

All of the suggestions and comments provided from the Community Perception Section (Q1-16) and can be found in this Appendix. Foul/ belligerent language, or specific persons(s) have been removed and replaced with (text removed).

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## Appendix

### All Comments – Community Perception Section

**Q1: Suggestions for how KSCS can improve on its role in the community.**

- A rotating untrained receptionist opening and reading mail is not very professional or confidential.
- As an entity, they should have more people who walk their talk and sobriety since they are supposed to be role models for the people they represent.
- After hours therapy would be great. After-process satisfaction surveys.
- Assisting people when they realize they need assistance along their journey to find peace.
- Being transparent and always engaging with the community is a great way for people to be involved and stay involved.
- Better care for those with special needs. They need housing and permanency in our community.
- Better marketing of the services provided and the professional background of your employees. Seems some employees project themselves as a social worker when there is no degree behind those statements. We need to be assured to the qualifications of employees.
- Build a healthier relationship with families that they are involved in the way of children. I hear a lot of negative things about how things were handled.
- By working closer with the families.
- Community events and activities. They are a big part in many of our school and extra-curricular endeavours.
- Confidentiality. Also it would be beneficial to offer workshops open to the public, (no reservations, walk-in available), that teach communication tactics and behaviour teachings.
- Counseling and suicide prevention training with teachers.
- Developing guidelines/policies which reflect Kahnawake through culturally appropriate care and programs.
- Focus more on letting the community know that the organization is there to help. Whether it be a parent who just needs advice, or maybe something more. Stress that taking a child is the absolute last resort.
- Focus more on needs of clients rather than staff. Improve service delivery methods.
- I agree that KSCS should play an important role, however, my experience with the youth protection sector, shows that KSCS would rather keep a child in a home that is unsafe rather than a safe one.
- I think it should be an important role because mental health and collective trauma are an issue in this community. Currently however, I feel that departments may not work together as they should or are hierarchical in nature. This often limits the spectrum we can help individuals and families. I also think that KSCS should be the forefront of trauma education and taking that education outside the building into every organization.
- I'm not sure I don't have much contact with the services or people who use them.
- Incorporate more cultural healing and teachings.
- Increase more promotion about services and highlight achievements and successes so that the whole community can get a better understanding of all areas of work that the organization does for the community.
- Increased hiring of locals for vacant staffing positions.
- Increased lobbying of local political bodies to support public health through funding.
- Initiate more dialogue with the community.
- Just keep adding more services. It's working! I see people all around me choosing healing. More, more, more!
- Make sure to highlight all departments so that people do not only associate KSCS with Youth Protection.
- Maybe more advertising about what services are offered and that it's ok to ask for help. A lot of times people don't go there because of the stigma attached to community services. People assume it's only about taking children away from their homes.
- More family events.
- More information for seniors, like self-help.
- More information online.
- More local Kahnawa'kehró:non as employees, more culturally based healing, get rid of the white man ways.
- More transparency.
- Need to be more visible in the community, being behind a desk does nothing/personnel communications works too.
- Offer more flexible hours.
- Prevention needs to be out in the community more. They should go to workplaces to do presentations or booths more often. Intake process is terrible. You have to open up to them. Then repeat again with a counselor. When you are in crisis, this can be daunting. People who have been through this process often won't go to KSCS just because they don't want to go through this. It would be nice to see KSCS do more to keep families together. Some families are in and out of youth protection but nothing seems to be getting done to help the parents learn better coping skills. Many parents have issues themselves. Many have never had positive parenting role models and just don't have the skills to manage life. There is a need to get family support workers in to teach these types of skills.
- Probably more publicity on what is offered and how to go about getting assistance.
- Provide statistics on the services.

**Q1 Continued...**

- Staff in community involvement.
- Staff who don't judge people and families especially in Social Services department.
- There is a need to continually promote all of the services available.
- Update and create new programs based on community needs.
- Update your website. Transparency in services including walk-in. Articles in papers/social media on the departments and services.
- Weekend/emergent coverage.
- Work more collaboratively with all community organizations.
- You must promote yourself and your services more in the community. Get out of the office, especially Managers and Directors. Mingle with your constituents.
- Because it's a small community, there are biases. There needs to be clear communication and fairness with all clients, including schools.
- By meeting the needs of all community members via outside resources like the Longhouse, the Language Nest, Lotus & Sage, the sobriety group Skatne, etc.
- Continue the good work!
- Empower community to deal with their wellness and issues.
- Engage people one on one or in groups, not surveys.
- For more people to come to the Elder's Lodge to see and visit the elders.
- Go into the schools. Not just for safe sex and bullying. Educate them on other community issues, such as parents with alcoholism, drug addictions, and how to help them and yourself.
- Having better transparency with the organization.
- Help organization principles not just service delivery priority mechanism.
- I am aware of only a few services and programs that KSCS has to offer so I feel that I am not informed enough to offer areas to improve.
- I believe that the community does not have a true understanding of all the work that KSCS does. I think it would be helpful to provide statistics to the community regularly, without giving personal information, kind of like the police blotter, like the number of intakes, if it is family violence, drugs, alcohol, number of children in foster care. Just to make the people aware of the type of things they deal with in our community.
- I think KSCS is doing a great job as it is.
- It's important that somehow KSCS makes it known to the community that you work for us, that you're present when we need you without repercussions. Your organization is too well known for being the ones who separate families. I think if communicated well, you can show our community that you are a support system.
- Keep on engaging the community.
- Keep up the work with mental health information and Lesbian, Gay, Bisexual, Transgender, and Queer issues and youth.
- KSCS has to increase transparency in the methods and ways of doing business.
- People are made to wait too long for services, months sometimes.
- Protocols can definitely be better.
- Provide more after hour and weekend services/programs. This is when most community members have available time.
- They need to be more open and transparent about what's happening in the community. The staff, management and higher ups need to be involved in community events and functions, not just KSCS events. The community needs to see them as community members not just paid people of the community.
- Unfortunately some of the social workers are liars and will lie in court to protect their shortcomings.
- Volunteer programs.
- Wish the stance was more a proactive approach, rather than from a more intervention approach.
- KSCS should play an important role in our community but does not have the respect. They need to up their game in follow up to people's needs.
- You can provide more community help for our troubled youth by meeting their individual needs in our community, not by sending them away.
- Remove not the oppressive stigma but the oppressive actors and mechanisms which attend to KSCS as a local institution. The organization is only as effective as its key players and KSCS's current roster of key players could not be more oppressive and harmful.
- More prevention activities.
- Having services available to meet changing needs of our people. We have every age group that want to participate in the engagement of a healthy lifestyle so to have more programming in mindfulness, meditation, reading/sharing good stories, classes/ teachings on how to create: crafts, painting, cooking, etc., to just learn and share with one another, to keep busy, get out of the house and share experiences with one another, contributing and helping others who may have difficulties. Maybe this will change the KSCS perception that you don't just service those who need to be well, but to reach out to those who can share their wellness.
- Can't really comment, somewhat agree.

**Q2. What do you see as the primary function of KSCS? Open-ended question**

- To aid and assist
- To help the community

**Q2 Continued...**

- Provide help to community example: Policy - vs- intuition. More hope in the latter.
- Support
- KSCS helps promote a healthy lifestyle or to improve health
- To help serve the community in many different areas (i.e. Cultural, medical, psychological)
- Client Based Services Education and Training
- Therapy, help locals/people w/problems/family issues etc.
- To acquire funding.
- KSCS helps many community members, it is a place you go where you do not feel judged and where you can express yourself in a comfortable atmosphere
- To provide a multitude of services to the community in regards to mental health and education
- Community support services
- They support and help the community in all needs possible
- Social services
- Community help
- Providing social services
- Provide help for needy people
- Drug and alcohol abuse.
- To help and provide tools and support for mental health and healthy lifestyles
- For community information, support
- Promoting and supporting healthy lifestyles within the community through programs and services offered to community members.
- Protect children
- Helping the elderly.
- Taking care of the elders and the community.
- KSCS is very involved with our community and want the best for the community.
- To serve the community any way they can, mentally, physically, emotionally.
- Taking care of the children.
- To help the people in need, to help the people who cannot take care of their families. I think they are doing a good job in that.
- Has activities for the children.
- They run different services in Kahnawake.
- Is making sure the people in our community are taken care of, spirituality, mental health etc.
- Provide support to troubled people.
- They are involved in helping the community.
- Make the community a healthier place for all ages
- Support community in mental wellness
- Provides services and support that encompasses areas of wellness, support, health and healing, belonging, wellbeing, family, and connection within the community.
- To support and assist community members with mental physical emotional health challenges
- To help people in crisis.
- Supporting individuals and families when social problems arise to help get themselves back into balance. Preventively to educate the community on how this can be done i.e. Parenting programs
- Helping hand to those who need help in family services, personal wellness, addictions.
- Prevention
- Social Services, psychological assessment, general mental health and well-being of the community
- Health and wellbeing
- Trying to help unhealthy individuals who need help
- Giving our people services that could help with anything they are going through.
- Social services
- Family - Could be a strong advocate for supporting housing initiatives in the community –
- A focus and education on gambling addictions (Which seem to be quite prominent and increasing in the community. People seem to be oblivious about this problem for some reason. They don't see spending hundreds or thousands of dollars on sports squares, tickets and betting as a problem. A lot of people don't have the money for this type of gambling but it seems to be a regular part of their expenses which takes away from their family. I also see people at the new gaming machine facilities in the morning. I am aware that a lot of people can't afford to spend their money on that.) Offer more services to people who aren't necessarily in crisis or trouble. Maybe wellness activities and events that promote middle aged adults to mingle with others.
- To assist community members to improve their lives and the lives of their families.
- It should be to see to the mental health of the community and to be proactive in child abuse
- Support/prevention
- To help families to meet their needs
- Protection and Support of community members
- Addictions, mental health issues, foster care
- Community support
- To help in the mental health and safety of our community.
- Social work within the family
- Support and recovery for the community
- Promote healthy families, interventions, support families in crisis

**Q2 Continued...**

- Individual and family support services in the area of social and mental health
- To promote positive wellbeing in the community
- Community health and social services but to serve and support families respectfully and meeting them where they are in their everyday realities.
- School and community health welfare
- Helping with children and families.
- Assist Family living & Well being
- To have resources for our community
- Social support
- Mental Health, counselling, addiction counselling, youth protection, elder/women/men abuse.
- To provide information, education and services to address and assist with individual, family and community well-being
- Family Wellness
- Services to benefit and assist the community
- Meeting the needs of our people.
- Social Services...crisis issues, mental health
- Prevention, Family preservation and mental health support.
- Social services. Support the schools
- To provide services to families in need.
- To support community, families and individuals who are in need of mental and help spiritual
- Act as a vital link between generations.
- Health & wellness - individual, family, and community
- To help families
- Wellness
- They are there to help community members who are in crisis, who are addicts/recovering and want to better themselves.
- Assisting families and individuals with wellbeing issues
- To be a resource to families by injecting needed services to preserve the family unit and help them grow,
- Support
- Support workers
- Counselling.
- Social services and counseling
- Offer assistance to families in the community.
- To provide community wellness and prevention services and programs
- Right now? The ones who separate families. The ones who are called over minuscule incidents and immediately get involved even if unwanted.
- To work with children as well as parents who may have issues with family
- Helping people
- Community and family preservation. Be it helping people through crises or education.
- Helping the community
- To promote and support good health
- Provide social support
- Helping
- Providing support and assistance to meet the needs of community members
- To assist individuals and families to overcome issues and have a better way of life and healthier lifestyles
- To help the community by bringing awareness of serious issues in terms of mental illness, drug and alcohol abuse and helping them deal with these issues.
- Social services seems to stand out for most people
- Trying to keep families together.
- Helping people in the community
- Information and supportive services
- It's primary function in terms of youth protection (which is what I experienced), should be to do what's best for the child but this was not our experience whatsoever.
- Community wellbeing
- Health and social service needs
- Family functions
- Good
- To provide services like prevention, and awareness to all community members, as well as grief, AA, and other classes
- Awareness and prevention of many situations
- Family assistance
- Provide services that will help people that need help - group talking circles, individual sessions, keep children safe by providing foster homes when needed.
- To offer healing services and be a referral hub for clients who require complimentary, alternative and holistic services that are offered in and around the community.
- Helping people with their problems. Promoting healthy lifestyles.
- Providing support and guidance to those in need.
- To assist families who need help
- Providing activities and supports for different community social issues by organizing different social health programs under one body
- The goal should be to help the community but it seems to be unorganized and more about prying and spreading gossip.
- Help people in need.

