



Director of Child and Family Services

Annual Report 2014/15

Department of Family Services
Government of Nunavut

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DATA SOURCES AND INTERPRETATION

The data in this report came from the monthly summaries provided by front line staff. All efforts are made to provide accurate information in the absence of a centralized data information system. The Department of Family Services is exploring funding options for the information data system which it hopes to roll-out prior to 2018.

Table of Contents

Executive Summary.....	5
Introduction.....	7
Child Protection Services.....	10
Foster Care, Kinship Care.....	18
Adoption.....	19
Family Violence.....	20
Social Advocacy.....	21
Adult Residential Care.....	23
Public Guardianship.....	25
Program Initiative Highlights.....	25
Legislation.....	25
Services.....	26
Management.....	27
Definitions.....	29

Tables

Table 1: Divisional Activities	8
Table 2: Child and Family Services Statuses	13
Table 3: Nunavut Group Homes and Current Capacity	19
Table 4: Children Adopted by Region	19
Table 5: Shelter Placements	20
Table 6: Family Violence Shelter locations and capacities in Nunavut	21
Table 7: Total Number of Bed Spaces in Nunavut for Elders	23
Table 8: Residential and Alternative Family Care placements	24
Table 9: Persons under Guardianship and New Referrals.....	25

Figures

Figure 1: Children and Youth Receiving Services by Region.....	9
Figure 2: Adults receiving services by region	9
Figure 3: Nunavut – Population under 30 years old by five-year age groups and sex-2011 Census.....	12
Figure 4: Children receiving services under Court Orders compared to the number of children receiving Service by Agreement	13
Figure 5: Children receiving services under VSA, SSA or ESA	14
Figure 6: Court Orders compared to Plan of Care.....	15
Figure 7: Total number of Court Orders.....	16
Figure 8: Children in Permanent Care by age distribution	16
Figure 9: Children & Youth Placement in Nunavut compared to Placement Out of Territory	17
Figure 10: Children receiving services by placement location & type.....	18
Figure 11: Shelter Placement for adults (Women) as Compared to Children.....	21
Figure 12: Elders Accessing Services by Community.....	24

EXECUTIVE SUMMARY

In accordance with section 51(2) (g) of the *Child and Family Services Act*, the Director of Child and Family Services is required to prepare and submit an annual report on activities for the period beginning on April 1 in one year and ending on March 31 in the following year.

This annual report provides an account of the child protection services delivered under the *Nunavut Child and Family Services Act* and provides an overview of the services delivered by the Children and Family Services Division as at March 31, 2015. It concludes with a brief discussion on Divisional challenges and an overview of future initiatives. The annual report must include:

- (a) A report on the administration of the *Act* and regulations;
- (b) Statistics compiled on the Territory as a whole and, where the Director considers it appropriate, on parts of the Territory or on any other basis that the Director determines, pertaining to:
 - (i) Children placed in the temporary or permanent custody of the Director under Part I of the *Act*,
 - (ii) Children placed in the permanent custody of the Director for the purpose of adoption under Part II of the *Act*,
 - (iii) Children who are the subject of a plan of care agreement made by a plan of care committee, and
 - (iv) Agreements under sections 5 and 6 of the *Act*;
- (c) An analysis of the statistics referred to in paragraph (b);
- (d) Initiatives in child and family services at the territorial and community level, and at any other level that the Director determines; and
- (e) Any other information the Minister requests the Director to include in the annual report.

This is the second year of operations for the Department of Family Services. The first year was one of considerable transition and change for the Children and Family Services Division.

This is a very exciting time within the Division. Many opportunities for growth and development lie ahead especially in building strong children and family services to improve quality and outcomes for our children, youth, adults, Elders and families.

The need for collaboration and focused planning and action to ensure that the best services are provided by an engaged, fully trained, supported and oriented staffing complement; reflective of the population being served continues to be a key priority.

Targeted and collaborative work must continue to ensure even greater gains in the following areas:

- Implementation of the *Child and Family Service Act* amendments;
- Retaining and recruiting staff and providing them with culturally appropriate training and supports;
- Working in conjunction with our community partners and effectively engaging communities and families in keeping children and families safe;
- The continued effective implementation of the Residential Care Plan;
- The further development of our data collection and quality assurance capacity;
- The expansion of our capacity to tackle issues related to family violence, disabilities and best practices in the provision of services to our Elders;
- Completion of all of the work recommended by the Auditor General's Office on their review with specific focus on the final three key recommendations going forward, along with other priorities.

This report provides an overview of the number of children and youth who received services and describes the types of services delivered under the *Act*. Court ordered services and services by agreement are examined in the report. These services include apprehension orders, supervision orders and adjournment, temporary and permanent custody orders. Services by agreement include Voluntary Services Agreements, Support Services Agreements and Plan of Care Agreements. Data on children receiving services under Permanent Custody Orders is also included in the report.

The reports also presents a brief overview of the other services provided by the Division along with the statistical data on the level of service provision in each program area where relevant. Updates are provided on program initiatives and highlights, legislation, services and management. The report concludes with a brief discussion on Divisional challenges and an overview on future initiatives.

Our focus for the upcoming years includes:

- implementation of measures to ensure consistency in practices across the Territory;
- community engagement;
- staff recruitment with a focus on training, hiring and orientation, and retention of beneficiary staff;
- implementation of the Truth and Reconciliation Commission's Call to Action Recommendations;
- data collection;
- parenting support;
- strengthening of the foster parent program through training to develop capacity for specialized care, recruitment and support;
- review of CSSW core training program; and,
- repatriation of out-of-Territory children and adults.

INTRODUCTION

The Minister of Family Services appoints the Director, whose duties and powers are prescribed by the *Act*. The Director is required by the Nunavut *Child and Family Services Act* to submit an annual report to the Minister of Family Services on or before October 1, of every year. This annual report covers the period from April 1, 2014 to March 31, 2015 and presents data as at March 31st, 2015.

The Department of Family Services was established on April 1, 2013 and is in its second year of operation. The Department provides a range of programs and services to support self-reliance within an environment where protection is provided to those who are vulnerable. Services have been developed to ensure that they reflect Inuit societal values and respect Inuit traditional practices.

The creation of the Department of Family Services provided an opportunity to focus on the important social issues that affect Nunavummiut, including child and youth wellbeing, supports to families, assisting persons with disabilities and caring for our Elders. The Children and Family Services Division has the important mandate and responsibility to ensure that we work with the vulnerable persons in our communities towards attaining *Inuttiavaunasuaqniq*: Working towards a good or problem free life; and that we focus on *Piijutingani qiniriaquqtugu (airanga(airaq)mangua)*: The importance of assessing and addressing the root cause of undesirable behaviour or circumstances.

Areas of responsibility that fall under Children and Family Services include:

- ***Child Welfare*** – providing protection and support to children and youth who are at risk or in need of protection as a result of neglect, abuse or exploitation, including family support, prevention and early intervention services.
- ***Adoption*** – providing services to support children, youth, birth parents and adoptive families in Public, Private and International adoptions. Support the Aboriginal Custom Adoption program.
- ***Foster Care, Kinship Care*** – providing both short term and long term care for children and youth under the care of the Director in foster homes and extended family homes (kinship).
- ***Family Violence Strategy and Implementation*** – supports family violence protection and prevention through the community-based family violence shelters, safe home program, and in coordination with other family violence/domestic assault programs of the Department of Justice and the Department of Health.
- ***Social Advocacy*** – promoting the economic, legal and social status of disadvantaged populations in Nunavut with specific reference to age, disability and gender.
- ***Adult Residential Care*** – providing residential and alternative family care to persons living with a physical and/or mental disability and supporting community-based residential care for Elders.
- ***Public Guardianship*** – providing services, protection and decision making support to adults who require guardianship as a result of disability.

The Division works closely with nuclear and extended family of children in care, foster parents, other community partners, elders and other stakeholders inside and outside of the Territory in its delivery of programs and services.

Table 1 and Figures 1 and 2 below provide a high level summary of the Divisional activities as at March 31st, 2015.

