STÓ:LŌ SERVICE AGENCY (SSA) – PERFORMANCE REPORT

April to September 2016

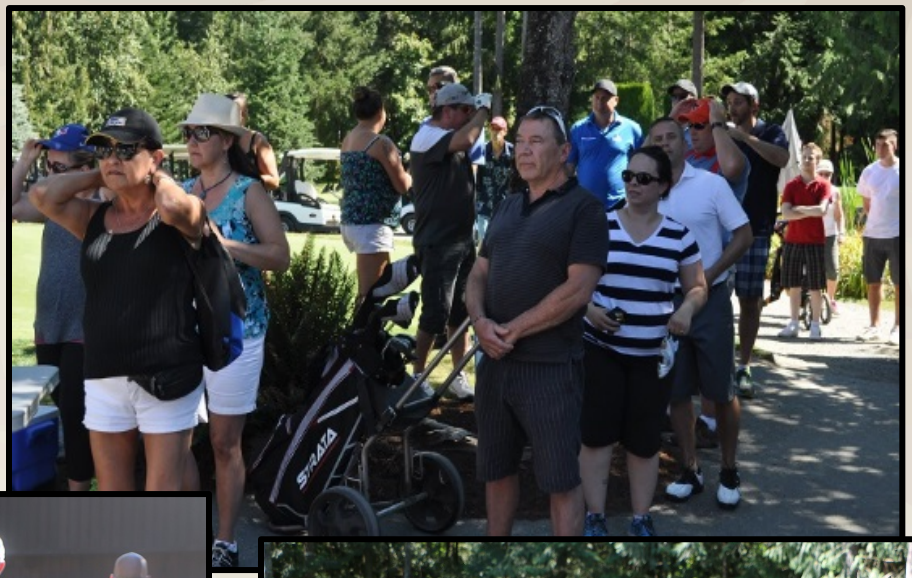
CLIENT SERVICE NAVIGATION

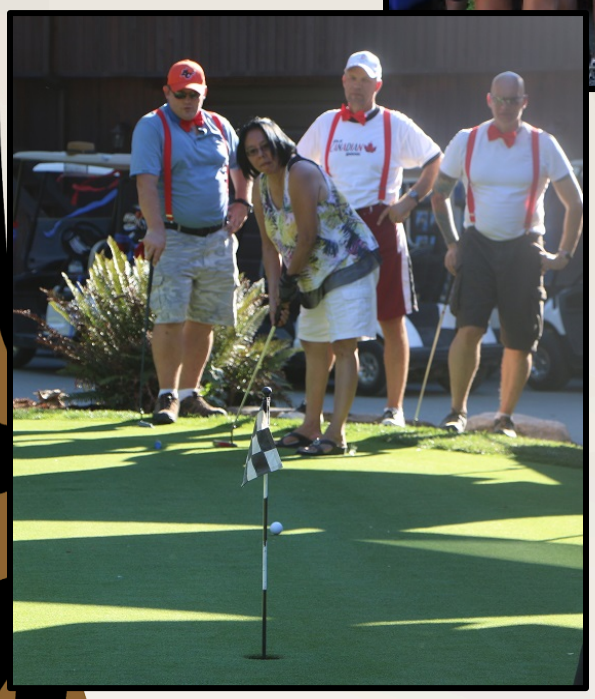
- Served 5 high priority and difficult to resolve cases which included 2 cases requiring coordination and intervention from multiple partners [First Nation's Health Authority (FNHA), Fraser Health, School District 33, Stó:lō Service Agency Health, Community Living BC, BC Children's Hospital, and St. Paul's Hospital].
- Served 56 new clients (starting August 1, 2016).
- Most pressing needs at intake;
  - 17 presented with housing/homelessness issues (30%)
  - 21 required mental health supports/counselling (37%)
  - 14 required medical intervention from doctor or dentist (25%)
  - 13 required intervention with Social Assistance on/off reserve (23%)
  - 8 required drug and alcohol rehab supports (14%)
  - 24 required up to 4 follow-up interventions with intake (42%) before moving to other services

EVENTS

- Hosted the 24th Annual Children's festival in which 1139 participants ages 0 to 12 attended making the turnout this year bigger than ever. The 2016 event brought in 15 different exhibitors and 7 Vendors.

- Hosted the Annual Golf Tournament at Cultus Lake Golf Club with 30 teams made up of community members, vendors and staff. A delicious chicken dinner followed the long day on the course, followed by a welcoming from SSA Board Chair, Angie Kermer. A number of door prizes were won and $944.50 was raised for the Christmas hampers.