**Q2 Continued...**

- Social services
- Helping addictions find a new way and assuring the safety and wellbeing of children of families at risk.
- Offer assistance to those who need it.
- To assist people in need when they are having personal or family issues.
- Helping field-caring field-prevention-facilitate workshops- implement change positively.
- Prevention of so many unhealthy things ...
- Support and understanding of personal hang ups. Also I feel that the organization has taken the place of moral and religious education. Something that been taken out of school and left to the parents to take care of. Well look where we are. I'm happy and fortunate that this town has a place to get the tools to better ourselves.
- Helping/guiding families
- Parenting
- Helping people with drug and alcohol addiction.
- Support for families and individuals
- They take care of many things around the community
- Support families and community members help themselves and each other with regards to mental health, and giving them the awareness and tools to deal with issues within their own families
- Social n health services
- Help when you need support and therapy
- Spread positive & helpful information and provide services.
- To service the community. There are many services offered from KSCS to the community from parenting, to homecare support for elders, to traditional healing, special needs, social services, prevention. They are all important.
- Help the community by providing services and information
- Community, issues
- Helping the community with mental and social wellness
- To help people and families in need of emotional support and addictions, foster care
- Social services
- ?
- Helping the community
- Support for the people
- Social services for families in need.
- To help the community
- Intervention in family, domestic, mental health issues. A place to receive help
- Child care
- Support Workers
- Help/protect those that need it. Offer services to community members that can help people with daily life
- Helping people in need and families
- To help people in need
- Assisting with Child Care Placement, Mental & Physical & Spiritual Health, Health & Safety, After School Programming that is essential for working parents.
- Prevention and health (healthy living, care, families)education
- To provide help to the downtrodden, to prevent abuse of our most vulnerable, to encourage healthy lifestyles and to intervene in critical situations regarding addictions, neglect.
- Prevention services, Support, drugs, alcohol, family issues, suicide prevention & education especially young parents Prevention Promotion on how live healthy traditional lifestyle. Self-improvement in empowerment of individuals with little to no self esteem
- Protection and promotion of healthy family units
- Youth Protection & Mental Wellness
- KSCS is involved in informative sharing on what the community faces (Health Wise) They service the entire community on Mental Health
- Community based services
- Protection of children
- Promote, inform, educate, support in areas of healthy lifestyle, parenting, addictions, etc.
- To assist the community with mental health and social needs.
- Social and health aspects.
- Foster care
- To provide support to families or persons in crisis or simply going through a rough time.
- Family support
- Employ local workers; administer services for the benefit and patronage of those who are most vulnerable in Kahnawake
- I don't really know what their function is. It seems they don't do anything to help families that need help
- Health and wellness
- Support for personal and family wellbeing; emotional, spiritual, physical, psychological
- Domination
- Supporting an individual's journey in a healthy wellbeing, spirituality, mentality and even physicality.
- Social work
- To support the community's' mental wellbeing
- I don't know
- Breaking up families

**Q2 Continued...**

- Provide services to youth and adults regarding mental health.
- To assist and implement healthy life measures for all generations of families and individuals.
- Helps maintain the wellbeing of families in the community and provides assistance and support.
- To support the community
- To help those who are looking for it
- Providing services to people in crisis.
- KSCS primary function is to help the community regarding health and wellness.
- Working with and engaging the community to strengthen who we are and bring the community together.
- To support families and the community.
- Prevention and Intervention in health, wellness, and safety for the community
- Counselling
- Provide social support/awareness across a variety of issues.
- I see the organization provides a support network for the community, in terms of in office services, outreach, addictions support, and family and mental wellness support.
- Social support services for the community.
- Support services.
- To help maintain a healthy community
- Providing support and resources to at-risk community members.
- To provide family support services for parents, children and in general, the community.
- Social services - Counseling, family support, provide positive family geared events in the community
- Provide support those in need for family counseling, addictions, mental health, general counseling
- Social service. Therapy, informing and educating about social issues, providing training and events for healing and/or self-improvement.
- Social services
- Prevention and support for community members
- Support or guidance for families
- Awareness
- Community holistic, inclusive health.
- To ensure and support the health and wellbeing of Kahnawa'keró:non
- To apply prevention measures as well as protocols in various interventions to our community members
- All around betterment of our community.
- The support of mental and family wellness
- Youth protection. Elder protection. Community education.
- Offering services to the community- counselling, parenting programs
- To support individuals and families that are in need, whatever their situation may be. Guide and give them the tools to help themselves and each other
- To provide prevention services to the community and educate the community about health issues in and around Kahnawake. Then provide intervention and support services to the community members' then crisis arises and or persons recognize the need for help.
- To assist community members with a variety of social service and health needs.
- I don't actually know
- Social work, foster care, community health groups
- To offer support for those in need.
- The health of the community, and services that are provided to help the community and individuals.
- To help and give counseling
- Social service support resources. .i.e. Therapy, counselling
- To offer social and health services for the community
- Support Services
- Assisting the community in different areas.
- Help meet the needs of the community in pretty much every area that it is needed. Most importantly mental health issues
- Different services offered for people needing for health and social reasons
- To aid in healing, whatever that may mean to people.
- Promoting wellness
- To oversee health and wellbeing of individuals, families and children.
- Across the board. But I feel like the ball is being dropped on reaching out and defining its self
- Assisting people and families
- Help community members through therapy, drug addiction and promotes healthy living
- To build a better Kahnawake with offering and assisting in so many areas of people moving forward
- The wellbeing of families
- At this moment Kahnawake has a high rate of dysfunction and addictions and we need to care for them. We also need our own system.
- Family wellness
- A place to go for anything related to mental health and wellbeing.
- Support for community members, offering various workshops for the community

**Q3: Suggestions for how KSCS can improve on effectively meeting the health and social services needs of the community.**

- They are already doing a swell job.
- I feel that you should have spokesmen from the community who has used your services and has been on a good path for 6-12 months, specifically using your services.
- Just to stay the course and continue to be visible in the community.
- There is always room for improvement.
- Be present in the high school on a frequent basis.
- More workers, (more funding for salaries?).
- More open consultation with the community concerning emerging issues within Kahnawake and surrounding communities. Highlighting successes of programs/services offered by KSCS.
- Collaborate more with other programming and organizations to increase productivity and to address more areas.
- I can only imagine that more staff is required to be at optimal strength and support and that there is a shortage of Indigenous social workers in the community. Social workers can be utilized in all sectors of Kahnawake: education, employment and training, gambling establishments, addictions, etc.
- Helping families who are in need whether it is in information or support, listening to what the family has to say and being able to fulfill their need.
- Again, taking a more proactive approach to prevent a crisis before a subsequent intervention is needed.
- Depends on the circumstances, I personally know of cases where the clients were put through the ringer only because of who they were, some of the employees at KCSC need to look in their own personal lives before judging anybody else's. They live in glass houses.
- Agree, however I am not sure if KSCS takes a holistic approach when working with a client/family. Do you address their physical health? Financial health? Also is all staff trauma-informed? It seems as though some staff are struggling themselves with living a healthy lifestyle and/or being seen as healthy role models.
- We need more teamwork with the schools. Absenteeism is a major problem for schools and we need community support and it doesn't seem a big priority for other organizations.
- Need more resources. Too many hoops to jump through to get help.
- Workshops for community members to actually see and participate in to see what said organization has to offer.
- Constant dialogue and assessment of programs on a regular basis to determine needs are being met. One concern I hear from parents is that they are not consulted.
- Follow through with cases.
- Faster intake processes and follow-up.
- Network with and refer client to complimentary, alternative and holistic health services in and around the community.
- Go out to the people with activities and ask the people of the community what they want and listen to them.
- KSCS has a very big mandate in these areas. Perhaps focus on social needs and therapies would facilitate better function. Kateri Memorial Hospital Center and Onkwariwa'shon:'a have health mandates I believe.
- Implement more cultural involvement.
- More cultural and language emphasis.
- Group therapy or a groups targeted at youth regarding mental health, (ex: depression support group, Post-Traumatic Stress Disorder support group).
- More help for elder and disabled persons. If a worker knows of such person they should reach out, a person might not want to ask for help out of pride.
- We have no resources for those youth detained in group homes and detention centres who are released after they are 18.
- More needs to be done in conjunction with the schools and sports programs.
- Again, not informed enough to offer improvements in this area.
- We just need more smiles. You guys need more money to do everything you want to do.
- Caring staff.
- Think from experience that perhaps specific methods that keep the continuity of treatment for individuals who go there while in crisis but after a few meetings with a counselor think everything is ok, when it is not, then they stop going. Not sure if I am explaining myself correctly. I know you cannot make anyone get help, so when they do go, they see someone for a little while then they stop and you look at their life and it's still not good, nothing has changed. They claim it did not help them, but they did not stick to it or give it a chance. Maybe something in the method, is there a plan made with the individual that once the individual acknowledges the problem? If there are clear goals and steps that show at the end, a change will happen but that they must commit to it and actually use recommended methods that will help them make changes in their lives. How do you make someone stick to it?
- Provide quick and efficient services.
- Advertise services more and how to access.
- There are always strategic ideas for improvement and every organization should seek innovative, forward thinking approaches to reaching its constituency. Strengths, weaknesses, opportunities and threats, self-check, regular and periodic self-evaluation in how key performance indicators are being reached. Reaching out to and responding to the community voice.



**Q3 Continued...**

- I'm not entirely sure how much they do but from my own experiences, they do fulfill the needs.
- I put agree as I do not fully know the extent of what KSCS does. I'm sure it is much more than I am aware of.
- I agree but my answer is based on my perception, not facts.
- More activities and funding for special needs youth. More beds at the Independent Living Center and Elder's Lodge. More homecare. More support for elderly.
- Helps with Social Service needs. Kateri Memorial Hospital Center assists with health. Both should work together. Can KSCS be in the same building as the hospital?
- Wonder if referrals were made. If the clients met the support worker somewhere else besides KSCS, would they be more willing to meet? Again, referring to the stigma.
- Agree and disagree. Again there are some bias behaviours that are noticeable, however personal experience and support met my needs.
- Reaching out to the community to see what they want.
- Figure out the needs first.
- By having the authority and means to help all.
- Using more cultural relevant techniques.
- You have under-staffed social workers with too big workloads.
- Youth are the most vulnerable. They need one on one counseling, especially single mothers.
- I have tried to access KSCS mental wellness and suicide prevention services in my times of need, and I have been disappointed with the administration, the quality, and the accessibility of those services each and every time.
- More counselors that care needed, stop ignoring clients or blowing off appointments, listen to complaints in this area.
- This survey is a good start but you should be doing it with real people in the public face-to-face and get a lot, not just what a survey company tells you what you need. And then implement ideas and suggestions and promote it. Administer the same survey annually to measure and evaluate. Steer away from government program criteria, focus on the restructure of family roles & responsibility.
- There's a good start for mental health awareness but it could always keep improving with normalizing mental health continuously.
- Efficiency on handling a client in a timely manner.
- Clearer understanding of the dynamics of the community.
- Has a very bad reputation of taking children away from parents. Incorporates rigid methods of healing. Does not value Mohawk beliefs, follows Quebec law vs community approach. Lengthy intake process to access services, red tape.
- The quality of services is acceptable generally but improvement is possible by grounding activities in an Onkwehon:we theory of well-being, family and community. This cannot only be integrating culture but grounded in Haudenosaunee Philosophy. So for example, surveys are a useful tool, (Western way of gathering information), but with elders and people who have traditional knowledge guiding the direction of KSCS that would provide this needed perspective. Leadership as well should be guided by knowledgeable people/elders with training in health well-being from traditional and Western perspectives.
- I think trauma education should be prioritized and titles applied appropriately based on proper education. Many families are turned away in varying degrees, specifically in youth protection, because the system does not always allow time it needs to develop relationships and seek information or acknowledge the role of trauma. As a First Nations community, we are all impacted by trauma and the way we investigate and work with people should acknowledge that. Currently, I do not feel it does.
- There is not enough advertising on the great things you can do to help individuals and families. Counseling without judgement, a shoulder to cry on, and a place to keep families together instead of separate them.
- Not sure it is solely the responsibility of KSCS. I think that more organizations need to work together to deal with the social issues of the community. KSCS needs to think that they are not the fix all - we all need to really work together for the community.
- KSCS helps a small portion of the community and other parts are actually being abused by the "professionals" employed within the organization.
- Fix the problems, even if they are one at a time.
- I feel KSCS effectively meets the Health Canada standards and Family Protection laws but not community needs. Yes, Kahnawake is unique that doesn't necessarily mean in a good or bad way, however our community responds to organizations/governments differently therefore our approach has to be different.
- I do not necessarily think that the prevention programs are geared to the right individuals. There needs to be broader programming, outside of regular office hours to reach clientele. Greater focus on support groups and other forums where people can tap into to get assistance. We cannot just wait until there is a culminating crisis to intervene. Education in schools and with the parents themselves has to increase.
- Have more in community help, make it accessible for everyone.
- Improve presence in the community, less appearances on K1037 with specific topics that target a small demographic, yet Tetewatharan is a broad audience....People tune out because there's too many wellness appearances that don't have interesting discussion or topics.

**Q3 Continued...**

- A family has asked numerous times for help with problems for family members and it seemed nothing could be done. Perhaps a little more time and effort into investigating instead of quickly dismissing a request or complaint.
- There needs to be continuity of care with clients. No assumptions.
- Provide more services for sexual abuse victims.
- I don't see any metrics to suggest that KSCS has demonstrably affected the needs in our community. Which needs? How well are they met?
- I am aware that things went well for some clients but not so for others. Pretty good for the addictions and the young adults. Probably need to do client satisfaction survey after services have been provided for a while to gauge this better.
- I do not have enough information regarding this. Should be more statistics available to community. I can only relate this to myself, family and hearsay.
- Hire qualified staff, provide relevant training, update programming, add new programming, and be flexible and dynamic to meet needs of clients.
- We also need support to have outside places that can work with our community members who do not want to have services within the community due to being seen by family, friends or loved ones; believe it's a matter of their pride.
- There are some gaps in services - for example, respite care, inadequately trained staff in some services dealing with youth and children.
- In most parts yes, but I feel when it comes to younger parents with children it seems as though the parents are talked down.
- I understand it's confidential when something happens. But perhaps individuals who went through KSCS to seek help and support could come forward to share their success stories. End the stigma of getting help from KSCS.

