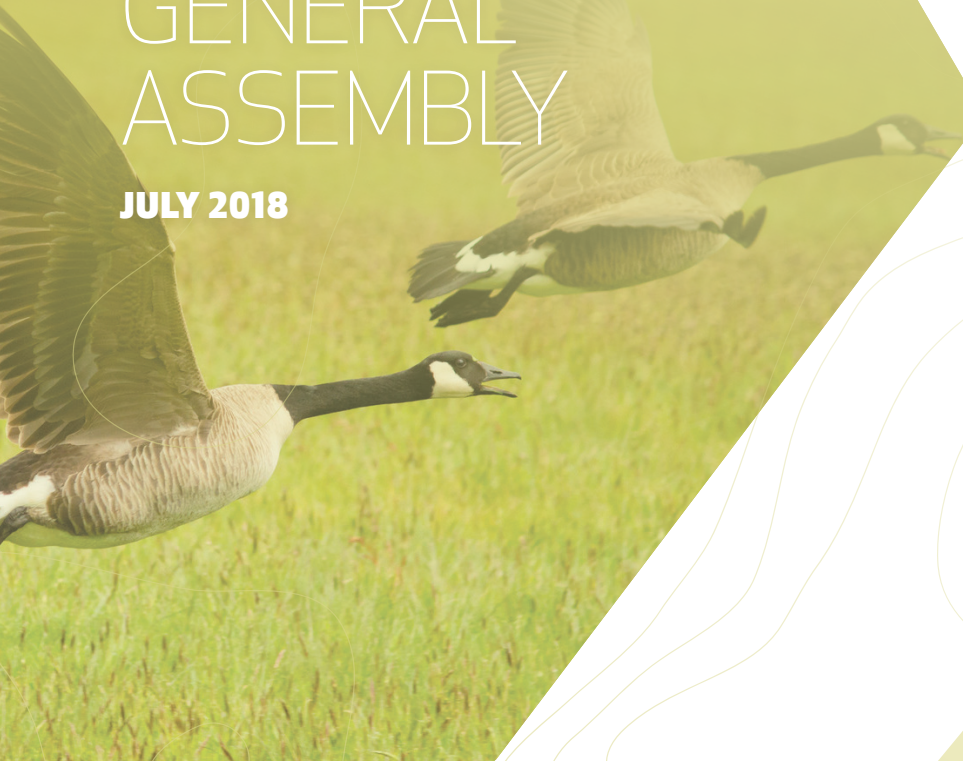




**QUEBEC FIRST NATIONS'
HEALTH AND SOCIAL SERVICES
GOVERNANCE PROCESS**

SUMMARY
REPORT
PRE-ANNUAL
GENERAL
ASSEMBLY

JULY 2018



REPORT PRODUCED BY



**FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION**

**QUEBEC FIRST NATIONS'
HEALTH AND SOCIAL SERVICES
GOVERNANCE PROCESS**

SUMMARY REPORT
PRE-ANNUAL
GENERAL ASSEMBLY
JULY 2018

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ISBN: 978-1-77315-211-0

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LIST OF PARTICIPATING COMMUNITIES

AKWESASNE

EKUANITSHIT

ESSIPIT

GESGAPEGIAG

GESPEG

KAHNAWAKE

KANESATAKE

KEBAOWEK

KITCISAKIK

KITIGAN ZIBI

LAC-SIMON

LISTUGUJ

MASHTEUIATSH

MATIMEKUSH-LAC-JOHN

NUTASHKUAN

OPITCIWAN

PESSAMIT

PIKOGAN

TIMISKAMING

UASHAT MAK MANI-UTENAM

UNAMEN SHIPU

WEMOTACI

WINNEWAY

WÔLINAK

LIST OF PARTICIPATING ORGANIZATIONS

MAMIT INNUAT

NUNAVIK REGIONAL BOARD OF HEALTH AND SOCIAL SERVICES

QUEBEC NATIVE WOMEN

1 WELCOMING REMARKS

Jean-Denis Gill, meeting facilitator, welcomed all the participants. The theme of this annual pre-annual general assembly is change management. Mr. Gill pointed out that this meeting is necessary because many changes are taking place in the First Nations environment.

2 OPENING PRAYER

Edith Picard-Marcoux, an elder from the community of Wendake, offered a prayer. She pointed out that everyone was there to participate in this great reflection and that they had been appointed to be there, which implied that they were there to serve as well as listen, collaborate and be responsible. She used the image of the tree, which, through its roots, carries out discreet work that allows each of its leaves to be unique while also creating harmony as a whole. She also used the image of flying geese to depict teamwork with a leader who prepares the departure, but also the succession. Our elders have observed, adapted and passed on our knowledge, spirituality and unique ways of doing things. It is important to continue to pass on this knowledge. She asked the Creator for the capacity to listen, trust in oneself and others and to be open and ready to live up to the mission entrusted to us.

3 OPENING REMARKS

Derek Montour, President of the Board of Directors of the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) and Health Director of the community of Kahnawake, thanked the Huron-Wendat Nation for hosting the meeting on its territory. He welcomed everyone and thanked the elder for her prayer. Mr. Montour expressed the need for First Nations to be united and work together.

He quoted John F. Kennedy: "Change is the law of life. And those who look only to the past or present are certain to miss the future." Mr. Montour talked about all the changes that are constantly happening in our lives and that influence us. Usually we are able to handle these changes, but sometimes we need advice to successfully handle them. Our past experiences also help us manage these changes. We must be able to anticipate future challenges and this planning skill represents the true management of change. He reminded everyone that our ancestors always thought about what could happen, such as forest fires, and knew how to prepare their actions accordingly. Mr. Montour also emphasized the importance of acting as a team, between communities, between nations, as well as with non-Indigenous people. He pointed out that changes are already happening, so why not act as catalysts in our communities to shape and foster these changes?

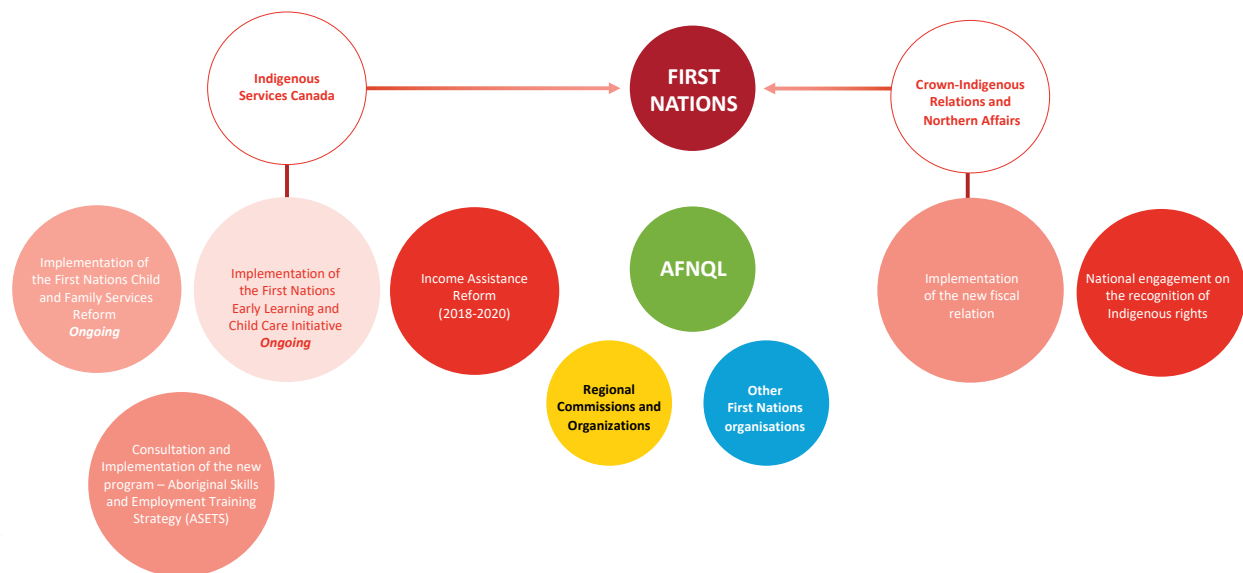
Mr. Montour explained that the speakers who had been invited were there to offer their advice. There is a need for everyone to work together and help each other. He mentioned that everyone needs to use this knowledge in their own environments.

