



Honouring Our Culture

Annual Report 2016/2017



Anishinabek Family Care





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Culture can take on a variety of meanings to people. For some, culture can be tradition and history, it can encompass values and beliefs, even spirituality and environment; For others it can be a way of life, an activity or even a process of an individual. Culture can take many kinds of forms and we cherish all of those traditions that have shaped us into the people we are today.

Each First Nation has its own unique culture that is entrenched in history and traditions, and plays an important role in healthy child development. As parents and caregivers, it is important for us to provide children with an opportunity to learn and experience culture. Our work strives to deliver holistic education and programming of cultural relevance to our families and children.

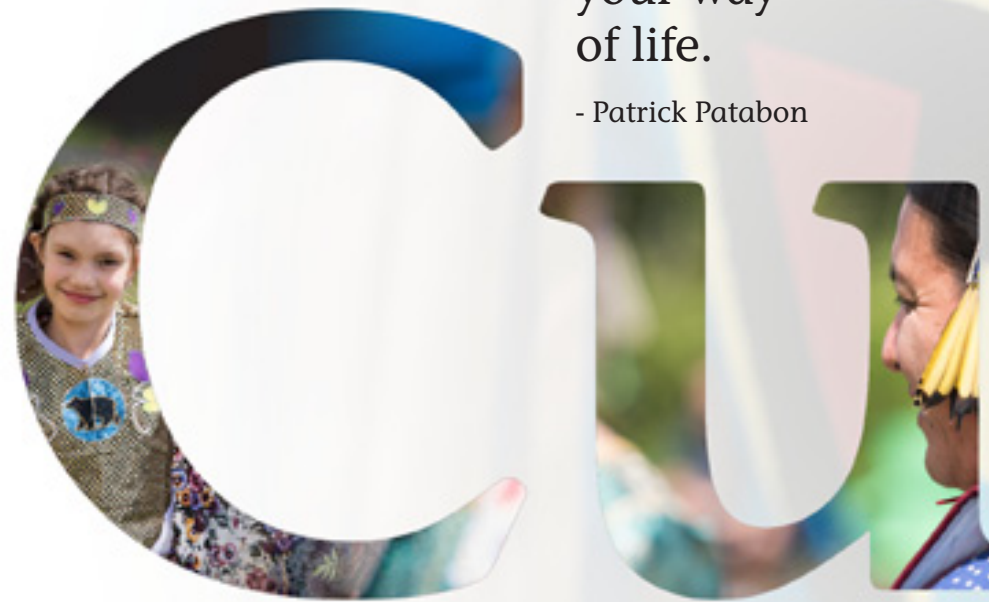
Our cultural values and beliefs manifest themselves through our lifestyle and often shape our thinking, behaviour and personality. Over the years, Dilico has made it a priority to give our children the opportunity to know where they came from, to help them identify the need of belonging to our communities as they grow up, and to be exposed to our grandparents and Elders teachings at a young age.

What
does culture
mean to you?



“ Culture is
your way
of life.

- Patrick Patabon



“ Culture is about life. It means your total being as an Anishinabek person. Culture is everything we sense; touch, smell, hear, feel, it's your spirit and heart, your family, your language and ceremonies. It's about knowing where you come from and always teaching others.

- Charlene Tyance



“ I like to dance in my jingle dress because it makes me happy! ”

- McKenna Morriseau



“ Culture means life and happiness for me, it gives direction when I need it and it's always there when times get hard.” ”

- Gavin Eveleigh

Itture



“ Culture means living the good way of life. It's learning and understanding the ways and teachings of our Elders to walk the path of our ancestors. ”

- Claudette Morriseau



“ Two words – Mino bimaadiziwin! (A good life!) ”

- Ernie Kwandibens

“

*A Nation's
culture
resides in
the hearts
and soul of
its people.*

- Mahatma Gandhi

”