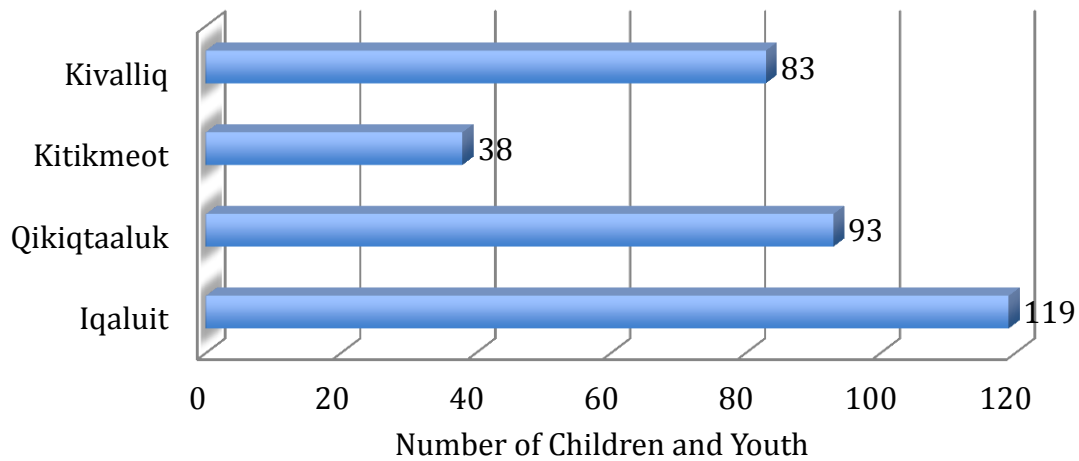
Table 1. Divisional Activities as at March 31, 2015

Activity	Total	Percentage
Number of Children and Youth Receiving Services	333	100%
Number of Males receiving Services	176	53%
Number of Females receiving Services	157	47%
Number of Children and Youth Receiving Services under Court Orders	173	51%
Number of Children and Youth Receiving Services by Agreement	163	49%
Number of Children and Youth Receiving Services in Nunavut	276	83%
Number of Children and Youth Receiving Services Out-of-Territory	57	17%
Number of Children and Youth Receiving Services in Nunavut in Parental Home or Extended family	125	38%
Number of Children and Youth Receiving Services in Nunavut Foster Home Placements	151	45%
Number of Adults Receiving Services	172	100%
Number of Adults Receiving Services in Nunavut	78	45%
Number of Adults Receiving Services in Out-of-Territory Placements	94	55%
Number of Persons Admitted to Shelters under the Family Violence Program	505	100%
Number of Women Admitted to Shelters	220	44%
Number of Children Admitted to Shelters with Parent	285	56%

The data presented in the table above clearly demonstrates that most of the children and youth in care are receiving services in Nunavut. Additionally, the highest percentage of children and youth receiving services are male. The data also indicates that there is a small difference of 10% in the adults receiving care within the Territory compared to those receiving care outside of Nunavut. Finally, the table draws our attention to the number of children who spent any amount of time in shelters with a parent, which between April 1 and March 31, 2015, accounted for **56%** of admissions to shelters totaling **285**.

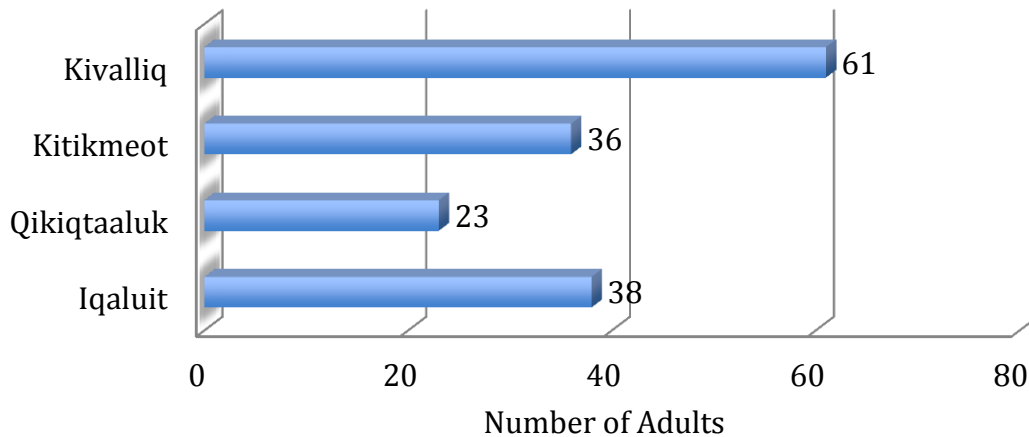
The level of activity in program areas by region is also noteworthy and is summarized in the two graphs below. Figure 1 provides information on the distribution of children receiving services by region and Figure 2 provides information on the distribution of adults receiving services by region.

Figure 1. Children and youth receiving services by region as at March 31, 2015.



The information above illustrates that the highest number of children and youth are receiving services in Iqaluit, **119, or 36%** in total, followed by the Qikiqtaaluk (Baffin) Region, 93, or 28%.

Figure 2. Adults receiving services by region as at March 31, 2015.



**The total number of adults in Figure 2 varies from Table 1 as the case management and fiscal responsibility for 14 clients transferred to the Department of Health.*

This graph indicates that the lowest number of adults receiving services is in the Qikiqtaaluk Region, followed by Kitikmeot, and with the highest number of adults receiving services in in the Kivalliq region. This data may assist program targeting and funding and

exploration of needs where repatriation is concerned should it be noted that a high number of adult clients from this region are being transferred out of the Territory for services.

CHILD PROTECTION SERVICES

Child Protection Services are delivered under the Nunavut *Child and Family Services Act*. (current to March 7, 2014). The *Act* is founded on the belief that the family is the primary unit of society and its wellbeing should be supported and promoted.

The *Act* recognizes that children are entitled to protection from abuse, harm, sexual molestation or sexual exploitation, neglect; and repeated exposure to family violence and pornography. The Nunavut *Act* goes further than other Canadian jurisdictions and states that the *Act shall* be administered and interpreted in accordance with the following Inuit Societal Values:

- (a) *Inuuqatigiitsiarniq* (respecting others, relationships and caring for people);
- (b) *Tunnganarniq* (fostering good spirit by being open, welcoming and inclusive);
- (c) *Pijitsirniq* (serving and providing for family or community, or both);
- (d) *Aajiiqatigiinni* (decision making through discussion and consensus);
- (e) *Pilimmaksarniq* or *Pijariuqsarniq* (development of skills through practice, effort and action);
- (f) *Piliriqatigiinni* or *Ikajuqtiigiinni* (working together for a common cause); and
- (g) *Qanuqtuurniq* (being innovative and resourceful).

In addition to the above-mentioned Inuit Societal Values, the *Act* states that the following Inuit Societal Values may be used or incorporated in the administration or interpretation of the *Act*:

- (a) *Inunguqsainiq* (Nurturing or raising an individual to be a productive member of society);
- (b) *Inuttiavaunasuaqniq* (Working towards a good or problem free life);
- (c) *Piijutingani qiniriaquqtugu* (the importance of assessing and addressing the root cause of undesirable behaviour or circumstances).

Child Protection Services are administered by the Department of Family Services' Headquarters located in Iqaluit and delivered by Community Social Services Workers (CSSWs) in the 25 communities who carry a generic caseload. This means that they provide:

- Protection services for children and youth, vulnerable adults and Elders;
- Foster care and adoption services;
- Family violence response, referral and support services; and
- General family counselling, support and referral services.

They also become involved in community development and community support activities as part of the emergency response teams in all communities and any other community support activities requiring a local response.

CSSWs are provided with specialized training and must be appointed or authorized by the Director of Child and Family Services, in order to provide the services mandated by the *Act*.

As at March 31, 2015, there were 55 CSSWs working in the Territory.

CSSWs have a challenging task. Many work in isolated 'single worker' communities and others in larger centres carrying caseloads well over national standards. This is further complicated by the fact that these caseloads are generic, as indicated above, and so most of their time is focused on critical and or emergency situations leaving little time for prevention based practice. Recruitment and retention is challenging given the nature of the work and the limited access to resources, especially in the more remote communities.

When an investigation is conducted and a child is found to be in need of protection, or a child is not in need of protection but the family, or a youth, is in need of supports, the child is given a Child and Family Services Status (See Table 5). As at March 31, 2015, there were slightly more children receiving services under court orders (**173**) than by agreement (**163**).