4 MEETING OBJECTIVES AND BACKGROUND

Marjolaine Sioui, Executive Director of the FNQLHSSC, reiterated that First Nations are faced with a great challenge because of the many changes that are taking place around them such as the health and social services governance process and the creation of Indigenous Services Canada.

The goal of the meeting was to give everyone the opportunity to discuss and recognize how we can positively see and take ownership of these changes. We must define the change and identify the cultural implications. This meeting made it possible to begin reflecting on what change means in our cultural context. We must also think about how we can influence our partners and how we can involve the population.

Ms. Sioui presented a diagram showing the current external changes that First Nations must consider, specifically for health and social services.



Ms. Sioui pointed out that these different processes do not feature in the change management component. She stated that it is impossible, with all these changes, for there to be no impacts in the communities.

Ms. Sioui opened the reflection on how everyone could help each other to facilitate the work. She reminded that the FNQLHSSC is there to support the communities and that she would like to receive their guidance regarding the desired support for future changes.

5

She presented the First Nations Mental Wellness Continuum Framework in which self-determination is an important key to achieving mental wellness. This framework takes into account the different determinants of health and thus demonstrates the need for everyone to work together to facilitate the attainment of mental wellness.

[illegible]

¹ The biographies of the two guest speakers, Carol Hopkins and Wayne K. Spear, are included under appendix B. The PowerPoint presentation they used is under appendix C.

It is our responsibility to monitor and evaluate the progress of change so we can improve the quality of life for future First Nations people. Indicators for the four central elements of the continuum framework were therefore developed. If one of these indicators is not working well, it is a sign that the risk is increasing. For example, if the indicators show that there are problems relating to hope, then the suicide rate may increase.

Ms. Hopkins encouraged the participants to use the "Indigenous Wellness Assessment" instrument provided to them that could be used to guide community-based programs and policies for Indigenous health. She invited people to read it and find issues that can guide reflections in their respective communities.

Ms. Hopkins noted how culture is strong among the First Nations in Quebec and that there is great respect for the different cultures, languages and ways of doing things of each nation. Also, several elements were shared such as the connection with the territory, the place of elders and the importance of language.

According to Ms. Hopkins, Indigenous knowledge and education are needed to achieve full mental wellness and to provide rational and intuitive knowledge.

Ms. Hopkins explained that the moon can teach us how to manage change through its consistent model of changes that repeat month-to-month. She recalled that the changes of the moon have a significant impact on the earth in the sense that these changes cause the water to move. The earth and moon therefore work together. The moon helps us to deal with our fear of change by showing us that change follows patterns. In the past, we have had solutions imposed upon us that were not successful, but now it is up to us to develop patterns of coherent change that will be beneficial to us.



Wayne K. Spear explained that, over the course of his career, he has developed a simple method for managing change that is composed of five major questions. These five questions were the result of many years spent working with different groups and they could be used in various situations such as for team-building activities or strategic planning exercises. According to Mr. Spear, the important thing is to know how to manage "systems" since it is these "systems" that then manage people. That is why when you have good procedures and rules in place, everyone knows exactly what to do. He also emphasized the importance of being consistent and of having the right people in the right places, doing the right things. He also drew parallels with Albert Einstein's famous formula " $E = mc^2$ " expressing the relationship between mass and energy. In this formula, the "c" represents a constant and always includes a delta representing change, which could be seen here as the continuous improvement targeted by the new governance model.

When introducing a new change, new questions and fears arise. Individuals will then question what they might lose, who is the person responsible for the change, what is the timeline, and so on. It is necessary to know how to react to these questions. It is possible to anticipate these questions and prepare for change with the following five questions:

1 *What is working well?*

This question helps to determine what people like, where their strengths are and what they may be afraid of losing.

2 *What must we do better, differently or less?*

This question allows us to situate where we currently are and where we want to go. It helps identify what people want to change and to set priorities and strategic considerations.

3 *What are the obstacles that prevent the change?*

Identifying these barriers constitutes the starting point for developing a work plan and identifying possible solutions. It is necessary to be creative here, especially when you are struggling with limited resources.

4 *If you could make a change, what would it be?*

At this stage, it is a matter of carrying out a consensus exercise and identifying the priority on which we will start the work.

5 *How can I help?*

Each of the individuals involved has their own individual strengths. It is therefore necessary to make sure you have the right people in the right places to develop a system. This step allows everyone to take ownership of the change process.

Mr. Spear said he has a tool, that is available for the participants, that makes it possible to identify each person's strengths and to determine whether the right people are in the right places doing the right things. He then used the image of the iceberg to explain the fact that only 15% of what makes up a person is visible through their behaviour: what they say and do. The perception that others have of us is based on this 15% that they see. Many assumptions are based on this low percentage, which therefore leads to many errors. The solution is to ask questions and learn about the other elements that make up who we are, such as our past experiences, our emotional intelligence, our critical thinking, our values and our personality. All these elements must be considered in change management as they influence how people respond to this change.

Mr. Spear also stressed the importance of using critical thinking to assess what the real problems are in a system, and to be able to provide efficient and sustainable solutions. He recalled that tools are available to measure the different characteristics of an individual, and that if we go against the values of an individual, change will not occur.

Comment from a participant:

The cultural component that influences personality must be taken into account. Colonization also has a definite impact on people's health. We must see the legacy that a person has received. Personality is thus influenced by their genes, heritage and environment.

6 WORKSHOP 1

EMOTIONS

Carol Hopkins explained that the workshops being offered over the course of the day will focus on each of the five questions presented by Mr. Spear. Ms. Hopkins said that all the tools used will be available online.

The first workshop focused on the question about the fear of losing something because of change. Ms. Hopkins explained that having a fear reaction is completely normal, and that it is therefore necessary to ask yourself questions to understand where this reaction is coming from. She reiterated that our past experiences and emotional maturity condition our emotional response. She also talked about the importance of naming your emotions, which is part of managing change.