Message from Senior Leadership

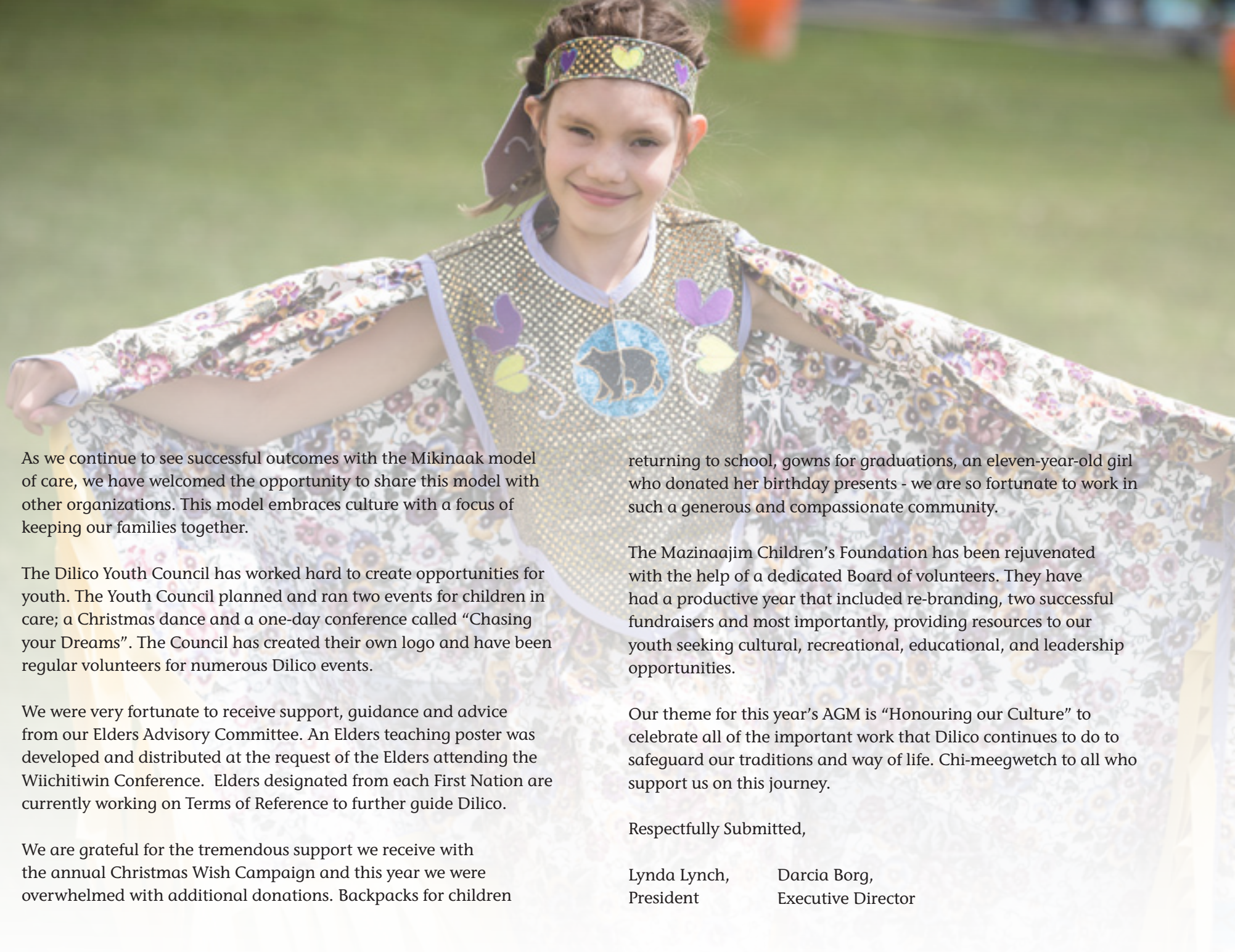
We are pleased to jointly report for the fiscal period of 2016-2017. This past year has seen great new initiatives for Dilico Anishinabek Family Care; with a strong focus on enhancing our cultural services and programs. Dilico's Cultural program continues to grow and reconnects our children and families with many aspects of our culture. Dilico's first Pow Wow took place at our Anemki location, the first Fasting Camp occurred this spring at our Adult Residential Treatment Centre, the development of a Traditional Parenting Program has been realized and the new Anemki Sweat Lodge established last summer has provided youth and families with traditional teachings and healing.

Providing the highest quality of services remains our top priority as our Children's Mental Health programming has received a full accreditation from the Canadian Centre for Accreditation. New strategies to connect our families with additional services have seen Dilico open a new site located within the Limbrick neighbourhood. In addition we are very proud to report that we have relocated another district office to operate on the Pic Mobert First Nation.

We wish to extend our sincere gratitude to our Chiefs and Board for their leadership and guidance. We continued to face jurisdictional issues this year and our Chiefs and Board have provided strong support and direction for Dilico. Despite the challenges faced this year, we are pleased to report that we have achieved a balanced budget.

Assessment and Brief Treatment Residential Services underwent a thorough review and restructuring to ensure culturally appropriate services are being delivered. We have seen the addition of three full-time Cultural Wellness Mentors hired. A new Middle Year's Resource guide was created and introduced to give parents and caregivers easier access to child resources in Northwestern Ontario. The guide is the first of its kind and is a practical tool that brings a wide variety of information and contacts together to ensure families are aware of all of the options that are available in their communities.

We were honoured to be the first Aboriginal Family Health Team in Ontario to host an Aboriginal Midwifery Program. This program is working to strengthen the identity and long-term health and wellness of Aboriginal women, children and families in a culturally safe and appropriate manner with specific attention to the needs of highly marginalized and/or substance involved women and families. We have developed a business plan for a long-term care facility and continue to explore funding opportunities for this project.



As we continue to see successful outcomes with the Mikinaak model of care, we have welcomed the opportunity to share this model with other organizations. This model embraces culture with a focus of keeping our families together.

The Dilico Youth Council has worked hard to create opportunities for youth. The Youth Council planned and ran two events for children in care; a Christmas dance and a one-day conference called “Chasing your Dreams”. The Council has created their own logo and have been regular volunteers for numerous Dilico events.

We were very fortunate to receive support, guidance and advice from our Elders Advisory Committee. An Elders teaching poster was developed and distributed at the request of the Elders attending the Wiichitiwin Conference. Elders designated from each First Nation are currently working on Terms of Reference to further guide Dilico.

We are grateful for the tremendous support we receive with the annual Christmas Wish Campaign and this year we were overwhelmed with additional donations. Backpacks for children

returning to school, gowns for graduations, an eleven-year-old girl who donated her birthday presents - we are so fortunate to work in such a generous and compassionate community.

