



 **Dilico**  
Anishinabek Family Care

**Honouring  
Our Helpers**  
Annual Report 2020/2021





# Honouring Our Helpers

Annual Report 2020/2021

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# Honouring Our Helpers

What heroic acts, big or small, have you witnessed over the past year?

While the world felt heavy and the pandemic spread far and wide, there were still people out there caring for others.

In the midst of adversity and as our communities were challenged, our own helpers emerged. In these difficult times, our helpers went above and beyond, pulling together to meet the needs of children and families.

Our helpers looked for ways to feel connected to other people and do good, all the while reminding us that there will, after all this, be something to care about and look forward to. They helped boost our spirits and provided inspiring lessons during these uncertain times.

In Indigenous culture there are also many helpers that are not necessarily people. Elements of nature, the spirits, and the land, which all bring us strength during troubling times. On the front cover, a cedar tree is featured. Used during sweat lodge ceremonies, burned during prayer, boiled to purify indoor air and used for cedar baths, the cedar tree is also a helper with many practical and medicinal uses. Almost every part of the cedar tree can be



used, including the roots, the bark, and the wood—the tree is a true testament to a cultural interrelationship between humans and plants.

Spiritually cedar is known as a protector, as a symbol of strength and revitalization.

From health care professionals to the Foster Care Committee, find out how our helpers adapted to new circumstances and offered us hope in moments of chaos. This Annual General Report is a tribute to Our Helpers and a way to let them know how much we value their support and commitment.



# Message from Senior Leadership

We are pleased to jointly report for the fiscal period of 2020-2021. We are proud of the work done to overcome the challenges of operating within a global pandemic; keeping children, families, and communities safe and supported. We are so grateful to our many front-line staff and management that put in long hours and went above and beyond to ensure the best possible care for children, youth and families. With many new requirements needed to ensure safe environments, we put together thorough plans and provided essential tools and training. Dilico's Pandemic committee worked to ensure our agency's plans were all in order and followed best practices.

Dilico continues to acknowledge the overwhelming impacts of intergenerational trauma and is working hard to support children and families impacted by residential schools and the recent discoveries of mass graves. Our Cultural program shifted to offer virtual services throughout the year, and we were overwhelmed with the amount of people engaged and participating online.

With the implementation of Bill C-92, the Federal and Provincial governments are seeking to modernize the delivery of child welfare services. We will continue to share our expertise in providing a high level of care and planning, seamless transitions between our integrated services model, and the success of our comprehensive cultural program. Leadership continues to advocate for the most vulnerable children and families as ongoing jurisdictional issues have led to stress and confusion. Despite transferring to Tikinagan a large number of children remain in the care of Dilico through an Interagency Service Agreement.

We welcomed a new Director in Child Welfare and have achieved an outstanding review in our annual ministerial audit. We were commended on our commitment to working collaboratively with First Nations and the solid connections youth have to their communities. The Dilico Foster Parent committee has played an important role in providing guidance on issues affecting foster parents. A new foster parent newsletter was developed to share updates, helpful information, and tips for guiding youth. A new foster parent portal has been designed to deliver consistent information and training to all foster parents.

Dilico Health services have worked tirelessly throughout the pandemic to support many First Nations and urban indigenous people. Health completed thorough readiness for all steps within the pandemic; from COVID education, testing, and training to vaccines and everything in between. Health services has also supported Urban Indigenous Vaccine Clinics in Thunder Bay.

Mental Health and Addictions observed a major milestone at the beginning of the fiscal year with the first family graduating from the Family Healing and Wellness Centre. Funding was provided to lead the Joint Mobile Crisis Response Service in the district, which saw an increase of more mobile crisis workers assisting clients with acute mental health crisis. Post Treatment services funding was increased to provide additional beds and capacity to further support those exiting residential treatment.

We are grateful to our team in Information Technology who worked hard to support many of our staff to work remotely. We had successful

bargaining negotiations that led to a new collective agreement being accepted. Dilico rolled out OMERS pension plan for staff which now provides them with a defined benefit plan for retirement. Human Resources hosted our first virtual career fair with several of the participants joining the team shortly thereafter. We introduced monthly staff wellness initiatives to provide consistent support and opportunities to learn and engage in well being.

Dilico's annual Christmas Wish campaign was very successful; despite the many challenges of coordination in a lockdown, we surpassed our goal. Our 11th year of delivering the Step Up campaign was focussed on encouraging families to "Step Up while we are apart"; encouraging neighbours to look out for one another. We saw many families, students, and businesses participating in our annual campaign offerings and purchasing Step Up masks. The Mazinaqjim Children's Foundation supported strategic fundraising plans. A new donor wall was constructed to recognize the contributions of our many donors.

Our theme for this year's AGM is "Honouring our Helpers" to acknowledge all of the incredible work of so many people that contribute to the success of children, families, and communities. Meegwetch to our Chiefs and Board for their unwavering commitment to Dilico and to our Youth Council for continuing to meet and provide us with valuable feedback. Chi-meegwetch to all our helpers

Respectfully Submitted,  
Don Humphries, President  
Darcia Borg, Executive Director

# Senior Management



Left to right: Natalie Paavola- Director of Health, John Dixon- Director of Integrated Services, Darcia Borg- Executive Director, Terry Bortolin- Director of Finance and Corporate Services, Tina Bobinski- Director of Mental Health and Addictions



## Board of Directors 2020-2021

Dilico Anishinabek Family Care's Board of Directors are responsible for setting the long-term vision for Dilico and providing guidance for operational efficiencies. All directors are independent from management and represent the First Nation communities in Dilico's service area.



**Don Humphries**  
President  
Michipicoten First Nation



**Chief Theresa Nelson**  
Vice President  
Animbiigoo Zaagi'igan  
Anishinaabek



**Lillian Calder**  
Secretary/Treasurer  
Bingwi Neyaashi  
Anishinaabek  
(Sandpoint)



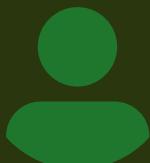
**Chief Wilfred King**  
Kiashke Zaaging  
Anishinaabek



**Kelly Fortier**  
Ginoogaming First Nation



**Jolene Cote**  
Red Rock (Lake Helen)  
Indian Band



**Vacant**  
Biinjitiwaabik Zaaging  
Anishinaabek



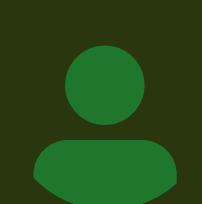
**Raymond Goodchild**  
Pays Plat (Pawgwasheeng)  
First Nation



**Diana Nayanokeesic**  
Whitesand First Nation



**Shirley Tyance**  
Long Lake 58 First Nation



**Hannah Desmoulin**  
Netmizaaggamig  
Nishnaabeg



**Michele Solomon**  
Fort William First Nation



**Bonnie Goodchild**  
Biigtigong Nishnaabeg

## Who We Are

Dilico Anishinabek Family Care provides a range of responsive individual, family and community programs and services for the complete life journey of all Anishinabek people. Dilico cares for the welfare of children and families, physical health, the mental health and the health of the communities where Anishinabek people live by promoting wellness, preventing illness and trauma, and providing diagnosis, treatment and rehabilitation. On September 21, 1994 the Robinson Superior Chiefs gathered to recognize that the child welfare system had been adversely affecting the quality of life within their Nation. The respective First Nations participated in a traditional ceremony on the Fort William First Nation to express their intent and recognition of jurisdiction of the citizens within their Nation in regards to child welfare matters regardless of residency.

