



CARRIER SEKANI
FAMILY SERVICES

Nadleh Whut'en First 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.

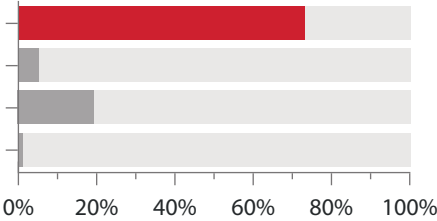
63%

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”...

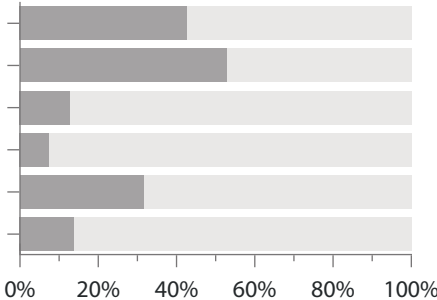
The result: **4.0** ★
average rating
★★★★★

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

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

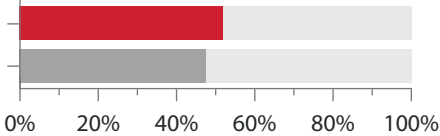
Where do you or your family access CSFS’ services and programs (choose all that apply)?

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?

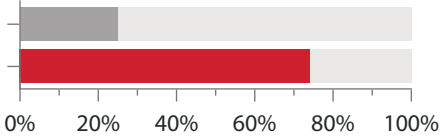
ANSWER CHOICES	RESPONSES	
Yes	290	52.35%
No	264	47.65%
TOTAL	554	(185 skipped)



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”



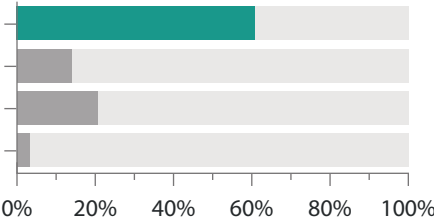
Nadleh Whut'en First Nation

In the community survey, **59** respondents identified as members of Nadleh Whut'en First Nation.

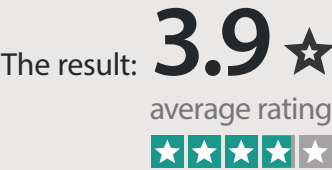
Overall, it appears that the community members in Nadleh Whut'en First Nation are quite aware of the services that CSFS offers in their community and have a high opinion and feeling of trust in CSFS.

Thinking about Carrier Sekani Family Services, please tell us:

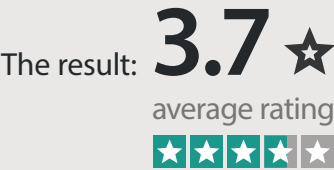
ANSWER CHOICES	RESPONSES	
I have a good opinion of CSFS	33	61.11%
I have a bad opinion of CSFS	8	14.81%
I don't know CSFS well enough to have an opinion	11	20.37%
I don't know CSFS at all	2	3.70%
TOTAL	54	(5 skipped)



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”...



CSFS Programs and Services Available in Nadleh Whut'en First Nation

Within the Nadleh Whut'en First 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

58% have heard of the **Aboriginal Supported Child Development** Program.
23% who know about the program, have used it.

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.

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

74% have heard of the **Addiction Recovery Program/Wellness Workers/NNDAP** Program.
13% 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-beginnings-outreach-program

57%
have heard of the **Best Beginnings Outreach** Program.
17% 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) 961-4776
www.csfs.org/callsforjustice

67%
have heard of the **Calls for Justice** Program.
6% 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

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 various 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.

Therapists and a Rehabilitation Assistant provide individual programming in Nadleh Whut'en First 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.

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.

Children's Oral Health Initiative

The Children's Oral Health Initiative is a free program offered by First Nations Health Authority in the communities of Nadleh Whut'en and Stelat'en First Nations. The program assists families with children to receive oral screening, fluoride varnish, and oral health education. Screening and education to women during pregnancy is also offered.