The Mazinaqjim Children’s Foundation has been rejuvenated with the help of a dedicated Board of volunteers. They have had a productive year that included re-branding, two successful fundraisers and most importantly, providing resources to our youth seeking cultural, recreational, educational, and leadership opportunities.

Our theme for this year’s AGM is “Honouring our Culture” to celebrate all of the important work that Dilico continues to do to safeguard our traditions and way of life. Chi-meegwetch to all who support us on this journey.

Respectfully Submitted,

Lynda Lynch,
President

Darcia Borg,
Executive Director



Dilico



Senior Management

Left to Right:

Natalie Paavola,
Director of Health

Jason Dulude,
Director of Finance and Corporate Services

Darcia Borg,
Executive Director

John Dixon,
Director of Mental Health and Addictions

Carmela Hardy,
Director of Child Welfare

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



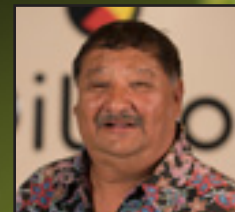
Louise Esquega
Secretary/Treasurer
Bingwi Neyaashi
Anishinaabek



Sean Ruth
Red Rock (Lake Helen)
Indian Band



Lorraine Cook
Bijnjitiwaabik Zaaging
Anishinaabek



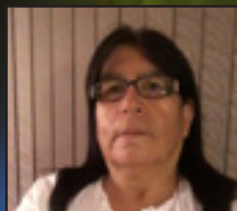
Raymond Goodchild
Pays Plat (Pawgwasheeng)
First Nation



Johanna Desmoulin
Pic Mobert First Nation



Andrea Donio,
Whitesand First Nation



Bonnie Goodchild
Biigtigong Nishnaabeg
(Pic River)



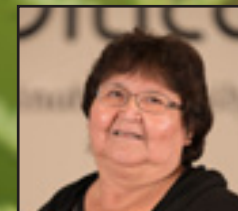
Don Humphries
Michipicoten First Nation



Marlow Wesley
Long Lake #58 First Nation



Michele Soloman
Fort William First Nation



Chief Celia Echum
Ginoogaming First Nation



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.

Legend

-  Main Office
-  District Office
-  1 Thunder Bay
-  2 Armstrong
-  3 Longlac
-  4 Nipigon
-  5 Mobert

Service Area

Dilco programs and services are available for Aboriginal and First Nation residents of any age in Dilco's jurisdiction and for children in care of Dilco and their caregivers.

First Nation communities in Dilco's jurisdiction are:

1. Animbiigoo Zaagi'igan Anishinaabek (Lake Nipigon)
2. Biigtigong Nishnaabeg First Nation (Pic River)
3. Biinjitiwaabik Zaaging Anishinaabek (Rocky Bay)
4. Bingwi Neyaashi Anishinaabek (Sandpoint)
5. Fort William First Nation
6. Ginoogaming First Nation
7. Kiashke Zaaging Anishinaabek (Gull Bay)
8. Long Lake #58 First Nation
9. Michipicoten First Nation
10. Pays Plat First Nation (Pawgwasheeng)
11. Pic Mobert First Nation
12. Red Rock Indian Band
13. Whitesand First Nation



Anishinabek Family Care



Years of Service Staff Listing

January 1, 2016 - December 31, 2016

5 Years

Garry Gustafson
Helen Monkhouse
Richard Fecteau
Sarah Niles
Ralph Meems
Meagan Tysoski
Kate Massicotte
Melissa Bakovic
Barbara Swazey-Gordon
Mary Doblej
Lorna Turner
Renata Sokol
Tracy Michano-Stewart
Brienne Harrison
Vanessa Goodman
Sarah Anderson
Samantha Deagle
Carleigh Taylor

15 Years

Ramona Thompson
Terry Favel-Lagowski
Marie Emilie Albert
Glenda Hamlyn
Diana Lewis
Warren Wilkes
Sarah Byzewski
Candace Lavalley

25 Years

Dave Wesley
Derek Wallace

20 Years

Monty Hardy
Dave Angus
Betty Anderson
Delma Wood

10 Years

Vanessa Kennedy
Norma Frasier
Shannon Crews
Darcia Borg
Brandy Brake-Weldon



The Effie Zoccole Annual Cultural Award

The Effie Zoccole Annual Cultural Award was introduced in June of 2016. The award recognizes employees for their dedication and promotion of Anishinabek culture within Dilico. The first recipient of the award was Effie Zoccole for her years of dedication at Dilico. Effie really brought an understanding of culture into the work environment and was committed to helping staff bring cultural elements into the community and to our clients.

Effie was instrumental in promoting culture and shared her knowledge and wisdom with so many people throughout her 27 years of employment.





Honouring Our Culture

Dilico Quilt Project: Stitching History Bringing Everyone Together

Stitching pieces of cloth into a block to make a decorative piece has been a part of our culture for decades. Quilting brings the community together and is also a way to share a story all the while preserving traditions and history.

To mark Dilico Anishinabek's 30th anniversary, people from across the district brought diverse pieces that capture and make up Dilico's history. Gakina Maamawi, translated: Everyone Together, is a large quilt that represents community and Dilico's journey. It features 36 squares that are designed and crafted from the 13 founding First Nations, 10 Dilico office locations, 7 Grandfather Teachings and 6 Dilico programs.

