

## Statutory Declaration

I, 

(Name, first name, address, birth date)

I do solemnly declare that,

### PART 1


Q1: My name is Benoit Théoret. I'm with Minnie Amidlak (translator/interpreter) and we're the 20<sup>th</sup> of June 2018 and we're with someone who's going to say her name and birthdate, to start with.

R1: 

Q2: So would you prefer to start with the story about the health services or the youth protection?

R2: Health services.

Q3: Health services.... So, I'll let you go and we'll see.

R3: She recently received a letter from the hospital of  because she was having problems with her skin which started from her hand. They were breaking down, you could even see the flesh

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and the... She had a skin condition. She went to the CLSC, here in [REDACTED] because the skin condition that she was having problems with became so big that they were even breaking down, you could see the flesh.

Q4: Ok, like peeling...

R4: Peeling, You could see the flesh underneath the skin. That time, she has a daughter, her daughter was fourteen years old, now she's fifteen and... There used to be a guy by the name of [REDACTED] who was working for the [REDACTED] ... because [REDACTED] Hospital is the hospital to take care of all the Hudson coast communities. He was a complaint officer where, if anybody have any complaint, they would go through [REDACTED]. And she received a letter from them, from the hospital.

When she first started to go to the CLSC, all she was given was the gloves and some cream but her skin condition was getting worse and the doctor took two biopsies from her leg. Some skin for biopsy. And in January 16<sup>th</sup> 2017...

[REDACTED] *we can't do anything no more...*

Those conditions that she had, she was buying some bandages, creams, gloves at the COOP, herself. And they wouldn't give her any bandages whatsoever. All she was told: "Cut your socks and use some for Band-Aid". And she had to buy all those stuff from the COOP, because CLSC wouldn't give it to her. So, since she could not even cook anymore because her hands were so bad, and people knew her condition... It's because of the help of the other people, that she had help to cook. And she would even wrap herself with Kleenexes as a Band-Aid. First, she was told: "you're going to go away to the hospital". That was the first response.

She was even told to wrap herself with those plastic Saran-Wraps by the nurse.

Especially when the lady would just say, putting her hands like: [REDACTED], we can't do anything more." With that kind of response that she got from the nurse here, she no longer wanted... She just told: "I don't want to be treated by people who don't want to help me".

Somebody suggested maybe try baby lotion, and then she started healing quite fast. Because even when she was trying to go to the nurse, the doctor... Because she thought they would help her to find out what's wrong with her skin condition, but they were just actually asking her questions. What

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happened? What is this? And she thought they're the one who are trying to... should help her, to find out what's wrong with her. Like, she had on her legs not above the knees... not anywhere else... her hands... You could see the flesh and fat because the skin was... You could see her flesh on her hands and legs. And she showed her scars in her legs.

Q5: Can you explain me a little bit more what you mean by baby lotion?

R5: It's a purple...

Q6: What is it used for, normally?

R6: Because one of her family members has a similar type of skin problem and... What she told her was scrape it off a bit, first, and let it sting, and then put the lotion. And then she started getting better.

Q7: Ok. This lotion there, would be used normally for skin irritation on... for babies?

R7: It's a baby lotion. You know, the baby lotion. They have these baby products, it's called the baby lotion.

*I bought it from Coop. I tried everything from Coop.*

She tried everything, even shampoos. Because the CLSC workers no longer wanted to give her any of these bandages or any creams to try.

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Since they were trying to... any kind of treatment at the CLSC, she told them: "I'd like to get that white cream because it seems to work the best". And they told her that: "We haven't received them yet". So, the next day, she realized, she found out that they still had a lot at the CLSC. So she realized that she was lied to.

Q8: Ok. And you witnessed that yourself? You saw the cream, there at the nurse's...

R8: Yeah, because the nurses, they do a rotation. The first nurse, the one that refused to... and then the next day, it was another nurse, was able to give her that white lotion, the following day.

Q9: Did you confront the first nurse after, about this situation? That you were lied to?

R9: No.

Q10: You talked about someone being involved, from the [REDACTED] ...

R10: Yeah, [REDACTED] Complaint... complaining officer.

Q11: Yes. Can you explain a little bit more why this complaint officer got involved in this situation?

R11: The reason why he got involved was because he was here in the community, she wanted to go see him personally and show him her hand condition but she only spoke to him while he was on

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through the public radio. She only spoke to him on the phone and I guess he enquired what was going on with her case. And the reason why she stopped going to the nursing station is because they were reluctant to look after her. And then she received the letter saying that she wasn't going to the CLSC.

Q12: She received a letter from this enquiry...

Q12: It's from [REDACTED] himself who is...

R.12: I was really trying to look for the letter that I got from him but I didn't find it.

