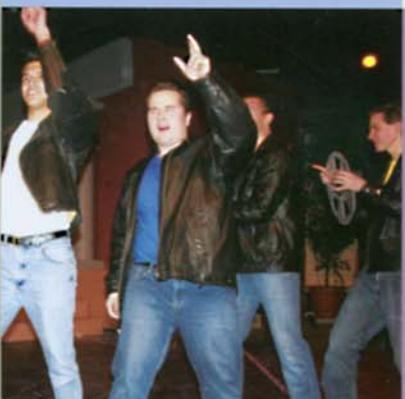
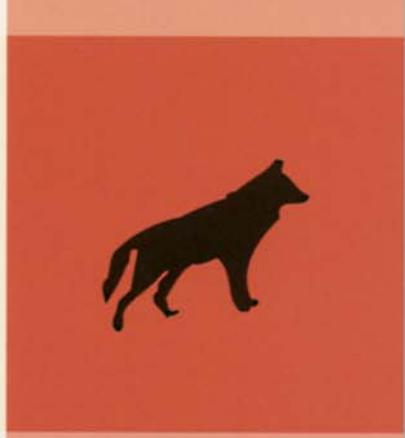
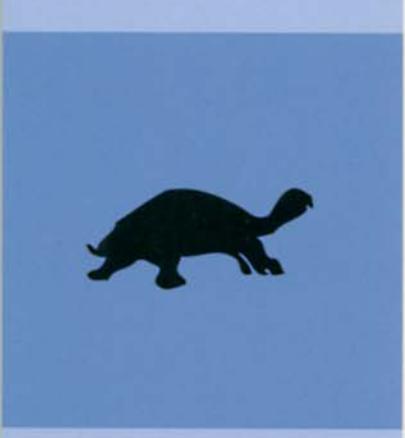
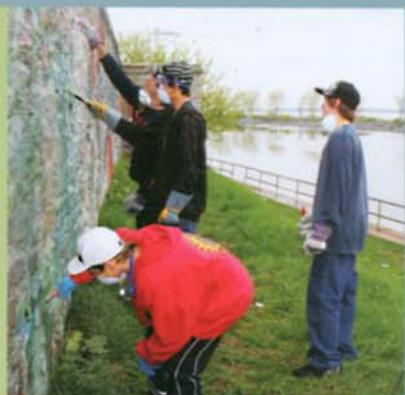


# Year in Review



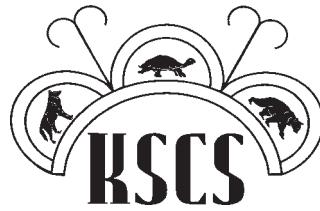
Annual Report  
April 09 - March 10

Kahnawake  
Shakotia'takehnhas  
Community Services



## Executive Director's Message

by Linda Deer, Executive Director



**A**s another fiscal year comes to an end, I want to say niawenhkó:wa to all whose involvement and commitment ensured that our organization delivered on what it is mandated to do; the Board of Directors, community volunteers, and other organizations who believe in what KSCS offers the community; the management team, who worked diligently on the strategies and direction of services to ensure we met the community's needs and most importantly; the employees, whose dedication showed in what they do.

KSCS strives to enhance and adjust services that meet the needs of our clients and the community in general. Efec-

tive networking between organizations such as the Mohawk Council of Kahnawake, Kateri Memorial Hospital Centre, Step by Step Child and Family Center, and the Executive Director's table has resulted in improving services that each of us offers to the community at large.

Due to the recession, we were financially cautious and managed to operate with minimal effects or constraints on service delivery. This report contains the accomplishments and challenges faced throughout the year while remaining vigilant to emerging issues and social problems. Statistics give a snapshot on the programming offered by each service area and the number of clients/community members served.

By keeping abreast of changing times and needs, and with the continued support of the board and the staff of KSCS, we will be better prepared to handle potential challenges and obstacles. I am very optimistic and confident that we will continue to be productive and successful in the upcoming year.

"I want to say niawenhkó:wa to all whose involvement and commitment ensured that our organization delivered on what it is mandated to do."

## Board of Directors

The Board of Directors were again active this year.

- They met 11 times
- Meetings averaged just over 2 hours
- Participation rate of more than 71%.