For the first workshop, the participants were asked to discuss with the other people sitting at the same table what people might think they are losing with change. Many elements were identified:

- Trust of the public
- Control and power
- Job and duties
- Individuality
- Special relationship with a funding agency
- Resources (human, financial and material)
- Facing uncertainty
- Local autonomy
- Culture, heritage and practices
- Credibility
- Solidarity between nations and between communities
- Ability to innovate
- No longer having someone else to blame
- Accompaniment
- Territory
- Privileges acquired over time
- Comfort
- Equality and equity between nations
- Characteristics of each community

- Value of sharing
- Identity
- Political stability
- Not being able to keep up

7 WORKSHOP 2

HUMAN

The second workshop aimed to identify what we want to preserve, what is currently working well and what could be done differently or better. Upon returning to the larger group, the following elements were identified:

WHAT IS CURRENTLY WORKING WELL	WHAT COULD BE DONE DIFFERENTLY OR BETTER
– Community activities for all age groups and intergenerational groups – The openness of the departments to adopt bills that meet the needs (such as customary adoption) – Flexibility in the funding – The collective strength of the First Nations, including existing networks – Respect for diversity – The engagement of all – Use and teaching of the language – Clear definition of roles and responsibilities – The presence of traditional healers – Resources adapted to the needs – Optimization of the local resources – Assessment of the services by the public – Use of different methods of communication – Use of the local language by human resources – Location reorganizations – Promotion of culture – Support provided to health professionals and directors – Cultural competence and safety – Resilience of First Nations – Good representativeness of the nations – Different expertise held – Multi-sectoral work – Directions from the communities	– Community infrastructures (e.g., elders, reduced mobility) – Specific programs for elders – Lines of communication with the public – Knowledge of the service offer – First Nations should decide for themselves – Some unmet needs – Administrative burden – Responsibility related to governance – Take care of our resources – Financial issues – Issues related to housing – Certain people's reluctance to change – Optimization of collective resources – Not enough human resources to meet the needs – Staff turnover – Preventive and social development approach – Accountability more focused on the community – Engagement efforts – Training on First Nations' history – Simplification of information – Knowledge of the concept of holistic health – Knowledge of the internal and external resources of the community – No longer doing things for others – Get people to consult early

WHAT IS CURRENTLY WORKING WELL

- Proximity between the regional organization and the communities
 - Collective approach
 - Cultural activities that also have a prevention or promotion objective
 - Traditional medicine, which is increasingly recognized
 - Better relationship with departments
 - High participation of elders
 - Cultural transmission
-

WHAT COULD BE DONE DIFFERENTLY OR BETTER

- Individual and community health plan
 - Increase in screening
 - Fight against addictions
 - Decrease in the evaluation time
-

Mr. Spear asked the participants to look at all the positive elements that were identified. The elements identified as needing improvement had to be included in a work plan as they require attention.

8 — WORKSHOP 3

PACE

Ms. Hopkins raised the question of how to ensure that everyone is included in the change. There are many myths in relation to change. The first myth is that change is linear. Indeed, it is often necessary to go back, be patient and make sure no one is left behind. It is necessary to accompany the more resistant people and to give them the necessary knowledge which can help them to move forward with the change. In order to change attitudes, it is thus necessary to improve knowledge and skills. The second myth is believing that change is rational. A change cannot take place without the appearance of feelings: chaos, unpredictability, confusion, fear, shock, anger, loss of control, loss of attachment, etc. The last myth is that systems are the engine of change. It is in fact those who direct the change who give it life through their behaviour. How can we make sure that everyone feels engaged and included, without leaving anyone behind?

The third workshop allowed the participants to question their ability to keep pace with change. They were encouraged to discuss actions that could be implemented to ensure that everyone can keep up.

Many lines of action emerged from the discussions:

- Be realistic
- Be accountable
- Develop good communication mechanisms
- Be clear about the vision
- Be transparent

- Preserve your cultural identity
- Follow the evolution of technology
- Find the right pace and do not impose it
- Work on the trusting relationship
- Identify one or more champions who can have a positive influence
- Track the progress towards change with indicators
- Popularizing the information
- Demonstrate good leadership
- Ensure stability in terms of resources

9 WORKSHOP 4

PRIORITY

The following workshop focused on prioritization. The groups were asked to choose, among all the elements mentioned during workshop 2 as those to be improved, the element(s) that should be considered priorities.

The vast majority of the groups prioritized improved communication. Other elements named were: capacity-building, infrastructure improvement, engagement and the collective approach to decision-making, maintaining a local balance, better responding to needs and empowering communities.

It was mentioned that these priorities will require everyone's engagement, and that it is essential to listen to each other and build trusting relationships, since change requires trust. Indeed, one of the biggest obstacles to change is distrust. It is therefore necessary to facilitate trust; otherwise, this can lead to constantly moving forward and backward. It is crucial to keep people engaged, hence the importance of empathy, which is the ability to perceive things from another person's perspective. It is necessary to start by listening to people, validate where they are situated and then ask ourselves "How can I help?". Change is everyone's business and not just the business of Chiefs, the FNQLHSSC or communities. It is a collective process, and everyone has the ability to influence change.

10 WORKSHOP 5

VISION

The final workshop focused on the vision and how we can help change. Ms. Hopkins talked about the trust that is needed in any change process and that a sense of distrust can become a significant barrier. In change management, it is important to be empathetic and to try to understand people who have a different perspective from our own. Everyone has a role to play in managing change.

Many elements were identified by the different groups as actions or ways of doing things that can help with change management:

- Have good leadership
- Be clear about what you want to do
- Get out of your comfort zone
- Work on self-confidence
- Increase everyone's understanding
- Lead by example and be a bearer of change
- Take the time to explain to the public
- Share responsibilities
- Demonstrate openness
- Respect the values and pace of others
- Improve communications
- Develop strategies and tools
- Offer personalized support
- Master the subject and be in control
- Be transparent
- Use of people skills and know-how
- Be committed and well-prepared
- Provide information
- Identify champions in the community
- Stay close to the people
- Aim for unity
- Trust yourself
- Persevere and show courage
- Share your experience and seek the experiences of other communities
- Receive training
- Develop a communication plan and a strategic plan
- Organize opportunities for the public to express themselves (e.g. focus groups)
- Develop a shared vision
- Set up a working group to exchange and gather information

11 CONCLUSION

Wayne K. Spear reminded that all the tools presented are available to them. He also pointed out that any approach should start with the exercise of identifying what is working well and what needs to be improved.

Carol Hopkins congratulated everyone for the reflections and discussions that took place over the course of the day. She also talked about the history of her nation and shared a message that was shared with her by an elder: never give up what you are. First Nations must stay united to move forward. Being united does not mean losing one's autonomy; these two values can very well coexist. Ms. Hopkins wrapped things up by emphasizing that everyone was working for the future of our children.

Marjolaine Sioui closed the day by highlighting how it had provided a great opportunity for sharing. She recalled that other opportunities will be organized to continue the reflection on change management. She thanked Mr. Spear and Ms. Hopkins for their support over the course of the day.



A APPENDIX

AGENDA

CULTURE AND CHANGE MANAGEMENT

The health and social services governance process aims to develop and support the autonomy of First Nations communities and organizations in a perspective of self-determination and improvement of their wellness. Throughout the health and social services governance process, several community and organization representatives have affirmed that the status quo is no longer an option and that changes are necessary.

In addition to the changes sought by the First Nations, the multiple changes announced by the federal government must also be taken into account. Too often, the governments ask that First Nations cultures fall within the western path, but the communities have affirmed that culture is what we are and must be the foundation of any change affecting First Nations.

To do so, Carol Hopkins and Wayne Spear will support us so that change management can be done while respecting our cultures. They will propose a simple change management approach that participants will be able to put into practice in their organization.

PRE-AGA – JULY 11, 2018

7:30 a.m.	Arrival and registration	
8:30 a.m.	Opening prayer	
8:45 a.m.	Welcoming remarks	Ghislain Picard, Chief of the AFNQL Derek Montour, President
8:55 a.m.	Objectives of the day and context	Marjolaine Sioui
9:15 a.m.	Culture and change	Carol Hopkins
9:45 a.m.	Look and listen	Wayne Spear
10:25 a.m.	Break	
10:45 a.m.	Workshop 1 – Emotions	All the participants
11:45 a.m.	Lunch	
1:15 p.m.	Workshop 2 – Human	All the participants
2:00 p.m.	Workshop 3 – Pace	All the participants
2:45 p.m.	Break	
3:00 p.m.	Workshop 4 – Priority	All the participants
3:45 p.m.	Workshop 5 – Vision	All the participants
4:30 p.m.	Conclusion and closing prayer	

BIOGRAPHIES FOR CAROL HOPKINS AND WAYNE K. SPEAR

BIOGRAPHY FOR CAROL HOPKINS

Nozhem ("Mother Wolf"), of the Wolf Clan, is from the Delaware First Nation of Moraviantown, Ontario. She is a mother of four and a grandmother of six.