EARLY CHILDHOOD DEVELOPMENT (ECD)

- Partnership created with Abbotsford School District to target support required for aboriginal early years.
- Preschool went to visit the Skowkale Fish Hatchery.
- Guest speaker Mark Point joined the staff during a professional development day to share cultural teachings and inspirations for early education.
- Annual traditional canoe trip with the Headstart preschool and family program.
- Delivered LIVE 5210 in both Mission and Chilliwack Family programs.
- Annual Kindergarten Registration day held at the Headstart Program with support from the School District (SD) Aboriginal department.

- Ceremony held for the 20 children whom graduated from the four year old preschool program.
- Guest Speakers joined our family program to share a variety of teachings; Madelaine McCallum-women's empowerment; Mark Point-cultural stories, Marnetta Felix-cupcake decorating and Eugene Moore-sacred energy, summer safety, budgeting session.
- Enrolled 40 children into the three and four year old preschool program.
- During the month of August our Central and West Headstart programs gathered with our families for an evening Family Night at Hayward Lake.
- ECD programs spent time with the elders at Stó:lō Elder's Lodge (SEL).

- The Headstart Family Program attended Sasquatch Days in Harrison Hot Springs.
- Aboriginal Family Place (AFP) Program offered a parent session on how to blanch and freeze tomatoes.

FINANCE & ADMINISTRATION (FAD)

- Hosted an all staff orientation on SSA programs and services in May.
- Finalized the consolidated 2016-17 Budgets, Workplans and Organizational Charts for SSA Board approval.
- Finalized the Service Navigator job description and filled the position with existing employee, Samantha Kaji.
- FAD staff attended Customer Service training by Fred Pryor Seminars.
- Continued FAD Supervisors discussions on goals and objectives with Jouta Human Resources Group.
- Provided Front desk Safety and Training to staff and member bands with approximately 35 people in attendance.

Finance

- 2015-16 Audit preparations were underway and a draft final audit was complete for SSA Board review. The 2015-16 Audit was approved at the July Annual General Meeting.
- SAY Lands program administration was transferred from Stó:lō Service Agency to SAY.
- Finance began using electronic cheque depositing.
- Our benefits plan is being reviewed free of charge by Aon Hewitt.

Central Support Services

- Sold/traded 4 of the 5 old buses that were not being fully utilized. This reduction saved insurance and inspection costs as well as the cost to maintain the older vehicles. Purchased 1 new bus for the Head start/Daycare program.
- Assisted Tzeachten First Nation (FN) with the purchase of a new bus for the band and helped them with their policy and procedures on bus usage.
- Worked on in-house rental form for outside agencies wanting to rent our buses.
- Started working papers for the City of Chilliwack water/sewage bills – submitting for a refund after the water leak was fixed.
- Negotiated a 3 year agreement with Telus for cellular/mobility contract until 2019 which will save us approximately $5,100 annually.
- In Records Management there were 1794 new files created, 3866 files edited, 67 boxes created/closed, 203 boxes edited and 113 boxes destroyed. Archived all 2014-15 files.

Human Resources

- From April to September there were 33 Job Postings, 15 Summer Career Placements hired (4- FAD, 5-Literacy Camp, 4-Health and 2-Gift Shop), 26 Youth In Trades hired through SASET Summer Career Placement, 34 Criminal Records Checks submitted, 6 Pension and Benefit Information Sessions, 23 Pension and Benefit Enrollments, 4 Short Term Disability Applications, 2 staff terminations, 14 Disciplinary Letters, 2 Maternity Leaves, 5 Job Descriptions registered and 105 Consultation sessions with staff/supervisors.

Information Technology

- Completed bids and began set-up of new Server upgrade project which will migrate us from Windows Server 2008 R2 to Windows Server 2012 R2.
- Completed final design of Security Camera project for cameras on the Coqualeetza site and assisted with the set-up of some cameras on site.
- Assisted Fraser Health with planning for their network in Health building.
- Transitioned our email filtering to a new external provider (Zerospam) to improve filtering of spam and phishing.

Property & Capital Management

- Completed the design and installation of the electronic Vedder road sign as well as the Stó:lō Government House (SGH) cedar sign.
- Completed renovations of the west end building 5 division/addition for Stó:lō Aboriginal Skills & Employment Training (SASET) accommodation by opening up the hallway, adding 3 additional offices, dividing the large boardroom into 2 smaller classrooms and adding a kitchen and washroom. Also upgraded the east end entryway for FAD.
- Provided the infrastructure for the License Plate Reader camera installation.
- Continued the redesign of the horticulture pond, including filling in pond, removing felled trees, and redoing the landscaping of path and berms.