Q13: You couldn't find it. Do you remember about... You said you received that letter, do you know when you received that letter? The date? Approximately?

R13: Maybe last fall or this winter.

Q14: Last winter or last fall, ok. And, did I understand well... you're saying that this letter was telling you not to go to the nursing station?

R14: No. He was saying that she never went to the CLSC, for her skin. And she didn't want to go... No longer, to go there because they weren't trying to help her. And then when she made a complaint to [REDACTED] I guess he enquired about it. And then [REDACTED] wrote her a letter back saying that she wasn't going to the CLSC for that.

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Q15: Ok, now I understand, yes.

R15: I kept a lot of my socks that I cut to use as a Band-Aid.

Q16: Ok, So how long... When you started with the purple baby lotion, how long did it take for the situation to get better, so that you could go on with your life?

R16: *It was last November.*

Even today, she's still... Even after her feet were... So, she's still taking that lotion.

Q17: It's not completely gone, healed.

R17: Yeah. Most of them are gone now, but not quite completely healed yet.

Q18: Ok, so it started in January 16<sup>th</sup> 2017.

R18: Yes.

(Interpreter to interviewee): And last November, you started the lotion?

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Yeah, she started the lotion in November.

Q19: Oh, started the lotion on November!

R19: Yeah. And today...

Q20: And today, it's almost healed, but not quite completely. Ok. That's clear.

R20: Now that they have changed the nurses, I feel a lot more welcome there.

Q21: Ok, so today, if you were to experience health problems, would you refer to the nursing station for help?

R21: What do you mean "would you refer"? Somebody else?

Q22: No, no. Would you go yourself?

R22: Yes, yes. Much, very much more.

Q23: Was there at any point... Did anyone express, from the nursing... be it a nurse or a doctor... a diagnostic on what was causing this skin problem?

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R23: No, they never diagnosed...

Q24: No diagnostic?

R24: They were just asking... What is causing this? They questioned her.

Q25: They were asking you if you had a clue what could have caused that, by yourself, ok.

R25: Since the nurses are always changing here, rotating here... At one point, she was told... she was given a medication but she was not told what they were for, so... And she didn't ask either. So she just went home and said: "I'm not going to take these medication because nobody told me what they were". So, when the nurses changed again, it was a male nurse, she went to see him at the CLSC and he asked her if she was taking the medication. She said: "No I'm not, I was given the medication but I'm not taking them because nobody told me what they were for". Because they were just given to her, just like that. Without no explanation what they were. And then he, that male nurse, explained to her that they were to alleviate some... you know, the fat... you know when your skin is exposed, you see this fat as well, the flesh...

Q26: ...a liquid forms on top?

R26: You know, the fat! Flesh fat! They were there to alleviate, or help to reduce the fat from being exposed too much. I don't know how to say it in English. They were there to treat the fat...

Q27: Ok, I have...

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R27: But anyway, because the nurses that time were... didn't even no longer want to give her any wrappings or bandages, and then she started taking these medication, after the male nurse told her what they were for in May, last year in May and June.

Q28: Ok, and what was the form of that medication? Was it a pill? Was it a lotion? What was this medication?

R28: It was medication.

Q29: It was pills, ok. Do you remember the name on the product?

R29: The pills?

Q30: Yes, do you remember?

R20: Antibiotics.

Q31: They were antibiotics, ok. So I was going to ask if you... In fact, it was my question, my next question. Did you... were you prescribed anything? So, this was probably one thing that you were prescribed?

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R31: Yes. Medications and the creams. When I was wrapped with the bandages, sometimes they would get stuck. Initially, they would give me a solution that...

Q32: To prevent...

R32: No, not to prevent. Since they were stuck... to remove... I don't know how to say it in English.

Q43: To remove them.

R43: To remove the bandages that were stuck in, yes. And there would barely be enough of that solution to remove the bandages that were stuck to her skin.

Q44: She didn't have enough of that solution?

R44: Yeah. No, I mean... They would barely give her enough. Not enough.

Q45: I understand. Ok, so you were given this solution, but not enough for you to be able to retrieve all the bandages that were stuck. You were given some pills, which you think are...

R45: *Only once. They gave me only once.*

Q46: When you say once, you say one set of pills or one pill?

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R46: *For one week, that's it.*

Q47: For one week, ok. I understand that when you received it at first, you were not explained what it was so you just didn't use it, until another nurse came in, explained you what it was for, and then you took it. You took that medication.

R47: Yes.

Q48: You were also given, or prescribed, some creams. You tried them and they were not changing anything.

R48: She nodded yeah.

Q49: We talked about complaint person, that's all right. We talked about the time and... Ok, so as it is now, do you receive any more services, health services, regarding this skin condition?