Reports and Investigations of Suspected Maltreatment

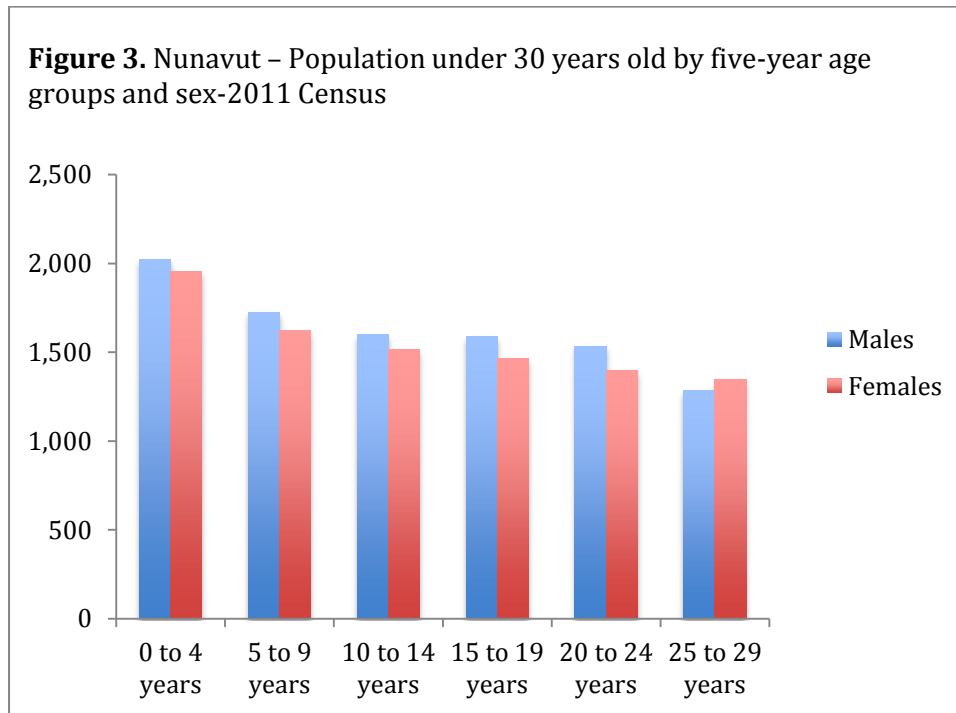
The *Child and Family Services Act* requires that every person who suspects that a child may be abused or neglected must report his or her concern to a Child Protection Worker. The *Act* also stipulates that all reports of suspected child abuse or neglect received by a Child Protection Worker must be investigated. The Department did not have the means to capture the exact number of reports received and investigated between April 1, 2014 and March 31, 2015. The provision of this data will be possible once a centralized data information system is in place.

The reason for child protection referrals is also important for targeting programs and services. In other jurisdictions, the capacity and technology exists to gather this data, however the Department did not have the means to present this data for the period between April 1, 2014 and March 31, 2015. When the capacity to gather data such as the most common reasons for referrals, the number of self-referrals and the reasons for self-referrals, Divisional planning and support development could follow.

CSSWs are required by the *Act* to make decisions based on what is in the best interest of children. CSSWs work from a community engagement standpoint and in collaboration with parents, caregivers, extended family and community and within the context of Inuit culture and other socio-economic factors. Often, these factors are in conflict, and a significant amount of teamwork and skill is required to support children and families in preventing and addressing child protection issues. The Department continues to work towards enhancing training and support for staff in this area, to provide them with the tools to ensure community-oriented and client-focused work.

The *Act* supports this engagement approach by enabling voluntary agreement as prevention measures and plan of care agreements as the preferred way of resolving child protection issues. However, when an agreement cannot be reached and a child continues to be at risk, then the court is called upon to determine the best option for protecting children.

The sector of the population served under the *Child and Family Services Act* represents the largest segment of the total population in Nunavut. Children aged 0 to 14 years old, the most vulnerable, make up the majority of the children in the Territory (this is illustrated in Figure 3). It is imperative that Departmental programs are tailored to ensure that these children receive services that will guarantee their safety and encourage wellness.



Services for Children and their Families

Under the *Child and Family Services Act*, services to support and assist families may include (but are not limited to) counselling, respite care, access to support for addictions issues, assistance during a family illness or supporting a child with a disability. These services may take place while a child is in the parental home, in an extended family member’s home, a provisional foster home (where the caregiver is known to the child or family), a foster home, a group home or a treatment centre in or outside of Nunavut.

The *Act* promotes prevention and early intervention to strengthen families and prevent and address child protection concerns. In order for services to be provided to a child and/or family under the *Act*, an agreement must be signed between the child’s legal guardian and the Director, or the court must issue an order.

Table 2. Child and Family Services Statuses

By Order of the Court <ul style="list-style-type: none"> • Apprehension • Supervision Order • Adjournment Order • Temporary Custody Order • Permanent Custody Order 	By Agreement with Parent(s) <ul style="list-style-type: none"> • Voluntary Support Agreement (when no child protection concerns exist) • Plan of Care Agreement (when child protection concerns exist)
	By Agreement with Youth <ul style="list-style-type: none"> • Support Services Agreement (Age 16-19) • Extended Support Agreement (Age 19-26)

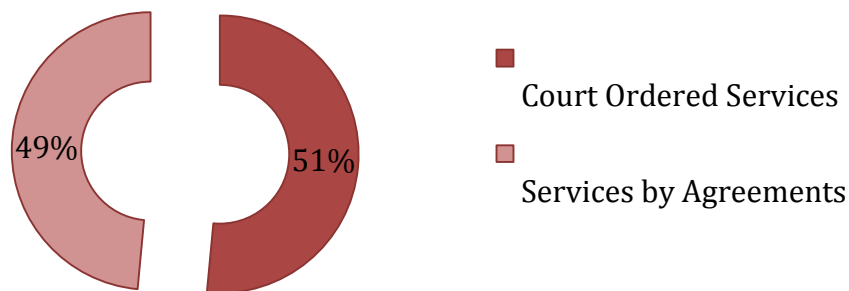
Services by Agreement

Services by agreement provide supports to children, youth and families in order to prevent the development of protection concerns.

Court-ordered Services

There are times when child protection concerns require that a child be removed from the parental home in order to ensure their safety. When the child cannot be safely returned to their parents’ care within 72 hours, an order for custody will be sought by the Director of Child and Family Services. Court-ordered actions include reviewing and confirming the decision to apprehend and issuing child protection orders. When a child is apprehended, every effort is made to ensure that they are cared for by close relatives or family friends and that they remain in their home community.

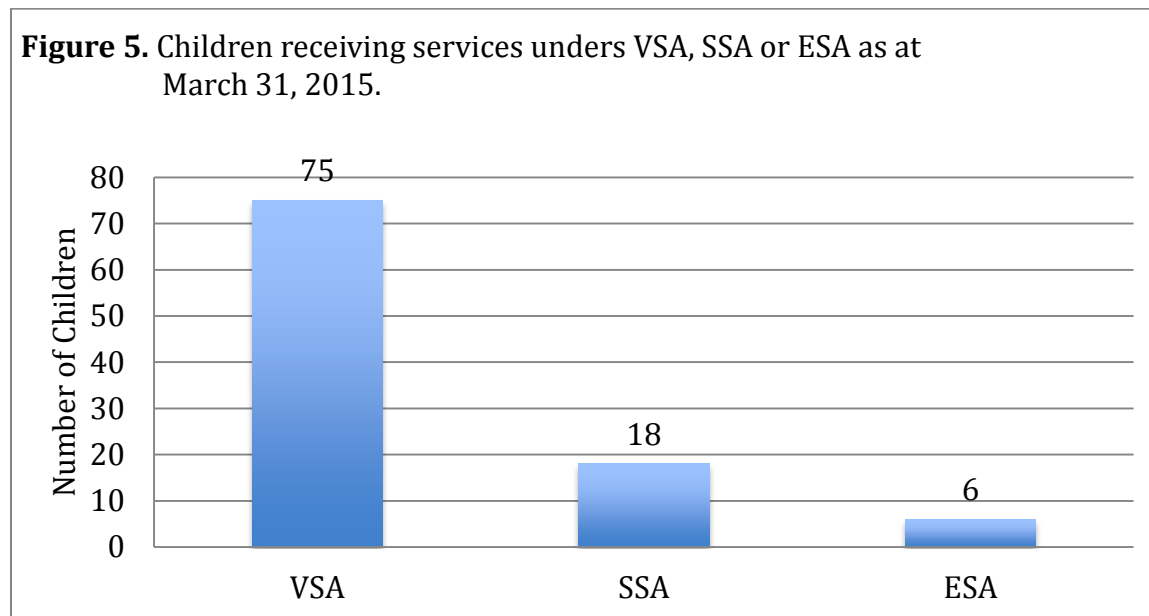
Figure 4. Number of children receiving services under Court Orders compared to the number of children receiving Service by Agreement as at March 31, 2015.



