



CARRIER SEKANI
FAMILY SERVICES

Lake Babine Nation

Impact Report

You're in **healing hands.**



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.

Community Survey

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

Key Survey Results

Staff members at CSFS...

...are easy to talk to.

78%

answered yes

...explain things clearly.

73%

answered yes

...treat me with respect.

85%

answered yes

...are involved in care or treatment options.

58%

answered yes

...deliver high-quality services and programs.

75%

answered yes

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

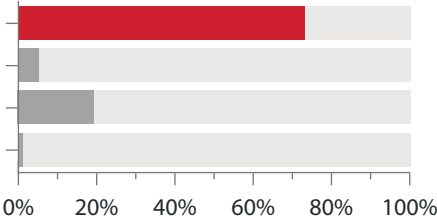
63%

answered yes



Thinking about Carrier Sekani Family Services, please tell us:

ANSWER CHOICES	RESPONSES	
I have a good opinion of CSFS	489	73.31%
I have a bad opinion of CSFS	38	5.70%
I don't know CSFS well enough to have an opinion	133	19.94%
I don't know CSFS at all	7	1.05%
TOTAL	677	(72 skipped)



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

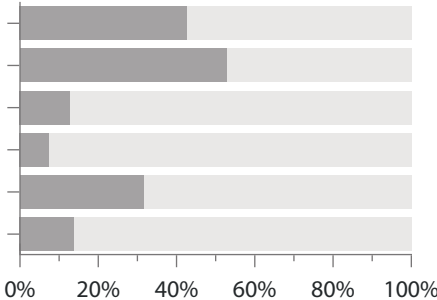
The result: **4.0** ★
average rating
★★★★★

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

The result: **3.9** ★
average rating
★★★★★

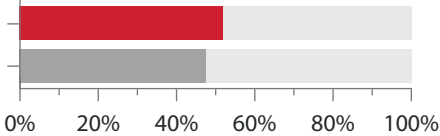
Where do you or your family access CSFS’ services and programs (choose all that apply)?

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; 192 skipped)		



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

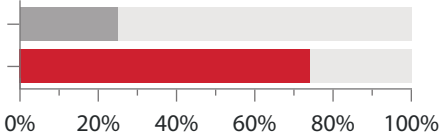
ANSWER CHOICES	RESPONSES	
Yes	290	52.35%
No	264	47.65%
TOTAL	554	(185 skipped)



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	RESPONSES	
Yes	141	25.73%
No	407	74.27%
TOTAL	548	(191 skipped)



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 identified:

“The nurses and doctors are filled up or over-booked”

“Some services are not consistently offered in each community”

“Staff is inconsistent with availability”

“Lack of information provided on levels of support available”



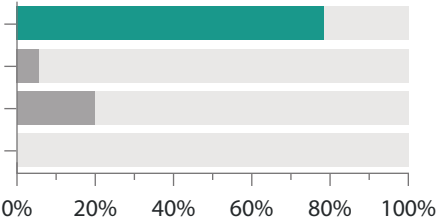
Lake Babine Nation

In the community survey, **79** respondents identified as members of Lake Babine Nation; over **10%** of the total respondents.

Overall, it appears that the community members in Lake Babine Nation are quite 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	RESPONSES	
I have a good opinion of CSFS	61	78.21%
I have a bad opinion of CSFS	5	6.41%
I don't know CSFS well enough to have an opinion	12	15.38%
I don't know CSFS at all	0	0.00%
TOTAL	78	(1 skipped)



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: **4.1**★
average rating
★★★★★



CSFS Programs and Services Available in Lake Babine Nation

Within the Lake Babine 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.

Aboriginal Supported Child Development

Aboriginal Supported Child Development supports children or youth from 0–18 years old with developmental delays, including speech and language delays, fine motor delays, gross motor delays, cognitive delays, and social, emotional, and behavioural delays. The program provides support for developing skills, screening assessments, and individual program planning in a childcare centre or through home visiting.

