

**Standing Committee on Oversight of  
Government Operations and Public  
Accounts Hearings on the 2019-2020 Annual  
Report of the Representative for Children  
and Youth  
Iqaluit, Nunavut  
June 21, 2021**

**Members Present:**

Tony Akoak  
Pat Angnakak  
Pauloosie Keyootak  
Adam Lightstone  
John Main, Chair  
Calvin Pedersen  
David Qamaniq  
Emiliano Qirngnuq  
Allan Rumbolt  
Craig Simailak

**Staff Members:**

Stephen Innuksuk  
Siobhan Moss

**Interpreters:**

Andrew Dialla  
Philip Paneak  
Jacopoosie Peter  
Blandina Tulugarjuk

**Witnesses:**

Jane Bates, Representative for Children and Youth  
Charlotte Borg, Director of Student Achievement  
Rebecca Hainnu, Associate Deputy Minister of Education  
Arijana Haramincic, Executive Director of Family Wellness  
David Korgak, Manager of Individual Advocacy Services

Victoria Madsen, Assistant Deputy Minister of Health  
Stephen Mansell, Deputy Minister of Justice

**ᓇᐅᑦᑎᓄᓐᓂᑦᑕ ᓕᓄᓕᓂᑦ ᐅᐅᓕᓕᓂᑦ  
ᑭᓇᐅᓂᑦᐅᑭᑎᑦᑎᓂᑦᐅᓂᑦᐅᓂᑦ ᑲᑎᓕᓂᑦ  
ᑲᑎᓕᓂᑦ ᐱᓂᑦᑎᓂᑦᐅᓂᑦ 2019-2020 ᐅᓂᑦᑕᓕᓂᑦ ᐅᓂᑦᑕᓂᑦ  
ᑭᑭᑦᑎᓂᑦ ᓕᓂᑦᐅᓂᑦᐅᓂᑦ ᑭᓂᓂᑦᐅᓂᑦ  
ᐅᓂᑦᐅᓂᑦ, ᓄᓇᐅᓂᑦ  
ᑦᑎᓂ 21, 2021**

**ᓕᓂᓂᑦᐅᓂᑦᑎᓂᑦ ᐅᓂᑦᐅᓂᑦ:**

ᑦᑎᓂ ᐅᓂᑦᐅᓂᑦ  
ᑲᑎᓂᑦᐅᓂᑦ ᐅᓂᑦᑕᓂᑦ  
ᑲᑎᓂᑦᐅᓂᑦ ᑭᑭᑦᑎᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᓂᓂᑦᐅᓂᑦ  
ᑲᓂᓂᑦ ᐱᓂᓂᑦ  
ᑕᐅᐅᑎ ᑲᓂᓂᑦ  
ᐅᑭᑦᐅᓂᑦ ᑭᑭᑦᑎᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᑦᑎᓂᑦ  
ᑎᓂᑦ ᓂᓂᓂᑦ

**ᐅᓂᑦᑕᓂᑦᑎᓂᑦ:**

ᓂᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᓂᓂᑦ ᓂᓂᑦ

**ᑕᓂᑦᐅᓂᑦ:**

ᐅᓂᑦᐅᓂᑦ ᑎᓂᓂᑦ  
ᐱᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᓂᓂᑦᐅᓂᑦ ᐱᓂᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ

**ᐅᓂᑦᐅᓂᑦᑎᓂᑦ:**

ᓂᓂᑦ ᐅᓂᑦᐅᓂᑦ, ᑭᑭᑦᑎᓂᑦ ᓂᓂᑦᐅᓂᑦ ᑲᑎᓂᑦᐅᓂᑦ  
ᓂᓂᑦ ᐅᓂᑦᐅᓂᑦ, ᑕᑭᑎᓂᑦᑎᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᓂᓂᑦᐅᓂᑦ ᑎᓂᓂᑦᐅᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᑎᓂᓂᑦ, ᐅᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ  
ᑕᓂᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᑎᓂᓂᑦ, ᑕᑭᑎᓂᑦ ᐅᓂᑦᐅᓂᑦ ᑲᑎᓂᑦᐅᓂᑦ  
ᓂᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᑕᐅᐅᑎ ᑲᓂᓂᑦ, ᐅᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ ᑲᑎᓂᑦᐅᓂᑦ ᑕᓂᓂᑦ  
ᐱᓂᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᓂᓂᑦ, ᐅᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ  
ᑕᓂᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ  
ᓂᓂᑦᐅᓂᑦ ᓂᓂᑦ, ᓂᓂᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ  
ᑕᓂᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ

ᓂᓂᑦ ᓂᓂᑦ, ᑕᑭᑎᓂᑦᑎᓂᑦ ᑭᑭᑦᑎᓂᑦ ᓂᓂᑦᐅᓂᑦ  
ᑲᑎᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ ᐱᓂᓂᑦ  
ᐅᓂᑦᐅᓂᑦ ᐅᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ ᑕᓂᓂᑦᐅᓂᑦ









<p>this is what we're all here to discuss today.</p> <p>The 2019-2020 fiscal year was busy. My office received the highest number of complaints to date and we opened 98 new individual advocacy cases.</p> <p>We released our first systemic report titled <i>Our Minds Matter: A Youth-Informed Review of Mental Health Services for Young Nunavummiut</i>.</p> <p>We changed the way we deal with and report on systemic issues, and we made a total of 33 recommendations to government.</p> <p>Based on feedback received from our stakeholders, we revised the way we explain our work.</p> <p>We engaged our elder advisors to ensure our interpretation of Inuit societal values and child rights as outlined in the United Nation Convention on the Rights of the Child work together.</p> <p>All across the territory we connected with more than 1,100 young people, offering our Raise Your Voice: Self-Advocacy Workshop and Sila is Cold: the Igloo Game activity.</p> <p>This is to name just a few things that my office did this year. With this in mind, I hope you use the knowledge of my office to acknowledge the shortcomings and gaps in services that we know exist and work together to take corrective action to address these problems, while keeping the best interests of young Nunavummiut, their families, and the future of Nunavut as a whole in mind.</p> <p>As many of you have noticed, our 2019-2020 annual report is quite different from previous years. The changes that you see in this annual report were made based on feedback provided to my office from the Management and</p>	<p>በበናፍቀሎታችን ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p>ርዕድ 2019-2020 ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p>በበናፍቀሎታችን ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p>በበናፍቀሎታችን ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p><b>ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</b> ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p><b>ግልጽ፡</b> ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p> <p><b>ግልጽ፡</b> ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው። ለሥራ ለማድረግ ለሚገባን ሁሉም ጉዳዮች ላይ ለማሳተፍ ነው።</p>
---	---

























































into account historical trauma and all the factors that contribute to child abuse and neglect. I also think that you also need to look at interventions that include extended families, how they can intervene and how the community can intervene.

Keeping a family together cannot be prioritized over protecting a young person from abuse and I can't stress this enough, but it doesn't mean that they have to be placed in the care of the director. Again, in my professional experience, creating committees, family group conferencing in terms of getting a family and community together to address these issues and create safe places for children is very important, but again, if you don't understand how often this is happening or what is happening in each community, you can't address the problem; you can't create a solution.

I would also like to say that you need to create a continuum of services, from prevention to intervention, offering interventions and support that address the root cause of abuse. Mental health services, addiction treatment, and trauma counselling all are part and parcel of these interventions. There needs to be accountability for service providers to offer a full continuum of these services, which is always challenging, but I cannot stress enough that this is how you address child abuse and there must be collaboration across the departments. All the departments must work together because each department may have a role to play.

The last thing I would say about child abuse is people need to speak up about it; we need to talk about it. It's an uncomfortable situation, it's an uncomfortable conversation, but not talking about it and not addressing it doesn't make it go away and it creates more risk; it creates more opportunities for children not to be protected and grow up and live their best lives.

ጠባቂዎችን ለማግኘት ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ። ለምሳሌ ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።

**ልዩ ልዩ ጥያቄዎች (ጋራ ጉዳይ):** ማህተም ማድረግ።

**ጥያቄዎች (ጋራ ጉዳይ):** ማህተም ማድረግ። ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ። ለምሳሌ ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።

**ልዩ ልዩ ጥያቄዎች (ጋራ ጉዳይ):** ማህተም ማድረግ።

**ዘላቂ ጥያቄዎች:** ማህተም ማድረግ። ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።

ጋራ ጉዳይ ለማድረግ ማህተም ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።

ጋራ ጉዳይ ለማድረግ ማህተም ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።

**ልዩ ልዩ ጥያቄዎች (ጋራ ጉዳይ):** ማህተም ማድረግ።

**ጥያቄዎች (ጋራ ጉዳይ):** ማህተም ማድረግ። ለሌሎች ማሳሰቢያዎች ማድረግ አስፈሪ ሲሆን ለሌሎች ማሳሰቢያዎችም ሊሰጡ ይገባሉ።





































**Chairman** (interpretation): Thank you. Ms. Hainnu.

**Ms. Hainnu:** Thank you. Thank you for the question. Thank you, Mr. Chairman. I am looking for my crisis response tab on my computer without finding it, but we have a crisis response manual that is with our Safety and Health Division and they look at when a child enters the school through a bus, how we function, how we operate, to when they get out of the bus and how they get into the school and how they are in the school.