The quilt features eight colours; The four colours of the medicine wheel – yellow (east), red (south), black (west), and white (north), along with four

additional colours to represent creation and healing - aqua (water, the life blood of our Mother Earth; the swimmers); green (Mother Earth, the plants, the animals, the crawlers); blue (air, Father Sky; the fliers); and purple, the colour of healing, the colour of our spirit.

Over the past year, several people worked on the quilt contributing countless hours beading its intricate and unique design. Gakina Maamawi was completed in March. A booklet was developed to accompany the quilt to help tell the story of each square. A leather pouch to receive tobacco offerings resides with the quilt as well.

Gakina Maamawi will be travelling to 13 First Nation communities and Dilico offices. Be sure to visit to honour and celebrate all of Dilco's milestones and this great piece of art.



A Year at Dilico Anishinabek Family Care

March 2016 - March 2017



April 2016 :

2nd Annual Dilico Hockey Game

Children's Mental Health receives
full Accreditation

Elder Committee Meeting

May 2016:

Wiichitiwin Conference

Spring Feast



June 2016:

All Health Staff Meeting



Fort William First Nation Protocol Signing



Pays Plat First Nation Protocol Signing



Regalia Making celebration

Dilico & Thunder Bay Children's Aid
Society MOU re-signing



Weechi-it-te-win Protocol Signing



July 2016:

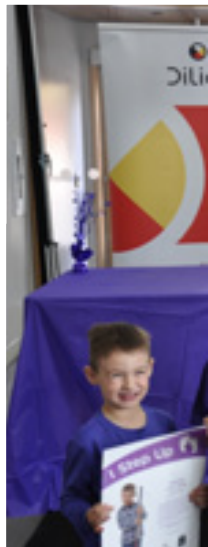
All Staff Summer Feast

Empowering Girls Camp



Empowering Boys Camp

Elders and Youth Sweatlodge



September 2016:
Whitesand First Nation
Protocol signing

Orange Shirt Day



October 2016:
Middle Years Resource Guide Launch

Step Up - Child Abuse Prevention Month: Dilico Anishinabek Family Care and the Children's Aid Society of the District of Thunder Bay recognized Child Abuse Prevention Month.

The Step Up Spotlight: Dilico Anishinabek Family Care and the Children's Aid Society of the District of Thunder Bay celebrated local children's achievements. The Step Up Spotlight Awards profiled ten children and youth in the District of Thunder Bay who were stepping up in their schools, neighbourhoods and communities. Several kids from throughout the district were nominated.

Go Purple for Prevention Day

Fall Feast



November 2016:
Launch of the Christmas Wish Campaign:
This was the 8th year Dilico Anishinabek Family Care coordinated the Christmas Wish Bag Campaign for children in need. Dilico partnered with the St. Patrick High School Grade 12 drama students to promote the initiative through their production of "A Seussified Christmas Carol". The students all filled Christmas Wish bags as well.



December 2016:
Christmas Wish Campaign: In total 704 Christmas Wish Bags were delivered to boys and girls across the region.



January 2017:
Elders Teaching Poster

February 2017:
Limbrick site opens (Kookom's Place)

Midwifery Program Announcement



March 2017:
Mobert office opens



Chasing your Dreams
Conference

Gakina Maamawi
Quilt unveiling

Water Through Wellness
Pow Wow



Honouring Our Culture

Regalia Making Project: Beading the future.

Parents and caregivers are children's very first teachers and it's important that we introduce them to culture at a young age. The Regalia Making Program was created as a teaching opportunity to discuss values, beliefs, and traditions. In the past three years, over 50 children have participated in the program, discovering how to design and create their very own regalia and participate and learn all about a pow wow.

The program begins with a learning session where children are taught about the different types of regalia and dances. Working with Elders and teachers, the children and youth explore colours and design schemes that best suit their personal expression. The participants are encouraged to follow their heart and select the kind of dancer they want to be. Once children have decided, measurements are taken, fabric is purchased and the creation process begins. Those in attendance also learn about the basics of using a sewing machine and are encouraged to be as hands on throughout the entire experience.

Led by Kelvin and Georgina Redsky, teachings and guidance are provided to create the regalia step by step. A demonstration night is held to explain pow wow etiquette, demonstrate the different dances and have the children practice. The program concludes as the children dance in a pow wow for the first time, celebrating and honouring their new regalia and expressing what they learned during the ten week session.

For the children participating, it is a very rewarding experience and acts as a stepping stone so children can experience traditional ways of life. The hands on learning translates into a connection to families, communities and identities, and some of the children might not have experienced a pow wow or seen regalia otherwise. The program also increases the children's core understanding of culture.



Cultural Program

In-city Cultural Program

The In-city Cultural Program coordinates 42 cultural programs weekly/monthly:

- 22 at the Treatment Centre (weekly teachings, sweat lodges, 1-on-1 counselling, etc.);
- Anemki sweat lodges –Fridays (weekly) & Sundays (monthly);
- Teachings – Day Treatment, Youth Cultural Nights, Aftercare, Foster Parents, Grandfather Drum teachings at Archibald (twice a month); Mom & Tots Drumming at June Steve-Lendrum Daycare & Kookom's Place, etc.

57 Sweat Lodge ceremonies were held at Anemki. The lodge has provided a place for healing, teaching and connection for families, children, community members and youth in agency homes and residences.

