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Dilico

Anishinabek Family Care

Honouring
Our Teachings
Annual Report 2019/2020



Dilico

Anishinabek Family Care

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**Honouring
Our Teachings**
Annual Report 2019/2020



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Honouring the Seven Grandfather Teachings

Teachings in the Anishinabek culture have been traditionally passed down from generation to generation, through stories and ceremonies. The teachings of all Indigenous cultures encompass the morals, values, structures, ceremonial practices, and spiritual beliefs, while also ensuring the survival of the people and culture.

The Seven Grandfather Teachings are the most commonly shared teachings across the country. Many communities have adopted the guiding principals, in one form or another, as a moral stepping stone and cultural foundation.

The Seven Grandfather teachings connect the past and present and symbolize much of what defines Minobimaadiziwin (living well). Many try to weave the lessons into daily life, each as a teaching tool for living the good life.

These teachings remain at the heart of Dilico Anishinabek Family Care. They continue to strengthen the framework of our organization, families and employees, and share a message of traditional values, hope and respect for all things, while facilitating the potential to learn.

Throughout the past year, the teachings have positively impacted many of our communities, children and people. The stories incorporated throughout this AGR are the gifts of the Seven Grandfather Teachings.

The 7 Grandfather Teachings

1. **Dabaadendiziwin:** Humility
2. **Minaadendamowin:** Respect
3. **Gwekwaadiziwin:** Honesty
4. **Zaagi'idiwin:** Love
5. **Zoongide'ewin:** Courage
6. **Nibwaakaawin:** Wisdom
7. **Debwewin:** Truth

The Seven Grandfather Teachings artwork created and provided by Kevin Belmore, Indigenous Artist.

“ The Seven Grandfather teachings ”
connect the past and present and
symbolize much of what defines
MinoBimaadiziwin (living well).





Message from Senior Leadership

We are pleased to jointly report for the fiscal period of 2019-2020. It has been a momentous year for our agency as our Elders and Youth participated in ceremony to retrieve our agency's spirit names: Animkii Binesi (Thunder Bird) and Migizi (Eagle). We were thrilled to host two gatherings that brought together Youth and Elders to share and learn from each other.

We were met with new challenges as we faced a global pandemic. Emergency planning, packages and innovative delivery methods were all coordinated to continue to meet needs. We were very proud of our staff that rallied together to ensure children, families and communities were safe and supported.

Our leadership continued to provide strong governance to the agency throughout the year at Special Chiefs Meetings directing the response to a new jurisdictional directive. We were pleased to continue a positive working relationship with Grassy Narrows First Nation by working in partnership with their advocacy program to develop a protocol with their community. Leaders continued to collaborate on strategies to address racism, gangs, substance misuse and addictions in communities. The Board of Directors advanced work on reviewing and updating the Corporate By-Laws and long term strategic planning.

Health services has seen forward movement with the completion of the feasibility study for a Long Term Care Facility. As we prepare for the next steps, we look to recruit a number of Personal Support Workers by first offering training onsite at Dilico. A new position

was created to assist First Nations in updating emergency preparedness plans. The Emergency Preparedness Manager position was instrumental in assisting to navigate the COVID-19 pandemic.

Health services was successful in securing funds to develop a new Child and Adolescent Nursing Program that will assist with timely health and clinical mental health supports. Jordan's Principle staff and programs have transitioned into the Complex Care Program. We were awarded 10 units for assisted living for clients to provide culturally safe care. Health Services have expanded to include a new Midwife Apprentice and two Speech Pathologists on staff. We are also grateful for the partnership with Northern Ontario Psychology Internship Consortium (NORPIC) that sees a Clinical Psychologist travelling with the Primary Care Team to many of our First Nations.

Funding was received to develop and operate a Family Healing and Wellness Centre that will see two family units attend and receive holistic treatment based on our Anishinabe teachings. The transition of Three C's Reintroduction Centre and Seaway went well and clients continue to receive long term residential recovery support. Additional cultural practices, training, counselling and life skills were added. A new sweat lodge was also built for clients at Three C's to utilize. Homes for Good program, a partnership with TBDSSAB saw continued success with wrap around services and housing supports

We received an outstanding review from the Ministry's annual audit, noting the great staff committed to the children and families while highlighting Dilico's integrated services that offer support to youth needing cultural, mental health and health supports. Child Welfare's Group Home Kitchi-Gaa-Ming was granted



“ We are very proud of our staff that rallied together to ensure children, families and communities were safe and supported. ”

a full operating license. The new Intensive Family Wellness Service provides more mental health supports for longer term, more complex families involved with Child Welfare.

We welcomed a new Director of Finance and Corporate Services, the transition has been seamless with great support from our Assistant Director of Finance & Corporate Services. Human Resources hosted a successful career fair providing potential new employees an opportunity to talk directly with managers about the day to day work of programs.

Another successful regalia making program saw 15 youth learn about and create their own regalia. Dilico Anishinabek Family Care's Annual Pow Wow: Gakina Maamawedaa (Everyone Together) brought together hundreds of people to gather and celebrate our culture and youth dancing in regalia for the first time.

We continue to support our employees with training opportunities and resources to ensure we provide families with cultural safe experiences. A new training program for providing culturally-safe child welfare practises was attended, adapted and delivered to meet the unique needs of families in our area.

Mazinaajim Children's Foundation raised funds with a new twist on their annual lottery raffle: Pay Days in May was a successful initiative that engaged many people every day of May with draws and also helped to raise awareness of the work they are doing to provide children and youth with bursaries to achieve their dreams. The annual Dare to Dream Day brought

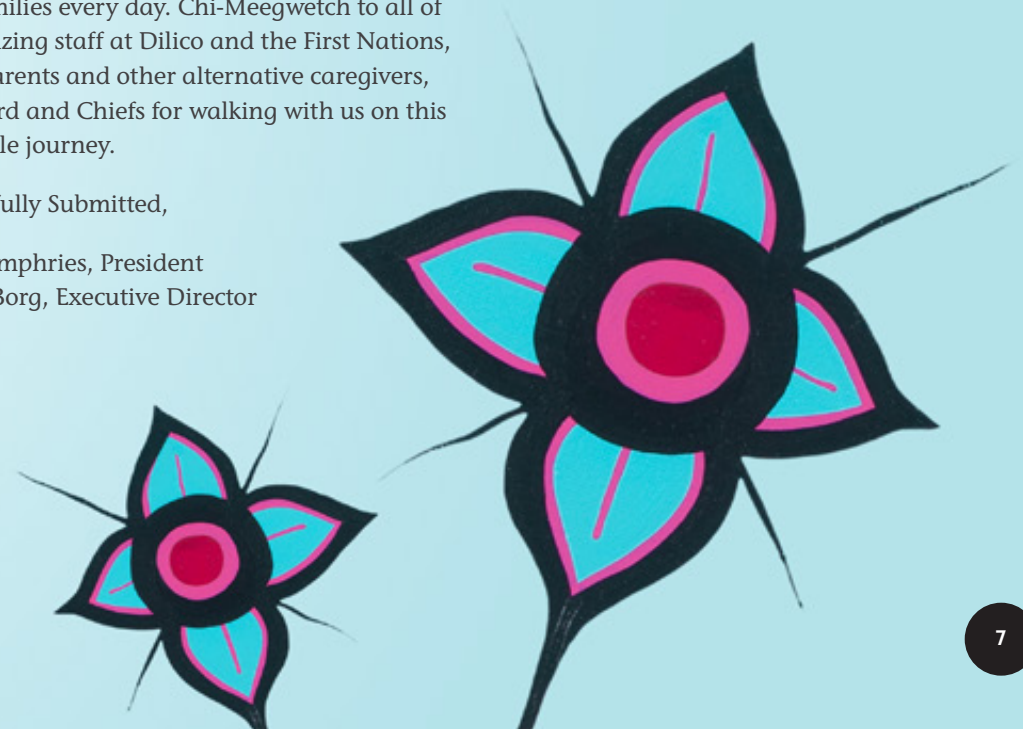
together hundreds of children and many different groups showcasing a variety of activities that children can participate in.

