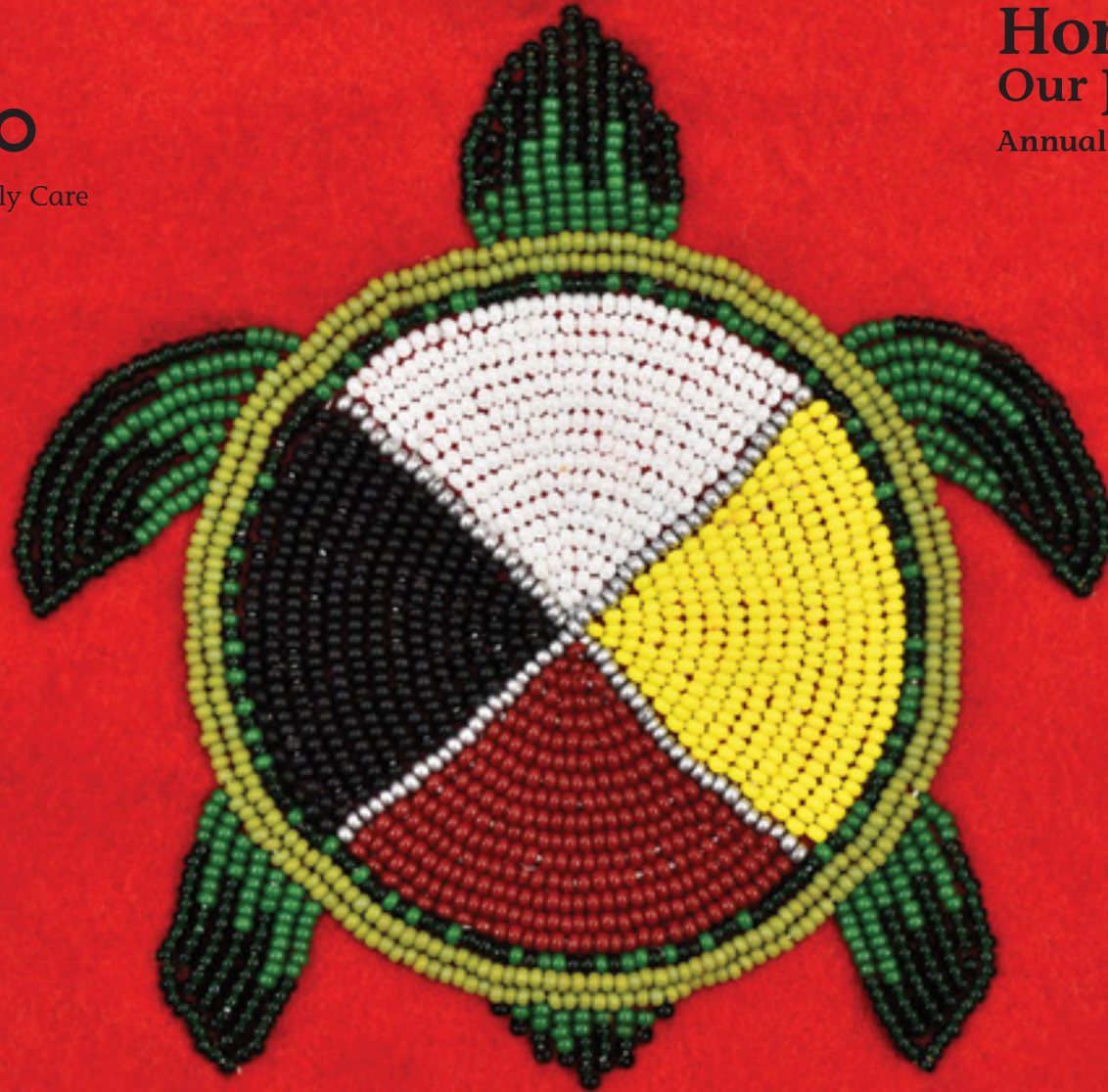




Anishinabek Family Care

# Honouring Our Families

Annual Report 2018/2019



## Mikinaak Service Model

Dilico's Mikinaak Service Model encompasses family, children, extended family and community in the process of decision making and in ensuring a child and family's safety and well-being. The model involves drawing on local traditions of caring such as customary care in order to ensure children remain connected to family, culture and traditions. The underpinning from which the model is built on is "It takes a community to raise a child".





Dilico

Anishinabek Family Care

# Honouring Our Families

Annual Report 2018/2019

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**Dilico**

Anishinabek Family Care



# Honouring Our Families

Families are at the heart of healthy Indigenous communities, so it is important to nurture and support our families and communities, so they feel safe and protected. It is within our families that individuals come to know their place in the world and to know themselves as part of a larger community.

Strengthening and improving the health and well-being of our children and families is a key focus for Dilico Anishinabek Family Care, and the roles that parents, aunts, uncles and grandparents play in the development of our children is crucial. Traditional and contemporary functions of our parents and families can be strengthened and best supported with a focus on rebuilding cultural strengths. The commitment to supporting positive changes for families and communities is paramount to the well-being of our children, grandchildren and future generations.

Good family support services that incorporate Indigenous traditional teachings and values are critical to the overall successes at a community level. Elders often refer to a family as “one heart, one mind.” It’s about togetherness, respect and relationships.



*“ At Dilico Anishinabek Family Care there are many different kinds of families that surround us, including our immediate and extended families. Our families include those we care for, the various support systems, and staff members. Every family is different. ”*





# Message from Senior Leadership

We are pleased to jointly report for the fiscal period of 2018-2019. Many positive strides have been made throughout the past year. We have developed and opened a new treatment home for youth to further support their critical development. Proposals have been submitted to provide additional services to address issues in a whole family inclusive way. Services have been expanded with a full time Psychometrist, and Recreation workers. Dilico has assumed responsibility for Three C's Reintroduction Centre and Seaway Inc. These services provide safe and secure housing supports for clients post treatment. We have also expanded services to see recreation workers engaging communities in more activities.

Our Elders and Youth have played a pivotal role in our operations as we continue to meet for regular feedback and guidance. Our Youth Council along with an invited guest from their community were provided training on peer to peer motivation, which saw 25 youth located across the district trained.

With Cultural Coordinators now in every district office, the Cultural program has expanded with new activities being developed and delivered all across the region. Our Annual Pow Wow saw hundreds of people come together to celebrate children and youth as they wore

their regalia for the first time and we honoured staff for their dedication and promotion of Anishinabek culture within Dilico.

The Primary Care Travelling Team (PCTT) has increased the quality and timeliness of health care to our communities. This ground-breaking team has worked to establish relationships and provide regular services in First Nations. We are happy to continue work on establishing a long term care facility on reserve with partners Fort William First Nation. Consultations with our Elders, and Communities have taken place and we look forward to the next steps with the Ministry of Health and Long Term Care.

