

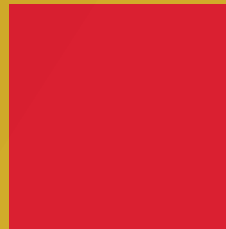
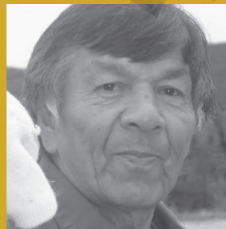
# REPORT

## SOCIAL SERVICES FORUM

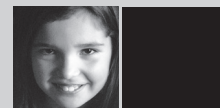
January 28 to 30, 2014



 **FNQLHSSC**   
**Social Services**



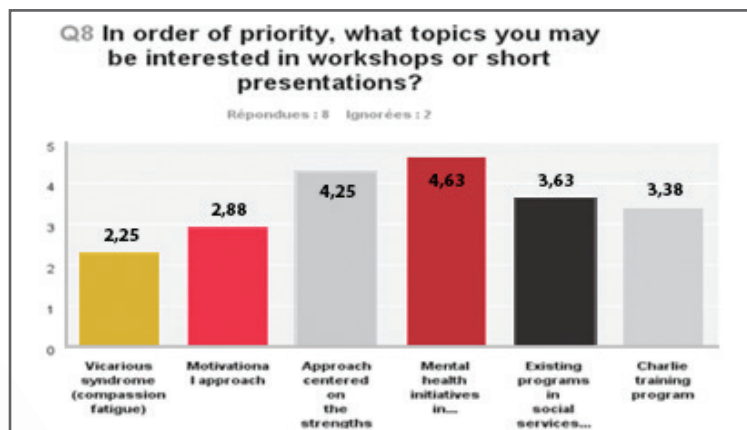
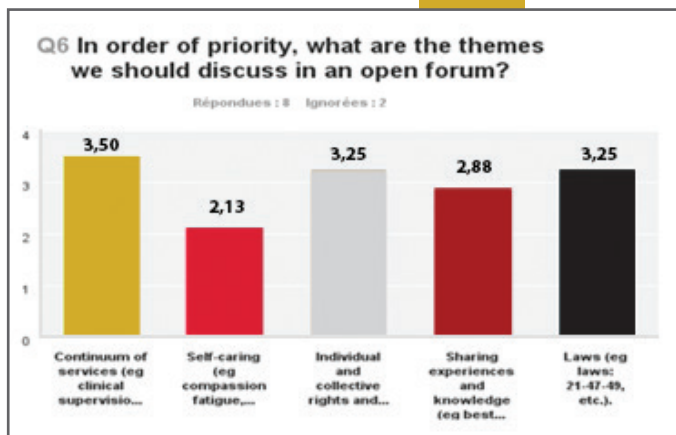




## 1. CONTEXT

The Social Services Forum was organized following a survey sent to the Social Services Directors in all of the communities. The purpose of the survey was to identify their needs and the topics that were of interest to the Social Services Directors and their work teams. The results of this survey indicate that the communities are interested in topics such as individual and collective rights and liability, the continuum of services (including a presentation on clinical supervision) and the various laws (Bill 21, 2009; Bill 49, 2009). Since these laws were presented to the regional roundtable on child care and family services one month before the Forum, the decision was made to exclude this topic.

The other desired presentations are related to the motivational approach, the strength-based approach, prevention initiatives and existing programs in the area of mental health.



Several objectives of the Social Services Forum were determined based on the results of the survey. Among other things, the objectives were to:

### **Inform, rally and educate people and highlight the initiatives!**

- ❖ Present the services offered by the Social Services Sector of the FNQLHSSC;
- ❖ Establish a network of social services workers;
- ❖ Allow the workers, coordinators and managers to have discussions focused on the promising practices of their communities;
- ❖ Highlight the mental health prevention initiatives..



Moreover, this Forum's underlying theme was wellness. On the one hand, the emphasis was placed on the wellness of the workers, managers and coordinators who work in the communities and organizations to ensure that they are more aware of the importance of taking care of themselves. Indeed, those who work in the social services field have a tendency to focus on taking care of others first, which can lead to an overwhelming workload, exhaustion, stress and compassion fatigue. On the other hand, the emphasis was also placed on the wellness of families and communities by focusing on promising practices and approaches. During the three days of the Forum, the importance of wellness was emphasized in many ways such as, for example:



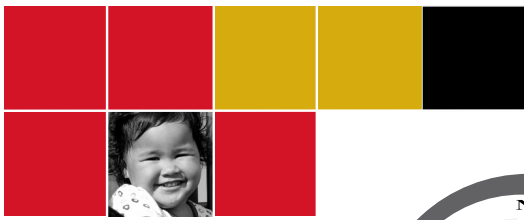
- ❖ Each participant received a wellness bag including a wellness wheel, candles, sage and cedar as well as positive thoughts.
- ❖ The participants could purchase arts and crafts.
- ❖ “Free hug” sessions with a mascot were held during breaks.
- ❖ Positive images were displayed and music was played during breaks.
- ❖ A banquet was organized to highlight wellness; it featured traditional dancing and drums.
- ❖ The strength-based approach and the motivational approach were presented to the participants. In fact, the strength-based approach can be used by managers, coordinators, workers and parents. According to this approach, everyone has the ability to recover and regain control and power over their lives. The focus is on the strengths of the individual rather than on his/her shortcomings or difficulties.

The objective of the first day of the Forum was to introduce the social services team of the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) as well as the sector's service offer. Furthermore, this day was used to promote the promising practices of the communities such as mental health promotion initiatives. The community workers also presented many initiatives.

The second day was dedicated to a workshop on the strength-based approach, mental wellness initiatives and presentations on various clinical supervision initiatives as well as a guided forum on the subject of intersectoriality.

Finally, the third day was devoted to a workshop on parental rights and confidentiality as well as on the motivational approach.





## 2. AGENDA



# AGENDA

**TUESDAY JANUARY 28<sup>th</sup> 2014**

**8 h 00 – 8 h 30**

**Registrations**

Hall

**8 h 30 – 9 h 15**

**Welcome**

**Pascal Plamondon-Gómez**, Animator - FNQLHSSC

**Opening prayer**

**Sophie Pelletier**, Addictions advisor – FNQLHSSC

**Opening remark**

**Ghislain Picard**, APNQL Chief

**Marjolaine Siouï**, General Director - FNQLHSSC

**Introduction to the proceedings of the Forum**

**Richard Gray**, Social services manager – FNQLHSSC

**9 h 15 – 10 h 00**

**Team presentation and promotion of social services sector of First Nation Quebec and Labrador Health and Social Services Commission (FNQLHSSC)**

**Richard Gray**, Social services Manager

**10 h 00 – 10 h 30**

**Well-being break**

**10 h 30 – 11 h 30**

**Promising practices – Presentations**

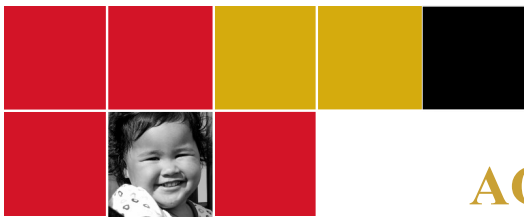
**Presentation objective:** Share with participants the set-up, implementation and successful promising practices established in the First Nations communities.