In the crisis response manual there are eight to nine different crises that have been identified and they are outlined a response as school administrators. Schools are outlined what to do in a crisis situation. Crises could be anything from a facility emergency and it could be a crisis response for sudden death in the community, sudden death of a youth; a suicide attempt of a student. It could be witnesses to traumatic events.

We have tried to come up with all types of crisis scenarios that our students might live through and come up with a response because, during a crisis, administrators and schools should not be left alone to figure things out. It should be already outlined. There should already be a plan. Someone should have already thought of them and so the crisis manual is what we try to do and we're always adding onto it.

CPHO school closures are also in the crisis response manual, by the way. Thank you.

**Chairman** (interpretation): Thank you. Mr. Simailak.

**Mr. Simailak:** Thank you, Ms. Hainnu, for that clarification. To the RCYO, on page 7, nights young people spent at family violence shelters, 4,304, to my understanding, not every

community has a violence shelter. Does that mean the number in Nunavut is actually higher than this 4,304? First question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Mr. Simailak, do you want to maybe just reformulate your... ? I think I know what you're getting at, but maybe if you can just rephrase your question, Mr. Simailak.

**Mr. Simailak:** Thank you, Mr. Chairman. This number, 4,304 nights young people spent at family violence shelters, that number is only calculated or put together using data for communities that have shelters. Is that correct? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman. I think this is probably best answered by Family Services because that information came directly from them, so I would think they would be in the best position to answer that question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Ms. Niego, I believe what Mr. Simailak is trying to get at is: to what extent does this number, 4,304, reflect the actual need for shelter for young people in Nunavut, keeping in mind, as you mentioned, that not every community has a family violence shelter? Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) This information was obtained from the family violence shelters that we have agreements with. You have to keep in mind that they are not required to provide this information on a regular basis. It is not our information.

What we did gather as a result of the

representative's office asking, it took hours of work to pull together some information. The number also is made up of, for example, a woman with two or three children coming into, in Iqaluit, Qimaavik and could spend two months. That's how many kids times how many nights and that adds up to a large number.

I think that perhaps maybe the number you would be more favourable to is how many new intakes there are, which we do not have that information. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Simailak.

**Mr. Simailak:** Thank you, Mr. Chairman, *Iksivautaq*. Going forward now, is there a plan in place to fully encompass all the Nunavut communities that do not have a shelter so that we can really look after our young people that might need these types of services? Is there something on the horizon or is there a plan? I hope that's understandable. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) I think, first and foremost, our electronic database, the CIS system is most critical to gathering proper information. The reason for the ending of the first contract was because part of it is I wasn't satisfied with the information being able to be obtained from the system, hence the new contract upcoming to be more clear about the data that we require, which would then be applied to every single community where we have social workers in every single community.

Until then, I have to rely on spreadsheets or anecdotal information, whatever our frontline can provide and whatever they can gather from

their partners, such as the shelters. This isn't our information; this was gathered by our staff who aren't supposed to be doing that kind of work, so it was an additional duty on top of... . (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Simailak.

**Mr. Simailak**: Thank you, Mr. Chairman. My last question for now, I believe: so whose job should it be then to gather that information? Is it your department? Your office? Health? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. I think, definitely for Family Services, anytime we come into contact with a homeless youth, there is a level of case managing and connecting the youth to services. It's not that those children are left out in the cold. That's not the case whatsoever. There are likely many instances where youth have been assisted and it's not captured in our systems. It is likely a duty of every service that comes into contact with youth. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Before we go to the next name, I would just like to give Ms. Bates a chance to comment on that statistic. Mr. Simailak, if you will allow, I would like to turn your question to the representative.

We look at that number, 4,304, as we sit here as decision-makers. How can we interpret that number? To what extent should we look at that number and say that represents the actual need for young people to sleep in family violence shelters, keeping in mind that we don't have enough shelters? We don't have them in every community, as Mr. Simailak mentioned. When

we look at this number, what kinds of things should we keep in mind, in your opinion? Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman.