- Prepped and began the installation of a power outage generator for the building 7 server room.
- Began repurposing and renovating the newly vacated SASET portables.
- Started work on the Canada 150 Project: a funding program for communities to prepare their lands to celebrate Canada's 150th Birthday. Started updating the Interpretive Centre which will be given a total facelift and adding new audio visual equipment; renovating the longhouse kitchen and adding new appliances; updating adjoining washrooms. We will be enhancing the tourism presence on the Coqualeetza property by also adding new Information panels to the property.
- Completed the replacement of the waterline throughout the whole Coqualeetza property.
- Speed bumps were placed throughout the property to encourage slower driving.
- All the air conditioners in building 5 and the thermostats in each office controlling the boiler heat were replaced.
- A total of 256 maintenance requests were received in the first half of the year.

Programs

- Hosted the 'Bridging the Gap' Conference to bring First Nation organizations together to talk about non-government sources of revenue. Topics included: Ethical fundraising or Should McDonalds Fund my Weight-loss Clinic; Why Business, not Government; How to obtain Charitable Donee Status; Aligning Philanthropy and First Nations Development. The conference was held in Burnaby at the Delta Conference Centre and there were 117 attendees from all over the province.

- Hosted Summer Literacy Camps where we employed 5 Stó:lō students (1 Post Secondary Coordinator, 2 Post Secondary Councillors and 2 Secondary Tutors). There were 2 three-week camps of which there were 30 participants in each camp. Participants came from Squiala, Tzeachten and Skowkale.

- Applied and received a $602,000 contract for a Project Based Labour Market Training Program which will not only train 2 intakes of 12 participants, it will acquire printing equipment that can print and embroider on garments, etch on glassware, wood, plastic and metal. The new program will assist Aboriginal Artists throughout BC in providing long term financial stability with a commission paid to the artists on the sale of artistic designs.

Indian Registry

- For April to September the Indian Registry program registered 18 births, 4 deaths, 4 marriages, 4 transfers, 5 misc amendments and 144 Certificate of Indian Status/Secure Certificate of Indian status cards for the 14 associated Bands.

HEALTH SERVICES (HS)

- The Primary Care Clinic added Acupuncture services once a week.
- Accreditation Policies were completed and weekly training was held for all Health staff.
- Hosted Canadian Accreditation Council (CAC) for our accreditation site visit from July 26-28. CAC interviewed more than 30 staff and 20 clients as well as reviewed all of the health team's personnel files and procedural documents. Stó:lō Service Agency Health was successful in its accreditation work and received a 3-year accreditation, the maximum allowed for a first time applicant.

- Hosted a Youth Clinic Open House.
- Participated in ongoing discussions regarding an Extended Care Facility at Stó:lō Service Agency.
- Draft Communications Plan was completed for review.
- Implementation of the Nuka Concept and **"Every Door is the Right Door"** approach.
- Began our 2nd Traditional Medicine Workshop for Communities with Dr. Jeanne Paul.
- Held FoodSafe training for a number of Health Staff.
- Hosted an Emergency Preparedness Day in Partnership with Tzeachten First Nation in May.
- Hired a contractor for a six-month process as the Youth Planning Coordinator to better incorporate youth services at SSA and in the region as a whole.

<u>Community Health and Home Care Team</u>

- Started a chart audit on all Community health files.
- Initiated registration for Naloxone kit training (Overdose reversal kit).
- Increased attendance at BabyTime.
- Renovated the community health space for safer storage of sharps and other needles.
- Initiated a collaborative process with the Stop HIV team.
- Started the process of transferring all Client Files in the new Electronic Medical Records (EMR)- Mustimuhw and Panorama.
- Completed Immunization Recall.

Aboriginal Supported Child Development (ASCD) & Aboriginal Infant Development Program (AIDP)

- At the end of the second quarter, ASCD had 85 families receiving services and AIDP had 67 children on caseload.
- Little Bears Play Group, a group for families to bring their children for art and learning activities, to meet other families and enjoy a lunch or snack, ran out of Saint Mary's for Abbotsford and Mission families for 8 sessions.
- Regional ASCD/AIDP meetings were held and attended by consultants who took part in training on attachment, drum making and other topics related to child development and culturally safe practice.