**Initiatives in mental health promotion**

**Audrey Vézina**, Mental Health advisor - FNQLHSSC

**Patricia Montambault**, Research agent - FNQLHSSC





# AGENDA (cont'd)

## TUESDAY JANUARY 28<sup>th</sup> 2014 (cont'd)

10 h 30 – 11 h 30

**Intervention in mental health promotion**

**Christianne Bernard**, First-line services Coordinator

**Community** : Gesgapegiag

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**Traditional parental program - Sacred children**

**Tanya Barnaby**, First-line services Coordinator

**Community** : Listuguj

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11 h 30 -12 h 00

**Drop-in sessions**

**Debbie Whiteduck**, First-line services Coordinator

**Community** : Kitigan Zibi

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12 h 00 - 13 h 30

**Lunch**

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13 h 30 – 14 h 00

**Community police project**

**Mathieu Leduc**, Police officer

**Community** : Lac Simon

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14 h 00 – 14 h 30

**Boxing program**

**David Cadieux**, First-line services coordinator

**Community** : Wôlinak/Odanak

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14 h 30 – 15 h 00

**Tshinanu program**

**Anouk Vollant**, Program coordinator

**Community** : Uashat mak Mani-Utenam

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15 h 00 – 15 h 30

**Well-being break**

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15 h 30 – 16 h 00

**Ussiniun New Life**

**Chanelle Laberge**, First-line services responsible

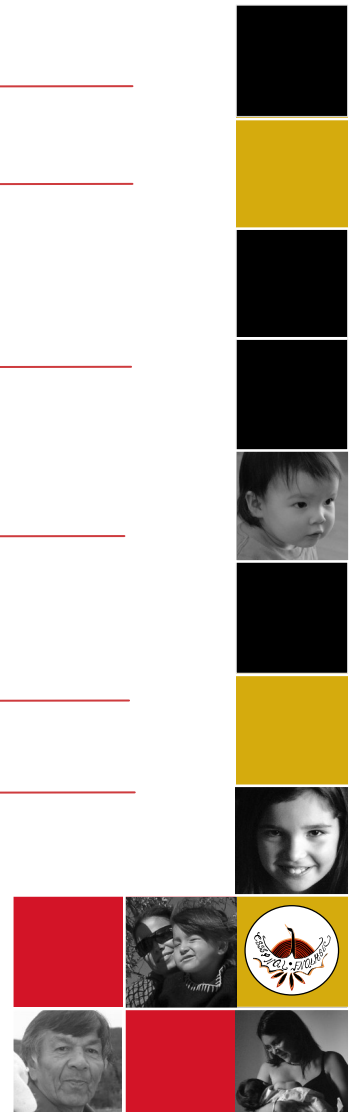
**Community** : Natashquan

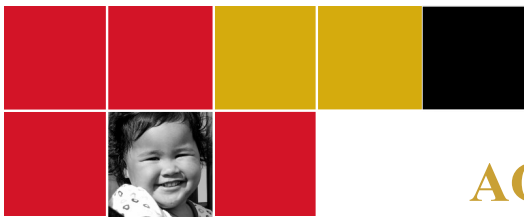
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16 h 00 – 17 h 00

**Conclusion of the day**

**Participants networking - Stands**





# AGENDA (cont'd)

**WEDNESDAY JANUARY 29<sup>th</sup> 2014**

8 h 00 – 9 h 00

**Welcome and review of the first day forum**

**Pascal Plamondon-Gómez**, Animator – FNQLHSSC

9 h 00 – 10 h 00

**Workshop « Strength model approach »**

**Audrey Vézina**, Mental health advisor – FNQLHSSC

10 h 00 – 10 h 30

*Well-being break*

10 h 30 – 11 h 00

**Promising practices – Presentation**

**Barbara Bouchard**, Mental health advisor – FNQLHSSC

**Communities** : Kitcisakik & Lac Simon (Mental wellness team)

**Presentation** : Initiatives and promising practices in mental wellness intersectoral work

11 h 00 – 12 h 00

**Oriented forum on Intersectoral action**

12 h 00 – 13 h 30

*Lunch*

13 h 30 – 14 h 00

**Results from the oriented forum and discussion**

**Pascal Plamondon-Gómez**, Animator - FNQLHSSC

14 h 00 – 15 h 00

**Presentation on clinical supervision**

**Annie Hervieux**, First-line services advisor - FNQLHSSC

15 h 00 – 15 h 30

*Well-being break*

15 h 30 – 16 h 30

**Presentation on clinical supervision**

**Terry Young**, Manager of prevention services

**Kathy Jacobs**, Manager support services

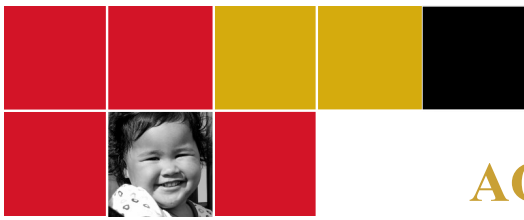
**Pauline Solari**, Clinical supervisor

**Community** : Kahnawake

**Marie-Ève Vollant**, Clinical advisor

**Community** : Uashat mak Mani-Utenam





# AGENDA (cont'd)

## WEDNESDAY JANUARY 29<sup>th</sup> 2014 (cont'd)

16 h 30 – 17 h 00

**Second day conclusion**

**Pascal Plamondon-Gómez, Animator - FNQLHSSC**

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18 h 00 – 21 h 00

**Banquet schedule** (doors open at 6:00 PM)

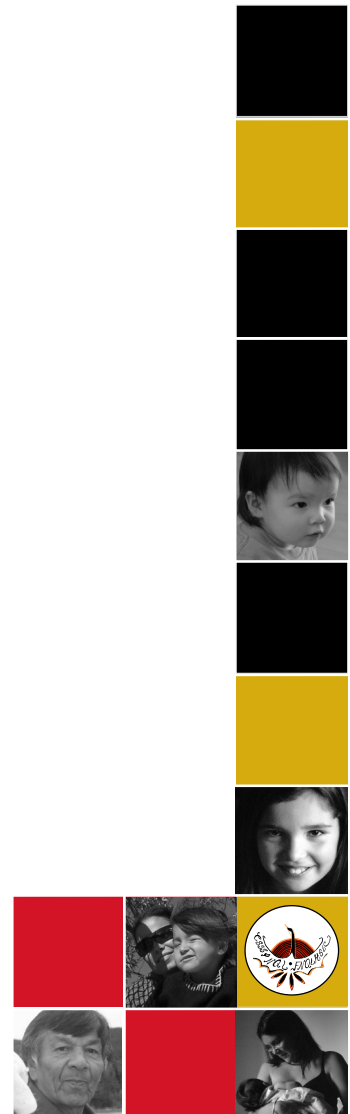
Master of ceremony: Nadine Gros-Louis

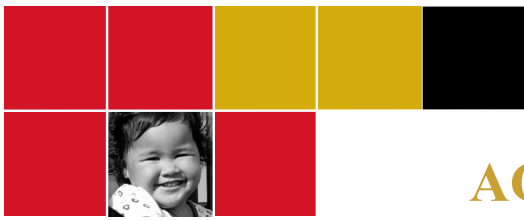
Opening remark (in relation with the Forum theme : **Wellness**)