Originally when we requested this number, the original number that was reported to us, just for clarity's sake, was that the original number was presented as 4,304 children, and then we looked at the number, went back to the department and said, "Are you sure that this is right?" That seemed like a very large number and so we went back and we said, "Are you sure that's not bed nights?" Because that would make more sense to us, and they did clarify and say it was bed nights, which again makes more sense, but when I look at this number and then again, family violence is considered to be a potential child protection concern and also, there are contribution agreements.

As I understand it, those contribution agreements that run the shelters or that Family Services has to run the shelters, again, I would come back to, you can't understand... . If you're not collecting data on who needs to access the shelter and you can't readily grab those numbers, it's difficult to interpret the data. This also doesn't include, I understand it, I am aware that there have been children and families who are in the territory in shelters; they have been sent out to access shelters. I don't know what that number is, but I'm aware through the work of our office that there is an additional group, however large, that is out in shelters outside of the territory.

Again, what I come back to is it's very difficult... . This is concerning, but again, it's hard to look at this number and have a full understanding of what it means because, again, if you're not accurately tracking who is requesting shelter services and you're not accurately tracking those numbers, it's hard to understand need, magnitude of problem, and those types of issues, but certainly we were

quite surprised by the high number.

I hope that answers your question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Maybe just for further responses, just keep in mind the need for the interpreters to keep up and I'll wave at you for a reminder. Moving on. Mr. Keyootak.

**Mr. Keyootak** (interpretation): Thank you, Mr. Chairman. I may be ahead here or we will get into item 16. Is it okay to ask now?

Thank you, Mr. Chairman. I understood some of the questions asked earlier and the responses on how people are serviced outside of Nunavut. I believe an MLA asked and a response was given, but I wanted to get further clarification. In the report, we have nine who were dealt with outside of Nunavut. I would just like to get some clarification here on page 16. We have a figure of nine who have been serviced outside of Nunavut and I just want to ask how they are cared for. Thank you.

**Chairman** (interpretation): Thank you. Ms. Bates.

**Ms. Bates**: Thank you, Mr. Chairman. Actually I would like Lynn Matte to answer this particular question.

**Chairman** (interpretation): Thank you. Ms. Matte.

**Ms. Matte** (interpretation): Thank you, Mr. Chairman. (interpretation ends) Thank you for the question. In reference to page 16 of the annual report under the individual advocacy section, the number "9" for out of territory refers to the number of individual advocacy cases that were brought to our office that were in regard to services out of territory. Some of those services could have included a voluntary

service agreement with the Department of Family Services for medically fragile children. It could have involved accessing mental health support out of territory. It could have also involved fostering out of territory, and I believe we had at least one case where we've had a family that required shelter services out of territory. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Keyootak.

**Mr. Keyootak** (interpretation): Thank you, Mr. Chairman. On the same page, page 16, we have a figure of 95 and we have the cases here; English is 95 and Inuktitut is only 2. What does that represent? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Bates.

**Ms. Bates**: Thank you for the question. Thank you, Mr. Chairman. I'm going to turn this over to David Korgak, the Manager of Individual Advocacy Services, to speak to it. Thank you.

**Chairman** (interpretation): Thank you. (interpretation ends) Mr. Korgak, go ahead.

**Mr. Korgak**: The information in that table represents the language that was used on an individual advocacy case. Out of the 98 individual advocacy cases, 95 were all English, two had Inuktitut that was used, and one was French. That represents times where maybe a client requested Inuktitut or Inuktitut was used in a portion of the advocacy case. We do have advocates and our intake specialists that speak Inuktitut and we have multiple people who speak French within our office, so language preferences are always respected and we make accommodations where necessary. Thank you.

**Chairman** (interpretation): Thank you. Mr. Keyootak.

**Mr. Keyootak** (interpretation): Thank you, Mr. Chairman. Based on his points, I do understand what is said, but perhaps is this because of lack of Inuktitut-speaking staff or the clients prefer to be dealt with in English? Is Inuktitut staffing a problem? Thank you.

**Chairman** (interpretation): Thank you. Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman. Thank you for the question. I'm going to turn this again over to David Korgak to answer.

**Chairman** (interpretation): Thank you. Mr. Korgak.

**Mr. Korgak:** As previously mentioned, right now we have four Inuit staff within the Representative for Children and Youth Office; two are fully bilingual. Our intake specialist is fully bilingual and one of our child and youth advocacy specialists is bilingual as well.

When it comes to the cases that are presented in this annual report, typically we accommodate clients. If they wish to speak Inuktitut, we are going to accommodate and speak Inuktitut. If English is their preferred [language], we will continue to do so. Thank you.