- I wish social workers of KSCS who do not live in the community had more power to be the deciding factor in what's best for a child. Because Kahnawake is a relatively small town, where almost everyone knows each other, whether it be directly and indirectly. I don't believe decisions can be made from an independent point of view. There's too much room for conflict of interest, especially in situations of self-dealing where someone in a position of authority has outside conflicting interests and acts in their own interest rather than the interest of the child and/or the organization.
- I don't read reports or attend annual general assembly's so my ignorance is my own apathy. I know there are many initiatives simply by seeing flyers and hearing the talk of certain programs, but I can't say what the result or effectiveness of them would be. I suppose I would trust testimonials most, from actual faces and naked community members describing the benefit of the programs they have taken and the tools they have learned from them.
- I think by being out more in the community, knocking on doors and visiting people and telling them of services provided. It seems it is always the teenagers who are registered for parenting, MAD group, Our Gang, etc. and the ones who really need help or could benefit from the services provided avoid KSCS like the plague, possibly from past experiences with social services or child protection.
- I think there needs to be more effort in the area of traditional medicines. I understand the healing lodge is in operation but still needs people who have a strong ceremony background and people who can be taught to carry out personal ceremonies in Onkwehonwe'neha. It is in high demand in the community and we need more people to learn those things and KSCS should make the space to better service clients who utilize the healing lodge. Often it happens where one has to seek out people from Akwesasne, or as far as Seneca territory, or other Haudenosaunee nations for support. I think it's necessary, and needed to begin making those ways of healing or working on one's self more accessible. It is also necessary to recognize Indigenous

knowledge and not compare to outside standards in these matters. They are very valuable and difficult to come by.

**Q4: Suggestions for how KSCS can improve on effectively incorporating traditional methods and approaches into their service delivery.**

- Have more funded traditional programs, cultural teachings, workshops, crafts available to all community members that are family orientated not just adults only.
- Pleasantly surprised with how successfully this has been done, without being alienating to those of us who have a resistance to these types of therapies due to personal experiences.
- They are doing well.
- Make it more well-known, go out into the schools and community to spread awareness.
- Make it used more often in the work place and service delivery.
- At the elders lodge we have socials once a month and that is nice, being around other speakers helps us to refresh our Mohawk language.
- More needs to be present.
- More information about methods in any of the services promoted to find out if they incorporate.
- It is a fine line to bridge both clinical and traditional methods when helping people. Offer more traditional services in the schools, do more outreach with the community and students who attend school outside of Kahnawake.
- More people providing this aspect of service.
- Trust our Kanienkehaka ways of thinking and how we do things that are different from the outside (they are not always right). We are family and are related to each other and need to solve our issues in our own way.
- More traditional services offered.

**Q4 Continued...**

- There are many traditional and prevention workers that integrate culture. However, I feel that even those who prefer to work in their trained discipline should have a mandatory training in the creation story and culture so they at least have an informed lens. All indigenous people face identity trauma and having that tool kit can help world stay informed on areas where cultural trauma and identity are impacted. This does not mean they are traditional workers, but they have a solid foundation to make culturally safe assessments, like the culture program the Mohawk Council of Kahnawake offers: one night a week for a certain number of weeks.
- In order to improve we need to completely follow our own traditions. Mixing the western world in with our way is not working obviously.
- I think sometimes to the point of turning off some people. Not everyone is there. You have to ask how they would like to be helped and not assume they want a traditional approach. *(Text removed)* I realize that Alcoholics Anonymous is founded on a fundamental belief in a higher being but you have to find out what their belief system is. It may be a religious or traditional belief. It may not be their thing at all. And that has to be respected.
- Translate more of their messages and give presentations in the language. Have people who work for them do their duties in the language.
- Continue that approach, as well as other proven methods.
- I think KSCS is on the right path in this area except in the Social Services realm. There needs to be an increased focus on traditional approaches, particularly with responsibilities of the family and not just a rights-based approach. In prevention, KSCS is doing a great job in this area.
- Not all workers (younger generation) incorporate traditional teachings along with their displays when making presentations within the schools.
- What I understand is that the Family and Wellness Center has traditional counselors and use methods such as sweats. As for any other methods, not sure. Do the counselors/intervention workers who are working with clients use methods directly with their clients? If so, how? Because I have never experienced that when I used the services.
- I think so. I have never been a client, so I wouldn't know.
- Language speakers are events, if we are ever to become fluent in our own language again we need to be surrounded by it constantly. Language comes first, traditions and culture will follow.
- Hire more Kanienkehaka and Kahnawakero:non to fill positions instead of outside. Their lack of understanding of us as a people shows during one on one counseling sessions. One can feel judged or misunderstood and not want to return to sessions.
- Through the wellness center/healing lodge is where I received support and guidance in personal healing, however I'm not sure to what extend Tsi Niionkwariho:ten is incorporated in other areas.
- Not enough offered.
- Improve on traditional healing.
- Make core principles verbs in the organization. Re-establish the role of men and women in a traditional-based society. Not just a history lesson.
- Are limited by government, funding criteria.
- The organization has taken steps by establishing a Tsi Niionkwariho:ten Committee to work on this area. There needs to be more resources allocated towards this area and more senior management support as well as openness for program collaborations and sharing within the community.
- States they do this but they do not when it comes to family dynamics and roles of extended family.
- Traditional teachings would include or offer smudging before meetings. Bringing our minds together in good thoughts.
- The quality of services is acceptable generally but improvement is possible by grounding activities in an Onkwehon:we theory of well-being, family and community this cannot only be integrating culture but grounded in Haudenosaunee Philosophy. So for example, surveys are a useful tool (Western way of gathering information) but with elders and people who have traditional knowledge guiding the direction of KSCS that would provide this needed perspective. Leadership as well should be guided by knowledgeable people/elders with training in health well-being from traditional and western perspectives.
- Stop going to the outside courts, their ways are not traditional, their ways are the white man's way.
- I think most of the community considers the Family and Wellness Center as the only department in KSCS that takes traditional methods and approaches seriously.
- Not all are aware that this is an option.
- Hire more traditionally minded people.
- Maybe have more information sessions or involvement in community events. Get your faces out there to show that you support the community. Show that through our own values, culture and belief systems that you can support while keeping in mind who we inherently are.
- KSCS is seen as more of a Western-based wellness facility that works for the government and monitors the people for the government by keeping a database on all clientele. That is not our traditional ways.
- I have family who have used KSCS services and there is no traditional anything. It uses laws to overpower parents and still discharges these parents asking for help that is very big for someone to do. Not good.
- Incorporate more traditional services into current approaches. Educate non-native staff on how to bridge clinical approaches with traditional methods.
- It's not visible to the community if so.
- Not sure what types of services are available.

**Q4 Continued...**

- Each time I've needed and/or used the services of KSCS, it was a long wait, jumping through hoops in order to finally meet my or family members' service provider. Traditionally, people seeking help are tended to immediately. Accessing services through the Family and Wellness Center, where traditional counseling services are offered has changed by hoops and red tape. I don't want to be a number or a statistic, I just want the help by a caring organization that really means to help me and not their numbers.
- I think in terms of wellness in some regards yes, they do. For the most part, I think this is the area that needs to be improved upon.
- The people delivering the information need to practice it. KSCS can't just talk it they need to walk it. At the same time the management needs to be seen practicing these teaching not just quoting it.
- How do I know it is effective? I think you try and people that do not necessarily subscribe to the beliefs themselves do their due diligence by giving lip service to the importance of spirituality, faith, etc. The history is not well known, and usually ignores the variations in the stories or nuances.
- I am aware that things went well for some clients but not so for others. Pretty good for the addictions and the young adults. Probably need to do client satisfaction surveys after services have been provided for a while to gauge this better focus groups might work well for this as well.
- More information about the methods used in order to know whether traditional methods are incorporated.
- Only experienced traditional values at the Family and Wellness Center, have no idea what the other social workers follow.
- I do not have enough information regarding this. I do hear of some of the ways that are used. More information on this is needed.

- KSCS says it uses traditional methods and approaches but it looks to be very western bureaucratic methods.
- Again, we don't hear much about how they implement these types of traditional healings in any success stories.
- I am unaware of any initiatives aside from using Mohawk names for initiatives. I don't use these services and don't know anyone who has, so I can't say how well traditional knowledge is integrated. What I do know is that some kind of teachings surrounding suicide ideation, teachings of death, teachings about how to reach ka'nikonhri:io and maintaining ka'nikonhri:io are sorely needed, especially among youth as young as 10.
- I have never heard of or seen that service offered as a first option.
- Provide information to the public about services available- maybe talk show and information pamphlets in the mail.
- I don't think enough communication is done in this area.
- Not sure how I can suggest improvements as I don't know enough about their practices in this area.
- If you do it's not apparent. And this too should be asked of your constituents.

**Q5: Suggestions for how KSCS can improve on being innovative in their variety of programs and services**

- Sometimes yes, you come out with good ideas but nobody hears about them or on the last day you do a blitz of publicity and then it's too late to make arrangements to attend a workshop or event.
- I would like to see more workshops/activities for youth/teenagers to participate.
- I have engaged with several information and awareness booths. All very well done and informative.

- Think outside the box and be accommodating to needs.
- Well-rounded portfolio of services/programs offered covering the different age brackets of community members.
- It's getting there as opposed to the past 15 years.
- Keep obtaining feedback from participants and the community to help keep ideas fresh and relevant to people's needs and wants.
- They spend a lot of money on gifts and giveaways. Sure money can be spent in a better way. More focused on the needs of children.
- I gave the above as a general answer but not sure for the various programs and services.
- Do more outreach in the community. Create new and more summer jobs for students. More videos and interactive events could be offered.
- They are trying different methods to reach community.
- There are a few programs that need to be developed more to bring the clients to their full functions in their daily living.
- It seems that most of the organizations are still old school when it comes to presentation booths. I'm not sure how to upgrade this but I know it would be a good thing. Most people are looking down at their phones not up at boards anymore. Just some food for thought.
- I believe that traditional ways can be perceived as innovative but are in fact really the old ways that worked.
- Tweak whatever is not effective.
- But really bordering on maintaining the status quo and looking mostly, but not only, like typical health and Social Services programming.
- Some programs have been going on for years and though it can be difficult to measure, are they effectively addressing the original reason for the program?

**Q5 Continued...**

- More workshops open to community members who are interested in helping the community as an individual that doesn't necessarily have a connection to KSCS but will have the tools and the right information to pass along to KSCS.
- Programs and services should be based on needs and not according to funding dollars.
- Support more grassroots organizations and local businesses that promote health and wellness in the community.
- I agree that they try, the attempt is there but it will take so much more to repair all the damage within this community.
- Only recently found out that they offered more than mental health or child protection through a panel type discussion group. Hold more of these discussions.
- I can certainly say you try and for that, I'm thankful. Programs and services then fall into the trap of law/policy/guidelines written by outside agencies who cannot and will never understand our living or lifestyles.
- Less fun runs/one off events and more evidence-based programming for underserved populations (e.g. special needs youth under 12).
- To involve parents within the community such as Social Assistance (Welfare department) encouraging young families on the importance of family safety, health - both body, mind and spirituality.
- Survey the community's needs and provide services to meet these needs. Collaborate with other organizations if needed.
- From what I have heard, KSCS is involved in many things; from tobacco prevention to youth counselling and more.
- Need more services or activity for the teenage group.
- I'm sure KSCS services a variety of community needs - parenting groups, after school programs, maybe a talk show to explain what services are available.
- I agree that there are a variety of services, however it should be more visible. Messaged based as well, so that the community is reminded to be kind, respectful, and helpful, to always use a good mind, and to strive for peace within our homes and community.
- More community engagement by being present at community meetings and events done by other organizations. Not just prevention programming but all programming.
- Yes and no, some programs need to be more innovative. Family and Wellness for example, good opportunity to target younger generations. Need to change to modern programming, "nobody's perfect" is old. Some staff should not be delivering or be in positions of Managers.
- Somewhat disagree - list of services and contact persons. List of contact information for each function.
- Look at other programs that work. Don't do the exact same thing every year. For god's sake, no more water bottles and t-shirts. Spend the money somewhere better.
- More activities for the elders in our community.
- Yes to some extent but programs are old, needs more innovated thinking through program delivery. Role model programs, prevention activities without having to give high end prizes. Spend on other things.
- Better communication to the community on what is available.
- Always the same events for years.
- I would say the services are standard like other similar organizations. It's not a negative but it's not innovative.
- Stuck in old ways.
- Get out to see the people.
- Innovation is something new; you use old ways that seemingly are not very effective.
- An eye opening experience I had in Toronto, one of the Aboriginal youth shelters had a youth council, where youth defined what "youth" was, and made decisions affecting programming. They decided who and when and how they needed help. I don't see anything like that here, and if there is, I am unaware of it.
- There should be continuous improvement in services, particularly prevention programs. Some of the services, (i.e. Our Gang), have been stuck in a rut delivering the same programs during the year. More innovation is required to keep kids engaged and deliver up to date messaging.
- I am not aware of new programming coming out of KSCS.
- Some programs need to be improved, like the young adults program. More programming.
- Reassess programs and services to be effective.
- There are a variety of programs, but I feel they are the same. There is limited integration of new research or alternative services to talk services. Perhaps starting problems within other organizations can be helpful.
- Generally speaking, KSCS hasn't seemed to evolve too much with modern technology.
- There is no community awareness. I don't have time to read newsletters. If they visited my job and presented to the staff I would be more aware.
- I guess to some extent, it depends on what you're looking for.
- I only follow traditional or culturally relevant methods.
- I feel that more advertising for the different programs would be beneficial for community members.
- Generally I think they try, my services at the Elders Lodge they do. I think they do the best they can.