Voluntary Support Services and Agreements

There are three types of voluntary services and agreements: Voluntary Support Agreements (VSAs), Support Services Agreements (SSAs) and Extended Support Agreements (ESAs). Parents of children 0-16 years who are not in need of protection, but still require support, can have their needs met through VSAs.

SSAs may be used for youth between the age of 16 and 19 years old who are unable to live safely in the parental home. The recent amendments to the *Child and Family Services Act* under Bill 51¹ now allows us to provide continued supports to young adults aged 19-26 under the Extended Support Agreement program. This program can support the youth to access necessary services such as financial assistance, clothing, education and housing.



As at March 31, 2015, the majority of children receiving voluntary services were in the 0-16 year-old category.

Apprehensions

An investigation into a report of suspected child maltreatment can result in one of three outcomes: a) The report can be found to be without merit; b) the investigation can be declared inconclusive; or c) the report can be validated and the child deemed to be in need of protection.

¹ Bill 51 came into force January 16, 2014. The result was an amendment to the *Child and Family Services Act* to provide that the *Act* will be interpreted in accordance with Inuit societal values. It also provided for protecting children in cases of child pornography and family violence, and for extending support agreements for youth up to age 26. In addition, it prohibits malicious false reports, mandates that the Director of Child and Family Services must respond to certain recommendation if a child in his or her care dies or is critically injured, and provides that the Director's annual report be tabled in the Legislative Assembly.

When a need for protection exists, the Director is authorized under the *Act* to take action to protect the child, including an apprehension if necessary. An apprehension involves removing the child from the parents or caregivers and placing the child in the care and custody of the Director of Child and Family Services.

If the child is not returned to the parents or caregivers within 72 hours, the matter will be brought before the court. The court reviews whether the child was in need of protection at the time of the apprehension and makes a determination to either return the child to the care of the parents, or confirm the apprehension and keep the child in the care of the Director for a specific period of time. As at March 31, 2015, there were **33** children under Apprehension/Adjournment Status.

Court Orders

When there are current child protection concerns, and the parents and the Director cannot agree on a Plan of Care Agreement, the matter is referred to the Nunavut Court of Justice. In court, the Director's concerns are presented to support the need for a continued child protection order and the views of the parents are also presented. The judge hears the evidence and determines if the child is in need of continued protection.

The *Child and Family Services Act* allows for a number of different types of court orders to ensure the children's safety and well-being. As at March 31, 2015, almost 30% (70 children) were under Plans of Care (see Figures 6 and 7 below). This reflects the Department's commitment to resolve matters outside of a court process wherever possible if this is in the best interest of the child.

Figure 6. Court Orders compared to Plan of Care as at March 31, 2015.

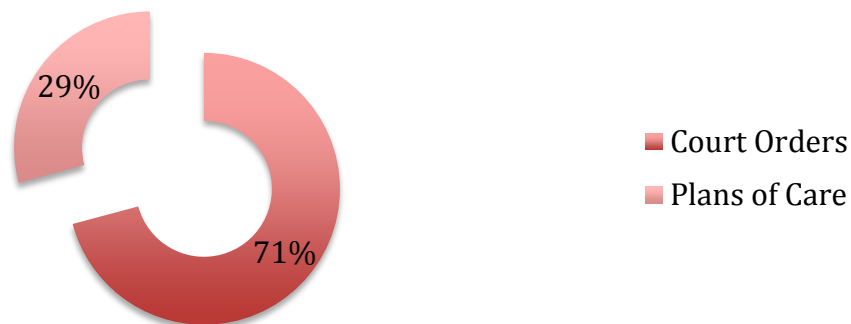
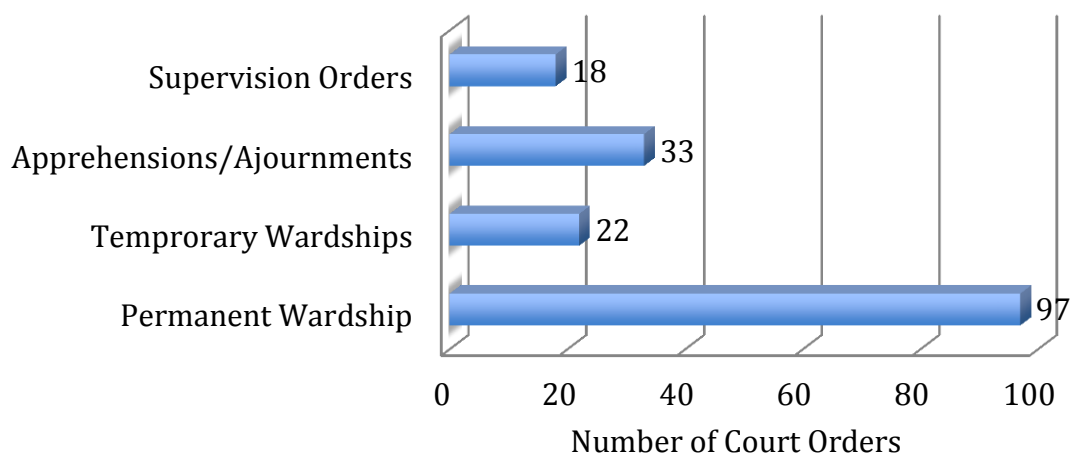
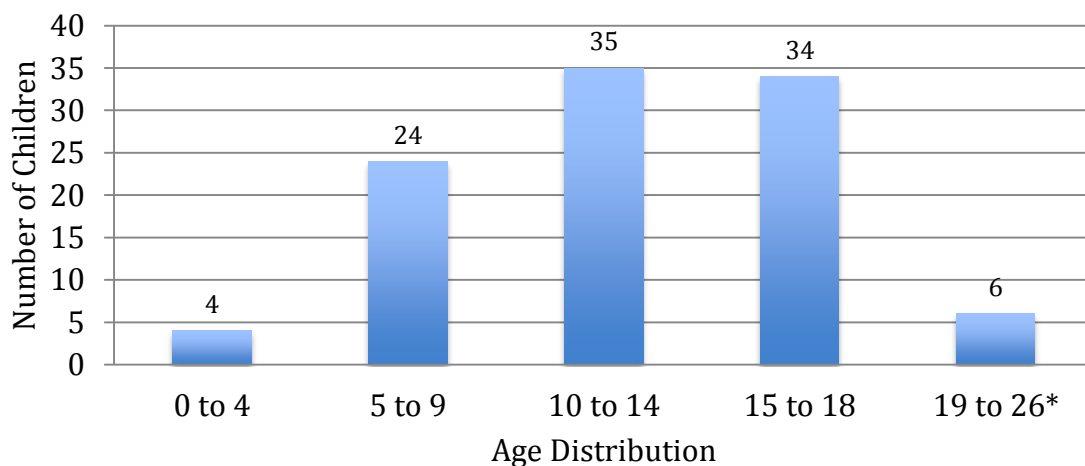


Figure 7. Total number of Court Orders as at March 31, 2015.



Permanent Custody Orders remain in place until the child has reached the age of 16, and may be extended to age 19 if the child consents or if so ordered by a court. There were 97 children in care under permanent custody orders in Nunavut as at March 31, 2015. The highest numbers of Permanent Wards are in the 10 to 14 age range. The age distribution of these children is summarized in Figure 8 below.

Figure 8. Children in Permanent Care by age distribution as at March 31, 2015.