**Chairman** (interpretation): Thank you. Mr. Keyootak.

**Mr. Keyootak** (interpretation): Thank you, Mr. Chairman. I'll turn to another issue regarding family services. It was mentioned earlier by my colleagues that in the small communities, sometimes people are hesitant to talk with the social workers and counsellors, but they generally are more open to people coming from outside.

However, sometimes when we're in the same community, some individuals don't like to speak with other individuals, even if they have

a lot to say and some end up committing suicide, often because they are not communicating with counsellors or social workers, and young people in particular.

I believe every community has social workers. Does the Department of Family Services have any plans to perhaps find other social workers to visit the community? For example, the people at the Piquusilirivvik centre come in and provide a lot of support in the community. Can we envision social workers from one community to pay visits to other communities? Is there any thought of that in the plans? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Department of Family Services, Ms. Niogo.

**Ms. Niogo** (interpretation): Thank you, Mr. Chairman. (interpretation ends) Especially this year with COVID in place, the department did secure an extra amount of money for extra social workers. I'm not sure if health and mental health workers were a part of that COVID relief package, but for social workers, there is this pot of sending in extra, almost like a rotating relief team to bring extra support. For example, Kinngait recently has had some youth issues, so this team's first task is to go into Kinngait and assist with the community. Next would probably be Arviat with some recent issues there.

Often when we have a vacancy, it's very sudden. Someone may be going on sick leave or completing their term or they have done their time in that community and have moved to another community. We're always looking for extra social workers. We have a large vacancy and being one of the newest departments in the whole of government, we still struggle to find office space and get our competitions seen. Even though we are considered a priority competition, it's still always a struggle with lack of housing as well.

(interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. The Department of Health would also like to respond to your question, Mr. Keyootak. Ms. Stockley.

**Ms. Stockley:** Thank you, Mr. Chairman. Thank you, Yvonne. In response particularly to COVID, community mental health staff found creative ways to deliver mental health and wellness initiatives and services during the pandemic, and that was through different platforms: interactive radio shows were in some communities, social media presence, community contests, care packages, virtual interactions, and phone calls, just as you explained to have access to different people in a time of need. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Keyootak is done. (interpretation ends) We're on the section titled "Status of Young Nunavummiut." Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. Before I get into my questions, I just want to follow up. I just have a few follow-up questions in relation to some of the responses that we've had so far.

The first topic that I would like to question was an issue of children who age out of the director's care within the Department of Family Services. I was wondering if the department would be able to provide a brief breakdown or example of when a child would age out of care and what exactly does the Department of Family Services provide to those children after care. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) I believe you

are referring to, on page 7, the number 15, young people who aged out of care. The sub-note is young persons who turn 16 years of age while in the care of the director. Our legislation allows for care up to the age of 26 and so we call those extended service agreements. There are individuals, however, who do age out of care. Perhaps I can flag this with Arijana Haramincic on the line, if I may.  
(interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you.  
(interpretation ends) We will go to Zoom. Ms. Haramincic, in terms of Mr. Lightstone's question.

**Ms. Haramincic:** Thank you, Mr. Chairman. Thank you for your question. What it actually means for the children to age out is basically for the department, when the child reaches the age of 16 and, in some situations, the age of 18, they are no longer cared by a foster home or a group home and with the same support that they had individually prior to the age of 16 or 18. We enter into the agreement with them at that age if there is no guardian or a parent or someone that could support them on an ongoing basis.

We provide support, emotional support, financial support, planning, educational support, and ongoing support for employment and independent skills. This is, as Ms. Niego said, up to the age of 26. We're the only territory or actually province and territory in Canada that supports young Nunavummiut up to the age of 26. Many have stopped any supports to youth at the age of 18 or the latest of 21. When they do reach age 26, exiting supports from the family services means that we are supporting them into the adult support services if this is required or support them to their independent living until they live independently or being self-sufficient.

I hope this answers your question.

*Ma'na*, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Lightstone.

**Mr. Lightstone**: Thank you, Mr. Chairman. My next question is for the representative. On page 7 you identified a blank space for the total number of young people who received referrals and reasons for referrals. I've got two questions in relation to these two items. The first question is: why was this information included and secondly, what exactly were you trying to identify here? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Bates.

**Ms. Bates**: Thank you, Mr. Chairman. The request for information was the number of referrals that the department received, so it's a general number. When I say the word "referral," what I'm referring to is the number of phone calls that says the child is in need of protection, requiring services. We wanted to know for a year how many referrals did Family Services receive.

