

# Qarmaapik

November 23, 2018





# How It Started



- Commission des droits de la personne et des droits de la jeunesse, Quebec submitted a report called “Nunavik – Reports, conclusions and recommendations” in April 2007.
- This report investigated Children and Youth Protection services in Ungava Bay and Hudson Bay to examine the application of the Youth Protection Act.



# How It Started



- The 2012 Inuusitta Makigiarjuumigiaqarninga regional conference on crime prevention and empowerment revealed that everyone in Nunavik is part of the solution.
- The 2013 Regional Parnasimautik workshops clearly demonstrated that fundamental issues that affect the daily lives of Kangiqsualujjuamiut need to be addressed.
- The mobilization model gave us the opportunity and empowerment to find solutions on many complex issues we face and to work on community development.

# How It Started - Idea of Qarmaapik



- Following the subsequent events, with continuing significant number of children and youth being placed in foster homes, our community decided to act to find more culturally appropriate adaptable solutions. The main objectives focused by Qarmaapik was to:
  - Prevent Children being placed in foster homes and/or sent to another community by the Youth Protection
  - To help families in need and strengthen connections between Youth, Adult and Community with the assistance of our Elders, who have traditional knowledge and Inuit values
  - Be culturally appropriate relevant
  - Represent our people in our home community
  - Create bond within families

# Mission Statement



- Qarmaapik is a place where parents or guardians are supported to meet their children's needs better, to improve the bond within their family and to instill traditional Inuit family values in the community.



# Mandate



- ▶ The mandate of Qarmaapik is to:
  - ▶ Provide a safe and secure place for children (aged 0-17),
  - ▶ Offer counselling and training programs to parents or guardians; collaborating with elders whenever possible,
  - ▶ Help parents or guardians feel confident and competent in raising their children in a healthy and supportive family environment.

# FINANCING

- ▶ Construction/Renovation of Qarmaapik House Building 2014-2015
  - Municipal Public Works/KRG coordinated the construction
  - Contractor; FCNQ

## Financial Contributors

Contributors	Amount
Kativik Municipal Housing Bureau	\$250,000
Makivik Corporation	\$137,148
KRG Pivalliutiit	\$100,000
KRG Sanarrutiit	\$400,000
KRG Makigiarutiit	\$36,000

# Operations

## ➤ Operational Funding Contributors

### ➤ Year 2016-2017

Contributors	Amount Contributed
Non-profit Community Organization under NRBHSS	\$304,000/year
Arctic Inspiration Prize	\$350,000

### ➤ Year 2017-2018

Contributors	Amount Contributed
Non-profit Community Organization under NRBHSS	\$399,851/year
Arctic Inspiration Prize	\$350,000



# Collaboration Agreement

Agreement between 3 parties:

- Qarmaapik House
  - the Ungava Tulattavik Health Center (UTHC)
  - the Nunavik Regional Health and Social Services (NRBHSS)
- There are two components to the agreement; Prevention and Safe House
- Discussion started in March 2016
- Officially signed in January 27, 2017



# Prevention Component

- Offer counselling and training programs to parents or guardians; collaborating with elders whenever possible;
- Help parents or guardians feel confident and competent in raising their children in a healthy and supportive family environment.
- Provide activities for families, elders and the community.



# Prevention Component



- Community Kitchen
- Youth as Risk Activities
- Elders gathering
- The HUB (youth empowerment)
- Community Work Support
- Summer Student Camp
- First Responders Debrief
- Counselling
- Family Strengthening
- Support Families
- ETC...

# Safe House Component

- Provide a safe and secure place for children (age 0-17).
- Community members who wish to stay temporarily as a family are welcomed to be at the Qarmaapik safe house. As Qarmaapik Safe House counsellors, our mandate is to work and offer services that are relevant to the needs of the families.
- There have been up to 5 counsellors so far. More recently one of the veteran counsellor moved on to another organization. This is a challenge that the Safe House is facing.





# Safe House Component

- We provide a safe house to children, youth and families in need. During their stay, we have a security and a counsellor or a Drop-in Coordinator on site to provide a safe and secure place.
- The Drop-in coordinator is also there to have children if the parents wishes to join any activity during the day that is being provided by the family House. Snacks and drinks are offered if there is any activity.



# On-call Services

Qarmaapik has a Emergency Line that is available 24/7.

- ▶ Emergency Line: 819-337-5307
- ▶ Work hours Phone: 819-337-5597

What kind of calls we respond to:

- Some community members request assistance on voluntary basis.
- Referral cases from KRPF and Social Services
- Translation for statements
- Family crisis such as violence
- Suicide Intervention
- Overnight stays (some unreported)

# Statistics

CLIENTELE CASES STARTING FROM MARCH 2017 TO May 2018		
	Number	Percentage
Voluntary Basis	24	45%
Referral Basis*	11	55%
Total	35	

60% of cases are active.

Voluntary cases: Calls that are coming directly from the families for services and to be placed temporarily at Qarmaapik.

Referral Basis: Clients that are referred from the partners to Qarmaapik for services.



# Input from Partners

Lisa Morin, Social Services

On Suicidal cases:

"I always ask if the client wants an Inuk counselor from Qarmaapik. Most of the time, they agree. As soon as the counselor arrives, 90% of the time, the person calms down, cries and talks about what is troubling them."

