

Val-d'Or, January 17, 2018

**To:** Mr. Martin Rhéaume - Ministère de la Santé et des services sociaux

**c.c.:** Mr. Christian Veillette - Ministère de la Justice  
Mr. André Fauteux - Ministère de la Justice  
Mrs. Marie-Paule Boucher - Ministère de la Justice  
Mrs. Andréane Lespérance - Secrétariat aux Affaires autochtones

**From:** Mrs. Marie-Josée Barry-Gosselin, Deputy Chief Council

**Subject:** Request for information within the scope of the work conducted by the *Public Inquiry Commission on Relations between Indigenous Peoples and certain Public Services in Québec: listening, reconciliation and progress*

**File:** DG-0091-F

Mr. Rhéaume,

Within the scope of its work, the *Public Inquiry Commission on Relations between Indigenous Peoples and Certain Public Services in Québec: listening, reconciliation and progress* (Public Inquiry Commission) solicits the cooperation of the Nunavik Regional Board of Health and Social Services, the Inuulitsivik Health Centre and the Ungava Tulattavik Health Centre, providing youth rehabilitation and protection services, **to obtain information on Aboriginal cultural security practices, particularly relating to Aboriginal languages, rules of life, traditional activities, traditional food and spirituality through contacts with positive Aboriginal figures.**

Accordingly, the Public Inquiry Commission wish to obtain the following information and documents:

- Any information related to current policies, rules, regulations, directives, professional practices, advice and instructions, both formal or informal, communicated orally or in writing, with respect to interdiction or limitation imposed upon Aboriginal children cared for in this context on expressing themselves in an Aboriginal language, both in oral or written form, whether among themselves, with their parents or with another person who is important to the child.
- Any information on the justification given to children, their parents and another person who is important to the child for imposing such a measure whereby an Aboriginal language is banned or restricted from use in this specific context.
- Any information related to accommodation measures (e.g.: assistance of an interpreter) provided in this context to children and enabling them to express themselves in their native Aboriginal language.

- Any pamphlets, brochures and documents on rules of life established in rehabilitation centers as regards Aboriginal cultural safety.
- Any information pertaining to policies, directives and professional practices governing all communications in this context between children and their parents used to explain the rules of life established at rehabilitation centers as regards Aboriginal cultural safety.
- Any information related to policies, programs, initiatives, directives and professional practices promoting and enhancing the use in this context of Aboriginal activities such as traditional handicraft.
- Any information related to the provision of traditional food in this context.
- Any information related to policies, programs, initiatives, directives and professional practices promoting Aboriginal spirituality, for example through contact with positive figures in the Aboriginal community.

You are kindly requested to provide us with any information or documents supporting the information that you will send us in response to this request, even if they are not included in the aforementioned list. These documents will help the Public Inquiry Commission fulfill its mandate, which reads as follows:

*The Public Inquiry Commission has the mandate to investigate, address facts and conduct analyses in order to make recommendations concerning concrete, effective, lasting remedial measures to be implemented by the Government of Québec and indigenous officials to prevent or eliminate, regardless of their origin or cause, all forms of violence, discriminatory practices and differential treatment in the delivery of the following public services to Québec's indigenous people: police, correctional, legal, health and social services, as well as youth protection services.*

Firstly, we ask you to notify us within **five (5) working days** if you are unable to respond to this request (e.g.: the information is not available or is nonexistent), and explain the reasons for this in an email message to ([donald.bourget@cerp.gouv.qc.ca](mailto:donald.bourget@cerp.gouv.qc.ca)).

Secondly, we ask you to respond to this letter by communicating the requested information and documents **within the next thirty (30) days**.

Any non-confidential information can be emailed to ([nicole.durocher@cerp.gouv.qc.ca](mailto:nicole.durocher@cerp.gouv.qc.ca)). If the documents are tagged as confidential, we suggest you use our Secure Document Sharing (*Partage sécurisé de documents* – PSD) platform for safe transmission. If you find this solution convenient, please confirm by email ([nicole.durocher@cerp.gouv.qc.ca](mailto:nicole.durocher@cerp.gouv.qc.ca)) so that we can send you the procedure for using it. Otherwise you may choose any other safe electronic means to send us the documents. If you prefer to send the information in hard copy, please have it delivered by courier service to the following address:

Mrs. Nicole Durocher  
*Public Inquiry Commission on Relations between  
 Indigenous Peoples and certain Public Services in Québec*  
 600, avenue Centrale  
 Val-d'Or (Quebec) J9P 1P8

For any matters concerning this request, please contact M<sup>e</sup> Donald Bourget by email [donald.bourget@cerp.gouv.qc.ca](mailto:donald.bourget@cerp.gouv.qc.ca) or phone 819 354-4406.

