

## Introduction

Carrier Sekani Family Services (CSFS) has been offering holistic wellness services for member Nations for over **30** years. Our organization was created to reassert First Nations control of justice, health, social, and family services.

Our staff work together across various disciplines to provide the best possible holistic wellness services to First Nations people in the Carrier and Sekani territories. We offer a wide scope of services, all aimed at supporting holistic wellness for community members. All of our programs are built on a strong cultural foundation, uniquely blended with leading, evidence-based approaches.

At CSFS, culture is at the centre of everything we do. Our services align with the Bah'lats (Potlatch) principles and values passed down to us through our ancestors. We honour the great law of sharing, and the principles of respect, responsibility, compassion, wisdom, caring, and love.

# What We Heard

Through the Fall of 2023, we conducted primary research across various community groups to learn:

- ✓ how CSFS is currently perceived
- ✓ what services are being used
- ✓ what services are not being used
- which services are simply not known

We learned a lot! Particularly in the community survey that was done through social media (Facebook) and in our physical offices. We had over **700** respondents from across BC and throughout Canada, giving some valuable insights.

### **Key Survey Results**

Staff members at CSFS...

... are easy to talk to. 78%

...explain things clearly.

73% answered yes

...deliver high-guality services and programs.

answered yes

answered yes

... are involved in care or treatment options.

58%

answered yes

#### CSFS Impact Report 3



Over **700** people took the survey which asked questions about reputation, access to services, and feelings towards CSFS. While anyone could participate in the survey, over 80% of respondents identified as either a community member from a member Nation of CSFS or an Indigenous person from another Nation who receives CSFS services.

#### "I am definitely interested in learning more about every service and program after this survey as there's way more than I thought."

- COMMUNITY MEMBER

...treat me with respect.

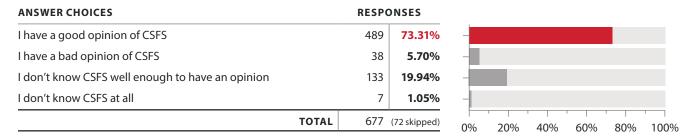


answered yes

...follow up on appointments and action items consistently.



#### Thinking about Carrier Sekani Family Services, please tell us:



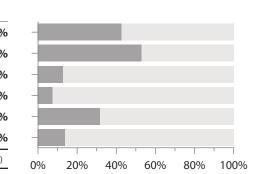
When asked, "how likely would you recommend CSFS to family and friends"...

The result: 4.0 ☆ average rating When asked, "how much do you trust CSFS to provide quality programs and services"...

The result: **3.9** ☆ average rating

# Where do you or your family access CSFS' services and programs (choose all that apply)?

ANSWER CHOICES	RESPONSES		
Local CSFS health centres	240	43.88%	_
Local CSFS offices	291	53.20%	_
Home visit	72	13.16%	-
Mobile clinic	39	7.13%	-
Virtually (over the phone or video call)	175	31.99%	-
Other	80	14.63%	
	(547 answered; 1	92 skipped)	0%



# Did you know you can access any of CSFS' services and programs outside of your Nation territory/community?

ANSWER CHOICES		RESPO
Yes		290
No		264
	TOTAL	554 (1

This is valuable information and will guide us in informing all community members where they can access services for CSFS. Overwhelmingly, Nation Members are unaware of which programs they can access outside of their community and/or territory. CSFS will be making strides to ensure that all Members are aware of their ability to access CSFS services.

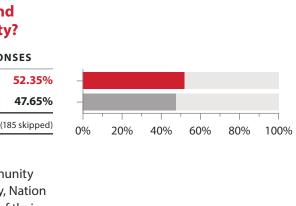
# Have you experienced any problems accessing services and programs?

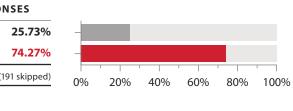
ANSWER CHOICES	RESPO	N
Yes	141	
No	407	
TOTAL	548 (1	19

While it is very encouraging that the majority of community members can access our services and programs, learning that some are having problems will allow us to find the gaps and ensure they are filled.