**Q5 Continued...**

- Perhaps more ways in advertising the programs available, not all are always inclined to go online and do the research for themselves. It should also be simple and quick to read.
- Not a client, I don't know.

**Q6: Suggestions for how KSCS can improve on offering a variety of programs and services that can meet my needs.**

- Offers, but are you successful in each area? Consistent improvement mechanism.
- I have been to KSCS for intake and it was very helpful.
- Let the workers do their job as they have the most contact and interaction with clients.
- Intake process is too long.
- More activities during the evenings and weekends at the Elders Lodge. I would like access to fresh food after the kitchen closes. We have a canteen but there's chips, soda, and chocolate to purchase. I would like the kitchen to consider that not all of us can eat a regular diet.
- All types of people (youth, adults, elders, and people with disabilities) need to feel a part of something.
- Programs/workshops are always during the work day and those that work are never able to attend.
- I like the monthly presentations that are open to community. Have you ever asked for ideas from community?
- I know that when I needed help there were services available for me. I'm not aware of everything that is offered.
- I agree that they try, the attempt is there but it will take so much more to repair all the damage within this community.
- Your organization seems to make efforts to offer variety for those persons/children who are not at risk for psychological damage.
- These services are not widely promoted within the common areas of the community.
- There is always room for innovative improvement regarding traditional healing and education. Perhaps a program directed towards new young parents would be beneficial to ensure a stronger next generation.
- Promote more on social media.
- Though I'm not well informed of the variety of programs, I'd like to know all of their programs and services.
- More functions and workshops to be had after work hours.
- More weekend and evening activities for families would be nice.
- Depends on who I would see to meet my needs. Some staff should not be there.
- No support for pregnancy or pregnant women on bed rest or post birth.
- Sometimes just need someone to talk to privately and confidential without going through a whole process of interrogation. The follow-up time is too long.
- Again, better communication is needed.
- I tend to seek my services from Kateri Memorial Hospital Center, traditional healing and with grassroots programs.
- Do not trust them, also heard of client cases being discussed in a public area actually criticizing the client, very unprofessional. I know we are a small town but that is no excuse.
- My child misses out on some services as he is not officially a client of KSCS. I take care of some supports he needs on my own. I want him to be involved in the community, but he needs support.
- The need for care/programming for special needs children ages 5 - 17 isn't offered anywhere. KSCS needs to collaborate with other organizations and provide these services.
- It's hard to even know what you offer. I for one would love to talk with someone about my own issues but I'm unsure if this is the place to do it. Maybe create a "who we are" pamphlet and describe all of the different services available to the community and place in each mailbox.
- I was inquiring about couple's counseling and it was unavailable.
- More programming has to be provided outside of regular working hours. Also, tapping into psychological services would be necessary for many.
- Nobody ever asked me what I need.
- My family doesn't use any KSCS services so I wouldn't know.
- More support should be offered such as psychology services for those that just need an ear but don't need to be in the system.
- You are not a bank.
- Stop killing the programs that cater to those who are most vulnerable and voiceless in Kahnawake.
- More information needed.
- Not really.
- I only follow traditional or culturally relevant methods.
- I want to say I would agree if I were in need of them, however, because I do not I am unaware of the all the services that are provided.
- Don't need the services on a personal level.
- If a non-resident has a child/grandchild who resides on the reserve, they should be regarded as equals. After all, the needs of the resident child should be the priority and not the wants of resident parents.
- Don't really know what is offered.

**Q6 Continued...**

- It's hard to answer. I guess I'm fortunate and never had to use the services of KSCS. What I can say is that when thinking of KSCS I don't think of it positively. I don't mean it in a service delivery way. I mean that I think when people have to access services it's always because of a crisis. That's the only type of feedback I hear. I'm sure you have a lot of positive programs but this is the perception I get.
- I have yet to seek help directly from the KSCS building but have gone to the Family and Wellness Center (which I only found out was a partner last month).
- Unaware of exactly what they offer.
- Let those that live outside Kahnawake know what services you offer.
- Unaware of all programs available.
- I don't think I need any services which you provide.

**Q7: Suggestions for how KSCS can improve on providing high quality services to clients and the community.**

- Better than other communities.
- Make sure services and decisions are based on meeting the needs of the individual and not limited/controlled by what the policy allows.
- According to what I hear from trusted sources.
- Ensure that counselor does change through the healing and recovery process.
- I think they try with what they have.
- I can only speak for services I needed. However in working partnerships with KSCS, some employees hampered collaboration.
- There is always room for improvement. Adults with special needs need a place to live, we have many people who are getting older and their parents can

no longer take care of them. When is a home for them going to be built?

- I know there's a lot of a places you have information booths but that gets old very fast! What can be done to make it more 'user friendly' (for lack of a better term)?
- I don't use these but I know many others do with satisfaction.
- I would like to see more emphasis on preserving the family unit and less use of Youth Protection Services that tends to break up families.
- Retain employees and keep a fluidity of services if a worker leaves.
- Professionalism and confidentiality are hard to upkeep in this community due to close knit families and everyone knows everyone and their business, but there are many who are able to do this. I applaud them.
- Hire more qualified staff and train staff.
- Closely examine all programming to see if they are meeting their objectives and/or community needs. Our Gang had a few instances where they turned away special needs children for behavioral issues. The program needs to evolve and include all children.
- Providing services for those in need is a necessity. Thank you for your continued dedication.
- Only aware of the quality of service I received.
- The staff do their best but often seem over worked and pulled in many directions.
- Focus on help where and when needed and not the appropriate policies.
- Manager's micromanage their employees and the good ones either leave or stay and go through the motions.
- An area for improvement would be ensuring more consistent service delivery among KSCS staff for various programs/services. At times, there is a

noticeable difference in the ways in which staff interact, handle and deal with clients. Building trust/professional relationships between staff and clients is also an area to look at.

- Too many unqualified, untrained employees at all levels. Education not valued enough. Community needs qualified service providers.
- Depends on who you are.
- Although there are good workers, there are also underqualified workers who either do not fully investigate or are not trauma aware. There tends to be this trend in Youth Protection where families are not provided with trauma informed investigations which leave family with more trauma than support because they are turned away. Not everyone with a college degree or Youth Work diploma is qualified to be a social worker or a youth protection worker and it is these workers that tend to prevent quality services as well as create a negative reputation. These workers should be shadowed or mentored and be at the educational standard required. Take time to look into the programs they have graduated from to know exactly what they are qualified to do.
- Average services. I think they are overburdened and unable to answer all the needs.
- Many front line people seem to give it their all, others it looks like it's only a job.
- Some employees should be evaluated as they project their own issues onto their clients.
- Lacking in providing services for sexual abuse.
- Those who can get help are lucky. It's often hit or miss depending on the person you see. You have to hound them to see you. It's very evident that it's a case of overloaded workers who try to do their best but are spinning their wheels and can't keep up.
- Quality? How do you measure quality? Is it linked to empirical evidence purported by journals? By professional domains? This is not a good question without any context.
- I have nothing else to compare it to.

**Q7 Continued...**

- In some ways they do provide high quality services but in many ways things are lacking. Parents, particularly those with troubled teens, are not receiving the services they need. There also needs to be greater outreach for those coping with major stressors. Not necessarily mental illness or mental breaks but providing support prior to them getting to this point.
- I had a first experience there and it was not handled well at all. I think there were preconceived notions about my family personally that rendered an unfavorable decision. This of course because people think they know each other so well.
- Social workers seem to do what they want from previous experience and when they do something in detriment of a family there is never any recourse for that family because KSCS hides the truth to cover for themselves.
- There is flux within the organization and it's apparent to community members.
- By having trained staff in areas that fit their training.
- This is only the case for Kahnawake residents and if you are a non-resident parent of a child who resides on the reserve, you're not given any consideration.
- I am unsure because I have heard of many instances where the service provided by KSCS wasn't effective.
- They try. Survey what the community actually wants and implement that, even if it's at a smaller scale if you're looking to demonstrate that it won't work. Explain why something is meant to work. Involve community members in paid roles to contribute to your strategy.
- An independent evaluation or audit can best answer this question.
- Not sure of this, I would hope so. We don't hear enough of the successes.
- I only follow traditional or culturally relevant methods.
- In some areas yes. But there is greater need for mental health support, addictions counseling, psychological services, and services for people living with developmental delays.
- Hard to say cause people tend to only tell the bad stuff.
- I have heard where people are satisfied with services, and I have heard where people are not satisfied with services. I like that this survey is being done, but consider a satisfaction survey with clients during or on exit from services. I have also been told that people don't like repeating their story first to intake, then to whoever will help them in the long run.
- If that were truly accurate you would not be conducting this survey.
- Promotion throughout the community not just at the schools, hospital, Peacekeeper's station, etc. But really getting out into the entire community.
- Define high quality.
- Some programs are really good (i.e. prevention services) and others I think needs to be revamped (i.e. Independent Living Center and the Young Adults Program). More programming.
- I've been happy with using their services but it's been awhile and I don't know enough to comment.
- I haven't really used any services you have to offer on my own. Through my job I've used some of the services but I wasn't the one that had to work one on one with a KSCS worker.
- Not all community members are benefiting. Shut-ins, special counseling for them, home visitation?
- Change policy to include social media.
- I hear much promotion on K103.
- It's done quite well.
- A pamphlet to explain/show exactly what activities are being offered.
- Prevention interventions need to carry key message.
- Overall, a very good job at communicating programs/services/activities. Perhaps include different staff members other than Managers and Directors when putting together the newsletter. Front line workers can provide insight as well and may be willing to share their experiences.
- I guess if you have family that belong to KSCS you would know more about their activities.
- Be able to subscribe to your website and get email notices on upcoming events.
- There is always room for improvement; sometimes people have the impression that the KSCS services are for troubled families, which I know is not the case.
- I see that you're partnered with other organizations but again most people are looking down at a phone, not up.
- Less technical, more down to earth without coming off as sarcasm.
- Instagram, Snapchat, and K-Town Busy Bee.
- Use Paul's Cable to present issues or information. I am not as mobile in winter and get information from this channel.
- Pamphlets are a thing of the past. Perhaps they can benefit by using various social media platforms to promote KSCS and its services to promote upcoming activities. Standing at the bank for a few hours only targets a certain audience.
- Instagram and Facebook posters, Twitter even, but less so.
- If I didn't actively seek information I don't know if I'd be aware of their activities.

**Q8: Suggestions for how KSCS can improve on effectively promoting its activities to the community.**



**Q8 Continued...**

- Within your budget you need to the food incentive, it is always helpful in promoting.
- Newsletters are old technology. Not much of a Facebook presence. Not many videos online, etc. Otherwise, things like that Halloween trunk or treat/lip sync are great. I think KSCS has great ideas and good people working there. They just need to use modern forms of technology and use all avenues.
- Needs to have a Facebook page to promote activities and services.
- Promote more on social media.
- I have been contacted more than once pertaining to activities and have heard of more through word of mouth.
- Maybe direct emails? Like a mailing list or Facebook.
- Agree and disagree. If you are willing, a part of an organization, and take time to read what is put out there, then it seems like there's more than enough promotion. There are some families/individuals that would definitely benefit/enjoy but they are not aware or choose not to participate because they feel it's stigmatized.
- I believe more publicity on the different services available is required.
- Could promote more. I often hear of things the day of or a day later.
- Can do more for the elders whether if they are living at home or Assisted Living Services.
- I feel that there is a strong need to promote its preventative services, especially in the area of Youth Protection. The image of Social Services only taking away children definitely has to change. You do so much to help keep families together, this has to come out loud and clear.
- Website could be more dynamic but this is a weakness of most organizations in Kahnawake.
- There aren't enough public activities and not enough promotion.
- You honestly require more work in this area. As mentioned before, it's not very well known who you are and what exactly it is that you do.
- There have been times when a guest speaker has come to KSCS and I only found out after it was too late to register, many times you have activities during work hours that makes it hard to attend.
- Needs different promotional methods.
- Needs to do more on social media.
- Communication's techniques need to be updated. Better social media presence and less word document posters!
- More flyers throughout the community for those who do not have Facebook.
- The usual means of public relations is not effective. There is a need to explore more networking with other organizations and actually going out to the community to promote information.
- Social media is huge for marketing and should be utilized more.
- Yes, I see advertisements but they are not effective enough.
- List for types of services and contact information.
- KSCS only recently got a Facebook page and I believe that is the only social media platform they have a presence on. The communications/public relations activities could benefit from an overhaul. Presently, KSCS sends out the message that they are not concerned whether or not their message reaches the community.
- There seems to be a lot of programming but are not all known by the community members.
- I don't see much offered. Send emails or faces to community organizations.
- Not at this time.
- I think we are limited, I live in the Elders Lodge and I think KSCS is more for the teenagers that need guidance.
- I wish social workers of KSCS who do not live in the community, had more power to be the deciding factor in what's best for a child. Because Kahnawake is a relatively small town, where almost everyone knows each other, whether it be directly and indirectly, I don't believe decisions can be made from an independent point of view. There's too much room for conflict of interest, especially in situations of self-dealing where someone in a position of authority has outside conflicting interests and acts in their own interest rather than the interest of the child and/or the organization.
- Some services yes, some services no.
- I hear commercials about how they are there for the community but I do not know how they support the community exactly and what exactly they offer. It would be nice to hear they are holding sweats and individual counseling to those in need.
- I don't have TV, don't read papers and don't listen to town radio. I get information from Facebook.
- I only follow traditional or culturally relevant activities.