Carol Hopkins is the Executive Director of the National Native Addictions Partnership Foundation, an organization whose mandate is to support Canada's First Nations Addictions programs. Carol came to this position from Nimkee NupiGawagan Healing Centre Inc., a youth solvent abuse treatment centre that is founded on Indigenous culture and life ways, where she was the founding Director for 13 years.

Carol was the Co-Chair for the First Nations Addictions Advisory Panel, whose mandate was to develop a renewal framework for the National Native Alcohol and Drug Abuse and the Youth Solvent Abuse programs. Carol now co-chairs the Leadership Team whose mandate is to implement the renewal framework. This process is a partnership between the Assembly of First Nations, National Native Addictions Partnership Foundation, and the First Nations and Inuit Health Branch of Health Canada.

Carol's work in the field of addictions also included serving as the Chairperson for the National Youth Solvent Addiction Committee (YSAC) from 2000 to 2007. This national committee has maintained a partnership with many groups to develop best practice guidelines for culturally based inhalant abuse treatment.

Carol has represented First Nations clients on the Board of Directors for the Canadian Council for Health Services Accreditation (CCHSA), now known as Accreditation Canada. With YSAC, Carol was involved in the development of the Accreditation program and standards. She also was a Surveyor for CCHSA in both the mainstream health care system within Canada and within First Nations community health and addictions organizations.

Her strength in the health profession is the ability to blend western and Indigenous traditional health and healing practices in a competent and responsive manner. In this regard, Carol has taught for various post-secondary institutes, including the Anishinabek Education Institute and the Indigenous Social Work program at Laurentian University and she currently is also a Professor in the Social Work Program at Kings University College of the University of Western Ontario. She holds a Masters of Social Work Degree from the University of Toronto. Carol has received the Walter Dieter Award from the Assembly of First Nations in recognition of academic achievements made in the field of social work with First Nations.

Carol has presented nationally and internationally to indigenous audiences, government, health care professionals, and to academic audiences.

Source: <http://thunderbirdpf.org/bio-carol-hopkins/?lang=fr>

BIOGRAPHY OF WAYNE K. SPEAR

I was born in Buffalo, New York but grew up in Fort Erie, Ontario. I have been a writer for over thirty years now. My work has appeared in the National Post, Huffington Post and Ottawa Citizen. I have been on radio and television, and for a while, I was a weekly CTV News panelist. I am also the President and Founder of Spear Communications.

Source: <https://waynekspear.com/about/>

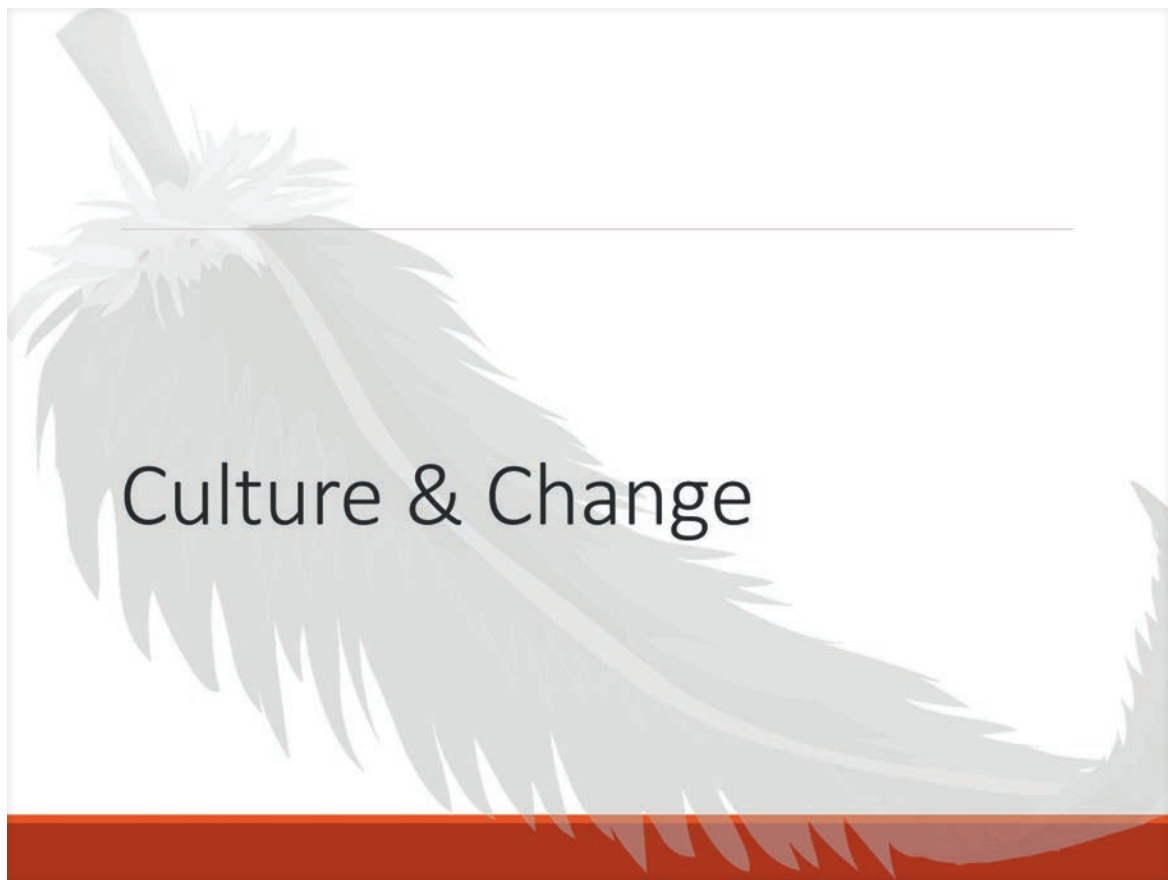
MANAGING CHANGE (POWERPOINT)