## Vision

To be identified as a self-governed organization that is recognized as a leader in the research and delivery of child welfare, mental health and addictions, and health services;

Delivery of community based services that enhance the well-being of Anishinabek children, families and communities in a culturally safe manner.

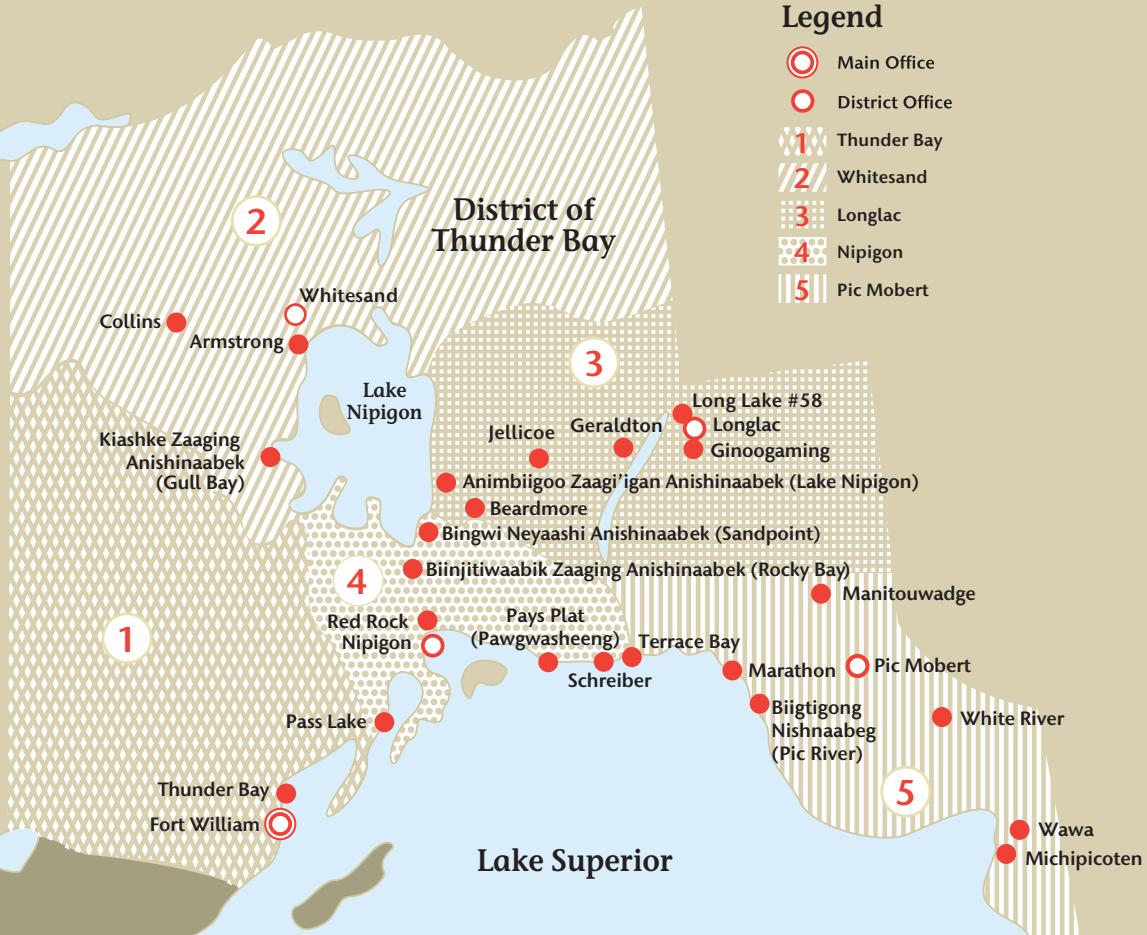
## Mission

Dilico promotes healing and well-being of the Anishinabek people using an integrated holistic approach in a way that honours values, culture and traditions.

## Core Values

- Client centered services based upon teamwork.
- Quality service delivery that is ethical, caring, compassionate, and sensitive.
- Partnerships that advance the well-being of the Anishinabek.
- Role models who demonstrate positive leadership.
- An environment that creates positive morale.
- Effective and accountable management.
- Long range strategic planning.





### Legend

- Main Office
- District Office
- 1 Thunder Bay
- 2 Whitesand
- 3 Longlac
- 4 Nipigon
- 5 Pic Moberl

## Service Area

Dilico programs and services are available for Aboriginal and First Nation residents of any age in Dilico's jurisdiction and for children in care of Dilico and their caregivers.

First Nation communities in Dilico's jurisdiction are:

1. Animbiigoo Zaagi'igan Anishinabek (Lake Nipigon)
2. Biinjitiwaabik Zaaging Anishinaabek (Rocky Bay)
3. Bingwi Neyaashi Anishinaabek (Sandpoint)
4. Fort William First Nation
5. Ginoogaming First Nation
6. Kiashke Zaaging Anishinaabek (Gull Bay)
7. Long Lake #58 First Nation
8. Michipicoten First Nation
9. Pays Plat First Nation (Pawgwasheeng)
10. Pic Moberl First Nation
11. Biigtigong Nishnaabeg First Nation (Pic River)
12. Red Rock Indian Band
13. Whitesand First Nation



# Years of Service Staff Listing

March 31, 2021

## 5 Years

Donis Tucker  
Elisa Tamasi  
Shaeanne Flewelling  
Julie Bannon  
Angela Collins  
Sarah Hendricken  
Christopher Dunning  
Sandra Cornell  
Taylor Duddle  
Samantha Zrobin  
Kylie Cornell  
Jennifer Loranger  
Troy Meyers  
Sheena Hillman  
Sheri Fleming

## 10 Years

Roxanne Perkins  
Nicholas Chong  
Laura Margarit  
Nicholas Kowalczyk  
Racheal Anishinabie  
Rhiannon Mackenzie  
Braidey Manduca  
Whitney Roussy  
Jean Toivonen  
Kimberly Pasternak  
Claude Chum  
Sherry Marrs  
Kimberly Hagar  
Karen Chiasson

## 15 Years

Barbara Singleton  
Patty Wickstrom  
Garry Gustafson  
Richard Fecteau  
Mary Doblej  
Vanessa Goodman  
Jennifer Mills  
Nathan Martin  
Leesha Satten  
Paul Tryburski

## 25 Years

Maxine Andre  
James Atkinson  
April Brodack  
Kristine Stasiuk

## 30 Years

Joan Thurier  
Celeste Kastern  
Cynthia Merrill  
Evelyn Pelletier

Charlotte Scott  
Tina Rutherford  
Tracy Morrison  
Roberta Rubenick  
Terry Favel-Lagowski  
Claudine Majdanac



# Honouring Our Helpers

## Operations Team

Over the past year, the COVID-19 pandemic continued to challenge operational plans. From HR to Finance, Dilico needed to adapt to the unprecedented situation that the world was (and is still) going through.