**KSCS Board of Directors.** Standing: Lloyd Phillips, Noreen Montour, Clinton Phillips, Arlene Jacobs. Sitting: Falen Jacobs, Lori Jacobs, Mary Lee Armstrong. Not pictured: Warren White (chairperson), Thomas Sky, and Shawn Montour.





## Operations

by Franklin Williams, Director

---

"The Operations team contributed administrative, financial and management services to all client service teams."

The Operations team contributed administrative, financial and management services to all client service teams. Our services impact their success by carrying out their objectives outlined in the Community Health Plan priorities, goals and strategic vision of KSCS.

We provide services to all health transfer service areas, located at the main office and throughout the community at Home and Community Care/Turtle Bay Elder's Lodge, Young Adults Program, Independent Living Center, Environmental Health Services, Resource Center, the Whitehouse, and the Family & Wellness Center (FWC)/Healing Lodge.

RECEPTIONIST/GREETER SERVICE provided day and evening services, including weekends when required.

- Groups: 112
- Total clients for year: 3743

ADMINISTRATIVE ASSISTANT SERVICES provided individual support to each of the integrated client service teams. Archivist service was relocated within the operations team:

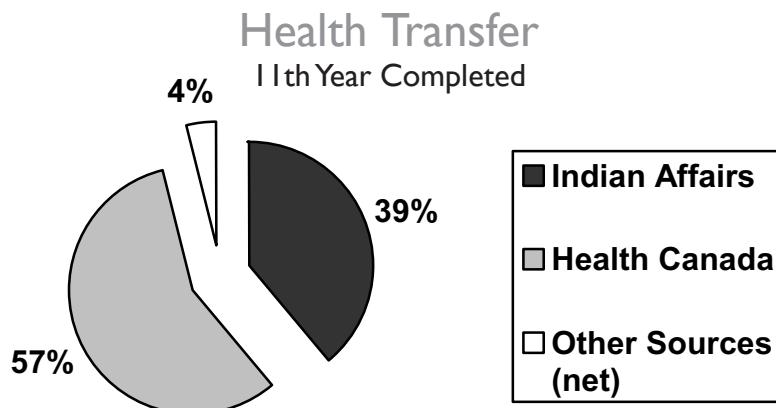
- New files opened: 175
- Destroyed files: 250

INFORMATION TECHNICIANS (IT) effectively addressed the computer needs of all the main office and satellite operations for 160 computer /laptop units, nine servers, six networks, Internet and WAN connections. A new computer technician joined the IT team.

THE FINANCE team provided efficient invoice payment, payroll processing of over 190 staff on weekly payroll, financial reporting and year-end audit preparations for a multitude of transactions.

THE MAINTENANCE and cleaning teams ensured a clean workplace. Repairs and safety checks were performed on the building and mechanical systems at the main office and at our satellite facilities. Final site work on the FWC focused on paving the parking lot and landscaping.

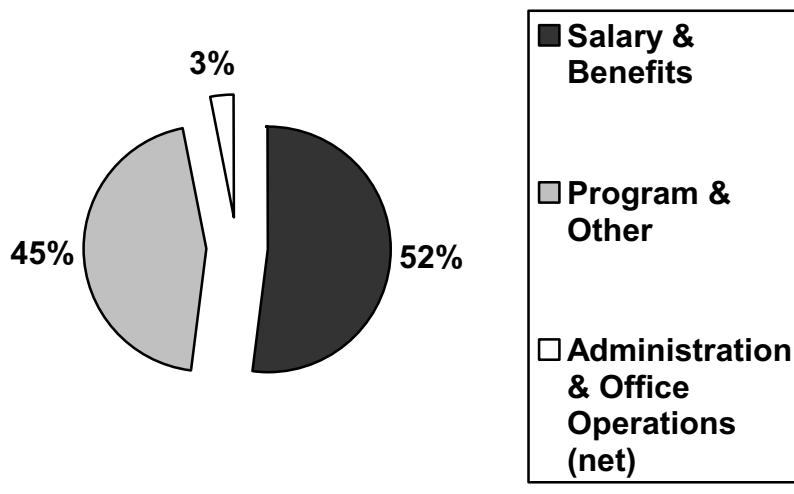




Revenue

Fiscal Year 2009-2010

Indian Affairs	\$ 5,398,000	39%
Health Canada	\$ 7,921,000	57%
Other Sources (net)	\$ 580,000	4%
<b>Revenue:</b> \$ 13,899,000		100%



Expense

Fiscal Year 2009-2010

Salary & Benefits	\$ 7,118,000	52%
Program & Other	\$ 6,371,000	45%
Administration & Office Operations (net)	\$ 410,000	3%
<b>Expense:</b> \$ 13,899,000		100%





## Assisted Living Services

*Manager, Vickie Coury-Jocks*



This year has seen many positive developments within Assisted Living Services (ALS); enrolment has increased in all services areas including the Young Adults Program, the Teen Social Club, the Independent Living Center, and Family Support Services.