First service - Show (various artists)

Closing remark

The end





# AGENDA (cont'd)

## JANUARY THURSDAY 30<sup>th</sup> 2014

8 h 30 – 9 h 00

**Welcome and review of the second day forum**

**Pascal Plamondon-Gómez**, Animator – FNQLHSSC

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9 h 00 - 10 h 00

**Parents rights and confidentiality**

**Lisa Ellington**, Youth protection advisor – FNQLHSSC

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10 h 00 – 10 h 30

***Well-being break***

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10 h 30 – 11 h 30

**Workshop on motivational approach**

**Barbara Bouchard**, Mental health advisor – FNQLHSSC

**Sophie Pelletier**, Addictions advisor – FNQLHSSC

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11 h 30 – 12 h 00

**Forum conclusion and thanks**

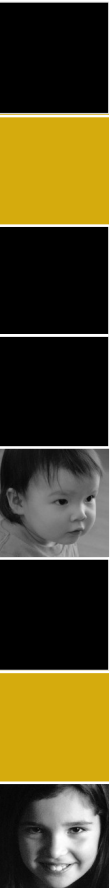
**Pascal Plamondon-Gómez**, Animator – FNQLHSSC

**Closing remarks**

**Richard Gray**, Social Services manager – FNQLHSSC

**Closing prayer**

**Sophie Pelletier**, Addictions advisor – FNQLHSSC



## 3. SUMMARY OF THE ACTIVITIES

### DAY 1 – JANUARY 28, 2014



#### ❖ 3.1 Words of welcome and opening prayer

Pascal Plamondon-Gomez, the Forum's facilitator, provided welcoming words and specified the Forum's central theme, which was wellness. Sophie Pelletier, from Wendake, offered the opening prayer.

#### ❖ 3.2 Opening remarks

"We are a reflection of our future generations and we are preparing their future..."

Marjolaine Sioui, Executive Director of the FNQLHSSC, welcomed the participants and emphasized all the work that was being done by the communities, particularly since the implementation of the first-line services (enhanced prevention focused approach). She mentioned that all the people gathered at the Forum included all the personal commitment and expertise required in order to enhance wellness among the children and families in the communities. She also thanked the federal and provincial government representatives for their attendance at the Forum.

#### ❖ 3.3 Introduction of the team and launching of the service offer of the social services sector



Through a video, the members of the FNQLHSSC's social services team introduced themselves in order to inform people regarding their respective roles and responsibilities within the team. Afterwards, Richard Gray, Social Services Manager, presented the service offer in the area of social services.

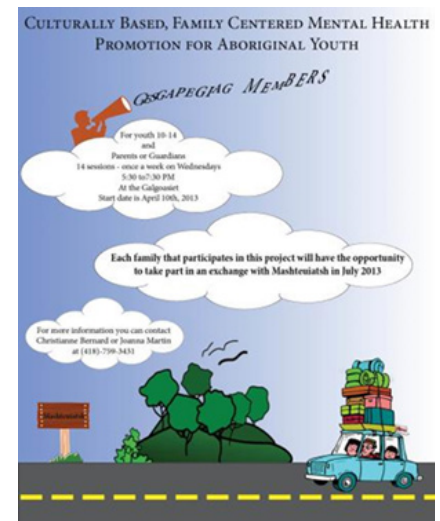
#### ❖ 3.4 Presentation on the promising practices

Over half of the first day of the Forum was dedicated to a presentation on the promising practices, for which the objective was to outline the establishment, proceedings and successes of the practices that have been implemented in the First Nations communities.

##### ❖ 3.4.1 Mental health promotion initiatives

Audrey Vézina, Mental Health Advisor, and Patricia Montambault, Research Agent, provided a description of a program intended for children aged 10 to 12 and their parents that was implemented in two communities. Some of the topics addressed by this program are as follows: a positive lifestyle; asking for and offering help; stress and anger management; personal health; healthy relationships; problem-solving; communication between peers; the development of a social support network. The costs associated with the program were also described.

Then, Christianne Bernard, First-Line Services Coordinator from Gesgapegiag, shared her experiences in connection with the project called "Sigsatultieg," which means "listening to each other."



### ❖ 3.4.2 Sacred Children traditional parenting program in Listuguj

Tanya Barnaby, First-Line Services Coordinator in Listuguj, presented the sacred tree and sacred children, as well as the training program on the parenting role. The sacred tree symbolizes strength, spirituality, community cohesion and interconnection. She summarized the Spirit of a Warrior Program and mentioned that this program provides lessons in addition to guidance and mentoring services by relying on existing role models who reside in the communities. These role models look to offer cultural teachings, alternative solutions and knowledge while offering a healthy perspective on the choices to make in order to live a “good life.”

### ❖ 3.4.3 Drop-in sessions in Kitigan Zibi

At the end of the morning, Debbie Whiteduck, First-Line Services Coordinator from the Algonquin community of Kitigan Zibi, presented the drop-in sessions. For example, the first-line services offer activities that do not require registration and for which participants can show up at any time. They offer these drop-in sessions to seniors, parents, men and young girls. They offer workshops on cooking, scrapbooking, etc.

This type of session is very popular and gives the first-line services team the opportunity to establish trusting relationships with the participants with the indirect objective to raise awareness of their services in case certain participants have particular needs in terms of assistance or support.

### ❖ 3.4.4 Migona project in Kitcisakik



During lunch and breaks, the artisans of the Migona project held two kiosks outside the room focused on selling their products. The Migona project is a wonderful community-based initiative that captures the spirit of the Social Services Forum: cultural revitalization, self-esteem, health and wellness, social economy, engagement, social inclusion, etc. This promising initiative was launched in the Algonquin community of Kitcisakik in November 2012. Since then, artisans have gathered every day in order to renew the Anicinape culture using traditional fabrication techniques. In addition to breaking the isolation, this project allows people to get engaged collectively in order to create their own employment while fostering the intergenerational transmission of traditional knowledge and the transfer of knowledge.

For each item purchased from the artisans of the Migona project, 10% of the profits are returned to the community of Kitcisakik in order to encourage the development of sports and recreation. As for the artisans, they receive the remainder of the profits, after having deducted the value of the collectively-purchased materials. During the Forum, the retail kiosk gave the artisans the opportunity to put many traditional objects or materials on display in order to raise awareness among the non-Aboriginal people and partners in attendance regarding the First Nations realities. According to the artisans in attendance, this process was very rewarding since they could see in a practical manner that their creations were appreciated and selling.