Thank you for your attention.

**Mrs. Marie-Josée Barry-Gosselin**

**Deputy Chief Counsel**

***Public Inquiry Commission on Relations between Indigenous Peoples and certain Public Services in Québec: listening, reconciliation and progress***

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### FICHE TRANSMISSION DE DOCUMENTS

Commission d'enquête sur les relations entre les Autochtones et certains services publics au Québec : écoute, réconciliation et progrès (CERP)

Janvier 2018

<b>1. M/O responsable</b>	Ministère de la Santé et des Services sociaux
<b>2. Requête DG-0091-F</b>	
<p><b>With the cooperation of the Nunavik Regional Board of Health and Social Services, the Inuulitsivik Health Centre and the Ungava Tulattavik Health Centre providing youth rehabilitation and protection services, obtain information on Aboriginal cultural security practices, particularly relating to Aboriginal languages, rules of life, traditional activities, traditional food and spirituality through contacts with positive Aboriginal figures.</b></p>	
<b>3. Questions</b>	
<p><b>The Public Inquiry Commission wish to obtain the following information and documents:</b></p> <ul style="list-style-type: none"> <li>- <b>Any information related to current policies, rules, regulations, directives, professional practices, advice and instructions, both formal or informal, communicated orally or in writing, with respect to interdiction or limitation imposed upon Aboriginal children cared for in this context on expressing themselves in an Aboriginal language, both in oral or written form, whether among themselves, with their parents or with another person who is important to the child.</b></li> <li>- <b>Any information on the justification given to children, their parents and another person who is important to the child for imposing such a measure whereby an Aboriginal language is banned or restricted from use in this specific context.</b></li> <li>- <b>Any information related to accommodation measures (e.g.: assistance of an interpreter) provided in this context to children and enabling them to express themselves in their native Aboriginal language.</b></li> <li>- <b>Any pamphlets, brochures and documents on rules of life established in rehabilitation centers as regards Aboriginal cultural safety.</b></li> <li>- <b>Any information pertaining to policies, directives and professional practices governing all communications in this context between children and their parents used to explain the rules of life established at rehabilitation centers as regards Aboriginal cultural safety.</b></li> <li>- <b>Any information related to policies, programs, initiatives, directives and professional practices promoting and enhancing the use in this context of Aboriginal activities such as traditional handicraft.</b></li> <li>- <b>Any information related to the provision of traditional food in this context.</b></li> <li>- <b>Any information related to policies, programs, initiatives, directives and professional practices promoting Aboriginal spirituality, for example through contact with positive figures in the Aboriginal community.</b></li> </ul> <p><b>Ministère de la Santé et des Services sociaux</b></p> <p>Il n'existe aucune politique, règle, règlement, directive, pratique professionnelle, avis ou consigne en vigueur au ministère de la Santé et des Services sociaux (MSSS) quant à l'interdiction ou la limitation pour les enfants autochtones pris en charge de s'exprimer dans une langue autochtone.</p> <p>Le MSSS considère comme une priorité la préservation de l'identité culturelle. Divers travaux en cours vise à favoriser la préservation de l'identité culturelle des enfants des Premières nations et des Inuits faisant l'objet d'une intervention des services de protection de la jeunesse. Notons :</p> <ul style="list-style-type: none"> <li>• l'élaboration d'un cadre de référence sur les projets de vie pour les enfants autochtones,</li> </ul>	

- les modifications législatives de la Loi sur la protection de la jeunesse (LPJ);
- les ententes visant l'établissement de régimes particuliers de protection de la jeunesse (art. 37,5 de la LPJ);
- l'élaboration de programmes de formation en soutien à l'intervention auprès des jeunes en difficulté des Premières Nations et des Inuits.

