

Presentation to Public Inquiry Commission on relations between Indigenous Peoples and certain public services in Québec: listening, reconciliation and progress.

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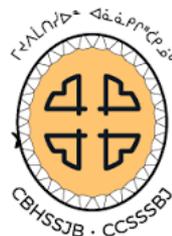
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Quebec City, Canada

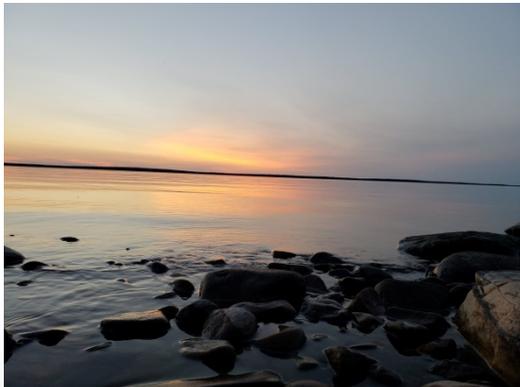




What is the Youth Healing Services of the Cree Health Board?



- Mandate
- Clients
- Cultural Services
- Challenges and needs





What is the Youth Healing Services history with past trainers and educators?



all-of-a-sudden-gone
nothing-was-recognized
trainers-would-just-show-up

disappear

no-continuity
no-certificates

low-collaboration

scam

stopped

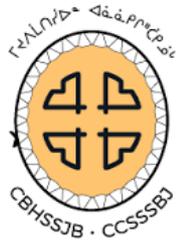
started-then-dropped

no-attestation



How did the Youth Healing Services and Boscoville start working together?





What is Boscoville?

- PBIS
- Psychoeducation Model
- Evidence based approaches
- Coaching and support





What is the role of Concordia University?





What is the Mamouwechituttau training program?



Mamouwechituttau: *Let's All Help Each Other*





What are some examples of co-development?



Gloria (Intake Advisor): *I really had a hard time with a previous consultant. Her way of presenting things was ‘my way or no way’ – and that really made me angry. But the way you present is that you ask us (for our input), you check if its ok. And I think that’s where the connection is, it’s like you’re involving us instead of saying: ‘do this or get out’*



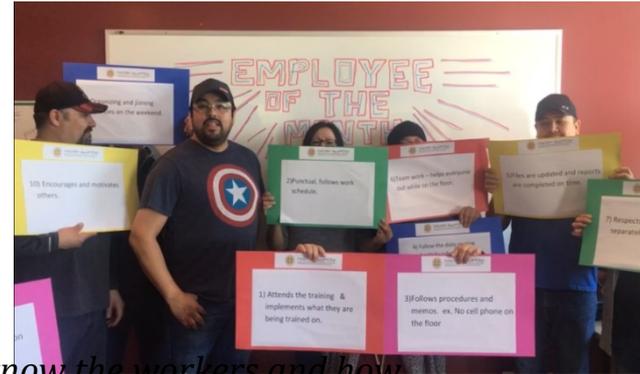
What are some examples of building local capacity?

Shayna (Childcare Worker): *Before the training, (at the start of the shift) staff would go sign in and then leave the office. Now we sit down and update with each other, talk about plans. Before (Boscoville training) there was no staff meeting at the start (of a shift), there was less communication.*

Beatrice (Clinical Advisor): *As a coach/mentor, I've gotten to know the workers and how they work. They are open with me, and I'm able to support them and help them. I use what we have learned on the workers; for example positive reinforcement – I give the workers positive reinforcement – and I connect with them – like a 'connection meeting.'*
Now when I show up on the floor, the staff are happy (to see me). Before, they thought I was watching them, but they feel more relaxed and calm now – that started this year – recently.

Beatrice (Clinical Advisor): *I think this training is a lot better than the other training we had because it's ongoing with lots of follow up and the workers actually implement it on the floor... Its 3 years but it doesn't seem long. Other trainings were just 3 days and then that's it. It was hard to put our training to use on the floor because it was just passed to us and there was no follow up, nothing.*

Philip V (Coordinator): *With Boscoville, what I see is that – when you are done training the staff have 'homework,' like a program. We as senior staff meet with them, and the staff have to follow through on the previous trainings. I don't remember that happening before. No one ever took the time to recap what I was doing on the floor to follow up on the training I took. The support team meetings gives us more feedback on what needs to be improved.... it's a good way for the staff to improve.*





What are some examples of adaptation?



Beatrice (Clinical Advisor): *Our culture is basically pretty much on a time, like moose hunting is coming up. I doubt you will see workers at the training (if you have one). It's very important to our hunters.*

Linda and Lee (Local Agents): *The training is a space (for the workers) to release and be themselves, and have fun while they're training, we laugh, and we cry when we are in the training – its real.*



What has been the impact of the training on the staff and youth?



Gloria (Intake Advisor): *It's very positive since Boscoville came. . . One client shared that this current placement has really helped her (before, in the placement she had before, she was out of control). Today she is expressing that she was thankful for all the educators who helped her since this placement. The parents, foster parents, social worker all notice a change in her, and we think it's all that positive reinforcement and connection meetings, and the positive rules are really helping her.*

Shayna (Childcare worker): *When I first started working here I didn't know what to do, I learned by doing the wrong the thing. The training started and I got more information, especially in how to treat these youth. I learned more from the training, for example, Positive reinforcement. Before I used to say 'don't do that, or you get an early bedtime,' and now I say 'hey good job.' Now I focus more on the good they do instead of the bad. The old rules and regulations were all negative, and since the new rules that are posted up are all positive. The youth are happier. I'm not putting them down.*



What recommendations do we at Boscoville have to share?



- **3 year implementation in the community**
- **Knowledge transfer from experienced community members**
- **Support strategies (intensity, continual follow up)**
- **Flexibility**
- **Client driven approach (matching best practices with client needs)**
- **Strong relationships, listening**



What recommendations do we at Youth Healing Services have to share?



- **Respect the Cree culture. Our culture needs to be recognized that it does work.**
- **When services try to help us, make sure to ask us: Is it relevant – will it help?**



Do you have any questions ?