**Those in the 19 to 26 age category are considered to be in Extending Support Agreements and therefore the total number of children in permanent care varies by 6 from those under Permanent Wardship in Figure 7.*

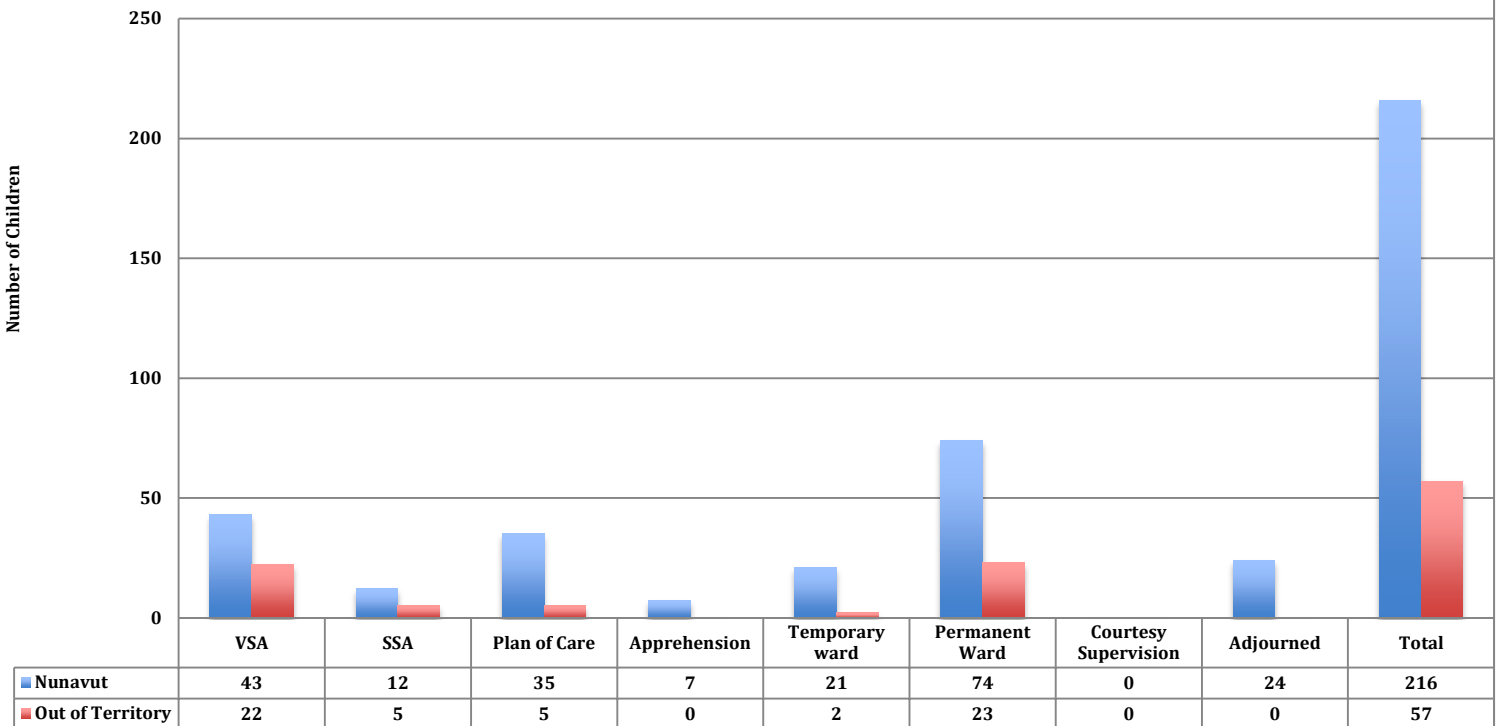
Placement of Children Receiving Services

Children may require services outside of their parental home for a variety of reasons including voluntary placement for short-term supportive services or non-voluntarily

because of an apprehension. When a child receives services outside of the parental home, the first placement option is the extended family or community members who are known to the child. Additionally, it is important for the child to reside within their home community, whenever possible.

In Nunavut, children may sometimes need to be removed from the territory due to a lack of available resources to meet complex behavioural or medical needs. All efforts are made to meet these needs within the territory, and out of territory placements are made as a last resort. The graph below illustrates the number of children and youth receiving services by status and by placement in Nunavut as compared to out-of-territory.

Figure 9. Children and Youth Placement in Nunavut compared to Placement Out of Territory as at March 31, 2015.

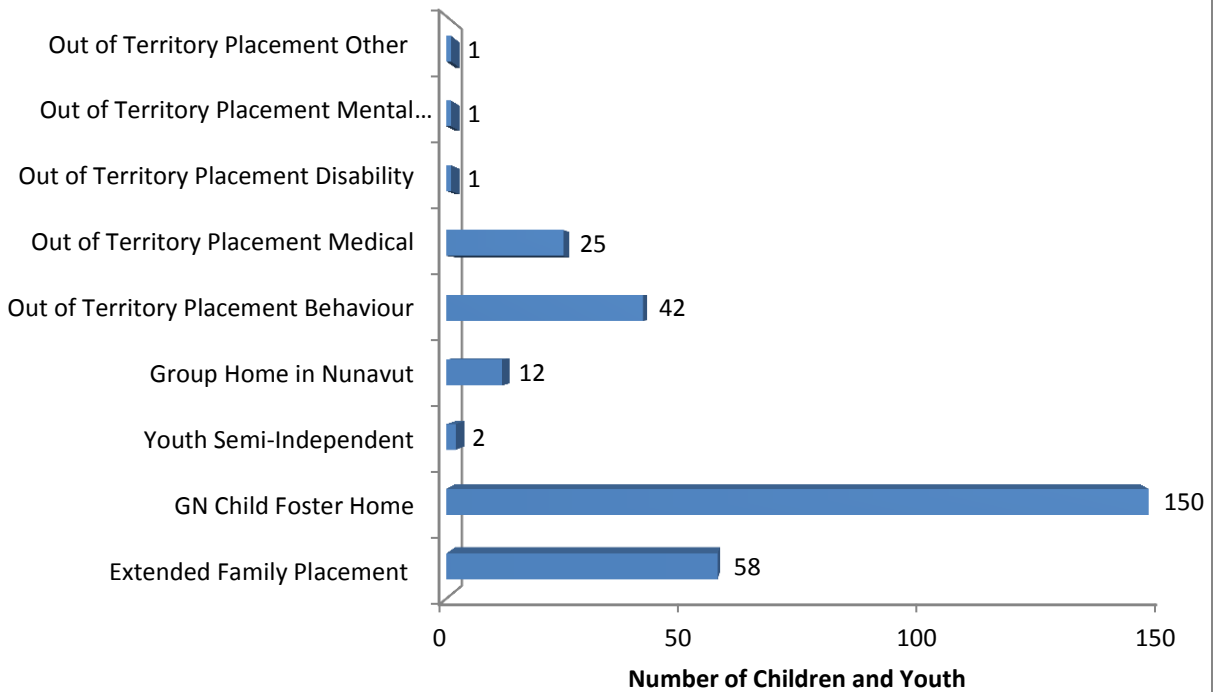


**The numbers in Figure 9 appear different because children receiving services within the parental home have not been included.*

This data clearly demonstrates that the *majority* of children receiving services regardless of status are receiving these services *within* the territory.

Figure 10 below summarizes the distribution of children receiving services by placement type and location.

Figure 10. Children receiving services by Placement Location and Type as at March 31, 2015.



It is important to note that most children in care are placed *in* Nunavut in either extended family placements or in regular foster homes. Further, the majority of children placed outside of the Territory are placed for behavioral and medical reasons.

FOSTER CARE AND KINSHIP CARE

As at March 31, 2015, there were **208** children in foster placements in Nunavut. Of these, **58** are extended family placements. This number continues to increase year over year. We recognize that continued support and training of our foster families is important. The need for funding to train families to become specialized (medical/behavioral management) homes within the territory has been identified and requires further exploration.

This will result in a reduction in the number of children and youth having to go outside of the Territory except in highly complex and or high-risk situations.

A number of children with less acute needs are currently being cared for within the Territory. The Nunavut Group homes and their current capacity are listed in the table below.

Table 3. Nunavut Group Homes and current Capacity

Name of Facility	Location	Total Number of beds
Naja Isabelle Home	Chesterfield Inlet	10
Illagiitugut Group Home	Iqaluit	6
4-D North (Atlantic Youth Services)	Cambridge	6

The table above points out the fact that the number of bed spaces within the Territory for persons needing care outside of their immediate or extended family homes is limited. This supports the need for augmentation in placement resources in the immediate and near future. It is preferable however, that youth and children remain in the family home where it is *safe* for them to do so.

ADOPTION

An adoption takes place when a child becomes a full and permanent member of another family outside of his or her biological or nuclear family. Adoption of children must take account of the child's cultural needs and must be done in the best interest of the child.

There are three types of adoptions available in Nunavut: Custom, Departmental and Private.