De plus, l'article 2.2.5 « Communications du Ministère avec les Inuits et les membres des Premières Nations visés ou non par une convention », de la *Politique du ministère de la Santé et des Services sociaux relative à l'emploi et à la qualité de la langue française*, prévoit des mesures d'exception afin de traduire différents documents dans une autre langue que le français et ainsi témoigner de l'ouverture et du respect envers les diverses langues et cultures des Premières Nations et des Inuits.

Enfin, concernant les mesures d'accommodement offertes aux enfants afin de leur permettre de s'exprimer dans leur langue autochtone, notamment par les services d'un interprète, le document intitulé « Adaptation linguistique de soins et des services de santé : enjeux et stratégies », Institut national de santé publique du Québec, 2013, vient apporter certaines précisions à cet effet.

#### **Les CISSS, CIUSSS et les établissements non fusionnés**

Si des politiques, règles, règlements, directives, pratiques professionnelles, avis ou consignes existent dans le réseau de la santé et des services sociaux, dans le but d'interdire ou de limiter les enfants autochtones de s'exprimer dans une langue autochtone, ceux-ci sont certainement contraires aux orientations du MSSS dans le domaine.

#### **La Régie régionale de la Santé et des Services sociaux du Nunavik**

En lien avec cette demande, la Régie régionale de la Santé et des Services sociaux du Nunavik a fait parvenir au MSSS un document qui peut être consulté en annexe. Il s'agit du code d'éthique du centre de santé de Tulattavik de l'Ungava.

#### **4. Informations supplémentaires**

s.o.

#### **5. Documentation**

- Le Français en santé  
Politique du ministère de la Santé et des Services sociaux relative à l'emploi et à la qualité de la langue française.
- Adaptation linguistique de soins et des services de santé : enjeux et stratégies
- Code of Ethics – Ungava Tulattavik health center

#### **6. Personne-ressource**

Personne-ressource (coordonnées) : Martin Rhéaume, Directeur des affaires autochtones

Unité : Direction des affaires autochtones

Ministère ou organisme : ministère de la Santé et des Services Sociaux



## **CODE OF ETHICS**

### **Ungava Tulattavik Health Centre**

The initial code of ethics was approved by the Board of Directors of the Ungava Tulattavik Health Centre (UTHC) in October 1995. The revised version was approved by the Board of Directors of the UTHC on the 30<sup>th</sup> November, 2017.

This code was developed as per the Section 233 of the Act Respecting Health Services and Social Services. It outlines the rights and responsibilities of users and summarizes the behavior, which is expected of all who work within the UTHC regardless of their position or role.

All clinical, administrative, and support services staff, volunteers, students and foster parents across divisions and levels are bound by it. However, it is not meant as a substitute for professional Code of Ethics governing the acts of certain professionals.

Our Code of Ethics is a way of telling users what rights they have, what we believe in and how we will act towards them.

We want our practices and daily conduct to reflect the values and beliefs of our institution and that of the Inuit community we serve, as well as reflect our desire to promote health and well-being in a healing environment. We will strive to meet our users' expectations of quality of care and service within our available human, material and financial resources.

*Larry Watt*  
Executive Director

## UTHC Mission Statement

The mission of the Ungava Tulattavik Health Center (UTHC) is to provide safe, accessible and quality health and social services to the seven Inuit communities of the Ungava Bay Coast, and rehabilitation services to the fourteen Inuit communities of Nunavik.

The health and social services programs are adapted to the population's needs and to the region's realities, in accordance with the *James Bay and Northern Quebec Agreement* (JBNQA) and the Act respecting health services and social services.

Our commitment is:

- To offer quality services,
- To respect the cultural, spiritual, and social values of the user,
- To offer on-the-job training and mentoring to Inuit personnel,
- To give Inuit priority access to positions,
- To recognize the strength of our teams' cultural diversity,
- To be alert to opportunities for collaboration with partners and the community,
- To seek cultural consultants or linguistic interpreters whenever needed,
- To ensure judicious allocation of resources,
- To offer our services on the territory, whenever possible,
- To contribute to the improvement of the living condition of the Nunavik population.



## **Missions of the Ungava Tulattavik Health**

### **Local Community Services Center (LCSC)**

Through our mandate as Local Community Services Center (LCSC), we offer the population primary health and social services, both preventive and curative, as well as physical rehabilitation and social reintegration to the population.

