



ANNUAL REPORT

2022 - 2023





SCW'EXMX CHILD & FAMILY SERVICES SOCIETY

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SCW'EXMX CHILD & FAMILY SERVICES SOCIETY

Scw'exmx Child and Family Services Society (SCFSS) is family-centered and guided by nte?képmx and syilx traditional knowledge and principles. SCFSS utilizes prevention and protection strategies with the collective goal to keep children with their families and communities. If short-term protection services are required, SCFSS engages family, community, and Elders to support cultural identity, familial and territorial connections with the purpose of bringing and keeping children home. SCFSS recognizes historical challenges and is guided by traditional strength and wisdom to build family and community capacity in a monumental shift from protection to prevention.



nk'seytkn | snəqsilx^w

OUR COMMUNITIES

SCFSS serves nteʔkəpmx and syilx peoples from nc'tətk^{wu} (Coldwater Indian Band), sulu's (Lower Nicola Indian Band), nwéyc (Nooaitch Indian Band), sxéxn'x (Shackan Indian Band) sp'aǰmín and nṭq'aṭməlʔx (Upper Nicola Band), and the urban Indigenous population of the Nicola Valley. SCFSS works with community representatives and leadership to establish, understand and follow protocol and community agreements to implement strategies toward our collaborative vision. SCFSS is committed to work with all communities and reinforce teachings and language throughout our services. Our communities guide us on this pathway of change toward our vision that we are all somebody's seventh generation. Through respectful and meaningful collaboration, our Society and our communities will support each other to implement action and change.



OUR CALL TO ACTION

We are at a critical moment in time.

A great deal of change is taking place within the current political climate in which we exist. Bold steps are required to actualize the changes necessary for the communities we represent. For the first time since colonization, our action will fundamentally alter the foundation upon which outside governments have imposed political interests of assimilation through the systemic removal of our children.

For generations, our children have been the ones on the front line of federally and provincially legislated cultural genocidal regimes. Our families and communities were fractured but never broken. To achieve healing, justice and hope for each child ever removed from their parents, families and communities, it is up to us to provide a new reality for generations to come.

Through the wisdom of our ancestors, we have been taught the ways to care for one another. We must work toward a future markedly different from the current state wherein there are more Indigenous children in care now than at the height of the residential school era. While the current system is derived of legislation and policy, not of the Indigenous origin at a community level or otherwise, we undertake the process of decolonization to bring traditional knowledge, guidance and practices of the n̄t̄eʔk̄épmx and syil̄x̄ people forward in collaboration and guidance of our communities.

It is our responsibility to create the necessary change to ensure children currently in care have the advocates they deserve; and seven generations from now, the need for a child welfare system will no longer exist as our families will be whole and healthy. n̄t̄eʔk̄épmx and syil̄x̄ ancestors have anticipated this change and passed on their wisdom as we respond to this call to action. This very legacy is now ours to nurture and protect as we build a new platform where today's children, young people, families and communities will remain together and rekindle their cultural ways of being.



MISSION

We are all somebody's seventh generation.

We are committed to work with our communities to create the necessary change to ensure children currently in care have the advocates they deserve and seven generations from now, the need for a child welfare system will no longer exist as our families will be whole and healthy.

VISION

Work collectively to exercise nte?képmx and syilx inherent rights as we empower children, young people and families.



GUIDING VALUES

LOVE

Supporting families by loving and nurturing our children.

ACCOUNTABILITY

We are honest and ethical in all our interactions.

RESPECT

We role model respect and actively engage in solution-oriented dialogue.

CULTURE & LANGUAGE

We practice our cultural teachings and identity.

RESPONSIBILITY

We look forward seven generations, doing the right things for the right reasons.

HOLISTIC

We utilize a community-driven and strength-based approach.

ADVOCACY

We advocate for community rights and responsibilities with culturally grounded prevention supports.



Left to right: Carol Smith | nc'tətk^{wu} (Coldwater Indian Band) | Board of Director, Yvonne Joe | sxéxn'x (Shackan Indian Band), Board of Director, Olivia Buck | nwéyc (Nooaitch Indian Band) | Board of Director | President, William Sandy | sulu's (Lower Nicola Indian Band) | Board of Director | Vice President, Susan Manuel | sp'ax'mín and n'q'a+məl'x (Upper Nicola Band) | Board of Director | Treasurer

MESSAGE FROM THE PRESIDENT

It's been a productive 2022-2023 fiscal year for Scw'exmx Child and Family Services Society (SCFSS) and the Board of Directors. We continue to see a lot of growth in programs being offered to communities and staffing increases to assist with that workload.

Firstly, I would like to acknowledge our current board members: from Coldwater, Carol Smith (alternate Jackie Aljam-Moses); Lower Nicola, William Sandy; Upper Nicola, Susan Manuel; and Shackan, Yvonne Joe. These wonderful, hard-working board members are committed to ensuring that SCFSS continues to deliver culturally sensitive and relevant child welfare/prevention services on behalf of our five communities.

The Board, along with the SCFSS Executive Director and staff, continue to work on the goals and priorities that were identified in the Strategic Plan 2021-2026. Within the Strategic Plan, there were six priority areas identified by the Board:

- **Communication and Collaboration:** To develop and maintain cross agency collaboration.
- **Finance and Administration:** To demonstrate fiscal responsibility to maximize our financial resources in support of current operations and future growth.
- **Language and Culture:** To revitalize, protect and advance our language, culture and traditions.
- **Capacity Building:** Develop a robust organizational review that includes development plans for staffing and expanding programs for children and families.
- **Love and Support:** To implement appropriate programming that nurtures children, families and unity.
- **Jurisdiction and Research:** Ensure that all jurisdictions and laws are adhered to. Continue research, best practices and standards to ensure supports are current and in the best interest of the child and family.

Goals, actions and workplans are established for each fiscal that align with the SCFSS Strategic Plan and the SCFSS Business Plan

and are revisited by the Board and staff each year. Within the audit, you will see an increase in revenue and cash position with a large surplus. The Board met with leadership from the five communities to plan and identify key priorities for use of that surplus and developed a needs-based business plan, which was approved by the Board in June 2023. Throughout 2022, we continued to support communities in the recovery of challenges experienced from natural disasters, the discovery of the 215 unmarked graves, and the toxic drug supply, all that have had devastating impacts on our families and communities. We supported communities in the development of community-based programs focused on prevention with Agreement in Principle monies through evaluation and expansion of their capacity and services. The Society has been nomadic for years and have been very resilient and creative in finding solutions to house the growing capacity of our organization, however, there remains a strong need to provide some permanency and engagement with communities for a legacy build, which is a high priority for the upcoming fiscal 2023-2024. The need to develop a robust finance policy was identified in the previous fiscal's audit. The Risk Management and Finance Committee were hard at work this fiscal alongside the Finance team and external financial experts to develop a Finance Policy, which has now been completed and ratified by the Board.

There remains a lot of work to be done and SCFSS is committed to fully supporting communities in moving this important work forward through advocacy on behalf of the communities on legal obligations, rights and responsibilities, and addressing historical implications of the child welfare system. As communities and right holders, YOU are the experts and we are here to learn and work alongside you as we begin to transfer the responsibility of prevention services to your communities.

kʷukʷscémxʷ | limlám̓t (thank you)

Olivia Buck | SCFSS Board of Directors President

MESSAGE FROM THE EXECUTIVE DIRECTOR

hen'te? kw | way' | Hello

Service integration is a key aspect of how we are transforming practice uniquely to fit the needs of the Relations and communities we serve. Embracing families with services that strengthen family wellness and incorporate traditional values are addressed across three models of prevention: primary, secondary and tertiary. Primary prevention is community-focused and translates to the events, activities, workshops and education that strengthen family wellness and circumvent risk factors. Secondary prevention encompasses one-to-one services with parents or caregivers who are willing and able to engage to empower protective measures and mitigate societal risk factors. Tertiary prevention exists when intervention is required when a child's safety is at risk and parents or caregivers are unwilling or unable to engage in coordinated prevention services. We acknowledge child safety exists within the context of family, community and systemic healing. At SCFSS we support child safety through empowering family and community decision making through a cultural lens. Child safety and cultural development requires the wellbeing of parents, grandparents, communities, land, traditions and values. Prevention remains at the core of our services whereas the most important aspect of prevention exists in ones' connection to traditional values and language. CULTURE is HEALING.

In fall of 2022, as global pandemic restrictions gradually eased, we emphasized our efforts

toward in-person cultural gatherings. Our team successfully organized and delivered several notable events that underscored the significance of coming together as a community;



particularly following much grief and loss across the Nicola Valley in prior years. Many of these gatherings were held in collaboration with other Indigenous organizations and facilitators which allowed us to create powerful experiences rooted in culture. The resurgence of in-person gatherings provided much needed opportunity for people to reconnect, celebrate our common heritage, and strengthen community bonds. These showcased our resilience, richness of traditions and served as platforms for sharing stories, engaging in meaningful dialogue, and fostering a sense of belonging amongst one another. The involvement of Elders ensured gatherings were grounded in cultural wisdom and demonstrated respect for traditional protocols. We are grateful of the team's achievements in delivering these gatherings, that met the growing demand for in-person experiences and reaffirmed the importance of community connections through healing within our ways of being.