### ❖ 3.4.5 Community police project in Lac-Simon

Mathieu Leduc, community police officer from the community of Lac-Simon, explained that his role consists of staying connected to the various sectors of the community such as the police force. He performs prevention, creates various projects and meets with community members in order to provide them with information. He also organizes activities intended for youth and seniors. He emphasized the positive impacts of the presence of a community police force since it establishes a climate that is conducive to dialogue with the objective of identifying the needs in the area of prevention and obtaining the collaboration of community members. For example, since the creation of its police station, the community of Lac-Simon has experienced a decrease in misdemeanours as well as a decrease in the severity of the criminal acts committed. Furthermore, suicide attempts have decreased by half between 2009 and 2013, while the number of suicides has gone from 7 to 0.



### ❖ 3.4.6 Boxing program in Odanak and Wôlinak

In line with the presentations on the promising practices that have been deployed within the First Nations communities, David Cadieux described the boxing program offered in Odanak and Wôlinak. He presented this program's underlying objectives in connection with prevention:

- 1) Serving as a pretext to create individual and collective linkages between youth, between youth and parents and between youth and workers;
- 2) Offering an activity that promotes healthy lifestyles as well as a physically-active way of life;
- 3) Overseeing people's potential for creative aggressiveness.

He then disclosed the results of the program, which benefitted from a high rate of participation. He added that, among other things, these results were related to the fact that boxing is an activity that is popular, beneficial and rewarding. Moreover, boxing can be a metaphor for life: you have to put in the work to reap the benefits. It isn't easy and it's up to the participants to adjust the difficulty level according to their own personal objectives (e.g. having fun, losing weight, increasing strength, competing, etc.) and to choose where they are going. Consequently, everyone is responsible for their own successes or failures and especially for their personal integrity.

### ❖ 3.4.7 Tshinanu program in Uashat mak Mani-Utenam

Anouk Vollant, Tshinanu Program Coordinator in Uashat mak Mani-Utenam, specified that the program is intended for all families (fathers, mothers and children) with children aged 0 to 6. The activities proposed by the Tshinanu program have several underlying objectives such as decreasing the number of placements among young children as well as placement duration, preventing the deterioration of situations and fostering the reintegration of children into their families. It also aims to provide parents with tools in order to reduce negligent behaviour by adopting appropriate educational methods and being better informed regarding the children's needs.

According to the testimonials of many parents who participated in the program, it had positive effects on their lives. The program's implementation in the community also facilitated the establishment of a partnership with the Uautshitunet social services and the community setting.

### ❖ 3.4.8 Ussiniun project in Natashquan

Chanelle Laberge, person in charge of the first-line services in Natashquan, announced that the first-line services were organizing trips into the forest. Dozens of therapy sessions as well as meetings with the CSSS de la Minganie have been held in the forest.

She noted that the community members had expressed the need to experience trips into the forest in large groups and to participate in prevention workshops. In 2013, four gatherings were held with seniors, youth or women. The results were tangible: the participants were asking for more because the forest retreats allow them to share their experiences, reconnect with their identity, practice cross-generational activities and transmit knowledge. Following the presentation by Ms. Laberge, many of the Forum's participants showed an interest in implementing this type of project in their respective communities. They thought that experiencing forest retreats with outside partners in order to give them the opportunity to learn about First Nations customs and traditions was a good idea.



## ❖ 3.5 Closing of the day

Pascal Plamondon-Gomez presented a summary of the day to the participants. He provided a reminder regarding the Forum's objectives and the next day's schedule and took the opportunity to thank the presenters and participants for their active listening and their creative ideas. He also noted the presence of the invited partners and mentioned the importance of ensuring that they were aware of the great initiatives and promising activities that were being implemented in the communities. Finally, he invited any participants interested in learning more about the topics presented during the day to discuss them with the presenters who were available to answer questions.

## DAY 2 – JANUARY 29, 2014

Pascal Plamondon-Gomez provided a review of the first day of the Forum and presented the day's agenda.

### ❖ 3.1 Strength-based approach workshop

Audrey Vézina, Mental Health Advisor at the FNQLHSSC, facilitated a workshop on the strength-based approach.

#### “There is nothing in a caterpillar that suggests that it will become a butterfly”

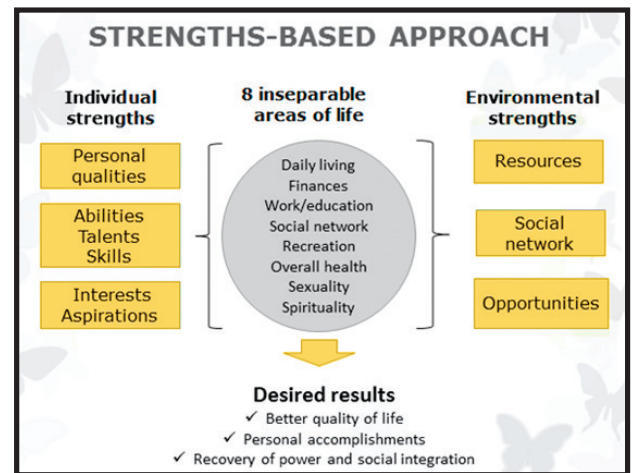
Ms. Vézina described the philosophy, principles and components of the approach. Moreover, she explained the different domains of life in the strength-based evaluation as well as the recovery plan. She also mentioned that the community plays an important role in informing and educating the population, families and individuals. In fact, one of the objectives of the approach is to focus on strengths rather than on weaknesses; this increases motivation, whereas focusing on problem areas leads to a sense of powerlessness.



She presented the four types of strengths: personal qualities; skills and talents; interests and aspirations; and environmental strengths. Then, she asked the participants to apply these concepts by performing an exercise in twos with the objective of recognizing and identifying the other person's strengths.

#### “The strength-based approach is focused on the assets, skills, favourable conditions and potential of the individual”

Following this presentation, several participants showed an interest in receiving more in-depth training in order to apply this approach among their respective clientele. Ms. Vézina provided a reminder that the FNQLHSSC would be developing training on the strength-based approach to be added to its service offer.



### ❖ 3.2 Presentation on the mental wellness team pilot project in Kitcisakik and Lac-Simon



Annie Duciaume, mental wellness team worker, described both pilot projects for Kitcisakik and Lac-Simon. She explained the roles and general mandates of the mental wellness team that consisted of “strengthening the wellness and autonomy of the pilot communities by implementing culturally-appropriate prevention, promotion and intervention services in the area of mental health while supporting the existing programs and services.”