For this purpose, our institution must ensure that users' needs are assessed and that the required services are offered. The CLSC also participate in public-health services. There is a CLSC point of service in each community.

### **Child and Youth Protection Center**

Through this mandate, we offer services to youths under the Youth Protection Act (YPA) and the Youth Criminal Justice Act (YCJA). Further, they provide services for child placement and adoption.

For this purpose, our institution must ensure that the persons requiring these services as well as their families receive them.

### **Hospital Center/Acute-care**

Beds for acute-care are available at the Ungava Tulattavik Health Center. Through this mission, we offer diagnostic services and general and specialized medical care.

For this purpose, the institution receives persons who require such services or care, ensures that their needs are assessed and required services, including nursing and specialized psychosocial care.

### **Extended-care residential hospital centers (Elders Home)**

Beds for extended care are also available at the Ungava Tulattavik Health Center. Through this mandate, we offer alternative living environments on a temporary or permanent basis as well as residential, assistance and support services to adults who, due to a functional loss of autonomy, cannot remain in their natural living environment.

### **Rehabilitation center for youth with adjustment difficulties (Group Homes for Youth)**

The regional rehabilitation services are under the administrative authority of the Ungava Tulattavik Health Centre.

Our mandate in this regard is to offer social-rehabilitation and -integration services to youths experiencing behavioral, psychosocial or family difficulties. For this purpose, the resources receive young persons through referral.

## **The facilities of Ungava Health Center**

The Ungava Tulattavik Health Centre has the following facilities:

- Hospital, CLSC and DYP in Kuujjuaq,
- CLSC and DYP in Aupaluk,
- CLSC and DYP in Tasiujaq,
- CLSC and DYP in Kangirsuk,
- CLSC and DYP in Kangiqsualujjuaq,
- CLSC and DYP in Kangiqsujuaq,
- CLSC and DYP in Quaataq,
- Group homes (Kuujjuaq, Kuujjuaraapik, Puvirnituaq,),
- Rehabilitation centres (Montreal, Salluit, Inukjuaq).

**SECTION I**

**FOR THE USERS OF**

**THE UNGAVA TULATTAVIK HEALTH CENTER**

## **Users' rights**

*Act Respecting Health Services and Social Services).*

- The right to be informed of existing services and how to obtain them.
- The right to always receive services that are humane, scientifically and socially sound, and provided in a safe and personalized manner.
- The right to receive services from the professional or institution of your choice.
- The right to receive emergency care.
- The right to be informed about the state of your health, and the available treatment options, and their potential outcomes before consenting to treatment.
- The right to be informed as promptly as possible of any mishap that occurred while you were being treated.
- The right to be treated at all times with courtesy, fairness, and with respect for your dignity, autonomy and safety.
- The right to freely accept or refuse treatments, either on your own or through an intermediary.
- The right to access your file, which is confidential.
- The right to participate in decisions that concern you.
- The right to be accompanied by the person of your choice when requesting information about services.
- The right to file a complaint without risk of reprisals, to be informed of the complaint review procedure, and to be accompanied or assisted throughout the procedure, if needed.
- The right to be represented and to have your rights recognized in the case of temporary or permanent inability to give consent.
- The right to receive services in English or have access to a Inuktitut- English translator, in accordance with the government's access program.

## **Regional and Local Quality of Services and Complaints Commissioner**

If a user believes that he has not been carefully listened to, has not found an adequate solution to the dissatisfaction, or does not feel comfortable talking to the person responsible, the user can contact (in Inuktitut, English or French) the Regional and Local Quality of Services and Complaints Commissioner in person at the Kuujjuaq hospital, by telephone at 819-964-2905 ext. 509, or by fax 819-964-1333.

