

# Annual Report

April 2011 / March 2012



Kahnawake  
Shakotii'akehnhas  
Community Services

# Year in Review





## EXECUTIVE DIRECTOR'S MESSAGE

*Executive Director, Linda Deer*



Recently I noted a plaque with one of those quotes that has an instant impact on you and leaves you thinking about what it really means.

### *Cherish Yesterday, Dream Tomorrow, Live Today*

I thought it appropriate as I reflect over my years at Kahnawake Shakotiiia'takehnhas Community Services (KSCS) and write my last annual report as the Executive Director. This past year has had some challenges but with a strong management team the organization, is able to look forward to another year of financial stability. I am very proud to say that I am leaving the organization in good operational and financial condition and feel confident that when the new Executive Director takes over the reins, the future of KSCS is going to be in the capable hands of a young, strong and intelligent person who will continue to improve and enhance the services to the community.

As I prepare to leave, I dream of what tomorrow holds not only for me but for this organization that has so much to offer in helping the community to obtain

full, healthy and happy lives. We have really strived to walk hand-in-hand with the community to achieve our mission. Within this annual report you will read about the many efforts made by all our services to provide Kahnawa'kehró:non with many different tools and avenues to achieve a better life for themselves and their families with the ultimate goal of a healthy community.

Nia:wen kowa to the Board of Directors for their support and belief in me and to the Directors and Managers I have worked with and who have supported me throughout my career here at KSCS. I can't believe how fast 24 years has gone by. I also want to acknowledge all the staff whose hard work makes this organization what it is today. Keep up the good work!

I offer my best wishes to the new Executive Director, Derek Montour. As you read this report I will have started on the next journey of my life and my goal is to "Live today."

Nia:wen kowa,  
Linda Deer, Executive Director,  
June 2, 2003 - March 31, 2012

## BOARD OF DIRECTORS



The KSCS Board of Directors met 11 times this fiscal year, with an average meeting time of two (2) hours and a participation rate of more than 85 per cent.



Janice Beauvais and Kellyanne Meloche became KSCS Board members in June 2011, replacing Falen Jacobs and Clinton Phillips.

**KSCS Board of Directors:** *Standing (l-r): Thomas Sky, Warren White, Clinton Phillips, Shawn Montour, Lloyd Phillips, Donald W. Gilbert. Sitting (l-r): Lori Jacobs, Mary Lee Armstrong, Falen Jacobs, Arlene Jacobs.*





## OPERATIONS

*Director, Franklin Williams*

The Operations team contributed administrative, financial and management services to all client service teams. Our services have an impact on their success in carrying out their objectives to address 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, Assisted Living Services/Young Adults Program, the Independent Living Center, Environmental Health Services, the Resource Center, the Whitehouse, and the Family and Wellness Center.

Receptionist/Greeter services continued to provide day and evening (weekends when required) assistance.

86 groups with a total of 3129 clients during the year.

Administrative Assistant Services assigned individuals to provide support to each of the integrated client services teams.

Information Technicians (IT) effectively addressed the computer needs of all main office and satellite operations for 160 computer units/laptop units, nine (9) servers, six (6) networks, Internet and WAN connections.

The Finance team provided efficient invoice payment, payroll processing of over 190 staff on weekly payroll, financial budgets and reporting, as well as the 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.



## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of  
Kahnawake Shakotiaa'Takehnhas Community Services

We have audited the accompanying financial statements of **Kahnawake Shakotiaa'Takehnhas Community Services**, which comprise the statement of financial position as at March 31, 2012 and the statements of operations and fund balances, changes in net financial assets, moveable assets reserve, sources of revenues and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to Council's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Council's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion the financial statements presents fairly, in all material respects, the financial position of **Kahnawake Shakotiaa'Takehnhas Community Services** as at March 31, 2012 and of its financial performance and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

### Report on other regulatory requirements

We have also reviewed the terms and conditions of your agreement with Health Canada and during the course of our audit did not encounter any instances where the terms and conditions were not met. In addition, we have certified that the services of a Medical Officer of Health are available, that nurses are registered with their provincial association, that the Environmental Health Officer is certified as a Public Health Inspector and that mandatory reporting concerning immunization and communicable diseases has been completed and sent to the Province.

### Other matters

The financial statements of **Kahnawake Shakotiaa'Takehnhas Community Services** for the year ended March 31, 2011 were audited by Horwath Leebosh Appel, LLP of Montreal, Canada, prior to its merger with MNP SENCRL, srl. Horwath Leebosh Appel, LLP expressed an unmodified opinion on those statements on June 20, 2011.