Having the support and guidance of our Chiefs and Board of Directors has been critical this year as we continue to navigate through jurisdictional issues. Strong partnerships and working collaboratively with other agencies



“ We have all come from the one great spirit  
and this precious earth is our common mother,  
let us walk in harmony.

- a native proverb

is important to Dilico. Despite our ongoing jurisdictional challenges, we continue to push forward to ensure the best relationships are maintained. We have updated and re-signed a “Talking Together” protocol with Nishnawbe-Aski communities. A protocol for the duty to report child abuse and neglect was signed with Wequedong Lodge.

New legislation: Child, Youth and Family Services Act (CYFSA) came into effect focussing on being child centred, building on strengths, diversity, inclusion and maintaining connections. Our annual Ministerial audit was successful and Dilico was commended on the good quality planning we do for children, youth and families. Our efforts in consulting and planning for a child and family with First Nation communities was applauded.

To further engage with clients, families and communities, a social media page was established. The page shares information on upcoming programs, services, job postings and events. It has also been a helpful tool that has collected concerns in a timely manner. Dilico has continued to host essential conversations on the Opioid crisis. A follow-up drug strategy event was held in December which brought together, Leadership and front line staff in the communities to address substance misuse and work towards the development of a drug strategy for

their community. We hosted a successful Health Conference on Advancing Reconciliation. This conference brought together a wide range of speakers, healthcare practitioners and community leaders to discuss health initiatives that respond to emerging perspectives, practices, and impacts.

We continue to support our employees with consistent training and resources to ensure we provide families with cultural safe experiences. All employees were invited to attend a training session on walking, talking and living the seven grandfather teachings at our annual town hall meeting. An organization wide mandatory cultural training has been implemented. Staff are encouraged to participate in our weekly cultural training sessions. We are also happy to have a number of community members attending training sessions at the agency this year.

Mazinaajim Children's Foundation raised funds and awareness of the work they are doing to provide children and youth with bursaries to achieve their dreams. The foundation's signature event “Dare to Dream Day” aims to inspire children and youth by bringing together many talented children and youth to share their successes.

In support of Child Abuse Prevention Month, our annual campaign sought to raise awareness and recognize youth that are contributing in a positive way. Ten amazing children and youth were honoured as “Step up Heroes” in a celebration and poster series circulated.

We were overjoyed with the support we received in our 10th year of coordinating the annual Christmas Wish campaign. In total, 900 Wish Bags were filled for babies, children and youth in the district of Thunder Bay, exceeding the organization's goal and breaking last year's record.

Our theme for this year's AGM is “Honouring our Families”. Staying committed to families and their needs we work to instill hope and promise for generations to come.

Respectfully Submitted,

Don Humphries, President  
Darcia Borg, Executive Director

## Honouring Our Families



# Senior Management



Natalie Paavola  
Director of Health



John Dixon  
Director of Mental Health & Addictions



Darcia Borg  
Executive Director



Carmela Hardy  
Director of Child Welfare



Jason Dulude  
Director of Finance & 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.



**Don Humphries**  
President  
Michipicoten First Nation



**Chief Theresa Nelson**  
Vice President  
Animbiigoo Zaagi'igan  
Anishinaabek



**Lorraine Cook**  
Secretary/Treasurer  
Biinjitiwaabik Zaaging  
Anishinaabek



**Chief Wilfred King**  
Kiashke Zaaging  
Anishinaabek



**Lillian Calder**  
Bingwi Neyaashi  
Anishinaabek



**Kelly Fortier**  
Ginoogaming First Nation



**Chief Matthew Dupuis**  
Red Rock Indian Band



**Raymond Goodchild**  
Pays Plat First Nation  
(Pawgwasheeng)



**Diana Nayanookesic**  
Whitesand First Nation



**Marlow Wesley**  
Long Lake 58 First Nation



**Vern Mcwatch**  
Pic Mobert First Nation



**Michele Soloman**  
Fort William First Nation



**Bonnie Goodchild**  
Biigtigong Nishnaabeg





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.

## ● 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.

## ● 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.

## ● 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 Whitesand
-  3 Longlac
-  4 Nipigon
-  5 Pic 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





# Years of Service Staff Listing

January 1, 2018 – December 31, 2018

## 5 Years

Audrey Sawchyn  
Bernadette Langthorne  
Carla Mulholland  
Chancy Atwood  
Cherie Toffoli  
Colin Sobey  
Gerri Goodman  
Jennifer Maki  
Jolanta Mykietyn  
Karen Ronquist  
Kelsey Mullin  
Kristy Schiiler  
Natalie Hardy  
Patricia Lewis  
Patricia Myllymaa  
Paul Tryburski  
Priscilla Parent  
Sarah Pelletier  
Shannon Moorman  
Susan Mayor  
Tammy Dube  
Todd Genno  
Tom Auger  
Vanessa Strachan  
Violet Baglien  
Yvette Kwandibens

## 10 Years

Alex Aiello  
Amanda Ettinger  
Catherine Hakanen  
Charlene Wolframe  
Chris Boyer  
Claudia Moore  
Gavin Maxton  
Georgette Shapwaykeesic  
Gisele Tilson  
Hugette Carty  
Jillian Desmoulin  
Jonathon Blain  
Kathryn Kitchkeesick-Wynn  
Lauren Sobey  
Marissa Morgan  
Marty Nadon  
Meredith Francis  
Michelle Marie  
Natalie Paavola  
Natasha Oleksuk  
Pamela Deguns  
Rhonda Smith  
Roberta Shapwaykeesic  
Susan Tucker  
Suzanne Fitzpatrick  
Tina Bobinski

## 15 Years

Charlene Tyance  
Crystal Mcleod  
Guylaine Theberge  
Jennifer Galbraith  
Patricia Machendagoos  
Robin Quachegan  
Sherri Dafoe

## 20 Years

Delena Toset  
Donald Michano  
Mary Lou Kobzick  
Thelma Atkins

## 25 Years

Ann Czepky  
Dwayne Kanto  
Mona Rowan

## 30 Years

Beatrice Twance-Hynes





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

The 3rd Annual Effie Zoccole Award was awarded to Georgina Redsky, Manager of Community Health Services. Georgina shares her cultural knowledge and gifts with many others connected with the agency. She exhibits Anishinabek values with her kind, humble, caring, giving, humoursous nature. She is an inspiration to others and always a welcomed presence.





Honouring  
Our Families



# Family Preservation Services

Supporting families is at the heart of every staff member's day at Dilico. The team in Family Preservation is a specialized group of helpers that work to see families stay together and flourish. Every caregiver can identify with needing help – whether it's a Mom, Dad, Grandma, Grandpa, Auntie, Uncle – our team seeks to empower them and provide the individual support they need. Workers all have their own speciality and every day is different. Families that come to work in the program set their own goals and develop a personalized plan with staff.