- 1. Custom Adoptions** are governed by the *Aboriginal Custom Adoption Recognition Act* and conducted by Adoptions Commissioners.
- 2. Departmental Adoptions** are situations where the child being adopted is in the permanent care and custody of the Director of Child and Family Services and can happen in two ways: a) A parent delivers the child to the Child Protection worker for the purpose of adoption and the consents required have been provided to the Director; or b) A child is apprehended and eventually comes into permanent care of the Director of Child and Family Services; and
- 3. Private Adoptions** are situations where the child to be adopted is not in the care of the Director of Child and Family Services. Individuals [birth parent(s) and adopting parent(s)] themselves, can arrange these as long as the requirements of the *Adoptions Act* and Regulations have been met. The number of children adopted by region as at March 31, 2015 is summarized in the table below.

Table 4. Children Adopted by Region

Region	Private	Departmental	Custom
Kivalliq	6	1	89
Kitikmeot	2	1	26
Baffin	10	4	40
Iqaluit	9	3	31
Total	27	9	186

The Baffin Region and Iqaluit had the highest number of Private Adoptions for that period in both categories. Kivalliq had the highest number of Custom Adoptions. The number of

adoptions compared to the number of Permanent Wards (Departmental Adoption) points to the needs for augmented permanency planning for children.

The Department will proceed with the registry of all completed adoptions and will undertake to create profiles of all of the Permanent Wards in the Territory. The profiles will be made available to potential adoptive parents in Nunavut so that they will be able to determine whether they can provide safe and stable homes for these children.

Statistical and Information Summaries for Other Areas of Divisional Operations

As indicated the division has other areas of responsibility. These include:

- Family Violence
- Social Advocacy
- Adult Residential Care
- Public Guardianship

FAMILY VIOLENCE

Nunavut participates in Federal, Territorial, and Provincial Senior Officials working groups and committees to address issues related to gender, family violence, and ending violence against women and children.

Family Violence Shelters are an integral component of the Nunavut social services system. The Department of Family Services administers the funding for Family Violence Shelters through the Saillivik Policy (2009). Annual shelter reviews are conducted by the regional operations teams to ensure compliance with standards.

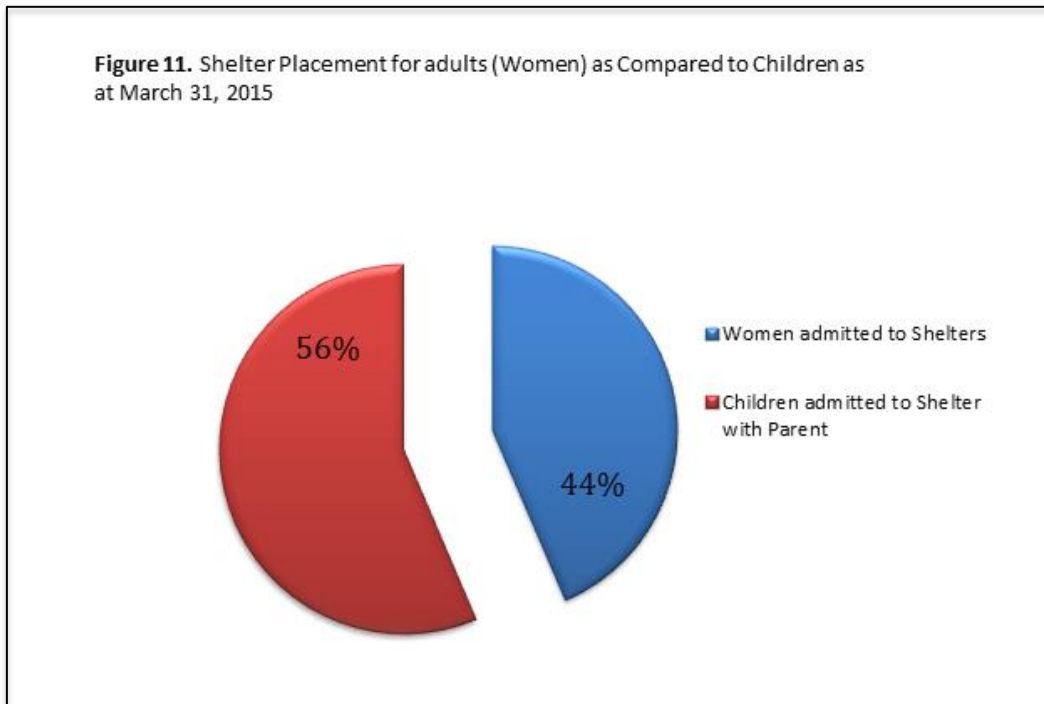
Family violence shelter minimum standards are set out in the contribution agreements held with each of the five shelters in Nunavut. Admission to a family violence shelter can be made by self-referral or through community professionals, such as the RCMP, Nurse or Community Social Services Worker. The details on capacity, funding and placement levels are detailed in the tables and graph below.

Table 5. Family Violence Capacity, Funding allocation and location in Nunavut

Name of Facility	Location	Capacity	Funding Allocations
Kataujaq Safe Shelter	Rankin Inlet	8 beds	\$302,000.00
Kugaaruk Safe Shelter	Kugaaruk	7 beds	\$286,000.00
Kugluktuk Safe Shelter	Kugluktuk	8 beds	\$282,044.00
Qimaavik	Apex (Iqaluit)	21 beds	\$1,212,000.00
St Michael's Crisis Shelter	Cambridge Bay	4 beds	\$265,523.00
Total			\$2,347,567.00

Table 6. Shelter Placements

Activity	Total
Persons Admitted to Shelters In Nunavut	505
Women Admitted to Shelters	220
Children Admitted to Shelters with a Parent	285



The data as illustrated above in Figure 11 and in the Tables 5 and 6 above points to the need for programming and support for children who are affected by violence. It clearly indicates that programs are needed in the community for children and youth where family violence pressures and trauma is concerned. The Department is hopeful that we can partner with other departments and community based services to implement more programs and community initiatives especially specialized counselling services for children impacted by family violence in the upcoming years.

SOCIAL ADVOCACY

Family Services has been involved in three projects promoting the economic, legal and social status of disadvantaged populations in Nunavut with specific reference to age, disability and gender. The Division has had involvement with the Nunavumii Disabilities Makinnasuaqtiit (NDMS), Qulliit Nunavut Status of Women Council and Rick Hansen Foundation.

Nunavummi Disabilities Makinnasuaqtiit Society:

Nunavummi Disabilities Makinnasuaqtiit Society is a not-for-profit advocacy organization whose mandate is to foster community inclusion and promote self-determination and independence for persons living with diverse disabilities. NDMS endorses the United Nations Convention on the Rights of Persons with Disabilities. NDMS has identified issues for those living with disabilities over a life span as: delayed diagnosis and interventions; lack of community inclusion; dependence on families; vulnerability to abuse; barriers to education and labour market attachment; and lack of understanding about disabilities. Current NDMS projects include:

- *Bringing People with Disabilities into the Picture*: a project focused on access to health and justice and protection from violence for persons living with disabilities;
- *Ready, Willing and Able*: a 3-year Iqaluit-focused employment project;
- *On Thin Ice*: a pan-territorial project focused on emergency preparedness for persons living with disabilities;
- *A Celebration of Elders Across Nunavut*: a project aimed at promoting respect for Elders and raising awareness about Elder abuse; and
- *The Inclusion Café*: a skills development social enterprise by and for persons living with disabilities.

Family Services provided support to people in Nunavut living with disabilities through a contribution agreement to NDSM of \$100,000 in 2014-2015.

Qulliit Status of Women:

The Department provides funding in the amount of \$250,000 to support the Qulliit Nunavut Status of Women Council.

On March 31, 2015, the Qulliit Nunavut Status of Women Council (QNSWC) developed an Action Plan for the Ilagiitsiarniq: The Nunavut Family Violence Prevention Coalition. Representatives from both the government and non-governmental sector re-convened the Family Violence Prevention Coalition: Community of Practice (CoP) and worked on the Ilagiitsiarniq Framework for Action.

The Qulliit Nunavut Status of Women Council provided the Department with an Action Plan for the Ilagiitsiarniq: Family Violence Prevention Framework for Action at the end of March 2015.

Rick Hansen Foundation:

Family Services has renewed a contribution agreement for 2015-2016 with the Rick Hansen Foundation to provide grants aimed at increasing mobility, physical accessibility, and/or quality of life for persons living with disabilities. The program will continue to operate over the next three years with Government of Nunavut funding of \$60,000 in Family Services budget, in increments of \$20,000 per year.

