced training in the field.

# 375

Total Clients Served

# 7,497

Total Client Visits/Home Visits

# 12,315

Total Service Hours

# 21,912

Client Visits / Patient Encounters



# Community & Personal Support Services (CPSS)

## New Initiatives

Some new strategies were engaged this past year to try to determine how to best resource the Community and Personal Support Service program. The CPSS Program was separated from the Home and Community Program and a CPSS Manager Position has been created. The Community and Personal Support Program has now been reverted back to an independent program from the Home and Community Care and a Personal Support Services Manager oversees the program.

## Ongoing Initiatives

Community and Personal Support workers provide a range of services needed such as; assisted living, personal care, foot care and rehabilitating exercises.

The Adult Life Enrichment programs continue to be a successful initiative done in partnership with our First Nations.

165

Total Clients Served

6,121

Total Client Visits / Encounters

10,739.50

Total Service Hours



*Our children and youth are sacred gifts from the creator and our future; it is our responsibility to pass the traditional teachings of the Anishinabek way of life.*

*Elders Teachings*



# Community Health

## New Initiatives

Two new Mental Health Community Health Nurses have been recruited to provide additional support to our clients in the areas of providing support through enhancing and promoting the mental well being of all individuals in the community, to reduce the incidents of substance abuse and mental illness across the lifespan.

An Aboriginal Healthy Babies, Healthy Children Nurse was hired to provide extra support services to our high risk clients that may or may not be involved in Child Welfare.

An Integrated Services Community Health Nurse position was created to work closely with the new Integrated Service Model and ensure all clients are provided adequate health care support and health education.

## Ongoing Initiatives

Ongoing training in Advanced Foot Care is provided to all Registered Nurses and Registered Practical Nurses.



*We must find balance in both worlds  
and maintain our Anishinabek culture.*

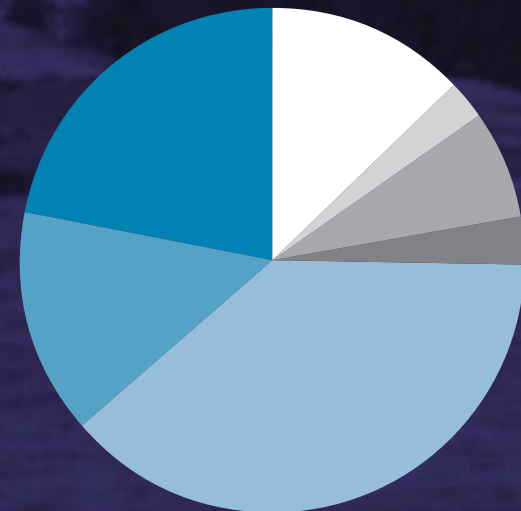


*Elders Teachings*

# 3,338

Total Client Visits / Encounters

- 810 Immunizations
- 173 Footcare
- 439 AHBHC
- 185 Diabetes Support
- 2425 Clinic Visits
- 913 Home Visits
- 1388 Health Presentations and Activities





# Family Health Team

## New Initiatives

The new in-city site provides accessible primary care services at our Archibald location.

The Social Worker has been successful in offering appointment availability at our Heath Park site and partners with the Enhanced Care Team Clinic via the Thunder Bay Regional Health Sciences Centre.

## Ongoing Initiatives

The Traditional Healer program has been very successful this past year. We have two rotating Elders that have seen 40 clients. The Traditional Healer program is available to anyone who is interested.

# 3,678

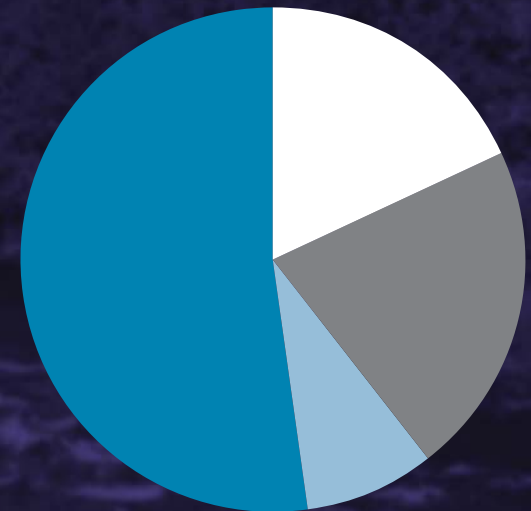
Total Clients/Patients

# 4,538

Total Patient Encounters

Most Utilized clinic programs of the year

- 919 Chronic Disease Management
- 1,077 Lifestyle and Periodic Health (Curative Care)
- 429 Immunization (Childhood and Adult)
- 2,622 Health Promotion and Disease Prevention (screenings)