The second part of that number is what the reason was for referral. In most jurisdictions, this information is collected. If someone calls in to Family Services and says "I'm reporting suspected child abuse," it would be logged and they would code it as alleged sexual abuse.

Those two sections, that's what that's referring to, and the reason that we included it is we thought it was concerning that the Department of Family Services doesn't keep track of the number of referrals for the year and the reason for the referrals. I trust that answers the question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. My next question is for the Department of Family Services. As it has been indicated that other jurisdictions do maintain a log to track the number of referrals that are received, my next question is: why is it that our Department of Family Services does not? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) Thank you for the question. The CIS project I was speaking of earlier, the information database, this is exactly one of the reasons why I was not satisfied with the information coming out of the system. We could not get what we wanted out of the system, which unfortunately is a project that I inherited and have been trying to work with to make sure that we get the right information to make better, sound business decisions. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. Thank you, Ms. Niego. Along the same lines of questioning with regard to tracking information, there was previous discussion about how the department has created a quality assurance team made up of a quality assurance specialist and a senior compliance analyst to try to correct some of these issues. I was wondering if the department would be able to provide a little bit more information on the quality assurance team and specifically these two different positions and provide a bit of an update on what they have been working on and any accomplishments that they have made in that field. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) The quality assurance team is really the team that we rely on to respond to all the RCYO requests on a regular basis. It's almost daily there are informational requests on frontline files and then there are the systemic requests as well.

I think that the team involvement has also assisted in digging down into some of the cases where there has been information lacking. We have been able to exhaust what information we can mine from what has been a broken system. They provide guidance. When they are asking the questions, they provide guidance to the frontline social workers and of course always remind frontline workers of the policies and legislative obligations in place.

Actually I would like to turn to Arijana for further detail. She has overseen this new team. They are an unfunded part of the department and so I've had to squeeze money elsewhere to create those two positions, *Iksivautaaq*.

**Chairman** (interpretation): Thank you. (interpretation ends) We will go to Zoom again. Ms. Haramincic.

**Ms. Haramincic**: Thank you, Mr. Chairman. I thank you for the question. This quality assurance team implementation was initiated in the fall of 2019, so it is very new and we are still developing a framework and our approach is quality improvement rather than quality assurance because we're looking at improving the quality of the services and using this as teaching moments or an opportunity for future learning and future improvement of knowledge and skills for all our staff.

One of the first things that have been done is looking at a really broad picture of what the services are and what are the greatest needs and where can we do some best implementation of some of the good practices. We're scheduling

regular file audits and we started with Iqaluit and, Iqaluit being our largest office, provided us with a really good view and a really good sample of where our files are, documentation, and where the issues are. As a result of the audit, we also prepared the work plan that goes back to the office or goes back to the community where the audit was taken, and then there is follow-up and expectation that there will be some training sessions, that there will be some educational supports provided to staff.

Also, our quality assurance team has been updating and reviewing the standards manual, adding the ISVs and also adding some examples, some actual practise examples of how do you practise those standards and how do you acknowledge the standard and make it better in order to be able to comply with those standards.

Finally, something that is quality assurance that came up is that every few months we do have a Q tip, which is a quality tip that is shared with all staff based on the audits or some of the ideas for the staff to be able to provide better service to young Nunavummiut. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. Before I continue on the topic, I just wanted to state that of course I do have the utmost admiration for social workers. I understand that it must be a very difficult job, providing that type of assistance to vulnerable children, but the issue of quality improvement, quality assurance, as well as the capacity issues that have been brought up on several occasions: state of constant change at all staffing levels, high turnover and retention rates, and excessive workloads.

My next question for the Department of Family

Services is in relation to the capacity levels of itself at the social worker level. I was wondering if Ms. Niego would be able to provide some figures as to the total number of social workers, CSSWs, and as well as a summary of how many of those positions are filled indeterminately. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) In a minute I'll turn again to Arijana, but initially part of the reorg involved, because the department has a broad range of programs, family wellness is only maybe one-quarter of my department, in the regions, regions were headed by one regional director, which involved three of the core programs and so to provide that better support to the frontline, through the reorg, we streamlined and created an extra regional director and split Baffin into two.

We have four new regional director positions for family wellness alone versus three directors with three different programs each, and that way you specialize a little better. On top of that, we have regional managers as well for family wellness.

Now I have lost the question, so I'll bring it over to Arijana. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Haramincic.

**Ms. Haramincic:** *Ma'na*, Mr. Chairman. Thank you for your question. If I understand the question correctly, how many social workers are indeterminate and how many there are vacant positions, we have 25 communities, there are eight social workers in Iqaluit and in any of the regional offices there are two to three

social workers and other smaller communities will have one social worker.