She noted the importance of being able to count on an interdisciplinary team in order to ensure the quality of the services provided and the use of the community development approach. She also mentioned the challenges that arise when implementing a mental wellness team: staff turnover, constant evolution of the needs and lack of knowledge relating to Anicinape culture on behalf of the external partners. She reminded the communities that wanted to eventually implement this type of pilot project regarding the

importance of maintaining a communication network between the community and the external partners in addition to having a liaison agent to foster cooperation and discussions. She noted the relevance of having official contribution agreements that have been signed in order to avoid confusion with respect to services.

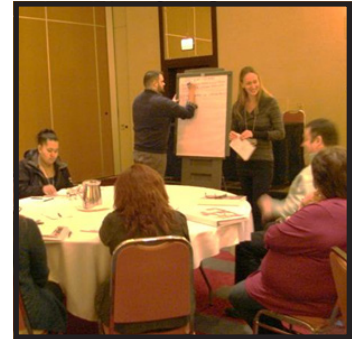
### ❖ 3.3 Guided forum on intersectoral action

#### “Linking partners from various intervention sectors who commit and undertake to provide sufficient service complementarity to a clientele”

Pascal Plamondon-Gomez presented the objectives of the guided forum:

- 1) Recognizing the conditions that are conducive to intersectoral action;
- 2) Discussing and sharing the types of things that are being done in the communities;
- 3) Identifying the participants' needs.

He provided a brief presentation on intersectoral action before dividing the participants into subgroups so that they could have discussions on their respective practices. Each subgroup had a facilitator and a note-taker. Several participants noted, among other things, that intersectoral action (i.e. working in silos) constitutes a challenge to overcome not only for the different sectors within the communities, but also among the various departments and external partners. At the end of the discussions, most of the participants indicated that they found it very interesting to get to know the realities of the communities and especially to find practical means to improve collaboration between the various sectors.



### ❖ 3.4 Presentations on clinical supervision

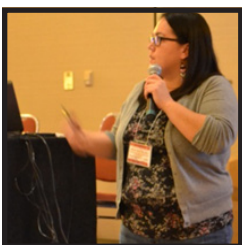
#### ❖ 3.4.1 Presentation on the highlights of the Analysis of the Needs Assessment on Clinical Supervision

Annie Hervieux, First-Line Services Advisor at the FNQLHSSC, presented the highlights of the survey sent to the communities on the Analysis of the Needs Assessment on Clinical Supervision. The objectives of her presentation were to present the results of the evaluation and the recommendations, provide an update on the results of the evaluation and take note of suggestions and requests from the communities in connection with the support offered by the FNQLHSSC in this area. The three major topics addressed in the self-administered questionnaire were as follows:

- 1) The functioning of clinical supervision and the composition of the work teams;
- 2) The work tools used and the defined training needs;
- 3) The FNQLHSSC's support.

Ms. Hervieux reported on the various needs expressed during the survey. For example, the majority of the respondents wanted to have access to training on intervention related to mental health and crisis situations. Furthermore, there was a desire for specific training in the area of work organization (e.g. recordkeeping and time management). Many respondents also wanted the FNQLHSSC's support for the implementation of clinical supervision structures. In order to meet the demands, Ms. Hervieux mentioned that training would eventually be offered by the FNQLHSSC in connection with clinical supervision.

#### ❖ 3.4.2 Clinical supervision in Uashat mak Mani-Utenam



A few specific initiatives in the area of clinical supervision were presented to highlight examples of supervision structures. Marie-Ève Vollant, Clinical Advisor at Uashat mak Mani-Utenam, described her role in the continuity of the services offered to the clientele and her functions such as professional support and clinical instruction. She also presented the various tools that she uses as part of her work such as the availability table and the intake form. At the end of her presentation, several people mentioned that these tools were very pertinent and that they would like to use them in their respective communities. She indicated that she could share the tools presented with any interested individuals.

### ❖ 3.4.3 Clinical supervision in Kahnawake

At the end of the day, three people from the community of Kahnawake presented their clinical supervision structure. These people were Terry Young, Prevention Services Director, Kathy Jacobs, Support Services Director, and Pauline Solari, Youth Protection Clinical Supervisor. They explained that each sector (addictions, first-line services, youth protection services, etc.) had equipped itself with a clinical supervisor. For complex cases, these supervisors contact each other in order to help the workers make decisions while taking the multiple difficulties of the clientele into consideration.



### ❖ 3.4.5 Banquet



All the participants were invited to attend the banquet. Nadine Gros-Louis, Master of Ceremonies, welcomed the participants and outlined the proceedings for the evening. She made connections between the banquet and the importance of wellness and to take some time for oneself. Marcel Godbout, Wendat traditionalist, offered a prayer in English, French and Wendat and the Buffalo Hat Singers, who are traditional drummers, joined the ceremony. They provided the drumming for traditional dancers Samuel Savard and Mishta-Napeu Gros-Louis during their performance. After the supper, SaaliKeelan, an Inuit singer, ended the evening with several songs from his last albums.



## DAY 3 – JANUARY 30, 2014



Pascal Plamondon-Gomez reviewed the second day of the Forum and presented the agenda for the day.

### ❖ 3.1 Presentation on parental rights and confidentiality



Lisa Ellington, Youth Protection Advisor at the FNQLHSSC, facilitated an interactive workshop on parental rights and confidentiality. She emphasized the importance of these rights when the participants intervene among their clientele. Both the workers and managers had to be informed of these rights, namely so that they could support the parents more effectively when called upon to support them for youth protection follow-up.

She provided a reminder related to the general principles of the Youth Protection Act and the rights of parents to be consulted, heard, informed and supported as well as their right of refusal and their right to submit a complaint when services are not provided to them or when they are inadequate. Ms. Ellington also addressed rights to confidentiality and respect for privacy. Following the presentation, many participants expressed their need, as interveners, to have a better understanding of the different laws, how they are applied and the rights of parents, children and grandparents. They also mentioned the need for the parents in their communities to be better informed on these various aspects.

### ❖ 3.2 Presentation on the motivational approach

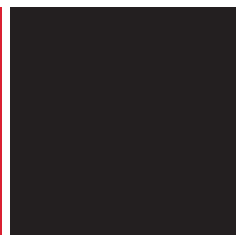
**“This approach makes it possible to provide the workers with tools in order to create an environment that is conducive to change and to develop motivation among those who are ambivalent or uninterested in changing”**

Barbara Bouchard, Mental Health Advisor, and Sophie Pelletier, Addictions Advisor, both at the FNQLHSSC, presented the motivational approach. The objectives of this presentation were to:

- 1) Allow the participants to learn about the motivational approach and its relevance for intervention;
- 2) Differentiate the stages of change;
- 3) Find out whether the participants were interested in learning more about the approach.