"In my opinion, we probably have less Medevacs due to suicidal ideation since we have Qarmaapik. When there are only non Inuits workers in a crisis intervention, it's intimidating for people and they panic. Sometimes, there could be 2 policemen, 2 nurses and a social worker around them at nursing. Freaky."




## Domestic violence:

"When parents agree that I call Qarmaapik, we have quicker resolution of conflicts and less drama. Qarmaapik counselors rapidly find a safe place for children and get their trust instantly. When I intervene alone, often times, children are afraid, they cry and scream. It only creates more trauma right after a violent episode that they just witnessed from their parents fighting."

"Parents open-up faster to Inuit counselors. They speak their language and express themselves freely. Most of the time, they are friends or family, no need to explain their situation "for hours" before being understood."

"Qarmaapik staff is always open to care for children and family members. Women now go to Qarmaapik first before asking for CLSC's Shelter at M-19. Some women call Social Services from Qarmaapik to get support. We all work together to find solutions. I meet them at Qarmaapik while having coffee. It's a cozy space to talk, better than being in the offices at CLSC."

"I truly believe we should always work as a team on crisis interventions, Social Services and Qarmaapik."



Concerns about Youth protection:

“Youth Protection should allow Qarmaapik counselors to intervene with Social Services on every crisis intervention involving children with or without parents agreement. As mentioned above, it is scary and traumatizing for children to be taken away by a non Inuit worker.”

“I have heard that family members (grand-parents, uncle, older sisters...) who care for children do not get allowance as a foster family would. **Is this true?** If so, maybe we would get more help from family members to care for children if they would get allowances.”

“I also wonder if foster families in Nunavik get the same allowances as foster families in the south? Nunavik families should get paid according to the cost of living of the North.”



# Input from Partners

- ▶ Katia, Social Worker for children and youth (age 0-17)
- ▶ “The services are wonderful. The collaboration with Qarmaapik has helped a lot in the community as well as the work load with the social services. It is improving each and everyday and the trust between the community and Qarmaapik employees is improving. Hopefully the employees will be trained professionally in counselling.”



# Input from Partners

- ▶ Chris Nagle, Kativik Regional Police Force
- ▶ “As a police officer at the KRPF, I work directly with Qarmaapik and I have found that Qarmaapik has been a great success for front line workers and the community.’
- ▶ “example; a female needs help because her boyfriend beat her up and he ran off, the police cannot find him, what would the victim and her children do if not for Qarmaapik. They would stay at the residence where the suspect could come back or option two, they would go to the family members place and maybe not be welcomed. At Qarmaapik, it’s a great place for the victims to go and relax and have lots for there kids to do and also, they have a security there so the victim and her children are safe and feel safe.”
- ▶ “Qarmaapik has also been a great success in my eye’s for the people in the community. A person who has personal issues in the own lives and are scared to go to social services and DYP because they are worried they will use this information to remove the children. These people now don’t feel alone, they have an option, a place to go for help without having to worry of this being used against them in court battles for their kids.”

“Qarmaapik has also been a great success in helping victims express themselves by way of translation for the police. For example, a male suspect has been arrested and he does understand English but not everything, so sometimes, he agrees with the police even when he not totally sure. With the help of Qarmaapik, we have used them as translators and it has helped the suspect as well as the police.”

“They have also helped victims make better statements when they again speak English but not fluently. Qarmaapik help them tell a better story of what took place.”

“Qarmaapik has also been a great success with people in the community that are suicidal. They help so much to translate and to be a familiar face from the community. It helps calm the citizen down and sometimes is a shoulder to cry on because they feel connection to the employees.”

“I have a few concerns. First, the phone system for the on-call emergency service, it is a really bad phone system and should be improved. Second, there should be a panic room for clients and security because there might be someone with weapon trying to get in Qarmaapik. There should also be a good locking system with no windows for access. A lot can happen in few minutes and I'm worried about the situation if it ever occurs. There should also be security cameras in place, also outside to show they are secured and it would help suspects ever showing up threatening or breaking things at Qarmaapik building. Lastly, Qarmaapik employees are doing a great job but I believe that they need some type of training for coaching people and counselling people because persons opinions can sometimes create issues and I believe with training the front line workers at the Qarmaapik to do even a better job.”



# Our Challenges



- Little communication and collaboration with the Department of Youth Protection **although** we have a Collaboration Agreement in place.
  - Contacts Qarmaapik only when they don't have a place for a child under their care.
  - Do not contact us in the case of prevention.
  - Case workers are not briefed on the Collaboration Agreement.
  - No proper information sharing with partners (Youth Protection, KRPF)
- Sometimes difficult with the confidentiality issue during prevention activities



# Work in progress

- ▶ The Arctic Inspiration Prize Grant will be depleted by March 2019, The Qarmaapik have applied for funding from The Pathy Family Foundation with hopes of having a positive answer by the end of the year.
- ▶ Qarmaapik House has also requested funding from the Ungaluk Safer Community Crime Prevention Program for the year 2019.
- ▶ Very recently, the Director of Youth Protection informed Qarmaapik that they will support and provide a position of an external educator. This resource will be to provide in house training, assistance and guide the Counsellors.



# Our Needs



- More support from Nunavik Family House Coordinator/Agent
- Professionals (social worker, external educator, etc...)
- Trainings (Intervention, counselling, etc...)
- Extension of the building (Due to confidentiality of clients)



# Arctic Inspiration Prize







# Nakurmiik!

- ▶ Questions and/or Comments?