This special team takes on a variety of roles and can also be known as cultural mentors, home organizers, parenting tip teachers, advocates, world class potty-trainers, school readiness coaches, teenage discipline technique guides, service navigators and the list goes on. Cultural support is at the core of this program as many families are encouraged to seek balance and holistic healing.

The program has seen many families achieve new and positive goals. A mom got the help she needed to address a health issue and support her children. She was then able to pursue her education and is now a recent graduate starting a new career. A dad who found himself in a new role as a primary parent, received support to assist with organizing his family home, potty training and was also connected to local services. This made all the difference in settling into a great family routine.

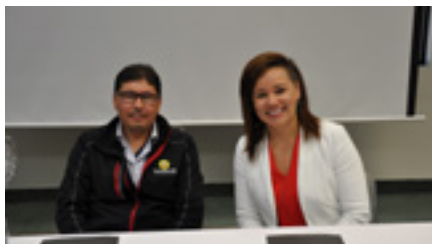
For over 10 years, Family Preservation Services has focused on preserving family units by keeping children out of care and bringing families together. Providing parenting support, life skills and help with establishing routines, has been a key to success for many families that have been through this program.



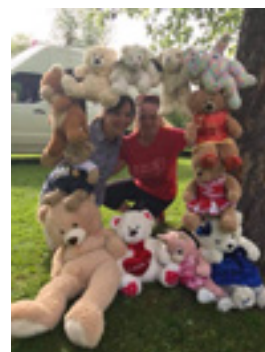
*“A supportive, intensive, home-based program that provides short-term services for families.”*



# Year in Review



**May 2018:**  
TalkingTogether Protocol Signing



**July 2018:**  
Teddy Bear Picnic



**April 2018:**  
4th Annual Dilico Hockey Game



**May 2018:**  
Spring Feast (Longlac)



**June 2018:**  
Gardening Program



**July 2018:**  
Early ON Centre Opening



**August 2018:**  
Wequedong Lodge Protocol Signing



**September 2018:**  
Go Purple for Prevention Day



**April 2018:**  
Long Lake 58 Visit



**May 2018:**  
Childrens Mental Health Week BBQ



**June 2018:**  
All Health Staff Meeting



**August 2018:**  
Back Pack Event



**September 2018:**  
Orange Shirt Day



**May 2018:**  
Elders Meeting



**June 2018:**  
Dilico Pow Wow



**September 2018:**  
Michipicoten Visit







**October 2018:**  
Step Up Campaign



**October 2018:**  
Annual General Meeting



**February 2019:**  
Research Award



**October 2018:**  
Fall Feast (Nipigon)



**November 2018:**  
Step up Heroes



**December 2018:**  
Dilico Youth Council Meeting



**January 2019:**  
Drum Group Social



**March 2019:**  
Elders Meeting



**November 2018:**  
Santa Clause Parade







Honouring  
Our Families



# Elders & Youth Gathering

Our Elders hold the wisdom of the past while our youth are key to the future—both being very important contributors of a strong, healthy community and family. Dilico aspires to deepen the relationship between Elders and youth, with a goal to strengthen the bond with younger generations.

This year, the first ever Dilico Elders and Youth Gathering was held, with the theme of building relationships and sharing with each other. This inspired conversation, traditional teachings, and communication between all those in attendance.

Elders and youth have very powerful messages to share with each other about what they think and feel about issues facing their communities. Although values look or sound different to one another, everyone agreed upon the underlying importance of love, respect, courage, honesty, wisdom, humility, and truth.

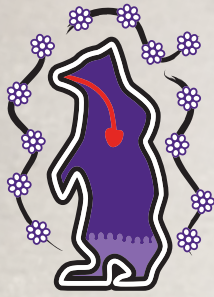
During the gathering, Elders and youth participated in several activities to get to know each other. Elders also took on their more traditional role, sharing knowledge and skills with fish filleting demonstrations, bannock cooking lessons, cedar tea sampling, sacred medicine teachings and grandfather drum lessons. Each session was taught with hopes to help prepare youth for more difficult discussions about the cycles of addiction.

Increasing positive support and encouragement and being mindful of how voices are perceived to others are great ways Elders and youth intend to bring change home.



*“ Teachings from Elders are like seeds and we hope our youth nurture them. ”*





## Bimaadiziwin Wiidookaagewin

CULTURAL PROGRAM

The cultural program is at the core of all work at Dilico Anishinabek Family Care. This year has seen more growth and regular and consistent teachings being shared to our clients and communities. We now have a Cultural Coordinator at each district office. Smudge ceremonies open the week on Monday and close the week on Friday at most locations, along with spring and fall feasts. Dilico buildings are smudged in the spring and fall. 364 tobacco-cedar ties were made for the 26 front and back entrances of Dilico offices and agency homes, and blessed at the Anemki feast.

Some teachings and ceremonies included - using culture as a healing tool, sweat lodges, drum and rattle making, residential schools, seeds of hope, pipe ceremonies, sacred circles, and feasts. There were also land based teachings, such as navigating in the wilderness, medicine walks, animal calling, tracking and cleaning. A boys group was started in Pic Mobert First Nation with shared teachings, land based outings and building positive relationships. The Dilico-First Nation Quilt was brought out to some First Nation gatherings where community members could admire the creation of our 13 First Nations and our Dilico management and staff. More visits are planned for next year.

One of the biggest things clients respond to is feeling the spirit and the heartbeat of the big



drum and the hand-drum at circles where they can listen to the teachings and songs. We love seeing the smiles on the children's faces. We take the drum out to the district schools, to the community gatherings, to the Moms and Tots at the Early-On Centre and the June Steve-Lendrum Daycare Centre, to the Adult Residential Treatment Centre (ARTC) to Kookom's Place and to our agency homes and in October at our new site at 277 Park Avenue. We have made drums & shakers, and did drum awakening ceremonies and feasting. A feast was done at the ARTC for their new drum called Miskwaades (Turtle) Grandfather. Ganii-ba-wich Ma-ko (Standing Bear) hide was re-done, and a hand-drum called Makoose (Little Bear) was made for Anemki from the same hide.

The drum has been requested to attend when someone passes. Many of our communities are turning to cultural teachings as a way of dealing with grief and loss; assisting with the sacred fire; singing those sacred songs and waking up the traditional ways and helping to give direction to many of our people who have been lost for generations.

Funding was received from the Ontario Arts Council to support the 4th year of the youth regalia making program. 15 children/youth received powwow regalia teachings and etiquette and worked to design and create their own regalia. New regalia was feasted at Dilico's annual powwow. The 2nd Annual Dilico "Gakina Maamawedaa" (Everyone All Together) powwow seen 300 people attending. Garland Moses shared history of how Dilico got started, and Georgina Redsky, Community Health Manager, was honoured with the 3rd Annual Effie Zoccole Award for her efforts in promoting Anishinabek culture. The annual fasting

camp was held in June with 5 participants completing their fast.