- Participated in Healthy Kids Day, Aboriginal Day in Abbotsford, Chilliwack and Mission, Early Family Literacy Meetings, Joint Planning meetings with Child Development Centre (CDC) and other community service providers.
- Hosted Home Visitor Training for staff and other community service providers to teach them cultural safety and Best Practices in working with our vulnerable families.
- Summer activities such as Kids in the Hall - On the Go, Lil Bears Play Group, Family Night in Scowlitz, Abbotsford Outdoor Adventures Group, and Children's Festival, were held.
- In Mission, the ASCD staff partnered with the Mission Aboriginal Family Place (MAFP), Child Care Resource & Referral (CCRR) and Community Services to provide Picnic in the Park, a fun free event for families in the summer. There were 6 sessions in the community that were well attended.

Family Empowerment Team (FET)

- Traditional Parenting funds were secured with First Nation's Health Authority (FNHA) for a Traditional Parenting Support Worker who will serve the entire region.
- Two regional traditional parenting workshops were held: 1 in Katzie, 1 in Squiala.
- Final copy of FASD toolkit for frontline workers was completed and will be available to all at the upcoming regional caucus. SSAHS will be listed as a partner with FHA now, not just a contributor.
- The SSA Heath Services FET now offers job shadowing to other Parent Child Assistance Program's (PCAP) in the province to model integration of Traditional Parenting and Growing Great Kids programming with the PCAP model.

Aboriginal Support & Crisis Intervention Response Team (ASCIRT)

- Facilitation, Training Sessions & Gatherings hosted by ASCIRT Reps: Youth Forum for Resiliency Research Project with University of the Fraser Valley (UFV); ASIST (Applied Intervention Skills Training); Stó:lō Staff, community members and affiliates; Sumas FN Staff, community members and affiliates; Journey to Healing; Suicide Postvention; Journey Forward: Grief & Trauma for Families 3rd annual gathering with Hospice Society; SafeTALK for Division of Family Practice LAT (Local Action Team); Medicine Wheel Workshop for Mental Health Awareness Week; Beneath the Surface Play; Resource Workshop for Vyperence, Vyper 3rd Annual youth gathering; Vision Boards Workshop for FVACFSS Children in Care gathering, Prevention Workshops for Xyolhemeylh Camps; Prevention Workshops for SASET students; Juice & Java Speaker Series: The Sober Life and Bullying & Social Media; ASIST for Kwikwetlem, Seabird, Katzie, and Kwantlen FN's; and World Suicide Prevention Day.

- Held a Youth Leading Youth gathering at Chawathil FN.
- Youth Empowerment Workshop & Evening Entertainment with Hypnotist, Scott Ward.
- The ASCIRT reps attended: Choose Life: Embracing Your Sacredness Intertribal Youth Summit; a Response and Support of Family workshop; and the Aboriginal Mentorship Program Grad & Memorial Ceremony.

Qwi:qwelstom Wellness

- Assisted with Stó:lō Elders Lodge fun day and hosted elders self-care workshops.
- Hospice and Tragic Death workshop.
- Attended 'Beneath the Surface', theatrical production.
- Historical Impacts training provided to Chilliwack Healthier Communities 2x (52 Chilliwack City non-aboriginal agencies).
- Facilitated public speaking to Tzeachten youth (girls group).
- Participated in the Leq'á:mel men's group, Fraser Valley Totem Warriors.
- Stó:lō Day Treatment began twice a week for 6 weeks with 9 participants in attendance.
- Respectful Relationships begin its 10 week session.

Stó:lō Elders Lodge (SEL)

- Operations review with Fraser Health (FH) was completed and SEL received a great review with a few follow ups: CPR policy was completed, Dietician approved menu was completed; and DOT policy is in progress.
- The SEL 10 year contract with Fraser Health expires at the end of the year. A new contract is currently being negotiated.
- At full capacity with all 15 suites occupied.
- Farm school attended every 2 weeks to garden with the Elders.Permaculture Guild and all volunteers prepped and planted phase 2 of garden.

- Reiki (healing touch energy) presentation for Elders and staff.