Montréal, Québec

June 18, 2012

<sup>1</sup> CPA Auditor, CA permit no. 103961



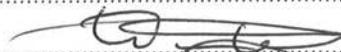
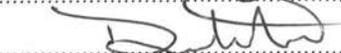


## Kahnawake Shakotia'Takehnhas Community Services

### Statement of Financial Position

At March 31	2012 \$	2011 \$
<b>Financial assets</b>		
Cash	1,851,712	523,291
Term deposit <i>[note 3]</i>		
Internally restricted	1,074,058	1,110,527
Unrestricted	425,942	389,473
Contributions and accounts receivable <i>[note 4]</i>	882,195	849,191
Computer loans receivable - employees	26,626	23,315
<b>Total financial assets</b>	<b>4,260,533</b>	<b>2,895,797</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities	1,229,942	1,153,314
Amounts held in trust	204,342	180,800
Deferred revenue <i>[note 6]</i>	370,608	-
	<b>1,804,892</b>	<b>1,334,114</b>
<b>Net financial assets</b>	<b>2,455,641</b>	<b>1,561,683</b>
<b>Non-financial assets</b>		
Tangible capital assets <i>[note 5]</i>	3,358,357	3,387,620
Prepaid expenses and advances	12,911	22,232
<b>Total non-financial assets</b>	<b>3,371,268</b>	<b>3,409,852</b>
<b>Moveable assets reserve</b>	<b>41,862</b>	<b>30,100</b>
<b>Accumulated surplus <i>[note 11]</i></b>	<b>5,785,047</b>	<b>4,941,435</b>

Approved on behalf of the board:

.....Grand Chief  
  
 .....Chairperson  
  
 .....Director

See accompanying Notes to the Financial Statements



# Kahnawake Shakotia'Takehnhas Community Services

## Statement of Operations and Fund Balances

Year ended March 31

Description	Supplementary Information Reference Page #	Accumulated Surplus March 31, 2011 \$	Revenues \$	Expenses \$	Excess (deficiency) of revenues over expenses \$	Transfers / Adjustments \$	Accumulated Surplus March 31, 2012 \$
<b>Programs funded by Health Canada</b>							
Health Transfer Agreement	15	148,842	5,083,018	4,767,489	315,529	(10,916)	<b>453,455</b>
National Native Alcohol and Drug Abuse Prevention - film library	26	938	81,892	81,892	-	-	<b>938</b>
Diabetes	26	(678)	516,135	504,813	11,322	(10,644)	-
Home and community care	27	(8,285)	1,600,909	1,542,112	58,797	(50,512)	-
Non-insured psychological services	27	-	135,000	135,230	(230)	-	<b>(230)</b>
HIV / AIDS strategy	28	226	33,511	33,511	-	-	<b>226</b>
Fetal alcohol syndrome / fetal alcohol effects initiative	28	(1,348)	98,592	99,261	(669)	1,348	<b>(669)</b>
Suicide prevention	29	(605)	25,000	25,000	-	605	-
Headstart programs	29	-	300,931	300,931	-	-	-
Child's oral health initiative	29	-	33,064	33,064	-	-	-
Summer student health careers	30	2,473	8,403	8,294	109	(109)	<b>2,473</b>
Health Services Integration Fund	30	-	8,162	8,162	-	-	-
Communicable Disease Control	31	-	23,360	23,360	-	-	-
Building Healthy Communities	31	-	10,153	10,153	-	-	-
Injury prevention	31	-	-	-	-	-	-
<b>Subtotal</b>		<b>141,563</b>	<b>7,958,130</b>	<b>7,573,272</b>	<b>384,858</b>	<b>(70,228)</b>	<b>456,193</b>
<b>Programs funded by Aboriginal Affairs and Northern Development Canada (AANDC)</b>							
<b>Child and family services</b>							
<b>KSS</b>							
2385 Institutional care - children	32	(279,712)	449,280	787,105	(337,825)	617,537	-
2383 Foster home care - children	32	147,144	1,078,083	658,650	419,433	(566,577)	-
2373 Services delivery - family and child services (secondary)	33	(2,139)	1,577,359	1,528,091	49,268	(47,129)	-
Child special allowance	34	-	155,819	155,819	-	-	-
2388 Enhanced prevention	34	150,564	177,920	178,167	(247)	(150,317)	-
2384 Group home	34	45,159	258,545	87,935	170,610	(215,769)	-
Surplus Reinvestment		-	43,182	-	43,182	49,021	<b>92,203</b>
Provision for Maintenance Volume Augmentation		-	-	-	-	252,218	<b>252,218</b>
		<b>61,016</b>	<b>3,740,188</b>	<b>3,395,767</b>	<b>344,421</b>	<b>(61,016)</b>	<b>344,421</b>
<b>Adult services</b>							
<b>KSS</b>							
2396 Institutional care - adults	35	54	480,700	451,854	28,846	(28,846)	<b>54</b>
2390 Services delivery - assisted living services	35	2,089	1,360,903	1,335,860	25,043	-	<b>27,132</b>
2402 Disabled workshops	36	-	11,021	11,021	-	-	-
2420 Family violence	36	-	74,815	74,815	-	-	-
		<b>2,143</b>	<b>1,927,439</b>	<b>1,873,550</b>	<b>53,889</b>	<b>(28,846)</b>	<b>27,186</b>
<b>Sub-total</b>		<b>63,159</b>	<b>5,667,627</b>	<b>5,269,317</b>	<b>398,310</b>	<b>(89,862)</b>	<b>371,607</b>