With funding from the Ontario Arts Council, the Regalia-Making program was held for the second time from April to June. 15 children and youth worked on regalia with adult helpers. In June, a regalia-feasting ceremony was held in the morning and a mini-powwow in the afternoon with over 70 people in attendance. The youth are so proud to wear their regalia.

The Elders Committee, Youth Council and Dilico management and staff, participated in a Sweat Lodge Ceremony.

The 1st Annual Effie Zoccole Award was awarded to Effie Zoccole at the Summer Feasting Ceremony at Anemki. The award is to recognize employees who show dedication in promoting Anishinabek culture within Dilico, as Effie was a major part of promoting culture at Dilico during her employment of 27 years.

Monthly Mom and Tots Drumming at the June Steve-Lendrum Centre following the Seven Grandfather Teachings starting with the teaching of Humility, and having the babies beat on the drums, while songs were sung, such as the Bear Song, Row, Row, Row Your Boat, ABC's, etc. The toddlers have become comfortable around the drum and now get so excited when they see drums.

The Cultural Program was restructured. Sweat Lodge Safety Policy and Procedures were approved, along with a Sweat Lodge Indemnification and Waiver form.



**Bimaadiziwin
Wiidookaagewin**
CULTURAL PROGRAM

Kookom's Place was smudged before the grand opening. The first cultural programs delivered were – Mom & Tots Drumming, Sharing Circle, Grandfather Drum teachings, and 1-on-1 Traditional Counselling.

District Cultural Program

Over the year, development and general exposure of the cultural program was an on-going challenge since it began (February 2016). Providing cultural support has been a main area of focus, such as drum teachings, community visits, school visits, workshops, community supports (crisis response), youth camps, addiction groups, etc.

Two Elders, who are foster parents, have been recruited to be Elder/cultural resources. Continued relationship building and exposure of the cultural program will be a focus in the upcoming year.

A 16-week Couples Group (joint venture between the cultural program, Dilico Mental Health and Biigtigong First Nation) began with ceremony and teachings. The second week focused on theory . Both sessions were held at Pic River's Turtle Lodge. Five out of the six couples successfully graduated. We received feedback that the participants really enjoyed the group and found it beneficial, learning a lot about themselves and the teachings.

Cultural Staff attended the Marathon High School Addiction Group (Dilico Mental Health) and talked about traditional teachings, promoting healthy lifestyles through culture, and encouraged building positive relationships with the youth.

A drum at Marathon High School, made by a former student, was used in weekly teachings reaching out to all students and staff. Students who sat at the drum learned the songs. The impact of the drum was positive giving those an understanding of culture and way of life.

A drumming circle was held every Monday at Pic Mobert School. All of the males in the school were provided with the opportunity to drum and learn songs and teachings. Students looked forward to the drumming and often walked through the halls singing their drumming songs to and from their drumming circles.



Cultural Program

Highlights

473

Attendees accessed the sweat lodge

68

Adults were supported by the good life helper

116

Sessions were provided to the Adult Residential Treatment center

17

Youth made regalia

24

Drumming and teaching nights hosted at Archibald street site

59

People accessed the traditional healer

51

Moms and tots accessed drumming sessions at the June Steeve Lendrum Resource Centre

85

Client related referrals for cultural services

217

Direct contacts with workers

166

Indirect contacts with workers

Contacts included:

- Home visits
- Participation in case conferences
- Calls to clients
- 1-on-1 cultural support with Elder
- Naming ceremonies
- Sweat lodge
- Healing circles
- Grieving support
- Coming out of care ceremonies
- Hospital visits
- Traditional teachings

69

Non-client related referrals for cultural services

Services included:

- Smudge & prayers
- Hand-drum songs
- Grandfather drum
- Sharing circles
- Sweat lodges
- Community support
- Sacred circles

Kookom's Place

Dilico is proud to be a part of the neighbourhood. This February Dilico introduced Kookom's Place. Located in Limbrick Place in Thunder Bay, the new Dilico service site offers a holistic healing community program, including cultural programs and teachings, mental health sessions, addictions programming, parenting and youth groups and health services. The site aims to be all inclusive and accessible. When kids, families and neighbours visit the site, they have the opportunity to connect with First Nations Elders that facilitate information exchange through teachings, storytelling and land-based activities.

A lot of children and community youth visit Kookom's place to learn about First Nation's culture and connect with other young people in their neighbourhood. It's a new safe space for any kids looking for support, that feels just like Kookom's house.

Child Welfare

Dilico's Mikinaak Services Model continues to evolve strongly with culture embedded in all aspects of service delivery. Culture has been a big part of delivering services that compliments the strengths in children, families and communities. We continue to see more circles, ceremonies, teachings, traditional medicine and Elder's teachings in the work we do. This approach has been successful for the well-being and success of families during all stages in their life's path. Families, youth and children have embraced the benefits and continue to be positive role models for others.

Throughout the last year, the child welfare service sector worked diligently to operationalize the Mikinaak Service Model. Processes such as on-going case conferences were enacted to ensure families and communities were instrumental in planning for children including placement, access to extended family and attending cultural events in the communities. Although the number of children requiring alternative care placements remains consistent, many of them have been placed with extended family or community members thus ensuring connection to culture, family and community remains at the forefront.