**Q9: Suggestions for how KSCS can improve on its effectiveness at creating partnerships with other community groups and organizations**

- Continue to acknowledge volunteer community groups by providing dollars, use of facilities and human resources. Create trust.
- But not necessarily a good thing in some cases. Avoid the Mohawk Council of Kahnawake's takeover agenda and their control agenda as well.
- Keep up the good work in this area.
- Map interventions that are multi-organizational and evaluate those interventions.

## Q9 Continued...

- Consistent scheduled annual meetings with partners such as the Education Center, Step By Step, Kateri Memorial Hospital Center, etc.
- I would have to say for the most part. My experience has not been pleasant with certain staff who were in liaison positions. Very unprofessional attitude, not conducive to your mission and vision. Frustrated with inconsistency and negativity- **(text removed)** is not the person in position of authority.
- They make the effort but they do not always listen to feedback from other organizations and are threatened by professionals.
- This can be improved and it's important to have the network such as The Kahnawake Collective Impact.
- I think that KSCS needs to consult with other organizations and community members when looking at expanding any services. When the elders lodge was built, it was not handicap accessible. Most elders will need proper aides to help them. We have professionals in the community whose expertise are under-utilized. Occupational therapists do adaptations every day and know what is needed to provide a safe environment for those with physical challenges. Years ago, KSCS did a project in community accessibility with **(text removed)** and I guess it got shelved because they didn't follow this when building the TBEL. Also it would be important to follow fire codes. The Independent Living Center has no other escape from the 2nd story except the main stair way. Unacceptable. We have the Fire Brigade that should be asked to do assessments on all public buildings to assure the safety of the community. Get someone who knows how public buildings should be built for safety before going ahead with any future projects.
- I am aware of the sessions they provided to the elementary schools but I can't say that I am aware of a lot of their other services.
- Front line people work well together, upper level want to control everything, leadership should work in the front lines for 6-12 months.
- Need to collaborate more with all organizations not just a couple of times a year. Real long-term partnerships need to be established.
- I somewhat agree because but it could be more and again publicize, publicize, publicize!
- Again, depends on funding criteria. In past experiences, KSCS was seen as control & takeover.
- Attempts to include Kateri Memorial Hospital Center in traditional and cultural activities have been fruitless.
- I believe that KSCS needs to work more closely with the education system. There should be a concerted effort to find the common and the differences that exist in the manner and processes of supporting the individuals and families in the education system. That system may be the only way a person or family is recognized as needing support.
- The lower management does for program implementation but higher level partnerships need to reflect on the top down approach, KSCS projects as the one health agency.
- More collective approach to not burn out workers but also to make mental health accessible to everyone. Normalize mental health in families and organizations.
- Jurisdiction and bureaucracy get in the way (for example with hospital and schools).
- It seems like KSCS has a mentality that they are the experts but they really need to think about community and how to be a part of it, work with it and with other organizations, especially with wellness in mind. I am aware that the Director and some management have that government mentality and they need to think more traditionally/culturally.
- Our neighbor communities most times have no knowledge of our open festivities going on.
- While there is some community partnerships, more effective collaboration particularly with the schools needs to happen. Not just on sex and sexuality but on a variety of different issues. This is not necessarily the fault of KSCS, I think it will take a community effort.
- **(Text removed)**. I feel that staff and front line workers/teachers need to be oriented on what is new within KSCS; if there are changes and what their obligations are.
- I've often seen them do things in silos. Make sure you are transparent to the community.
- Go back in time and stop yourselves from killing the theatre program.
- They are forming relationships to an extent but more can be done for sure, especially when working with youth.
- KSCS is a gatekeeper for funding in a lot of ways, so yes. Is that a good thing? Not sure.
- Unsure as a recurring theme throughout the community and between different organizations is duplication of services. It has been my experience that organizations tend to want to control all the resources available instead of pooling resources, sharing and working together for the betterment of the community. The approach is unfortunately more about the individual rather than the community.
- Maybe more reaching out to existing programs and organizations on partnership opportunities. Also, increase information to the community through newsletters or other forms of updates.
- They could do more to be involved in extending their hand in wellness.
- Aside from the aftermath of serious traumatic occurrences, I often see KSCS when it's to benefit the health of the community.
- Some areas are good but definitely needs work.
- Seems like more organizations/groups can be included and not just larger organizations.

**Q9 Continued...**

- Some services yes, and some services no. *(Text removed)*, it seems that at times KSCS employees hold back information, stating confidentiality reasons, when as *(Text removed)* employees we do understand confidentiality and sign waivers with our workplace as KSCS does.

**Q10: Suggestions of how KSCS' can improve on its commitment to promote healthier lifestyles.**

- I see your information booths and employees at many places.
- Connect with organizations to develop mandatory mental health workshops.
- Make sure all food served at events and meetings are diabetic friendly. Have healthy options. Limit sweets.
- Greater openness on what "healthier lifestyles" may mean.
- New innovative initiatives.
- Get out in nature; more land based activities that connect people to the land or work with environment office.
- Yes but three big programs in the past 5 years don't exist; MAD group, drama and the creek group. Most recent creek group was a great program but now gatherings don't exist anymore. Whoever is in charge needs to hire two knowledgeable people to carry out the program. Good programs that had an impact no longer exist.
- Continue to do more radio talk shows on mental health promotion and addictions. Great when you are able to enlist community members who have or are recovering from addictions.
- Do not focus on diseases. Focus on health as a resource to be protected and supported in all aspects of daily living.

- I agree but again, how do you measure commitment? This survey gives a gauge whereby some statements can be made using results but commitment? Really difficult to give an answer again without any context.
- Sponsor your target group through membership packages.
- I only know this because I attended one workshop at KSCS.
- Promote healthy lifestyle suggestions for all types of people (i.e. gluten free, nut free).
- Also need to follow own mission statement and with other organization mission statements as well.
- Somewhat agree.
- Deal with the drug problem head on. Streets are revealing heroin additions increasing in Kahnawake.
- Workers should also lead healthier lifestyles.
- Not sure what other programs are offered.
- Have no ideas.
- I am aware but again the employees should be leading by example and practice what they preach.
- I think I am aware but I am unsure whether the community as a whole is aware.
- Should consider a calendar of events for all of the branches of KSCS so that everyone can see what is going on at a glance.

**Q11: Suggestions for how KSCS can improve its openness and honesty (transparency) with the community.**

- Yes revealing at times.
- I believe that this is true for the most part. Of course, not everything can be shared due to confidentiality and legal constraints.
- I'm not sure. I know you try with the report you print but it seems to go in the recycling bin. Maybe to save costs you could only do an online version

and have a counter running to count how many people actually take the time to go and read the document.

- They share lots of information of what they are doing but the management practices reflect Western or Canadian government ways of running things.
- Where necessary.
- Again, use various forms of dialogue to ensure transparency is maintained.
- When you can, I don't think it's your fault. Confidentiality is tough.
- Publish services, programming and activities on social media.
- Most times.
- Not always and in cases of Youth Protection, KSCS doesn't do their job and what's best for the child/children.
- Review meetings are about the clients yet clients never have a voice or invited. Clients should be included and decisions shouldn't be made for them without their input.
- The communications/public relations is lacking.
- Perhaps showcase initiatives and highlight successes.
- I am a victim of a breach of confidentiality by KSCS and am hesitant to make further contact with KSCS for further assistance because of it. The person who I discussed my issues with is from outside the community so that was not the problem. I believe it is our own community personnel who breached the confidentiality of my file.
- I do not believe you are honest at all. Many things are hidden so the public will not know. I understand that confidentiality is of utmost importance but just listing participants in an annual report is not transparent.
- In terms of hiring there seems to be a lot of nepotism and little opportunity for others to seek employment at KSCS.

**Q11 Continued...**

- More community information sessions on the radio, like a monthly spot. More community press releases even when things are going good.
- Transparency is a slippery slope. The information requires great confidence to maintain trust with clients, however overall statistics should be shared with the community. The community needs to know if 50% of youth aged 10-17 are receiving mental health care because it reflects a problem in the community. If statistics are not made available the community relies on rumour and misinformation.
- Do not know how to make a person honest, it is something you have inside you, you cannot pretend to be honest either you are or you are not and they are not.
- When I reported an incident to KSCS, I was told I needed to provide more information before a claim could be opened, *(text removed)*. Again, conflict of interest. It's important to maintain confidentiality because it builds trust and in turn, ensures open and honest communication.
- By deleting client files in their database that they are legally obligated to delete. Maybe by not even having a client database in the first place that only further shames and traumatizes community members.
- While people's privacy must be respected, the methods and reasons behind them need to be more transparent.
- Like other organizations in the community, I am not sure if KSCS is as transparent as it could be. Most organizations only promote their successes and don't mention their struggles.
- As an elder it would nice to see a bulletin of what is going on in the community.
- I would hope so.
- Larger organizations in Kahnawake tend to only tell the public what they want them to know.

- This question can only be answered by an employee. The community doesn't know (what we don't know), therefore how can we accurately state if KSCS is being open and honest.
- Most of the employees are.
- I suppose for as much as they can disclose.

**Q12: Suggestions for how KSCS can improve its services that are designed to address community needs.**

- There's always room for improvement as community needs can change.
- This is true. Services are only designed to address the community. However, if you are a non-resident parent whose child is not in a safe family environment, you are dismissed by KSCS and are not given the support that a government funded agency should provide.
- I hope they are. I know they were in the past.
- Evaluate, evaluate, evaluate.
- At present, yes, the portfolio of services/programs offered meet the needs. However, it is important to gauge/identify emerging issues in Kahnawake and surrounding communities to ensure services are available when the needs/issues arise.
- Yes they offer a place for the teenagers like MAD group and they provide care for people with special needs.
- I believe this is the intent however, there are many needs especially for our elders' care. We need another Elders Lodge, one for those who can manage on their own and for those who need attendance. We also need follow-up and aftercare for those fighting addictions. It is such a difficult journey, providing work/opportunities to help get on their feet.
- They are designed for the community but do not follow through.
- I know there are consultations to assess community needs but again, these tend to use Western approaches and more can be done to shift the paradigm which is not easy. It needs decolonizing health services and community programs.
- Develop dialogue forums; coffee settings/kitchen table settings to check if you are meeting the needs.
- I hear there are some issues with students at Kahnawake Survival School, maybe KSCS can provide some services or promote healthy lifestyle choices to the school for the students, without the students feeling threatened. Unless it's already being done.
- Agree somewhat here. Not sure who is designing but I think things like family circles, integrating day to day life into the community like the Elder's Lodge or MAD group would be considered. If you only use government statistics to design a program, you are not seeing who we are as Kahnawa'kehró:non.
- What to do and where to go when you just need to talk, drop in, feeling confident to talk about anything.
- Always keep in mind the individual's needs.
- Need more promotion of traditional methods and avenues available.
- More services needed to service families with a special needs member.
- It is supposed to be but I don't see it.
- Most instances, however prevention needs to step up big time and not just dwell on information boards and booths, again, old thinking. More up to date innovation to pull our youth in, not so much emphasis on high-end prize giveaways they participate to win the prize and the message gets ignored.
- More family oriented activities, collaboration with other organizations, schools. Brainstorm how to support each other. Open staff who work with community and not in isolation. More presence by the higher ups at various events in community.
- Too focused on only those who need help and services, not those who would just participate and may want activities.

**Q12 Continued...**

- See answer regarding youth council. Also, see a lack of information and services regarding mental and mood disorders. If this exists, I am unaware of it.
- Not all community members are equally serviced.
- The programs are good, the design and steps to access them do not effectively meet the needs.
- I understand that addiction is a severe problem in the community, however there are people who do not suffer from substance abuse but that could benefit for other areas of mental health and wellness.
- I somewhat agree.
- Information on drug and alcohol rehabilitation is useless. Information is necessary on a community wide scale.
- They are supposed to but unsure if this is really the case.
- Has the true community needs been identified?
- Is it designed to meet community needs or an individual's needs?
- I think that maybe more information on what the needs are and what services you have available to respond to those needs. Including names and pictures of staff members to reach.

**Q13: Suggestions for how KSCS can improve on having a positive image in the community.**

- I agree but KSCS should never sit back because they think all is ok.
- I think this depends on who you ask and what their relationship is with KSCS. But overall, I believe most people in Kahnawake have a positive image of KSCS.
- It's 50/50, I hear bad feedback but for me I have a positive experience.
- I think you have to be more creative in this approach.
- It depends on who you're asking for this question. Some people will disagree depending on their experiences. I see all of the benefits that the organization offers particularly the Assisted Living Services (Independent Living Center, Young Adults Program, etc.). The clients are so well taken care of and the families greatly appreciate it. We have a very strong support system for helping people with disabilities in Kahnawake.
- KSCS will always have community members who do not agree with the things they have to do, but in all perspective a positive image is held.
- I cannot stress enough that dialogue with community is so important.
- This is mixed but I guess largely in part by whose opinion you are asking.
- There's really only a small few who speak negatively of the organization.
- The work that is done is with positive intentions and has positive outcomes. There are still stigmas related to Social Services but as the social climate shifts to accepting self-care and self-help, I feel this is starting to change.
- Those who had a personal issue with KSCS will not agree, but the KSCS staff needs to realize that doesn't represent everyone. There isn't an organization somebody.
- I'd say it is half and half. I've heard both negative and positive comments from clients and non-clients.
- Agree and disagree, again depends whether there were biases.
- Community services in general have a bad reputation among our people, for good reason. I think KSCS is doing a good job to shift this perspective however.
- Except when it comes to Social Service.
- Policy goals in the way where compilation and guidance should be the primary goal.
- It is better with Derek.
- No, but hopefully with my above point the image of going to therapy is normalized and no one demonized in people going up the stairs at KSCS anymore.
- When we constantly see non-natives taking our children. How about supporting the family not just taking the children away.
- Community members who have had bad experiences or have been scared and scared. Bringing trust back, promoting a more open and trusting relationship/partnership.
- It is getting better but I still think that individuals and families see KSCS as having a punitive attitude and not supportive. This is how other organizations behave and KSCS is part of that generalization. There should be teachings of the difference and why one is successful and the other is not.
- I think of them positively, but working in the school system I know parents' perceptions and they are very negative whenever we need to partner with KSCS to assist a student.
- For the most part I think they have a positive image but need to regain the trust of the community in some of the other fields.
- Many people see it as the people who take the kids away. I know that isn't all you do but that is how it is perceived. You need to explain what you do to help families. It would go a long way.
- I've heard some positive but mostly negative. Wait times are too long, once KSCS is involved you can't get them out of your life, they only want to take your kids away, they put you through a million tests when all you asked for is someone to talk to, you ask for help and before you know it they've diagnosed you and now you're jumping through hoops to get out.
- Viewed still as negative Social Services.