See accompanying Notes to the Financial Statements



# Kahnawake Shakotia'Takehnhas Community Services

## Statement of Operations and Fund Balances (Cont'd.)

Year ended March 31

Description	Supplementary Information Reference Page #	Accumulated Surplus March 31, 2011 \$	Revenues \$	Expenses \$	Excess (deficiency) of revenues over expenses \$	Transfers / Adjustments \$	Accumulated Surplus March 31, 2012 \$
<b>Programs funded by various sources</b>							
New Horizons for Seniors		7,424	-	-	-	-	7,424
Onkwata'karitáhtshera		13,426	-	-	-	(1,018)	12,408
Tewatohnhi'saktha summer student programs	37	-	22,825	24,081	(1,256)	-	(1,256)
Organizational development services	38	154,787	76,309	165,213	(88,904)	-	65,883
Elders Lodge - operations	39	-	758,207	725,745	32,462	(32,462)	-
Child services (CSSR)	39	-	28,130	28,130	-	-	-
Nobody's Perfect	40	5,971	8,390	7,842	548	-	6,519
Teen social club	40	1,996	4,545	4,545	-	-	1,996
YAP parents' committee	40	-	13,003	13,003	-	-	-
Elders fundraising activities	41	-	1,536	3,880	(2,344)	-	(2,344)
A'nowara'hne Six plex	41	-	8,050	10,568	(2,518)	-	(2,518)
Onkwa research council	41	-	-	1,018	(1,018)	1,018	-
Youth Criminal Justice	42	-	-	104,030	(104,030)	276,509	172,479
Physician's Incentive Fund	42	-	59,500	47,500	12,000	-	12,000
Building Healthy Communities - Winneway Health Center	42	-	4,170	3,359	811	-	811
Administration	43	-	665,602	655,328	10,274	(10,274)	-
Office operating and maintenance	44	-	410,888	402,791	8,097	(8,097)	-
General fund	45	-	106,551	51,410	55,141	(55,141)	-
Moveable assets reserve	46	73,970	6,929	-	6,929	-	80,899
Amortization		(216,107)	-	-	-	-	(216,107)
<b>Subtotal</b>		<b>41,467</b>	<b>2,174,635</b>	<b>2,248,443</b>	<b>(73,808)</b>	<b>170,535</b>	<b>138,194</b>
<b>Total</b>		<b>246,189</b>	<b>15,800,392</b>	<b>15,091,032</b>	<b>709,360</b>	<b>10,445</b>	<b>965,994</b>
Less:							
Internal transfer		-	(1,701,889)	(1,701,889)	-	-	-
Interfund transfer		197,099	-	-	-	189,539	386,638
<b>Operating fund</b>		<b>443,288</b>	<b>14,098,503</b>	<b>13,389,143</b>	<b>709,360</b>	<b>199,984</b>	<b>1,352,632</b>
<b>Internally restricted fund</b>	47	<b>1,110,527</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(36,469)</b>	<b>1,074,058</b>
<b>Capital asset fund</b>	48	<b>3,387,620</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(29,263)</b>	<b>3,358,357</b>
<b>Total accumulated surplus</b>		<b>4,941,435</b>	<b>14,098,503</b>	<b>13,389,143</b>	<b>709,360</b>	<b>134,252</b>	<b>5,785,047</b>

See accompanying Notes to the Financial Statements



# Kahnawake Shakotia'Takehnhas Community Services

## Statement of Sources of Revenues

Year ended March 31	2012 \$	2011 \$
<b>Health Canada</b>		
Health Transfer Agreement	5,083,018	4,933,222
<b>Set funding</b>		
Unexpended contributions , beginning of year	3,007,050	2,648,946
	-	126,496
	3,007,050	2,775,442
Unexpended contributions, end of year	(131,938)	-
	2,875,112	2,775,442
	7,958,130	7,708,664
<b>Aboriginal Affairs and Northern Development Canada (AANDC)</b>		
Financial transfer arrangement	5,413,726	4,647,931
Childrens' special allowances	155,819	138,190
Residents contributions - KSS services delivery - assisted living services	54,900	59,405
Surplus reinvestment	43,182	-
Application of L-49	238,670	-
Unexpended contributions, end of year	(238,670)	-
	5,667,627	4,845,526
<b>Other</b>		
Interest income	26,294	25,891
Internal invoicing - administration costs	665,602	653,983
Internal invoicing - operation costs	410,888	409,695
Kateri Memorial Hospital Center rent	12,000	12,000
Building Healthy Communities - Winneway Health Center	4,170	-
Elders' Lodge residents' contributions	134,620	135,941
Elders' Lodge - AANDC funding	606,400	606,400
Elders' Lodge - Meals On Wheels	4,931	8,524
Elders' Lodge - respite care	-	771
Elders' Lodge - canteen revenue	256	450
Elders' Lodge - unexpended contributions , beginning of year (Tewatohni'saktha golf tournament donation)	-	24,290
Organizational development services	76,309	210,279
CSSR child services	28,130	43,097
Dividends - Caisse Populaire Kahnawake	5,411	455
Other	936	17,566
	1,975,947	2,149,342