Three (3) recipients were supported through the fund in 2014-2015:

1. A specialized chair that will allow independent seating for a child in Qikiqtarjuaq. The chair will allow the child to be close to family without the need to be physically held up.
2. Hospital bed with pressure-relieving mattress for a person with a spinal cord injury in Pangnirtung who is bed-ridden. This will help relieve current chronic pressure ulcers.
3. Remodelling of a bathroom to provide better safety and accessibility for a child in Gjoa Haven.

Ted and Loretta Rogers Foster Care Transition program:

The Department of Family Services was able to secure funding to provide comfort packages for children going into care through the Ted and Loretta Rogers Foster Care Transition program.

According to the Children’s Aid Foundation, the program was launched in 2013 by a private donor, The Ted and Loretta Rogers Foster Care Transition program. The program has a mission to significantly improve the experience of coming into foster care for children and youth across Canada. In partnership with over 10 child welfare agencies nationwide, this program provides backpacks stuffed with items and resources that bring comfort, well-being, safety and a sense of security to young people struggling to cope with an overwhelming period of their lives. Impacting 2,000 children and youth in its first year, the scope of The Ted and Loretta Rogers Foster Care Transition program has expanded to now reach 3,500 children and youth across Canada per year.

ADULT RESIDENTIAL CARE

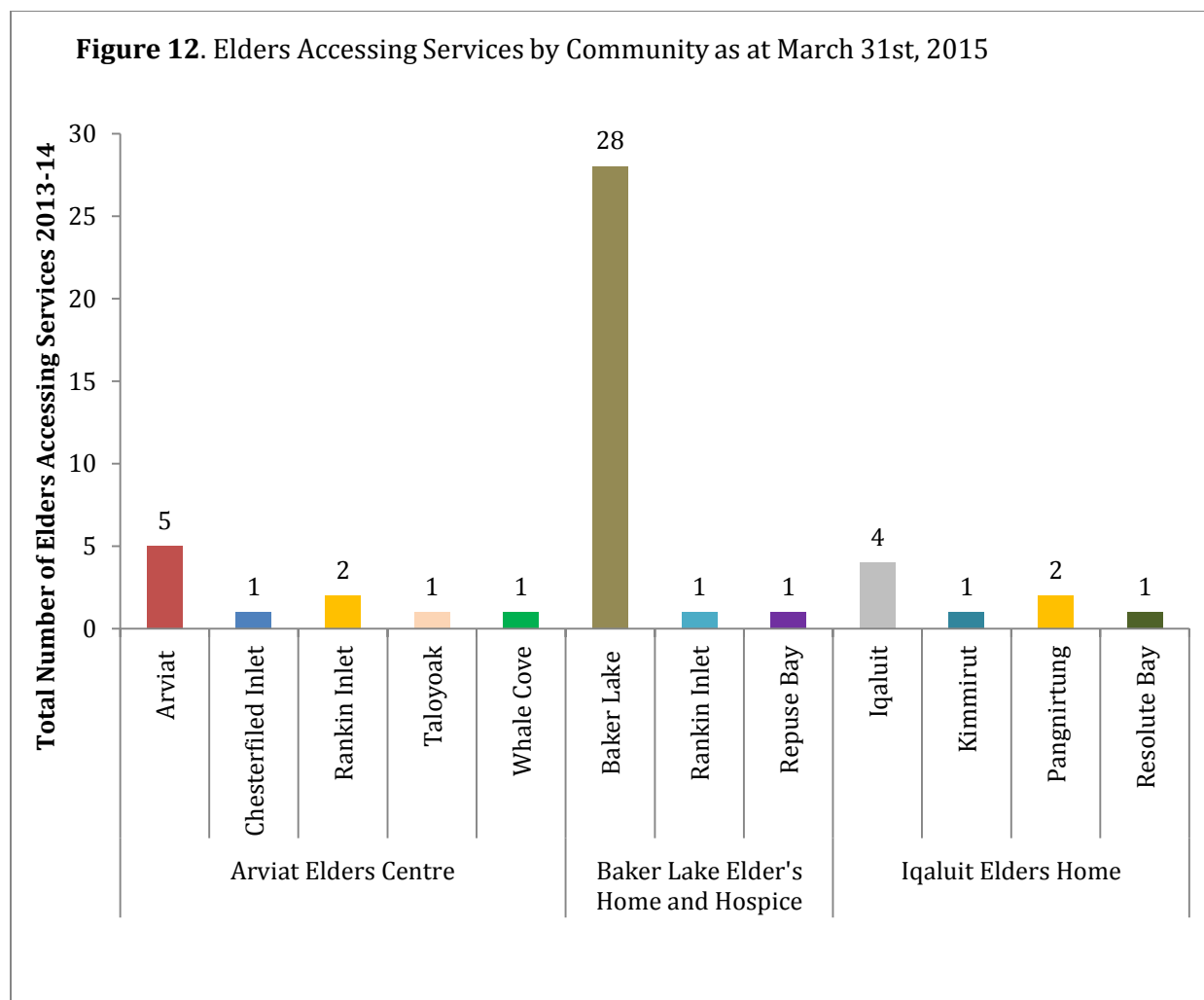
Elder Care

The Department of Family Services funds three Elders’ homes in Nunavut that provide varying levels of care. Many of the residents have lived in these facilities for several years. As a result, their care requirements have changed. At present, the elders range in age from 60 to 91; and the average age for women is 77 years and 80 years for men. The facilities will require adaptive equipment to meet the needs of these aging residents. Ongoing training of Elder home staff will be essential, as the Elder care requirements become increasingly complex. Table 7 below provides information on the total number of bed spaces for Elders within the Territory by facility.

Table 7. Total Number of Bed Spaces for Elders in Nunavut

Facility	Community	Beds
Andy Aulatjut Centre	Arviat	8
Martha Talirug Centre	Baker Lake	8
Iqaluit Elders Home	Iqaluit	8
TOTAL:		24

Intake is continuous within the Elder’s facilities. Clients come from all communities and intake is done as required. As beds become available they are filled. Figure 12 below shows the number of clients served as at March 31, 2015, and their communities of origin.



*The community of Baker Lake has a higher number of elders accessing services due to their palliative and respite care services.

Adult Care

Residential and Alternative Family Care Programming statistics:

Table 8. Residential and Alternative Family Care placements

Placement Type	Total
Reside in Familial Home	13
Supported Living Program	5
Alternative Family Care	10
Continuing Care Centres	12
Outside Nunavut Placements	86
Total	126

Table 8 above illustrates that the Alternative Care Program is providing support to several adults and that many others are living with their families. This is positive for our clients and we are hopeful that an *increase* in these placements and a *decrease* in Out-of-Territory placements will be realized every year.

PUBLIC GUARDIANSHIP

Table 9 below illustrates that there was a significant increase in the number of persons under Guardianship for 2014/2015 compared to the same time for 2013/2014. This increase has impacted the caseload of the Office of the Public Guardian. It is expected that as the population in Nunavut ages and the incidence of dementia and or capacity diminishing conditions increase within the Territory, these numbers will continue to rise. Planning will be required to ensure that the staffing resources match the needs of Nunavummiut.

Table 9. Persons under Guardianship and New Referrals as at March 31, 2015

Service Type	Total 2013-2014	Total 2014-2015	Percentage Increase
Persons Under Guardianship	124	162	23%
New Referrals to Guardianship	17	29	41%
New Guardianship Orders	17	29	41%

PROGRAM INITIATIVE HIGHLIGHTS

During its two years of existence, the Children and Family Services Division has moved ahead in implementing a number of new initiatives in three key identified areas of legislation, services and management. Updates on these initiatives are summarized as follows:

Legislation

A review of required changes to the *Child and Family Services Act* occurred resulting in legislative amendments (Bill 51) being approved by the Legislative Assembly in May 2013. The legislation came into force on January 16, 2014.

The new legislation includes the incorporation of Inuit societal values, enhanced protection for children from sexual exploitation, child pornography and family violence, improved reporting requirements regarding child abuse and neglect, longer transition from care provisions to 26 years of age for youth, and improved accountability reporting requirements. The division continues to update forms and procedures to reflect these legislative changes, and supports and services to families are currently being provided

accordingly. Monitoring and evaluation of the impact of these changes, including analysis to determine new trends, will take place in the upcoming years.