Family Wellness is a program that offers culturally guided education and comprehensive early intervention support to Relations and their children and young people. Our approach is rooted in embracing a service model that prioritizes strengthening parenting skills and



Rhonda Dunn
Executive Administrative
Assistant

nurturing relationships through a cultural lens. We recognize the significance of incorporating cultural perspectives and practices in empowering Relations to provide the best possible care for their children. Through wrap-around supports, we aim to create a nurturing and inclusive environment that fosters the wellbeing and development of Relations and their children. Our commitment lies in ensuring families receive the necessary tools, resources, and culturally relevant guidance to thrive in their parenting journey.

Our goal is to keep families together whenever possible, and our collaboration with families and communities through Family Circles play a crucial role in providing comprehensive support to families in crisis when facing challenging circumstances. Our Community Navigators, as first point of contact within SCFSS, use a culturally welcoming approach to determine the next best step forward to those contacting us for services. While advocates may be critical of our role in child welfare, it is imperative to note the work of our people and our predecessors have seen our children as sacred, and there can be no evidence where risk of imminent harm is left unmitigated.

It is important to recognize the remarkable achievements made by the Administration, Operations and Finance teams throughout the 2022/2023 fiscal year. These teams have overcome great challenge and in some cases insurmountable obstacles as direct outcomes of the global pandemic, toxic drug crisis and atmospheric flood. Collectively the teams completed several projects that significantly enhanced our operations and infrastructure. A major milestone was achieved as the Finance Team, without a Finance Manager for the majority of the fiscal year, successfully attained a 100% level Financial Audit, alongside the completion of a First Nation Financial Management Board (FNFMB) quality Finance Policy, ratified by the Board of Directors in July 2023. The Operations Team completed a full scale facilities and IT transition of 50+ employees into our Main Office (1750 Lindley Creek Road) in September 2022. Our Administration Team continued to expand to specialize and heighten the quality of assurance in our electronic and physical data integrity. The Information Technology team

consistently demonstrated their prowess in resolving challenges and driving innovation. The implementation of a cloud-based telephone system revolutionized our communication infrastructure, improving reliability, and reducing costs. These achievements in Facilities, Administration, Finance, and Information Technology propelled SCFSS to new heights, fostering operational excellence, collaboration, and improved outcomes as our front facing employees spend more face time with our Relations.

Amidst chronic hiring challenges across British Columbia, SCFSS experienced steady growth in recruitment as a direct result of comprehensive HR strategies of attraction, recruitment, orientation and onboarding. With 77% of SCFSS employees who self-identify as Indigenous, we remain committed to building capacity across the Nicola Valley. These practices align with our strategic direction of Growing our People and underscore the organization's ongoing commitment to fostering a diverse and inclusive workforce that reflects and serves the needs of our Relations and Communities.

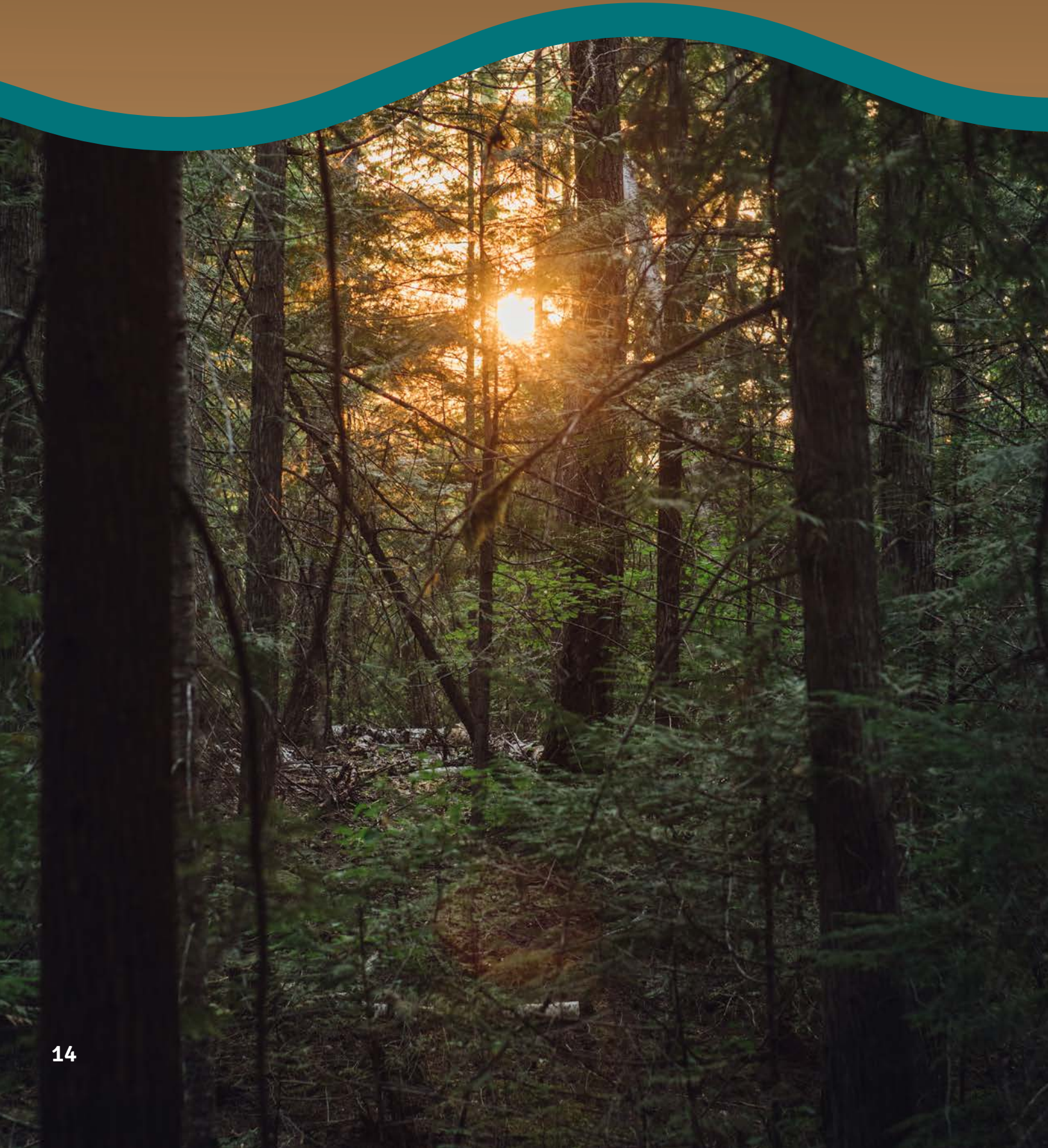
We trust in the leadership of our Communities, Leadership and more prevalently our Ancestors who guided in the investments we made within our shift away from protection toward prevention: we enhanced culturally wise practice and resource restructuring as we supported our children, young people, families and communities. Through the support of a dedicated Board of Directors who understand the multilayered aspects of a large, complex organization legislated by provincial and federal authorities influenced by multiple stakeholders have been key in the stability and ongoing development of SCFSS; amidst local and national political dissension and significant environmental and societal impacts across the Nicola Valley.

I extend my deepest gratitude to the dedicated teams, communities and partnering organizations who have contributed their expertise and unwavering commitment throughout the year.

kʷukʷscémxʷ | limlám̓t (thank you)

Lisa Post | Executive Director

STRATEGIC DIRECTIONS




Our four Strategic Directions reflect the needs of the communities we serve. SCFSS recognizes the circle of priorities mirror the circles within our communities.





CULTURE OF CARING



"It's very important that we take the younger generation out as the Elders are slowly leaving us and passing away. Going out to harvest any kind of plants, medicines, anything, just to show the younger generations, so we don't forget the things that we do."

– Elder Cathy Jameson | nc'tatkʷu (Coldwater Indian Band)

CULTURE OF CARING

COMMUNICATE WITH ONE VOICE

We are continuing to work on increasing our presence in community and support communities to meet their prevention goals. SCFSS has prioritized hosting programs, conferences and events that work to support that shift in perception and visibility in community. With more community prevention workers, we have been able to shift our efforts in support of planning, developing, and facilitating programs and events according to their own prevention needs. We will continue to focus on collaboration and guidance to support community-based programs and services to collectively strengthen our communities and Relations.

COMMUNITY SERVICES TEAM

The Community Services team supports communities to build capacity through the development, collaboration, and implementation of relevant services.