See accompanying Notes to the Financial Statements



# Kahnawake Shakotii'Takehnhas Community Services

## Statement of Sources of Revenues (Cont'd.)

Year ended March 31	2012 \$	2011 \$
<b>Balance forward</b>	<b>1,975,947</b>	2,149,342
Group benefits contribution - MCK	32,467	4,623
Soda machine	406	517
YAP donations	-	6,000
Tewatohnhi'saktha summer student programs	22,825	31,557
Administration - Services Complex	10,000	10,000
Gas tax refund	3,462	-
Room rental	1,175	900
Rental - Mohawk Trail House	-	1,750
Van rental	26,400	6,200
Nobody's Perfect (Kateri Memorial Hospital Center)	8,390	8,185
YAP parents' committee	30,166	26,908
YAP parents' committee - surplus funding carried forward	(17,163)	(16,497)
Teen social club	4,545	4,216
Transfer from moveable assets reserve	6,929	9,451
Physicians Incentive Fund	59,500	-
Elders fundraising activities	1,536	-
A'nowara'hne Six plex rent	8,050	-
A'nowara'hne Six plex – transfer from internally restricted fund	94,829	-
A'nowara'hne Six plex – transfer to capital asset fund	(94,829)	-
General fund – transfer from internally restricted fund	65,447	-
General fund – transfer to capital asset fund	(65,447)	-
	<b>2,174,635</b>	2,243,152
	<b>15,800,392</b>	14,797,342
<b>Less: Internal transfer</b>	<b>(1,701,889)</b>	(1,842,224)
	<b>14,098,503</b>	12,955,118

See accompanying Notes to the Financial Statements





## ASSISTED LIVING SERVICES/FAMILY SERVICES



*Director (FS) & Manager (ALS), Vickie CouryJocks*

The departments that make up the Family Services (FS) component of KSCS, Support Services, Prevention Services, Home and Community Care (HCCS) and Assisted Living Services (ALS), had a busy year taking on several challenging tasks. First of all, departments were involved in aligning our work plans to respond to community needs through the creation of programs and services that foster and support positive life changes.

Following commitments made at the Family Preservation Conference in November 2010, KSCS partnered with conference presenter Ron Moorish to develop a training series on effective parenting methods. This initiative builds on our commitment to offer families concrete and experiential parenting skills training. The program initially rolled out as a pilot project; however, the feedback so far has been very positive and supports the continuation of this group work in the year ahead.

Collaboration continued between ALS, HCCS, and Kateri Memorial Hospital Centre to address the mental health needs of the community and the care and support of our elders.

On a management level, we have been involved at the Onkwata'karitáhtshera table to identify the primary health priorities for the next 5-10 years. It will be a challenge to align and develop services and programs to address these priorities while faced with the serious challenge of the anticipated budget cuts forecasted by the provincial and federal governments.

As social needs grow and dollars shrink, it becomes increasingly important to step up our efforts to improve our effectiveness through regular evaluation and measurable objectives. To meet this aim, KSCS will need the input and support of the community; I look forward to meeting this collaboration with confidence and optimism.



*The YAP fun fair is an annual hit.*

### Erratum

*In the 2010-2011 KSCS Annual Report, Vickie CouryJocks was misidentified as the manager of Assisted Living Services. In fact, Stacey Ross was the manager of ALS and wrote the accompanying narrative for that report. Tyson Phillips is the liaison between Communications and ALS. Tyson and I apologize to Ms. Ross for the error and any distress this may have caused.*

*~ Marie David*



*Stacey Ross*

Assisted Living Services			
	M	F	Total
Independent Living Center (residence caseworker)	6	5	11
Family Support Caseworkers	28	16	44
Family Support Life Skills Support	11	9	20
Teen Social Club	8	6	14
Young Adult's Program	9	6	15





## COMMUNITY BASED PROGRAMS



*Team Leader, Joe Styres*

Community Based Programs provides up-to-date information to KSCS and all Kahnawake health and social services decision makers about the continuous changes to the non-transfer health care programs.

This past year we provided administrative and technical support to the Onkwata'karitáhtshera's chairperson and executive committee and administered the contribution agreements of the Head Start and Aboriginal Diabetes Initiative Programs. Onkwata'karitáhtshera is the body responsible for planning and managing global health and social services issues in Kahnawake through a collaborative and holistic approach involving Kateri Memorial Hospital Centre, Kahnawake Fire Brigade, KSCS, and the Mohawk Council of Kahnawake.