A portion of their presentation was set aside for reflection and discussions on motivation for change. They explained the three components of motivation and the different stages of change while providing many examples relating to the addictions clientele or the youth. They then made a connection between the different stages of change and the duties of the worker for each of these stages



## 4. EVALUATION OF THE FORUM



### COMPILATION / COMPILATION

### ÉVALUATION GLOBALE / GLOBAL EVALUATION

**28, 29 & 30 JANVIER 2014 / JANUARY 28, 29 & 30, 2014**

1. ASSISTIEZ-VOUS À CETTE RENCONTRE EN TANT (COCHEZ LA RÉPONSE VOUS CONVENANT) / DID YOU ATTEND THIS MEETING AS A(N) (CHECK THE APPROPRIATE RESPONSE) :

DIRECTEUR : \_\_\_\_\_ EMPLOYÉ : \_\_\_\_\_ TITRE : \_\_\_\_\_

2. EN GÉNÉRAL, ÊTES-VOUS SATISFAIT DU CHOIX ET DE LA QUALITÉ DES PRÉSENTATIONS? / GENERALLY-SPEAKING, WERE YOU SATISFIED WITH THE PRESENTATION CHOICES AND QUALITY?

OUI / YES : **36** NON / NO : **0**

### COMMENTAIRES / COMMENTS:

- ON SOULIGNE LE BON TRAVAIL ET L'IMPLICATION DES DIFFÉRENTS PRÉSENTATEURS;
- TRÈS BONNES DISCUSSIONS;
- ALL WERE PERTINENT,
- APPROFONDIR CERTAINS ATELIERS (FORCES ET SUPERVISION CLINIQUE);
- LES PRÉSENTATIONS N'ÉTAIENT PARFOIS PAS EN LIEN AVEC MES RESPONSABILITÉS,
- PLUS DE PRÉSENTATIONS PROJETS ET ACTIVITÉS, AU LIEU DU FONCTIONNEMENT DE L'ORGANISME;
- EXCELLENT, ON VOIT UNE ÉQUIPE DYNAMIQUE ET UNIE;
- JE COMMENCE À TRAVAILLER ALORS ÇA M'A BEAUCOUP AIDÉE; GÉNIAL;

**3. EN GÉNÉRAL, ÊTES-VOUS SATISFAIT DU DÉROULEMENT DU FORUM DES SERVICES SOCIAUX SUR UNE PÉRIODE DE TROIS (3) JOURS?  
GENERALLY SPEAKING, WERE YOU SATISFIED WITH THE SOCIAL SERVICES FORUM UNFOLDED OVER A PERIOD OF THREE (3) DAYS?**

OUI / YES : **35**                      NON / NO : **0**

**COMMENTAIRES / COMMENTS:**

- SITE INTERNET PARTAGÉ PAR TOUS POUR DÉPÔT DE DOCUMENTS ET TÉLÉCHARGEMENTS D'OUTILS;
- TROIS JOURS, OUI, ÇA PREND CE TEMPS-LÀ, BIEN ORGANISÉ, BON HORAIRE;
- DIFFICILE D'ÊTRE PRÉSENT TROIS JOURS D'UNE MÊME SEMAINE;
- OUI MAIS JE CONSEILLERAI À TOUS DE RESTER JUSQU'À LA FIN PARCE QUE TOUT EST IMPORTANT À VOIR;
- MUCH NEEDED DISCUSSIONS;
- PRÉSENTATIONS DES COMMUNAUTÉS=TROP COURTES;
- C'ÉTAIT BIEN PLANIFIÉ!

**4. AVEZ-VOUS AIMÉ LES ÉCHANGES ET LES DISCUSSIONS QUI ONT ÉTÉ TENUS AU COURS DU FORUM DIRIGÉ? / DID YOU LIKE THE EXCHANGES AND DISCUSSIONS THAT TOOK PLACE DURING THE DIRECTED FORUM?**

OUI / YES: **36**                      NON / NO: **0**

**COMMENTAIRES / COMMENTS:**

- ON POURRAIT AVOIR PLUS D'ÉCHANGES ET DE DISCUSSIONS;
- BEAUCOUP AIMÉ LES ÉCHANGES SUR LE VÉCU DES COMMUNAUTÉS ET SUR LES ACTIONS ET RÉSULTATS POSITIFS;
- CONTENUS INTÉRESSANTS ET STIMULANTS, BON D'ENTENDRE CE QUE FONT LES AUTRES COMMUNAUTÉS;
- VERY PRODUCTIVE;
- PLUS DE RÉSEAUTAGE, PLUS DE BRISE-GLACE ET DE VIDÉOS;
- PLUS DE DISCUSSIONS INTERACTIVES,
- BONNE IDÉE DE FAIRE DES PARALLÈLES AVEC LE MIEUX-ÊTRE;
- TRÈS APPROPRIÉ; TRÈS INTÉRESSANT COMMENT LES AUTRES COMMUNAUTÉS FONCTIONNENT;
- ÇA AMÈNE DE BELLES PISTES DE SOLUTIONS;

**5. LES SUJETS TRAITÉS LORS DES PRÉSENTATIONS VOUS SERONT-ILS UTILES DANS VOTRE TRAVAIL ET DANS VOTRE ORGANISATION?  
WILL THE TOPICS COVERED DURING THE PRESENTATIONS BE USEFUL TO YOU IN YOUR WORK AND WITHIN YOUR ORGANISATION?**

OUI / YES : **35**                      NON / NO : **0**

**COMMENTAIRES / COMMENTS:**

- PERMET DE VOIR QUE LE TRAVAIL QUE MOI ET MES COLLÈGUES FAISONS EST SUR LA BONNE VOIE;
- OUI, LES DIFFÉRENTES COMMUNAUTÉS EN BÉNÉFICIERONT, BEAUCOUP DE PRÉSENTATIONS, D'APPROCHES ET DE MODÈLES=BCP D'INSPIRATION;
- PARTICULIÈREMENT LES DISCUSSIONS SUR L'INTERSECTORIALITÉ;
- I AM REQUESTING MORE IN-DEPTH TRAINING SESSIONS TO BE BROUGHT FORTH OR DELIVERED TO FN COMMUNITIES;
- UN PEU PLUS POUR LES DROITS DES PARENTS;
- TRÈS UTILE POUR AMÉLIORER LE PLAN D'ACTION PREMIÈRE LIGNE;
- MOTIVATIONAL APPROACH SHOULD BE ALSO GEARED TOWARDS « MOTIVATIONAL CHANGES » ON WORKERS TO BE ADAPTING BETTER TO COMMUNITY , AS NOT THEIR COMFORT ZONE WITHOUT CHANGE;
- J'UTILISE DÉJÀ LES OUTILS PRÉSENTÉS,
- J'AI AIMÉ LE PRENDRE SOIN DE SOI, CAR TROP SOUVENT ON NE RECONNAÎT PAS LA CHARGE DE TRAVAIL;
- SURTOUT SUR LES DROITS DES PARENTS; TRÈS UTILE J'AI BCP APPRIS;
- EVERYTHING ON A SOCIAL SERVICES SCALE WAS VERY IMPORTANT;

6. Y A-T-IL D'AUTRES SUJETS QUE VOUS AURIEZ AIMÉ VOIR ABORDER? / ARE THERE OTHER TOPICS THAT YOU HAVE LIKED TO HAVE SEEN COVERED?