**Q13 Continued...**

- Most people think of you as a negative. Breaking up families that need to be together, but paying no attention to the ones that need lots of help and support.
- Known for disrupting family households based off of complaints or not taking enough action to help those struggling with abuse/abusive household.
- Facebook parents, family, or friends always post negatively about how parents are being treated after a child is removed or how bad of a struggle it is to get child back.
- Somewhat disagree.
- KSCS gives a good image, it's the community members who give you a bad one.
- There are people who love KSCS for the commitment to our community and there are those whom loathe KSCS for the same reason. It is difficult to gauge the perception of the community as a whole. Personally, I have invested in my own health via KSCS and view KSCS as a positive place.
- Separate Youth Protection from other services - destigmatize seeking help.
- Be more visible in as many avenues as possible and discuss all the programs available in one conversation. At this point many people relate KSCS to Youth Protection and Alcohol/Drug Treatment. Radio, TV, papers, social media, panel discussions in organizations, schools, community information session.
- It goes back to hiring, this is a small community and I feel like professionalism goes a long way and some workers on social media and even in person do not give off the professional vibe needed when working in this field. I am not sure if Human Resources does social media checks on potential employees but if they are being done it does not seem highly effective. Nepotism comes into play as well in the hiring process.
- Maybe showcase what would happen if they didn't exist.
- A lot of people are scared to seek help because their kids can be taken away. I know that a strong sober person has nothing to hide but someone still using has everything to hide. My suggestion is make a campaign telling the clients that our goal is not take your kids away but to help people find their way.
- There are so many services besides "reporting someone" but people hear KSCS and automatically think negative. Positive promotion of what services are available must be ongoing.
- Most people feel that all you do is take children away from parents. I do not have a suggestion on how to get that mentality out of people's minds.
- I rarely hear anything good about the services that call people on their unstable and/or unsafe behaviours and give them ultimatums. I believe it's a really good thing. If all people had to say was good things, I don't think you'd be doing a very good job.
- So many horror stories regarding this institution.
- Too many mistakes are made. My mail was read and opened and re-addressed and re-mailed. Where's the confidentiality in this situation? A family member of mine had a threatening letter about drugs being sold out of the home, this was a notification letter that was put on the wrong home and the family was so stressed because they also threatened to take the children away! What community does this? It was wrong on so many levels! This was so unprofessional. I understand they have a lot of people to deal with but! Simply unacceptable.
- Many people equate KSCS with forced removal of their children or grandchildren, denial of services and case workers passing judgement on individuals when they were addicts or alcoholics themselves. It is an unfair stigma as there are so many good things coming from KSCS.
- Greater transparency. Innovative methods. Increased participation from the community on what services are needed.
- Nobody I've ever spoken to in all my years has ever had a single positive thing to say about KSCS. Start by listening truly and sensitively to what the people of Kahnawake are saying and then take a long, solemn look at yourselves.
- There needs to be an acceptance that Youth Protection is not seen as a positive thing and that keeping it as its own entity may work best to enhancing the reputation of the remainder of the organization.
- Ugh, it's probably at an all-time low. I, like most community members, want you to succeed (we all win), but there is a lot of work ahead of you.
- I could say yes with some but with others not so much. Some staff need an attitude check or find something else to do.
- Overall, I want to agree but it doesn't take much for one negative comment regarding, for example, a foster care worker and the client, and how a situation was not handled correctly. But it's also impossible to control people's opinions.
- I don't think it has a negative image but it needs to do a better job of highlighting the many services it provides besides Youth Protection.
- The organization is an overall yes, but some people have had very negative experiences with individual employees.
- Although I am aware of the great things happening at KSCS, there is still a large percentage of people who are fearful of asking for help from said organization. Many souls were broken by mistreatment in the past and although some have healed, other species pass on that brokenness to anyone who will listen. Again, workshops or press release, podcast something to get the word out that KSCS has grown and is here to help.

**Q13 Continued...**

- I think there's a fog around KSCS. People think of going there as something to be ashamed of. Once someone sees someone else going through those glass doors, they spread rumours about whose psycho and who's getting their kids taken away from them.
- Good, positive initiatives are received well but when the unpleasant work needs to be done, (Youth Protection), things become critical from those who have been through the system.
- Rumors often tell different stories.
- Depends on who you ask.
- Not all the time. Some staff should not be in positions they are in. Working in the past with some liaisons has been unpleasant and sometimes frustrating.
- It's getting there.
- With some and maybe not with others.

**Q14: Suggestions for how the KSCS Board of Directors can improve on setting appropriate direction for the organization.**

- This is absolutely essential to correct themselves.
- Keep on thinking community first and it will bring support and encouragement.
- Based on the information provided in annual reports, I would agree with that statement.
- Promote the value of the services to the community.
- They are doing their best, however it has been the history that the Board tends to listen to everything the Executive Director tells them without verifying information with community members before making decisions.
- It has got a great idea of what is going on. I feel as a group they need to take a stand that the

organization needs to support what it means to be healthy and well from an Onkwehon:we way of doing things. This means family and culture at the roots and not added in.

- Have an annual meeting to report on the organization so the community can ask questions.
- Neither KSCS nor the Kateri Memorial Hospital Center have an ombudsman to handle complaints/concerns like other Social Service centers and hospitals do.
- Need grass root experience and not bureaucrats.
- Board should be all community members who are offered not only Board training but knowledge of all community health and social issues
- Unfortunately some will always see KSCS in a negative light.
- Perhaps need to hear from the Board as to what they are doing so we would know about the direction they are setting. Perhaps they can go on the talk show or on the local cable TV.
- I don't see the board I see the Executive Director. Not a bad thing.
- Unless KSCS is willing to provide Youth Protection Services in a more transparent and independent manner, children will continue to fall through the cracks and will in turn, become customers of KSCS in the future.
- If I could wave a magic wand I'd dismantle that board and start fresh. You need more people "from the trenches" so to speak. Movers and shakers, not ivory tower dwellers.
- They seem to be doing a good job.
- Not aware of the Board's initiatives or directives.
- I'm more concerned about the majority of the community members' seats being filled by high-level Mohawk Council of Kahnawake employees. That seems rather incestuous and inappropriate really, and policy should be corrected to include people who actually have accessed services through KSCS

or community members affected by foster care and/or explicitly exclude people in other Executive Director's committee organizations.

- Not sure. Appropriate direction to what?
- Not aware of the work of the Board.
- I'd have to read more about this area. I'm not sure if the board makes their mandate public in a statement of any sort when they first form a new Board.
- I have no idea about your Board.
- I do not have any info about what the Board does and how they make decisions.
- I am not entirely sure of the capacity of programs offered within KSCS, KSCS does promote a healthy life style, but what is offered through KSCS I have no idea.
- Media blitz.
- I do not know the role of the Board; that is another area to work on to achieve some transparency.
- What is KSCS's 5 year plan?
- Once again it appears that you are asking a lot of questions. It gives the impression that you are very unsure of direction.
- Haven't been privy to the Board minutes, can't provide an objective answer for this.
- I am not aware of what they are doing.
- Haven't seen the communique of plans outlined.
- No clue what they do. Is it ever reported? I'm sure they do a good job.
- Unsure of what the direction is?
- What have the Board of Directors decided and done annually?
- I have no information on Board activities.
- I can't comment because I'm not sure what is communicated to the community.
- If there isn't already, create more transparency regarding the Board and their goals/actions, etc.

**Q15: What do you like most about KSCS? Open-Ended question**

- Their positive attitude.
- Some are helpful. The general idea of this organization is worthy of its own independent audit.
- That it strongly emphasizes family involvement in the community or for all community members in general.
- One can get help relatively quickly.
- Variety of services.
- Free services!
- It employs a few community members.
- I have had friends and family members attend KSCS and to see them come out of there feeling better about themselves, really shows what KSCS is doing for the community.
- It has evolved and continues to try and work with community.
- A lot of the workers are nice and well-meaning.
- The focus on community.
- Its purpose in helping.
- I got help when I needed it but I found it very intimidating, maybe that is the way it is.
- Friendly staff. Financial support for therapy. Dedicated Addiction Counselor.
- I'm glad that they're really getting on the ball for mental health and the Lesbian, Gay, Bisexual, Transgender, and Queer community.
- Working toward fulfilling mission statement and vision for the community.
- I like the home care. They help me with everything I need help with that I can't do myself.
- KSCS is good to us Elders.
- They don't show favouritism to families in need of help. They also choose their personnel well with positive results.
- I think in the community you get equal access to services.
- They are there when you need them, they haven't failed me yet.
- I like the programs they have for Alcoholics Anonymous.
- The fact that they are here and we have programs to help us.
- It tries to help our community.
- They help people and know who and where help is needed.
- Getting more community friendly as opposed to government friendly.
- The organization offers a wide variety of services which are available for the community.
- There are great staff who care but like every organization a few bad eggs spoil it. But good staff.
- That there is a place to go for help in a social crisis and place for professionals to refer to so we can handle our own community affairs.
- I believe KSCS is a dedicated team of professionals who have their hearts in the right place.
- Good people.
- Response to crisis in the community due to monitoring of clientele issues (i.e. opioid crisis), you educate as a preventative measure.
- It is in the community, primarily for the community, there to help the community. As well, when it sees a crisis (i.e. due to numbers it is experiencing with clientele, such as opioid usage, is up), it will educate about it as a preventative measure.
- I like that if I need help I can walk in there or call to get it. The services this time around were faster than I encountered the first time around, which is really good for me. As a community member I understand how lucky I am to have such easy access to KSCS services and I think thus far, KSCS has done a great job being there for the people.
- It's physically accessible to community members.
- That we actually have an organization of this stature, there a lot of great possibilities for the future.
- Not much faith in KSCS.
- Prevention/awareness with the younger generation about opioid drugs, alcohol and bullying. Encourage parents to know what their teenagers are doing, drugs are happening at a younger age now.
- Traditional and cultural activities.
- 24 hour availability in time of crisis.
- Location.
- I have only been to KSCS to use their meeting rooms.
- The fact that we have KSCS and resource like this for our community is huge in comparison to other reserves. I think it's important for the community to appreciate what we have rather than looking for the imperfections.
- Workshops that help educate and promote healthy families.
- I like that you're employing Kahnawa'kehró:non and that they don't seem afraid to do their job even if it involves family members, ( I would assume, I think I've heard that before).
- Surveys like this and the reporting of results and hopefully the implementation of recommendations.
- They offer services to those who need them.
- Accessibility to programs when needed.
- They have access to money for which they could collaborate better with others who share similar ways of doing things rather than acting like the boss. Circle thinking rather than hierarchy thinking.
- Diabetes prevention.



**Q15 Continued...**

- There are many dedicated staff who are truly committed to the betterment of the community.
- They are helpful to guide you in the direction you need.
- The people and what they provide to the community.
- It has multiple levels of services for all ages.
- The amount and variety of services.
- Commitment to helping the community.
- That there is a place to go within the community for support.
- Strong-willed.
- Very active in the community, engaging and relevant activities to our needs.
- Programs geared at the youth.
- Wellness for all.
- Family oriented. How they also have activities going on involving all community members.
- Their commitment to a strategic plan.
- Family and Wellness Center.
- Easy access.
- Counseling.
- They have counseling for the people.
- I can't really say. I've seen just lately that you have a poster out promoting the fostering of our own children which I think is amazing. It's important to keep our children where they belong.
- The summer programs they provide as well as the after school learning.
- Variety of community events and getting to see the staff in a much different way.
- Most of the staff are approachable and friendly. They respond quickly to crisis.
- Family events that are organized in the community.
- Always available for on-call services, look for ways to help individuals in crisis.
- The staff and social workers we dealt with directly were always friendly.
- That they incorporate our traditional ways as much as they can.
- Location.
- They are helpful.
- Services.
- They have always been there for me.
- Workshops on our culture and history.
- They have many activities directed at educating children and teenagers.
- Front-line workers. Family and Wellness Center is great.
- I've used the groups offered at the Family and Wellness Center for various reasons.
- Employs many from here. I think there is training to improve professionalism. Convenient location but perhaps some privacy would be work looking into.
- Healthy lifestyle.
- Very involved.
- Helping children.
- It's not a place that judges and its workers know what an individual may be going through.
- The guidance they offer.
- How supportive of the special needs.
- The ability to help people in many ways.
- Gives a lot of jobs to community members. But also addresses that people seeking help who don't feel comfortable talking to community members, have the option to talk to a non-local employee.
- I have family that work there and do lots of work.
- You are trying? It's not easy work, it's very sensitive and there is always room for improvement, but hey, you are doing better than **(Text removed)** right now, so there's that.
- Prevention.
- Friendliness of the services.
- The mission of the organization.
- Incorporating Kanien'keha, Onkwawenna and Tsi Niionkwarihoten.
- Its dedication to the community.
- That they are present in our schools.
- KSCS looks out for the wellness and health for our community members.
- Transparency and availability.
- Family activities.
- They are there to help. It can be argued they have heroes/heroines in their employ.
- They involve the community and families. Help people.
- Family functions and well-being functions.
- The children's programs.
- Enthusiasm and creativity of their staff.
- The few staff who are dedicated to providing high standard of service to community.
- That they are our people trying to make the community better.
- My workers.
- It is for our people and here in the community.
- Majority of staff are Kahnawakero:non and are good people in general.
- Help is there.