Families of participants continue to be very involved and active in our programs. Meanwhile, the community at large has also shown tremendous support for the services by supporting our fundraising initiatives throughout the year. Last summer's ALS fun fair was a success, and all proceeds and donations went directly to cover the many social activities and trips for our clients that might not otherwise be possible without this generous support.

ALS clients also participated in and supported community events such as this year's winter carnival lip-sync contest and hosted a 70s themed family disco dance for Spirit of Wellness month. It is inspiring to see this segment of our community closing the gap on isolation and getting directly involved in mainstream social events. Added focus was placed on developing goal centered service plans and enhancing life-skills. This direction has seen an increase in work placement opportunities for a number of our participants.

ALS had a productive year thanks to the support of a dedicated staff, family, and community. We look forward to the challenges of the year ahead.



*YAP annual family fun fair*



*Sister Act: YAP's entry in the lip sync contest*



*YAP Valentine's Day luncheon*



*YAP disco dance, part of the Spirit of Wellness*



*YAP family fun fair*



## Community Based Programs

*Manager, Joe Styres*



The Community Based Program provides up-to-date information to Kahnawake Shakotia'takehnhas Community Services (KSCS) and all Kahnawake health and social services decision makers about the continuous changes to the non-transfer health care programs.

Over the last year, we provided technical support to Onkwata'karitahtshera's chairperson and executive committee and administered the contribution agreements of Head Start and the diabetes health projects. Onkwata'karitahtshera is the body responsible for planning and managing global health and social service issues in Kahnawake through a collaborative and holistic approach involving Kateri Memorial Hospital Centre, Kahnawake Fire Brigade, Mohawk Council of Kahnawake, and KSCS.

We are also responsible for assisting Kahnawakehró:non with Health Canada's Non-Insured Health Services. During 2009-2010, we assisted and/or provided information on 347 inquiries relating to prescription drugs, dental care, vision care, medical equipment and supplies.

Other responsibilities include the administration of the funding component on fetal alcohol spectrum disorder, crisis intervention, mental health counselling, HIV/AIDS, and the Aboriginal Diabetes Initiative. We coordinated the KSCS Brighter Futures initiative that is geared towards making a brighter future for children.

We also administered and supervised the KSCS Drama Project and the First Nations Health and Social Services Resource Center, which provides audio/visual and written prevention resources to our community and to all First Nations in the Quebec region. During 2009/2010, there were 14,583 documents and 452 DVDs accessed by First Nations in Quebec and Labrador from the Resource Center.



*Drama production of Grease*



*Drama production of Back Road to Broadway*

### Brighter Futures

Total	Male	Female
1925	950	975



# Environmental Health Services

*Environmental Health Officer, David Montour*



The annual report gives us an opportunity to look back on the activities of the year and to reflect on both the positive and negative events that unfolded throughout that time. Our main focus is on the activities that we were able to complete. This year, I thought it would be beneficial to also examine those areas that were not accomplished but constitute EHS' focus for the year ahead.

Our work is primarily concentrated on identifying, monitoring and mitigating health hazards in the physical environment. This responsibility has been divided into the following concentration areas:

- Water quality
- Waste disposal
- Food safety
- Health hazard investigations
- Air quality
- Communicable disease control
- Building safety
- Occupational health and safety.

The activities listed at right were completed:

A key event for all health workers this year was the H1N1 influenza pandemic. The pandemic necessitated our involvement in training, inspections, coordination meetings, and the refinement of action plans. While the pandemic was not as serious as originally predicted, the experience ensures that organizations will be better prepared for similar events in the future.

The items listed below have been identified as major concerns for the community and remain unresolved for the most part. They are areas that Environmental Health Services is committed to helping resolve in the coming year.