Managing Change

Presented by:
Wayne K. Spear, Founder and President,
Spear Communications Group

Carol Hopkins, Executive Director,
Thunderbird Partnership Foundation





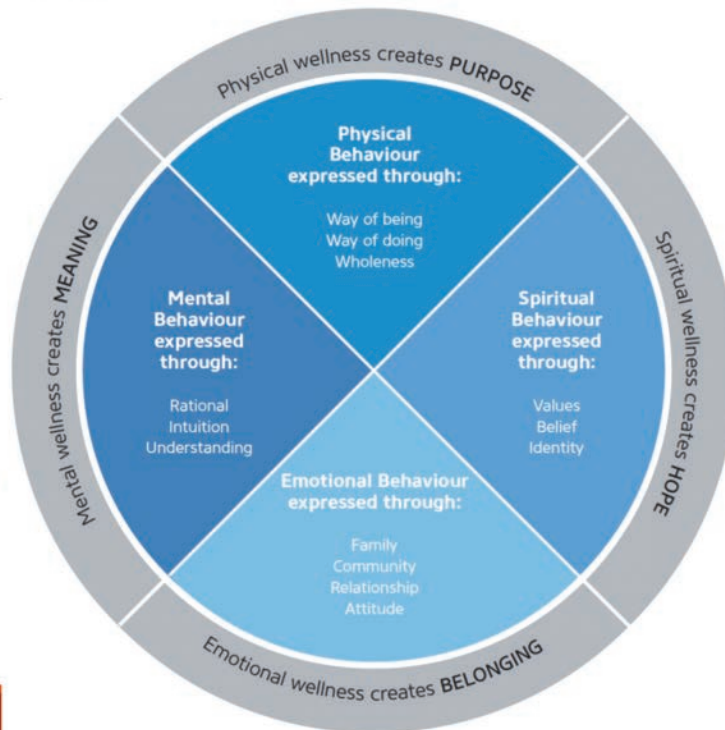
Culture & Change

First Nations
Mental
Wellness
Continuum
Framework

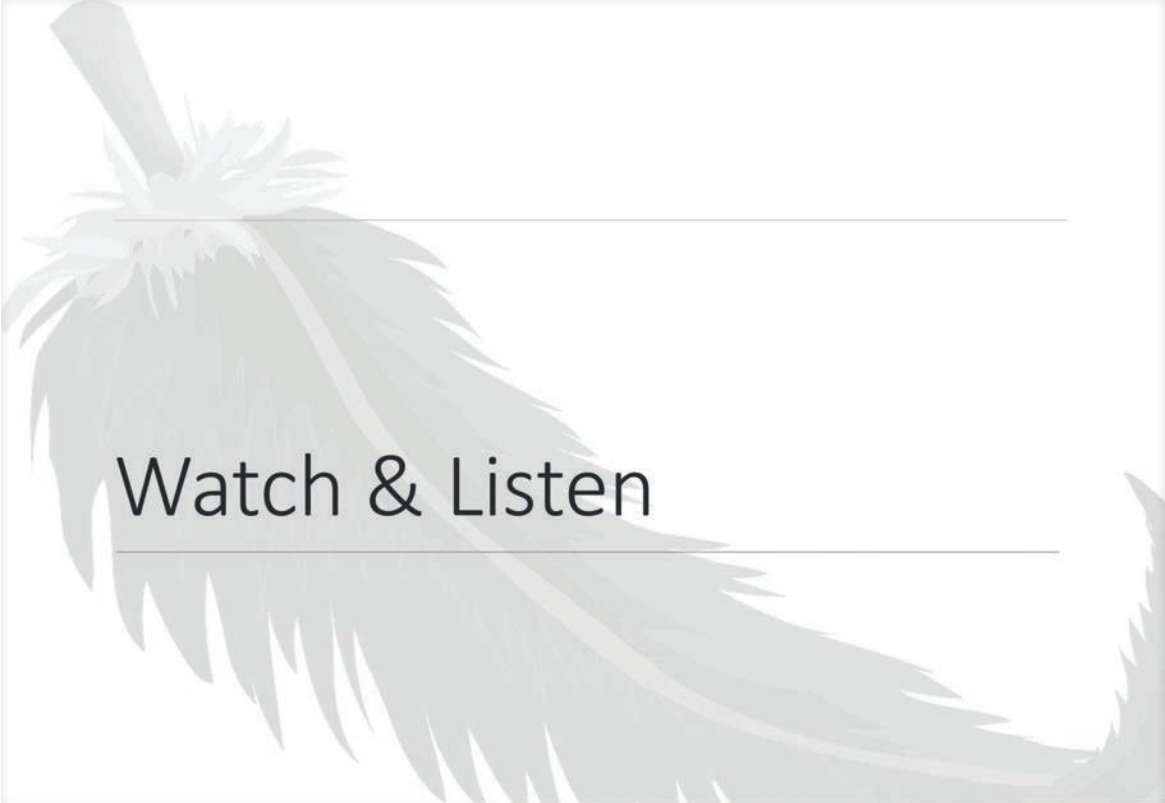
Supporting
Elements

Indigenous Wellness Framework: Hope, Belonging, Meaning, and Purpose

The cultures that developed the Indigenous Wellness Framework are the Mi'kmaq, Maleseet, Lenape, Algonquin, Ojibway, Saulteaux, Mushkego-Cree, Plains Cree, Dakota, Shuswap, Chilcotin, Carrier Sakani, Coast Salish, Nuuchah nulth, and Kwakiutl. Informants for the research data collected were the elders, traditional knowledge holders, cultural practitioners, directors and staff of Treatment Centres, consulting psychologists, Community Health, Chief and Council members from the various First Nation communities.