Working Protocols

Dilico continues to have working protocols with several of the First Nations we serve. Each of these protocols has been developed with the community and customized to each of the community's unique history, strengths, systems, beliefs and culture. This year Dilico signed a protocol with Weechi-it-tee-win Child and Family services to ensure culturally appropriate and seamless service delivery is provided when children and families travel between Treaty #3 and Robinson Superior Treaty area.

Child Welfare Statistics

Reporting Period
01-Apr-16 to 31-Mar-17

4,238

Inquiries /Reports
Received
27.4% increase

1,213

Completed Investigations
7.3% increase

590

Completed Investigations
in Ongoing Protection
6.3% increase

A background image showing a woman and a young child in traditional Indigenous regalia, including beaded tunics and fringed skirts. The woman is holding the child, and they are both looking towards the camera. The image is overlaid with a semi-transparent green filter.

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

Foster Parent Advisory Committee

Dilico Anishinabek Family Care's Foster Parent Advisory Committee is for Foster Parents and Kinship providers of the agency. The purpose of the Foster Parent Advisory Committee is to help facilitate and promote effective communication and collaboration between Foster Parents, Kinship Providers and the Agency. It is through the Foster Parent Advisory Committee that support, training, information sharing and recognition occur. The Foster Parent Advisory Committee meets on a monthly basis.

Regalia Making

Several of children in care participated with Dilico's cultural program and had the opportunity to design and make their own regalia. These children worked alongside their friends, caregivers and helpers learning about their Anishinabek culture.

October Child Abuse Prevention Month

This year's annual Step-Up campaign event, which was in partnership with The District and City of Thunder Bay CAS, included the yearly public awareness of child abuse. This year's campaign included recognition of several children and youth's qualities and their contribution to others. Each of them were also featured on posters with a photos of themselves and short write up of their achievements.

Christmas Wish Campaign

Once again, Dilico partnered with the grade 12 drama class from St. Patrick's high school. The Christmas campaign gained a lot of support from the community and Dilico staff with delivering over 700 gifts for babies, children and youth in the City and District of Thunder Bay.

Mental Health & Addictions

Adult Mental Health & Addiction Services

The Community Wellness Development Team continued with its mandate to support community-based responses to addictions. The team engaged two youth representatives with lived experience and strong cultural values to be mentored as community supports. This enhancement has been well received by community leadership and youth in the Nations the team has supported.

We now have 11 staff that completed the requirements to become certified addiction counsellors. The Adult Residential Treatment Centre now has the most certified workers in the NNADAP system.

Two Adult Mental Health and Addictions staff have been trained and certified to be trainers for the provincial addictions assessment tools.

The Adult Residential Treatment Centre was a development site and the Program Manager and Director sat on the advisory circle in regards to a Trauma informed substance use screening and assessment tools for First Nation peoples in collaboration with Centre for Addiction and Mental Health.

The Adult Residential Treatment Centre Manager hosted Fort Frances Tribal Health to inform their program development work with respect to their newly funded residential treatment program.

The LHIN-funded Adult Mental Health & Addictions Systems in the city of Thunder Bay is undergoing transformation similar to the provincial realignment experienced three years ago, to realign programs into a core basket of services that are consistent system wide.

Children's Mental Health Services

ABTRS was successful in completing the requirements to be licensed by the Ministry of Children and Youth Services again this fiscal year.

ABTRS was re-profiled to meet the needs of our youth based on community feedback and youth engagement to be more inclusive of culture and to provide briefer interventions to service more youth in a year.

Dilico Anishinabek Family Care's annual training conference hosted 150 delegates and provided them with 11.5 certified continuing education credits.

Dilico Anishinabek Family Care hosted Boys and Girls summer cultural camps.

In partnership with Centre for Addiction and Mental Health, the agency was successful in securing Provincial Trillium funding to develop and implement the HOP-C, Housing Outreach Program Collaboration. This was a successful outreach service offered in Toronto that Dilico will be piloting and researching for feasibility in the city.



191

Individuals were provided
with Aftercare Services

406

Adults experiencing MHA
issues assisted by Adult
Case Management

221

Individuals received care
from the Adult Residential
Treatment Centre

101

Children served
by SNAP Program

935

Access Network Referrals
(Children's Mental Health)

182

Families Received Infant
Child Development Services
(261 Children serviced)

404

Children supported by
Counselling and Clinical
Services

38

Supported by Day
Treatment Services

374

Families supported by
Family Preservation
Services

409

Families provided with
Case Management
services

139

Tele-Mental Health consults
were triaged and facilitated
via OTN

281

Individuals supported
by Early Intervention
Aftercare Workers

227

Individuals
supported by
Adult Mental
Health services

Health Services

With over **31,124** 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. Health Services has been in a constant state of growth; resources and services are being added to the communities. Collaboration and partnerships are key to providing adequate health services to the communities. One of our successful partnerships with the Thunder Bay Regional Health Sciences Centre to house our Discharge Planner has been implemented successfully and client feedback has been very positive. The Health Transfer Agreement evaluation was conducted and completed by MNP and Health Managers. The evaluation was used to help write the new 2017-2022 Community Health Plan. One highlight of the new Community Health Plan is a Training Plan to build capacity and include employees from the First Nations.