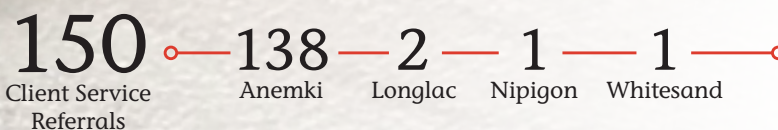
The cultural program piloted and offered a new traditional parenting course in the district and to a few sites in city. The introduction of this new program has been successful with 68 people attending the sessions. We met with two local female elders to discuss plans for the first Women's Rites of Passage Gathering for the following May. Two grieving and letting go ceremonies were held with over 75 people attending.

The majority of management and staff at were provided with a mandatory Cultural Orientation sessions which included history on colonization, residential schools, 60's scoop and info on our Bimaadiziwin Wiidookaagewin program. The first meeting of cultural coordinators and mentors was held in October to collaborate on cultural programming within the agency.

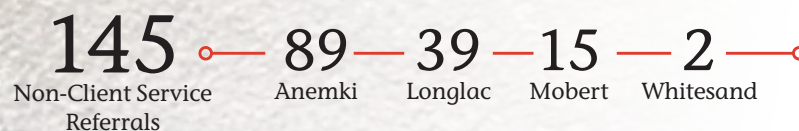
We started a new program called "Quilting, Bannock and Tea with Two Kookom's" at Kookom's Place in the Limbrick community. The quilt will be made from quilt squares either painted, beaded or embroidered, and we hope to have it done next year.

In January, we got the sad news of the passing of Elder Gilbert Legarde. A sacred circle was held for staff at Anemki, and the drum was requested at Long Lake for all grieving for his loss and for songs to be sung in his honour. A plaque was made in his honour which hangs in the Anemki Traditional Healing room to honour his work as Dilico's first Traditional Healer.

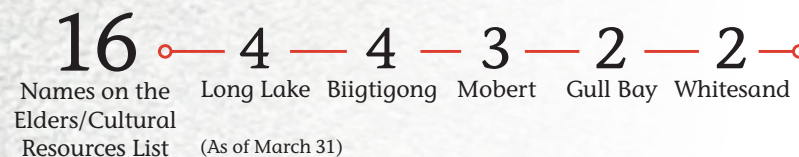




These requests are for home visits with an elder, traditional healing & counselling, teachings, grief and loss, addictions, ceremonies, spirit names, Gii-we-go-zi-win (Moving Back Home-Out of Care Ceremonies), traditional parenting and other.



These requests are for opening & closing prayers, hand-drumming, grandfather drum, teachings/in-service, sacred sharing circles, elder support teachings, special sweat lodges and community support.



Cultural Activity	Number of Times Offered	Number Attended
Land Base	29	204
Sacred Sharing Circle	13	225
Fasting	2	21
Traditional Healer	19	57
Traditional Parenting	5	68
Smudge	38	1474
Hand-Drum	45	1938
Teachings/in-service	203	2676
Openings/Closings	12	612
Regalia Making	4	22
Traditional Counselling	13	62
Cultural Orientation	20	724
Standing Bear	5	390
Service Coordination	90	385
Intervention	5	9
Sweat Lodge	108	816
Consultations	32	78
Spirit Name	1	6

#### Elders/Cultural Resources at Locations:





# Honouring Our Families



*"I am a Sacred Medicine Teddy Bear!*

*The 4 sacred medicines are inside  
me in the front for you to smell  
whenever you hug me!*

*Tobacco (giving thanks)  
Cedar (cleansing/grounding)  
Sage (release negative energy)  
Sweetgrass (promotes positive energy & kindness)*

*Please give me a name  
and hug me often.  
Miigwech!"*



# Coming Home Ceremony

After being in care, no matter how long the duration, it's important to welcome children back into their biological family home. As a part of Mikinaak Model of Care, Dilico Anishinabek Family Care celebrates with our families and communities by having a Coming Home Ceremony.

Over the years, Dilico has completed several ceremonies that have included everyone that was involved with the child join together for the ceremony, which included family along with the Alternative Caregivers. Many children build relationships with their Alternative Caregivers during the time that they live with them, as they provide them with care while they are away from home.

It's important in ceremony to have all those who care for the child to smudge and to share about their journey while holding the sacred eagle feather. This helps the child return home to their family and community and is truly what caring is all about.

The Dilico Cultural program is a part of the Coming Home Ceremony. The Manager of Cultural Services explains that one of the most important parts of the event is when the Sacred Medicine Bear is handed to the child.



“  
*The Teddy Bears are created  
with the traditional medicines  
for the children who  
are returning home.  
While they are  
being made,  
we pray for the  
child who will  
be receiving the  
sacred bear and  
pray they will get a  
lot of good hugs.*  
”



# Child Welfare

## Foster Care Campaign

A new campaign to recruit foster parents is in the production phase with Firedog Communications. We have selected a number of existing Foster parents to share their story and highlight the many different types of foster options that are available. A group photo and video shoot took place on March 27th 2019. There will be a series of new visual advertisements along with a number of videos produced.



## Missing Person's Awareness Day

The Missing Person's Awareness Day occurred at Dilico on Fort William First Nation on September 7, 2018.

Topics discussed at the conference were as follows:

- **Ongoing Missing Persons Investigations:**  
OPP's role, database, importance of reporting right away, importance of always reporting if they are known to go missing then return, stats and the importance of tracking.
- **Primary Prevention for Children:**  
This presentation was by Lindsay Lobb from the Canadian Centre for Child Protection. Discussion included reducing incidents of missing and sexually exploited children, how the community can report, the importance in regards that workers/police/society need to stop relying on disclosures, project arachnid, improving education and training, tea tree tales, kids in the know, etc.
- **DNA for the Purpose of Identification:**  
Importance of submitting DNA for missing relatives.
- **Missing and Exploited Children:**  
How their agency supports families and victims.
- **Human Trafficking:**  
OPP presented. Indicators, vulnerabilities, survivors, restraining orders, and support for families guests with their stories, traditional teachings, food and lots of laughter.

Reporting Period: 01-April 2018 – 31 March 2019

5,550

Inquiries /Reports Received

1,198

Completed Investigations

617

Completed Investigations in Ongoing Protection

985

Families Receiving Ongoing Protection Services

366

Customary Care Agreement

167

Children in Care with a Legal Status

81

Continued Care and Support for Youth/Voluntary Youth Supports



## Invitation to Community Representatives to participate in training

As of November 2018 all Child Welfare Agencies in the Province of Ontario are delivering a new Curriculum, “Child Welfare Pathway to Authorization” series. This training was developed to ensure frontline staff receives adequate training in the field. Community representatives from the Robinson Superior Treaty area are participating in training and will gain an understanding of what is currently being delivered in the province. All participants will have an opportunity to provide collaborative, constructive feedback through input and consultation. This feedback will help to share the way information is delivered internally as well as how the curriculum will be delivered in the province once the Indigenous curriculum is completed.