Stephanie Tourand
Sr. Community Planner



Willa Ermineskin
Community Prevention Worker



Robin Peterson
Communications Coordinator



Satara Twan
Community Prevention Worker



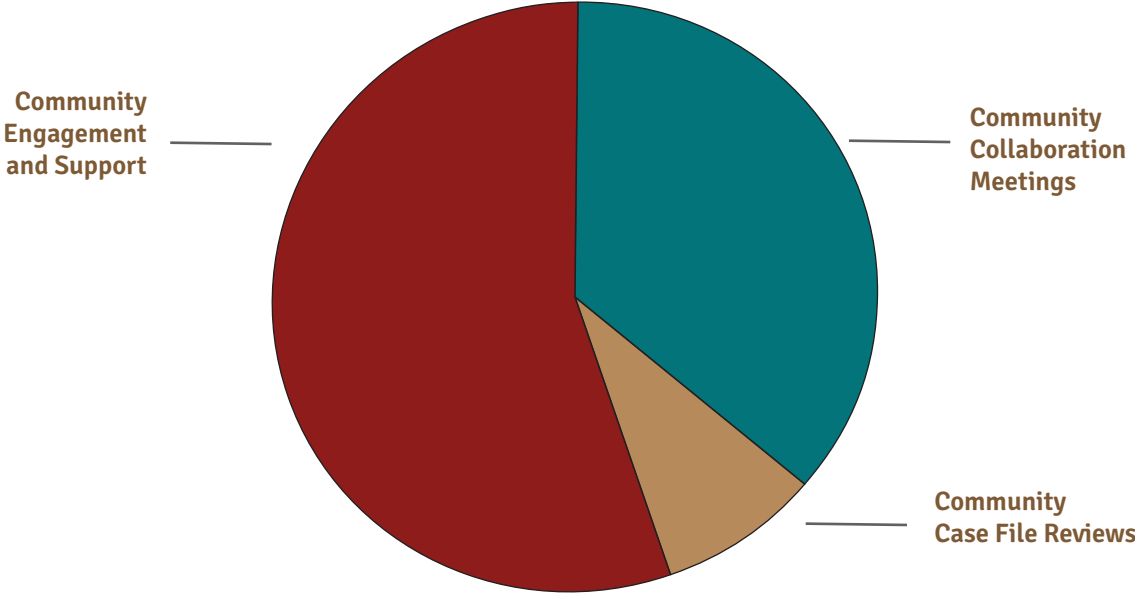
Harmony Williams
Community Prevention Worker



Emily Weston
Community Prevention Worker

Change necessitates the priority of healing through the wisdom of our ancestors. We must apply traditional knowledge within practice frameworks as we prioritize culture and language throughout the delivery of our programs and services. As we continue on this pathway, we must engage with Elders and Community Leaders for guidance to ensure nte?képmx and syilx traditional values are reflected in the development of protocol agreements, policies, governance and laws.

COMMUNITY MEETINGS/EVENTS



COMMUNITY	TOTAL	LNIB	UNB	CIB	NIB	SIB	URBAN/ COMMUNITY PARTNERS
COMMUNITY ENGAGEMENT & SUPPORT	129	10	27	13	13	5	61
COMMUNITY COLLABORATION MEETINGS	96	8	22	11	13	4	38
COMMUNITY CASE FILE REVIEWS	19	2	5	4	5	3	N/A
TOTAL	244	20	54	28	31	12	99

CULTURE OF CARING

COMMUNITY ENGAGEMENT EVENTS

Community engagement and support encompasses the work SCFSS is doing on-the-ground to support events and programs in community. During this fiscal year, we supported many events such as: sxéxn' x winter solstice event and community Indian Bingo; nwéyc summer literacy camp, boy's trip to Kelowna, and back-to-school dinner; sulu's Healthy Living and Baby Welcoming Dinner, Family Fun Day, and joint back-to-school BBQ; nc'tətk^{wu} summer youth events with Scw'exmx Community Health Services Society (SCHSS), preparation of their spring break packages, and their first grocery shop support day; sp'aǎʔmīn and nṭq'aṭməlʔx Glimpse Lake camps, Orange Shirt Day Walk, the Christmas Breakfast event, and workshops at N'kwala School, and urban events like youth outreach lunches, Halloween Extravaganza, Harm Reduction in Community event, and the summer scavenger hunt with Citxw Nlaka'pamux Assembly (CNA).

At the end of this fiscal year, we worked closely with sp'aǎʔmīn, nṭq'aṭməlʔx and the K^{wu} Stəmtímaʔ to support and present at their community engagement sessions related to family jurisdiction. This was a great opportunity to share our knowledge and witness the community's input and stories.

With the increase in community prevention workers, we look forward to further engagement with our communities to provide support for development and implementation of programs that target all levels of prevention, and their own unique needs.

COMMUNITY COLLABORATION MEETINGS

Community meetings encompass regular collaboration meetings with all the communities and focus on planning for specific events, budgets and reporting, and engagement with other service partners and agencies.

In this fiscal year we were able to host Meet & Greet events with sxéxn' x, nwéyc, and sulu's in which we met with all of the community's staff to build those relationships, ensure our understanding of each others

roles, and hear more about what is going on in the community.

At the end of this fiscal year, we began facilitating more in-depth planning meetings with our community, including a SWOT (strengths, weaknesses, opportunities and threats) analysis with nc'tətk^{wu} staff to identify prevention priorities and developing a joint work plan to support community prevention by spending 1-2 days a week in nc'tətk^{wu} to implement the prevention goals. We also completed a SWOT analysis with CNA and created a collaborative annual event plan.

COMMUNITY CASE FILE REVIEWS

To ensure consistent, in-depth collaboration in supporting community members involved with the protection system, case file reviews are scheduled for every quarter. These, of course, are in addition to our ongoing communication with the designated band representatives in the planning and support of protection and early-intervention families.



1,184 Relations attended various cultural events hosted by SCFSS.



INTEGRATE LANGUAGE & TRADITIONAL TEACHINGS

Guided by the dedicated support and knowledge of our Resident Elders, culture and language is integrated into all aspects of programming, client interaction, and planning to preserve family and culture. nteʔképmxcin levels 1 and 2 were facilitated weekly throughout the summer months and completed at the end of August. New cohorts for both levels started in September with planning underway to introduce nsyilxcən into future orientation weeks focusing on conversational introductions and “Words of the Week”. The Culture and Language team engaged with Communications to support the inclusion of nteʔképmxcin and nsyilxcən in public facing media.

The Culture and Language team supports the integration and teachings of traditional methods of gathering and processing food. SCFSS attended the nteʔképmx fish camp held in Lytton, which provided an opportunity to learn a new and efficient method of cleaning fish. Further, the team canned and preserved a large supply of salmon that was donated by a ncʔtətkʷu member and continues to harvest huckleberries, elderberries, and medicines to be used as gifts for Relations, staff and giveaways at community events.

Orientation Week for new staff includes two full days with the Culture and Language team. Employees are engaged in traditional crafts and time on the land while learning of our history and stories and are introduced to nteʔképmxcin and nsyilxcən. We prioritize the development of strong cultural connections at the

Weave nteʔképmx and syilx culture into all aspects of SCFSS
Immerse nteʔképmxcin and nsyilxcən

beginning of their SCFSS journey. Some examples of activities include harvesting huckleberries, medicine pouch sewing and beading, hand drum making, creating commitment sticks, deer hide scraping, and time with the Resident Elders on the land and around a meal. Human Resources ensures local Indigenous culture and language is woven into the recruitment and hiring process for all new and potential staff.

CULTURE & LANGUAGE TEAM

Under the guidance of Resident Elders, the Culture & Language team works to weave nteʔképmx and syilx into practice frameworks and embed traditional values and language into programs and services.



Corrina Manuel
Cultural Program Coordinator



Barb Huston
Cultural Program Coordinator



Jason Ermineskin
Cultural Program Coordinator



Loretta Oppenheim
Elders Administrative Assistant



Lepika Saddleman
Culture & Language Team Leader

CULTURE OF CARING

GROW CAREGIVER NETWORKS IN ALIGNMENT WITH TRADITIONAL /COMMUNITY NETWORKS

COMMUNITY CAREGIVERS TEAM

The Community Caregiver team’s primary objective is to support Caregivers, as they care for our communities’ children and young people. Where we provide financial support, we also support Caregiver and family efforts to keep young people connected to their families, culture and communities. The team works in collaboration with other SCFSS programs, Band representatives and partner organizations to enhance the level of resources offered.

Emergency Preparedness workshops provide an opportunity to build capacity and strengthen the skills of Caregivers to offer safer homes to children and youth. Workshops were held in Coldwater where the majority of SCFSS Caregivers reside, as well at the Civic Centre due to its central location. Fire Safety training, for example, provides an opportunity to engage Caregivers to consider fire safety measures in their homes. Caregivers in attendance were provided a household fire safety kit by SCFSS Emergency Services. Fire safety kits were also included in the delivery of Christmas gifts over the



Brenda Emery
Sr. Community Caregiver
Coordinator



Natasha Neufeld
Community Caregiver
Coordinator

- Recruit community caregivers
- Develop community-advised caregiver resources
- Integrate culture to strengthen community caregiver supports

holidays if a Caregiver was unable to attend the training. SAFE Home Studies continue to be conducted for new Caregiver homes.