- Private sewage treatment issues (improper overflow)
- Recreational water quality issues
- Landlord / tenant disputes
- Land use disputes (scrap yards, factories, garbage, etc)
- Occupational health and safety for the whole community

EHS Activity Stats	2009	2010
Water Quality		
– Chemical	26	43
– Bacterial	342	312
– Recreational	456	420
– Other	90	25
– Well Disinfections	-NA-	6
Waste Disposal	7	4
Food Safety Inspections	60	47
Health Hazard Investigations	24	20
Air Quality Investigations	13	12
Communicable Disease Control	-NA-	6
Building Safety	38	40
Occupational Health & Safety	8	2
Info Request (misc)	86	45





# Home and Community Care Services / Turtle Bay Elder's Lodge

*Manager, Michael T. Horne*



The past year was a challenging one for Home and Community Care Services (HCCS). However, through the dedication of our staff we were able to overcome these challenges without compromising service delivery.

Home care services were particularly affected through the absences of a home care coordinator, assistant home care coordinator, and our home care nursing manager. We're happy to report all key personnel are in place for the coming year and we look forward to meeting any challenges that may come our way.

HCCS continues to use a Case Management approach to ensure effective service delivery. Each long-term client has an integrated service plan consisting of a multi-disciplinary team that includes a case manager, the client, family members, and other service providers. It is the goal of HCCS to incorporate our traditional ways by including the family in the circle of care of our elders.

We've seen a drastic increase in the need for Meals on Wheels, a program that consists of nutritious meals prepared by Turtle Bay Elder's Lodge (TBEL) kitchen staff and delivered to the elderly at their home. We plan on addressing this area to ensure continuity as we anticipate this need will only increase in the future.

Our networking with the Alzheimer's Society Suroit has made significant progress. Workshops are offered at TBEL that are open to all community members as we are seeing an increase in the number of community members afflicted with Alzheimer's.

We're proud to announce that HCCS has received reaccreditation via Kateri Memorial Hospital Centre through Accreditation Canada. This accreditation meets the national standards of excellence in quality care and service and is from 2009 to 2012.

## Adult and Elders Services (requests)

	Clients
Old Age Security	72
Social Security	16
Quebec Pension Plan	6
Estate Planning (Wills)	50
Legal	30
Pension Plans (Private)	
Commissioner of Oaths	7
Internal Revenue Services (USA)	
Miscellaneous	
Civil Status Application (CSA)	103

Legal: power of attorney, mandates, living wills, etc.

Misc: e.g.: RAMQ, medical insurance, life insurance claims for deceased clients, someone to confide in, etc.

CSA: birth/marriage/death certificates (Canada & USA)



A plaque received in recognition for 10 years of service for Home and Community Care Services in Kahnawake



TBEL & HCCS Manager Mike Horne with elders and the cheque presented to them by Tewatohnhi'saktha .



Tota's Walk, held each year by TBEL. The elders walk under their own power, with walkers, or in wheelchairs accompanied by family and friends.



Josie Horne, with her family, is crowned Queen at the TBEL annual Valentine's Day luncheon.

## Turtle Bay Elder's Lodge

The planned expansion has been deferred but remains a future need as the number of community members applying for residency has continued to increase. The admissions committee will be reviewing the criteria for admissions to TBEL following Indian and Northern Affairs Canada's Type 1 and Type 2 criteria for long term care.

On a regional level, we are networking with the First Nations of Quebec and Labrador Health and Social Services Commission to address issues of sustainability of our long-term care facilities.

HCCS/TBEL were successful in obtaining a donation from the business golf tournament hosted by Tewatohnhi'saktha. The donation, amounting to \$28,939.83, will go towards offsetting the costs associated with hosting social events at TBEL, such as the Valentine's Day and Christmas luncheons. These large functions are open to all community elders. A big niawenhkó:wa goes out to Tewatohnhi'saktha, individuals, and community businesses who donated prizes for this successful event.

"A big NIAWENHKÓ:WA goes out to Tewatohnhi'saktha, individuals, and community businesses who donated prizes for this successful event."

## Home & Community Care Services

	Hours
Home Visits Total	9,254
Home Management	5,414.5
Nursing Service	8,106
Case Management (incl. casework)	3,169
Personal Care	6,829.5
Meals on Wheels	5,990
Adult Day Program	8,916
In Home Respite	318.5
Total Number of Clients	299





# Human Resources

*Director, Rheena Diabo*



Human Resources (HR), Communications, and Organizational Development Services (ODS) make up the HR Directorate at KSCS. Each of the smaller teams works independently of the larger team to meet their specific service delivery objectives and collaborate on organizational projects, initiatives and activities that reinforce the organizational values of KSCS.