Our annual “Step up” campaign was offered to raise awareness of child abuse prevention seeing many events and offerings to the community. We were overwhelmed with support received in our 11th year of coordinating the annual Christmas Wish campaign. In total, 1000 Wish Bags were filled for babies, children and youth in the City and District of Thunder Bay, the largest amount of bags filled.

Our theme for this year's AGM is “Honouring our 7 Grandfather Teachings”. Dilico's program and services are rooted in Anishinabe culture and teachings that guide us in the work we do with families every day. Chi-Meegwetch to all of the amazing staff at Dilico and the First Nations, foster parents and other alternative caregivers, our Board and Chiefs for walking with us on this incredible journey.

Respectfully Submitted,

Don Humphries, President
Darcia Borg, Executive Director



Senior Management



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
(Sandpoint)



Chief Wilfred King
Kiashke Zaaging
Anishinaabek



Lillian Calder
Bingwi Neyaashi
Anishinaabek



Kelly Fortier
Ginoogaming First Nation



Jolene Cote
Red Rock (Lake Helen)
Indian Band



Raymond Goodchild
Pays Plat (Pawgwasheeng)
First Nation



Diana Nayanookesic
Whitesand First Nation



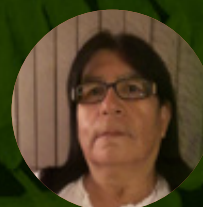
Marlow Wesley
Long Lake 58 First Nation



Vern Mcwatch
Pic Mobert First Nation



Michele Soloman
Fort William First Nation



Bonnie Goodchild
Biigtigong Nishnaabeg

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

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



Dilico

Anishinabek Family Care

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. Pawgwasheeng (Pays Plat)
11. Netmizaaggamig Nishnaabeg (Pic Mobert)
12. Red Rock Indian Band
13. Whitesand First Nation



Years of Service Staff Listing

January 1, 2019 – December 31, 2019

This year we re-evaluated our years of service awards to ensure that we are acknowledging everyone for their dedication from their original hire date with the agency. Previously, this was calculated based on an employee's most recent hire date, which was not an accurate depiction of years of service to Dilico. Employees are now also recognized monthly and as well as annually at an all staff event.

5 Years

Amy Cryderman
Amy Swanson
Andrea Favel
Andrew Levesque
Ashley Brimmell
Ashley Buitenhuis
Blythe Haynen
Brenda Fortier
Brianna Draper
Jalene Nydam
Jamie Del Ben
Johnathan Donio
Jordyn Dingwell
Kelsey Hunt
Kylie Moffatt
Sandra Waboose
Stephanie Bisignano
Theresa Spoljarich
Tina Brough

10 Years

Agnes Rissanen
Brian Davis
Crystal Squier
Elizabeth Maxwell
Georgette Shapwaykeesic
Jessica Fisher
John Dixon
Laura Parise
Lindsay Salo
Meagan Drebit
Meghan Gagliardi
Michael Kopot
Rhonda Braun
Roberto Mastelloto
Stella Dekiel
Tammy Williams-Deller

15 Years

Cherylee Collins
Lisa Steadwell
Marline Bernard
Rebecca Wheeler
Tara Gal

20 Years

Bobbi Fletcher-Decorte
Carmela Hardy
Christine Bishop
Cynthia Otway
Doreen Sault
Fern Schiiler
George Rusnak
Guylaine Theberge
Jennifer Moore
Patricia McLeod
Tannise Piche
Wanda Metansinine

25 Years

Betty Anderson
LaDonna McGauley

30 Years

Denise Collins



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 4th Annual Effie Zoccole Award was awarded to Charlene Tyance. Charlene is being recognized for her willingness to teach and assist staff and families on understanding, knowing & healing from their culture. She is fluent in Ojibwe and is what our Anishinabek culture embodies and is so welcoming to everyone.



Dabaadendiziwin (Humility)

Humility is to know that we are a part of creation, and that we always consider ourselves equal to one another. We should never think that we are better or worse than anyone else. It's about living life selflessly, while respecting your place and carrying pride with your people.

Honouring the Seven Grandfather Teachings

Donald Michano

Donald Michano has dedicated his life to working for First Nation children and families. Growing up with his father Chief Roy Michano leading their community, and his mother Sheila Michano, the communities Family Support worker – he would often wake up to find different children in his family home. Ensuring the safety of all children was deep-rooted in Donald's life. He worked for two decades on the front lines in child welfare for Dilico.

As a young man, at 16 years of age, Donald received his first vision where he saw himself talking with and teaching children. In his recent position as a Cultural Coordinator, this vision has been realized, as he regularly finds himself sharing teachings with the younger generations in many First Nation communities.

Donald has always been a strong advocate for land based teachings and enjoys spending one-on-one time mentoring children. Over the years, Donald says he has seen a lot of hardship and negativity, so he is hoping to contribute to creating a better way of life that brings goodness for years to come. "I am taking an approach that not a lot of people do."

Whether its harvesting medicines, drumming and singing with the kids, cutting firewood for the sweat lodge, teaching traditional parenting in the daycare or leading a hike for youth on the land, Donald is passionate about supporting children and families. With a desire to share his culture and traditional practices, he also leads monthly ceremonies, sharing circles, provides assistance to traditional healers, and hosts a number of teaching sessions for all ages. "You get the kids on the land and it's so special."





Minaadendamowin (Respect)

One of the teachings around respect is that in order to have respect from someone or something, we must get to know and understand them on a deeper level. Respect develops when one takes the time to establish a greater relationship with the other. Like love, respect is mutual and reciprocal. In order to receive respect one must give respect. We honour the traditional roles that we fill and the teachings we have been given. We honour our families and others, as well as ourselves.

Honouring the Seven Grandfather Teachings

Family Healing & Wellness Centre

A client driven and client motivated project has come to fruition with the opening of Dilico's Family Healing and Wellness Centre. It's a residential home where families can come for a program built on the seven grandfather teachings, offered 24 hours a day. It's a very unique program as parents, along with their children, reside in the therapeutic environment that enhances the family's understanding of how their behaviour impacts the family system.

The need for the centre came directly from those who utilize Dilico's services. Following research on evidence-based healing centres, it was adapted to fit Dilico's holistic approach that ensured families work on their physical, emotional, mental and spiritual health. The program is rooted in Anishinaabe culture, ceremony and land based teachings. As the site continues to grow, a sweatlodge is being constructed, so that families can also participate in many seasonal cultural practices.

The first family to attend the centre shared that the program gave them "time and a place to really connect with each other" going on to say that "staff taught them how to better communicate with each other." As they reflected on the time at the centre, they shared that they felt honoured to be the first family to attend and are grateful for the staff and atmosphere to help them along their way.

This voluntary program offers families a full continuum of care model, from pre-treatment and engagement sessions with families, in-patient residential treatment services as well as follow-up aftercare services.





May 2019 Pay Days in May Fundraiser



May 2019 Dave Wesley Retirement



June 2019 C & PSW Training



April 2019 Advanced Foot Care Training



April 2019 Jordan's Principle Day



June 2019 All Health Staff training



April 2019 Dare to Dream Day



May 2019 Tragic Youth Incident Protocol



June 2019 Cultural Training Sessions



April 2019 Youth Council Training



May 2019 Hair Braiding Station



June 2019 Regalia Making Program





July 2019 Dilico Annual Pow Wow



July 2019 Empowering Girls Camp



August 2019 Wilderness First Aid Training



September 2019 Orange Shirt Day



September 2019 Empowering Boys camp



July 2019 Children's Sweat Lodge



July 2019 Teddy Bear Picnic



August 2019 New Children's Sweatlodge



August 2019 CCUCY Back pack event



August 2019 Gardening with the Communities



September 2019 SNAP training



September 2019 CWECT Event



September 2019 All Family Wellness meeting



October 2019 School building painted



November 2019 Christmas Wish Launch



October 2019 Step Up (Longlac)



October 2019 Step Up



November 2019 Santa Clause Parade

October 2019 Step Up (Nipigon)



October 2019 Step Up

November 2019 Foster Care Campaign Launch



October 2019 Staying true to yourself with Turtle Concepts



November 2019 Annual General Meeting



November 2019 Annual General Meeting





December 2019 Christmas Wish



February 2020 Drum Birthing



February 2020 Quilting, Bannock & Tea with Kokooms



December 2019 Christmas Wish



February 2020 Drumming with Dustin Gagne



February 2020 Youth Council Meeting



February 2020 Empowering and Promoting Healthy First Nation Communities



December 2019 Christmas Party



January 2019 Migizi Workshop



January 2019 Elders advisory meeting



February 2020 Youth Ice fishing



March 2020 COVID-19 Readiness



December 2019 Christmas Wish





Gwekwaadiziwin (Honesty)

Honesty is about accepting yourself for who you are and knowing how to use your gifts to survive and thrive. Truth is our guide and allows us to be honest with others. When we walk through life with integrity, we are giving the gift of honesty. Being true to our spirit and accepting who we are, guides us in being honest.