**Q15 Continued...**

- That you can access their services at almost any time in a speedy manner.
- Not very prominent in the community. Poor relations concerning Foster Care. Lengthy waiting time to see a therapist.
- Their focus on traditional healing and the parenting workshops and programs offered.
- For better or for worse, they're present. They're a fixture and they're likely not going anywhere anytime soon.
- Lot of programs. Help is there if you need it.
- On-call intake support workers solidifies my confidence in the organization and the fact that things will be taken seriously and handled in a timely and appropriate manner.
- Prizes at the end of surveys.
- They make their schedule work with yours and try to help.
- Friendly staff.
- The immediate response when help is requested. The follow up is also first rate.
- Offers a space for someone to better themselves.
- Their willingness to help and their friendly staff.
- Community activities.
- Most of the staff are friendly and amazing.
- Whenever they have reached out to me, it has been to promote the betterment of the community through programs and awareness.
- Accessing services has never been difficult for me when seeking to help either myself or family members in our wellness path.
- Counseling and support staff.
- The youth programs.
- Services do have a positive goal in mind and I feel like it is an organization that is needed within the community but execution needs some work as well as human resources.
- They keep everything confidential and follow through.
- Free stuff.
- Family and Wellness Center activities and traditional medicines approach.
- Everything!
- Very friendly and welcoming atmosphere; that is needed for the sometimes sensitive nature of why people attend.
- Family activities.
- Their commitment to making our community a better place.
- The support provided for families who are having difficulties.
- Services for community groups: Teen Club, MAD Group, Teen Social Club, etc.
- The programs they have in operation for the youth.
- Family activities. Programs that promote physical activity.
- The various areas of support ranging from addiction to elder intervention.
- That they're aiming for a healthy/healthier community.
- I like that as Onkwehon:we, we have the choice to receive support that is reflective of who we are and that not everything is looked at in a clinical way. That we have our own healing methods and medicines to take care of us and guide us.
- The programs that provide information to the community.
- Location and accessibility. Friendly and caring staff.
- Knowing that there is a mental health support system in place and is readily available to all community members.
- The professionalism.
- The help it provides for our community.
- The helpful employees and the services offered quickly when required.
- Cost of services, none!
- The different programs that cater to the younger population.
- Family-friendly activities.
- The many activities around the community to promote a healthier lifestyle.
- All the services that it has to offer.
- They're available for all needs. Helping families deal with crisis.
- Some very good staff who care and deliver their programming and just giving the community the opportunity to have input.
- Community events (i.e. pictures with Santa, free skate etc.).
- I think the Executive Director is an 'outside-the-box' thinker, which could lead to major change in the long run.
- Community initiatives that bring people together.

**Q16: What would you like to see improved at KSCS?  
Open-ended question**

- More intervention strategies for the youth.
- More outreach
- More events, activities and workshops.
- More cultural awareness.
- Greater input from employees.
- More workers.

**Q16 Continued...**

- Image.
- What exactly is being offered because personally, I do not know?
- From firsthand experience, more work is needed in services provided for people seeking help.
- I don't think I need to tell you what your problems are. Probably half could be improved if you **(Text removed)**. This would improve employee retention of actual committed, educated and driven employees, and you would look like you walk the talk of addressing problems in a meaningful way. People would take notice that you're serious about improving things, not just pantomiming it.
- More advertising.
- Better image.
- Anonymity but I guess it is impossible in a small community.
- A better building that is connected to the environment and away from the hub of other services.
- Hiring more locals to fill vacant positions. Offering them the training necessary if they do not strictly meet the educational requirements of a position.
- I think we should all have an emergency button, not everyone one can afford life line. I am scared if I fall or in case of emergency.
- More activities for the community, not just at the Elders Lodge but in the community.
- I wish there was more activities at the Elders Lodge, seems it's always the same things. Different outings; after hours and weekends are lonesome. It would be nice to have activities planned. I would like fresh snacks in the store here.
- They are doing such a good job, I don't think there's anything to improve.
- More information on what is going on.
- No favoritism.
- Better community awareness of what it offers.
- Community.
- Connecting with other programs and organizations to more efficiently provide community services and programming.
- Prevention activities and programs that disappeared: drama and creek. In general, activities without the expensive prizes, large gatherings like the health in action. Community events that showcase what everyone does and offers.
- More focused programs. Don't understand why MAD group and Our Gang was changed. Nothing was wrong with the programs. **(Text removed)** is not happy with MAD group, the program is too lesson focused and so is Our Gang. No more time to just have fun and play, always a lesson. Kids are in school all day and don't need more lessons every day. It was supposed to be fun for kids, not like school.
- The Intake process. I don't like several people knowing my business. The hardest thing about going for help is going for help. I'm never sure who is doing what at KSCS and what are their titles. Maybe a consistently updated directory could be put on your website.
- Services as to how to relieve stress at the workplace, home, etc. Promote the successes of KSCS.
- Better communication on what services are available.
- Response time I feel is needed, I don't want to wait a week or two for an appointment.
- Response time is needed right away, not have to wait a week or two for an appointment.
- I think KSCS needs its own building. Better designed to give clients more discretion.
- Is it possible to have other more private intake locations in the community? There is still that stigma of having to go upstairs at the complex because you have problems. It's human nature to associate a place with problems. There still is a bit of that "high and mighty" perception that the community feels. It could be that the employees have to really set tight boundaries with the community and therefore there is that not so friendly feeling. Would it be possible to have a satellite office(s) outside of Kahnawake for people to access? It could be a huge factor for some people.
- Customer service, improvement in service delivery based on the needs of the community.
- Trained employees in proper roles.
- More personal contact with the community not just on the radio.
- For the Daily Living Services to develop more choices for people with special needs.
- Anxiety/depression workshops. Anxiety meetings, focus groups, and workshops.
- More awareness of what they do; departments, who to contact for what, etc.
- I would like to see more program initiatives known to the community in a positive light, rather than being known for the place that you need to use for child welfare.
- Relationships with clients, working as a team with the clients.
- Everything. Always room for improvement.
- Respect for grassroots and traditionally focused organizations that may not fit in the organogram.
- Awareness/information of marijuana consumption and its effects on youth, families etc.
- Publicize more services offered through KSCS on social media/newspapers.
- To be more confidential.
- More trauma education and community involvement outside of the main buildings.
- Less burdened.

**Q16 Continued...**

- Greater public relations/communications. The staff who are not healthy role models need to have some sort of wellness plan integrated into their evaluation process and receive the help they need to make some behavioral changes. The change needs to start from within so you can establish real trust with the community. Outdated programs or services need to be identified and replaced/rethought. Finally, much more access to psychological services/counseling.
- More activities for the family as a whole and more cultural activities.
- Summer activities for children.
- Better collaboration with schools and the hospital. More flexibility in programming based on client needs.
- Autism and autism-spectrum areas.
- Acknowledgement of past wrong-doings and a clear picture of just how far the organization has come in terms of actual help for families and community members.
- More drug prevention programs/awareness.
- More consultation with community. Develop a team.
- Case workers following through with cases and making sure clients are satisfied with the services they receive.
- Group support.
- More accountability of management and communications/transparency of results. Less nepotism in hiring practices.
- I would like to see more Onkwehon:we people employed as social workers.
- The communication of the Social Services section.
- Phone lines! Trying to reach someone not in the office above the bank is sometimes impossible.
- I would like to see less money spent on incentive stuff that is often just thrown out and spent to get more staff to help families cope with support workers.
- Increased and improved understanding and buy-in for trauma informed care.
- More highlights and information on the positive things they are doing.
- Give people what they ask for without all the testing/forms, this is not always needed.
- Maybe more confidential and not everyone knows your business.
- More independence. With our experience in the Youth Protection sector, KSCS should hire non-resident upper management employees.
- Having after school activities.
- Services are great enough.
- I can't say because they've provided for me. There may be other people who have not had their needs met.
- Scrap the database system. Stop monitoring your own people.
- Family-oriented activities.
- Flat organization structure with leaders who work with the people of the community.
- Carrying out their mandate, which should include helping the community properly and providing less problematic assistance.
- Professionalism. Social workers who are just that. The intake process is not good when someone is in stress. I think more group discussion on how a family is handled amongst professional is worthwhile for broader interpretation of treatments. Again, marketing. Again, professional services who are professional with degrees. Location for those families in crisis. Protect the children who are at risk of psychological damages that leads to teenage problems then what jail? I think a long term plan for these families is worth it, even if it's just to contact every few months once discharged. Human Resources need to screen applicants better for qualifications, not just if you were an alcoholic then become an addictions counselor.
- Community events.
- More cultural implementation.
- Those in superior roles at times can be biased.
- I can't think of anything. But I've had my issues taken care of. Perhaps donuts with the coffee?
- Their social workers.
- Panel meetings for community members or teen workshops; small group workshops on what services KSCS offers.
- Youth involvement, suicide prevention training for frontline workers, more tools for those dealing with family with mental health issues beyond depression, (Borderline Personality Disorder, Schizophrenia, mood disorder, bipolar).
- Ability to receive therapy without any limitations.
- Job opportunities or mentorship for youth just getting out of school.
- More native employees. *(Text removed)*.
- More native employees.
- Their dedication.
- Prevention before intervention.
- More family funded traditional teaching workshops, crafts, etc.
- Maybe gym related coverage. Sports coverage or help with costs. I for one, cannot afford costs to send my children to gyms or martial arts to help stay fit or get fit. *(Text removed)*.
- The flipside of that coin is its Social Services and there are other employees there who are unbalanced/unhinged individuals. It's like having a personal trainer/nutritionist who is 390 lbs.

**Q16 Continued...**

- More commitment to special needs and elder care. A group home for those aged out of the foster system but still unable to live on their own.
- Better qualified Managers to set the direction for services for staff. Stronger leadership for staff to have clear direction and support. Some Management Directors are lacking in ability to carry out their role and responsibilities and therefore are poor leaders. This causes problems with services and staff reaching their full potentials.
- Transparency and increased supports.
- Bigger room like number 2? More room for yoga or whatever.
- Reluctance to seek help because it is a small community and everyone knows everyone. Make it more a caring and concerning, empathetic place to go, maybe it's a community thing that places a stigma on people who need or are receiving help. More in a way to removing the stigma by the community members and to be more caring and concerned about people's health and well-being.
- Offer new or improved programming, some programs are reruns and get little community participation.
- Social Services. I have not had an experience with this myself but have heard some good and bad stories about people's experiences with social workers.
- Anonymity, too many people see you going there to get help.
- Effective prevention activities. Improved communication with community.
- More parenting and traditional medicine workshops or classes geared toward the working parent. Most are offered during work hours making it a challenge to attend.
- Weed out or deal with the cruel and oppressive players who have made, and continue to make,

KSCS an inhospitable and sick environment. Get rid of **(Text removed)** who hang like a belligerent black cloud over the organization.

- Keeping families together and not trying to break them up by removing children from home. Work with them to find solutions, a child should only be removed from their home if there is immediate danger for their safety and if removed from home they should be sent to a family member not to a facility outside of the community.
- Bigger prizes like golf clubs or a TV.
- In the past they had refused to help a community member until she signed over her money for her child and registered them with social services. I think they shouldn't be focusing on getting a mothers' money to support their daughter on welfare, they should be focusing on the child's wellbeing and the mother. It appears acquiring funding and registering someone to get funding are the first priority before they can begin to help an individual and I believe that to be a huge error. They require a person's family allowance first in order to help that child, why is that? Are they not funded for that? Are the families' usually in need already struggling and impoverished? How does that define helping someone if it requires payment of some sort first?
- Technology.
- Generally it is, in my opinion only, a well-managed program.
- I think it really needs to look at how the healing lodge is operating and the need for more people to work with more ceremonial and language skills, and make space to make it happen.
- More communication, programs and activities.
- I feel that KSCS is already doing a good job at helping the community.
- I feel I only hear about events last minute.
- Promotion and how to access services via social media.

- More visibility in the community in regards to services and identify person(s) and show faces to these programs so the community is aware of who is a possible contact. Making faces familiar can ease stress of making a call for assistance or just to answer simple questions.
- I would like to see more support or resources towards helping families in need. Connect with food basket, school supply drive, maybe clothing drive, etc.
- Maybe hire a few more counselors.
- Maybe more community outreach. Not so much for promoting healthy lifestyle, (I think that is already done really well), but to promote all your services. I think that anyone needing services at KSCS, (ex. addiction), it's intimidating to have to go into the building. If KSCS was more out in the community, (ex. booths), then that's half the battle.
- Fair hiring practices and better communication of services available.
- More information. Maybe try to change the image that it's just Social Services and more community services oriented.
- Communication.
- Staffing.
- More family activities.
- Communications, website, regular general updates on K103 not just program specific.
- Privacy? When you're there for therapy you don't necessarily want to be seen. You announce at reception with multiple people hanging out at reception and the room doors are open for others to see when they walk by. Walls are also thin so you worry about confidentiality due to that. Unsure of this, but possibly numerous staff being aware of the confidential information, notes, reasons why a client is there.
- More guidance and support for families of children with special needs.