# Diabetes / Chronic Disease Management

## New Initiatives

- 3 permanent fulltime Diabetes Educators, all working towards certification
- ACR test (albumin/creatinine ratio) now available with the DCA Vantage Analyzer. Measures kidney damage
- Foot care room at the Archibald office

## Ongoing Initiatives

- A1c tests continue
- Decrease in levels in all communities
- Number of foot care clients increasing
- Referrals made for chiropody, wound care and pedorthic care
- All 3 diabetes educators have advanced foot care training
- Continue to attend Health Fairs
- In-city – Aboriginal and non-Aboriginal associations
- Community presentations
- In-school
- ALE
- Youth groups
- Diabetes bingos
- Lunch and learns

# 418

Total Client Encounters

# 44

Community Group Presentations

# 783

Total Group Participants

## Quality Assurance

### New Initiatives

To support the ongoing process of Accreditation, the agency established a Continuous Quality Improvement (CQI) Committee.

The CQI Committee oversees continuous quality improvement matters at Dilico. It meets once per month to discuss and generate solutions to problems and concerns regarding client safety, ethical decision making, risk management, etc.

### Ongoing Initiatives

We continue to work on accreditation requirements which demonstrate our organization's determination and commitment to ongoing quality improvement and dedication to the provision of safe, quality health services.

The new Electronic Medical Records system (EMR) is a clinical management system that captures, organizes and displays patient information in a user-friendly way. The EMR supports collaboration by allowing health services to securely share client information as required to provide more informed care. Data collection in the EMR is becoming easier and more accurate.

Hand hygiene is the single most important means of preventing the transmission of infectious diseases in health care settings. Hand hygiene audits are ongoing. Dilico staff is abiding by the policy as is evident by the 7.75% increase in hand hygiene compliance.





# Honouring Our Elders

**Effie Zoccole**

Elder Effie Zoccole has become a very familiar face at Dilico Anishinabek Family Care. Over the years she has given the organization many of her gifts, working for more than 27 years in the finance department. She is a pioneer for cultural programming at Dilico, and is known for always ensuring that the Anishinabek way of life was always incorporated into all of the things we did, including smudging ceremonies and annual feasts. She has touched the lives of so many people in the Dilico family.

***Meegwetch for your dedication and contributions. Congratulations on your retirement.***



*We must connect back to our past and embrace the teachings of the Anishinabek way of life.*



***Elders Teachings***





# Finance & Corporate Services



## Highlights

### Finance

- The Agency continues to be cognizant of the Child Welfare Accountability Agreement it has signed and therefore continued to operate within its Child Welfare budget allocation this past fiscal year.
- The Mental Health and Addictions and Health services offer a wide range of programs, each of which have its own unique budget allocation and are made up of funding from both the Ministry and Health Canada. Overall, the Agency worked within the budget allocations for these services this past fiscal year, utilizing surpluses in certain service programs to offset deficits in others when within funder guidelines, and where necessary the Agency continues to put pressure on funders to review its funding allocation to the Agency.



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*As Anishinabek Elders, we recognize the importance of our Anishinabek Language and must educate our youth.*

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*Elders Teachings*



### Human Resources

- Dilico is committed to recruiting, selecting and hiring qualified candidates who are able to exemplify in their service delivery the Vision, Mission and Core Values of the Agency.
- Dilico gives preference to qualified First Nation employees. Each job posting outlines the required minimum qualifications, ensuring that each employee hired by Dilico is qualified to perform the services.
- Throughout the past fiscal year, Dilico grew to a staff complement of over 500 employees, including 375 permanent full time and part time employees.
- Human Resources was successful this past year in the implementation of an online web based attendance management system, eliminating the need to manually process thousands of attendance requests and creating an efficient and effective system with real-time access to up to date attendance records by employees.