Some of the issues ider	tified:
"The nurses and	"Some services are not
doctors are filled up	consistently offered in
or over-booked"	each community"







aff is inconsistent ith availability" "Lack of information provided on levels of support available"



# **Cheslatta Carrier Nation**

In the community survey, 18 respondents identified as members of Cheslatta Carrier Nation.

Overall, it appears that the community members in Cheslatta Carrier Nation are guite aware of the services that CSFS offers in their community and have a high opinion and feeling of trust in CSFS.

#### **Thinking about Carrier Sekani** Family Services, please tell us:

ANSWER CHOICES		RESPO	ONSES	
I have a good opinion of CSFS		10	58.82%	-
I have a bad opinion of CSFS		0	0.00%	_
I don't know CSFS well enough to have an opinion		6	35.29%	-
I don't know CSFS at all		1	5.88%	-
	TOTAL	17	(1 skipped)	0% 20% 40% 60%

When asked, "how likely would you recommend CSFS to family and friends"...



When asked, "how much do you trust CSFS to provide quality programs and services"...

80% 100%



### **CSFS** Programs and Services Available in Cheslatta Carrier Nation

Within the Cheslatta Carrier Nation, there are numerous CSFS programs and services that are available. Below is a list of the service, how it is regarded in the community currently and its usage in the community.

### Addiction Recovery Program/Wellness Workers/NNDAP

The Addictions Recovery Program (ARP) incorporates a blend of traditional healing practices along with evidence-based practices in addictions treatment. The Wellness Workers program provides community-based addiction services focused on prevention, intervention, treatment referral, and after-treatment support.

From May to October, the program offers residential treatment on Nadleh Whut'en territory at Ormond Lake. During the winter (November to April), the team visits member Nations by request.

### **Best Beginnings Outreach**

Best Beginnings Outreach supports families in navigating the early stages of a child's developmental needs, and provides early intervention supports through therapy services and further referrals when appropriate. Services provided can include support plans for fine or gross motor delays, speech delays, problem solving and routines, attention control, behaviour management and social skills. The program ranges from home, daycare and school visits to providing cultural programming resources.

An Early Years outreach worker provides group and individual programming in Cheslatta Carrier Nation. Anyone can refer to the program. Once a referral is received, the team completes a thorough assessment with the child and family to set up goals and plans according to their needs.

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Who is eligible: Indigenous residents of BC and Yukon How to access: In person, virtual Toll-free: (250) 567-2900 www.csfs.org/services/addictionsrecovery-program

### **69%**

have heard of the **Addiction Recovery Program/Wellness** Workers/NNDAP Program.

17% who know about the program, have used it

Who is eligible: Indigenous children aged 0-6 and their families How to access: In person Phone: (778) 916-1837 www.csfs.org/best-beginningsoutreach-program

### 41%

have heard of the **Best** Beginnings Outreach Program. 25% who know about the program, have used it.

Who is eligible: Indigenous people aged 16+ How to access: In person Phone: (250) 692-3586 www.csfs.org/bridgingtoemployment

69% have heard of the Bridging to Employment Program. 20% who know about the program, have used it.

Who is eligible: Indigenous children ages 0–6 and their families How to access: In person

Who is eligible: Families living in/away from community How to access: In person, by phone Phone: (250) 961-4776 www.csfs.org/callsforjustice

64% have heard of the Calls for Justice Program. 25% who know about the program, have used it.

Who is eligible: Families living in/away from community How to access: In person, virtual Phone: (250) 562-3591

### - Bridging to Employment

Bridging to Employment helps participants overcome barriers faced when furthering their education, skills and personal development. The program is designed to assist those that are unemployed, underemployed, or those wanting to improve their skills to enter the workforce. Participants in the program can access relevant education, training and skill development to assist them in achieving self-sufficiency and a holistic sense of well-being.

### **Burns Lake Aboriginal Head Start**

The Burns Lake Aboriginal Head Start Program supports activities focused on early childhood learning and development for children and their families. The goal is to support programming designed and delivered in communities that meet their unique needs and priorities.

As of March 2024, this program is in development. More information will be available on the CSFS website in the future.