CAREGIVERS	TOTAL	LNIB	UNB	CIB	NIB	SIB	URBAN POPULATION
KINSHIP HOMES	27	7	5	5	2	0	8
NON-INDIGENOUS FOSTER HOMES	4	0	0	0	0	0	4
GROUP HOME PLACEMENTS	1	0	0	0	0	0	1
TOTAL	32	7	5	5	2	0	13

Share traditional knowledge

Reclaim cultural identity

Establish Elders as advisors and decision-makers

INCORPORATE LEARNING FROM ELDERS AND KNOWLEDGE KEEPERS

OUR KNOWLEDGE KEEPERS

Resident Elders guide the implementation of n̓eʔk̓épmx and syil̓x̓ practice frameworks across the organization.



Amelia Washington
Resident Elder
Nooaitch Indian Band



Bernice Garcia
Resident Elder
Coldwater Indian Band



Cathy Jameson
Resident Elder
Coldwater Indian Band



Nettie Ernst
Resident Elder
Upper Nicola Band



Phil Dumont
Resident Elder
Urban



Dorothy Clarke
Resident Elder
Urban

SCFSS is guided by the wisdom of our ancestors and Resident Elders, who are called upon to share their knowledge to enhance program development and engagement with Relations. Elder Advisors to the Executive Director, included the late Victor York, sulu' s, and Mary Angus, sxéxn' x, supported high level decision making and community engagements demonstrated in RCMP conflict resolution, collaboration in prevention services and discussions with Chiefs regarding the vision of SCFSS.

The engagement and recruitment of Resident Elders is an important component to SCFSS's ability to answer the Call to Action. To identify potential additions to the Resident Elders team, the Culture and Language team worked with Human Resources to host an Elder's Luncheon that featured games and door prizes and provided an opportunity for Resident Elders and Language Elders to engage with others and answer questions about their role with SCFSS. Of the 56 Elders in attendance in November, HR received 17 applications of interest from Elders wishing to learn more.

The Youth Team maintained ongoing connections with Resident Elders to engage in cultural and language-based supports and teachings of traditional values. The team

connected with Resident Elders and youth to discuss the traditional needs of young people in the Nicola Valley.

Our Traditional Counsellor, also a member of the Men's Group, facilitates monthly sessions to bring together men from all of our communities of various ages and backgrounds. In addition, our Child and Youth Mental Health Counsellor travels to various communities, including N'kwala School and Merritt Secondary School, to offer cultural teachings and support mental health and wellness.

Feel the Beat events also include Elders with the intention of providing support and engagement with Relations and community.

CULTURE OF CARING

RETURN RIGHTS AND RESPONSIBILITIES TO OUR PEOPLE THROUGH THE DEVELOPMENT AND IMPLEMENTATION OF GOVERNANCE AND LAWS

We seek to increase and strengthen partnerships in our work with communities, according to immediate and future needs. In doing so, we continued discussions with several of our communities to renew former protocol agreements that represent current needs and capacity. These discussions represent ‘first steps’ of jurisdiction as identified either through Bill C-92 Federal Act Respecting First Nations, Inuit and Metis Children, Youth and Families, or self-determination through pursuit of local laws and jurisdiction. Two communities, *nc'tatk^{wu}*, and *sp'aǎ?mīn* and *ntq'ałməl?x* engaged Grandparent Groups to advise this journey toward self-inherent rights over children and families.

SCFSS participated in the *K^{wu} Stəmtíma?* Strategic Planning session early December to support the work we do together in alignment with the *captik^{w4}* Ethic Agreement. We spent time during the winter/spring reviewing the *captik^{w4}* Ethic Agreement with the *K^{wu} Stəmtíma?* and began edits for an update version that further emphasizes prevention and early intervention that better upholds community direction.

Executive meetings with Director of Adoptions, Ministry of Children and Family Development (MCFD) identified nominal progress in recent legislative changes of Child, Family, Community Services Act (CFCSA) in November.

On December 31, 2021, negotiations between Canadian Federal Government and applicable Parties reached an Agreement-in-Principle (AIP) that sets out a non-binding plan for Canada to satisfy Canadian Human Rights Tribunal (CHRT) orders to cease its discriminatory

Increase understanding
Create partnerships
Establish One Voice
Return authority to community

conduct and prevent its recurrence in the provision of child and family services and Jordan's Principle. The purpose of the AIP on Long-Term Reform is to provide a framework for reform of the First Nations Child Family Services (FNCFS) Program, improved implementation of Jordan's Principle, and to reform Indigenous Services Canada to prevent the recurrence of discrimination. An AIP is a pre-agreement that lays out the framework for reaching a final agreement. These improvements aim to satisfy the CHRT's orders regarding discrimination perpetrated by Canada in its FNCFS Program and its narrow application of Jordan's Principle. Reform is designed to be in the best interest of First Nations children, young people and families and aims to ensure the discrimination experienced is not repeated. The AIP lays out the framework to inform on-going discussions towards a final settlement agreement on long-term reform of the Child and Family Services Program. In advance of a final settlement agreement, Canada committed \$20 billion over 5 years starting in fiscal year 22- 23 to reform child and family services. Canada is committed to the implementation of a restructured FNCFS Program starting April 1, 2023.





**PROTECTION
TO
PREVENTION**



"Thank you for helping bring our children home to our care."

– Community Member | Family Circle

PROTECTION TO PREVENTION

BRING AND KEEP OUR CHILDREN HOME

Prevention teams maintain connection with our children, young people, and families to ensure they receive continued support. Circles are intended to reunify children and young people with their families, prevent children from entering the child welfare system, and support young people in their transition to adulthood.

Reunification is a collaborative approach that embeds tradition and culture to preserve family, community, and culture. It fundamentally recognizes the importance that family, community and culture has on children. Reunification centers the child, family, and community and weaves wrap around community programs, services and supports while emphasizing a three phased approach of stabilization, maintenance, and sustainability. Reunification coordinators focus on preventative measures to rebuild families and are guided by nte?kémx and syilx traditional knowledge and principles.

The work on the Reunification team supports children returning home to their family and community and

REUNIFICATION TEAM

The Reunification team promotes keeping families together by centering local cultures and honouring traditional values and family systems.



Gail Peterson
Director of Prevention Services

provides support to Caregivers involved in the transitions of children and young people who are being reunified with parents or families. The reunification of children with family and community is a collaboration with other SCFSS teams, Designated Band Representatives, Community Members and family. The team assists transitions through various means including transportation to/from visits and the mentorship and advocacy for Caregivers to ensure respectful, positive and successful transitions for children, young people, families and Caregivers.



Dana Boyce
Family Service
Worker



Shawn Bob
Reunification
Coordinator



Rod Anderson
Reunification
Coordinator

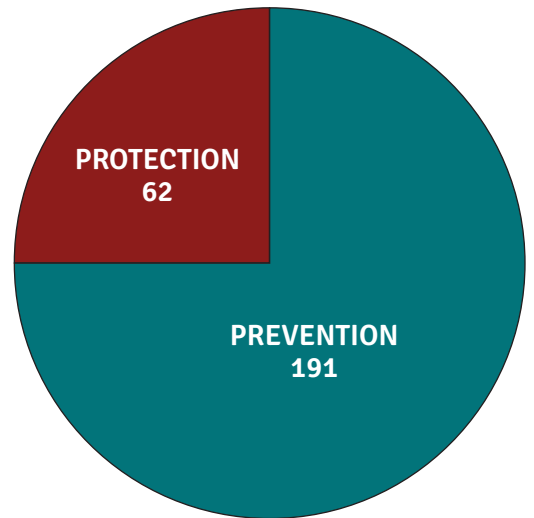
Historically a protection-based agency from governmentally-imposed policies, procedures and practices, our Board of Directors and Community Leadership prioritize an urgent and immediate transition to the use of culturally reflective prevention-based strategies across all SCFSS programs and services.