### Property

- During the fiscal year, Dilico expanded its office space complement by leasing out additional office space, including approximately 5,000 square feet office complex in the downtown core of Thunder Bay and approximately 975 square feet of shared office space in the new band office of the Red Rock Indian Band.
- Additionally, the Adult Residential Treatment Center (ARTC) lease with Fort William First Nation was extended for 5 more years with the option for 10 additional years.
- These additional spaces taken on as well as the resigning of the ARTC lease re-emphasized the Agency's commitment to partnerships with its member communities and the delivery of community based services.



# Financial Summary



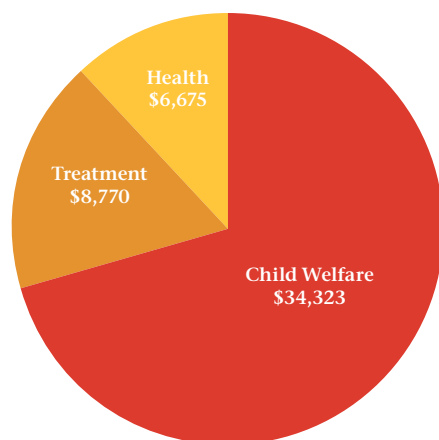
## Finance Department

Finance is dedicated to providing leadership, technical support, information and advice in the development and administration of financial and information services including the preparation and management of capital and operating budgets as well as long range plans to ensure the financial stability of Dilico Anishinabek Family Care.

Fully audited financial statements are available upon request from Dilico Anishinabek Family Care.

## Expenditure By Service 2016

(In thousands of dollars)



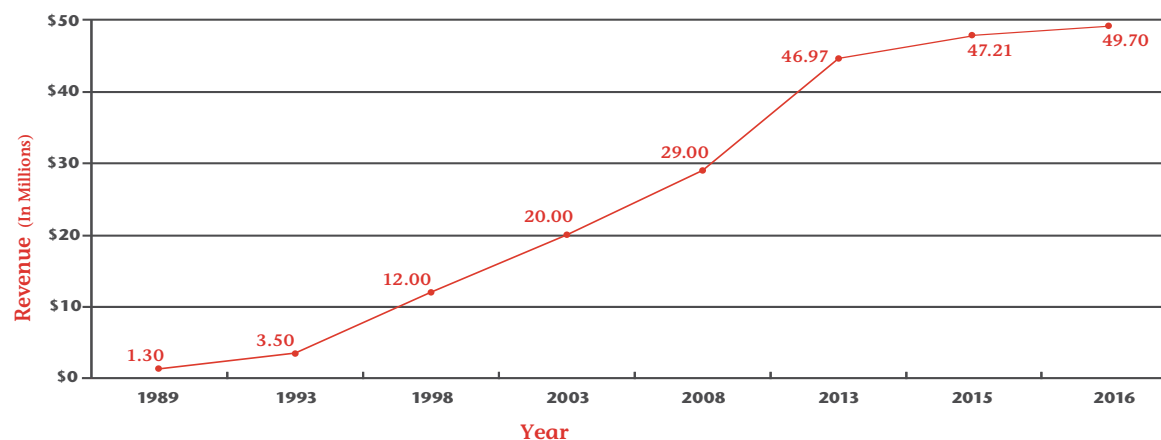
## Condensed Financial Information

### Statement of Operations

Year ended March 31	2016 (\$)	2015 (\$)
<b>REVENUES</b>		
Government of Ontario	\$41,269	\$39,234
Government of Canada	\$5,472	\$4,628
Other	\$2,879	\$3,009
<b>TOTAL</b>	<b>\$49,620</b>	<b>\$47,211</b>

<b>EXPENDITURE</b>		
Child Welfare	\$34,323	\$33,151
Treatment	\$8,770	\$8,114
Health	\$6,675	\$6,275
<b>TOTAL</b>	<b>\$49,768</b>	<b>\$45,047</b>
<b>Deficit From Operations</b>	<b>(148)</b>	<b>(329)</b>

## Growth in Funding: 1989 - 2016





Anishinabek Family Care

**Main Office**

200 Anemki Place  
Fort William First Nation, ON P7J 1L6

Phone: 807.623.8511  
Toll-Free: 1.855.623.8511

[www.dilico.com](http://www.dilico.com)