Dilico staff adapted to working remotely, but for several core finance, human resources and facilities staff – this wasn't an option. To minimize the impact of the pandemic on the organization, its performance and employees, Dilico's Operations Team stepped up to the plate. They faced their fears of coming into the office each day to ensure that calls were answered, staff and bills were paid, and Dilico's many sites continued to remain operational. They worked together as best as they could in an unknown and changing environment, showing resilience, thinking outside the box, and updating their service delivery to ensure safety and success.

As the organization shifted to working remotely, Dilico's Information Technology team worked incredibly hard to ensure that staff had the resources they needed. Showing great patience, they supported staff to fulfill their role from home, often troubleshooting a number of technology issues.

Welcoming new staff to Dilico during the pandemic came with great challenges, but Human Resources did their best to meet virtually with each new staff member with a goal to make them feel like part of the team. Agency homes and needs remained the same, but addressing safety concerns and planning the most effective methods became the new way of work life. The Operations Team ensure Dilico responded effectively to guarantee it could remain successful in supporting children, youth and families.







# Honouring Our Helpers

## Health Services

Globally, over the past year health care teams have been challenged by the overwhelming demands and disruption of the pandemic. However, Dilico health staff continued to persevere and produced inspiring examples of innovation in service delivery as they led the way in professional and compassionate healthcare. The team worked tireless hours and braved many situations to provide the best possible care for children, families and communities.

Already engaged in emergency preparedness with many of our First Nations, Dilico Health Services took their services one step further, wrapping support around communities, connecting with each First Nation's pandemic team to provide training in regards to COVID-19, hand hygiene, screening, signs, symptoms and so much more. This required thoughtful prioritization and balancing initiatives.

To streamline the testing process, Dilico successfully advocated to perform COVID-19 testing internally. After asking symptomatic people to stay at home, our nurses, donned in the full personal protective equipment, went to the communities we serve and conducted testing door to door, all while braving the elements winter threw at them.

Dilico also worked with various community isolation teams to assist with contact tracing, and together, developed a process to set up an opioid distribution centre and assisted with providing access to virtual care.

Many of the Health Services staff put in long hours and provided coverage beyond their positions to help in whatever way they could. The team demonstrated resiliency with their ability to stay up to date in an ever-changing environment, overcoming transportation barriers and also getting creative with the supplies they had to protect communities. Dilico applauds the work of the Health Services team.

# Year in Review



April 2020 Dilico Food Fight for Shelter House



June 2020 Mask Making



August 2020 Medicine gathering



September 2020 Painting of Main Office



September 2020 Cultural Exchange Days



April 2020 Easter Dinner Delivery at JSL



July 2020 Meal Kit Initiative



August 2020 Whitesand Health Fair



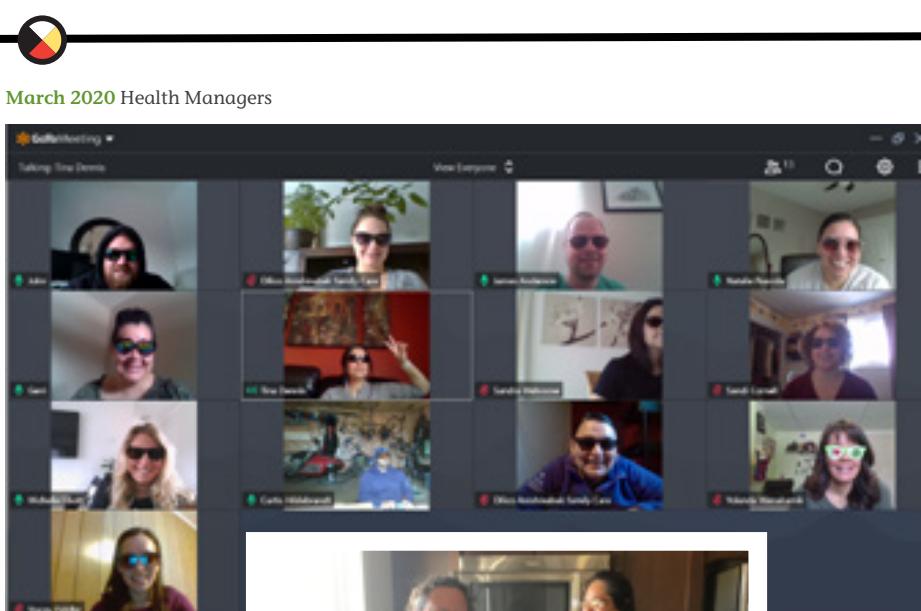
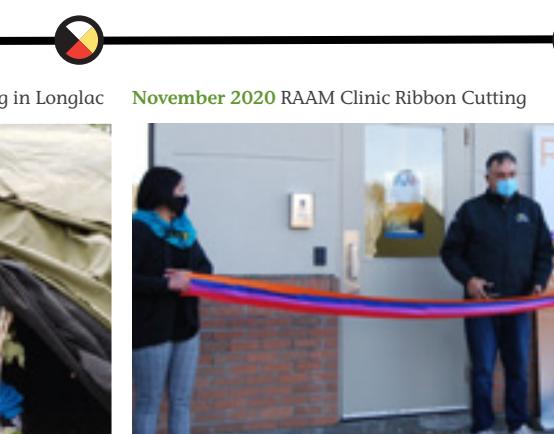
August 2020 Personal Support Workers Students



October 2020 Elders Storytelling



March 2020  
Urban Vaccine  
Clinics





# Honouring Our Helpers

## Expanded Addictions Care

Continuing to face a health care crisis unlike any other, Dilico's Adult Residential Treatment Centre team rose to new challenges this past year while also handling surges of the pandemic. Dilico was very proud to be recognized as the only National Native Alcohol and Drug Abuse Program (NNADAP) funded centre that re-opened during the pandemic, and were able to continue to provide support to many people throughout their healing journey. Staff and Managers worked tirelessly to ensure new protocols were in place and critical addictions care could resume in a safe and comfortable environment.

With an increase in self-referrals taking place during the pandemic, staff pivoted and provided many new virtual services to meet the needs and demands. Additional pre-treatment groups operated over zoom that kept many people connected and motivated. For staff, one of the best days was when they were finally able to call clients to let them know they could come back to the centre and see each other in person.