### **Calls for Justice (Highway of Tears)**

The Calls for Justice program advocates for the safety of Indigenous women in alignment with the 33 Highway of Tears Recommendations and the 231 Calls for Justice from the National Inquiry into Murdered and Missing Indigenous Women. The program works alongside the families and loved ones of those who have been lost along the Highway of Tears.

### Child Safety

The Child Safety Team is being developed to support CSFS member Nations and address worries when it comes to the safety of their children. The team also supports Designated Representatives in their mentorship and training to address immediate concerns for child well-being.

### **Child and Youth Mental Health**

Child and Youth Mental Health provides services to children, youth and their families/caregivers. Services can include intervention and family work, individual therapy, group work, mental health consultation and workshops based on community needs.

Counselling services are voluntary and self-referrals are accepted.

### **Collaborative Practices**

Collaborative Practices offers specialized facilitation for families in crisis or needing extra support to resolve a dispute. This program is based on research conducted around Carrier decision-making practices to ensure families receive culturally relevant support. Facilitation can include Family Group Conferences, Permanency Planning Meetings, Family Case Planning Conferences, Youth Transition Conferences, and Prevention Meetings.

Anyone can refer to the program.

### "CSFS is a godsend. You provide many families quality services when they cannot find it elsewhere."

### Community and Family Development

Community Development works to see that every Carrier and Sekani child knows their culture and that families are thriving and supported. The team partners with Nations to better understand community needs, develop prevention plans, and support communication between CSFS and Nations. CSFS Impact Report 9



**Who is eligible:** Children/youth (typically aged 6–19) living in/away from community

How to access: In person, virtual Phone: (250) 692-2387

www.csfs.org/health-and-wellnesscounselling-program

Who is eligible: Families living in/away from community How to access: In person, virtual Phone: (250) 562-3591 www.csfs.org/collaborativepractices

53%

have heard of the **Collaborative Practices** Program. **17%** who know about the program, have used it.

Who is eligible: All Nations How to access: In person, virtual, by phone Phone: (250) 562-3591

# 60%

have heard of the **Community and Family Developement** Program.

**33%** who know about the program, have used it.

Who is eligible: Nations with health transfer agreements How to access: In person Phone: (778) 349-1759

### **69%**

have heard of the **Community** Health Program. 33% who know about the program, have used it.

Who is eligible: Families living in community How to access: In person Phone: (250) 562-3591

Who is eligible: Children/post majority youth aged 0-27 living in/away from community How to access: In person **Phone:** (250) 692-1800 www.csfs.org/guardianshipfoster-parent

**69%** have heard of the **Delegated Child** and Family Services Program. **0%** who know about the program, have used it.

### **Community Health**

The Community Health program provides support to member Nations under health transfer agreements, including navigating funding avenues and administrative support. Supports provided to communities include assisting during pandemics, community health fairs, community health representative (CHR) training, and developing health plans.

### **Community Health Nursing**

Registered Nurses provide preventative holistic health and wellness services and education on regularly scheduled days and times. Some services include pre- and post-natal education and care, immunization programs for infants and children, health education, men's and women's wellness clinics, and regular home visits to elders to assess needs and provide ongoing support.

### **Delegated Child and Family Services**

As a delegated agency, CSFS has authority from the Provincial Director of Child Protection to be responsible for parts of the Child, Family and Community Services Act. Delegated Child and Family Services currently provides voluntary care services on-reserve, recruits and approves caregivers and care providers, and provides guardianship for children in continuing care.

Children in care are met with at least once a month — visits are typically more frequent. When situations change for a birth parent, Guardianship Services can assist the parent in applying to the courts to cancel the continuing custody order so the children can return to their parent's care. The program also provides support and assistance to young adults between the ages of 19–27 who are transitioning into adulthood.

Referrals are made through delegated MCFD Social Workers or other delegated Child & Family Service Agencies.

### Dzee Ba'yugh Safe House (Heart House)

Dzee Ba'yugh (Heart House) Safe House program offers a safe place for women and their children fleeing family violence. The safe house, located in Burns Lake, can support up to six women and their children for up to 30 days. Depending on the situation, stay may be extended month-tomonth for a maximum of 12 months. The program also offers cultural activities and teachings, ceremonies, individual and group programming, and wraparound support.