Community Based Programs also administers Health Canada's NonInsured Health Benefits Program. This program provides Kahnawa'kehró:non with care and services which are not provided by the provincial health system. During 2011-2012, we assisted and/or provided information on over 300 inquiries relating to prescription medications, dental care, vision care, and medical supplies and equipment.

Our other responsibilities included administering the funding component on the FASD, HIV/AIDS, and Maternal Child Health Programs. We also coordinate the KSCS Brighter Futures Initiative that is geared towards improving the future for our children. This initiative provided funding to community and organization projects including Tota Tanon Ohkwá:ri, children's library programming, Onake, Junior Fire Brigade, Entewaténikonri:sake at Stepby-Step, Drama, weekend teen activities and the Kahnawake Youth Center.

The First Nations Health and Social Services Resource Center, provides audio/visual and printed prevention resources to our community and other Aboriginal Nations in Quebec. During 2011-2012 there were 5,450 documents and 460 DVD's accessed by Aboriginal Nations in Quebec and Labrador from the Resource Center.



*Maria and the Von Trapp kids in the Drama production of The Sound of Music.*



*Kids from the Kahnawake Youth Center at the summer camp in Tioweró:ton.*





## ENVIRONMENTAL HEALTH SERVICES



*Team Leader, Donald W. Gilbert*

Environmental Health Service (EHS) has undergone some personnel changes this past year. Nicolas Grenon-Raymond, who was hired in 2010, left to take a similar position in Ontario. We wish him well in his new position.

The position of EHS officer was filled on a part-time basis by David Montour, who had served as our EHS officer for many years. Welcome back David!

Donald W. Gilbert is now the permanent EHS Team Leader. He will continue to collaborate on activities with Mark Horne and Larry Jacobs.

EHS activities 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

Last year's radon testing was conducted as part of an initiative through Health Canada. Twenty one buildings were tested and a total of 454 radon detectors were installed. Results from the detectors identified three buildings above the maximum radon concentration.

Corrective measures were provided to all three building superintendents. The levels detected were in the time frame to have corrective measures completed is within two years. Two of the buildings have completed the measures and the third is in the process of having the work done.

EHS maintain an information booth outside the Caisse Populaire where information on a variety of environmental health issues is available.

Activities for the upcoming year will be to determine the lingering issues that require a team approach to resolve. These issues have been identified as major concerns for the community and remain unresolved.

EHS is committed to resolving these issues in the coming year, including:

- Residential Sewage Treatment,
- Large Scale Operations Sewage Treatment,
- Tobacco/Cigarette Manufacturers,
- Potable Water Quality

We will be involved in pilot projects initiated by Health Canada to determine the capabilities of Community Based Water Quality Monitors and to determine what roles can be expanded.

We will continue to provide mandatory services and expect to refine work currently in progress, which include:

- Private sewage treatment issues for large scale operations
- Quality assurance and quality control for Community Based Water Quality Monitors
- Occupational health & safety
- Healthy home initiatives

EHS Activity Stats	2011	2012
Water Quality – <i>Chemical</i>	70	76
– <i>Bacterial</i>	376	513
– <i>Recreational</i>	487	146
– <i>Other</i>	72	91
– <i>Well Disinfections</i>	7	16
Waste Disposal	3	5
Food Safety Inspections	56	44
Health Hazard Investigations	12	10
Air Quality Investigations	8	24
Communicable Disease Control	6	0
Building Safety	48	13
Occupational Health & Safety	3	4
Info Request (misc)	55	45
Radon Testing	21	3





# HOME AND COMMUNITY CARE SERVICES / TURTLE BAY ELDERS LODGE

Manager, Michael Horne



**H**ome and Community Care Services (HCCS) continues to rise to the challenges we face and are proud to be able to provide the community of Kahnawake with efficient and quality services in the areas of home and community care and elder services.

We continue to use the case management approach to service delivery. This approach includes an integrated approach to client care that includes a Case Manager, the client, family members, and other service providers as needed.

The team from HCCS was proud to host a quilting show at Turtle Bay Elders Lodge (TBEL). The popular event was part of KSCS's Spirit of Wellness campaign and had excellent community representation as community members were proud to display their crafts.

HCCS has begun the process to become accredited for the third time. The accreditation process has been beneficial and assists our service delivery by ensuring that we are offering the community the best quality care based on standards set by Accreditation Canada.

The team from HCCS and TBEL hosted a networking meeting with Kitigan Zibi and our sister community, Kanehsata'ke. Networking with other communities allows us to assist them in developing best practices in program delivery of health services to their respective communities.