31,124

Client Visits / Patient Encounters

Community Health Services

Two Mental Health Community Health Nurses have been visiting First Nations regularly and are a part the crisis response support. The Mental Health Community Health Nurses services include connecting clients to in-house resources such as mental health services and primary care. Part of their role includes education and teachings, as well as assessing clients who present with possible health issues that may complicate mental health issues.

The Integrated Services Team (IST) continues to wrap services around presenting clients with complex needs. The IST is a successful service that has been shared with others as a best practice and ingenuity for service delivery. We are seeing clients receive the appropriate support at time of need.

4,045

Total Client Visits/Encounters

66

Diabetes Support

673

Immunizations

3,105

Clinic Visits

183

Foot Care

1,030

Home Visits

256

Aboriginal Healthy
Babies Health Children

5,003

Health Presentations
and Activities

Community and Personal Support Services

Three of our Community and Personal Support Workers are currently working towards their Personal Support Worker certification through funding by the Ministry of Health and Long-Term Care. All of the Community and Personal Support Workers were able to complete Medication Administration Assistance training as well as Basic Foot Care training. We are in the process of accessing Jordan's Principle funding to further train our Community and Personal Support Workers to better serve our clients.

157

Total Clients Served

6,514

Total Client Visits / Encounters

10,790

Total Service Hours

Diabetes and Chronic Disease Management

An additional DCA Vantage analyzer was purchased for the Diabetes program in order to provide continuous testing and screening in all communities. The ability to provide on-site testing has given the community members the opportunity to have immediate A1C and ACR test results and also the chance to discuss their result and how they can improve their levels.

The Point of Care Testing (POCT) program will be continuing for another year in Biinjitiwaabik Zaaging Anishinaabek, Pays Plat (Pawgwasheeng) First Nation and Red Rock Indian Band. The Diabetes program continues to grow in all communities and has a high retention rate.

The Diabetes Educators are completing peritoneal dialysis training. With this training, the Diabetes Educators will be able to support community members that choose to receive peritoneal dialysis care at home.

851

Total Client Visits

57

Community Group
Presentations

1,365

Total Group Participants

Health Services

Family Health Team

Our Indigenous Midwifery Program application was approved to implement a Midwifery program, which will focus on the delivery of midwifery services to Indigenous women living within the Robinson Superior Treaty Area.

The Midwifery Program has added an additional .5 administrator and .5 assistant to the Primary Care team.

Outreach clinics to clients will now include Kookom's Place located at Limbrick.

4,434
Total Number of Patients

10,265
Total Patient Encounters

Most Utilized Clinic Programs of the Year

- 1,019 Chronic Disease Management
- 1,039 Lifestyle and Periodic Health (Curative Care)
- 536 Immunization (Childhood and Adult)
- 2,488 Health Promotion and Disease Prevention (screenings)



Home & Community Care

Discharge Planner services are up and running at the Thunder Bay Regional Health Sciences Centre. Clients from affiliated First Nations are being connected with our Discharge Planner Care Manager. The Discharge Planner is initiated as soon as possible to ensure all required services and medical equipment and supplies are in place for the clients prior to the client returning home.

366
Total Clients Served

9,286
Total Client Visits/Home Visits

11,448
Total Service Hours

Quality Assurance

Electronic Medical Records (EMR)

We have streamlined our process for consent to obtain and/or release information from our clients. All individual health consent forms were consolidated into one Health Services consent form.

Health Policies & Procedures

We continue to collaborate on the development and maintenance of policies and procedures that are relevant to all health services. Policies and procedures are consolidated wherever possible in order to standardize daily operational activities to promote workplace safety, regulatory compliance, and the delivery of safe, high-quality client care.

New policies and procedures include:

- Disposal of Used Syringes (including TDG training & storage)
- Personal Protective Equipment Training and Usage
- Client Bullying Against Staff
- Dispensing of Naloxone
- Electronic Medical Records (EMR)

Accreditation

We completed a Canadian Centre for Accreditation Quality Update. This quality update is required in order to maintain our accreditation status. It is a tool to make sure we keep our commitment to meeting accreditation standards and ongoing quality improvement between site visits. It is also an opportunity for Accreditation Canada to learn more about any significant changes in our corporation, financial status and programs.

New Standards were released in January, 2017. The major change in Accreditation is the focus on Client and Family Centered Care. It is now a requirement. Nine enhancements have been made to applicable standards which we will activate into our daily work: this means that we will concentrate more on the client experience and incorporate various ways of receiving input from our clients and families.

Honouring Our Culture

Community Wellness Development Team

The Community Wellness Development Team continues to work with communities on understanding addictions and prescription drug abuse. While each session is individually planned and customized to suit the needs of the group and their values, the shared theme keeps coming back to culture.

On an on-going basis the team deals with highly sensitive and serious issues, and as a result has developed cultural components to make sessions welcoming and comfortable. Each team member brings something personal to the communities. Humour, drumming, singing, beading, storytelling and regalia teachings are all shared in combination with a clinical presentation. Over the past year, the group has presented to a wide variety of audiences from elementary school ages to aftercare groups, to front line workers. Team member Ron Kanutski also participates, sharing his four powerful messages about belonging, self-worth, identity and purpose.

Most recently the team hosted a sharing circle following a presentation. Participants were moved when a 5-year-old girl, who was focusing very hard on learning a new song on the drum had said, "this is fun". Making culture fun and a part of everyday learning has made this team a great resource and success.