### **Family Empowerment**

Family Empowerment works with families involved with the Ministry for Children and Family Development (MCFD). Staff arrange and supervise visits between parents, families, and extended families to help them stay connected. Information, advocacy, and support is provided to the family, and transportation is provided for the children to help them attend the visit.

Services are available through MCFD or CSFS social worker referrals, as well as private contracts.

### **Family Preservation**

Family Preservation provides preventative supports, advocacy, assistance navigating the legal system, mediation, housing search, referrals, and support letters. The program also hosts various life skills and parenting education workshops, as well as women's group. Teams work with families involved with the Ministry of Children and Family Development (MCFD), at risk of MCFD involvement, or those seeking support and information on parenting.

Referrals can be received from clients themselves, and also from social workers, medical professionals, legal professionals, child care providers, teachers, principals, counsellors, women's shelters, or any other source.

Who is eligible: All women/children How to access: In person Phone: (778) 924-0004 www.csfs.org/safe-house-dzeebayugh-heart-house

### 67%

have heard of the Dzee Ba'yugh Safe House Program. 50% who know about the program, have used it

Who is eligible: Families living in/away from community How to access: In person, by phone Phone: (250) 563-1281 www.csfs.org/family-empowerment

## **69%**

have heard of the Family **Empowerment** Program. 20% who know about the program, have used it

Who is eligible: Families living in community How to access: In person, by phone Phone: (250) 692-3997 www.csfs.org/family-preservation

75%

have heard of the Family Preservation Program. 50% who know about the program, have used it







Who is eligible: Community members living in/away from community How to access: By phone Phone: (250) 251-6764. 1-800-889-6855

www.csfs.org/services/first-nationshealth-benefits

80% have heard of the **First Nations** Health Benefits Program. 86% who know about the program, have used it.

Who is eligible: Community members aged 12-24 How to access: In person, virtual www.foundrybc.ca/burnslake

Who is eligible: Families living in community How to access: In person Phone: (250) 692-2387 or 1-866-567-2333 (Vanderhoof); (250) 563-3360 or 1-800-889-6855 (Prince George)

62%

have heard of the Home Care Program. 0% who know about the program, have used it.

#### First Nations Health Benefits (Patient Travel)

First Nations Health Benefits (FNHB) provides community members with patient travel benefits to access required medical services. The program clients by supplying supplementary funds for travel to medically required health services that cannot be obtained on the reserve or in the community of residence.

### Foundry (Burns Lake)

Foundry Burns Lake will offer young people ages 12–24 access to mental health and substance use support, primary care, peer support and social services.

As of March 2024, this project is in development. More information will be provided on the Foundry website in the future.

#### Home Care

The Home Care program provides in-home care and support based on individual medical needs. Staff provide support to individuals requiring health aids and equipment, and assess individuals for long-term care requirements if needed.

Referrals are accepted from community members and professionals.

#### "My husband has cancer. We have no income and CSFS helped us with our daughter's Pampers and Pedisure." - COMMUNITY MEMBER

### Indian Residential School Survivors

The Indian Residential School Survivors program provides mental health and emotional support to former Indian Residential School students and their families. Staff can assist clients with the independent assessment process and the day school funding process. Support is offered before, during, and after participation in the Settlement Agreement processes.

### Jordan's Principle Service Coordinators

Jordan's Principle helps to ensure First Nations children living both onand off-reserve can access the products, services, and supports they need when they need them. Coordinators walk clients through every step of the application process, provide clarity about necessary documents, and assist with application completions and submissions.

Requests can be submitted by eligible individuals, families, and guardians, and requests can also be submitted for groups of children from multiple families or quardians.

### Language and Culture Program

The Language and Culture program encourages Knowledge Holders to act as mentors and pass on teachings through storytelling and engaging communities in land-based survival teachings. The program works with communities to develop cultural programs under the guidance of Elders, Knowledge Holders, language speakers, teachers, storytellers, and artists. Services can include child and youth camps, mentorship, language classes, drum making, life skills workshops, and many more community-specific activities.

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Who is eligible: Families living in/away from community How to access: In person, by phone Phone: (250) 567-2900

### 50%

have heard of the Indian Residential School Survivors Program.