Prioritize prevention and early intervention measures to keep children with families and community

Reunify children in care to families and community

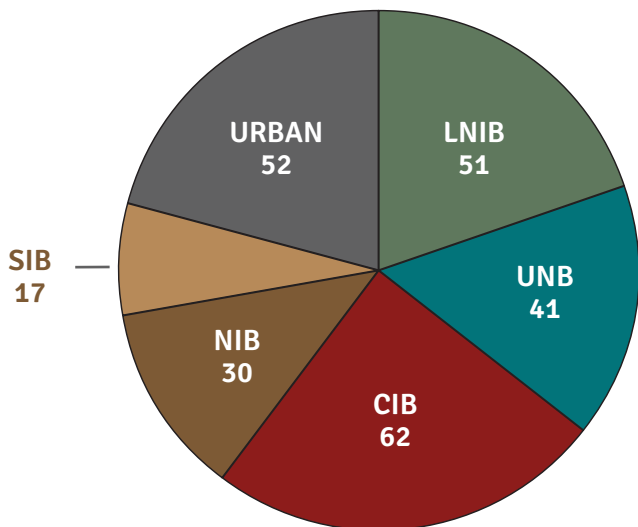
Develop community caregiver programs and support networks

PREVENTION VS. PROTECTION SERVICES



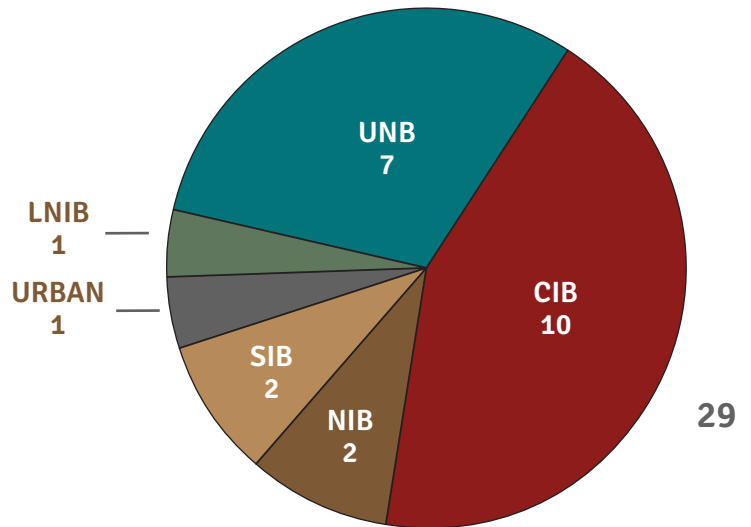
RELATIONS SERVED IN PREVENTION & PROTECTION SERVICES

Total of 253 Relations served through prevention and protection services by SCFSS.



INTERVENTION (TERTIARY)

23 Children/Youth under SCFSS legal guardianship (pre-2020). 7 in current stages of reunification.



PROTECTION TO PREVENTION

ALIGN PROGRAMS AND SERVICES WITH OUR VISION

Family wellness has been impacted by the increased occurrences of natural disasters and the lack of health services available in the area. Additionally, families face limited incomes and access to resources. The team referred relations to the First Nations Health Authority (FNHA) “Doctor of the Day” program and mental health supports. Intakes that came in were supported by the circle team to ensure wraparound support and that voices are heard from all.

This year marked a significant shift in the delivery of various programs and services through the planning and organization of demographic specific conferences in comparison to the past three years where we have been restricted because of the COVID-19 pandemic. These conferences highlight and promote mental wellness by incorporating culture and traditional values through defined prevention strategies.

The events are collaborative and engage Member communities and urban Indigenous organizations across the Nicola Valley.



Strengthen and preserve culture and language

Promote prevention as a family and community responsibility

Support family and community through prevention activities

Transition from provincial practice to community-guided frameworks

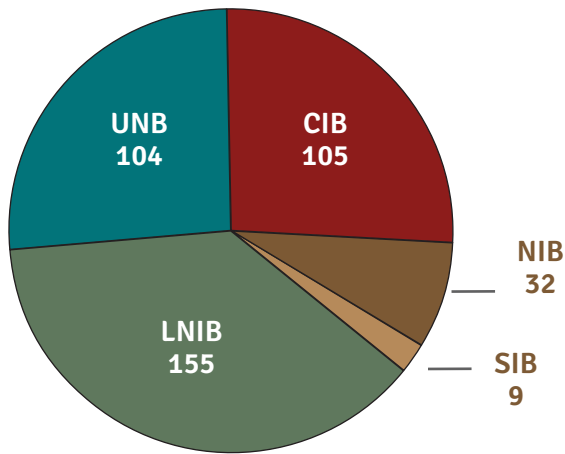
- Men’s Conference: October 14-16, 2022
- Women’s Conference: March 3-5, 2023
- Young People Wellness Event: March 20-24, 2023
- Mental Health Wellness Days: March 16-17, 2023
- Culture Camps: March 28-31, 2023 for children/ young people in care, caregivers, and families

Family Wellness Navigators provide prevention supports to families. The Team focuses on building relationships and gaining trust with our families and communities and building capacity through a strengths-based approach and cultural sensitivity. Family Wellness Navigators respectfully assist families with referrals to other service providers and develop family plans with Relations. Family circles, monthly visits, reunification plans and extended supports of parents, children and family is crucial to the work of the team.

The Relationship Wellness Program models Monique Gray Smith’s “Four Blankets of Resiliency” with adaptations to reflect n̓eʔk̓épmx and syil̓x traditional values. Participants focus on creating a sense of self, family, community, culture, and language. In the program, couples identify and acknowledge their areas of challenges and growth. Monthly group sessions and regular check-ins include cultural teachings to build a strong foundation.

GROUPS: MEN, WOMEN & RELATIONSHIP

405 Relations in attendance of facilitated GROUPs since April 2023.



Men's Group meets monthly and focuses on traditional values and beliefs to support men in being healthy Indigenous male role models for our children, young

people and families within our communities. The Men's Group facilitated the first annual Men's Conference at Glimpse Lake in partnership with three (3) of our Communities October 14-16th with over 100 men from across the Nicola Valley in attendance.

We continue to strengthen partnerships when working with our communities. Discussions will include talking to the communities about incorporating some of the "first steps" of jurisdiction as taught by the center for First Nations Governance (ie. definition of "best interest of the child", definition of "cultural continuity", and defining "significant measures" or other directions around giving notice) into their protocol agreements, or otherwise creating community definitions. Community engagement meetings inform community readiness and action planning while determining which communities are ready to participate in the process immediately or revisit the idea at a later date.

FAMILY WELLNESS TEAM

The Family Wellness team supports family wellness by strengthening parenting capacity through a holistic approach to goal setting.



Allyson Sterling
Relationship
Navigator



Mark Coutlee
Family Wellness
Navigator



Robin Humphrey
Youth Transition
Circle Coordinator



Kelly Hanson
Family Wellness
Navigator



Charmaine Clark
Family Wellness
Navigator



Shelly Tomkinson
Family Wellness
Navigator



Lucinda Seward
Family Wellness Team Leader

PROTECTION TO PREVENTION

SHIFT OUR FOCUS FROM FEAR TO LOVE

The Community Navigation team is the first point of contact at SCFSS. Community Navigators work closely with Designated Band Representatives to ensure incorporation of community use of an assessment tool to identify needs and help connect families with supports like short term assistance and referrals to other service partners as well as connections with our Family Circles Coordinators in support of family decision-making.

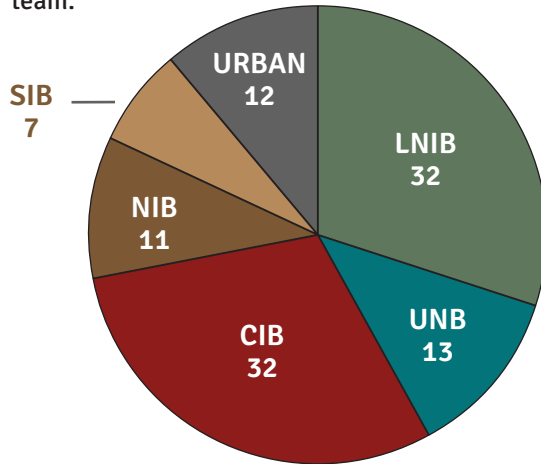
The team is creative in thinking outside of the box to ensure families are strengthened and supported to achieve their unique needs. The team creates a bridge between our Relations, traditional values, community and SCFSS by accepting both community and self-referrals for prevention, early intervention, and protection supports. Families and young people develop their own plans for independence and reunification. The team focuses on streamlining processes while building resources and education tools to expand awareness within communities.

👂 **Thank you for asking us as a family and working with us as a family to create a plan.** 👂
- Community Member | Family Circle

- Ensure effective change management strategies
- Humanize client experience
- Ensure transparent and respectful communication

COMMUNITY NAVIGATION

107 self-referrals to the Community Navigation team.



COMMUNITY NAVIGATION TEAM

The Community Navigation team acts upon community and/or self-referrals from Relations who require services.