With the return of residential programming, the treatment cycle was extended to include a five-day quarantine period to allow for a self-isolation period until testing could be confirmed. Staff

worked through fears and anxieties as a team and came up with great strategies to support clients. Welcome baskets full of self-soothing tools like colouring books, craft supplies, books and more were created for each new client entering the centre and were an overwhelming success. Staff also prepared more land-based programming to meet the new limitations on community based outings.

Due to physical distancing requirements, smaller groups were coordinated which allowed for more one on one time with workers and the opportunity to build more personal connections. The relationships developed during treatment have evolved outside of the centre, with five former residents going on a camping trip together this summer.

Addiction support and services never stopped during the pandemic. The Dilico team observed greater participation online, especially as single parents that faced many obstacles of attending in person meetings, could easily login and connect from the convenience of their own homes. The reach of our services has expanded, and we look forward to continued virtual support to reach as many people as we can.

*"I enjoyed everything here. Feel more spiritually connected. Staff and nature here were beneficial to healing."*

*"It was a great program even with COVID happening. Great staff and program"*

*"This is the most absolute best treatment centre around. I am a changed person. I did not anticipate just how great it is and how it is for me. Good job!"*

*"It was a great experience for me and I am glad I came to ARTC and put the work in."*

*"Highly satisfied. This place saved me. The staff are wonderful. The programs were awesome. The outings fun, the cultural programs were perfect. Thank you ARTC for having me!! Love this place!!"*

*"Thanks for the enlightenments, because of this place, I'm confident and stronger than ever."*

# Cultural Program

## Bimaadiziwin Wiidookaagewin (Good Life Helper)

The Dilico Anishinabek Family Care Cultural Program connects staff, families, and our children and youth with spiritual guidance, local Elders, traditional teachings and tools for the mind and spirit.



### Overview

The Biimaadiziwin Wiidookaagewin Cultural Program is rooted in everything we do at Dilico Anishinabek Family Care. The work of the cultural coordinators is essential in working with communities, directly with clients and operationally. Referrals to the program continue to be in high demand. Throughout the 2020-21 fiscal year the program delivered services in a hybrid model shifting between virtual and in-person services. Due to COVID-19 restrictions, the annual pow wow and regalia making program were put on hold.

In April, with the pandemic underway, the Cultural Program looked at new ways of connecting and delivering services and teachings. The team underwent training in a number of virtual software including Skype, Zoom, and Facebook. A new Bimaadiziwin Wiidookaagewin Facebook page was created and quickly received thousands of followers. Virtual services on social media received a record numbers of views and public engagement. The feedback for our virtual services has been overwhelmingly positive.

Client specific services continued to be delivered via telephone and online. With some restrictions lifted, home visits returned with enhanced COVID-19 protocols. Cultural teachings were delivered at the school-based services program and program staff worked closely with Residential services staff to ensure that programs were able to offer robust cultural services throughout the pandemic. The treatment

centre sweat lodge was re-built and a new winter teaching lodge was built in Longlac which was used for women's circles, drumming, land-based activities, teachings and circle support for the detox program.

All Dilico buildings were smudged, and cultural staff led medicine picking and gathering for use with clients and in programs. A June Fasting Camp was held. Youth sweat lodges took place along with some new virtual teachings on making lanyards and head dress making. A "Show Your Pride Contest" along with a "Let's Talk Two Spirit" was offered on the new Facebook page.

The 2nd Annual Berry Fast Gathering was held in September with 18 participants. Berry fasting ritual, full moon ceremony, water, cedar bath, creation story, skirt, four stages of life, and star as it relates to Anishinabekwe & grandmother role teachings were all shared. Five Berry fasters shared their berry fasting stories, and eight new people signed up to start their 1-year berry fast. Support was provided to berry fasters via zoom including sacred circles, basic Ojibwe, water teachings, traditional roles of women, hand-drumming and traditional parenting.

Cultural Days were held at the treatment center in October for the cultural staff to get together and share their traditional knowledge with each other and on film. These teachings can be found on the Dilico website.



**47**  
Non-Client  
Service Referrals  
(District)

**98**  
Non-Client  
Service Referrals  
(Anemki)

Elders/Cultural  
Resources at  
Locations:

**7**  
Anemki

**3**  
Longlac

**4**  
Mobert

**6**  
Armstrong

**2**  
Nipigon

**352**  
Virtual teachings  
hosted by Bimaadiziwin  
Wiidookaagewin Cultural  
Services

**97,257**

Views of virtual teachings  
hosted by Bimaadiziwin  
Wiidookaagewin Cultural  
Services

**101**

Staff received Cultural  
orientation

**2339**

attended Cultural crafts

**4,292**

attended Grandfather drum  
teachings

**9,847**

attended Hand drum  
teachings

**550**  
attended Land  
based activities

**21**  
made Regalia

**290**  
attended  
Smudging  
Ceremonies

**38**  
attended Agency  
Feast Ceremonies

**34**  
attended Rites of  
Passage Ceremony

**209**

attended Sacred  
Sharing Circles

**54**  
people attended  
traditional  
healing  
appointments

**210**  
attended  
traditional one  
on one

**225**  
people were  
assisted with grief  
or funeral support

**722**  
people received  
cultural service  
coordination

**134**  
cultural service  
consultations

**56**  
cultural  
interventions



*“I’m enjoying all the online programming, but especially Craft Corner. I like that we’re able to interact in real time. Also, I really like that when I’m not able to watch the live feed, I can watch it when I am available. That is something I wouldn’t be able to do with in-person programming. Miigwetch!”*



*“The entire family is enjoying all of the programming so much!! We spend lots of time outside so being able to watch it when it best suits us is amazing!! I love all the knowledge the cultural mentors have! Keep up the good work!! We love this”*

# Honouring Our Helpers

## Cultural Program

Connection is key in Indigenous culture and when the pandemic began, Dilico needed to find new ways to stay connected. With the delivery of cultural services online being an unknown, staff looked to this new uncharted territory as an exciting challenge. They quickly began making plans to transition to a virtual delivery model to ensure they could reach communities. Both the Biimaadiziwin Wiidookaagewin Cultural program and Abiinojishiik-amino-yawook EarlyOn centre pivoted with great enthusiasm to bring cultural teachings in a critical time for connection.

A lot of thought and planning went into offering meaningful programs during this time. Cultural wellness mentors overcame technology barriers and comfort levels to share teachings and laughter with families. The response to virtual cultural offerings was remarkable as online engagement continued to grow, with 100 views climbing to more than 1200 views. Teachings and tea, Children's drum along and song, Grandfather drumming, Ojibwe Words, Craft Corner, body mindfulness, and circle time, were great successes seeing thousands of people engaged each week.

With a shift to online services, Cultural programming was able to reach more individuals, and having them feel more connected than ever before. Many users reached out to express their appreciation and gratitude to be able to learn and connect in real time but also have the opportunity to watch teachings when their schedules allowed, making the programming very accessible. As the pandemic eases and the team returns to some in-person services, they will continue to offer a mixture of services to help families feel connected.