16% who know about the program, have used it.

Who is eligible: Children aged 0–19 living in/away from community How to access: By phone **Phone:** (250) 692-2387 or (778) 349-1073: after hours emergency Indigenous Services Canada 1-855-572-4453 www.csfs.org/jordansprinciple

## 81%

have heard of the Jordan's Principle Service Coordinators Program.

83% who know about the program, have used it.

Who is eligible: Families living in/away from community How to access: In person Phone: (250) 567-6050 www.csfs.org/languageculture-program

## 50%

have heard of the Language and Culture Program. 20% who know about the program, have used it.

Who is eligible: All children aged 0–6 How to access: In person Phone: (250) 692-7703 www.csfs.org/services/littleangels-daycare

67% have heard of the Little Angels Daycare Program. 33% who know about the program, have used it.

Who is eligible: Families living in/away from community How to access: In person Phone: (778) 916-7429 www.csfs.org/maternal-child-health

50%

have heard of the Maternal Child Health Program. 20% who know about the program, have used it.

Who is eligible: Families living in/away from community How to access: In person Phone: (250) 570-1020 www.csfs.org/menswellness

**59%** have heard of the Men's Wellness Services Program. **0%** who know about the program, have used it.

#### **Little Angels Daycare**

Little Angels Daycare provides a safe and reliable childcare environment for families in the Burns Lake area. The daycare provides a play-based environment that stimulates all areas of development and creates a safe space for children to build relationships with each other in a supervised space.

### **Maternal Child Health**

Maternal Child Health offers resources and support to Indigenous pregnant women and parents of infants and young children from 0–6 years of age. Staff can provide support and information around Indigenous health care benefits, nutrition, breastfeeding, harm reduction, parenting, childhood growth and development, and perinatal and postpartum depression and anxiety.

Although Cheslatta Carrier Nation provides health services and receives ISC Prevention funding directly, CSFS provides Maternal Child Health services to members as requested.

#### Men's Wellness Services

The Men's Wellness Program aims to increase the wellness and support available to men, leading men to be healthier and have better connections with their communities. The team can support the creation and facilitation of men's groups or men's programming in Nations.

Communities can reach out to the program to request a Men's Wellness Group for their Nation.

### Mental Wellness Services

Counsellors work within a Carrier cultural framework to ensure clients receive services relevant to their needs. The program integrates traditional practices into assessment and treatment services. Support is available for crisis intervention services, as well to National Native Alcohol and Drug Abuse Program workers in member Nations.

### **Mobile Diabetes**

Mobile Diabetes works to bring nurses with specialized knowledge and training in diabetes to clinics across Northern BC and to meet one-to-one with patients. The program provides diabetes screening and assessment, laboratory testing, counselling, endocrinologist consultation, and ongoing follow up.

### Nanki Nezulne (Our Two Spirits) 2SLGBTQ+ **Health and Wellness Services**

Nanki Nezulne provides wraparound health and wellness services for 2SLGBTQ+ community members. The program works to encourage inclusivity, acceptance, equitable and affirming health and wellness services for 2SLGBTQ+ identifying community members.

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#### Who is eligible: Families living in/away from community How to access: In person

Phone: (250) 564-4079 (Prince George): 1-866-567-2333 or (250) 567-2900 (Vanderhoof); (250) 692-2387 (Burns Lake)

www.csfs.org/services/health-andwellness-counselling-program

## 62%

have heard of the Mental Wellness Services Program. 50% who know about the program, have used it.

Who is eligible: Members living in/away from community How to access: In person, virtual Phone: 1-866-899-6855 or (250) 562-3591 www.csfs.org/mobile-diabetes

### 53%

have heard of the Mobile **Diabetes** Program. 40% who know about the program, have used it

Who is eligible: 2SLGBTQ+ community members aged 18+ and their families, living in/away from community How to access: By phone, virtual Phone: (778) 349-1448 www.csfs.org/services/lgbtq2

## 41%

have heard of the Nanki Nezulne Program **0%** who know about the program, have used it

Who is eligible: Families living in/away from community How to access: In person, by phone Phone: (250) 562-3591 www.csfs.org/services/primary-care

65% have heard of the **Primary Care** Services Program. 60% who know about the program, have used it.