Kayla McBee
Delegated Community Navigator



Lori Earle
Community Navigator



Jessica Peterson
Community Navigator/
Circles Navigator



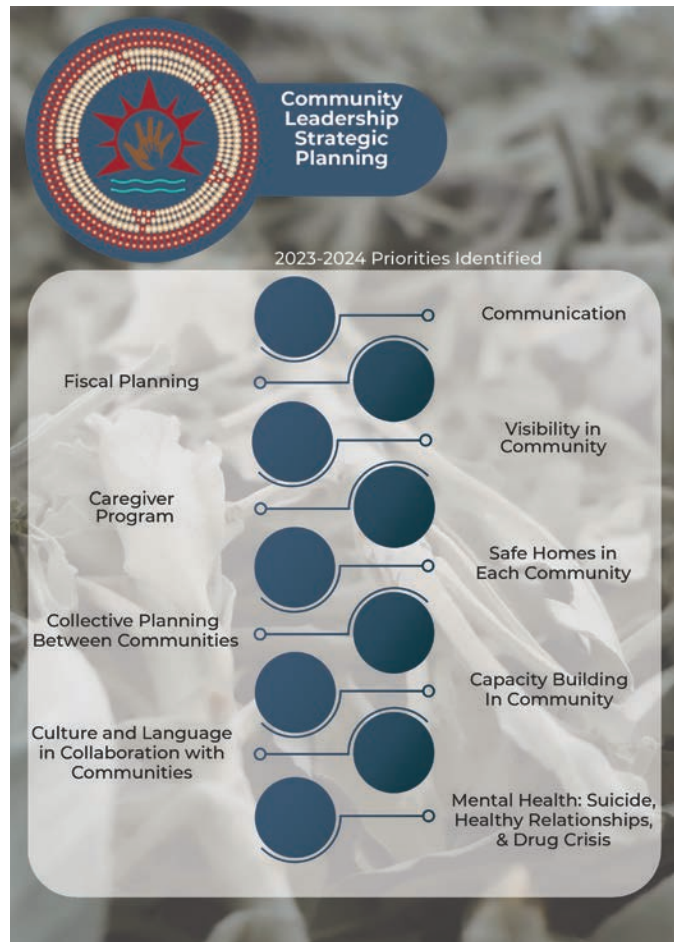
PROTECTION TO PREVENTION



As we move away from the historical approach of protection services toward a collective that builds community capacity and resources, we continue to evolve as a family of professionals, community members, and Relations who are rooted in traditional values and advocacy for the overall health and wellness of family and community. We take direction from Upper Nicola Band through the K^{wu} S^tamtima[?] and captik^w Ethic Agreement that outlines their unique approach to how we are to deliver services. The collaborative work in establishing this protocol defines how SCFSS will support Upper Nicola Band Relations. Nam [?]es zúminstm is the foundational framework of practice for working with families and children in n^{te}?kepmx communities within SCFSS that is grounded in the people’s voices, experiences, and culture. We act alongside our communities to identify key roles and responsibilities of SCFSS to support inherent rights over children and family. We continue to work in collaboration with Band representatives, community members, Relations, and Elders to ensure our approach remains respectful, meaningful and representative of unique needs of n^{te}?kepmx and syilx people.

BUILD COMMUNITY ENGAGEMENT AND CAPACITY

Wolfpaw Consulting facilitated the 2022 Strategic Planning Session on November 18-20 at The Cove Lakeside Resort in West Kelowna. Community Chiefs, Band Administrators, community representatives, the SCFSS Board of Directors and SCFSS’ Leadership Team participated in a full weekend of identifying priorities. The outcomes of the planning included the following priorities to be integrated into SCFSS Work Plan for fiscal 2023-2024:



BUILD TRUSTING RELATIONSHIPS

We continue to build trusting relationships through ongoing engagement with communities. We established connections to develop the specialization of prevention services while we assumed a position of advocacy and support through, for example, the newly created Community Navigation team. A consistent approach to prevention strategies for exceptional circumstances has been implemented to connect Relations to financial, cultural and community supports. Unique and innovative programs and processes have been created to mobilize our Strategic Plan. Additionally, community Meet and Greets and the development of community led programs with the provision of financial, human, and cultural resources support capacity building and collective decision making. Regular and consistent engagement is highlighted through community focused prevention initiatives, protocol agreement discussions and tailored measures meeting localized needs.

Promote community and parent advocacy

Follow community direction

Engage with community

YOUTH WELLNESS TEAM

The Youth Wellness team provides individual support to young people, ages 13-29 years, through a culturally safe and strengths-based approach.



Caylan Barber
CYMH Wellness Navigator



Dan Jager
Traditional Counsellor



Lizzie Shuter
Child Wellness Navigator



Paula Moyes
Youth Wellness Coordinator



Kristen Stewart
Youth Team Leader



Nolan Dyck
Youth Wellness Coordinator



Travais Oppenheim
Youth Wellness Coordinator



Cory Ermineskin
Youth Outreach



Shay Lee Jack
Youth Transition Coordinator



Jackie Merritt
Former Youth Team Leader

PROTECTION TO PREVENTION

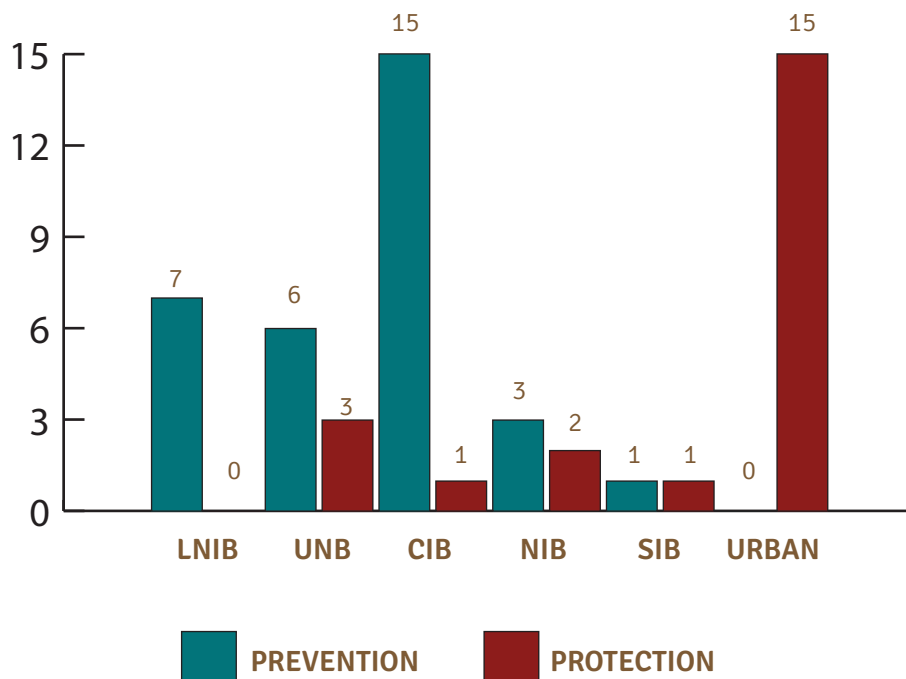
The Youth Wellness team is responsible for individual supports for young people through a culturally safe and strengths-based approach. The Team supports young people in their holistic wellness to enhance their family and cultural connections and build their capacity on their journey towards adulthood. The team works with young people and community resources to plan individualized and group activities that promote community connections including cultural events and outings on the land. This approach was successful in establishing important connections with our young people. We took opportunity to strengthen supports with key family members to ensure a safe place for young people within the family home or community as we know young people, particularly those impacted by the child welfare system, are commonly transient.

The Youth team engaged Resident Elders to work with young people to prioritize culture, participate in meetings/circles, and accompany youth to the water for healing.



YOUTH WELLNESS - EARLY INTERVENTION

25 youth accessing prevention. 22 Youth Agreements, Independent Living, and Post Majority Services.









GROWING OUR PEOPLE

GROWING OUR PEOPLE

ENGAGE COMMUNITY EXPERTISE TO SUPPORT OUR VISION

SCFSS has embraced a Community Orientation that consists of a commentated tour of our five (5) communities and an introduction to key community contacts, demographics, and unique qualities. New employees learn about Community Prevention funding, General Service Agreements, and community engagement opportunities to begin building trusting relationships. This orientation also includes high level overviews of cultural practice frameworks and protocol agreements, an updated video presentation and discussion on Bill C-92, an overview of our community directed Strategic Plan and review of the Agreement-in-Principle on Long-Term Reform of the First Nations Child and Family Services (FNCFS) Program and Jordan's Principle. We provide literature and resources for new employees to learn at their own pace and maintain for future reference.

To build trusting relationships and community capacity, the invitation to attend SCFSS Orientation Week was sent to our member communities. Sp'aǰmīn and nᓪq'aᓄmᓪᓯx designated band representative participated and we have had five (5) community members attend since October 2022. Human Resources (HR) collaborated with the Community team to increase the participation from community staff, having two (2) community representatives participate in orientation.

In December of 2022, the primary focus of the Human Resources Generalist shifted to attraction and

Attract and recruit community members

Ensure community and culturally-advised recruitment

Build professional capacity through community expertise

recruitment strategies, whereas the Human Resources Manager's priority attention shifted to the retention and succession planning of employees while capacity building in community.