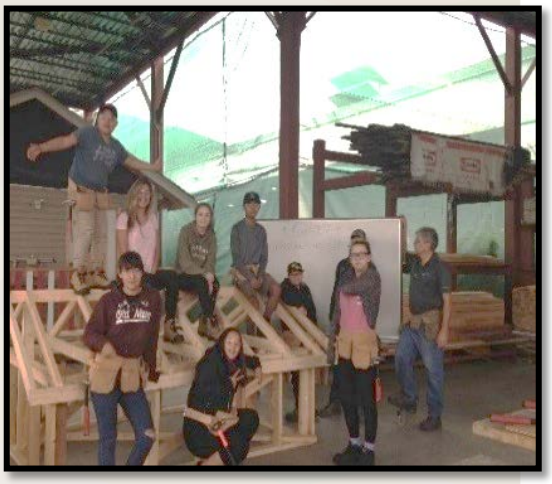
STÓ:LŌ ABORIGINAL SKILLS & EMPLOYMENT TRAINING (SASET)

- In the first quarter SASET served a total of 1092 clients (with 3176 interventions), of which 208 were employed and 51 returned to school. In the second quarter SASET served a total of 1161 clients (with 3278 interventions) of which 199 were employed and 170 returned to school.
- SASET funded 49 individuals with funding supports in transition to work, and 18 short term training certificate programs and 28 long term training funding supports.
- Proposals were reviewed from communities in the catchment area. There are 33 ongoing community employment contracts in the SASET catchment area ranging from Targeted Wage Subsidies, Direct Course Purchases and Youth Employment Programming.
- SASET Employment Assistance Services moved into their new offices located in building 5b on the Coqualeetza site. An open house will be held in November.

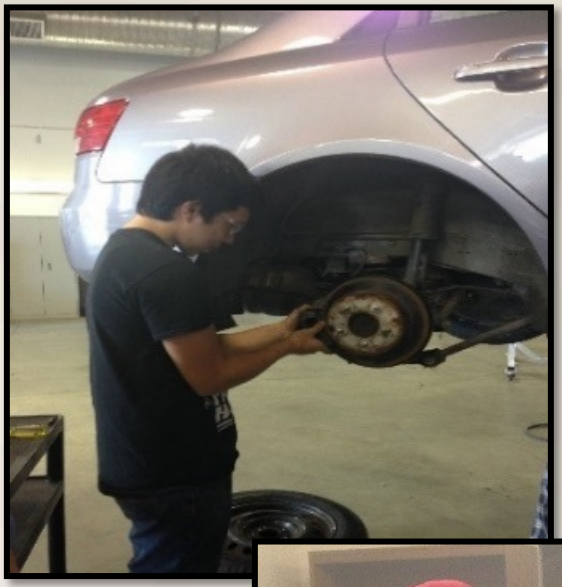
- SASET opened a “renewed” Website of services at www.saset.ca which we hope to expand as a tool for employers and individuals seeking employment.
- 35 Summer Career Placement Employment Opportunity Community contracts providing 95 youth with summer employment.
- SASET was successful in assisting 2 daycares to obtain repairs and replacement funding for infrastructure from Service Canada. Between the 2 centres we obtained an additional $473,099 based on urgent need.

- In the Mount Currie/N'Quatqua area, the Environmental Technician Certification Program was completed with 12 individuals receiving certification. Career Development Practitioner Certification Training continued to increase the capacity of service delivery in their catchment area and conducted a training program for 12 individuals for Traffic Control Person Certification, Security Training Level 1, Targeted Wage Subsidies in retail, a local restaurant and for 6 individuals in the Forestry Industry, ongoing employment skills workshops. Summer Career Placements provided 21 youth employment placements in N'Quatqua and Lil'wat. In the second quarter there were 150 clients served, 321 interventions resulting in 51 individuals being employed and 5 individuals returning to school.
- The SASET Culinary Arts Pre-trades program saw 15 participants registered and 10 participants graduate the 16-week program of which 7 were immediately employed after graduation.

- SASET delivered the BladeRunner program in Chilliwack and Surrey. This six-week program was an excellent experience for high school students to explore four trades and gain valuable employment experience. In the first half of this fiscal year there were 3 General Labour/Construction programs conducted at the two locations of which 29 youth enrolled and completed training and at the end of the program, 19 were employed full time and 2 part-time. In September, BladeRunners in Chilliwack started a Customer Service/ Hospitality program with 12 eager participants.



- Youth in Trades summer employment program provided 24 youth with employment and training opportunities in a boot camp style summer experience. Partnering with University of the Fraser Valley and SASET Culinary Arts, the two groups received employability skills training, First Aid Certification, Workplace Hazardous Materials Information System (WHIMIS), Food Safe, Fork Lift Certification and spent a week with hands on experience in each of the following: Welding, Electrical/Construction, Automotive and Culinary Arts.



- People of the River Referrals Office had 348 referrals from April to September.