OUI / YES: 21 NON / NO: 9

SI OUI, VEUILLEZ SPÉCIFIER LESQUELS / IF SO, PLEASE SPECIFY THESE TOPICS:

- INFOS SUR LES PROTOCOLES EN MATIÈRE D'AGRESSION SEXUELLE (INTERROGATOIRE) ET LES DROITS DES PARENTS;
- AVOIR DES ATELIERS SUR LES PI, PSI, PSII;
- DES RÉUSSITES DE PARENTS MODÈLES;
- SUPER ON N'A PAS EU DE TEMPS MORT;
- TOUS LES SUJETS QUI CONCERNENT LE MIEUX-ÊTRE DES ENFANTS ET DE LA COMMUNAUTÉ;
- YPA TRAINING AND WORKSHOPS/DISCUSSIONS,
- PARENTS AND CHILD RIGHTS/RESPONSABILITIES DETAILED TRAINING,
- CLINICAL SUPERVISION TRAINING;
- DETOX;
- SANTÉ MENTALE,
- SOUTIEN AUX PARENTS (DOMICILE) ,
- FORMATION AUX INTERVENANTS,
- COMMENT ALLER CHERCHER OU TROUVER DES PROGRAMMES (DEMANDES);
- NEED MOR REFLECTNESS ANS TEAM CONSULTATION BEFORE ANSWER;
- MANAGING CHANGES +STAFF (ADAPTING TO);
- STAFF WELLBEING;
- ÉPUISEMENT PROFESSIONNEL (2),
- OUTILS CONCRETS;
- PRÉSENTER PLUS DE PROJETS DES COMMUNAUTÉS (3),
- SOCIAL WORKER REGISTRATION WITH COLLEGE ON ORDER OF SOCIAL WORKERS,
- CHANGES TO LEGISLATION,
- ANY INFORMATION ON QUEBEC STANDARDS OR TOOLS FOR YP;
- BEST PRACTICES IN SOCIAL WORK FIELD IN QUEBEC;
- PAS D'AUTRES SUJETS MAIS APPROFONDIR;
- PARTAGE D'OUTILS D'INTERVENTIONS;
- PLUS D'INFOS PROTECTION JEUNESSE;
- COMMENT GARDER NOTRE CLIENTÈLE MOTIVÉE,
- LE LÂCHER-PRISE (2);
- MIEUX FORMER UN SUPERVISEUR CLINIQUE;
- TECHNIQUES D'IMPACT,
- MIEUX-ÊTRE DES PÈRES,
- FACTEURS DE STRESS CHEZ LES ENFANTS (ÉQUILIBRE),
- LIEN D'ATTACHEMENT ENFANT VERSUS MIEUX-ÊTRE;
- OFFER MODULES ON SPECIFIC FIRST LINE SERVICES PROGRAMS;
- PLAN D'INTERVENTION,
- PROTOCOLE SANTÉ MENTALE ET DÉPENDANCES

7. EST-CE QUE LE LIEU/SALLE DE RENCONTRE VOUS SEMBLAIT ADÉQUAT? / DID THE LOCATION/MEETING ROOM SEEM ADEQUATE TO YOU?

OUI / YES: 32 NON / NO: 1

**COMMENTAIRES / COMMENTS:**

- TROP FROID DANS LA SALLE (4);
- SALLE BIEN AÉRÉE ET SPACIEUSE;
- BIEN ORGANISÉ, MAIS LES PAIEMENTS AU NIVEAU DES CHARGES (75\$ DE CHARGES X JOUR ET 40\$ D'INTERNET PAR JOUR ET 25\$XJOUR DE PARKING) N'ÉTAIENT PAS MENTIONNÉES LORS DE L'INSCRIPTION.

8. EST-CE QUE VOUS AVEZ APPRÉCIÉ PRENDRE VOS DÉJEUNERS ET DÎNERS À L'EXTÉRIEUR? DID YOU ENJOY HAVING YOUR BREAKFASTS AND LUNCHES OUTSIDE OF THE FORUM?

OUI / YES: 26 NON / NO: 5 OUI ET NON / YES AND NO: 3

**COMMENTAIRES / COMMENTS:**

- BEAUCOUP DE CHOIX, BIEN SITUÉ (2);
- ON AURAIT AIMÉ DES COLLATIONS PLUS SANTÉ : FRUITS, FROMAGES, YAOURTS, MUFFINS, ETC. (5);
- J'AURAI PRÉFÉRÉ QUE LES DÉJEUNERS ET DÎNERS SOIENT INCLUS (3);
- IT IS ALWAYS NICE TO CHANGE THOUGHTS TIME/LENGTH OF BREAKS AND LUNCHES WERE GOOD;
- JE NE CONNAIS PAS LE COIN C'ÉTAIT DIFFICILE UN PEU; DÉJEUNER OUI/ DÎNER NON;
- MUFFINS FOR BREAKFAST WOULD HAVE BEEN EXCELLENT;
- AURAIT PRÉFÉRÉ LES AVOIR À L'HÔTEL (3);

9. EST-CE QUE VOUS AVEZ APPRÉCIÉ LA SOIRÉE DU BANQUET? (DÉROULEMENT, REPAS, DURÉE, ETC...) / DID YOU ENJOY THE EVENING OF THE BANQUET? (SEQUENCE OF EVENTS, MEALS, DURATION, ETC.)

OUI / YES: 19 NON / NO: 1 OUI ET NON / YES AND NO: 2

**COMMENTAIRES / COMMENTS:**

- VERY GOOD, WOULD LIKE TO SEE THE COMMISSION DO MORE CULTURAL ACTIVITY IN THE EVENING;
- EXCELLENT ENTERTAINMENT;
- SUPER; ALL WAS GOOD;
- BELLES PRÉSENTATIONS;
- NOURRITURE TROP FROIDE (3);
- IT WAS GOOD. AFTER A HEAVY DAY, AT THE SUPPER TOO MANY THING WERE GOING ON ,WE ATE AT 6:45 I WAS EXTREMELY HUNGRY;
- BON DIVERTISSEMENT MAIS NOURRITURE PAS ASSEZ CHAUDE;
- REPAS ORDINAIRE, SOIRÉE UN PEU LONGUE;
- OUI RELAXE ET CRÉER DES LIENS AVEC D'AUTRES COMMUNAUTÉS;
- LES CHANTS DE TAMBOURS M'ONT FAIT UN GRAND BIEN;
- LOVED IT;
- EXCELLENT;
- J'AI ADORÉ LES DANSES- LES TAMBOURS. IL Y A LONGTEMPS QUE JE N'AVAIS PAS PRIS DE TEMPS POUR MOI, MERCI BEAUCOUP!