In February 2022, Human Resources and the Culture and Language Team collaborated to plan an important visit to the Kamloops Indian Residential School in Tk'emlúps te Secwépemc as part of this month's orientation and onboarding. Three new employees attended alongside the Culture and Language Team and were provided the opportunity to hear the personal stories from SCFSS Resident Elders' lived experiences while they attended residential school. This experience moves to adopt, embrace, and implement cultural practice frameworks within the organization.

Human Resources was successful in onboarding twenty-nine (29) new employees during the fiscal period of April 1, 2022 – March 31, 2023, with a turnover rate of 9.67%.

We support the wellness, growth and healing of our community members. One Voice is necessary as SCFSS and Member communities introduce a new way of thinking. We recognize Post-traumatic Stress Disorder (PTSD) through intergenerational trauma continues to impact generations of our people. We acknowledge Post-traumatic Growth (PTG) as the healing that occurs when we share and collaborate with each other and our communities. This philosophical change will shift our practice models, programs, services and work culture as we ensure our people possess the tools and skills to embrace change.

RETAIN THOSE COMMITTED TO OUR VISION

The retention of employees is a nation-wide challenge. Analysts state that the increased job stability post-pandemic, labour market shortages, and mental health concerns from COVID-19 are lending to a record-breaking number of employees making career changes. The mass resignations across the country have been coined, “The Great Resignation.” Within change management, we see the movement and shift of staff as we retain those who are committed to our vision, and others no longer fitting with the vision move on, either through their own accord or the Society’s dissolution of the relationship.

In building staff and community capacity, we had several training and professional development opportunities. Highlights included the International Critical Incident Stress Foundation training that took place from November 14 – 17. We had 14 staff members attend from our Emergency Operations Team (EOC), and 2 community representatives from Community EOC Teams. November also saw our first in-person attendance at a nation-wide conference with the Our Children Our



Way Prevention Conference in Vancouver, hosted by the Indigenous Child and Family Services Directors. We sent 13 staff members, 2 Board members, and 5 community representatives. Attendees had the opportunity to attend a variety of workshops related to Jurisdiction, Operations and Best Practices within Indigenous Child and Family Services organizations. In December, we hosted a staff appreciation. The positive atmosphere and appreciation of staff was accepted gratefully by those in attendance. Our leaders were able to express the gratitude and appreciation through personal introduction and thoughtful gifts during the event. As a growing organization, events of appreciation have positive effects through staff and team moral, retention, as well leaders’ relationship with the SCFSS family.

HUMAN RESOURCES TEAM

The Human Resources team is responsible for full-cycle recruitment, document, and policy development, supporting performance management, and ensuring effective human resources at SCFSS. They complete recruitment activities from talent acquisition to onboarding and orientation of new hires.



Sarah Blonde
Sr. HR Generalist



Madison Holmes
HR Generalist

GROWING OUR PEOPLE

ADOPT, EMBRACE AND IMPLEMENT CULTURAL PRACTICE FRAMEWORKS

As relationships are the foundation of a positive organizational culture, staff participated in a Results Through Relationships program to support leadership and team development. The program seeks to build the capacity of teams to achieve strategic goals, improve program development, and enhance service delivery through purpose-led planning for sustainability. To support ongoing change management, and in particular outcomes from the strategic planning session, it is imperative that we equip our leaders and teams with enhanced communication and foster synergy through effective collaboration at all levels of the organization. Anticipated outcomes include a performance shift in skill and ability to:

- be a trusted leader;
- understand what strategic and collaborative leadership is;
- model effective and collaborative relationships; and
- foster engagement toward a positive organizational culture.

In January, organizational leaders participated in a Team Development Program at the SCFSS Leadership/Fiscal Planning session.

Develop PTG education

Provide intergenerational trauma support

Lead effective change management

Integrate culture and language

Decolonize Human Resources policies and practices expertise

The Team Development Program sets the stage for:

- better decision making;
- increased productivity;
- less conflict;
- higher engagement;
- more leaders emerging;
- improved reputation within the community; and
- more collective grit, tenacity and commitment.

Upon completion of leader training, a roll out to the remaining employees and quarterly Effective Communication and Leadership Development training sessions were completed. Monthly on-boarding sessions were coordinated virtually and included in orientation week with new staff.

ACKNOWLEDGE POST-TRAUMATIC GROWTH

The 2022/23 fiscal year proved challenging to source and secure Post-traumatic Growth awareness training for employees. The Human Resources team has set intentional goals for the 2023/24 fiscal year to provide specialized training for frontline employees and collective PTG training for the organization as a whole.



GROWING OUR PEOPLE

BUILD PROFESSIONAL CAPACITY

With an abundance of employment opportunities and a shortage in the labour market, organizations across BC and Canada are still facing recruitment challenges, including SCFSS. Secondment Agreements are fixed-term placements of SCFSS staff into a different role in community or internally at SCFSS. It gives staff the opportunity to explore an area of interest, develop new skills, and bring their expertise and experience to build capacity in a new role. In HR, we see application and hiring trends rise and fall like waves. With the addition of an HR Generalist to the HR Team in July 2022, we saw an increase in our hiring numbers this quarter. However, job vacancies in Canada are up 72.3%, an all-time high, with British Columbia seeing an equal number of job seekers compared to vacancies. With the post-flood impacts still present in the rental and real estate market, there are limited housing opportunities in the Nicola Valley. This, along with an inflated rental/real estate market have proven to be a challenge for out-of-town recruitment,



Ensure culture and language are integrated into training and professional development

Strengthen Human Resources policies, programs and ethical practices

Access expertise to strengthen community capacity expertise

and HR must focus on attracting community members for employment opportunities. This attraction included participation in local career fairs, improvement of online advertising, and hosting community employment engagement sessions.

SCFSS consistently aims to deliver Critical Incident Stress Management for all SCFSS EOC members and Community EOC members.

Delivery of the Critical Incident Stress Management Training – Group Crisis Intervention Course & Assisting Individuals in Crisis-Basic Course took place at the end of May 2023 with seventeen (17) SCFSS employees and five (5) community representative in attendance.

In March 2023, all staff participated in the Core Strengths professional development. To maintain operational duties, 50% of staff participated in a one-day session and March 14 with the remaining staff participating on March 15. Staff were able to recognize professional strengths and communication strategies in their roles as well as in each other's roles.

A 4-day Suicide Intervention Certification Course was scheduled in April 2023 for 12 SCFSS employees and community members to attend. Another 4-day session was offered in July 2023.





"Thank you for creating safe space for all of our voices."

- Community Member | Family Circle



INFRASTRUCTURE ALIGNMENT

INFRASTRUCTURE ALIGNMENT

REALIGN BUDGETS TO SHIFT FROM PROTECTION TO PREVENTION

Funding is an integral component allowing SCFSS and communities to further our collective work. Indigenous Services Canada (ISC) is the primary funder to SCFSS and our five (5) member communities through Community Prevention funding and possesses a better way to fund prevention activities on-reserve based on the needs of each community, known as Needs Based Funding.

Three years into this needs-based approach to funding, prevention services continue to expand at SCFSS and the community level. While on-reserve communities are provided customized funding, the Ministry of Children and Family Development (MCFD) continues to limit our urban/off-reserve population in a discriminatory approach through funding based on population and

Assess community demographics
Work with funding agencies to ensure community and prevention funding expertise

the number of children in care. We challenge these discriminatory funding models to align at minimum with the federal funding approach and Canadian Human Rights Tribunal (CHRT) orders while communities pursue jurisdiction. Indigenous urban members in the Nicola Valley have their origins in many Indigenous cultures from across the country. Our urban relations must be able to access similarly flexible and needs-based funding as those on-reserve, whereas they currently do not.

FINANCE TEAM

The Finance team maintains efficient and effective policies and procedures to build a strong financial foundation for the Society.



Kaylynn Dexel
Financial Analyst



Robyn McDonnell
Finance Clerk



Crystal Leier
Payroll Clerk



Kathy Gray
Finance Coordinator

Nomadic for years, SCFSS seeks to establish roots and infrastructure stability. Community consultation is crucial as we reassess our infrastructure in support and proximity of our five guiding communities. This change must encompass the needs of our communities and presents an opportunity to work collaboratively with our communities and entertain space-sharing potential aimed at increasing community capacity.

|| Funding amounts and structures will be based on the needs and outcomes of First Nations children, youth, and families and provide for culturally appropriate services that align with the unique circumstances of the respective First Nation. ||

On December 31, 2021, negotiations between the Canadian Federal Government and applicable parties reached an Agreement-In-Principle (AIP) that sets out a non-binding plan for Canada to satisfy the Canadian Human Rights Tribunal's (CHRT) orders to cease its discriminatory conduct and prevent its recurrence in the provision of child and family services and Jordan's Principle, and to reform Indigenous Services Canada to prevent the recurrence of discrimination. This reform aims to satisfy the CHRT's orders regarding the discrimination perpetrated by Canada in its First Nations Child and Family Services (FNCFS) Program and its narrow application of Jordan's Principle. Within the AIP, Canada commits to providing \$19.807 billion over the first five years for the reformed child and family services finding approach, for capital assets required to properly administer the FNCFS Program, and for capital assets required to administer Jordan's Principle. Funding amounts and structures will be based on the needs and outcomes of First Nations children, youth, and families and provide for culturally appropriate services that align with the unique circumstances of the respective First Nation.