## Family Satisfaction Survey

Beginning September 2018 surveys have been distributed randomly to children, families and communities. The surveys will give children, families and communities the opportunity to give feedback regarding the child welfare services they received. A sample of 50 random families from across all service areas (Intake, Family Services, Children’s Services, and Alternative Care) will be used. Our Quality Assurance Manager will review the responses and will provide a report of the findings to the appropriate service areas so that improvements may be made. The survey is confidential and no identifying information will be used.

## Child Protection Worker Title Change

To complement the evolution of Dilico’s Child Welfare Mikinaak Service Model, worker title change has occurred to better reflect the work we are doing from an Indigenous lens. This took in effect December 2018 and included Thunder Bay sites and all District offices.

Case Managers are now called Family Wellness Workers. Protection Managers are now called Family Wellness Managers.

## New Legislation – Child, Youth & Family Services Act, 2017 (CYFSA)

The Act came into effect April 30th, 2018 and the preamble states, “the Government of Ontario is committed, in the spirit of reconciliation, to working with First Nations, Inuit and Métis peoples to help ensure that wherever possible, they care for their children in accordance with their distinct cultures, heritages and traditions.” The purpose of the Act is to promote the best interests, protection and well-being of children, and further states First Nations “should be entitled to provide, wherever possible, their own child and family services, and all services to First Nations, Inuit and Métis children and young persons and their families should be provided in a manner that recognizes their cultures, heritages, traditions, connection to their communities, and the concept of the extended family.”

## Staff Wellness Days

Dilico’s 2019 Wellness Days took place over a 2 day period on April 8th and 12th, 2019 at the ARTC building on Fort William First Nation. This year the committee wanted everyone to “Release their Inner Child” with that being our theme.

The 2 days hosted Child Welfare Workers from all Child Welfare Services with workers being mixed in both days. With a lot of new faces this was a nice way to meet everyone and welcome them to the team as well as reconnect with our current co-workers.

The days consisted of an opening ceremony by a member of the Cultural team. Speakers, ice breaking games, medicine bag making, laughing yoga, cotton candy and popcorn and other fun activities we enjoyed.

Overall, the committee felt like the days went well and were enjoyed.

Positive comments were:

- “Lunch was great!”
- “The laughing yoga brought the energy that helped heal, thank you for all the healing and reminders of self-love to grow”
- “Good job on planning our day! Thanks!”
- “Thank you for all of the hard work.”
- “Fun, happy the Agency did this”
- “It was great to get out of the office.”
- “Good Job, candy was great”





## Honouring Our Families



# Our Foster Family

Foster parents are a big part of the Dilico family, as foster care is such an essential service for children, youth and their families. When children and youth come into care, they need a place to call home –no matter how short or long that period of time is.

Our foster parents offer their home to help children feel safe, secure, and loved in the middle of very challenging circumstances. Foster parents have a tremendous part to play in these situations, and help children thrive.

Foster parents provide everything for a foster child including care, love, affection, support, and a stable home environment. They stay awake through the night holding the hand of a child having nightmares, give standing ovations at a school play, help with homework, read bedtime stories, and pack lunches. They are families helping families.

*More than just a roof & bed.*



“ When you go to the schools and the teachers tell you they’ve seen a complete difference and the kids grades have gone up and they are happier, it reassures you that you are actually doing something. Just to see a smile on a kids face; from being upset and sad all the time to being happy, really makes you feel accomplished.

Maliya Drever & Brendon Baranesky  
Foster Parents for 4 years.

“ I think people our age, think they are too busy. They look at their lives and say ‘we’ve got kids and we’ve got kids activities and we’ve got our jobs and we’ve got family obligations and all these things that take up time in our lives’ so they believe they are too busy, ‘we don’t have time for that’. Really, it’s just an extra plate at the table; you’re already making dinner, you’re likely going to have leftovers anyways, so why not put someone in that spot. What’s one or two more?

Jennifer Galbraith & Krista Zipper  
Foster Parents for 1 year.



# Health Services

Through integration and collaboration with internal and external partners, Health Services has encountered over **45,017** client visits 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 have been added to the communities. This past year has been very eventful in service expansion.

The Primary Care Travelling Team has been extremely successful in connecting with communities. The team has started providing care within most of the First Nations and the uptake has been very welcoming.

**45,017**  
Client Visits / Patient Encounters

## Community Health Services

The Integrated Services Team (IST) extended the age range to capture the developmental needs of the children referred and to provide more parenting support to families. An Infant/Child Wellness Worker was added to the team to work closely with the Integrated Services Community Health Nurse. Mental Health and Addictions Services has an IST worker who supports the program for ages 4-18 years of age. The IST is working collaboratively with all departments and have provided in-services for program changes to ensure they are supported. The IST holds a seat on the High Risk Committee with Child Welfare and are able to assist in ideas on how to proceed with their higher risk clients who do not fit criteria for IST.

Mental Health (Wellness) nursing has provided crisis services and partnership support to the communities when needed. This program has been redesigned to capture all of our clinical clients for mental health conditions and provide mental health support when diagnosed with chronic health condition. This program promotes wellness to promote the importance of mental health for holistic care. Depression and grief/loss in regards to their diagnosed conditions are prominent use of the service.

**4,839** Total Client Visits / Encounters

**292**  
Immunizations

**1,235**  
Clinic Visits

**234**  
Foot Care

**1,282**  
Home Visits

**44**  
Diabetes Support

**4,129**  
Health Presentations  
and Activities



## Community & Personal Support Services

All of the Communities are now receiving Adult Life Enrichment Programming. The total number of programs for the year are 39 ALE's with 796 community members participating.

Due to the delay in receiving the MOH&LTC PSW Education Funding the C&PSWs were only able to take one course towards their PSW Certificate this year.

The remainder of the C&PSWs have attended and received a Certificate for Basic Foot Care and will be providing basic foot care to clients in communities. A lot of the C&PSWs have received the following training: Car Seat Installation, Autism Awareness and Information Training, and the Naloxone Kit Training and administration in an emergency.