**10. EST-CE QU'IL Y A UN ASPECT DU FORUM DES SERVICES SOCIAUX 2014 QUE VOUS AIMERIEZ VOIR S'AMÉLIORER: / IS THERE AN ASPECT OF THE 2014 SOCIAL SERVICES FORUM THAT YOU WOULD LIKE TO SEE IMPROVED:**

OUI / YES: **22**                      NON / NO: **8**                      OUI ET NON / YES AND NO: **1**

**COMMENTAIRES / COMMENTS:**

- BEAUCOUP AIMÉ LE FORUM DIRIGÉ ET LES DISCUSSIONS EN PETITS GROUPES ET RETOUR EN GRAND GROUPE;
- FAIRE PLUS D'ATELIERS DE LA SORTE, CAR CELA PERMET LE RÉSEAUTAGE PLUS PERSONNALISÉ ENTRE LES INTERVENANTS ET COMMUNAUTÉS, DE BRISER L'ISOLEMENT, AINSI QUE D'APPRENDRE CE QUI SE FAIT AILLEURS ;
- S'ASSURER QU'IL Y AIT PLUS D'INTERACTIONS ENTRE LES PRÉSENTATEURS ET LES PARTICIPANTS SURTOUT EN FIN DE JOURNÉE;
- THE SUPPER;
- UN PEU PLUS D'ÉCHANGES AVEC LES COMMUNAUTÉS ET AUSSI LA VOLONTÉ DES ÉLUS ET LEURS EXPÉRIENCES;
- MORE DISCUSSION ON YP PRACTICES IN COMMUNITIES;
- MORE OFTEN FREQUENT MEETINGS RATHER THAN ONCE A YEAR, TWICE A YEAR: SPRING AND FALL (IF NOT POSSIBLE, CHOOSE A WARMER MONTH),
- NEED MORE CONTACT, UPDATE NETWORKING WITH OTHERS TO HELP IMPROVE AWARENESS AND SHARING OF IDEAS APPROACHES OR SITUATIONS;
- IF YOU STRESS SELF-CARE MAYBE HAVE SOMETHING AVAILABLE TO DO SO: MASSAGE, ETC.;
- MORE OF SELF-CARE;
- PLUS D'ACTIVITÉS QUI SUSCITENT LA PARTICIPATION ET L'INTERACTION;
- QUE LE FORUM SE DÉROULE SUR UNE COMMUNAUTÉ (2);
- MÊME SI TRADUCTION SIMULTANÉE : DIFFICILE À COMPRENDRE ET FATIGANT;
- HAVE ONE-DAY OF OFFERED TRAINING WITH RECEPTION OF CERTIFICATE FROM AN OUTSIDE PROFESSIONAL SERVICES SUCH AS CTRI (CRISIS TRAUMA RESPONSE INTERVENTION) THEY PROVIDE VAST TRAININGS IN SEVERAL AREAS SUCH AS ADDICTIONS , YOUTH, ETC.,
- MORE INTER ACTIVITIES TIRESOME TO SIT ALL DAY,
- SÉLECTIONNER UN MEILLEUR HOTEL,
- HAVE RCMP PRESENTS ON THE NEW DRUGS, TRAINING ON YPA;
- RÉSEAUTAGE : FAIRE DÉPLACER LES PARTICIPANTS CHAQUE JOUR SOUS FORME D'ACTIVITÉ BRISE-GLACE, POUR ÉCHANGER AVEC LE PLUS DE PERSONNES POSSIBLE;
- MORE PROGRAMS OFFERED BY DIFFERENT COMMUNITIES, MORE GROUP WORKSHOPS, FIRST LINE DIRECTORY (ADDRESS BOOK);
- ATELIERS DE FORMATION SUR LA SANTÉ MENTALE OU AUTRES;
- SHARE RESOURCES ON WEBSITE, SHARE TRAININGS, OFFER NETWORKING LUNCH OR NETWORKING IN THE EVENING AMONG PARTICIPANTS,

**11. DANS L'ENSEMBLE, COMMENT ÉVALUERIEZ-VOUS LE FORUM DE SERVICES SOCIAUX 2014? / OVERALL, HOW WOULD YOU RATE THE 2014 SOCIAL SERVICES FORUM?**

EXCELLENTE / EXCELLENT: **23**                      BIEN / GOOD: **11**                      MOYENNE / AVERAGE: **0**  
MÉDIOCRE / MEDIOCRE: **0**

## 12. QUEL A ÉTÉ VOTRE MOMENT FORT DU FORUM? / FROM YOUR PERSPECTIVE, WHAT WAS THE STRONG POINT OF THE FORUM

1. PRÉSENTATIONS DES PRATIQUES DES COMMUNAUTÉS (12)
2. DROITS DES PARENTS (7)
3. FORUM DIRIGÉ (5)
4. RÉSEAUTAGE AVEC LES AUTRES COMMUNAUTÉS (5)
5. LES INTERVENTIONS DES PARTICIPANTS (2)
6. AUTRES : APPROCHE MOTIVATIONNELLE (1); APPROCHES PAR LES FORCES (1); LA VIDÉO (1); L'ATMOSPHERE « FRIENDLY » ET FAMILIALE (1)

### COMMENTAIRES / COMMENTS:

- UPDATES ON UPCOMING DEVELOPMENT OF FNQLHSSC, NEED TO KEEP INFORMED.
- THE HUMOUR IN DISCUSSING ISSUES, FRIENDLY, ALWAYS WILL TO HELP AND FELT LIKE AN EXTENDED FAMILY ATMOSPHERE, THANK YOU!
- AUCUN MOMENT PARTICULIER : L'ENSEMBLE DU FORUM!
- PRENDRE CONTACT AVEC UNE COMMUNAUTÉ QUI NOUS PARTAGERA UNE ACTIVITÉ QU'ELLE A MISE SUR PIED.
- PROVIDE MORE INFO ON CONFIDENTIALITY AND THE ACCENT ON THE RESPONSIBILITY OF THE FIRST LINE WORKERS ESPECIALLY ON SIGNALEMENT.
- FAIT DU BIEN DE SORTIR DE LA COMMUNAUTÉ POUR VENIR S'ENRICHIR.
- YOU ALL DID A GREAT JOB, I'M GLAD THAT YOU ARE WORKING WITH US!
- MERCI INFINIMENT!
- MERCI À TOUTE L'ÉQUIPE! ÇA VALAIT LE DÉPLACEMENT, EXCELLENTE ORGANISATION!

Merci d'avoir pris un moment pour compléter l'évaluation et d'avoir participé au  
Forum des services sociaux 2014  
« **MON BIEN-ÊTRE C'EST MA RESPONSABILITÉ** »

**CSSSPNQL / Secteur des services sociaux**  
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Thank you for taking time to fill out the Evaluation Form and for participating  
in the 2014 Social Services Forum  
« **MY WELL-BEING IS MY RESPONSIBILITY** »

**FNQLHSSC / Social Services Sector**  
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**FIRST NATIONS OF QUEBEC AND LABRADOR  
HEALTH AND SOCIAL SERVICES COMMISSION**



**Phone: 418-842-1540**