Services

The on-line training and development program for Child Protection Workers established in 2013 continues to date. The program was well received and for the calendar year 2014, 186 courses were completed; for the period from May 2013 – February 2015, there were 631 enrolments in 220 different courses. A number of in-services were also held. The dates and topics were as follows:

- July 8, 2014: Child protection and the legal process;
- August 5, 2014: The apprehension process;
- September 2, 2014: Inuit Societal Values (ISV) and child protection best practices;
- October 7, 2014: The role of effective case planning in the legal process;
- November 4, 2014: Drafting an affidavit;
- December 2, 2014: Confidentiality of child protection documents and information;
- February 3, 2015: Guardianship in Nunavut; and,
- March 3, 2015: Supporting people with disabilities in Nunavut.

The training program will be reviewed within the 2015/16 fiscal year to assess effectiveness and to ensure that staff are adequately oriented and trained to meet all requirements under the *Child and Family Services Act*.

To support the revision of the Emergency/After Hours policy and to provide updated and consistent approach to emergency services across the Regions and Iqaluit, a contractual agreement was formalized with the City of Iqaluit. The City will provide after-hours emergency Dispatch Services to the Department of Family Services, Iqaluit Area office. Specifically, they will communicate emergency information to the designated After Hours Worker or the designated alternate contact and play a vital role on the front line of the provision of emergency services, as one of the first links in the emergency response chain;

The increase in staff at Headquarters to better plan and support development in family violence, disabilities and Elders services has resulted in increasingly coordinated and structured work in these areas. The current program activities highlight the need for:

- Continued and increased prevention work;
- Community engagement and added human resources in this area of programming for augmented support;
- Planning and continued impact and effectiveness in dealing with family violence and disabilities; and
- Providing services to Elders.

Work was completed with Nunavut Arctic College on the redesign of the Social Services Worker Program to promote the development of professional social workers, which reflects the needs of Nunavut's population and communities. It is expected that the College will run the revised programs in the 2015/16 academic year.

Management

The Residential Care Project has been implemented to improve the planning and decision-making through the Placement Planning Review Committee (PPRC), assess the quality of care that Nunavummiut are receiving, and improve planning for the return of residents to Nunavut. This project is working to improve quality of care, better outcomes and best use of financial resources. There were 115 PPRC meetings conducted during the 2014/15 fiscal year. As planned, the project has completed reviews of all care facilities used by the Department both within and outside Nunavut.

A Residential Services Client Tracking Tool has been established for all persons (children, youth, adults and Elders) who are placed in residential care. This tracking tool was designed to provide timely and detailed information to Children and Family Services (CFS) staff to support care and planning for persons in residential care. The data being collected is not automatically accessible across the Territory. Revisions to the tracking tool to ensure access to reliable and timely information is required through the implementation of a centralized client information system accessible to all CFS staff. The work that commenced in 2013/14 to create the client information system continues and it is expected that full development and rollout activities will be completed within current departmental timelines.

The follow-up review to the 2011 Office of the Auditor General of Canada (OAG) audit which contained 20 recommendations was tabled with the Legislative Assembly in March 2014. The OAG made **six recommendations** for the Department of Family Services to work on in the areas of staff recruitment/retention, workload standards, statutory training, case file standards, information collection, and parent/community engagement. The Department prepared the Quality Protects Action Plan to respond to these recommendations and address these deficiencies in the short, medium and long term.

Three recommendations out of the six have been fully met. These are:

- The establishment of an interdepartmental committee to work with Nunavut Arctic College to review the Social Services Worker program, advise on curriculum development and better integrate qualifications with position descriptions;
- The establishment of a Departmental tracking system to monitor recruitment status for vacancies in regional CFS positions including Community Social Services Workers and Supervisors is in progress and a plan for action will be completed in consultation with all departmental stakeholders; and
- Tracking the Community Social Services Workers who have received or require statutory training and establish a regular training schedule. In addition,

reviewing of the Children and Family Services standards; and the establishment of a new training program and an ISV working group.

Actions to meet the three remaining recommendations are well underway. It is expected that the three outstanding recommendations will be met within the projected timelines.

These three recommendations are:

- The setting and monitoring of workload standards and the implementation of actions to ensure that these standards are met;
- The amendment of the Children and Family Service Standards and Procedures Manual to include standards for both generic and specialized caseloads; and
- The implementation of a Client Information System (CIS) to monitor case documentation and compliance performance for each client served.

CONCLUSION

I want to thank our entire team especially our frontline staff for their continued dedication, albeit under challenging circumstances. I would also like to thank my predecessors for the tireless work and dedication shown over the years to the children, families and in supporting the Community Social Services Workers in Nunavut for the work done in building the foundation during the first and second years of operation.

I would also like to thank our Headquarters staff for the policy and programing support they provide to the frontline staff. Finally, I would like to express deep gratitude to our foster care providers, families and community members and our interdepartmental partners for their support during our second year of operations.

Our ultimate goal is to fully engage with families and communities to achieve the Sivumut Abluqta objective of healthy families through strong and resilient communities.

Taima,

Jo-Anne Henderson-White, BA, BSW, MSW

DEFINITIONS:

DEFINITIONS CHILDREN AND FAMILY SERVICES STATUS TYPES:

1. APPREHENSION

An Apprehension occurs when a child has been removed from the care of his/her parents or from the person having care of the child at the time of the apprehension because of concerns for the child's protection, health and/or safety.

2. APPREHENSION LESS THAN 72 HOURS

After an apprehension, a child can be returned to parental care without the matter going to court when the protection issue is resolved in less than 72 hours.

3. ADJOURNMENT ORDER

An Adjournment Order is an order of a court to bring a matter back to court on a later date.

4. SUPERVISION ORDER

A Supervision Order is an order made by the court which directs a Child Protection Worker to supervise the home of a child according to the terms and conditions in the order. This order cannot be for a period exceeding one year.

5. TEMPORARY CUSTODY ORDER

A Temporary Order is an order from the court in which the court orders that the child be placed in the custody of the Director for a specified period. The Court may attach any terms and conditions that it considers necessary and proper to the Order.

6. PERMANENT CUSTODY ORDER

A Permanent Order places a child in the permanent custody of the Director to age 16, extendable to age 19. The court may specify in the order any terms and conditions that the Court considers necessary and proper such as but not limited to access to the child's parent or parents or person having actual care of the child at the time the child was apprehended.

7. PLAN OF CARE AGREEMENT

A Plan of Care Agreement is a written agreement made between the person(s) with lawful custody of the child and the Plan of Care Committee where one exists. This agreement may be an alternative to the court process. The agreement outlines a case plan for the child and family. The children may reside in their own home or elsewhere. A Plan of Care Agreement is for a child considered to be in need of protection as defined in the *Child and Family Services Act*.

8. VOLUNTARY SUPPORT AGREEMENT

A Voluntary Support Agreement (VSA) is written agreement with a person who has lawful custody of a child to provide services or to assist others in providing services, or to assist that person's family in obtaining services, to support and assist that person's family to care for the child. The children may reside in their own home or elsewhere. The purpose is to provide support services without parents relinquishing their legal rights and responsibilities towards their child.

SUPPORT SERVICES AGREEMENT

Support Services Agreement (SSA) is a written agreement with a youth who cannot live safely with their parents and are making efforts to care for themselves.

EXTENDED SUPPORT AGREEMENT

Extended Support Agreement (ESA) is a written agreement with a young adult between the ages of 19 to 26 who are making efforts to continue to care for themselves.

DEFINITIONS OF CHILD AND FAMILY SERVICES PLACEMENT TYPES:

1. PARENTAL HOME

A parental home is the home of the child's mother or father or a person with whom a child normally reside and that has been the primary place of residence or where they routinely reside with an adult who has the authority to provide for them.

2. EXTENDED FAMILY/PROVISIONAL FOSTER HOME

An Extended Family Foster Home cares for specific children and youth who are members of their family. A Provisional foster parent(s) is a family friend or community member previously known to the child, youth and/or parents.

3. REGULAR FOSTER HOME

Regular Foster Homes are homes that accept and provide care for any child or youth who need family care while receiving services through the *Child and Family Services Act* or while under the care of the Director of Child and Family Services.

4. OUT OF TERRITORY (OOT) PLACEMENT

An out of territory placement is a residential treatment facility or private home or group home, operated by a contracted service provider to meet the needs of children and youth from Nunavut who are in the care of the Director. These programs provide for the treatment, education, care, and recreational and developmental needs of children and youth who are unable to access these services in Nunavut.

*Children and Family Services Standards and Procedures Manual.