Adult and Elders Services (requests)	
	Clients
Old Age Security	79
Social Security	11
Quebec Pension Plan	4
Estate Planning (Wills)	45
Legal	19
Pension Plans (Private)	5
Commissioner of Oaths	18
Internal Revenue Services (USA)	
Miscellaneous	166
Civil Status Application (CSA)	2
<b>TOTAL</b>	<b>349</b>

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)





*The front entrance to A'nowaráhne*



*Some of the elders lodge's past queen and kings.*



*A popular event, the quilt show at TBEL.*

## Turtle Bay Elders Lodge/ A'nowaráhne Residence

Turtle Bay Elders Lodge hosted a community elders Valentine's Day luncheon that featured the presentation of a commemorative plaque to every community member over the age of 90 years of age. Approximately 140 community members attended the event.

Members from the HCCS team were busy developing admission criteria and an occupancy agreement for the A'nowaráhne (the place of turtles) residence, which opened in January. The complex is comprised of six two-bedroom apartments and is aimed at community members who are 55 years and older, who are independent and self-sufficient, and who are in need of housing. The residence has been proven successful and should have full occupancy by April 2012.

Finally, I would like to express my gratitude to all the staff from HCCS and TBEL for all the care and dedication they display when providing services to the community.

Home & Community Care Services	
	Hours
Home Visits Total	17,851
Home Management	5,727
Nursing Service	5,174
Case Management (incl. casework)	3,579
Personal Care	3,391
Meals on Wheels	3,392
Adult Day Program	14,030
In Home Respite	1,342
Medication Assistance	4,212
<b>Total Number of Clients</b>	<b>569</b>





## HUMAN RESOURCES

*Director, Rhea Diabo*



**H**uman Resources (HR), Organizational Development Services (ODS), and Communications make up the Large HR Team. Each team's unique responsibilities and talents help KSCS realize its strategic framework and raise the standard of service within KSCS.

### Human Resources

The HR team's energies were focused on key areas: compensation, benefits, policy, staff relations and information systems. We conducted our annual market survey and salary review under our new compensation policy. HR also revised the job description manual and created new policies and procedures to support its management.

As part of the Kahnawake HR network, we collaborated on and developed inter-organizational policy and procedures for secondments and transfers, joint training efforts and EAP services.

The team provided support to the board, management, and staff regarding recruitment, hiring, benefits, policy, performance management, training, transition and succession planning.

Our computerized HR database system is moving into the next phase of implementation based on plans we developed this year. We have revamped our personnel files to be more effective and efficient as a performance management tool.

Alison McGregor completed her third year of the four-year program at McGill University for a certificate in Human Resources Management. The courses that she completed this past year were Compensation Management, Training and Development and, by April 10<sup>th</sup>, will have completed the Ethics Management course.

### Organizational Development Services

Organizational Development Services (ODS) reorganized and restructured its training and consulting services under a cooperative management framework as of April 2011.

### Human Resources Statistics

2010/2011	191 Employees
2011/2012	190 Employees

#### Recruitment

Positions Posted	23
Applications Processed/Interviews	42
New Hires/Orientations Conducted	24
Departures	15
Summer Students	12
Stagiaire Students	40

#### Employees

Full Time	148 (78%)
Part Time	10 (5%)
On Call	32 (17%)

### ODS Community Based Research & Development Projects

- Maternal Child Health & Head Start call package design
- Identifying Promising Practices to Reduce Violence and Improve the Safety of Aboriginal Women & Girls in Canada
- Community Health Plan research & draft CHP training & evaluation plans

#### Organizational Training Projects

- Team & Self Care Training
- Crisis Management & Conflict Training
- Dealing with Difficult People & Conflict Resolution Training
- Proposal Writing & Logic Models
- Personnel Policy Training
- Interpersonal Skills & Communication
- Conflict Management
- Professional & Customer Service
- Governance Training - internal/external to Kahnawake

#### ODS Coordination/Facilitation Projects

- Kahnawake Community Mobilization Suicide Prevention
- Aboriginal Traditional Knowledge in Species at Risk Act Workshop
- Total participants attending ODS training: 155
- Total participants attending ODS workshops: 44
- ODS networked with nine (9) organizations/services/authorities this year



A key accomplishment was the launch of a commercial two day governance workshop targeting local organizations and other Aboriginal communities in the province. The workshop sold out and received good reviews.

Our client base expanded to include the Department of Justice, the Gender Advocacy Group in Montreal, and the Department of Fisheries and Oceans Canada. The side bar on the previous page has a listing of our projects and activities for the 2010-2011 fiscal year.

## Communications

The Communications Team enjoyed a successful year with several key accomplishments. In September, the team took responsibility to coordinate the Tehontatró:ris trainings that share information and knowledge that is pertinent to the community's health and wellbeing.

The KSCS website, [www.kscs.ca](http://www.kscs.ca), was launched. This is a new tool for community members to gain more information about our organization and services available to assist them to live a healthier lifestyle. Please visit our website!

Requests, from the Kahnawake business sector, to deliver Responsible Server Training have increased. In response to community needs, we increased the frequency of courses to two times per year and will continue to respond to special requests.