Treaty Outreach

- Treaty Outreach held meetings (Critical Path working group, Stó:lō Xwexwilmexw Treaty Association (SXTA) workshops, Kitchen Table gatherings), strategic planning and detailed work planning.
- Outreach materials preparation – Treaty Related Measures (TRM) Project: Pre-AIP Booklet content, youth DVD and Web-site re-development.
- Held Outreach meetings/Community/Lands Group/Kitchen Table Gathering meetings.

Education & Tourism

- School District #33 grade four tours (5) and 7 Steqo:ye in class programming.
- Hosted Aboriginal Day for School District #33.
- Hosted 1st Salmon Ceremony and the Spring burning.
- New partnership with Simon Fraser University (SFU) under the Truth & Reconciliation.
- New Master's program with SFU in language.
- Performed Cultural opening songs for SSA meetings.

Archaeology

- 136 Stó:lō Heritage Investigation Permits were issued.
- 136 Stó:lō Archaeology projects to date which provided a substantial increase in number of projects.

Library & Archives

- 131 items added to library collection; 766 photographs digitized; 5 Research Registry applications processed.
- 53 researchers visited the library and archives.
- Past Perfect (on-line library catalogue) statistics:
  - 657 searches for library material;
  - 419 individual users:
  - 928 page views.
- Received photograph collections from 2 community members.
- Assisted with: Sq'éwlets Virtual Museum of Canada Project; Ts'elxwéyeqw Tribes Book Project; House of Respect Caretaking Committee; *Being Ts'elxwéyeqw* ; Supporting the Sumas Traditional Use and Occupancy Study; Education Department programs.
- Liaison with Chilliwack Museum and Archives.

Genealogy

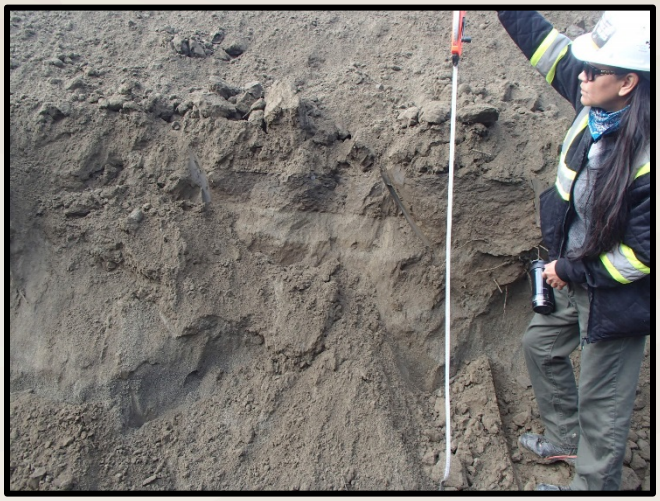
- 251 requests for service (family tree research, printed charts).
- Presentation to Xyolhemeylh staff.
- Face Book page created.
- Added 127 names to the database and 46 marriages (to date the database has 47,385 names and 14,036 marriages recorded.

Fisheries

- On many working groups for Lower Fraser Fisheries Alliance (LFFA).
- Fraser River Aboriginal Fisheries Secretariat (Ex. Committee roles and responsibilities, Forum planning (harvest and conservation), Finance committee and Support to Watershed Talk).
- Strategizing to help Local governments with long-term foreshore planning.
- Coordinated meetings with Fish Management Board and negotiated new direction for Aboriginal Fisheries Strategy (AFS) agreement.
- S'olh Temexw Stewardship Alliance advisory role.

Land Use Planning

- Treaty – Cultural Practitioners & So'lh Temexw Use Plan update.
- STSA – Local government planning.



Stó:lō Service Agency

Vision

A healthier, stronger, brighter future for all communities.

Mission

We empower, support and contribute to the health and well-being of all people by providing leadership and delivering a broad range of quality services.

Values

We strive to act in accordance with our seven core values at all times.

Honesty	We communicate internally and externally with clarity, honesty and openness.
Accountability	We accept responsibility for our decisions and actions and answer to our partners in an open and transparent way.
Pride	We feel and demonstrate pride in our actions and accomplishments.
Professionalism	We act professionally as an outward reflection of our internal values.
Integrity	We do our best work, hold ourselves to the highest standards of conduct and act in the interest of our communities and partners.
Empathy	We work to understand and relate to the feelings, experiences and situations of others and are non-judgemental.
Respect	We respect others' ideas, experiences and ways of thinking and treat all people as equals.

Stó:lō Service Agency Board

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