Honouring the Seven Grandfather Teachings

Animbiigoo Zaagi'igan Anishinaabek

Animbiigoo Zaagi'igan Anishinaabek (AZA) is a First Nation with an entirely off-reserve population. Since 1921 they have been known as “Lake Nipigon Various Places,” and it wasn’t until 2008 that a reserve was created for the people to gather and utilize. Despite not having a physical community and no matter the distance, members of the First Nation are always included in community initiatives.

Chief Theresa Nelson has been determined to keep children closely connected to the community. She personally participates in case conferences for all community children no matter how far away they are placed. She shares that “it is important to let the youth know that their First Nation supports them no matter what.”

As AZA continues to grow, it has seen an increase in programs and services that help keep members engaged with the First Nation. With a focus on building cultural engagement, an early years program was created to work with children from birth to six-years-old in many different ways. The program incorporates Ojibway classes with Elders, drumming, cooking, and other fun activities. A youth program was also developed to assist youth in building life skills and experiences. In addition, the community’s new family support program has offered members an opportunity to attend outings and participate in regalia making and cultural ceremonies.

Recently celebrating a significant milestone of connecting AZA to the hydro grid, Chief Nelson expresses gratitude as she sees the dreams of the community coming together.



Bimaadiziwin Wiidookaagewin

(Good Life Helper)

The Cultural program continues to be at the core of all work at Dilico Anishinabek Family Care. Smudge ceremonies to open and close the week take place at every site right across the district. Spring and Fall Feasts are held at our Anemki and District locations and each building is smudged each spring and fall.

Dilico's Spirit names were retrieved in a powerful ceremony that took place with Elders and Youth in July. We honoured our agency names: Animkii Binesi (Thunderbird) and Migizi (Eagle) throughout the year sharing teachings to our staff, clients and partners.

We were proud to have 15 children/youth supported in making their own regalia with our 5th year of funding support from the Ontario Arts Council. Our 3rd Annual Gakina Maamawedaa (Everyone All Together) Pow Wow took place in July. Josephine Arvelin, former long time employee was honoured with a special jingle dress dance. Charlene Tyance, Intensive Child and Family Worker, was honoured with the 4th Annual Effie Zoccole Award in promoting Anishinabek Culture.

We introduced two new events: The 1st Ba-gid-na-ge Ceremony (Letting go) was held at the Adult Residential Treatment Centre. The 1st Rites of Passage Berry Fast gathering was well attended with 26 attendees. This important gathering opened and closed in ceremony and provided attendees with a historical overview of women's moon time, and teachings on stars, water, skirts with a sweatlodge and pipe ceremony. We were honoured to hear berry fast stories from Youth and Elders attending.

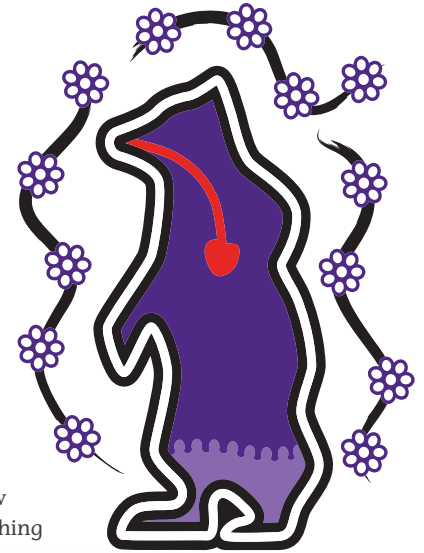
Many consistent teachings are coordinated and offered across a number of programs including: grandfather drum, hand drum, sweatlodges, storytelling, clan systems, medicine wheel, four sacred medicines, medicine picking, traditional parenting, 7 grandfather teachings.

The cultural programs continues to offer regular programming while being responsive to the needs of clients, families and communities. We saw a number of different requests across the district and were happy to lead, facilitate, offer teachings and participate in a variety of activities such as: Restorative Justice circles, "Walking the Path Program", boys groups, therapeutic relationship building with youth, cedar bath ceremony assistance, ribbon skirt making, rattle making, new regalia blessing, new school ceremony, winter teaching ceremony, and many other land based teachings.

Cultural Coordinators in the district often provide cultural support in High Schools with a number of teachings shared and drop in sessions for drumming, beading, crafts and sacred item teachings. The Cultural program recognizes the great impact that unique life experiences have when travelling to take part in different learning opportunities and ceremonies. We are happy to share that our Longlac Coordinator coordinated and attended a trip to the Turtle Lodge in Manitoba with 29 participants. Our Nipigon coordinator chaperoned youth to participate in ceremony and song with the Thunder Bay Symphony Orchestra. Our Whitesand Coordinator chaperoned youth to attend the Biigtigong Nishnaabeg's Winter Ceremony.

Cultural staff participated in the Annual Empowering and Promoting Healthy First Nations conference and shared teachings on the grandfather drum, hand drumming, sacred medicines and healing through crafts.

In March, the Anemki sweatlodge was closed due to Covid-19 followed by the cancellation of other cultural programming. The department began working on a plan to connect with Indigenous people through a virtual forum.



○
Elders/Cultural
Resources at
Locations:

9
Anemki

3
Longlac

6
Mobert

6
Armstrong

2
Nipigon



Cultural Activity	Number of Participants
Cultural Orientation-Staff	984
Cultural Support & Ceremony	2638
Ceremony-Smudging	1407
Ceremony-Gi-we-goo-zi-win	28
Ceremony – Spring & Fall Feasts	265
Ceremony-Sweat Lodge	1080
Cultural Crafts	603
Grandfather Drum Teachings	1749
Hand-drum Teachings	1930
Rites of Passage Ceremony	43
Traditional Teachings	2125
Traditional Counselling	58
Traditional Healing	109
Traditional One-on-One	45
Traditional Parenting	91
Service Coordination	1267
Service Consultations	448
Sacred Sharing Circle	524
Supportive Visits	1569
Intervention	281
Land Based Activities	920
Regalia Making Project	240
Grief Funeral Support	639
Cultural Team Meetings	105

Bimaadiziwin Wiidookaagewin CULTURAL PROGRAM

○
167
Client Service Referrals

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 others.

103
Non-Client Service Referrals

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.





Zaagi'idiwin (Love)

Love is a kindness for all things around you, and living at peace with the Creator and in harmony with all of creation. Being able to demonstrate love means that we must first love ourselves before we can show love to someone else. Love is unconditional and must be given freely. When we give love freely it comes back to us.

Honouring the Seven Grandfather Teachings

Janey Puurula

Janey Puurula, a member of Red Rock Indian Band, has been sewing for more than 50 years. Her mother bought her a sewing machine when she was in grade seven which led to her passion for creating. Janey learned to sew, embroider with her Mohawk grandmother, and bead with Maria Linklater. She has been using her amazing skills to connect with people and communities for years saying, “it’s about sharing what you have learned”.

Most recently, Janey brought her love of making to the community of Kiashke Zaaging Anishinaabek to help encourage more children to participate in their culture. Over the course of three years, Janey has personally helped create more than 60 unique sets of regalia for children living in the First Nation. Janey enjoyed working with little ones to help them design their pieces, all the while encouraging them to learn new skills of cutting, preparing material and sewing it together. Many were very young and Janey’s expert skills came to good use in completing their regalia in time for the Annual Pow Wow.

Janey describes a Pow Wow as “a feast of colour”. One of her favourite aspects is to see the bright tones and colours complimented by all of the creativity and imagination that goes into everyone’s unique style and regalia.