# Child Welfare

## Mikinaak Model of Care

Since designation on April 1, 1995, Dilico's Child Welfare Program has utilized the traditional teachings, wisdom and practices of customary care. Throughout the years, there were many successes and lessons learned, resulting in the current customary model practiced at Dilico.

In 2011 - 2012, several Elders gathered from the Robinson Superior Treaty area and named the customary care model Mikinaak, which means "turtle" in Ojibway. The teachings and strength of the turtle pushed the use of customary care services at Dilico to the next level of cultural competency and relevancy for Indigenous children, families and communities.

During the last decade, the child welfare service, under the guidance of our communities, has co-evolved a customary care program that compliments the needs of Anishinabek children, families and communities in the Robinson Superior Treaty area. With the participation of Elders, community knowledge keepers, service integration and families a customized approach has been developed to address child protection matters.

Frequent case conferencing and providing integrated service responses by wrapping around families has facilitated the ability for children to remain home with their caregivers and not the foster care system. It is the overall concept of healing instead of apprehension that has been identified as the way forward by the communities and leadership.

## Children In Extended Society Care Review (2019) Full License

### Cultural Supports & Community Connection

This year's review reaffirmed that Dilico's model of customary care is providing children with access to cultural supports and programming and that we maintain connections with communities. This acknowledgement in our licensing reports validates the work we do with children and families, and is honouring the work our Elders, knowledge keepers and communities have done to build a model that is reflective of the needs of the people.

### Medication Review

It was noted that we have less children on medication. So whether it is cultural support or therapy, our goal is to mitigate some of the need for them to have medication. Children and youth who are on medications are presented to the Medication review committee; with representation from Dr. Mushquash, Pharmacists, Alternative Care, Child Welfare and Mental Health. Some recommendations include counselling, foster parent training, review of medication with physician, referral for learning assessments, psychiatric assessment, which is all shared with primary care providers.

## Highlights

Reporting Period:  
01-April-2020 - 31-March-2021

**4,521** **254**

Inquiries /Reports Received  
Customary Care Arrangements

**687** **134**

Completed Investigations  
Children in Care with a Legal Status

**355** **81**

Completed Investigations in Ongoing Protection  
Continued Care and Support for Youth/Voluntary Youth Supports

**849** **136**

Families Receiving Ongoing Protection Services  
Kinship Approved Homes

**446**

Kinship Children Placements

Child Welfare Referral Statistics	
Physical Harm	115
Sexual Abuse	122
Inadequate Supervision	288
Neglect of Child's Basic Needs	1,065
Caregiver Response to Child's Physical Health	38
Caregiver Response to Child's Mental, Emotional And Developmental Condition	71
Caregiver Response to Child Under 12 Who Has Committed a Serious Offence	0
Child Exposed to Partner Violence	471
Caregiver Has History of Abusing/Neglecting/Exploiting	87
Caregiver has problem and is unable to care for child	1,074
<b>TOTAL</b>	<b>3,331</b>

Reporting Period: April 01 2020 - March 31 2021

## Training Program

We are pleased to announce that we are working on an Indigenous Training Model that will see the approach to training new team members shift in the 2021/2022 fiscal year. This new model has been co-developed with guidance from Elders, community members, and frontline staff, and is the result of provincial work undertaken by ANCFSAO the Association for Native Child and Family Service Agencies of Ontario. Despite the limits and pressures of the pandemic, the following is some of the training and mentoring that occurred over the last year:

- Ages and Stages for all Child Welfare staff (developmental screening)
- Trauma informed leadership training for managers
- Naloxone training (in response to unprecedented overdose rates since start of pandemic)
- Infant mental health promotion (includes: brain development, parent-child attachment, impact of early adverse experiences on mental health, early loss and trauma)
- Reimagined pathways
- Self-injuring and suicidal adolescents
- Eating Disorders.

## Trends Observed During COVID-19

- Use of Jordan's Principle to help families with housing and paying for hotels until safe housing is identified
- Use of Roots to Harvest by families for food security
- Families more engaged with workers for in-person home visits
- Child Welfare Education Championship Committee (CWECT) provided virtual university tours to youth, along with coping kits, cultural activity kits and teachings
- Stability funds through the Lakehead Public Board provided families with desks, paper, chrome books, ear phones, laptops to help with school stability .



# Honouring Our Helpers

## Prime Workers

Dilico Prime Workers have so much care and compassion and often go above and beyond to support children and youth in daily activities. Prime workers take children to school, daycare, provide one on one support, supervise access visits, take children on out of town travel and to medical appointments. They can even be seen taking children and youth to pow wows and community events.

Throughout the pandemic, Dilico had a solid crew of staff that remained committed to providing direct support to children, youth and families. Adapting to new personal protective equipment protocols and limitations on outings, our prime workers persevered. With new kits for seasonal activities available, the Prime Workers were able to do backyard visits, lead hikes, and did their very best to support families that needed a break.

Dilico is proud of the diverse team of individuals that do this important work. From post secondary students looking to gain experience to retirees looking to share their time – they all have many talents and gifts to share.

*"I value working with children/youth on a daily basis and find this work very fulfilling.*

*Building trust and a strong rapport is critical in providing quality care and support. Instilling positive role modelling, providing a safe, engaging environment and promoting skill-building is a valuable part of Prime Work. Being able to introduce children/youth to new experiences and seeing gains made through this involvement as a Prime Worker is truly rewarding. For these reasons, I look forward to going to work every day. Making a difference in the life of a child can make all the difference."*

*- Jean, Prime Worker*

*"I love providing support and building meaningful relationships with youth and families. I look forward to seeing the kids each week and sharing stories with them"*

*- James, Prime Worker*

*"I love my job because I love spending time with children"*

*- Samantha, Prime Worker*



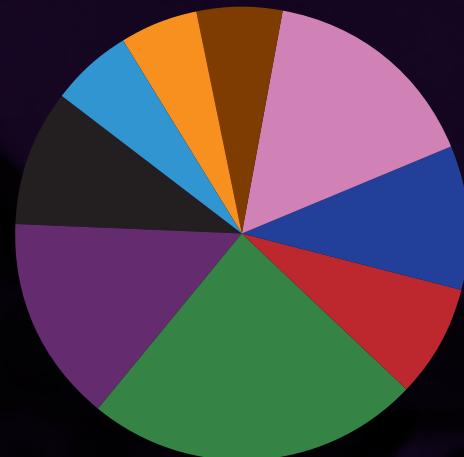
# Health Services

Health Service continued to provide services throughout the pandemic. The department adapted by staggering in-office capacity, increasing virtual capacity and prioritizing service delivery requirements.

Over the past year, we saw new temporary services introduced, such as, rapid COVID testing, vaccine clinic rollouts, and a new virtual care solution that allowed clients to access our providers from the comfort of their home where possible.

Dilico Health Services was one of the first organizations to access COVID testing and continues to do so, with all Health Service Teams coordinating, collaborating, and managing essential service delivery. Our health teams were able to accomplish this while simultaneously leading vaccine clinics in communities and while responding to multiple State of Emergencies. We successfully had over 50,000 services encounters throughout the pandemic.