The team also coordinated and delivered training to management and supervisors on employment contracts and project management.

## Human Resources

Alison McGregor is a new addition to team as Executive Assistant, transferring from Administration Services. She brings years of experience, as well as skills she is acquiring from the Human Resources Certificate program at McGill University. She has recently begun the process of restructuring and reorganizing the personnel files as they relate to each area of employment in KSCS.

In the fall of 2009, HR acquired a comprehensive database system that will benefit the recording, tracking and maintaining of histories regarding our employees, positions, training, recruitment, and performance management. This system has also assisted the team in improving HR services and aligning policies and procedures for consistency.

We are in the final stages of our wage parity project; having concluded a market study and evaluations of all job positions. We will now enter the final phase of evaluating all employees according to the new salary scale.

## Communications for a Healthier Lifestyle

This past year the Communications Services Team has worked hard supporting an environment that encouraged staff from KSCS, other community organizations, and Kahnawa'kehró:non to come together to become more involved in the planning and delivery of the services, programs and activities we offer.

In order to be more successful when influencing positive behavioural change within the community, Communications planned and supported initiatives/activities that assisted the organization's ability to re-establish responsibility where it belongs\* and work more in partnership with the community.

KSCS Communications participated on the Kahnawake Influenza Pandemic Communications Team (KIPCT). Our role was to ensure community education and awareness on psychosocial issues and assist with the general communication activities of the KIPCT. We also participated in

## Human Resources Statistics

2008/2009 186 Employees

2009/2010 189 Employees

### Recruitment

Positions Posted 16

Applications Processed/Interviews 44

New Hires/Orientations Conducted 21

Departures 17

Summer Students 8

Stagiaire Students 34

### Employees

Full Time 149

Part Time 8

On Call 31

Service Contract 1

## ODS Community Based Research & Development Projects

- Aboriginal Health Transition Fund (AHTF)
- Aboriginal Health Human Resources Initiative (AHHRI) Training Institute Feasibility Study Phase III
- First Nations Child & Family Services Evaluation
- First Nations Child & Family Services Prevention and Support Services Comprehensive Action Plans

## Organizational Development Projects

- Exploring Partnerships: Meeting Facilitation
- AHTF Proposal Revision
- AHTF Report Preparation
- Health Canada Regional Office: Coordinate Presentation
- CSSS Jardins-Roussillon: Coordinate Presentaiton
- Ministry of Health and Social Services Quebec: Coordinate Presentation

## ODS Training

- The Planning Workshop: Professionalism in the Workplace



a Department of Oncology, McGill University panel discussion at the Montreal Jewish General Hospital's Cancer Prevention Center, with a goal to highlight the need to incorporate principles of social justice into policies involving tobacco. Our contribution was *Collateral Damage from Tobacco Misuse*.

The month long Spirit of Wellness activity "Healthy Family, Healthy Future Ata'karitéhtshera Kahwá:tsire Kaianeréhstha Taiawehniseratátie" was one major success we experienced towards fostering better working relationships with other KSCS service areas, the community and its organizations; and has set a new benchmark to future planning for communications at KSCS.

## Organizational Development Services

The ODS team primarily carried out several intensive community based research and coordination projects within Kahnawake this past year. These projects presented the team with opportunities to further network with external agencies such as First Nations of Quebec and Labrador Health and Social Services Commission, First Nations and Inuit Health Branch (Quebec Region), Health Canada, and the Ministère de la Santé et des Services Sociaux Québec. We coordinated workshops for community organizations and training for summer students. A listing of our 2009/2010 projects and trainings is on the sidebar.

\*Please refer to our vision statement on the back cover.