# 261

Total Clients Served

# 11,010

Total Client Visits / Encounters

# 9,708

Total Service Hours

## Diabetes & Chronic Disease Management

Throughout the year the Diabetes Educators are continuously learning and broadening their skills. It is imperative that they keep up with the new developments of diabetes and practice guidelines to be able to offer the most current care and education to their patients. They attended the Charles H. Best Conference gaining new knowledge on type 1 diabetes new advancements such as islet cell transplants and the psychological components of diabetes. Another training session they attended was the Annual Pediatric Diabetes Conference narrowing in on eating disorders when you are a diabetic, the fear of hypoglycemia and nocturnal hypoglycemia and the effects of exercise on blood sugar levels. They all attended the Annual NWLHIN Diabetes Forum gaining knowledge on exercise, nutrition, weight control and mindful living with diabetes. The Diabetes Educators also attended numerous learning sessions provided by drug companies sharing information on new medications for diabetes, glucometers and NIHB coverage.

The Diabetes Team has welcomed a new Certified Diabetes Educator on board who is certified to work with gestational pregnancies and with children/adolescents. She continues to work with the Dilico midwifery program, the Dilico Jordan's Principle program and with her patients in the First Nation communities.

The Diabetes Program continues to work with the POC testing program offering diabetes specific testing directly in the First Nation Communities. Working as an integrated service the Diabetes Educators are able to refer to the Dilico Primary Care Traveling Team enabling a patient living with diabetes to receive care from a registered dietician, social worker, pharmacist and chiropody, all significant roles in diabetes.

# 1,899

Total Client Visits

# 1,138

Total Group Participants

# 46

Community Group Presentations



# Health Services

## Family Health Team

The Family Health Team (FHT) grew by over 400 patients in the past fiscal year. The Team has been moving toward a more integrated service model, so that patients of the FHT can receive a smoother transition of care from one service to the next. One of the services that has been seeing more demand is foot care. Thus, we have been offering a day a week at our Archibald location, doubling the amount of encounters and making it more accessible for our community members within the City. Finally, the Team has been actively providing immunization services within and outside of the clinic. Flu clinics were offered at various locations, including the Archibald, Anemki and Heath Park Sites, as well as at Dennis Franklin Cromarty, June Steeve-Lendrum, Early On, ARTC and the Indigenous Friendship Centre. The Registered Practical Nurses from the FHT have also travelled with the Indigenous Midwife to provide immunizations to her patients in the community.

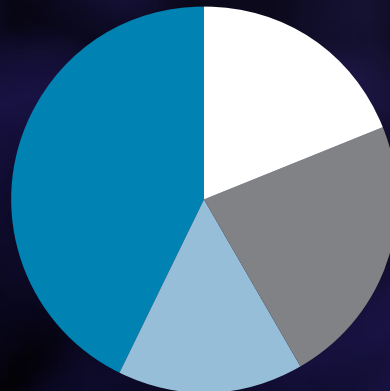
The Indigenous Midwifery Program was introduced two years ago and has become a very important services for mothers and families. In 2018/19, the Midwife served 143 clients with prenatal and postnatal services. The service has been attending to those that face more complexity in their lives, such as experiencing homelessness, substance abuse, and sexual health issues. She has also been very supportive to Indigenous mothers and children that are in the region as part of an evacuation.

# 14,191

Total Patient Encounters

## Most Utilized Clinic Programs of the Year

- 1,338 Chronic Disease Management
- 1,618 Lifestyle and Periodic Health (Curative Care)
- 1,098 Immunization (Childhood and Adult)
- 3,013 Health Promotion and Disease Prevention (screenings)



## Home & Community Care

Home and Community Care continues to provide home care services with coordination, health monitoring and contracting of other service providers. There has also been an improvement of services with the Discharge Planners more visible and integrated in both the Thunder Bay Regional Health Sciences Centre and St. Josephs Care Group.

Dilico's Jordan's Principle Program is continuing to assist medically complex children, providing improved care coordination and bridging gaps in care. With the addition of the 8 new staff, we are servicing Indigenous children under the age of 18, both on and off reserve.

# 4,538

Total Clients Served

# 7,215

Total Client Visits/Home Visits

# 8,969

Total Service Hours



## Primary Care Travelling Team

The PCTT made great strides to increase access to quality health care by providing primary care and allied health services in our First Nation communities. In just under a year, the PCTT has managed to secure nearly a full complement of clinicians. As such, the number of clients continues to increase and people are genuinely pleased with the convenience of having the team in their community.

For many individuals, this has led to the convenience of having various services offered on a single trip into the clinic. For example, some clients see the Nurse Practitioner and subsequently see the Dietician. Similarly, many clients have had a full medication consult with our Clinical Pharmacist and have gone directly to see the Nurse Practitioner with a better understanding of what medications they are taking and why. This has also happened with our Mental Health Registered Nurses, Social Workers, and Chiropractist. The addition of our Traditional Healing Liaison has helped the team provide culturally centered patient care and provides individuals a resource to include traditional healing practices into their care.

The PCTT has been very successful in its first year. We continue to expand our team which will help us increase the services we deliver and further increase access to speciality services in our communities.

## Quality Assurance

### Accreditation

The on-site accreditation survey visit occurred June 10 – 14, 2018. On July 5, 2018, our agency received a decision letter from Accreditation Canada. We were accredited under the Qmentum accreditation program and congratulated for our commitment to providing safe, high quality health services.

### Clinical Educator

The Quality Assurance program introduced a new position. The Clinical Educator provides professional leadership for clinical practice, support, and services to health staff and managers. Highlights of the new role include:

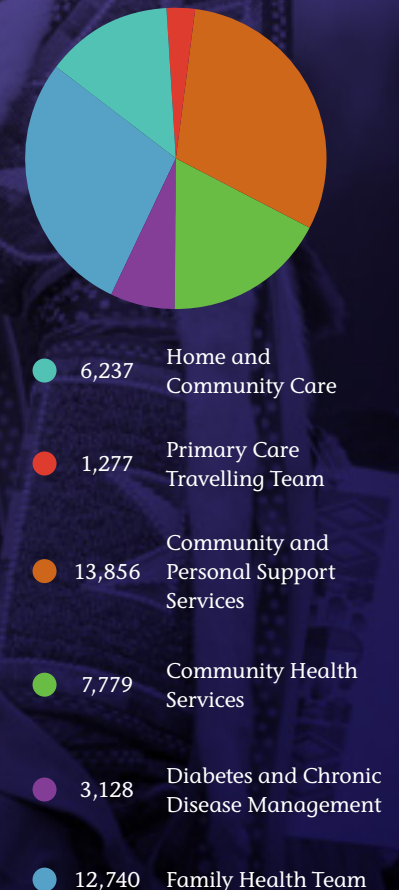
- assisting with accreditation requirements including: planning, developing and implementing an effective infection prevention and control program;
- responding to requests for advice and questions related to nursing practices, policies and guidelines;
- developing and delivering training modules and orientation programs.

## Client Experience

Measuring client experience is an important component of client and family centred care. As a quality improvement effort, all client satisfaction surveys have undergone a thorough review and were updated in an effort to better document and improve client experience.

## Health Client Encounters - 2018/19

(Over 45,017)







Honouring  
Our Families



# Abiinojiishiik-amino-yawook

## EarlyON Child & Family Centre

“Abiinojiishiik-amino-yawook”, an Ojibway name provided by the Dilico Elders Committee, translates to children raised in a good way. The staff and families at the Abiinojiishiik-amino-yawook EarlyON Child and Family Centre have been working together to see that vision realized. Key to the success—treating everyone that walks into the space like family.

The centre’s first year saw many parents and caregivers along with children welcomed through the doors week after week to participate in daily programming, family events, feasts, drumming, and parenting courses. For Nimishomis Ringo and Nokomis Maryann, having the centre to go to has made a huge impact in their families’ lives. Watching their grandchildren meet and play with other children brings them joy. They have learned new skills and techniques in the Triple P parenting program that has helped them manage their grandchildren’s behaviour in a good way.

Staff at the centre focus on creating a very friendly and inviting environment. Through cultural teachings, sacred connections are established. Staff members are always delighted to see the smiles on children’s faces and how attentive they are when it comes to hearing the drum.

Families have embraced the new centre and what they have to offer. With an overwhelming appreciation received for the warm-hearted staff, the centre provides a great atmosphere with a lot of toys, learning resources, and food. It has quickly become a place where families meet, share and support each other.



“ Thankful for the workers – ”  
Lisa, Erica and Sabrina.  
- Client

“ Thankful to be here and involved. ”  
- Client

“ A chance for my child to be a  
kid in a healthy environment. ”  
- Client



# Mental Health & Addictions Services

## Adult Mental Health and Addictions Services

On April 1st 2019, Dilico took possession of Three C's Reintroduction Centre, as well as the Seaway apartment building. Life skill-based programming and clinical counselling is being implemented within both programs. Client feedback thus far has been extremely positive.

The Youth Addictions program is up and running and completing final recruitment and staff training. A Youth Addictions Manager has started and will be completing several new exciting initiatives such a youth group programming, recreation-based programming, one on one counselling services, etc.

The Adult Mental Health referrals continue to be coming in consistently. Referral numbers are approximately 22 per month.

Adult Residential Treatment Centre continues to experience a high number of referrals. Last fiscal year the centre's client completion rate was also high at 94%. Client satisfaction was also extremely positive. In April, Joe Byzewski accepted the role as Manager.

Trends for the Adult Residential Treatment Centre include increased reported use of cocaine and opiates; however, clients are still reporting alcohol as the number one substance of choice. In response to the increased number of clients that utilize opiates the center implemented Naloxone training in the regular programming schedule. Client feedback around this implementation indicates clients see extreme value in this training.

ARTC opened up a Post Treatment Unit on June 20th, 2018. The program has been extremely successful thus far in housing clients once they have completed treatment at the Dilico Treatment Centre. To date; 15 clients have been serviced and there have been 62 referrals to the program. The focus of the program is life skills-based introducing new skills to the clients and transitioning them to independent living.

The Aftercare Program continues to exponentially increase in attendance rates. The increase has been substantial with an almost 50% increase in attendance, averaging 22 people per group. The attendance rates are at an all-time high.

The Transitional Discharge Workers at Thunder Bay Regional continue to see an increase in their caseloads. Trends include a high number of individuals struggling with substance and alcohol misuse, as well as assistance with housing while in city.

## Children's Mental Health Services

Abiinojiishiik-amino-yawook EarlyON Child and Family Centre has been well utilized by our Anishinabek families. Since the commencement of this fiscal year there have been over 690 visits of infants and children aged 0-6 and 560 of their parents and caregivers.

Youth Prevention Services has had successful stabilization of youth in our Youth Transitional Housing Program. A total of 13 youth resided in the semi-independent Agency supported living environment. 7 youth have transitioned to independent living, 4 have reunited with family, and 4 remain residing in the home. While residing there; youth learn the necessary life skills that assist them to transition from Care to semi-independent living to independent living and/or reunite with family.

The Homes for Good program assists individuals and families impacted by addictions and mental health access services, community resources, and housing in order to increase their capability to find and maintain suitable housing. The program served 87 individuals this year.

This year Assessment Brief Treatment Residential Services underwent a program restructure aimed at enhancing cultural and clinical supports for high risk youth. The restructure occurred in response to the evolving complex needs of youth and the Agency's commitment to serving and keeping our youth in our community. The program also commenced in a cultural way by adopting the gifted spirit name Oshiki-niig Mash-ka-zi-win (Children are Our Strength).



The Biimaadiziwin Wiidookaagewin Cultural Program community drum groups have been well attended by youth and their families. Weekly groups offered throughout the catchment area see anywhere from 10-25 participants per group. The open drum groups provide a culturally-relevant and positive environment for youth and families to learn about and engage in their culture.

Recreation Services is a newly implemented initiative available both in the City and District. Recreation opportunities are facilitated with a community development lens to promote the well-being of our people through engagement in positive social activity. Activities are geared to family and are open to all ages.

Clinical Services have seen an increase in access to intensive structured therapy for those addressing symptoms of trauma, grief, anxiety and mood disorders. As a result of this need the team will be expanded from three specialized clinicians to four. This fiscal year the team has serviced 54 children and 66 adults.

Education Liaison Program is newly implemented and has been well utilized throughout the District and City. The program provides enhanced education resources for children and youth in care of the Agency to improve education outcomes. Using a culturally responsive approach the Education Liaison program has supported 52 students attending 11 different schools.

Trauma-Informed Care Training was provided Agency wide for all front line staff and leadership. The training was extended to representatives from the 13 First Nations. 387 Dilico staff and First Nation community members attended.

Intensive Family Wellness Service is a new Mental Health-Child Welfare integrated initiative. The service offers parents and caregivers involved with Family Wellness enhanced clinical interventions to increase parent/caregiver capacity, ensure children are linked with resources they require to reach optimal developmental milestones, and improve overall family cohesiveness and wellbeing.

## 265

Individuals were provided with Aftercare Services

## 972

Access Network Referrals (Children's Mental Health)

## 206

Individuals received care from the Adult Residential Treatment Centre (94% completion rate)

## 111

Children served by SNAP Program

## 261

Families Received Infant Child Development Services (272 Children serviced)

## 305

Children supported by Counselling and Clinical Services

## 100

Consults provided by Psychological Services (25 Psychiatric Assessments and 75 Psychological Assessments)

## 45

Youth Supported by Day Treatment Services

## 78

Families supported by Family Preservation Services

## 849

Families provided with Case Management Services

## 133

Tele-Mental Health consults were triaged and facilitated via Ontario Telemedicine (OTN)

## 665

Adults experiencing Mental Health & Addictions issues assisted by Adult Case Management

## 414

Individuals supported by Early Intervention Aftercare Workers

## 39

Individuals serviced by Post Treatment Unit

## 218

Individuals serviced by Transitional Discharge Workers



# Dilico Staff Family

Ultimately, the spirit of our work starts and ends with our staff. They are the ones who make our work real, meaningful, and lasting for so many children and families.