Who is eligible: Individuals aged 19+ living in/away from community How to access: In person Phone: (250) 564-4079 www.csfs.org/services/sexualviolence-survivor-support-program

50%

have heard of the **Sexual Violence** Survivor Support Program Program. **0%** who know about the program, have used it.

#### **Primary Care Services**

Primary Care provides community members with basic day-to-day care provided by health professionals including family doctors, nurse practitioners, public health nurses, pharmacists, occupational therapists, physiotherapists, etc. Services can include assessments and physical exams, prescriptions, chronic disease care, vaccinations, and more.

### **Sexual Violence Survivor Support Program**

The Sexual Violence Survivor Support Program provides mental health and wellness support, resource information, and advocacy for survivors of sexual violence. Support workers can provide short-term mental health and wellness support, referrals to counselling programs and support, and accompaniment to court, police stations, and hospitals.

"I hear nothing but good things. You guys have saved so many of us from things getting worse, being without hope or help, and connecting us with what helps heal us." - COMMUNITY MEMBER

**Women's Groups** 

Women's Groups create safe spaces for women across Nations to collaborate and learn principles to live healthy and authentic lives. Groups focus weekly on life skills, emotional wellness, and building resiliency while using simple but effective tools to support one another.

### **Youth Services**

Youth Services provides wraparound and low-barrier support to children and youth. Programming includes cultural, recreational and life skills opportunities in a group or through a one-to-one service delivery approach.

CSFS provides a range of wraparound programs for those living away from community. Visit www.csfs.org to learn more about programming in urban centres.

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Who is eligible: Women living in/away from community How to access: In person, virtual, by phone Phone: 1-877-792-1089 ext. 4010 or (250) 645-5341

65%

have heard of the **Women's** Group Program. 40% who know about the program, have used it.

Who is eligible: Children/youth aged 8–29 living in/away from community

How to access: In person Phone: (250) 692-3997

www.csfs.org/youth-services

### 53%

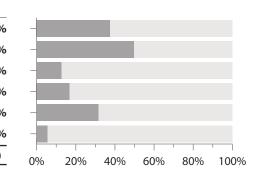
have heard of the Youth Services Program. 16% who know about the program, have used it

### **Access to Services** by Cheslatta Carrier Nation

Services can be accessed in many ways in the Cheslatta Carrier Nation. Below shows how most community members access our services.

#### Where do you or your family access CSFS' services and programs (choose all that apply)?

ANSWER CHOICES	RESPO	ONSES
Local CSFS health centres	6	37.50%
Local CSFS offices	8	50.00%
Home visit	2	12.50%
Mobile clinic	3	18.75%
Virtually (over the phone or video call)	5	31.25%
Other	1	6.25%
	(16 answered	; 2 skipped)



"Keep up the amazing work helping families in need! I truly appreciate everything that CSFS has done for me and my family since my son was born!"

- COMMUNITY MEMBER

While CSFS makes every effort to create equal opportunities to access our services, we recognize that this is not always the case. Over 85% of respondents noted that they did not have any problems accessing CSFS services and programs, while 15% did have concerns. Some of those issues included transportation challenges, living outside the community, or seeking services not available in their community.

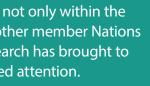
# Conclusion

CSFS has garnered a positive reputation not only within the Cheslatta Carrier Nation but among its other member Nations and beyond. However, our ongoing research has brought to light certain gaps that require our focused attention.

In response to this discovery, we are determined to focus our efforts and employ strategic measures to address and fulfill the specific needs of the Cheslatta Carrier Nation community. Through proactive engagement and collaborative initiatives, we aim to ensure our services remain responsive, comprehensive, and tailored to the unique requirements of Cheslatta Carrier Nation.

This commitment underscores our dedication to maintaining CSFS as a crucial resource for community well-being. We strive to offer a holistic and inclusive support system that effectively caters to the diverse needs of the populations we serve.

If you have any questions or concerns, please visit: www.csfs.org/contact-us/feedback





FAMILY SERVICES



Learn more about how CSFS impacts **YOUR** community.

csfs.org/healinghands