



# KAHNAWAKE SHAKOTIIA'TAKEHNHAS COMMUNITY SERVICES

## STRATEGIC PLAN

### 2016-2019

#### OUR VISION

KSCS strives for a strong collective future for Kahnawà:ke by promoting and supporting a healthy family unit.

#### OUR MISSION

To encourage and support a healthy lifestyle by engaging with community through activities that strengthen our KSCS values of peace, respect and responsibility with the collaboration of all organizations of Kahnawà:ke.

#### CORNERSTONES OF INTEGRITY

*These are the core principles that describe our organizational culture, help to determine our priorities and guide how we conduct ourselves in our daily work.*

**RESPECT**

**RESPONSIBILITY**

**TRUST**

**COMMITMENT**

#### OUR THREE GUIDING STRATEGIC OBJECTIVES

***"Empowering Kahnawa'kehró:non for healthy and fulfilling Kanien'kehá:ka lives..."***

*The number one strategic focus of the plan is to help empower Kahnawa'kehró:non individuals and families to take control of their lives. Client "helpfulness" will be one of the primary indicators of success. Also recognized is the importance of strengthened families (kahwá:tsire) as the strategic core of all programming and services. Strong, healthy kahwá:tsire require a strategic focus on children, youth and young parents based within our culture.*

##### STRATEGIC OBJECTIVE I

**Be fully client-centered & client-driven**

**Re-focus on Kahnawa'kehró:non and their families as the single most important stakeholder**

- ❖ Improve our knowledge and understanding of our clients: engage them directly in evaluations (Client Helpfulness Indicators) and setting priority needs.
- ❖ Strengthen and normalize strong kahwá:tsire, by empowering and engaging our people to undertake fulfilling lives and healthy lifestyles.
- ❖ Focus much more on the positive and personal fulfillment: help people see, appreciate and build on their capabilities and fulfill their potential. Help others see it also.
- ❖ Re-assess / adjust our programming on a timely basis to better meet changing needs.
- ❖ Enhance our service, especially the KSCS user-friendly one stop approach.
- ❖ Address stigma and fear: provide a safe, secure space (we partner with Kahnawa'kehró:non to help them empower themselves).

##### STRATEGIC OBJECTIVE II

**Enhance community engagement & community-based partnerships**

- ❖ Actively engage the community as a key agent for positive change.
- ❖ Continue to expand and strengthen KSCS's productive partnerships within our teams, our community and beyond.

##### STRATEGIC OBJECTIVE III

**Foster & accelerate active Kanien'kehá:ka ways of doing things, including more use of our language**

- ❖ Strengthen our understanding of our Kanien'kehá:ka ways, language and culture.
- ❖ Incorporate Kanien'kehá:ka ways in everything we do. This means increasing the use of our language and culture in everyday living and in the standard practices of our services.



#### OUR SERVICES

*KSCS provides services that support the individual and family needs at every life stage of Kahnawa'kehró:non. The client services are grouped into five (5) service delivery teams:*

##### PREVENTION SERVICES

*Primary Prevention;*  
• Onkwanèn:ra  
• Teen Group  
• Drama  
  
*Secondary Prevention;*  
• Support Counsellors  
  
*Family & Wellness Center;*  
• Parenting Program  
• Traditional Services  
• Where the Creek Runs Clearer  
• Satatenikonrarak  
... and several related services for each area.

##### SUPPORT SERVICES

- Intake Services
- Addictions Response Services
- Youth Protection Services & Youth Criminal Justice Assistance Services
- Psychological Services
- Youth Protection Services
- Emergency Response Services, including "on-call"
- Foster Care & Case Aide Services

##### ASSISTED LIVING SERVICES

- Family Support & Resources
- Life Skills Support
- Young Adults Program
- Independent Living Centre (12 beds)
- Clinical Services & Support
- ... and several related programs, e.g. Teen Social Club.

##### HOME AND COMMUNITY CARE SERVICES

- Adult & Elders' Support Services & Programs
- Home Care Services
- Home Care Nursing
- Turtle Bay Elders' Lodge (25 beds)
- A'nówara'hne (The Sixplex)
- HCCS Activity Program (Respite & Social Programming)
- Meals on Wheels

##### ENVIRONMENTAL HEALTH SERVICES

- Water Quality Monitoring
- Waste Disposal
- Food Safety Inspections
- Health Hazard Investigations
- Indoor Air Quality/Mold Investigations
- Communicable Disease Interventions
- Building Safety (Private & Public)
- Occupational Health & Safety
- Emergency Preparedness

KSCS internal services required to support the service delivery teams are; **ORGANIZATIONAL SUPPORT SERVICES, FACILITIES MANAGEMENT and FINANCIAL SERVICES.**

Created Sept. 28, 2016. Rev. Apr. 4, 2018