R49: I don't remember when I stopped going to the CLSC.

Because I asked her when... how long... when she stopped going and she said earlier that she had no more confidence, no trust in them anymore because they were reluctant to take care of her properly.

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Q50: So, tell me if I get it wrong or right: Today, you don't know what caused your skin problem and you have no clue how to prevent it to come... to happen again.

R50: Some elders have told her... because it's she's under too much stress.

Q51: But that, she learned from the elders. If we go back, a little bit, to when it was really bad, your skin condition. As I understood, you were able to receive some help, for you to be able to do your cooking, for example. Were you proposed any help from the health center or the social services?

R51: No, she never did... nobody ever proposed to her.

Q52: And on your part, did you ask them, either the nursing station or social services, did you go and ask them for help to be able to do your... prepare your meals.

R52: One time, I tried to ask the social worker.

Q53: Ok, and what happened?

R53: It was the same thing.

Q54: When you say you tried, you spoke to... Did you speak to someone at the social services?

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R54: Yes she did.

Q55: And do you know what was the reason for the service not to be provided?

R55: No.

Q56: You don't know, ok.

R56: I was never even able to sleep. Because it was so itchy, I had to put them in the water and try to get rid of all the bandages that were stuck to my skin.

Q57: I have another question. About the bandages, do you remember what was the reason expressed for... the explanation for the nursing people, nursing staff, not to provide the bandages.

R57: I think they were... what's that word when...

The way... their attitude was understandable because they didn't want to give her any more bandages. She just told her "use your socks as a Band-Aid".

Q58: So it's a refusal. That is it?

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R58: They were refusing. —

Q59: Ok, good. Is there anything else you would like to say about this story or any question you want to ask?

R59: At least, I spoke it out, it's out of my system, it's out of my mind, and at least I said it. Because I had no one to help me when I was asking for help.

Q60: I can see it had consequences on you, and you named those consequences. Do you wish also to share the consequences it could have had towards people surrounding you? Like... I don't know your family situation. But you're not... it's your choice if you want to share this part or not. I'm just asking.

R60: I don't know how to answer to that.

The nurses usually have different attitudes towards different people. They give a lot of effort and help to the other people and the way I thought... was because I was... I'm just being treated differently, like... as if I'm not... as if I shouldn't have the same equal treatment as the people that are getting better quality treatment from the nurses.

Q61: Do you feel that, when you went to the nursing station, your request, or whatever you had to tell them, was understood? That you could express yourself fully, to be understood in what you were living?

R61: *No.*

She feels like she wasn't understood.

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Q62: Do you think it has to do with the language?

R62: I don't know. I, myself, wanted to know what was wrong with my hands and they were the ones who were just trying to ask, to find out what was wrong with them.

Q63: At any point, did you have to use the service of an interpreter? To get... to speak...

R63: No, she never had any interpreter.

Q64: Do you feel that having an interpreter would have helped the situation for you?

R64: I don't know. It's hard to say.

Q65: Ok. So I have no more questions. Do you wish to take a break at this point? Or you want to continue?

## PARTIE 2

R65: She just wants to talk about... briefly about Youth Protection.

She's got three kids. DYP were trying to get involved with her life.

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And I don't know what I would do without them because they are my home. If they're taken away from me... I love them, they're my home and I would never neglect my children. Just like that, they came to my place looking, checking to see if my fridge... Because they heard that my children were hungry. They came to see, to my place, to check my fridge if I had any food.

About maybe 4 or 3 times, the DYP have tried to take her kids away from her.

I'm just confused now, though I would have wanted to talk properly. (Interpreter to interviewee): We can take a break.

Q66: Yes. Would you like to have coffee?

R66: Yes, ok.

Q67: Continuing with [REDACTED].

R67: You know, the Youth Protection social services are always changing, they are checking to see what we're doing, and I would even say that I don't... I don't need to be supervised, I'm becoming an elder. So, I'm always afraid that they're going to take away my children and they would even check to see if our fridge had any food and then... At one time, a social worker closed and shut the door real hard saying that: "No food in there". And they're not going to provide the food.

Q68: And this happened... Can you place these events in time? Like, you said three or four times. Or maybe inform us on the age of your children?

R68: Even today, my daughter [REDACTED], who is fifteen years old, is being supervised for her school, her schooling.

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Q69: Supervised by Youth Protection?

R69: *Yes, even social services.*

Someone reported me to DYP. I don't know who to this day... maybe a few weeks ago... I have adopted a child who is now five years old, because that child was still taking a bottle and still wears diapers, and to myself I was thinking: "Why they try to report me when they will not even help to buy food or diapers to my child?"

And when I told that child to throw away the bottles, and he did. He or she did? Throw away and stop taking the bottles.