## **SECTION II**

**FOR EMPLOYEES<sup>1</sup> OF**

**THE UNGAVA TULATTAVIK HEALTH CENTER**

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<sup>1</sup> *For the purposes of this document, the term “employee” is meant to include managers, directors, consultants, volunteers and “stagiaires”.*

## **CONFIDENTIALITY**

Employees of the Ungava Tulattavik Health Center must:

- Ensure that confidentiality of information contained in the user's file is respected at all times;
- Never mention the name of a user in a place where unauthorized persons could hear (cafeteria, corridors, etc.) and exercise discretion when the care environment does not provide for privacy but cannot be immediately changed;
- Never provide the names and addresses of users to anyone, except authorized persons and according to exceptions provided for in the laws and regulations;
- Not allow anyone to film or photograph a user without his written consent. This is particularly important in the presence of television cameras or press photographers;
- Consult the record of a user, related documents (such as test results, examinations, etc.) or file notes only when you are actively involved in the care of, or providing services to, this user. Electronic access to a file using a password provided by the establishment is considered to be the equivalent of a personal signature in a paper file.

## **MUTUAL RESPECT**

Employees of the Ungava Tulattavik Health Center must:

- Address users with courtesy, warmth and empathy and in his language when possible;
- Respect the Inuit cultural, spiritual, and social values;
- Treat users with sensitivity and kindness at all times; respect the pace of the user;
- Think first of the welfare and safety of the user before taking any decision or action;
- Respect the property on loan from or provided by the employer (housing, vehicles, office);
- Behave in a civil manner even when not at work that respect the Inuit community we serve;
- Report to work wearing clothing that is appropriate for the workplace, clean, and safe.

## **TEAM SPIRIT AND COLLABORATION**

Employees of the Ungava Tulattavik Health Center must:

- Support initiatives of colleagues;
- Recognize and use the multidisciplinary skills of colleagues;
- Recognize the strength of the team's cultural diversity;
- Be empathic and supportive regarding problems and adopt a supportive, problem-solving attitude;
- Actively participate in achieving the shared goals of the team even if this is through supporting the goals;
- Be alert to opportunities for collaboration with partners and the community.

- Analyze the impact of decisions (clinical or organizational) on the user, the family, the environment, and the Inuit community in which it is evolving.

## **QUALITY OF SERVICES**

Employees of the Ungava Tulattavik Health Center must:

- Develop sensitivity and capacity of the Inuit culture, history, values and language;
- Condemn and confront and report all behaviors and attitudes which are discriminatory;
- Seek Inuit cultural consultants or Inuktitut interpreters whenever needed;
- Report any incident or accident observed that represents a risk to the users;
- Disclose accidents to the users when required;
- Try to understand why a user or a family member is dissatisfied and help whenever possible;
- Ensure that the user really understands what is being communicated (whether to obtain consent, give information, etc.);
- Inform a user who is being impolite that such behavior will not be tolerated and that solutions can be sought together politely.

## **SAFE AND SECURE ENVIRONMENT**

Employees of the Ungava Tulattavik Health Center must:

- Plan, strategize and implement ways to create safe and secure environments on a day-to-day basis;
- Know, respect and apply safety/security procedures and inform users of their existence;
- Identify and act on any situations which poses a threat to security;
- Focus on the prevention of any form of violence;
- Work on conflict resolution in a manner which does not jeopardise the safety of those involved;
- Clearly communicate to colleagues information which can impact on the safety of clients and staff;
- Demonstrate that the organization will not tolerate violence.

## **CONFLICT OF INTEREST**

Employees of the Ungava Tulattavik Health Center must:

- Maintain a professional distance and clear boundaries without losing the ability to care;
- Inform users that it is forbidden for employees to accept money or expensive gifts;
- Avoid situation of apparent conflict of interest with regards to family, friends and allies;



- Identify situations of potential conflict of interest, inform the appropriate people and consult when in doubt;
- Recognize that they are here for the users and not vice-versa and act in their best interest;
- Be constantly aware of what motivates our actions/decisions.

## **RESPECT LAWS, POLICIES AND PROCEDURES**

Employees of the Ungava Tulattavik Health Center must:

- Keep up to date with relevant laws and adjust practices to reflect new or changing legal requirements;
- Promote and adhere to norms and standards which apply to how the roles are carried out;
- Make judicious use of the financial resources at their disposal;
- Read and respect all policies and procedures, and ask for clarification when not understood;
- Participate in the update of policies and procedures whenever possible.

## **Conclusion**

All employees of the Ungava Tulattavik Health Center are committed to respecting this Code of Ethics.

We believe that it is an essential tool to enhance the partnership with users based on trust. As a result of this partnership users will receive the best care and services possible within our available resources.