In addition to social workers, there are family resource workers and foster care coordinators. We have also added the homelessness coordinators to regional offices. There are more than social workers; there is also we are developing a team that will be able to support the community in a better way. There are also case aids and what we call peer support or case aids type of positions too, which will inform our ability and a team approach to support the families and to support families to safely care for their children.

At any given time, we probably have about a 30 percent of the turnover and vacancy rate, which is very high. We have been able to fill a majority of the vacancies with CSAs, casual staffing assignments, but there have been some communities such as Arctic Bay that it has been very difficult to have consistently a social worker in place.

I hope that answers your question. *Ma'na*, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Before I go back to you, Mr. Lightstone, I would like to give Ms. Bates a chance to comment. When we come to the interaction between Family Services and your office, what has the effect been that you have seen in your experience of the staffing situation in terms of high turnover and issues around vacancies? Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman. Certainly staffing has always been and is always an issue. One of our concerns is, as I understand it, a high number of the positions are filled with CSAs as opposed to indeterminately, and there may be several human resource reasons for that. However, what it doesn't promote is stability. It doesn't

promote consistency. It also creates a situation that if you have CSSWs coming and going out of communities, your reliance on ensuring your documentation is up to date and being completed is all the more important because if you have a new CSSW coming in on a CSA and there is no documentation present, they have nothing to work from.

I would also say in terms of the quality assurance...I just want to speak to the quality assurance team. That was formulated just shortly after I had arrived in July and we definitely saw some improvement or we saw some, I would say, improvement in terms of actually some of the responses that we were getting.

There has been a child welfare specialist position that has been in existence for, I believe and certainly the department can speak to this, quite a number of years. According to its job descriptions, one of its primary functions is file audits, clinical supervision, and those types of things. That position was filled for a significantly long period of time up until, I want to say, November 2020 and that should be figured into the mix because that is one of the primary functions, as I understand it, of the child welfare specialist, to provide that additional oversight, to do the file audits, to do those types of quality assurance functions in addition to the quality assurance team.

I think that absolutely and in child welfare this is generally an issue around staffing. It is difficult to keep staff and certainly in a northern situation and in remote communities it can be very difficult, but when you see the number of temporary CSSWs, again, I think it lends to instability and it lends to not being able to... . People don't become part of the community and you're having people coming and going, which jeopardizes the quality of your services.

I trust that answers the question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Mr. Lightstone, back to you.

**Mr. Lightstone:** Thank you, Mr. Chairman. Thank you, Ms. Bates, for that explanation.

Going back to the department on the matter of temporary social workers in communities, I'm sort of curious how the department is able to find casual social workers, given the diploma in social work or degree in child protection experience is a requirement. Are these casuals being with these requirements being found in territory or are these CSAs being found out of the territory and brought in? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Ms. Niego.

**Ms. Niego** (interpretation): Thank you, Mr. Chairman. (interpretation ends) Pretty much all of them are being brought into the territory. (interpretation) Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Just to remind the Committee that we're on the "Status of Young Nunavummiut" section. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. I'll move on to my next line of questioning. On page 8 under health services, one of the unidentified figures is in relation to births out of territory. My first question to the representative is: why was this information requested? My second question to the department is: why was this information not tracked or included? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) That's a first. It's a two-

part question to two different people. Are you trying to confuse me?

>>*Laughter*

Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman. I thank you for the question. The reason that we included that is because we know there are a number of births out of territory which contribute to the population in territory. We believe, in order to give you a holistic picture of the population, we felt it was an important statistic to understand.

I trust that answers the question. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Now for the Department of Health, Ms. Stockley.

**Ms. Stockley:** Thank you, Mr. Chairman. There were a number of items, as you can see by page 8, that were left out and are just represented by question marks there. Some of that were issues with regard to capacity with the way that information is transferred from one system to the other and some data processing was delayed due to COVID. Some of it was some miscommunication between the Department of Health and the representative along the lines of information being requested from the Department of Health rather than from the coroner, for example, and some of it was missed deadlines on behalf of the Department of Health.

I'm happy to say that we've got that straightened out now. All of the required data, as far as I'm aware, has been now provided to the representative and we have a process for future annual reports. There are a couple of letters that I have sent to the representative since I have been here, one dated June 4, which

provided most of the information in its allotted table, and then we had another follow-up exchange and we had a proactive meeting last week.

Just so I'm clear, are you looking for the actual number of births out of territory? It's just going to take me a second, Mr. Chairman, to find that in this series of spreadsheets.