In one community in particular, she hosted a booth and offered a free raffle for children’s set of regalia. After completing a ballot, a young girl tried to put the regalia in her bag before the draw was done and after seeing that the little girl didn’t win, Janey knew she had to make her a set. The very next trip to the First Nation Janey returned with something for the little girl and her sister— and even personally delivered the new sets.

Janey’s love of family and children runs deep. She says that by knowing everything that has gone on in the past, we should all try to give our kids something to hope for and feel positive about bright and colourful futures.



Child Welfare

Mikinaak Model of Care

Since designation on April 1, 1995, Dilico's child welfare program utilizes the traditional teachings, wisdom and practices of customary care. Through the years, there were many lessons learned and successes made evolving to the current customary model practiced at Dilico. In 2011 - 2012, several Elders gathered from the Robinson Superior Treaty area and named the customary care model Mikinaak, which means turtle in Ojibway. The teachings and strength of the turtle pushed the use of customary care services at Dilico to the next level of cultural competency and relevancy for Indigenous children, families and communities.

Over the last eight to nine years, the child welfare program strived to implement fully a customary care program that compliments the needs of Anishinabek children, families and communities in the Robinson Superior Treaty area. In 2012, it was reported the agency had 630 children in the foster care system and these numbers year after year from 1995 climbed steadily. This was very concerning to leadership and the First Nations. With the use of Elders, the community's knowledge and skills, a defined approach from the communities was taken to address child protection matters. Frequent case conferencing and wrapping supports around families achieved children staying home with their caregivers and not the foster care system. It was the overall concept of healing instead of apprehension. Today, with the Mikinaak Model of Care fully operationalizing, there are 44% less children in care than in 2012-2013. It was the wisdom and strength that guided a culturally appropriate response to child protection matters.

4 R's Reassessment, Reunification, Repatriation and Reconciliation

Child protection in Ontario assesses risk of a child, which leads to families being involved in the child welfare system. Part of the Mikinaak Model of Care is to continue to assess risk, but also look at opportunities for families to reunify and repatriate children back home to their families and communities. Throughout the last 7 years, as part of case management, reassessment of risk was expected with children that were in care, meaning family files were reopening and putting any supports in place to reduce risk so the child can return home. A lot of successful reunification of families occurred over the years. As for repatriation, there were approximately upward to 51 youth placed south in a residential setting back in 2013 and this year there is a 52.1% reduction of youth placed in these residential settings.

Overall, families continue to struggle with addictions, violence, abuse and neglect and the Mikinaak approach is to understand the underlying and historical trauma and provide support and healing for parents to care for their children safely.

As we move forward together and continue to evolve, we are ready to move to our next phase of our model - Reconciliation. This will be an opportunity to reconcile with children, family and communities regarding the effects the child welfare system historically had on Indigenous families in Ontario.

Child Welfare Statistics

Reporting Period:

01-April-2019 -
31-March-2020

5,014

Inquiries /Reports
Received

1,141

Completed
Investigations

573

Completed Investigations
in Ongoing Protection

1,026

Families Receiving
Ongoing Protection
Services

Children In Extended Society Care Review (2019) Full License

Regarding contact with First Nation Heritage

All of our children with First Nation heritage are having contact with family and community. There was a lot of relevance and fulsome information in case files about family connections and cultural history. This year's review was noted that those connections and what staff are doing to support culture is helping youth re-engage with their culture. Our workers maintain very solid contact with our children. Our workers also speak to the needs and strengths and progress for the children. The Mikinaak Model of Care that we put in place several years ago is evident in the child files.

Post-Care Planning

These children, once they are the age of 17, it has been noted that workers are looking at forward thinking, for instance where will they live, who will be their supports and preparing financial independence.

Medication

It was noted that we have less children on medication. So whether it is cultural support or therapy, what we are doing is helping to mitigate some of the need for them to have medication.

Retirement Education Savings Plans - RESP

Finance, Children's Services and Data Management Systems worked together to obtain the identification required for our youth in care to open their Retirement Education Savings Plans (RESPs). To ensure information is clearly provided to our youth and their parents, a new process is now in place to enable the information to be disseminated efficiently to our youth who are eligible for RESP funds.

Training Program

The following outlines some of training and/or mentoring that has occurred over the past year:

- Child Welfare presentations to various community partners including post-secondary schools as a form of recruitment
- Ongoing training regarding, wellness, longevity in the field self-care
- Ongoing in-house training to support one-to-one mentoring of both frontline staff and management
- Ongoing Mikinaak Service Delivery Model woven throughout all in-house training
- Inclusion and collaboration of our First Nation community members - good feedback from the FSW - dismissing myths about our practice (Indigenous Child Welfare vs mainstream)
- Incorporation of Cultural Program throughout all in-house training
- Incorporation staff with specific knowledge areas to enhance and support the learning opportunity
- Therapeutic Crisis Intervention Training was delivered nine times this last year
- Serious Occurrence Training was delivered due to the new legislation
- We helped facilitate the "Becoming an Ally" workshop organized by the Association of Native Child and Family Service Agencies of Ontario (ANCFSAO) held Sept 2019.
- Even though in house training was paused due to the Pandemic, the training program helped facilitate some virtual training/ webinar training, some topic included:
 - When Home is not a Safe Place. How do we protect our most vulnerable during the Pandemic?
 - Mindfulness and Self-Care for Helping Professionals in Uncertain Times Virtual webinar and information shared with staff
 - Intimate partner Violence

The child welfare training program will be linked to each First Nation to design, develop and deliver training specific to each First Nation's needs.

Child Welfare

Developmental Service Program

As part of a multi-disciplinary team, the Developmental Support Worker supports children and families who have a child or children with a developmental disability and to help them reach the child's full potential. The Developmental Support Worker supports the family's role as caregiver by assisting the family in addressing crisis, and assisting the family with understanding the individual needs of the identified child or children.

The Developmental Support Worker helps the family maintain or improve its ability to preserve itself as a healthy and effective system by engaging the primary caregivers, the siblings and any extended family or community members who have a vested interest in the child and family.

The service is provided in the Agency Operated homes, Foster homes, Bio-Family homes and/or in the community.

Feedback from the participants include:

- Skills in workers were very good to excellent;
- DSW's assessment skills are excellent;
- Participants would highly recommend the program to others;
- DSW's provided consistent education to the parents at the level the caregiver was able to understand and able to keep the child and caregiver engaged;
- DSW's had great planning, and were an excellent support to the caregiver and provided consistent follow up;
- DSW's able to keep caregivers and children on track with the goals;
- DSW's were able to develop excellent bonds with the youth they were supporting;
- The DSW programs techniques and skills were well thought out and very helpful;
- The service was great, the worker assisted the caregiver to access community supports that they did not know existed;
- Programming was geared to my child's needs;
- Caregivers have seen improvements in child's behaviours overall and their child's skill development increased;
- Tools provided helped with all children in the home, not just the child in question;
- Families felt that DSW's really cared about their child's best interests;
- The DSW program has increased caregiver's confidence in meeting their child's needs by having a structured program developed to ensure consistency;

Child Welfare Statistics

Reporting Period:

01-April-2019 -
31-March-2020

430

Customary Care
Arrangements

79

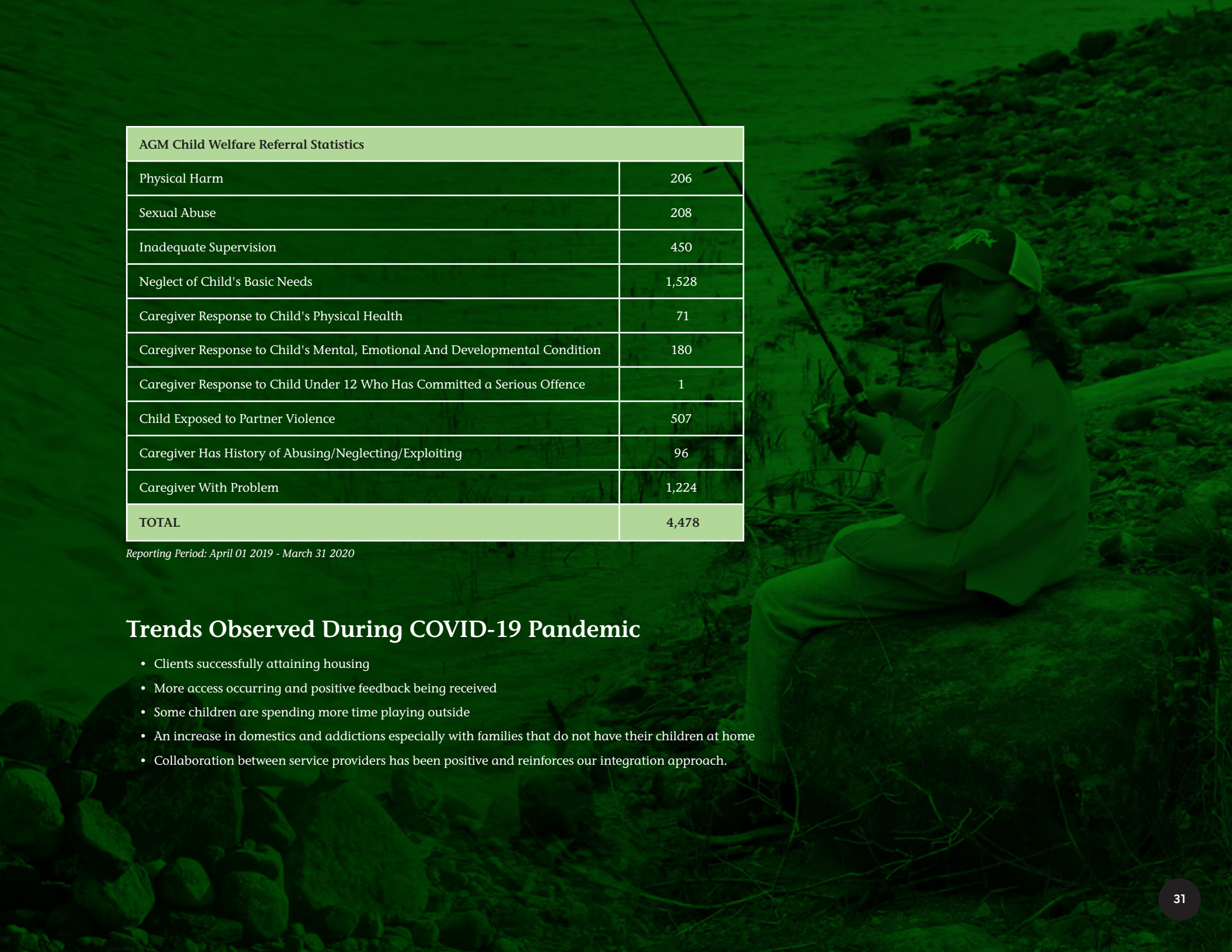
Continued Care
and Support for
Youth/Voluntary
Youth Supports

162

Kinship Approved
Homes

465

Kinship Children
Placements



AGM Child Welfare Referral Statistics	
Physical Harm	206
Sexual Abuse	208
Inadequate Supervision	450
Neglect of Child's Basic Needs	1,528
Caregiver Response to Child's Physical Health	71
Caregiver Response to Child's Mental, Emotional And Developmental Condition	180
Caregiver Response to Child Under 12 Who Has Committed a Serious Offence	1
Child Exposed to Partner Violence	507
Caregiver Has History of Abusing/Neglecting/Exploiting	96
Caregiver With Problem	1,224
TOTAL	4,478

Reporting Period: April 01 2019 - March 31 2020

Trends Observed During COVID-19 Pandemic

- Clients successfully attaining housing
- More access occurring and positive feedback being received
- Some children are spending more time playing outside
- An increase in domestics and addictions especially with families that do not have their children at home
- Collaboration between service providers has been positive and reinforces our integration approach.



Zoongide'ewin: (Courage)

Courage is the ability to face danger, fear or changes with confidence and bravery. It's about finding inner strength in order to move through the difficulties of life, while working for what you believe in and what is right for your community, family, and self.

Honouring the Seven Grandfather Teachings

Netmizaaggamig Nishnaabeg

Earlier this year, when Netmizaaggamig Nishnaabeg (Pic Mober First Nation) was in a tense situation as the needs of the community were on the rise and outweighed the amount of supports available, leadership had the courage to do what had to be done. They placed a call to Senior Management at Dilico Anishinabek Family Care. Dilico quickly responded by creating a response team comprised of several managers and employees from Mental Health and Addictions, Child Welfare, and Health Services departments. The team met weekly to discuss pressing issues and identified solutions to address urgent needs in the community, which ensured continued service during the difficult time. Throughout the preliminary stages, the response team also met with band officials twice a week to keep everyone apprised with progress and to provide guidance toward next steps.

Over the course of several months, the combined effort of all Dilico services and the community, lead to improvements on the overall health of a number of individuals, which the First Nation continues to see today. CEO Norm Jaehrling explains that the level of support was amazing and the entire situation really highlighted the amount of Dilico resources that are available to the community.

As a part of the healing process, a community Drug Awareness ceremony and walk was also organized with a goal to bring understanding to the issue.



Health Services

“ You are all doing a great job! ”

Client Experience

A better client experience is associated with improved outcomes, processes, and client safety. We use various tools to collect information on client experience. Listening during a client visit is one of the most important tools we use. Other tools include: client satisfaction surveys, program evaluations, focus groups and community presentations/meetings.

Client Satisfaction Survey Results

The following questions are included on all health client satisfaction surveys. Results are based on completed surveys received in the 2019-20 fiscal year.

How would you rate your healthcare provider in the following:	Average Response (Scale 1-5)
They listened to your concerns.	4.9
They spoke using a language you could understand.	4.8
They used words that were easy to understand.	4.8
They were sensitive to your needs.	4.7
They treated you with respect.	4.8
They gave you clear instructions about what you need to do after your visit.	4.7
Your overall experience speaking with the health care provider about the reason for your visit.	4.7

When asked: “Would you recommend this service to a friend or family member?”

92%	Yes
3%	No
5%	No Answer

Taking Action

We receive plenty of positive feedback, however, we also receive valuable insight on things we can do better. The following are examples of improvements we have made as a result of client feedback:

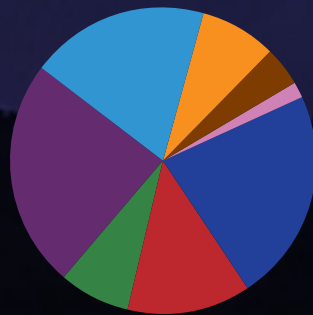
- Speech and language early intervention training for community staff;
- After hours appointments based on needs;
- Revision of existing policies and introduction of new policies;
- Specialized training for staff;
- Development of new programs.

“ Dilico is good ”
to have in
community!

“ Good services, ”
well done.

“So good to have Complex Care in my life. They come and assess and reassess. The PSWs take him to speech and language appointments 4 times a week. Very happy with son’s gradual progression from non-verbal.”

Health Client Encounters 2019/20 (Over 52,913)



- 10,015 Home & Community Care
- 4,259 Primary Care Travelling Team
- 2,333 Complex Care
- 770 Mental Health Nursing
- 11,956 Community & Personal Support Services
- 6,875 Community Health Services
- 3,973 Diabetes & Chronic Disease Management
- 12,732 Family Health Team

Complex Care Highlights

- The Complex Care team coordinated an “Autism Day” to support families who have children diagnosed with autism in July 2019.
- Full complement of nursing staff hired for the complex care program as of August 2019.
- The Complex Care Services hired a new speech and language pathologist in September 2019.
- Since this time he has had a full caseload of clients (30) plus clients on our waitlist (19).
- The Speech and Language Clinician began to use virtual visits to begin speech therapy. Several clients have made significant spontaneous progress in their ability to combine words and complete sentences.
- An Infant Child Wellness worker has joined the complex care team to assist with providing developmental screening for children in December 2019.
- Creation of new referral form for complex care as well as the client encounter forms to gather some of the data as of January 2020.
- The complex care nurses have assisted in a number of clients and caregivers with applications to the regional Jordan’s Principle program.

Emergency Preparedness Project Manager

Emergency Preparedness is an important aspect to community and organizational safety. Health Services’ launch of the Emergency Preparedness Program has proven to be an integral role for the Agency. The program has been able to accomplish predetermined goals as well as taking on new responsibilities as the program expands and adapts to the needs of the organization and communities.

Some of the program accomplishments and highlights include emergency related policy and procedure development, emergency management plan reviews and updates, building community connections and capacity, completing site visits as well as ongoing emergency preparedness awareness and education. The onset of the COVID-19 pandemic brought on new responsibilities and challenges for the Agency and the Emergency Preparedness Program was able to shift focus and provide support.

The Agency is continually taking proactive steps to ensure the health and safety of our staff, clients and communities. Emergency Preparedness has been identified as a key measure in the overall success.

Health Services

“ Care Managers and PSWs are very good to me and always check up on me and treat me with respect.”

Primary Care Travelling Team (PCTT)

- In our second year of service, the PCTT expanded its service delivery by filling all vacant positions, including securing both a Speech Language Pathologist and a Clinical Psychologist. Accomplishing this helped increase access to quality health care by providing primary care and allied health services in our First Nation communities. Although in early 2020 we faced the challenge of providing service through the Covid-19 pandemic, we managed to continue essential service delivery virtually and face-to-face when and where necessary. As such, the number of clients we have continues to grow and people are genuinely pleased with the convenience of having the team in their community.
- PCTT has continued to break new ground and form collaborations within the agency and with external partners to help build and bridge previously identified gaps in community health care. For example, we introduced periodic team meetings with Norwest Community Health Centres and have collaborated on care for several individuals to ensure the client needs were met. This was particularly evident for one client of the Norwest clinic who required Mental Health services, which we delivered in conjunction with the Nurse Practitioner from Norwest.
- The pandemic of 2020 offered other challenges to say the least, but the PCTT not only continued to offer primary care and allied health services, but stepped up and helped other departments when required to ensure individuals had access to Covid-19 testing, information, and education on the topic. With the easing on Covid-19 related restrictions and the move to Phase 3 in most of the province, and with Dilico's Return to Work strategy, the team is now transitioning back into a regular travel schedule and into the office. This should see an increase in client interactions as we play catch-up on non-essential services that may have been delayed due to the pandemic.
- In sum, the second season for PCTT has been a success. With a full complement of staff we believe we are now poised to further increase health outcomes for our communities and the individuals who reside there.

“ Everyone is as good in the professional department so it makes me very comfortable to come here.”

Community & Personal Support Services (CPSS)

- Community & Personal Support Services Staff have continued to provide Adult Life Enrichment programming to all clients in the communities with a total of 56 ALEs with 2209 participants. ALE topics included blood pressure, blood glucose screening, health monitoring, physical exercising, and flu shots. Services provided by staff include speech and language, home making, personal care, foot care, socialization, respite and at times help with appointment trips. During visits PSWs get to know clients pretty well. PSWs have sent referrals to other health programs such as diabetes/chronic disease program.
- Due to COVID-19, staff were provided personal protective equipment training and provided with PPE to continue home visits. Unfortunately, for the last few months the adult enrichment programs have been on hold temporarily.
- A few staff did manage to attend the conference on Empowering and Promoting Healthy First Nations 2020. Another training opportunity was the Northern Ontario Home and Community Care Network conference, which was postponed. Finally, staff members will be renewing first aid in August.

“ Very satisfied with the service. No complaints at all. ”

“ Excellent Service. Great Staff ”

Home & Community Care

- Home and Community Care (HCC) services provide a range of in-home healthcare and support services to clients who have acute, chronic, rehabilitative or palliative care needs. The Home and Community Care Program provides case management, personal support, and professional in-home health care that may be required on a periodic or ongoing basis. This service provides alternatives to institutional care for people whom, because of short-term illness; physical challenge, aging, or long-term illnesses need help to function as independently as possible in their own homes. Services include:
 - Nursing (Acute and Chronic Care)
 - Discharge Planning
 - Physiotherapy
 - Occupational Therapy
 - Social Work
 - Speech and Language Pathology
 - Nutritional and Dietary Counselling
 - School Health Support
- In early 2020 Dilico Home and Community Care has expanded services to the Indigenous peoples living within the city of Thunder Bay, known as Assisted Living. These services are provided through Dilico by partnering with the NHLHIN, services are provided to high-risk seniors who require personal support and homemaking services, reassurance checks and care coordination.

Mental Health Nursing Highlights

- Mental Health Nursing has expanded and is now its own program within Dilico Health Services. The Mental Health Nursing (MHN) team consists of 6 Registered Nurses that specialize in advanced mental health nursing care to provide crisis and partnership support to clients and communities in need. Further, to capture marginalized clients who may have otherwise been missed the MHN team has begun accepting referrals for Indigenous People who do not reside on their First Nation.
- Our Mental Health Registered Nurse's (MHRN) provide health and wellness services to a variety of clients whose challenges may range from basic to complex mental health needs. MHRNs offer support to the client through home, clinic, or virtual visiting to promote culturally safe, holistic care. Some services may include (but are not limited to) psycho-educational counselling, case management, medication monitoring, advocacy, clinical and mental health assessments, wound care, advanced foot care, immunizations, health teaching, wellness checks, as well as mental health condition support such as grief, anxiety, depression, emotional regulation, and pre/post -addiction. Counselling, mental health condition support, and mental health assessment support are all prominent uses of our services.

“ I was so happy to have health care in the community which is a godsend to me. Keep up the good work! ”

Health Services

Diabetes & Chronic Disease Program

- The Diabetes Chronic Disease program continues to grow with clientele, skill and knowledge. The Diabetes Educators continue to further their education by taking university courses in insulin management, adolescent and children diabetes care, gestational diabetes care and diabetes education. With the additional courses the Diabetes Educators are able to expand their scope of practice in the communities.
- Not only do the Diabetes Educators provide care and education they also advocate for their patients with a genuine dedication for equality. The team has been successful in getting coverage for medication and continuous glucose monitoring systems and also successful at changing the required criteria needed with NHIB to qualify for much needed medication.
- The Diabetes Chronic Disease program continues to move forward receiving referrals from internal and external health programs and from friends and family. The Diabetes Educators work closely with the patient's primary care provider to ensure the patient is given the best possible care. They also work jointly with our internal multidisciplinary teams to provide holistic care accessing the Doctors, Nurse Practitioners, Registered Dietician, Pharmacist, Social Workers, CHN's, and Chiropracist.

Community Health Services Highlights

- Community Health Nurses (CHNs) offer nursing care for all ages, foot care, immunizations and communicable disease management. Infant Child Wellness Workers (ICWWs) deliver in-depth screening for growth and development to ensure children are reaching milestones.
- CHNs and ICWWS together provide more holistic healthcare for children and additional supports to parents and caregivers. Community Health Services Team will see clients immediately through walk-ins, home visits and in clinic; care will be provided until clients can be referred to appropriate services within Dilico.

Integrated Policy Officer

Health Services successfully completed Health Transfer Evaluation surveys this year. Health Services received excellent feedback and suggestions from community members, staff, Elders and leadership about the excellent care they are receiving from the following services; Community Health, Home and Community Care and Diabetes and Chronic Disease Management. We look forward to implementing feedback into the service areas. Meegwetch to those who shared with us!

“ The service I receive about diabetes ”
is excellent and informative

“ Love the Dilico Family Health Team. My sister came here first and then I joined. ”

Family Health Team

- The Family Health Team, along with the Diabetes/Chronic Disease Health team, introduced Diabetes Days. On these days, the two teams work collaboratively together to providing care to patients with diabetes. By delivering education, nursing and primary care all at once, patients receive a better service and support. We have targeted one day per month at our Anemki site, and if successful can be expanded to other locations.
- A second midwife was hired with Suzanne Fitzpatrick joining the team. This expansion is unique, as Suzanne will be mentored as an Aboriginal Midwife, an exemption under the Midwifery Act that returns the power to Indigenous communities to train and develop their own midwives.
- The development of an Aboriginal Midwife mentorship model will help Dilico accomplish one of its goals that was introduced back in 2017 when the program began. It will allow for the rematriation of traditional midwifery services back into each community.
- Suzanne has been a long-time dedicated nurse with Dilico, and under the mentoring of Lisa Bishop, she is the ideal candidate to develop this model with.
- Work is on the way to prepare for the opening of a Rapid Access Addictions Medicine (RAAM) clinic at our Anemki site. The site would be planned to open in 2020/2021, and will provide fast access

to treatment. There are two RAAM clinics already in the area with one at NorWest Community Health Centres and one at Balmoral Centre.

- The program supports patients through wrap around care with nursing, counselling, primary care, and traditional healing.
- Lisa Bishop, the Indigenous Midwife at Dilico recently was the recipient of the 2020 Elsie Cressman Award by the Association of Ontario Midwives. The award goes toward the successful implementation of an innovative client-centred midwifery practice. Lisa's practice is unique in that she sees a more marginalized client base in the right place at the right time. She has implemented in home ultrasounds, supports clients through social services, and works with different departments at Dilico to ensure that the family unit is best supported.
- The Indigenous Midwifery Program (IMP) was able to procure a mobile ultrasound machine. Since the implementation of the IMP, it has become evident that many of the mothers supported under the program face significant barriers in receiving timely ultrasound services. These barriers could be transportation, encountered stigma, or becoming lost in the system. Ultrasounds are important to be able to track the conception date, as well as monitor the health of the child and mother.
- The Indigenous Midwifery Program supports many that battle with substance abuse issues,

are victims of sexual assault, or are in transitional housing, under-housed or homeless. By bringing the ultrasound to client, it allows for the service to be provided in the right place with who the client feels the most comfortable around. Additionally, with the expansion of the program to the district, it will be able to provide the service to those who have troubles travelling for an ultrasound. This new service will help keep the mother, baby and family healthy

“ It makes it easier on
me as a grandmother.
I'm really happy
that the speech and
language can come
into the home. I don't
have to pack all three
grand kids up. ”



Nibwaakaawin (Wisdom)

A combination of the seven grandfather teachings, with the experiences of life, leads to wisdom. We gather wisdom and knowledge as we walk our journey from Elders, leadership and in everything we do. It is given to us by the Creator to be used for good.

Honouring the Seven Grandfather Teachings

Remembering Chief Celia Echum

The late Chief Celia Echum always made her community of Ginoogaming First Nation feel like one big family. She was known to many as Mother, Grandma, and Auntie, even without a blood relation, because she was so passionate about supporting and helping everyone. She saw her role as Chief as a 24/7 commitment, helping people through challenges at all hours of the day.

Chief Echum's dedication to the community began at a young age when she obtained her Community Health Representative education and went to work for the band coordinating many programs and services. After being elected to lead the First Nation she continued her work on three main initiatives that were closest to her heart: Little NHL – which ensured every child and their family that played hockey could attend and take part, the community Annual Pow Wow – she helped keep the longest running local pow wow going and helped coordinate a week long event focused on cultural teachings, and the annual Christmas gifts campaign—which saw every child receive a gift for Christmas.

Chief Echum made a point to know every family and home personally in the community. She was also a well-respected leader outside the First Nation, sitting on many advisory councils, committees and boards. Being elected for seven straight terms, people had confidence in her leadership and valued the work she was doing to secure resources that would benefit the community. Her life's work and impact will live on for years to come.



Mental Health & Addictions Services

Adult Mental Health and Addictions Services

Dilico has operated the Three C's Reintroduction Centre, as well as the Seaway apartment building for a full fiscal year. Client feedback on the Client Satisfaction Questionnaire (CSQ) have been extremely positive. Clients report an appreciation for the increase in services offered to them, more specifically counselling services and group programming options available. The Three C's Centre has constructed a sweat lodge on the property and clients from both Three C's and Seaway are able to have sweat lodges.

The Adult Mental Health referrals continue to be received consistently. Referral numbers are approximately 29 per month.

The staff recruitment for the Family Healing and Wellness Centre was being completed in the last quarter of the fiscal year. The program will be a 28-day residential program supporting the healing process through healthy stabilization and coping techniques, psycho-education, traditional and holistic treatment and individual and group sessions that allow the family to begin a sustainable healing journey. The program is rooted in Anishinaabe culture, ceremony, and land-based teachings. Sarah Wright is the manager of this service.

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 88%.

Trends for the Adult Residential Treatment Centre demonstrate ongoing high levels alcohol use and poly substance use in the client population with crack/cocaine reported as a secondary high substance used. The prevalence of concurrent disorders among clients is also remaining high. Mental health issues vary from depression and anxiety to active psychosis and diagnosed serious mental illnesses.

Bimaadiziwin Wiidookaagewin Cultural Service referrals continue to be in high demand. Individual service requests varied from one on one teachings/Elder consults to group cultural programming. In the new fiscal year the program plans on introducing an online platform for individuals to participate in virtual Cultural Services. It's the goal of this newly offered service to mitigate any potential geographical barriers and ensure everyone can engage in cultural teachings.

The Aftercare Program continues to see a high number of clients attend the weekly group averaging 20 per week. The program has seen an increase in clients requesting one on counselling post treatment.

The Transitional Discharge Workers situated at the Thunder Bay Regional Hospital continue to receive referrals at a steady pace. They are seeing a large number of clients admitted to the Adult Mental Health Services inpatient unit from out of town including the Robinson Superior Treaty area. A majority of adult clients are struggling with addictions and some with substance induced psychosis. Transportation is noted as a major barrier for most clients, if rides cannot be provided, bus tickets are provided for appointments or groups but ticket availability is limited.

The Rapid Access Addiction Medicine (RAAM) program continues to exceed fiscal targets showing a high demand for the service. RAAM provides rapid access to specialized addiction medicine, counselling and peer support at RAAM sites and virtually. The RAAM Clinic provides specialized services and care for individuals seeking treatment for any substance use issue. In the next fiscal year, Dilico plans on opening a RAAM clinic on the Fort William First Nation. The site will be housed at 200 Anemki Place within Dilico's Family Health Team. Our goal is to ensure Addiction Medicine Services are available and barrier free to the community of Fort William First Nation.

533

Applications received for the Adult Residential Treatment Centre

30

Individuals serviced by Seaway

184

Individuals received care from the Adult Residential Treatment Centre (88% completion)

11

Individuals serviced by Post Treatment Unit

106

Adults provided with Addiction Aftercare Services

114

Individuals serviced by Transitional Discharge Workers

846

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

370

Individuals serviced by the RAAM Program

48

Individuals serviced by Three C's Reintroduction Centre

Children's Mental Health Services

Osh-ki-niig Mash-ka-zii-win (Youth are Our Strength) is an Agency developed intensive treatment continuum for children/youth with complex needs. This year the Agency opened a long-term intensive treatment home for youth in-care of the Agency. The home provides on-site cultural programming, counselling, and life skills opportunities for youth. The home is located in Thunder Bay and supports youths' continued connection to family, home community and their peers. Eight youth have resided in the home this year, one youth transitioned to live with family and one youth moved on to independently living.

The Agency became a part of a newly implemented Regional Autism Spectrum Disorder Diagnostics Hub to commence completing ASD screening and diagnostics for our children and youth. 2 Clinical staff and 1 Psychologist were trained to utilize the ADOS, which is a standardized assessment tool used to assist in determining ASD diagnostic criteria. 34 Children's Mental Health staff were trained to utilize various ASD screening tools. 36 children/youth have been referred to the service and 20 children/youth have completed the diagnostics process.

Abiinojishiik-amino-yawook EarlyON Child and Family Centre has been well utilized by our Anishinabek families. This year there was 1673 visits of infants and children and 952 of their parents and caregivers. The program aims to support parents and caregivers to optimize their children's development with on-site relationship and play-based learning and supports.

Youth Prevention Services has had successful stabilization of youth in our Youth Transitional Housing Program. A total of 6 youth resided in the semi-independent Agency supported living environment. 2 youth have transitioned to independent living and 1 has reunited with family and 3 remain residing in the home. While residing there; youth learn the necessary life skills that assist them to transition from being in care to semi-independent living to independent living and/or reunite with family.

The Home for Good program assists individuals and families impacted by addictions and mental health to access services, community resources and housing in order to increase their capability to find and maintain suitable housing. The program served 90 individuals this year.