## Health Client Encounters 2020/21 (Over 50,861)



●	8,012	Community & Personal Support Services
●	5,224	Community Health Services
●	4,102	Diabetes & Chronic Disease Management
●	12,117	Family Health Team
●	7,477	Home & Community Care
●	4,944	Primary Care Travelling Team
●	3,014	Complex Care
●	2,824	Mental Health Nursing
●	3,147	Covid Vaccines - Urban Clinics

*We successfully had over 50,000 services encounters throughout the pandemic.*

## Client Satisfaction Survey Results

Demonstration of excellent service delivery throughout the pandemic is reflected with Client Satisfaction Survey Results.

When asked: "Would you recommend this service to a friend or family member?"	97%	Yes
	0%	No
	3%	No Answer

## COVID-19 Report: Vaccines & Testing

Dilico Health Services provided full services throughout pandemic and went to essential services throughout outbreaks and lockdowns for COVID-19. Our staff were trained in Transportation of Dangerous Goods, Personal Protective Equipment, and Infection Control refresher, testing for COVID-19, contact tracing, vaccine clinic planning and Immunizations for COVID-19 vaccines. Dilico as an agency updated their pandemic and emergency plans and implemented purchasing of personal protective equipment and safety equipment for all staff, agency operated homes and offices. COVID-19 infection control protocols were put in place immediately (i.e. screening, office directional flow, staggering staff, travelling limitations, travelling safely, home visit safety, and work from home schedules and procedures). These protocols were also offered to our First Nations and Dilico Health Services provided the COVID-19 building assessments, infection control training and education sessions virtually and face to face.

Dilico Health Services planned early during the pandemic for COVID-19 vaccine delivery using templates from Public Health Agency of Canada (PHAC) and National Advisory Committee on Immunization (NACI), and in January 2021 we had plans in place. This included having our Health Managers as team leads for vaccine planning and implementation, and along with our health staff, we worked directly with our First Nations' pandemic teams. Health Staff attended the webinars for COVID-19 vaccines and participated in-house training on COVID-19 protocols, infection control. The following table details our vaccine clinics:

### Vaccine Update: July 20, 2021

Community/Clinic	1st Dose	2nd Dose	Total
Biigtigong Nishnaabeg (Pic River)	354	353	707
FWFN	660	616	1276
Ginoogaming	208	188	396
Kiashke Zaaging Anishinaabek (Gull Bay)	132	99	231
LL58	183	184	367
Michipicoten	71	54	125
Pays Plat	82	74	156
Pic Mobert	428	248	679
RRIB	582	567	1149
Whitesand	303	272	599
Family Health Team	465	331	786
Urban Indigenous Clinic	5421	5004	10,425

**16,896 vaccine doses administered (16,860) - Includes 8,889 first dose and 7,990 second dose.**

Dilico Health Services continued to directly support our First Nations with COVID-19 outbreaks and cases through COVID-19 testing, in April 2020 we were able to obtain our own testing supplies and had a partnership with Public Health Labs. We created protocols and training packages for clinic and doorstep testing for COVID-19. All health staff were trained and provided coverage for testing, case management, contact tracing and monitoring/follow up. Dilico Health Services in partnership with provincial services were able to obtain COVID-19 rapid testing machines that aided in case management of members who required timely result due to overcrowding in homes and vulnerable members (Elders and children) in homes. The rapid testing equipment provided that result for our health staff to intervene right away to decrease spread of COVID-19. Dilico Health Service providers were able to work closely with Public Health Labs and health units for results and this partnership was necessary in order to prevent further spread and provide support to our First Nations' leadership and pandemic teams.

### COVID Testing Update: July 20, 2021

Community	No. of Tests
FWFN	667
Whitesand	154
Ginoogaming	197
LL58	908
Mobert	37
RRIB	33
Non-Dilico communities	35
COTB	347
Total	2,378



# Honouring Our Helpers

## New Cultural Resources

The connection to cultural traditions and Indigenous roots is essential to the delivery of our services, and supporting families and children. On a beautiful fall day in October, Dilico's Cultural Wellness Mentors came together to share their expertise and teachings. As our cultural program continues to grow, Dilico aspires to enhance our services and connect our teachings with more children and families. This gathering presented an amazing opportunity to record teachings that could be shared with individuals that are looking for specialized information on a variety of areas. Each of our Cultural staff thoughtfully shared their greatest strengths and passion for their role on film. Teachings included:

- Fire Teachings – Donald Michano
- Tikinagan Teachings – Fawn Meshake
- Sweatlodge Teachings - Kelvin Redsky
- Kinship Teachings – Dustin Gagne
- Identity Teachings – Donald Michano
- Tobacco Teachings – Janine Desmoulin
- Land Based Teachings – Crystal McLeod
- Feasting Teachings – Beatrice Twance-Hynes
- Storytelling – Lawrence Wanakamik
- Medicine Bags – Fawn Meshake
- Special Bonus: Hand Drum Song – Dustin Gagne and Fawn Meshake

It's important to the Dilico family to remember where we started, how far we have come, and how Elders have helped us get to where we are today.



Tikinagan Teachings with Fawn Meshake



Feasting Teachings with Elder Beatrice Twance-Hynes

*All of the videos have been edited and are now available to view on the Dilico website at: [www.dilico.com/culture/video-library/](http://www.dilico.com/culture/video-library/)*

## Highlights

# Mental Health & Addictions Services

## Adult Mental Health and Addictions Services

The Family Healing & Wellness Centre opened its doors in August of 2020. Since the opening date, the Centre has successfully graduated seven family cohorts. The program continues to experience a high level of interest from Thunder Bay and surrounding areas. Incoming application numbers are on the rise. The FHWC team works diligently to continuously update the curriculum, ensuring the content is client centered and meeting the needs of incoming families.

The Adult Residential Treatment Centre experienced a high number of incoming applications. The Centre successfully graduated 71 individuals in the 2020-21 fiscal year with a graduation rate of 85%.

Trends for the Adult Residential Treatment Centre indicate crack/cocaine as the client identified 'primary substance of choice'. This has recently shifted from alcohol being the primary substance used over the past several years. The prevalence of concurrent disorders among clients also remains high. Mental Health issues vary from depression and anxiety to active psychosis and diagnosed serious Mental Health illnesses.

The Aftercare Program continues to see a high number of clients attend the weekly group. The program has shifted from a virtual platform to in-person with enhanced COVID-19 precautions put in place. Client feedback indicates the client preference is in-person group format.

The Adult Mental Health referrals continue to be received consistently. Referral numbers are approximately 34 per month.