**Chairman** (interpretation): Thank you. (interpretation ends) Yes, I think it would be appropriate if you provide that to the Committee at a later date in writing just in terms of making best use of our time here today. Ms. Stockley, is there anything else you wanted to add to that? Ms. Stockley.

**Ms. Stockley:** Thank you, Mr. Chairman. No, that's it and we could actually, if it's okay with the representative, we could provide a copy of the letter that was sent, if it's okay. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Thank you for that. Committee Members will never say no to an additional document to review. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. Thank you, Ms. Stockley, for committing to follow up on that matter.

My next question is for the representative. There are a number of fields here with relation to youth on medevacs or travelling out of territory, I guess, while in care. My next question for the representative on the topic of youth travelling out of territory for medical reasons or being stuck in an isolation hub, for instance, have there been any occurrences that have been brought to the representative's attention where youth on medical travel or stuck in an isolation hub where they have been put at risk? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. (interpretation ends) Keeping in mind that we are focusing on the 2019-2020 fiscal year report, which mostly excludes the current pandemic situation, I'll give you a chance to respond, Ms. Bates.

**Ms. Bates:** Thank you, Mr. Chairman. Thank you for the question. To your point, we received no referrals with respect to concerns in the 2019-2020 fiscal year. I can tell you that we are currently reviewing a matter with respect to one referral at this moment in time, in this current fiscal year. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Lightstone.

**Mr. Lightstone:** Thank you, Mr. Chairman. I'll move on to page 9, young people in the justice system. In some of the previous responses, it has been indicated that statistically across the world or in Canada, 93 percent of child sexual abuse never gets reported. Meanwhile, there is still a significant amount of registered sexual offenders in territory with about half of the registered sex offenders who have committed crimes or have been convicted of crimes against children.

Lastly, it has been indicated that convictions are very low. It's very difficult to get a conviction for a sexual crime against a minor. This has been an issue that I have been bringing up repeatedly over the years. I recall that I had previously asked a question to the Minister of Justice either orally or through a written question about the rate of court cases in Nunavut for charges of sexual crimes against children, and the Minister was unable to provide, I think, any sort of statistical information on that.

My question to the Department of Justice is: since that topic had been brought up in the past, has the Department of Justice started tracking

that sort of information? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Mansell.

**Mr. Mansell** (interpretation): Thank you, Mr. Chairman. (interpretation ends) The question marks on page 9 are related to, if you see the questions, they say matters before the court regarding youth, we struggled to respond to some of that because of the broadness of “regarding youth.” However, in the most recent, 2020-21, we have been able to respond to the numbers with respect to specific Criminal Code offences against children. We’re able to pull that information when we have that specificity and we have supplied that to the advocate for the next report. (interpretation) Thank you.

**Chairman** (interpretation): Thank you. (interpretation ends) Mr. Lightstone, you might have time for one more question. Go ahead.

**Mr. Lightstone:** Thank you, Mr. Chairman. For my last question, on the bottom of page 9, footnote 17 states that “Young people arrested and held in cells until sober, as they were not able to care for themselves due to their level of intoxication, or there was no safe place for the young person to stay where an adult could care for them.” That’s in relation to item...sorry. At the top, 109 young people picked up for alcohol and drug related reasons.

My question for the department is: is there any way that the department can provide any sort of assistance or referrals to these youth so that they would not have to be held in cells until they sober up? Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you. Mr. Mansell.

**Mr. Mansell** (interpretation): Thank you.  
(interpretation ends) In most of those situations when they are released, if necessary, we alert the social worker and work with the social worker in the community. If a young person is put in a cell, they're put in a cell on their own. We're not sort of mixing them with adult offenders at any time. If they're put in a cell, it's for generally their own safety, but the detachments in the communities do have a working relationship with Family Services and do involve them as much as they can, but in some instances there are young people. Generally we're talking 16 to 18 that are put in a cell in a detachment when they are severely intoxicated and posing a danger. Thank you, Mr. Chairman.

**Chairman** (interpretation): Thank you, Mr. Mansell. I believe we have to recognize the clock at this time. We had quite a few heavy subjects covered today, although it's difficult to do in some respects. I believe we all remember that we are meeting on behalf of the children and youth and we will continue, as the theme of our meeting is very important.

Our meeting will resume tomorrow morning at nine o'clock. Enjoy your evening and we will see you in the morning.

(interpretation ends) Thank you, everybody.  
Have a good evening.

>>*Committee adjourned at 16:56*