This year Day Treatment Services underwent a program restructure aimed at enhancing cultural and clinical supports for high risk youth who require specialized classroom support outside of their home school. The restructure occurred in response to the evolving complex needs of children/youth and the Agency's commitment to ensuring access to culturally appropriate education. The program aligns with other the intensive treatment programs and has adopted the gifted spirit name Osh-ki-niig Mash-ka-zii-win (Youth are Our Strength) School Based Services.

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.

Child and Adolescent Psychiatry Service held 115 appointments, completed 25 Psychiatric Assessments, 7 team/program consultations and participated in 35 clinical triage sessions.

The Education Liaison Program is 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 234 students attending 33 different schools.

On February 19 & 20th, 2020 the Agency hosted the "Empowering and Promoting Healthy First Nation Communities" Annual Training Conference. 159 delegate attended. The conference provided participants with knowledge, understanding and takeaway tools to better meet the challenges associated with Addictions and Mental Health concerns in their communities.

111

Children served by SNAP Program

972

Access Network referrals for Children's Mental Health Services

261

Families Received Infant Child Development Services (272 Children serviced)

305

Children supported by Counselling and Clinical Services

45

Youth supported by School Based Services

78

Families supported by Family Preservation Services

100

Consults provided by Psychological Services (25 Psychiatric Assessments and 75 Psychological Assessments) 849 Families provided with Case Management Services

133

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

414

Individuals supported by Early Intervention Aftercare Workers

Honouring the Seven Grandfather Teachings

Raymond Goodchild

Raymond Goodchild has been working to support families in Pays Plat First Nation for more than 25 years. Growing up in his community, he developed strong ties to the children and families and felt empowered to do what he could to help his people. Raymond watched as leadership came together to create Dilico. He shares that the beginning of the organization really inspired everyone to try their best and work towards the healing process. Once he achieved his formal education, it wasn't long before Raymond found himself back at home sharing his skills. "I believe in loving and helping my community grow," he says.

As a Family Support Worker and Band Representative, Raymond has worked closely with Dilico Anishinabek Family Care for many years. For Raymond, this means total dedication to case conferencing and sitting down with families, Dilico staff, care partners and community leadership to ensure everyone is part of the planning for a child and family. He is proud of the work done to formalize a working relationship through a protocol, and values the strength in everyone coming together. Having close respectful working relationships with many Dilico staff, he values being able to call anytime to talk things through and receive support. He's always open to new opportunities and looks for ways to bring children back home to Pays Plat.

Whether he is providing crisis intervention, counselling, advocating for a client or organizing prevention programs, the day-to-day work can be tough. Raymond says that what really keeps him going, is advice from Elders, staying grounded and walking the walk of the seven grandfather teachings. "Creator keeps me going"



Finance & Corporate Services

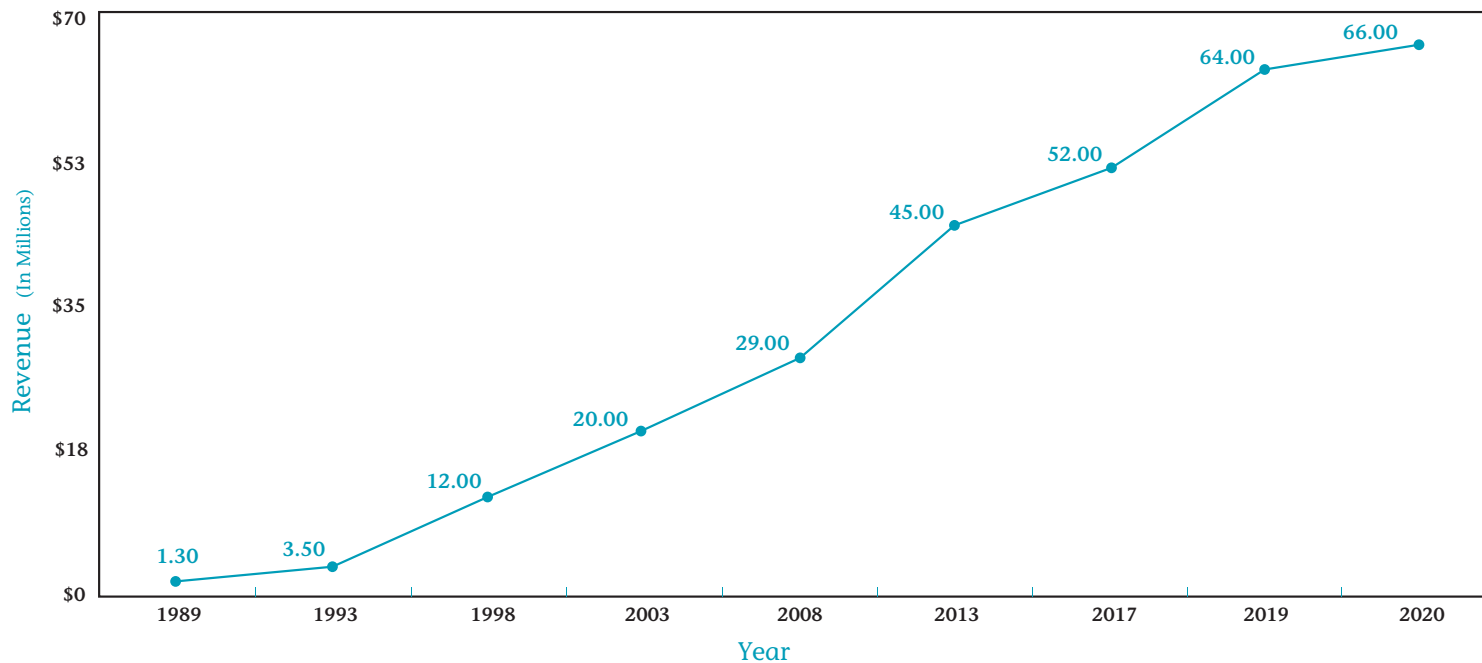
Dilico continues to be mindful of its budget allocations across all of its programs and service areas. Fiscal responsibility is essential and despite high levels of service demands and needs, the agency has found ways to deliver services without incurring deficits. Funding from Indigenous Services Canada, 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 560 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, 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 remain positive.

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

A count at year-end revealed that the Facility Operations team now oversee over 30 buildings and offices with our two largest facilities being 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.

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

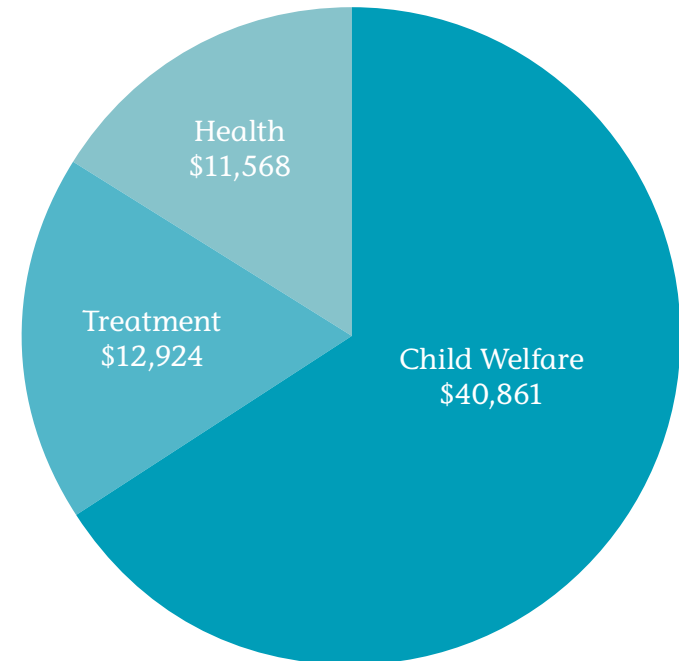


Condensed Financial Information

Statement of Operations - Year ended March 31		
	2020 (\$)	2019 (\$)
REVENUES		
Government of Ontario	\$47,839	\$46,658
Government of Canada	\$13,267	\$13,002
Other	\$4,770	\$4,611
TOTAL	\$65,876	\$64,271
EXPENDITURE		
Child Welfare	\$40,861	\$41,732
Treatment	\$12,924	\$11,542
Health	\$11,568	\$10,081
TOTAL	\$65,353	\$63,265
Surplus From Operations	\$523	\$1,006

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

2020 Expenditure By Service





Anishinabek Family Care

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