Finance & Corporate Services

Another year has passed and it is again time to reflect on the accomplishments that have been achieved and the challenges we have faced during a busy year.

Like prior years, the agency continues to be mindful of the Child Welfare Accountability Agreement it has signed and therefore once again operated within its Child Welfare budget allocation this past fiscal year, despite great challenges to do so with the always increasing service demands and needs.

Flexibility in our Mental Health and Addictions and Health funding allowed us to utilize funds from the programs with small surpluses to offset other programs with deficits, overall balancing our budget in these programs.

The Human Resource team continues to be 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. To note over the past year is the increased HR participation in various job fairs as well as increased emphasis and efforts to attend community events whenever possible. HR staff actively promote both existing job opportunities but also overall long-term career opportunities should an individual be looking into a career in services offered by Dilico.

The Finance team continues to ensure that processing of payroll and supplier payments occur on a timely and accurate basis. The continued growth of Dilico has created an increased need for the monitoring, analysis and reporting of expenditures for internal and external users. During the year, Finance processed cheques and payroll payments totalling approximately \$52 million. Registered Education Savings Plans (RESP) for over 400 children

in care are in place to fund future post-secondary education costs. We have approximately \$3.5 million in a separate RESP account. Ontario Child Benefit equivalent funds of approximately \$750,000 have been set aside in a separate bank account and will be used to fund additional needs for individual children in care that include cultural and social activities.

The Facility Operations team continues to be involved in ensuring a safe work environment for staff and clients visiting our buildings and in dealing with our spacing pressures. A new building was erected on Pic Mobert First Nation and we moved into this office complex in January 2017.

Information Services had another extremely busy year. The increase in service delivery has resulted in increased pressures for data and file management staff. The staff have worked diligently to ensure the information has been captured in a timely and accurate manner to allow service staff to use the information for decision making.

The Information Technology (IT) unit continues assisting the more than 500 staff with computer and IT needs as well as overseeing the entire IT infrastructure of the organization.

Financial Summary

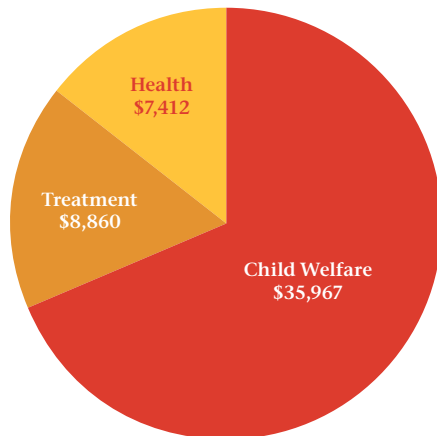
Finance Department

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 2017

(In thousands of dollars)

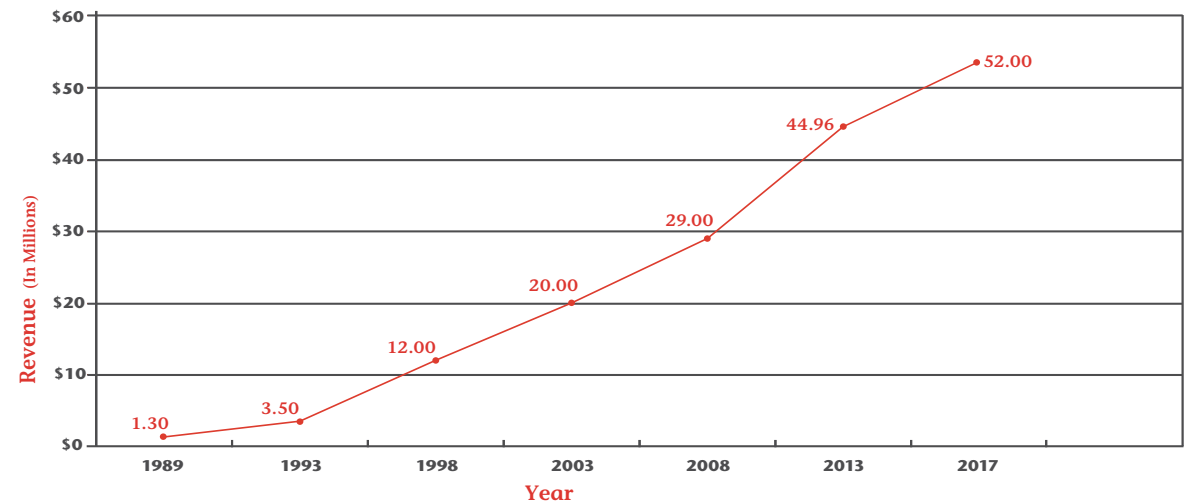


Condensed Financial Information

Statement of Operations

Year ended March 31	2017 (\$)	2016 (\$)
REVENUES		
Government of Ontario	\$42,123	\$41,269
Government of Canada	\$5,931	\$5,472
Other	\$3,958	\$2,879
TOTAL	\$52,012	\$49,620
EXPENDITURE		
Child Welfare	\$35,976	\$34,323
Treatment	\$8,860	\$8,770
Health	\$7,412	\$6,675
TOTAL	\$52,248	\$49,768
Deficit From Operations	(236)	(148)

Growth in Funding: Over 25 Years



NOTES:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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