INFRASTRUCTURE ALIGNMENT

IMPROVE INFORMATION TECHNOLOGY (IT) SUPPORT IN CURRENT AND POST COVID-19 ENVIRONMENT

In the post-COVID 19 environment, SCFSS has persisted to ensure staff and Relations have the ability to remain connected in an online capacity if face-to-face is not an option. Although we have moved past the restrictions we once faced, we remain diligent and responsible for the people we serve through protective measures to ensure health and safety for all. IT systems that came to us during a time of constraint remain in place and continue to support the operations and administration of SCFSS.

SCFSS has engaged external contractors to support the development of a new website as well as the additional branding pieces, such as videography and design. With the implementation of new branding guidelines, published materials and reports as well as advertising

and promotional materials will be consistent and of the highest visual standard.

Ongoing organizational growth and internal mobility results in consistent office shuffling and adjustments to space to meet operational needs. Each office location includes single and shared offices, meeting rooms, and common areas that accommodates the diverse needs of each team. Management of the vehicle fleet has been a priority to increase our presence at cultural and youth-focused events in community.

Our Administration team is actively implementing their expertise and has removed 95% of administrative duties from frontline staff to allow them to focus on children, young people, families, and communities. The Administration team participates in case file reviews and community engagement sessions, and scribe meeting notes and action items to streamline communication and processes.

ADMINISTRATION TEAM

The Administration Team works fluidly within all programs and supports Relations to navigate the access support services. This support ensures we meet community/community leadership priorities.



Kim Meyer
Sr. Administrative Assistant



Emilie Thurber
Agency Navigator



Doris Sterling
Sr. Team Assistant



Emilie Schultz
Team Assistant



Tanya Hall
Team Assistant



Elijah Kennedy
Team Assistant



Crystal Narcisse
Administration Team Lead



Mobilize work environments

Expand connection through virtual platforms

Enhance IT services in community



With increased recruitment efforts in our communities, we anticipate higher retention rates throughout the fiscal year as we hire those committed to our vision and direction, and who have connection to the nation, both in relation and in location.



INFRASTRUCTURE ALIGNMENT

STRUCTURE CHANGE MANAGEMENT TO ACHIEVE OUR COLLABORATIVE VISION

In alignment with Scw'exmx Child and Family's Recovery Plan, the Operations team worked closely with the Emergency Services team to successfully move staff, IT infrastructure, filing systems, equipment, and furniture to the Tolko location at 1750 Lindley Creek Road.

Faced with obstacles that interfered with the transition to the new location, the Society undertook a phased approach to the relocation.

Streamlined administrative processes remain a high priority. Progress has been made through team collaboration and the development of electronic and filing processes as well as an enhanced understanding of departmental expertise, roles and responsibilities.



OPERATIONS TEAM

The Operations Team is responsible for management and delivery of operations and administrative support and services at Scw'exmx Child and Family Services Society.



Kelly Donaldson
Incoming Operations Manager



Terry McRae
Operations Team Leader



Raleigh Isaac
Operations Coordinator



Juanita Quewezance
ESS Coordinator



Wilson Smith
Vehicle & Maintenance Worker



Tim Sterling
Security Guard



Kristy Joe
Emergency Services Manager



**Redesign
management
reporting
framework**

**Integrate
community
guidance and
decisions**

A Community Leadership Meeting was held in January 2022 with the aim of fostering collective and collaborative decision-making regarding the financial planning for SCFSS’ future facilities and assets. Discussions centered around 2021 surplus, Community Prevention Funding, future planning for the Agreement-In-Principle under various scenarios, and capital projects.

INTEGRATE PROGRAMS AND SERVICES TO BUILD COMMUNITY CAPACITY

The Emergency Services Team was created to proactively respond to emergencies and unprecedented times. We assist in the prevention, mitigation, preparedness, response, and recovery of emergencies, and we work in close collaboration with internal and external Teams. Though we cannot predict when a flood, pandemic, wildfire or any emergency may occur, we can take proactive measures to prepare ourselves.

With the help of the Resources team, Emergency Services facilitated four (4) 2-hour workshops on Emergency Preparedness and provided a Registration bag, 72 hour emergency, and vehicle emergency bag.

Within infrastructure alignment, SCFSS has explored space-sharing opportunities for employees to

IMPROVE PROMPT MANAGEMENT REPORTING

Guided by Scw'exmx Child and Family Services Society's Strategic Plan 2021-2026 and the Community Leadership Strategic Planning Priorities identified in 2023-2024, SCFSS has focused on the development and implementation of internal tools that serve as mechanisms to engage management in the reporting process. Collaborative templates are shared by managers that align work plans with strategic goals and priorities, resulting in stronger communication, shared responsibility amongst teams, and an improved ability to collate and collect information and statistics. Although improving prompt management reporting remains a high priority, we continue to work closely with each other to improve processes and establish best practices.



**Remove silos through
collaboration**

**Locate employees in
community**

**Explore space-sharing
potential**

collaborate alongside Community and in close proximity to our Relations. Further, we continue to pursue the development of a Legacy Project and identify satellite spaces.

INFRASTRUCTURE ALIGNMENT

EMERGENCY SERVICES

The Emergency Services Team worked to build trusting relationships and identify collaboration opportunities with other service providers and our communities. The following represent the meetings attended:

- Emergency Management BC Provincial Regional
- Emergency Operations Centre Calls (daily)
- Merritt Overdose Crisis Response Committee Peer Advisory – Interior Health 7 Service Providers
- First Nations Drug Crisis Working Group
- Harm Reduction Event Committee



An Emergency Preparedness Workshop was held on November 27th in partnership with the Relationship Wellness Program. The couples participating in the program received several items to enhance their preparedness for any emergency situations. They attended a 2-hour workshop on Emergency Preparedness, where they learned valuable skills and information. In addition to the workshop, each caregiver received a 4-person 72-hour house emergency kit and a 72-hour vehicle kit. For those who have pets, a pet emergency preparedness kit was also included. Lastly, each couple received a registration bag that contained fillable emergency plans/booklets for both adults and children, emergency preparedness resources, and resources on how to FireSmart their home and yard.

The team also organized a series of four Fire Safety Workshops for Caregivers, Clients, Relations, and participants of the Relationship Wellness Program. Each workshop began with a meal, followed by a 2-hour workshop on Fire Safety that included an extinguisher demonstration. At the end of each workshop, each Caregiver/Client/Relation received a fire extinguisher, fire escape ladder, smoke/carbon monoxide alarm, fire blanket, family first aid kit, and lock box for medications to further enhance their fire safety at home. These items are crucial for their well-being and safety in the event of a fire emergency.

COMMUNITY FUNERAL/WAKE SUPPORT	TOTAL	LNIB	UNB	CIB	NIB	SIB
APRIL 2022 - MARCH 2023	9	1	2	4	1	1

In November 2022, active shooting events occurred over the course of a week within the Nicola Valley and surrounding communities. At the time, keeping staff and our Relations safe was troublesome with the lack of communication and information being shared by authorities. In partnership with the ESS team, a safety plan was established which kept our staff in a common location with security in place, along with strict safety precautions and guidelines. This incident lead us into researching a mass notification system to alert, communicate, and inform our staff, relations, and families in a timely manner. We have companies in mind and are researching information to best meet our organizational safety needs.

Additionally, our teams are utilizing organizational resources to break down cases based on risk factor and supports. This allows for communications between team leads and navigators for support, connection and planning for steps forward.

In collaboration between our Operations and Emergency Services teams, SCFSS continues to ensure the safety of employees as we navigate the post-COVID-19 pandemic environment, keeping an updated and revised SCFSS safety plan as needed. Although public health orders have shifted, we remain vigilant with safety measures and risk management to protect employees, Relations, Caregivers and children in care.

Our team continues to work collaboratively with other agencies in the Nicola Valley to promote wraparound support and advocate for additional supports when needed.

EMERGENCY PREPAREDNESS WORKSHOP	TOTAL
LNIB	5
UNB	5
CIB	25
NIB	1
SIB	1
URBAN	17
PREVENTION	8
STAFF	1
TOTAL	63

Merritt Overdose
Crisis Response
Committee

High Risk Youth
Collaboration Meetings
Nicola Valley Youth
Collaboration

Community Case
Management Meetings
Kwustemina Quarterly
Meetings
Community and
Program Updates and
collaboration



Scw'exmx
Child & Family

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