Our role, whether it's working in mental health, the cultural department, child welfare, and everything in between, revolves around family. All Dilico staff across the district come together to form a working family to help support and strengthen our families, children, youth and communities.

*Families are like branches on a tree.  
We grow in different directions yet  
our roots remain as one.*





# Honouring our Families





# Finance & Corporate Services

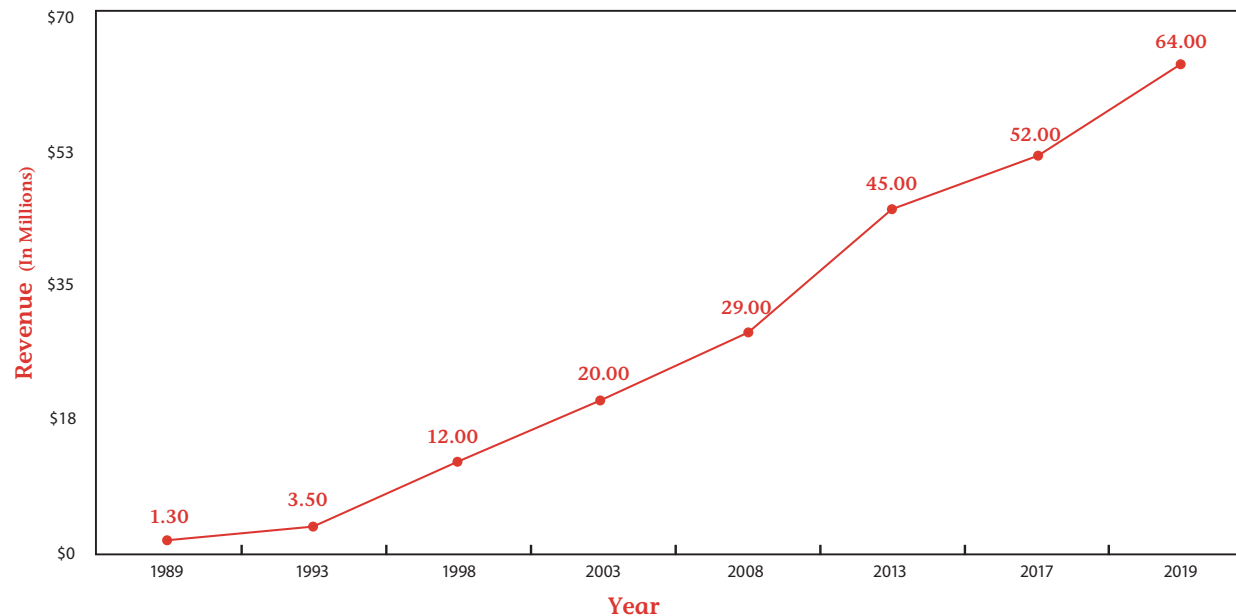
Dilico continues to grow and with growth comes many positive accomplishments, but also some challenges. The agency continues to be mindful of its budget allocations across all of its programs and service areas. Fiscal responsibility is important and despite exponentially increasing service demands and needs, the agency has found ways to deliver services without incurring deficits. Funding from Indigenous Services Canada, together with flexibility in our Mental Health and Addictions and Health funding have allowed the agency to utilize funds across multiple service areas.

With a staffing complement of approximately 600 employees, the Human Resource team continues to be committed to recruiting, selecting and hiring qualified candidates who are able to exemplify in their service delivery of the Vision, Mission and Core Values of the agency. Health and Safety of all staff continues to be a priority and on-going relations with union officials remains positive.

As the Agency grows, so does the need for space for staff and programs to run. A count at year-end revealed that the Facility Operations team now oversee over 30 buildings and offices, a count that has grown significant the last 2 years, resulting in new leases and renewal of several others including two of our large offices which are leased from Fort William First Nation and Red Rock First Nation. Ensuring a safe work environment as well as meeting all licensing requirements where required for all of our buildings remains a priority.

The Information Services and the Information Technology units continue to support all service areas with information and technology needs as well as maintaining the data infrastructure, network, and systems that are vital to on-going operations of the agency. It is critical that information is captured and remain accessible in a timely and accurate manner at all times.

**Growth in Funding (in Millions) Over the Last 25 Years**



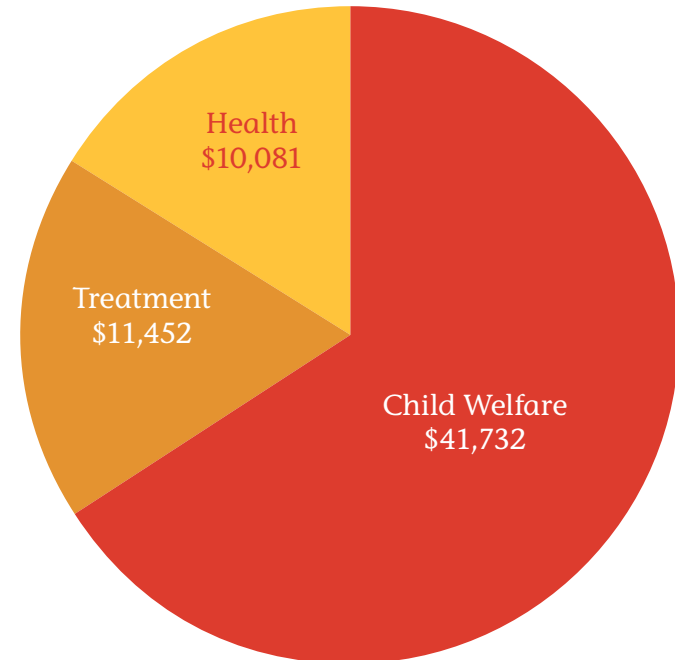


## Condensed Financial Information

### Statement of Operations

Year ended March 31	2019 (\$)	2018 (\$)
<b>REVENUES</b>		
Government of Ontario	\$46,658	\$43,744
Government of Canada	\$13,002	\$6,274
Other	\$4,611	\$4,543
<b>TOTAL</b>	<b>\$64,271</b>	<b>\$54,561</b>
<b>EXPENDITURE</b>		
Child Welfare	\$41,732	\$37,160
Treatment	\$11,542	\$9,562
Health	\$10,081	\$7,798
<b>TOTAL</b>	<b>\$63,265</b>	<b>\$54,520</b>
<b>Deficit From Operations</b>	<b>1,006</b>	<b>41</b>

## 2019 Expenditure By Service



(Extracted Summarized information from financial statements audited by Grant Thornton LLP. Actual Statements are available upon request.)



# Honouring Our Families

Annual Report 2018/2019



Anishinabek Family Care

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