Referrals are accepted from parents, guardians or family members, childcare providers, physicians, community health nurses, or social workers. All referrals must have the consent of the parents or guardians.

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.



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

Who is eligible: Children aged 0–7 and their families living in community
How to access: In person
Phone: (250) 570-9309

50%
have heard of the **Children's Oral Health Initiative** Program.
30% 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

38%
have heard of the **Collaborative Practices** Program.
0% 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

45%

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

16% 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

63%

have heard of the **Community Health** Program.

19% who know about the program, have used it.

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

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.

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.

“CSFS is involved with lots of community events and shows respect to each deceased indigenous person by meeting them as they come home.”

– COMMUNITY MEMBER

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-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.



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

38%

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

0% 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

50%

have heard of the **Dzee Ba’yugh Safe House** 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) 563-1281
www.csfs.org/family-empowerment

53%

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

24% 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

61%

have heard of the **Family Preservation** Program.
31% 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-nations-health-benefits

85%

have heard of the **First Nations Health Benefits** Program.
65% who know about the program, have used it.

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)

65%

have heard of the **Home Care** Program.
7% who know about the program, have used it.

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.

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.

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.

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 on- and 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 guardians.

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.



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

56%

have heard of the **Indian Residential School Survivors** Program.
7% 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

73%

have heard of the **Jordan's Principle Service Coordinators** Program.
50% 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

51%

have heard of the **Language and Culture** Program.
18% 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

45%

have heard of the **Maternal Child Health** Program.

17% 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

64%

have heard of the **Men's Wellness Services** Program.

7% who know about the program, have used it.

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 Nadleh Whut'en First 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.

"CSFS is a godsend, you provide many family quality services when they cannot find it elsewhere."

– COMMUNITY MEMBER

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.

Middle Years Program

The Middle Years Program provides holistic, engaging, and culturally enriched programming to enhance children's development in all developmental domains. Services include Equine Assisted Learning groups, one-on-one services, sensory groups, sexual health workshops, culture camps, and more.

Children can be self-referred by family members or by a professional.

"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

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.



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-and-wellness-counselling-program

70%

have heard of the **Mental Wellness Services** Program.

27% who know about the program, have used it.

Who is eligible: Children aged 6–12 living in/away from community
How to access: In person
Phone: (250) 567-2900 ext. 2999

33%

have heard of the **Middle Years Program** Program.

11% 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

65%

have heard of the **Mobile Diabetes** Program.

20% 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

42%

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

66%

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/sexual-violence-survivor-support-program

43%

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

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.

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.

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.



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

69%

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) 567-2900
www.csfs.org/youth-services

36%

have heard of the **Youth Services** Program.
5% who know about the program, have used it.

Access to Services by Nadleh Whut'en First Nation

Services can be accessed in many ways in the Nadleh Whut'en First Nation. Below shows how most community members access our services.

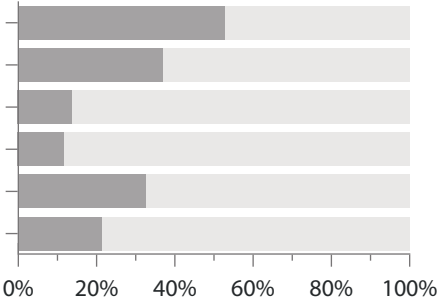
Where do you or your family access CSFS' services and programs (choose all that apply)?

ANSWER CHOICES

RESPONSES

Local CSFS health centres	23	53.49%
Local CSFS offices	16	37.21%
Home visit	6	13.95%
Mobile clinic	5	11.63%
Virtually (over the phone or video call)	14	32.56%
Other	9	20.93%

(43 answered; 16 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 Nadleh Whut'en First 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 Nadleh Whut'en First Nation community. Through proactive engagement and collaborative initiatives, we aim to ensure our services remain responsive, comprehensive, and tailored to the unique requirements of Nadleh Whut'en First 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