**Q16 Continued...**

- More employees that will help with the burden of large caseloads.
- More traditional teaching workshops, for example, ceremony teachings.
- I feel that there can be more done to engage with young adults about mental health and wellness.
- More Tsi Niionkwariho:ten services and programs; more Onkwehonwehneha.
- Engagement by all staff not just front line staff. Management who is out and engaging with the community on the radio and events just because.
- Increased self-help groups and grief counselling.
- Don't really know what KSCS provides to the community. You need some specific outlines of everything you provide.
- Hiring processes.
- More publicity on the programs and services offered.
- More!
- Young adults program.
- More family activities.
- More prevention activities.
- More help for children in need. Maybe fundraisers for things some families can't afford, family outings like paid bowling or a bike a child doesn't have or can't afford for example.
- The process for identifying your clients at the table. Why do the professionals at the table need to know who is being discussed? **(Text removed)**. You should start using aliases when discussing people. Only the social worker should know who you really are.

All of the suggestions and comments provided from the Client Satisfaction Section (Q4 & 6) and can be found in this Appendix. Foul/ belligerent language, or specific persons(s) have been removed and replaced with (text removed).

Q4: Have you considered other options before accessing KSCS?  
If yes, please specify.....32

Q6: Any other comments you would like to share?.....32

All Comments – Client Satisfaction Section

**Q4: Have you considered other options before accessing KSCS? If yes please specify.**

- A group home for my son.
- A personal therapist which was too expensive so instead I went through KSCS.
- A seer in Akwesasne.
- Addiction counseling privately.
- By going to another Mohawk community to get actual help, where people can actually do their jobs in confidence and with professionalism.
- Considered using the healing lodge.
- Consulted with other therapists.
- Doctor and ALANON.
- Employee Assistance Program (mentioned 6 times)
- Child's school.
- Family & Wellness Center. Although part of KSCS, it is removed and offers a different kind of service.
- For the sake of maintaining my privacy, I have paid out of pocket for outside resources like counseling.
- I have gone to a psychologist in Montreal through an Employee Assistance Program.
- I have seen an actual psychologist for years, but I came to a point where it was more like talking to a friend. Then I went through the intake services at KSCS and have been at the healing lodge for a few years now. Being part of your services has truly helped me leaps and bounds in my personal and spiritual growth!
- I sought out support of a counselor elsewhere before reaching out to KSCS.
- I use KSCS for my job as a teacher. We exhaust all options of communication, school counselling, etc. before we turn to KSCS but many of my students over the years have had to be referred.
- Private counseling services.

- I'd much rather know that I won't be judged as a community member when seeking aid. We live in a small community who needs work on confidentiality.
- Kanonhsesne.
- My other option would be to ignore the present issue.
- Not the first time I attended but this last time as I wanted to try a new approach.
- Outside counseling.
- Outside services, paid for by me.
- Privacy concerns. Although I don't have a reason I think that my information wouldn't be kept confidential, sometimes it is a barrier knowing that you may bump into the person you shared personal feelings and/or trauma to at the market, just an example.
- Private psychology support.
- Psychological for family member.
- Psychologist.
- Self-healing through various forms of spiritual work as well as sobriety by choice which helped me to see KSCS for what it is now.
- The police and Director of Youth Protection.
- Therapy somewhere else.
- Traditional methods and family support.
- Used the services provided by my workplace.
- Yes and went the private route. I chose the private route because of the negative perception that "you don't want to get them involved in your life". I've also had extended family members who have had bad experiences.
- Yes, because counselors were not working out. I could not find someone to commit to me, nor did management do anything about it. I have currently come back but went straight to the Family and Wellness Center and avoided main building as I do not wish to.

- Yes, tried to access services on my own, could not afford it.

**Q6: Any other comments you would like to share?**

- I think all elders should have an emergency necklace.
- A general independent audit is necessary. (Re-insert?), Mohawk Council of Kahnawake to their role in ensuring improvements, funding and new activities based on urgent community needs.
- I was very impressed with intake and they made the process comfortable. **(Text removed)** was great and **(Text removed)** connected me with **(Text removed)**, in Akwesasne which was very helpful for me and was what I wanted/needed.
- Glad you're taking a survey of the community. Now don't ignore the results.
- Perhaps just to elaborate on question #5, (rating aspects of KSCS staff), standardized operating procedures need to be developed and enforced. It is frustrating to have inconsistencies in service delivery with no way of knowing if the staff member is actually what they are supposed to be. Staff have reports to write and certain objectives/requirements to meet/follow. Clients should be made aware of KSCS Management's expectations of KSCS employees to ensure consistent and honest service delivery.
- Under staffing at Elders Lodge in the activity department.
- The kitchen workers have drama amongst themselves and we the residents feel it and hear about it during meal time.
- I would like to see some changes with the staff in the Elders Lodge kitchen. We hear too much of the conflicts going on in the kitchen and it is not healthy for us.
- Very impressed with the service.
- Would not suggest to others for services.
- Nia:wen for asking for community input.
- I thank you that your organization exists.



- I felt the confidentiality should have been more respectful, I had requested this to be confidential and I had two different people calling me back on two separate occasions to verify information.
- Just keep doing what you're doing and leave room for improvement. Nia:wen!
- KSCS is doing a great job. Kahnawake is not an easy place to live or work in, there are so many challenges. The issues are increasing and KSCS is still looked at as the bad guys by a lot of community members. It's just the nature of the work and I don't think that's going to ever really change.
- More focus on clients. Too many perks for employees. Hire more qualified employees. Improve intake process.
- Staff in certain services need to treat the client and family with consideration and respect as they are humans with feelings.
- Some of the employees are addicts themselves, once an alcoholic/drug user always one. They have a chance of re-using again like anybody else. They should not be a social worker just because they have lived similar lives as the client they are not an expert in the field just because they were on the other end at some point.
- The system is overburdened which makes it hard to work with you. It makes you less reliable because the wait times can be outrageous.
- Keep up the challenging but necessary work.
- Process to gain help/service takes too long. When someone reaches out for help, they need it right away. Repeating yourself over and over to different people every time a new KSCS person joins in.
- Native workers need to value their Kanienkeha ways. Confidentiality can be a hindrance to the preservation of the family. Native workers should dialogue with each other on living and working in a native community, it can be difficult.
- I would love to share my experience as I believe it would prove that KSCS's priorities are lacking when it comes to Youth Protection.
- I went for counseling and I kept getting switched to another person. I didn't like that. That you can improve in.
- Please make improvements to confidentiality of clients of KSCS.
- To be a true community service, then finding a way to understand what is causing addiction, violence, parenting is the way to go. Colonialism teachings coupled with creation story and root connections I think. It works, I have used it with younger family members. Surpassed what your service is trying to do.
- Make sure all employees Native and non-native are on board with traditional style healing and not offer any resistance to traditional style healing. Some of your current Native and non-native employees are resisting and ridiculing traditional healing, they don't believe in it, they need to be educated on it.
- I'm sure most of the time, responsiveness and follow-ups are great. What I find troublesome is the concept of flagging a house. I know it's KSCS's mandate to investigate possible situations when alerted to them. But what about false alarms or flags raised out of spite? Imagine you yourself had the optimal home and family but someone doesn't like you so they flag you and then Social Services is knocking at your door asking ridiculous questions. Even if the accusation is proven false, that stigma will always be there and the rumors in this town can run rampant. I don't have a solution for this issue but the idea that one phone call can screw your life up like that is unsettling.
- I love what you do and offer for the community. Much appreciated!
- In terms of recommending the services of KSCS, I rated a 5, (0=not at all likely-10=extremely likely). If it's for youth programs, I'd certainly send them that way. However, if someone needs help or counseling, I'd direct them elsewhere.
- The leadership starting with Executive Director needs to become more in tune with community needs and cultural direction. There needs to be improvement with the leadership across the board to improve the overall system. There are only a few strong Managers working hard for the system. KSCS needs to put stronger Managers in several departments to improve its overall community perception and meet its vision.
- It has happened where I had to look elsewhere to other communities for my needs and feel I should have access to the same things within my own community.
- It is a great service that could always use improvement.
- It's more directed at the case worker but the workers are a reflection of the organization. I haven't dealt with more than one worker but the one I did was slow, hard to reach and slightly unwilling to help the overall situation without being convinced.
- My last experience has been good. Comments based on prior experiences in the last 2 years.
- You needed an option between agree and disagree.
- Thank you for your dedication to making Kahnawake healthier, one step at a time.
- Nia:wen for taking the time to reach out to the community and giving us the opportunity to share our thoughts. We can only grow and learn together. Sken:nen akenhake.
- As a partner organization, some case workers/liaisons were not pleasant to work with. When attending meetings regarding partnerships or activities, comments made by certain KSCS staff were not respectful at all.
- Good luck!
- Went to counselling for post-partum concerns. The environment was very respectful and understanding.
- The services are used by my daughter. She is a foster parent.

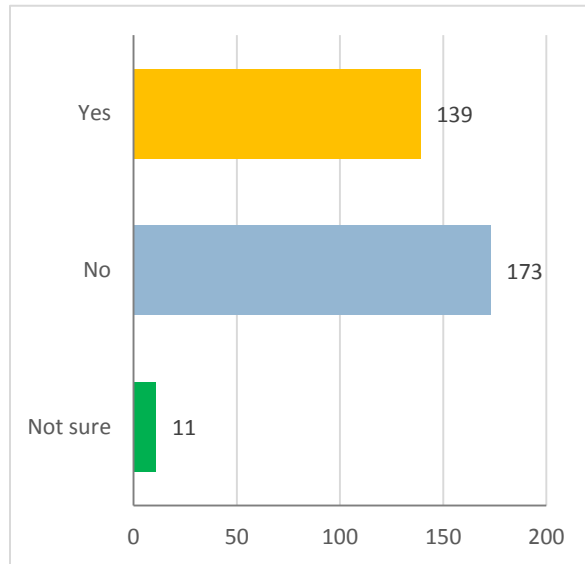
Demographics Section

## DEMOGRAPHICS

This section reports the results of the seven (7) questions. These were asked to help give insight as to whom is participating in the survey.

### Q1. Were you a past employee of Kahnawake Shakotiiia'takehnhas Community Services (KSCS) or have a family member who is currently employed at KSCS??

Answered: 323 Skipped:1



ANSWER CHOICES	RESPONSES	Count
Yes	43%	139
No	54%	173
Not sure	3%	11
<b>TOTAL</b>		<b>323</b>

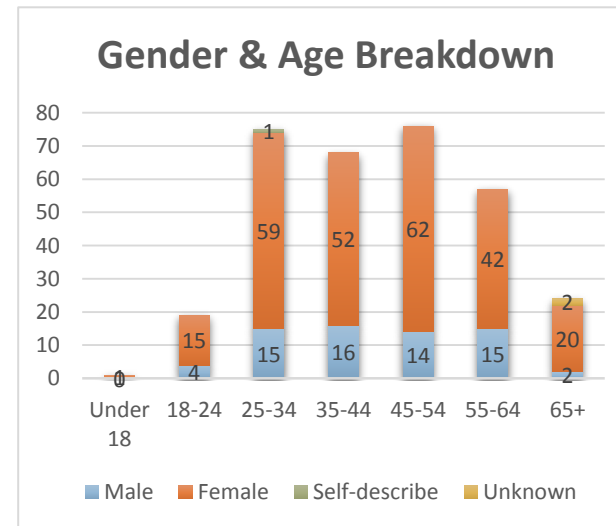
### Q2 What is your current Postal Code?

Answered: 314 Skipped 10

- > 297 identified J0L 1B0 as their postal code.
- > 18 gave a postal code that identified a different residency

### Q3 and Q4 asked for the participants to identify their Gender and Age?

Answered: 320 Skipped:4



#### Gender

ANSWER CHOICES	RESPONSES	Count
Male	21%	66
Female	79%	252
Self-describe	.3%	1
<b>TOTAL</b>		<b>323</b>

**Age**

ANSWER CHOICES	RESPONSES	
Under 18	.3%	1
18-24	6%	19
25-34	23%	75
35-44	21%	68
45-54	24%	76
55-64	18%	57
65+	6%	24
<b>TOTAL</b>		<b>320</b>

**Q5 Including yourself, how many persons live in your household?**

Answered:317 Skipped:7

# PERSONS IN HOUSEHOLD ANSWERS	RESPONSES
Alone	2
1	49
2	61
3	74
4	66
5	40
6	21
6+	4
<b>TOTAL</b>	<b>317</b>

The average is 3.19 persons per household.

**Q6 Please select the types of persons who lives in your household?**

Answered:281 Skipped:43

ANSWER CHOICES	RESPONSES	
Spouse/partner	67%	189
Your children	65%	183
Your partners' children	7%	19
Your parent(s)	13%	37
Your partners parent(s)	1%	4
Brothers/sisters	10%	29
Grandparent(s)	2%	5
Grandchild(ren)	5%	14
Other	10%	28
<b>TOTAL</b>		<b>281</b>

**Q7 What types of communications methods do you use to get community news and updates? (check all that apply)**

Answered:320 Skipped:4

**Other:**

- e-mail
- addictions counsellor
- bulletin board at Bank/Post Office
- K-town/Busy Bee
- Email newsletters
- Posters at the post office or other public place
- MCK community emails
- Washroom walls
- email