Q70: Is DYP in your life for... You told us that DYP is there for your fifteen years old daughter. Are they in your life for any other of your child?

R70: Yes, for the youngest two. My [REDACTED] and the one who is four years old.

Q71: Ok. Do you receive any help, as a parent, from social services? Related to the problems that are said to exist by the Youth Protection, for your child?

R71: No.

Q72: So, you're not in a relationship or in a... You're not followed by anyone at the social services right now?

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R72: They're not involved. —

Q73: Ok. Is it your choice not to be, to receive services from the social services? Is it your choice?

R73: Yes.

Q74: So what you were saying, if I understand well, is that personnel from the DYP keeps changing? And like two or three times, up to now, a worker from DYP went to your place to check on the food, to see if there was food in the house. And you think that it might be related to the fact that they keep changing the workers.

R74: Yes, for the fact that... You asked if they keep changing.

Q75: Ok but does she see a link in between the fact that they keep changing and that they go three or four times to her place to check on the food?

R75: The fact that they keep changing?

When she was coming from the store... And I didn't realize that they were checking up on me... not much... First, that lady asked me if I wanted to go for a ride with her, and I said yes, and then "qallunaat" (White people) started asking me: How long does your... How long does your kid babysat?

Q76: Ok so she was checking how long he spent with the babysitter?

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R76: Yes.

Q77: And after... Do you think she was... that she complained about that to the DYP?

R77: I think, I believe.

Q78: You suspect her?

R78: Yes.

Because when I started having problems with my... the youth... Because all the youth they tend to have problems, social problems, especially when they're being bullied, at the school, and that...

Her child is being bullied. And I tried to tell people from the school that it's a problem that I have with that child, because of the bullying, and the social services... She also tried to let them know, the social services.

And they keep asking why, why, why is she having problems? Even though she's trying to explain to them, those are the reasons why. Because that's why they are trying to monitor to see if she's in school all the time.

Q79: They want to know if the child is missing school?

R79: Yes.

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Q80: And this child that you're talking about, is this the fifteen year old?

R80: Yes.

Q81: Would you accept to give us the name of your child? Of the children that are with the DYP?

R81: Her name is [REDACTED] She's calle [REDACTED]

And [REDACTED]

[REDACTED]

[REDACTED]

She's been waiting for child support for them for a year now.

Q84: Ok. Do you have clue why the child support is not coming in?

R84: I've been waiting for a long time.

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Q85: Do you... I ask that because I know... I think child support is...

R85: *Alimonia (Alimony).*

Q86: Oh, ok! Are you talking about *alimonia (alimony)*?

R86: From the father.

Q87: Ok, ok. So what you're saying is that the father is not giving his contribution?

R87: He never did. And he says he's got two jobs, living in [REDACTED].

Q88: Did you ask for... Did you get any help to solve that problem?

R88: I have, but I haven't been told what's going on with that request.

Q89: Ok, and when was the last time that you asked where it was at?

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R89: I think it has been... two months?

Q90: Two months ago? Ok...

R90: They just keep saying that they're still in the stage of opening a file.

Q91: Ok. Seems like a long time. Is it your intention to go and ask for it... to know where it's at?

R91: I've been asking about them to welfare agent and they just keep telling her that they're still at the opening stage of the file.

Q92: Are you on welfare, as it is now?

R92: Yes.

Q93: Ok, and where are you calling when you're speaking to welfare agents?

R93: I go make a phone call at the social services.

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Q94: Ok so you use a phone that is in social services?

R94: Yes. Sometimes at my cousin's.

Q95: Ok, and you're calling an 800 number? Are you calling to an 800 number?


R95: No.

Q96: Ok. I want to know, like... where are you were receiving this service from, for the welfare. Is it someone locally, here, or...?

R96: It's 

Q97: Ok, and where is she working from?

R97: At the welfare agent, as a welfare agent.

Q98: Here in 

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R98: Yes. I talk to mostly from [REDACTED]

She spoke... mostly speaks with [REDACTED] and [REDACTED]

Q99: Ok so this is also... could explain... sometimes why... you don't have enough money sometimes, I guess. If you don't have that money coming in. Does it affect you, in your capacity to provide your food for yourself and your family?

R99: Sometimes I do get a shortage of money.

Q100: Is there anything else you wanted to say about Youth Protection?

R100: No.

I think I'm done for now. I think I'll be done for now.

Q101: Ok. Would you accept to leave us the birthdate of [REDACTED] and [REDACTED]

R101: My daughter's birthdate is [REDACTED]. And [REDACTED]

Q102: And the child that is adopted, is it [REDACTED]

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R102: Yes. —

Q103: I have no more questions.

R103: At least I feel better.

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