Communications	
TV Commercials	*148
Awareness Videos	43
Taped Workshops	19
Taped Drama Productions	6
Eastern Door Print Ads	58
Articles Submitted	1
Eastern Door Inserts	1
Community Notes	10
Radio Talk Shows	12
Radio Commercial Campaigns	18
PSA's	25
News Releases/Interviews	6
KSCS Insider Episodes	**25
Aionkwatakari:teke Publications	***6
Weekly Bulletins	51
Annual Report	1
Requests for Assistance from KSCS Services	145
Pandemic Information Distributed	19
Workshops/Presentations Assisted	28
Assist Staff Development of PR Material	37
# of participants	
Information Booths Hosted	17 2349
Workshops/Presentations	26 781
Community Activities	20 3599
In-Schools Workshops	11 154
Prevention & Support Requests (Individual Services)	13 13

\* 16 new

\*\* 41 people interviewed

\*\*\* 55 articles, 35 contributors



SOW 2009 logo designed by Marion Snow



ODS training session



## Prevention Services

Manager, Mary McComber



Community involvement and participation have always been the cornerstone of prevention work. This year, we at Kahnawake Shakotiia'takehnhas Community Services (KSCS) continue to work with our various partners and the community to encourage healthy lifestyles.

One successful campaign was the *graffiti clean up day*, organized by the sub-group of the Community Prevention Task Force (CPTF). The initiative attracted over 50 organizational and community participants, including 16 youth. Organizational participants included: KSCS staff, Youth Center, Mohawk Council of Kahnawake, Peacekeepers, and local media. The CPTF continues to meet and plan promotions of this nature in the future.

Other prevention initiatives involving community input include projects like the fetal alcohol spectrum disorder (FASD) prevention initiative and subcommittee, parenting, traditional services, MAD Group, and Our Gang. Encouraging healthy lifestyles and enhancing coping skills is an important factor in all services within KSCS.



FASD informational booth in the lobby of the services complex



Elder, Tom Porter gave a presentation as part of SOW '09 activities

The FASD subcommittee ensures networking and efficient service delivery to the community in the area of healthy pregnancies, promotions and training to support clients and families. Some of our partners include:

- KSCS
- Community Health Unit of Kateri Memorial Hospital Centre
- Step by Step
- Education Center

We provided training to staff and community in areas around traditional prenatal health, and intervention with school aged children with Mary Cunningham. In addition, frontline staff attended training in Toronto with Motherisk\* and we also received training on supporting families and addicted women through the Prima program.



Sixteen Kahnawake youth participated in the graffiti clean up day.

\* Motherisk is a clinical, research, and teaching program affiliated with the University of Toronto.

Prevention Services Stats					
	Males	Females	Info-Booths	Workshops	Total
S5 Voluntary Services (Shakotisnien:nens Workers)	92	92			184
KSS In-School Prevention	11	6			17
In-School Prevention (Safe Grad)					99
MAD Group	47	39			86
Our Gang	88	100			188
Aionte'nikonroten (Art Therapy Group)	6	4			10
Family and Wellness Center Individual support (Traditional & Parenting)	44	137			181
Parent/Child Interactive Workshops & Nobody's Perfect Program	30	109			139
Traditional Services (# of Sweats)					161
HIV/AIDS Healthy Sex & Sexuality			22	8	3903*
Fetal Alcohol Spectrum Disorder			14	9	3271*
Suicide Awareness (Prevention & Intervention)			10	4	2781**
* hits on awareness activities ** 4 two-day training workshops, 4 awareness activities					
Community Prevention Task Force					
	Adults	Youth	Mad Group		
Graffiti	50	16	6		
Meetings	21				



## Prevention Services, <sup>cont'd</sup>

Our Gang and MAD Group continued their social/life skills youth programming through in-school prevention in areas such as: art therapy, bullying prevention, healthy relationships and sexuality, volunteering in the community, and teaching youth about giving back to the community. Both groups fundraise to offset activity costs and MAD Group is currently fundraising so its participants can attend the *Healing Our Spirit Worldwide* conference in Hawaii later this year.

Prevention Services continue to see an increase in demand for Shakohtishnié:nenh support counselling whether it's through mainstream counselling or traditional counselling. Some challenges that have been addressed this year are in the areas of mental health, suicide ideation and violent offenders. We've supported staff in pursuing training to stay current on these complicated issues. They've received training through the

- FASD project
- McGill University sessions
- Douglas Hospital

and through in-house training e.g:

- Applied Suicide Intervention Training Skills
- Tehontatré:ris

We anticipate another busy year with more planning around promotional campaigns to raise awareness in the community on a variety of issues. The old adage "*An ounce of prevention is worth a pound of cure*" holds true. Through care and planning our community can have a healthier and stronger future for generations to come.



Top photo: MAD Group's black Christmas fundraiser for HOSW conference

Middle photo: SOW social

Bottom photo: Our Gang's lemonade fundraiser.