Three Cs Reintroduction Centre as well as the Seaway Apartment Complex have been fully operational during the past fiscal year. Through creative planning, the programs were able to function as usual during the pandemic. Client feedback indicates a high level

of satisfaction regarding both services. On average clients have resided at Three Cs for four months and Seaway for approximately one year. Clients expressed interest in staying longer indicating they have felt well supported with food security, increased staffing on-site and working towards the completion of their treatment goals. Clients also participated in a variety of land-based activities. Having an onsite sweat lodge was extremely helpful during the pandemic as it allowed clients to participate in on-going lodges that were controlled and safe.

The Transitional Discharge Service Workers situated at the Thunder Bay Regional Health Sciences Centre continue to receive referrals at a steady pace. The staff mostly provided services remotely during the pandemic due to strict limitations of staffing numbers within the hospital. The TDWs are seeing a large number of clients admitted to Child & Adolescent Mental Health Unit (CAMHU) and Adult Mental Health (AMH) from out of town including the Robinson Superior Treaty area. Staff were able to successfully engage with clients and facilitate supported transitions to First Nation communities. The trends that were noted in the past fiscal year were a high number of clients presenting with addictions needs. The staff were able to refer multiple clients to the Adult Residential Treatment Centre for on-going support and care.

Dilico opened a Rapid Access Addiction Medicine (RAAM) Clinic on site at the Anemki office in October of 2020. A Nurse Practitioner that specializes in addiction care was recruited for the clinic. The RAAM Clinic provides specialized services and care for individuals seeking treatment for any substance use issue. The trends last fiscal year saw an increase in individuals reporting primary substance of choice as alcohol. Concerns related to human trafficking were on the rise with more individuals seeking assistance with this issue. Additionally, more individuals have been presenting to RAAM in a pre-contemplative stage of change. During the pandemic most RAAM services have been offered on a virtual platform. In-person services are planned to resume in September 2021.

**384**

Applications received for the Adult Residential Treatment Centre

**72**

Individuals received care from the Adult Residential Treatment Centre (85% completion)

**168**

Adults provided with Addiction Aftercare Services

**719**

Adults experiencing Mental Health and Addictions issues assisted by Adult Case Management

**28**

Individuals serviced by Three Cs Reintroduction Centre

**23**

Individuals serviced by Seaway

## Children's Mental Health Services

Children's Mental Health Services was accredited this year. Despite challenges related to COVID restrictions, Dilico pursued our goal of meeting national standards of excellence through an external review conducted by the Canadian Centre for Accreditation. The feedback was overwhelming positive and confirmed for Dilico that we continue to meet First Nations' expectations of excellence in service provision, while ensuring a culturally-safe and relevant model of service delivery.

District Children's Mental Health Services supported 254 children and families this year. Services are provided on First Nations for children, youth, and their families and are family-centered. They include a range of counselling and supports for families. The service is intended to strengthen the ability of children, youth and their families to emotionally, mentally, and culturally cope with challenges, while reducing risk factors and increasing protective factors.

Roots of Empathy was provided in three First Nation elementary school classrooms this year. The program is provided by District Children's Mental Health staff in partnership with First Nation schools and a local family who has recently birthed an infant. Roots of Empathy is an international, evidence-based classroom program that is proven to raise school-aged children's social-emotional competence and increase empathy, which results in reduced aggression.

Osh-ki-niig Mash-ka-zii-win (Youth are our Strength) is a continuum of 24-hour care intensive treatment services for children and youth who require out-of-home clinical interventions to address serious behavioural, emotional and social difficulties. Healing occurs through continuous holistic treatment and therapy that is family-centered and rooted in Anishinabek culture, ceremony and land-based teachings. The programs served 36 youth this year.

Osh-ki-niig Mash-ka-zii-win (Youth are Our Strength) School-Based Services endured many unexpected changes to the program's service delivery format due to COVID related restrictions this past year. The program remained operational through the academic year, while supporting 33 students and their families. The resiliency of our youth and their families was evident as youth were able to make it through to the end the school year. The program staff and leadership went the distance to ensure the program remained culturally relevant, sufficiently supportive and accessible when service was provided virtually at times.

Infant Child and Development Services provides an integrated approach to infant and young child development in a family-centered intervention that is responsive to parent/caregivers' strengths, competencies and priorities. The program supports parents and caregivers to optimize their children's development with relationship and play-based learning and supports. Services were provided to 130 families including 144 children.

Youth Prevention Services combines a range of youth-focused support programs that works with youth to build the necessary skills and abilities to sustain healthy independent living as they transition into adulthood. 237 youth received youth outreach, housing outreach, transitional supports and addictions prevention this year.

Clinical Services provided 128 Consultations, 27 Psychiatric Consultations/Assessments, 101 Psychological Consultations/Assessments, and completed 16 Autism Spectrum Disorder Diagnostic Clinics.

Dilico hosted the 9th annual "Empowering and Promoting Healthy First Nation Communities" Conference over the months of January, February and March 2021. Due to COVID restrictions, the two-day conference was held virtually. The training provided frontline workers with knowledge, understanding and takeaway tools to better meet the challenges associated with Addictions and Mental Health concerns in their communities. This training was open to Ontario NNADAP workers, as well as Dilico staff and representatives from Dilico's service area communities. 160 workers attended the training sessions

## Highlights

**11**

Individuals serviced by Post Treatment Unit

**104**

Families supported by Family Preservation Services

**114**

Individuals serviced by Transitional Discharge Workers

**284**

Families provided with Case Management Services

**577**

Individuals serviced by the RAAM Program

**76**

Tele-Mental Health consults were triaged and facilitated via Ontario Telemedicine (OTIN)

**111**

Children served by SNAP Program

**244**

Families joined the Triple P Parenting Program

**607**

Access Network referrals for Children's Mental Health Services

**8**

Research Projects overseen by the Research Advisory Committee

**250**

Children supported by Counselling and Clinical Services

**45**

Youth supported by School Based Services



# Honouring Our Helpers

## Foster Parents

Foster Parents show great patience, compassion and understanding. The quality of care provided to children continues to go above and beyond.

This past year has been an especially trying time for many and Dilico is grateful that Foster Parents have positively navigated this new way of living and encouraged children to do the same. Being patient during online learning, getting creative with activities to keep the children busy, teaching them about proper hygiene and how to wear personal protective equipment, and most of all for being that stable supportive person in their lives.

The Dilico Foster Parent Committee meets regularly with Dilico leadership to discuss issues facing foster parents and to help find solutions and improve communication for foster families. The committee is filled with many kind, experienced and passionate foster parents who have great insight and wisdom to share. Dilico is so appreciative for all foster parents and their continued dedication to children, youth and families.



# Finance & Corporate Services

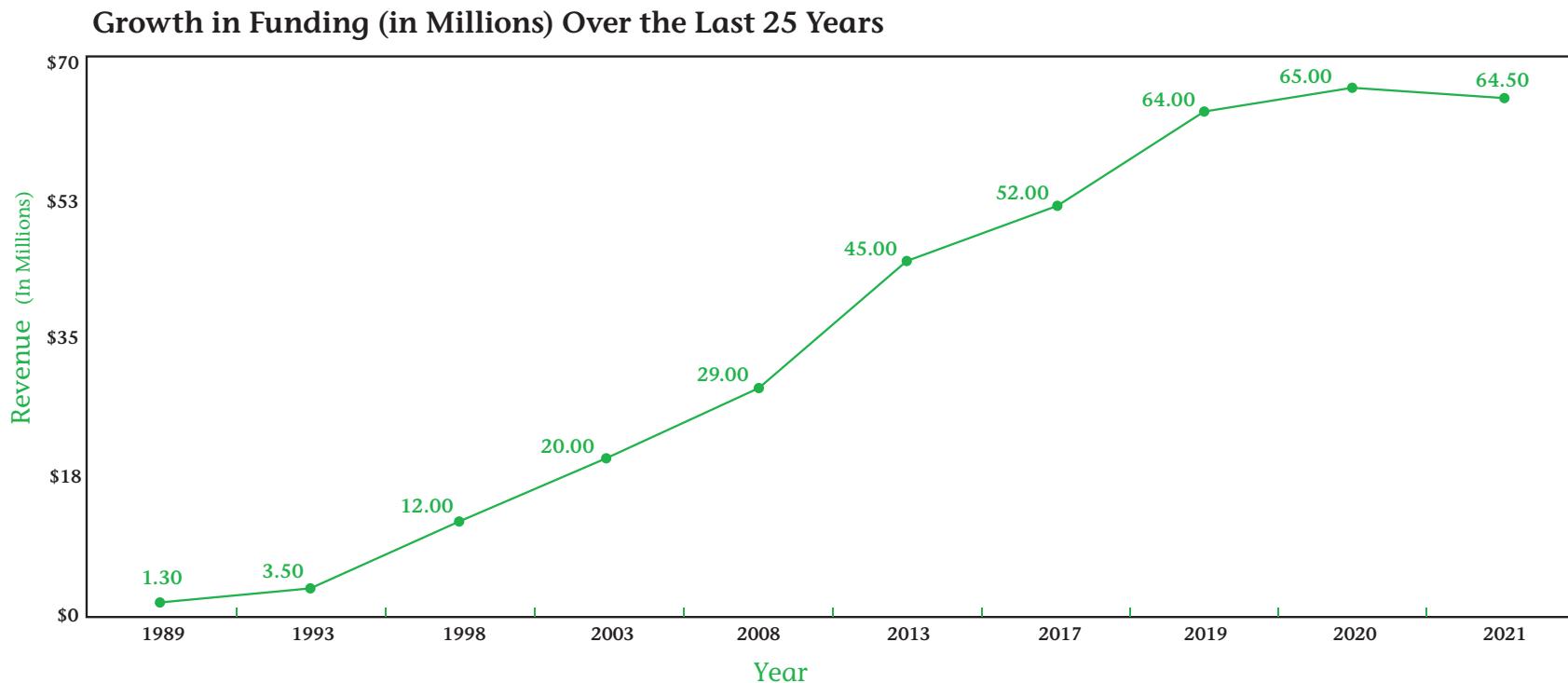
Dilico continues to be mindful of its budget allocations across all of its programs and service areas especially given the change in operating conditions during the continued COVID-19 pandemic. Financial responsibility is critical and despite increased levels of service demands and needs of our families, the agency has found may innovative ways to deliver services without incurring program deficits. Funding from Indigenous Services Canada combined with flexibility from our funders in many programs within Mental Health and Addictions during the 2020-2021 fiscal year has allowed Dilico to utilize funds across multiple service areas as required.

With a current staffing complement of approximately 700 employees, the Human Resource team continues to be committed to focusing on recruiting, hiring, and the retention of qualified candidates who are able to demonstrate, in their service delivery, the Vision, Mission and Core Values of the agency. Health and Safety of all staff, especially during the pandemic, has become more important than ever and

continues to be a top priority of the agency. On-going relations with union officials remain positive.

A count at year-end revealed that the Facility Operations team now maintains over 30 buildings and offices with our two largest facilities being leased from Fort William First Nation and Red Rock First Nation. Employee safety, facility accessibility and meeting all licensing requirements where required for all of our buildings remains one of the agency's top priorities.

The Information Services and the Information Technology units continue to support all service areas with information, connectivity and technology needs as well as maintaining the data infrastructure, networks, and systems that are vital to on-going operations of the agency. It is critical that our information is accurately captured, accessible and secure at all times.

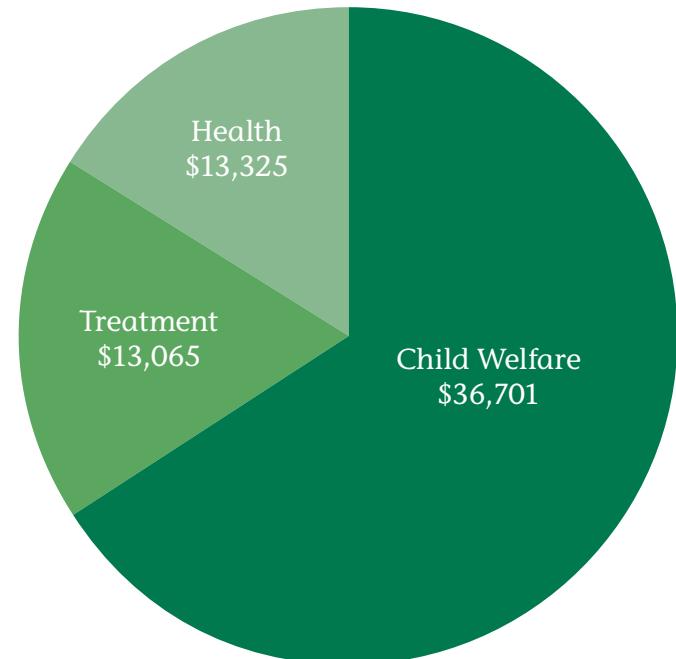


## Condensed Financial Information

Statement of Operations - Year ended March 31		
	2021 (\$)	2020 (\$)
<strong>REVENUES</strong>		
Government of Ontario	\$48,964	\$47,891
Government of Canada	\$9,273	\$13,267
Other	\$625	\$4,770
<strong>TOTAL</strong>	<strong>\$58,862</strong>	<strong>\$65,928</strong>
<strong>EXPENDITURE</strong>		
Child Welfare	\$36,701	\$40,861
Treatment	\$13,065	\$12,924
Health	\$13,325	\$11,568
<strong>TOTAL</strong>	<strong>\$ 63,091</strong>	<strong>\$65,353</strong>
<strong>Surplus From Operations</strong>	<strong>(\$4,229)</strong>	<strong>\$575</strong>

*(Extracted Summarized information from financial statements audited by Grant Thornton LLP. Actual Statements are available upon request.)*

## 2021 Expenditure By Service



## Notes



Anishinabek Family Care

# Honouring Our Helpers

Annual Report 2020/2021





Anishinabek Family Care

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