Our partnership with the Career Building Skills program (CBS) at Tewatohnni'saktha, for the next three years, was a major achievement. It's an opportunity to build capacity in community members in the areas of suicide prevention and mental health first aid. Our trainers continue to gain recognition and have been invited to provide training to other Aboriginal communities in Quebec.

A significant undertaking was hosting an exploratory workshop with key community partners working towards the establishment of a community network to support the efforts of suicide prevention. The workshop was deemed a huge success by those attending and we look forward to reporting on the network next year!

Communications—Media Stats					
TV Commercials		Radio Commercials	18		
Awareness Videos	27	PSA's	15		
Taped Workshops	18	Press Releases/Interviews	3		
Taped Drama Productions	4	KSCS Insider	24		
Eastern Door Ads	65	Annual Report	1		
Eastern Door Articles	2	Weekly Bulletin	50		
Eastern Door Inserts	2	Request for Assistance from KSCS	404		
Talkshows	12	Aionkwatakari:teke	6*		
* 71 articles					
Number of community awareness activities provided by health area.		Travelling information booths & attendance.		Trainings delivered & attendance.	
Addictions	65	7	2304	28	193
Violence	13	15	882	9	63
Life Skills	6			5	130
Mental Health	60	2	300	31	305
Teen Issues	19			3	98
Parenting	4				
Cardio Vascular	30			5	38
Traditional	10				
<b>Totals</b>	<b>207</b>	<b>24</b>	<b>34 8 6</b>	<b>81</b>	<b>827</b>





## PREVENTION SERVICES

*Manager, Jerry Young*



It has been a very productive and fun year for Prevention Services at Kahnawake Shakotii'a'takehnhas Community Services. The year was filled with many activities organized by the different groups that make up the greater Prevention Services team.

The team is made up from different sub-teams whose goals vary in relation to the community's needs. The greater team is comprised of: Shakotisnien:nens Support Counselors (traditional and S5), MAD Group, Our Gang, Parenting, and Family Violence Prevention. Support is offered to the community throughout the year through one-on-one counseling sessions, group programming, information booths, and education groups. The teams work together in a multi-disciplinary approach to best serve all members of the community.

During the past year many activities have been organized by Prevention Services with the focus on particular areas of concern, including HIV/AIDS awareness, FASD awareness, suicide prevention, healthy sexuality, and most recently with the 2012 Respect Campaign.

The annual Spirit of Wellness Campaign (SOW) was launched again in November. The annual campaign's goal is to bring together different organizations within the community to develop activities offered to all Kahnawa'kehró:non with a focus on addictions awareness and healthy lifestyle alternatives. The 2011 campaign was launched with a traditional social at the Kahnawake Youth Center with over 13 activities offered throughout the month. The campaign's success is due to the great turnout for the events and the broad spectrum of community needs that were covered.



*MAD Group members present a cheque to Orville Standup for the Christmas Basket Fund.*



*A participant at the Fun Fair learns how hard it is to make a sandwich with goggles that mimic inebriation.*



## PREVENTION SERVICES, cont'd

In December, an information booth was set up in the lobby of the main services complex to promote and raise awareness of the National Aboriginal AIDS Awareness Week. Prevention workers handed out pamphlets, fliers, and condoms to promote safe sex and healthy sexuality. The prevention workers were also available to answer any questions from community members, as well as to provide support and further information when necessary.

April 2011 saw the relaunch of the *Where the Creek Runs Clearer* youth group that continued throughout the year. The program was held at the Family and Wellness Center. The group was open to participants aged 12-17 years and the sessions focused on traditional and cultural values and traditions. The participants learned how to make ash baskets and how to live off the land through a camping trip to Tioweroton. The youth participants also learned about first aid. The group will continue into 2012 with more interactive teachings.



*The Winter Meltdown concert, sponsored by the Spirit of Wellness.*

Prevention Services Stats									
	Male	Female	Info-Booths	Workshops	Cable TV	Articles	Talk-show	Presentations	Total
S5 Voluntary Services (Shakotisnien:nens Workers)	83	123							206
InSchool Prevention (Safe Grad)	31	24							55
MAD Group	28	40							68
Our Gang	62	79							141
Family and Wellness Center individual support (Traditional & Parenting)	43	114							157
Parent/Child Interactive Workshops, Nobody's Perfect Program, & Various Activities	117*	126*							357*
Traditional Services (# of Sweats)	15	27							42
HIV/AIDS Healthy Sex & Sexuality			4	7	1	2	2		1381**
Fetal Alcohol Spectrum Disorder			4	4				3	990
* Male & female children. Due to space, we could not include male/female adult breakdown of 114 adults (included in total)									
**Estimated total for info booths, workshops, Cable TV, and radio talkshows combined.									
Community Prevention Task Force									
	Meetings	Avg.Attendance							
	4	10							



## PREVENTION SERVICES, cont'd

This year, the Respect Campaign 2012 was officially launched in collaboration with the Community Prevention Task Force (CPTF), and will be implemented into KSCS prevention programming as well as within the service plans of other community organizations. The goal of the campaign is to promote healthy, positive, and open discussion about what respect means to Kahnawa'kehró:non and how to implement these values into everyday life.

Training and education, in any organization, are vital towards remaining uptodate on the latest developments and the KSCS Prevention Services team was able to take part in many training sessions to better serve the community. Among the training sessions that the team participated in over the past year were:

- *HIV 101*
- *ASIST suicide intervention training*
- *Sexpressions* (healthy sexuality)
- *FASD awareness training*
- *Anna and the Sea* (training for working with children who have family members dealing with mental health issues)

The trainings offered, not only updated information, but also valid tools to offer to the community members in need of support.

The Prevention team is anticipating another busy year ahead in relation to meeting the needs of all Kahnawa'kehró:non. Prevention services will continue to offer programming to meet these needs and support other organizations whose goals are also encouraging healthy lifestyle choices.

KSCS welcomes any feedback regarding the programming offered through direct calls (our number is on the back of this document) or via the KSCS website at [www.kscs.ca](http://www.kscs.ca).



*The Spirit of Wellness (SOW) social.*



*Akwesasne elder Tom Porter speaks during SOW.*



*Where the Creek Runs Clearer activity.*





## SUPPORT SERVICES

Manager, Derek Montour



The 2011-2012 year has brought many changes to the Support Services, particularly in the latter half of the year. We continued to provide high quality intervention services in the area of addictions, psychological services and youth protection and noticed an increase/decrease in some of our services this year.

Providing quality intervention services can be challenging in any situation due to the volatility, danger, potential violence and pain that our community's families are experiencing. We want to thank the community for understanding how difficult this work can be and offering us their cooperation.

In addition to the intense work carried out by the Support Services team, one of the key elements to successful interventions is the support of our partners: the Kahnawake Peacekeepers, the Kahnawake Education Center, Step By Step Child and Family Services, KMHC, Tewatohnhisaktha and the MCK. These extensive collaboration efforts continue to drive our multi-disciplinary approach to service delivery,



Derek Montour, our new Executive Director, and Linda Deer, our outgoing E.D.

Support Services Stats					
	Male	Female	Unknown	Total	Presentations
Youth Protection	192	214		406	
Psychological Services*	78	140		218	
Youth Criminal Justice Act	23	9		32	
Addictions Response Services	76	73		149	
Brief Services	55	63		118	
Ineligible	15	15	1	31	
Tehontatró:ris**	27	80		107	3
Referrals to Partners within Kahnawake	10	6		16	
Tsi Ionteksa'tanonhnha "Foster Care" (Monthly Avg)	Average 39			Homes 27	
Children placed in group homes	9				
Workshops/Training/Support Groups	8				
Case Aides	Transports 1523			Supervised Visits 427	

\*Top four problem issues (*Behavioural, Depression, Parental Capacity & Anxiety*)  
 \*\* Responsibility to coordinate this activity was transferred to Promotion/Education in Communication Services in August 2011.



which is widely recognized as the *best practice* by the psycho-social professional community.

We have had to say goodbye to a few staff members (and hello to new ones!) throughout the year, as they continue on their journeys. We wish them all the best!

In particular, we said goodbye to our Manager, Derek Montour, who is taking on the role of Executive Director beginning April 2012. We then welcomed to the team, as our new Manager, Kathy Jacobs Curotte, who brought all her experience of working at the Mohawk Council of Kahnawake with her. Welcome Kathy!

There are some major changes on the horizon, at the national, regional and community levels including, integration of services under the Enhanced Prevention Funding in Child and Family Services, the development of our updated Community Health Plan, and changes to legislature that directly impacts our services, such as *Bill 21*, a provincial act that amends the Professional Code to provide a new definition of professional activities in the field of mental health and human relations for psychologists, social workers, marriage and family therapists, vocational guidance counsellors, and psycho-educators.

The latest National Native Alcohol and Drug Abuse Program renewal process is being promoted, called *Honouring our Strengths*; it highlights challenges and strategies for addressing addictions in First Nations communities.

Finally, our negotiation efforts with Canada continue to ensure we are able to sustain direct services to our community, integrating our own values and culture into our work and ensuring we truly are taking care of our own.



*Respect Campaign teaser posters around town.*



*Members of the Support, Prevention, and Promotion and Education team at the Kahnawake Survival School career fair..*



Kahnawake Shakotiiia'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*

2011-2012 Annual Report Production Team:  
Christine Taylor, Chad Diabo, Doug Lahache,  
Marie David and Tyson Phillips  
Proofreaders: Carole Walker and Terry Young  
Coordinator of Communications: Doug Lahache  
Desktop Publishing Layout & Graphics: Marie David  
Printing & Graphic Design: Anishinabe Printing, Kitigan Zibi, QC