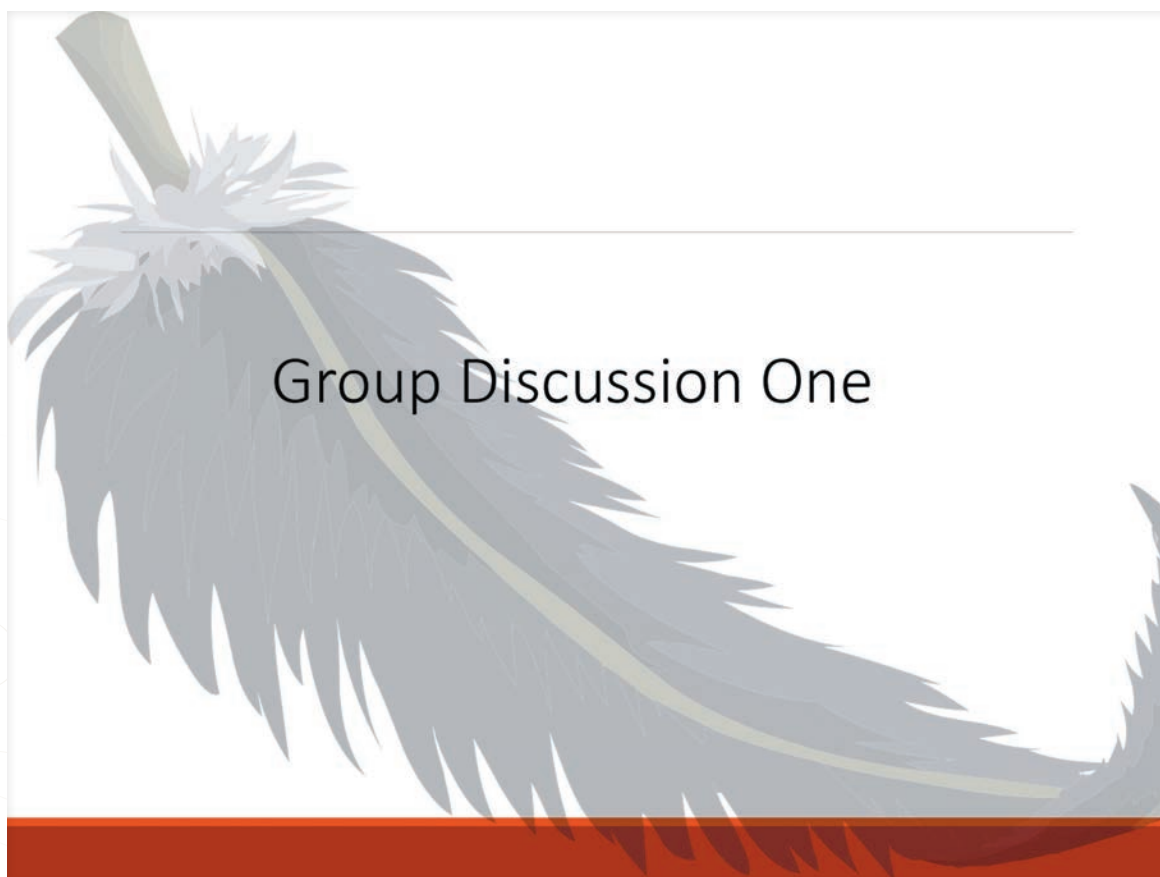
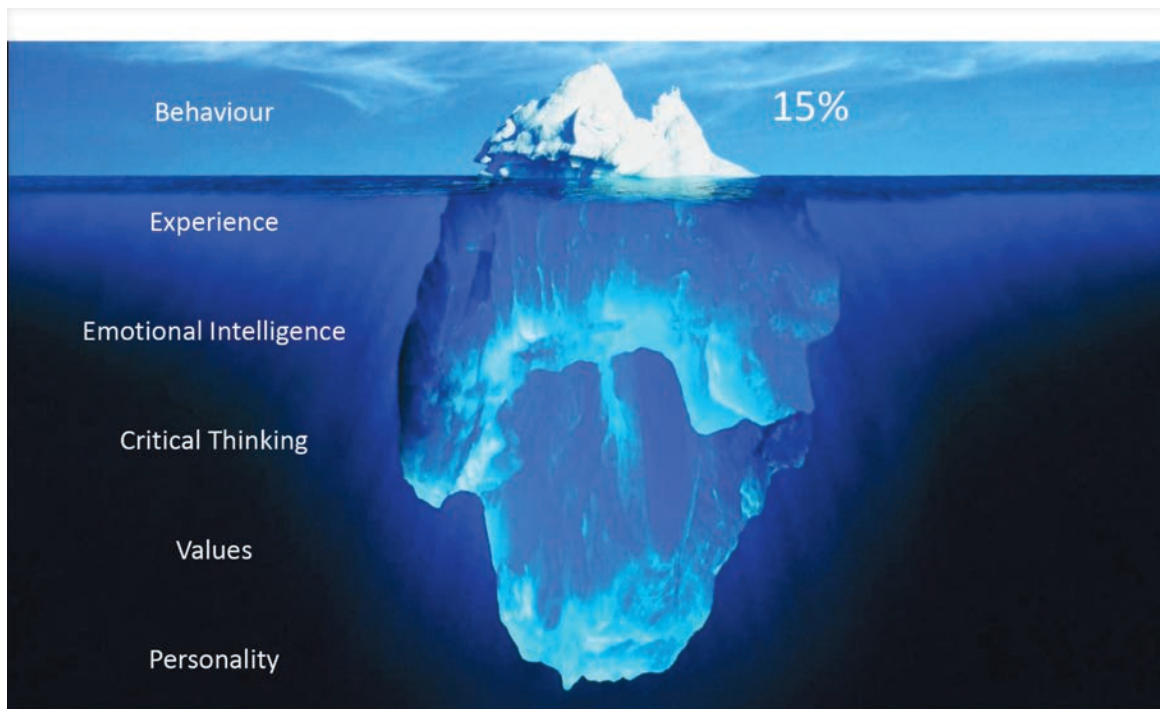


Our grandmother, the moon shows us the way to manage change.... Find the patterns and you will find the consistency in change



Watch & Listen







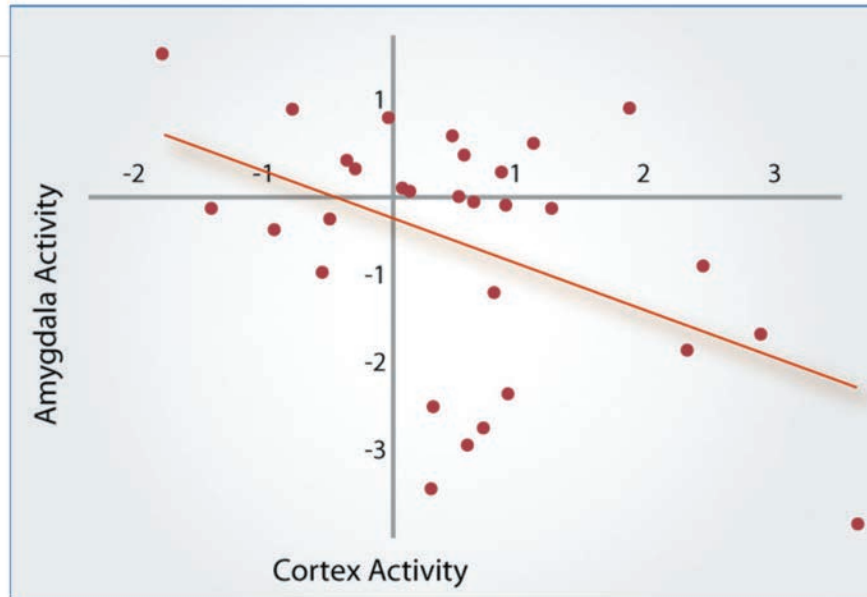
What am I going to lose?

Remember the patterns as you cling to the light in the darkness as we grapple with loss and the fear of loss