Any family or care provider concerned that a child has a developmental delay in any domain may refer children to the program. Children without a diagnosis are also welcome to receive support.

Who is eligible: Children/youth aged 0–18 living in community
How to access: In person
Toll-free: 1-866-567-2333
www.csfs.org/aboriginal-supported-child-development-vanderhoof-and-burns-lake

72%
have heard of the **Aboriginal Supported Child Development** Program.
32% who know about the program, have used it.

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 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. A therapist provides individual programming in Lake Babine Nation, most often at Woyenne.

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.

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

67%
have heard of the **Best Beginnings Outreach** Program.
33% 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

82%

have heard of the **Bridging to Employment** Program.

36% 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

72%

have heard of the **Calls for Justice** Program.

20% 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.

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

– COMMUNITY MEMBER

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.

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.



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-wellness-counselling-program

60%

have heard of the **Child and Youth Mental 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, virtual

Phone: (250) 562-3591

www.csfs.org/collaborativepractices

58%

have heard of the **Collaborative Practices** Program.

28% 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

70%

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

30% who know about the program, have used it.



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/guardianship-foster-parent

64%

have heard of the **Delegated Child and Family Services** Program.

23% who know about the program, have used it.

Who is eligible: All women/children

How to access: In person

Phone: (778) 924-0004

www.csfs.org/safe-house-dzee-bayugh-heart-house

69%

have heard of the **Dzee Ba'yugh Safe House** Program.

16% 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

68%

have heard of the **Family Empowerment** Program.

25% who know about the program, have used it.

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-to-month 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.

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.

Jordan's Principle Service Coordinators (upon referral only)

Jordan's Principle helps First Nations children living both on- and off-reserve access the products, services, and supports they need when they need them. Lake Babine Nation has their own Jordan's Principle Coordinators to assist with applications; however, CSFS Jordan's Principle Coordinators are available to assist Lake Babine Nation community members, notably those living in urban communities, through the application process.

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



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

71%

have heard of the **Family Preservation** Program.

38% 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: 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

89%

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

62% 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/language-culture-program

63%

have heard of the **Language and Culture** Program.
27% 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/little-angels-daycare

61%

have heard of the **Little Angels Daycare** Program.
32% 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

57%

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

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.

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.

“My husband has cancer. We have no income and CSFS helped us with our daughter’s Pampers and Pedisure.”

– COMMUNITY MEMBER

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.

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.

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.

“CSFS has made a huge impact on my life and my family’s life. CSFS has provided us with supports with accessing services like Jordan’s Principle. This helped me financially with daycare fees. The help is appreciated and does not go unnoticed by my children and I.”

– CHEREEN PATRICK

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.



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

45%

have heard of the **Mobile Diabetes** Program.
26% who know about the program, have used it.

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

59%

have heard of the **Women’s Group** Program.
10% 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

59%

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

Access to Services by Lake Babine Nation

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

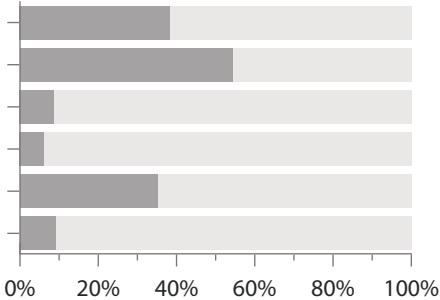
Where do you or your family access CSFS’ services and programs (choose all that apply)?

ANSWER CHOICES

RESPONSES

Local CSFS health centres	24	38.71%
Local CSFS offices	34	54.84%
Home visit	5	8.06%
Mobile clinic	4	6.45%
Virtually (over the phone or video call)	22	35.48%
Other	6	9.68%

(62 answered; 17 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 Lake Babine 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 Lake Babine Nation community. Through proactive engagement and collaborative initiatives, we aim to ensure our services remain responsive, comprehensive, and tailored to the unique requirements of Lake Babine 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



CARRIER SEKANI
FAMILY SERVICES



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

csfs.org/healinghands