## Support Services

*Manager, Derek Montour*



**I**t has been a very busy year for Support Services. Kahnawa'kehró:non are being more proactive in seeking out psychological, addictions support and youth protection services, while at the same time our numbers indicate that service delivery is down in some areas in comparison to last year.

Some of the challenges for this year have been in assisting clients who have a mental illness and are seeking assistance with addictions. To fully support clients with a presenting mental illness/condition we've had to network with institutions that offer mental health specific services; namely the Anna-Laberge Hospital and the Douglas Mental Health Institute to better respond to the needs of our clients.

Effective networking has been one of our strengths this year. We have made great strides in creating and reinforcing these relationships with organizations here in Kahnawake as well as with off-reserve organizations. These networking relationships offer Kahnawakehró:non a greater access of services than just what KSCS is able to provide.



*Joan E. Montour discusses Tsi Ionteksa'tanonhnha "Foster Care" at a scheduled MCK public meeting.*

Support Services Stats			
	Males	Females	Total
Youth Protection	152	171	323
Psychological Services *	64	101	165
Youth Criminal Justice Act	9	13	22
Addictions Response Services	68	76	144
Brief Services	20	26	46
Ineligible	4	2	6
Tsi Ionteksa'tanonhnha "Foster Care" (Monthly Avg) Children placed in group homes	Average	Homes	
	31	23	
Case Aids Tehontatró:ris	Transports	Supervised Visits	
	1666	441	
	Participants	Total Presentations	
	248	8	

\*Top four problem issues (*Behavioural, Depression, Parental Capacity & Anxiety*)



## Support Services, <sup>cont'd</sup>

We would like to thank our partners who have helped us this past year; Education Center, Peacekeepers, Kateri Memorial Hospital Centre, First Nations of Quebec & Labrador Health & Social Service Commission, Health Canada, Indian & Northern Affairs Canada and the Centre des Jeunesse de Montérégie.

The gap in resources has proven to be another key challenge. With downsizing budgets and cost cuts, it becomes more difficult to find effective resources to refer clients to. Again, our networks have assisted in helping us to fill these gaps, so that client satisfaction is guaranteed to remain high.

We are also looking at potentially expanding our service delivery with a possible new funding change that will be negotiated in the coming year. The community will be kept informed of any expansions and changes as they arise.

Client satisfaction is a major motivating factor and our primary goal is in making sure our clients' needs are taken care of in a swift, timely manner and with the most professional standards possible. This year, we have been successful in supporting the community's need for parenting support, foster care, support groups, one-on-one counseling, and family interventions, to name a few.

Our frontline workers and support team have done an amazing job at meeting our clients' needs this year. On their behalf, it has been an honour that the community has trusted us to help our clients and their families this past year. We look forward to being there again, if and when the need arises next year.



Aboriginal Health Transition Fund meeting



Performers at the lip sync contest



Jonathan Rice presenting



Kahnawake Shakotia'takehnhas Community Services  
P. O. Box 1440  
Kahnawake, Mohawk Territory  
Via Quebec J0L1B0

Tel.: 450.632.6880 - Fax: 450.632.5116

## Our Vision Tekaienawa:kon

To continue to strengthen our participation by working hand in hand with our community in renewal of Mohawk cultural values community has responsibility for its well-being and our role is to assist.

## Mission Statement

Our goal, with the assistance of a team of caring people, is to encourage a healthier lifestyle through promotion, prevention and wellness activities that strengthen pride, respect and responsibilities of self, family and the community as Mohawks of Kahnawake.

## General Obligation of Loyalty and Diligence

K.S.C.S. employees are expected, in all circumstances, to demonstrate integrity, loyalty, impartiality, dignity, self-discipline, dedication, proper behaviour, professionalism, discretion and a high degree of responsibility and efficiency to ensure the smooth and efficient functioning of K.S.C.S., its programs and the delivery of services to the community in general and clients in particular.

## Credits

2009-2010 Annual Report Production Team:

Brian Williams, Christine Taylor, Chad Diabo, Doug Lahache, Marie David and Tyson Phillips

Proofreaders: Beatrice Taylor and Wendy Walker-Phillips

Coordinator of Communications: Doug Lahache

Desktop Publishing Layout & Graphics: Marie David

Printing & Graphic Design: Anishinabe Printing, Maniwaki, Qc