Emotions Drive People

Power of Naming Emotions

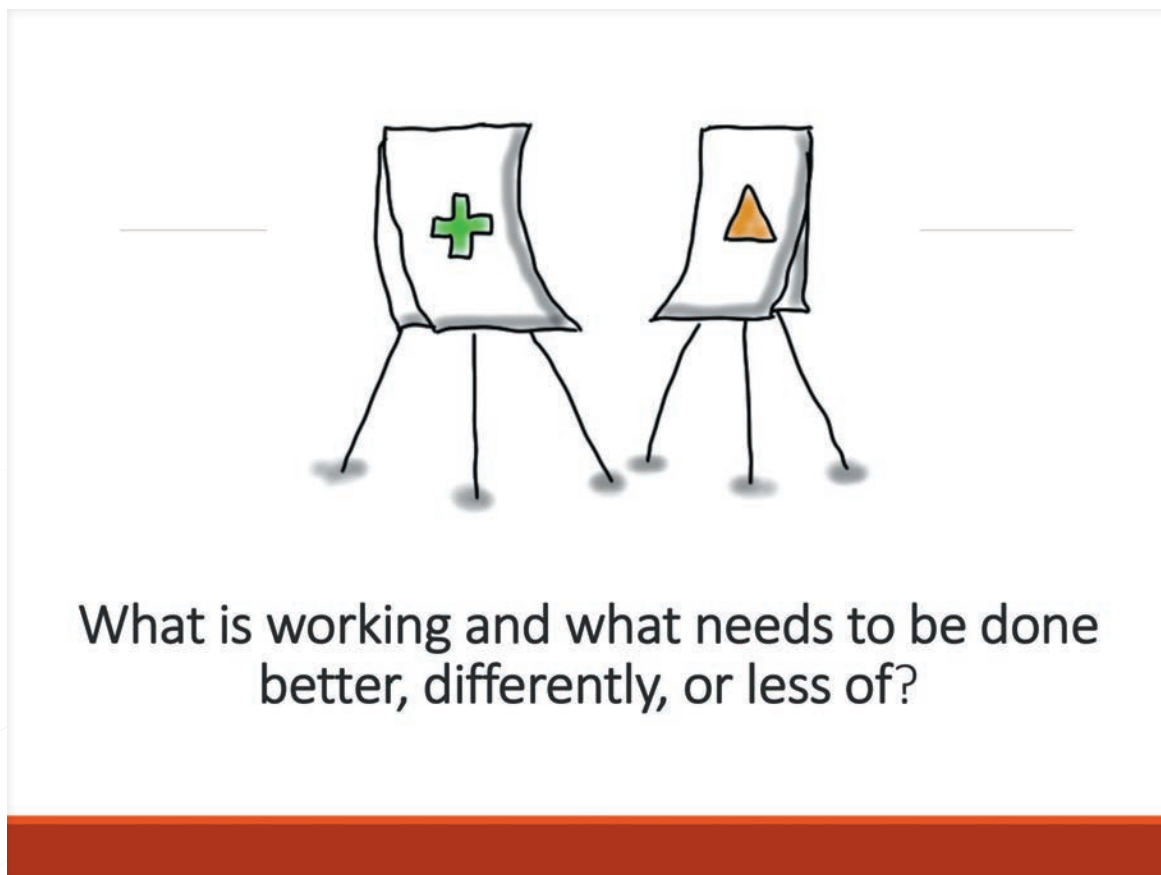
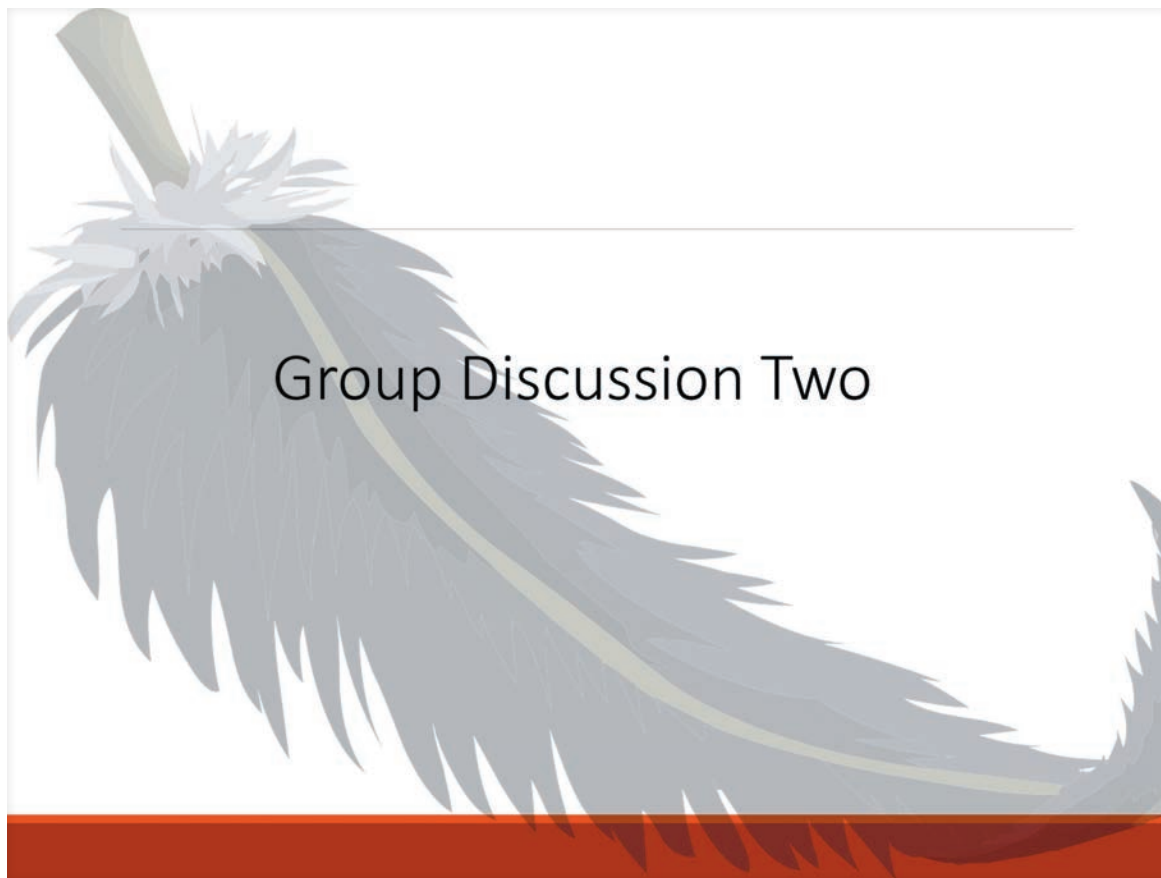


Lieberman, Eisenberger, Crockett, Tom, Pfeifer, Way (2007)



The Plutchik Emotion Circumplex 2D (left) and 3D (above) developed in 1980 by Robert Plutchik.

Robert Plutchik's psycho-evolutionary theory of emotion is one of the most influential classification approaches for general emotional responses. He considered there to be eight primary emotions—anger, fear, sadness, disgust, surprise, anticipation, trust, and joy. Plutchik proposed that these 'basic' emotions are biologically primitive and have evolved in order to increase our capacity to survive. Plutchik links emotions with behaviour for their high survival value, such as the way fear inspires the fight-or-flight response.



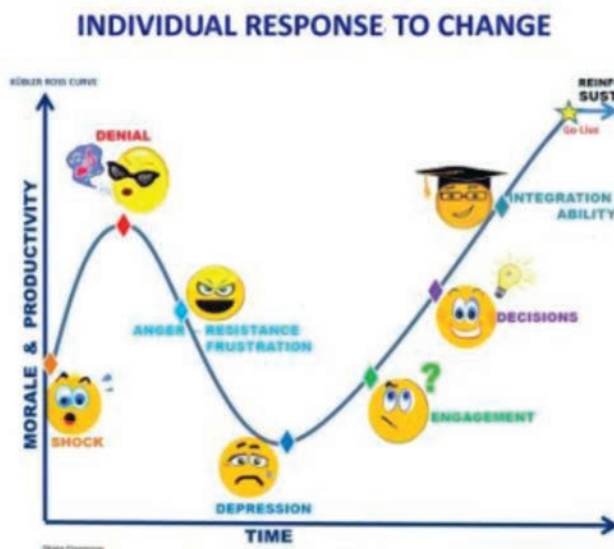


Focus on
Deficits
to a
focus on
Wellness

Expanding our thinking to Support Change

From	To
An examination of deficits	The discovery of strengths
Use of evidence absent of Indigenous world view, values and culture	Indigenous Knowledge sets foundation for evidence
A focus on inputs for individuals	A focus on outcomes for families and communities, wholistic collaborative approaches
Uncoordinated and fragmented services	Comprehensive planning and Integrated models for funding and delivery of services

Group Discussion Three



Will I be able to keep up with the change?

Obstacle 1:
“Change is Linear”

Obstacle 2:
“Change is Rational”

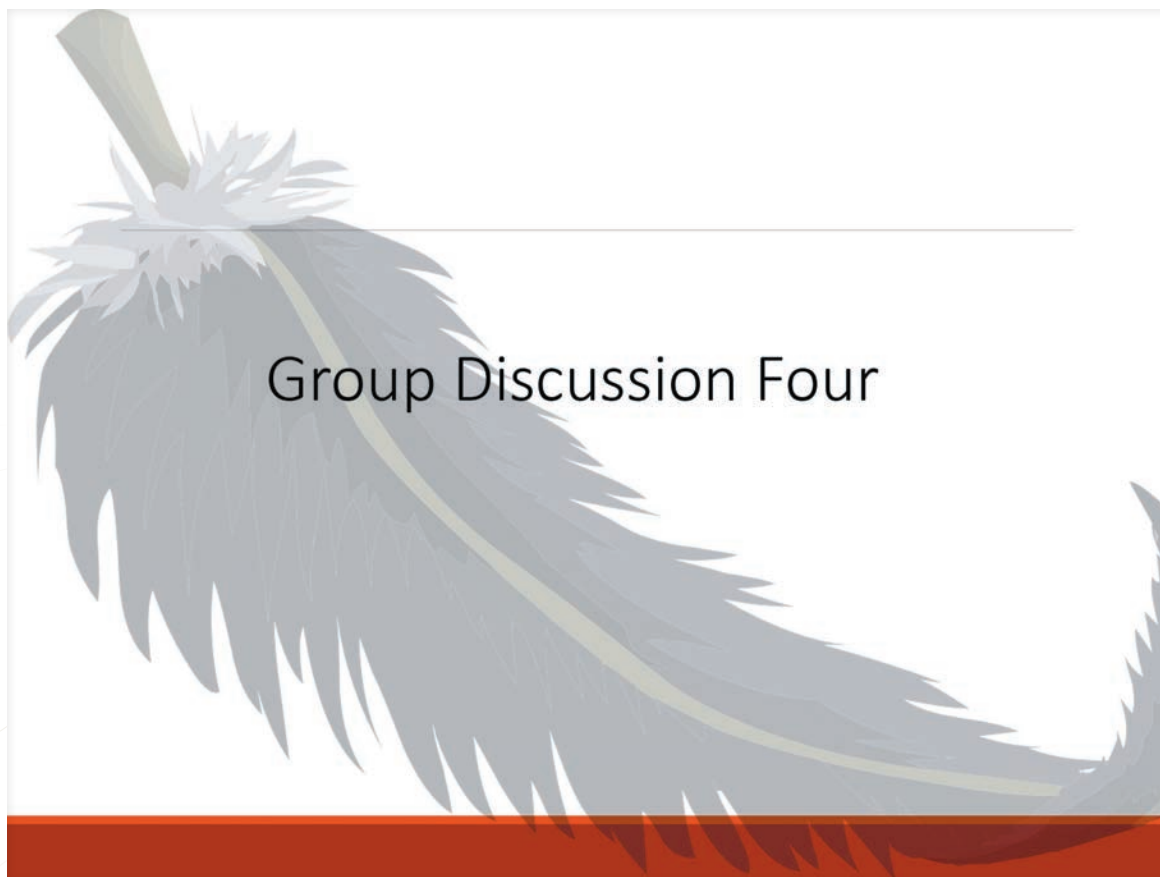
Obstacle 3:
“Systems Drive Change”

Without a shared vision, we tend to narrow our focus on deficits





We miss the strengths of the people
Without a vision of wellness





If you could
make one
change,
what would
it be?



Native Wellness Assessment (NWA-S) (Self-Report Form)

Please complete this survey designed to assess your Native wellness. Once you have filled out the background section used for research, please complete the three sections concerning a rating of statements and cultural interventions/activities. You may provide any additional comments at the end of the survey if you like.

To be completed by Treatment Centre Staff prior to the client completing the survey:

Client ID: _____ (number as used in Treatment Centre)
Date of Assessment: _____ (dd/mm/yyyy)
Completion: ☐ 1st time completed ☐ 2nd time completed ☐ 3rd time completed by client
Point in time: ☐ Entry to Treatment (administered within 7 days of intake)
☐ In-Progress (administered halfway through treatment)
☐ Exit from Treatment (administered within the last 7 days of the program)
Treatment Centre: _____
Length of Program: _____ weeks

Background:

Your responses in this section will be grouped with that of others to make sure the survey is statistically valid. The information you provide here will not be used to identify you specifically under any circumstances.

Gender: ☐ Female ☐ Male ☐ Other (i.e. Two-Spirited/LGBTQ/Gender fluid) _____
Age: _____ years
Ethnicity: ☐ First Nations
If Yes, which Nation: _____ OR ☐ Don't Know
☐ Métis
If Yes, which First Nation connection: _____ OR ☐ Don't Know
☐ Inuit
☐ Other _____

Native wellness assessment

REVIEW THE 66 STATEMENTS
AND CHOOSE ONE THAT
STANDS OUT FOR YOU

PRESENT YOUR STATEMENT
TO THE GROUP

GROUP DISCUSSES EACH
STATEMENT AS IT IS
PRESENTED TO THE GROUP IN
ORDER TO CHOOSE ONE
STATEMENT AS PLACE TO
BEGIN A CONVERSATION
WITH OTHERS ABOUT USING
CULTURE

IDENTIFY AMONGST
YOURSELVES, WHO WILL LEAD
THE PRESENTATION BACK TO
OTHERS

Indigenous knowledge, cultural practices, and practitioners are critical to health and social services

These knowledge systems are still accessible to First Nations, but are often on the periphery



Group Discussion Five

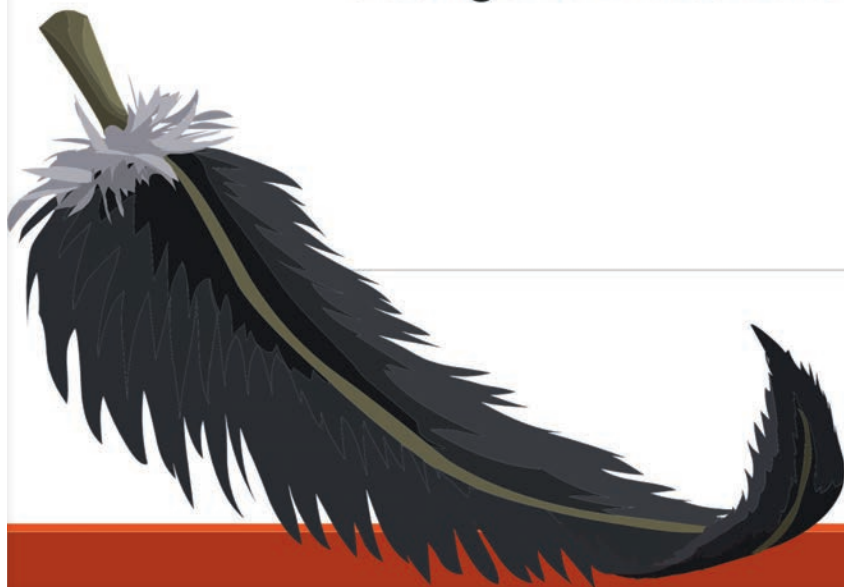
Vision requires Ongoing Commitment: How can I help?

Listening = **RELATIONSHIPS** = trust =
engagement



Let's make
better mistakes
tomorrow.

Closing and Evaluations



Thank you
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WWW.THUNDERBIRDPF.ORG

A RENEWED APPROACH TO GOVERNANCE FOSTERING SELF-DETERMINATION

The health and social services governance process is part of an effort aiming to develop the autonomy of First Nations.

Communities have found that the current health and social services governance model does not meet the needs of the First Nations in Quebec. Therefore, the Chiefs of the Assembly of First Nations Quebec-Labrador entrusted the FNQLHSSC with the mandate to coordinate the development of a governance model that is adapted to the needs and context of the First Nations in Quebec while also being conducive to self-determination. This model is called the health and social services governance process.

The process is guided by the vision that was adopted by the Chiefs of the AFNQL in 2014:

Through our self-determination, a global and concerted approach, individual and collective commitment, we will be healthy people connected to Mother Earth and our physical, mental, emotional and spiritual well-being will be balanced.

For more information, please visit the website at gouvernance.cssspnql.com/en

SUMMARY

Many changes are currently taking place in the First Nations environment. The purpose of the FNQLHSSC's 2018 pre-Annual General Assembly was to reflect on change management by taking into account the First Nations culture. A simple change management approach was proposed to the participants.



FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION