



NATIVE FRIENDSHIP CENTRE OF MONTREAL INC. ANNUAL REPORT

Period: April 1 2014 – March 31
2015

Annual General Assembly: 6/17/2015

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10/23/2013

MESSAGE FROM THE EXECUTIVE DIRECTOR

The 2014-2015 year marked a period of continued evolution and growth for the Native Friendship Centre of Montreal Inc. (NFCM) as we continue to execute a strategy to optimize resources and leverage partnerships. Despite limited resources the NFCM has successfully pursued a reorientation toward addressing holistic needs by providing access to cultural supports and 'Level 1' urgent needs services. Our philosophy, vision, and values continue to guide our planning and execution within the context of a strategic plan developed to guide the organization on its journey of renewal and growth. At the same time, we continue to monitor and evaluate service offerings, activities, and partnerships to ensure maximum benefit to the community we serve. We take this opportunity to reflect on our role, position, and future direction according to our role and position within the broader community.

Accomplishments over 2014-2015 round out the larger picture of how your Friendship Centre has executed over the past year as we work through an increasingly challenging funding environment. Despite challenges facing the organization however, the NFCM has consistently delivered solid results by maintaining access to core services and cultural supports through the Kaie: ri: nikawera: ke Day Centre, Ka'wáhse Street Patrol, and Ska'nyonsha Youth Centre.

An integrated approach to management at the NFCM is complemented by an overarching integrated strategic principle aimed at promoting stability, empowerment, and growth of the organization and members we serve. This has translated into a continued focus on opportunities to promote, develop, and enhance the lives of urban Aboriginal people in the Montreal area such as participation in the Pikwadin Employability Initiative, which sponsors young Aboriginal candidates for internships within the organization. The NFCM remains committed to ensuring effective, efficient, and quality service delivery in line with our mandate through pursuit of ongoing identification, evaluation, and enhancement of partnerships with which to complement our strategic focus we enhance our role in the broader community by engaging in cultural exchanges, workshops, and providing representation on a local, regional, and national level. We continue to collaborate with Health Canada under the Resolution Health Support Program (RHSP) to provide access to emotional and cultural support services such as access to traditional healer and sweat lodge ceremonies. We are pleased to announce renewal of the RHSP through 2015-2016 which ensures continued access to Resolution Health Support Workers and a Cultural Support Provider.

A revitalized organization led by a motivated and committed senior management team is vigorously executing a straightforward strategy in pursuit of a clear goal and vision: to be the leader among agencies in the Greater Montreal Area (GMA) to provide a holistic response to expressed needs and identified community priorities. With continued strong execution of a transformational strategy, we will re-affirm the credibility and reputation of the organization as a model of prosperity and sustainability. A strong track record spanning four (4) decades serves to demonstrate the respective vision and commitment to promote the interests of the NFCM and the members we serve.

Brett W. Pineau, MBA
Executive Director

ACTIVITIES AND ORGANIZATIONAL MISSION:

The Native Friendship Centre of Montreal (NFCM) is a non-profit, non-sectarian, autonomous community development agency whose principal mission is to promote, develop, and enhance the quality of life in the Urban Aboriginal community of Montreal. The NFCM, being a part of a regional and national initiative that bridges the gap between 2 cultures, is the only service and referral point in the Greater Montreal Area dedicated to serving the Aboriginal population consisting of the ten First Nations of Quebec, as well as the Inuit and Métis of Montreal. The ten First Nations of Quebec include the Cree, Mi'qmaq, Naskapi, Algonquin, Montagnais, Abenaki, Mohawk, Attikamekw, Huron and Malecite. NFCM provides the quasi-consular services of an urban Aboriginal Centre, where people from across the Americas seek support, and referral services in Montreal.

For 40 years the NFCM has been the primary central service and referral point providing assistance and support to the urban Aboriginal population of Montreal and their families, those migrating to or in transition by safeguarding their health, social, and legal conditions and by assisting these individuals in the achievement of their dignity and their quality of life. The NFCM is mandated to provide access and referral to health and social services, through central, suitable, and appropriate facilities where cultural, educational, recreational, and social activities can be held. The Centre also seeks to promote cross-cultural awareness in the Greater Montreal Area by promoting engagement and participation with other sectors.

- 1) To assist Native people who are making a transition to the urban community;
- 2) To provide central, suitable, and appropriate facilities where referral and counselling services can be obtained to enable Native people to utilize inter-agency resources, and where meetings, cultural, educational, and recreational events / activities may be held or initiated;
- 3) To plan with government agencies and other organizations to improve the quality of activities, services, and facilities for Native people in the community and to encourage the general public to take an informed interest in the promotion of these objectives and in the wellbeing of Native people;
- 4) To participate with other Native organizations in activities designed to promote the aims and objectives of the Centre;
- 5) To promote and reinforce the understanding of Native identity, culture, and heritage both among Native people in Montreal and in the community at large;

NFCM MISSION, PHILOSOPHY, AND VALUES

MISSION: The mission of the Native Friendship Centre of Montreal (NFCM) is to promote, develop, and enhance the quality of life in Montréal's urban Aboriginal community.

PHILOSOPHY: The Native Friendship Centre of Montreal's philosophy is founded upon the spirituality of Aboriginal peoples for our collective well-being. Through exchange, training, discussion, conferences, and social engagements, the Friendship Centre works to develop, empower, and maintain a strong and integrated urban Aboriginal community. NFCM through its Native Friendship Centre promotes justice, fairness and equality for Aboriginal people through a holistic approach to programming and services. Our philosophy is one that encompasses all Native people in the community who request our assistance.

VISION: To be the leader among Aboriginal agencies in providing culturally appropriate programming, activities, services, and events in line with our socio-cultural mandate.

CORE VALUES:

- 1) **TEAMWORK** - Teamwork is the ability to mobilize together and cooperatively work toward a common purpose and result.
- 2) **RESPECT** - The acknowledgement, inclusion, and recognition of self and others through positive and meaningful actions.
- 3) **EQUALITY** - The inclusion and recognition of individuals without regard or prejudice to background, gender, status, or origin.
- 4) **DISCIPLINE** – Self-reliance, individual empowerment, self-determination, and self-control through integrity, teamwork, personal responsibility, character, and motivation.

- 5) **TRUST** - Reliance, confidence, and absolute certainty of unconditional and non-judgmental acceptance and inclusion.
- 6) **PRIDE** – Self-respect, cultural esteem, and sense of personal worth and accomplishment.
- 7) **HONOR** - Recognition, distinction, tolerance, acknowledgement, and respect for individuals, groups, cultural principles, heritage, and traditions.

STRATEGIC ORIENTATION: To ensure the stability, enhancement, empowerment, and growth of the organization and the community we serve.

PARTNERSHIPS AND AFFILIATIONS

NFCM maintains a set of partnership arrangements and affiliations in order to address the diverse needs of our clientele such as MDM (Médecins du Monde), McGill University (Faculty of Medicine, Faculty of Law, Faculty of Dentistry, Faculty of Arts, McGill First Peoples House), Exeko, Wapikoni Mobile, Health Canada (Resolution Health Support Program), Réseau Dialog CURA (Community University Research Alliance), SPAQ (Services parajudiciaires autochtones du Québec), Stella, Frontier College, FNHRDCQ (First Nations Human Resource Development Commission of Québec), Ivirtivik Centre, Correctional Services Canada, Cummings Centre, and PAQ (Projets Autochtones du Québec):

1) Makivik Corporation : Ungaluk Program

In developing its strategy and 2014-2019 Action Plan on Inuit Homelessness in Montreal, Makivik Corporation decided to enter into 5 partnerships with organizations in Montreal to provide much needed services to low-income and homeless Inuit. The Ungaluk program provides funding to major partners in the Montreal area aimed at addressing needs identified in the Action plan on Inuit Homelessness. Ungaluk is the Inuit term for first level of snow blocks as a foundation for an igloo.

Inuit Case Worker:

The Inuit Case Worker provides on-site support to homeless and at-risk Inuit clients for delivery of core basic and secondary services including:

- Provide assistance to Inuit clients with government identification applications (Beneficiary Cards, SIN, social assistance applications, low-cost housing, education/employment referral, health cards, etc.);
- Maintain liaison with home community and facilitate communication through computer access or phone calls;
- Provide access to cultural support including traditional ‘country’ food
- Information, assistance, and referral to other health and social service agencies as required;
- Engage in crisis intervention as required;
- Provide information on health-related topics and refer clients to in-house medical staff;
- Provide interpretation/translation services when required;

Traditional Pursuits:

In addition, the CAAM also has a stone carving room located in the basement of the building for Inuit sculptors, adults and youth. Over the course of the last 2 years, Makivik found private sector funds for purchase of ventilation equipment installation on the premises where Inuit make the sculpture to engage Aboriginal youth in an artistic way. Training and technical expertise are provided by a master carver while cultivating creativity and traditional knowledge.

Country Food: Makvik also organizes the purchase and delivery of traditional country food including Arctic Char, seal, and caribou.

2) Médecins du Monde (Projet Montréal)

Médecins du Monde Canada (MDM) is an organization that aims to join, to support and care for the most vulnerable populations in situations of insecurity and social exclusion, both internationally and nationally. Internationally, MDM is currently conducting humanitarian aid projects in Haiti, Mali and Colombia as well as among marginalized populations in Canada who are excluded from health care.

Since 2005, NFCM and Médecins du Monde Canada have worked in partnership under ‘Projet Montréal’ with Montreal homeless or marginalized populations, in order to prevent and reduce the spread of STIs, HIV / AIDS, various forms of hepatitis and other blood diseases.

During the past year a nurse from Médecins du Monde's *Projet Montreal* accompanied by a volunteer doctor, operated a medical clinic in our office to provide health care to the people we met. Their task is, among others, to treat wounds, make immunization against hepatitis, perform activities of STI testing and to inform, educate and sensitize people about their health. It also performs education, actions and interventions on prevention of drug use and risks associated with their use.

In addition, to reduce the emotional pressure of stakeholders, service providers, and partners and to allow them access to a better quality of professional and emotional life, individual and group psychological support services are offered to team members by psychologists.

- ***On the road***

MDM personnel are directly involved on the ground, through the streets accompanied by NFCM street workers to reach out and provide health care to the poorest and most disadvantaged Native and non-Native populations.

- ***Drop-in clinic***

Each week, local nurses move into our offices to set up a clinic, receive and administer care to people who frequent our services.

- ***Medical Clinic***

Each month, MDM sets up medical clinics during which doctors and nurses welcome, treat and refer those in need. These clinics are held with the volunteer team doctors MDM who are committed to provide services to the most vulnerable populations.

As part of its local mission, Médecins du Monde Canada works to improve the health conditions of the poor, homeless, marginalised and those excluded from conventional health care services in Montreal and to allow community stakeholders working with these clients to access to a better quality of professional and emotional life.

Under this project, two nurses work in close partnership with the street workers and stakeholders in community organizations. They provide care, perform activities of prevention and health promotion, and they orchestrate regular clinics.

In recent years, collaborations in the field grew, first with Native Friendship Centre, due to an afternoon per week in clinical nursing, and a monthly medical clinic was subsequently developed with Ka'wáhse with the presence of a nurse one night a week. This street patrol can meet people who would not otherwise reached and where they are: in the streets, metro stations and parks.

Stakeholders and the NFCM are key players, valuable intermediaries who allow us to provide services and prevention education, care and medications, an assessment of the health conditions of people excluded from services, and equally suspicious of them. They are often faced with important issues of addiction, mental health and homelessness.

Nurses provide care close, perform activities of prevention and health promotion with those marginalized and excluded from conventional health care channels: homeless, sex workers, drug users, immigrants, Indigenous and marginalized youth at risk. Particular emphasis is placed on information and screening for sexually transmitted infections and blood.

3) **McGill University**

As valued partners with the Montreal Native Friendship Centre in recent years the Faculties of Medicine, Nursing, Law, and Dentistry have provided their respected academic talent and expertise for the benefit of our members and the community at large.

The **Faculty of Medicine** of McGill University provides student volunteers under the CHAP (Community Health Alliance Program), to support street patrol staff. The CHAP initiative aims to provide front-line experience with medical students, allowing them to work with street patrol and our medical team (MDM) and sharing information and mutual exchange

The **Faculty of Nursing** works with the NFCM to provide health information workshops based on community priorities.

Under the **McGill Faculty of Law** Legal Clinic Course, 3rd year students working under the supervision of two lawyers operate a legal clinic at the NFCM focusing on questions related to rights and also specific issues related to housing and tenant

rights, family law and DYP issues, government benefits, criminal law, employment rights, victim assistance, access to legal service or any other legal issue.

The **Faculty of Dentistry** at McGill University under the Community Project ‘How Can We Help You?’ provides workshops for students and also to distribute products to members of the community, twice a year (spring and fall).

The **Faculty of Arts** under the Arts Internship Program provides a summer student volunteer to assist the Youth Coordinator with ITYC operations and activities.

Finally, the NFCM collaborated with researchers from McGill University to advance the priorities of community health care and increase public awareness. The results of the research study on 'Tuberculosis' TB (published results) are available for consultation at the following Internet address: http://www.mcgill.ca/newsroom/news/item/?item_id=115747

NFCM continues collaborate with McGill researchers to identify, determine, and advance community primary health care priorities and further areas of desired research focus. This workshop builds on a five (5) year partnership and most recently resulted in release of published findings from a McGill-NFCM Tuberculosis research study.

4) Health Canada: Indian Residential Schools Resolution Health Support Program

The Native Friendship Centre of Montreal Inc. (NFCM) is collaborating with Health Canada to continue providing emotional and cultural support services to former Indian Residential School (IRS) students and their families before, during, and after participation in Settlement Agreement (SA) processes, including Common Experience Payments (CEP) and the Independent Assessment Process (IAP), as well as those who participated in Truth and Reconciliation Commission events and Commemoration activities.

Access to Emotional or Cultural Support through Resolution Health Support Workers (RHSW) and a Cultural Support Provider (CSP) (traditional healer) is available by contacting the NFCM at 514-499-1854 (Toll-free: 1-855-499-1854), located at 2001 boulevard St. Laurent, Montreal (Quebec) H2X 2T3. Cultural support services are available Tuesday and Thursday on a first-come, first-serve basis from 2PM-5PM.

A Crisis Line is also available to provide immediate emotional assistance and referral 24 hours per day, 7 days a week by calling: **1-866-925-4419**.

HIGHLIGHTS

A. HUMAN RESOURCES

Human resources priorities identified by current administration include a focus on recruitment and retention of qualified personnel and corresponding stabilization of staffing levels. As part of its commitment to develop, upgrade, enhance, and maintain the skills of employees as well as to promote information sharing and greater cross-cultural understanding, the NFCM promotes staff participation in a variety of training, public forums, events, workshops, and seminars. Management identifies staff training and development a priority and continues to monitor opportunities as they emerge.

Human Resources

- 8 full-time employees (plus 1 summer intern)
- In-house tenants: SPAQ (Services Parajudiciaires Autochtone du Québec);
- Volunteer recruitment and training

Current Staff Positions

- 1 Director
- 1 Youth Coordinator
- 1 Team Leader
- 2 Outreach / Street Patrol workers (2) (SP)
- 1 Community Resource Worker (DC)
- 1 Front Line Resource Worker (DC)
- 1 Animator (DC)
- 1 summer intern (Pikwadin)

B. OPERATIONS: ACTIVITIES AND SERVICES

The NFCM continually reviews programs, services, and activities offered including identification, prioritization, and evaluation of activities, services, and partnerships in relation to the needs identified in the 2008 Montreal Urban Aboriginal Needs Evaluation and implementation of recommendations where appropriate. Part of the process includes evaluating existing or potential and partnership arrangements with other agencies, in terms of complementary service delivery, enhanced continuity of service, increased communication and public awareness, and direct relevance and net benefit to the Montreal Urban Aboriginal community.

Activities

- Promotion of elder participation and representation aimed at breaking isolation among elders, promoting traditional knowledge, and reinforcing intergenerational links;
- Provide access to Cultural Day events (beading/arts/crafts and regalia, drumming, traditional healers / teachers, workshops, and healing circles) to members of all ages as well as hosting monthly and holiday themed dinners/feasts;
- Provide orientation and sensitization in Native practices, traditions, and techniques to external organizations such as local schools, Montreal Police, and the Cummins Centre;
- Partnerships with Médecins du Monde, McGill Faculty of Medicine (CIHR and CHAP), McGill Faculty of Dentistry, and Canadian Kidney Foundation to advance community health care priorities;
- Participate annually in McGill University Faculty of Arts AIO (Arts Internship Office) summer internship program;
- Actively work with INRS (Institut Nationale de la recherche scientifique) ODENA-ARUC research partnership alliance (INRS);
- Collaborate annually with McGill University First Peoples House for events including participation in the McGill Pow Wow and Native Awareness Week;
- Host annual Anti-colonial Thanksgiving in collaboration with Le Frigo Vert;
- Collaborate with other Native organizations for activities/service delivery and event planning;
- Partner with KSCS (Kahnawake Shakotii'a'takehnhas Community Services) to provide ASIST training, certification, and skills development to all staff;
- Provide job relevant staff training initiatives as applicable;
- Provide representation to Montreal Urban Aboriginal Community Strategy Network quarterly general meetings and Social Services subcommittee;
- Translation services for Ministère de la justice du Québec;
- Weekly Cultural Day (Wednesdays)
 - Access to weekly beading/crafts, drumming, traditional healer, sweat lodge, and healing circles as well as hosting monthly and holiday themed dinners/feasts;
 - Annual seasonal BBQ on Mont Royal (Beaver Lake);
 - Youth Centre: wilderness survival and breakaway camps, stone carving lessons, horseback riding, access to traditional healers and sweat lodge, conferences and forums, theatre, arts/crafts/stonecarving (CO-OP), literacy programs, cooking and music workshops, and a Native Solidarity News broadcast in collaboration with CKUT 90.3FM Radio McGill
 - Stone carving facilities and co-operative development, access to traditional healers, sharing circles and elder knowledge, participation in conferences and forums, life skills workshops, weekly literacy program, arts/crafts workshops, support and guidance on general life choices, harm reduction supplies (condoms, lubricants), support in accessing local services/resources (housing, health, AA/NA meetings, addiction counselling, ID replacement, school, employability programs)

- 1) **KAIE: RI NIKAWERA: KE DAY CENTRE - Service Canada-HPS#12738142 Designated Communities 2014-2015 funding: \$162,651**

Day Centre Project Objectives:

To provide central, suitable, and appropriate facilities for activities and services such as referrals, food, clothing, counseling services for Native people who are homeless or at risk of being homeless and by providing services to improve their living conditions and quality of life, and to offer increased possibilities to socialize and regain self-respect in a warm and culturally suited environment.

Beneficiaries:

Urban Native people, the transient, those with no fixed address, and those at risk of becoming homeless

Qualitative Results:

Continuation of on-site support service to homeless people downtown Montreal;
Enhanced coordination of services among staff and organizations;
Stabilization and improvement of living conditions;
Enhanced capacity of street patrol staff;
Expanded public awareness and encouraged use of NFCM Centre de Jour;

NFCM-CAAM also provides access to food, clothing, shower and laundry facilities, phone, fax, internet, computers, an in-house medical clinic, youth centre programming, referrals, support, coaching, active listening, counseling, psycho-social support, emergency transport, information, referrals, enhanced secondary services (accompaniment, ID replacement, apartment or job search), access to traditional healer, beading, drumming, sweat lodge and healing circle. NFCM staff also provide clients information on how to minimize their risk of contracting Type-2 Diabetes, Hepatitis 'C' and HIV as well as providing access to medical treatment, testing, referral, and follow-up by our in-house medical staff who also work closely with Day Centre / Street Patrol staff to provide continuity of service.

Promotion of our primary in-house and street patrol services and access to outreach workers, medical personnel, and Youth Centre (ages 12-29) continues to be a focus and priority. We continue to provide Indigenous and non-Indigenous clients with food, clothing, blanket distribution, intervention, counseling, assistance, referral and support both in-house and on the road.

Quantitative Results

To date in terms of results latest client count indicates 1750 users of the Day Centre and 580 homeless aboriginals targeted by the street patrol with volumes of approximately 1,500 clients visits per month for 7,500 services for the street patrol. Results so far indicate approximately 850 client visits to the day centre on a monthly basis (pro-rated to 10200 annually). We predict this number to rise given enhanced capacity to deal with client volumes and attract corporate tenants to the centre. Cross-agency referral, re-emergence of families, children, students, and elders due to facilities improvement and enhancement, increased security, and greater capacity to host cultural and educational events hosted at the NFCM is also predicted as a result of recent capital improvements.

Project staff network with other agencies resulting in development of a number of mutually beneficial partnerships aimed at mobilizing stakeholders, expanding knowledge base, and enhancing coordination of service delivery. One product of this approach has been a continued positive response to events/activities, sensitization and orientation campaigns, strong media/public relations campaign, and increased stakeholder involvement.

Currently funded under HPS-Designated Communities, the Day Centre project has been renewed and extended to July 31 2015 pending development of a reoriented federal program. The project targets an improvement in the quality of life, in the mental, emotional, physical, and spiritual health of urban Aboriginal peoples who are homeless, transient, no fixed address, or who are at risk of being homeless. As part of this project, NFCM implements:

- a) Day Centre to support homeless or at-risk Aboriginal clients with access to hot lunch, clothing, showers, laundry, food/clothing depot, phone/fax communications, in-house medical clinic, computer access, legal / medical accompaniment, assistance with ID replacement or social aid, access to a court worker (SPAQ), general information, referral, and support services;
- b) Walk-in referral medical clinic (in collaboration with MDM);
- c) Youth integration activities, encouraging the youth to participate in self-sufficiency, breakaway, and leadership development programs
- d) Community kitchen with daily hot lunch (Monday - Friday) and monthly community dinner;
- e) Assistance to "at risk elderly" by relieving them of isolation and providing access to socio-cultural activities and culturally relevant programming such as beading, crafts, healing circles, and encouraging them to take an active part in traditional activities within a warm and culturally suited environment;
- f) Cultural activities include beading, arts/crafts, stone carving, drumming, access to traditional healer, sweat lodge, and healing circles.

Project #12738142 continues to operate under funding for the positions of Animator, CRW-Community Resource Worker, and FLRW-Front Line Resource Worker.

COMMUNITY DEVELOPMENT AND PLANNING

Partnerships and affiliations:

1. Médecins du Monde (MDM) partnership provides staffing for in-house medical clinic, also works closely with in-house and street patrol staff and students from McGill Faculty of Medicine;
2. McGill Faculty of Dentistry (CBP) Community Based Program provides hygiene awareness and prevention workshops / supplies distribution to targeted clientele; CIP (Community Intervention Program) provides clinical access;
3. McGill Faculty of Medicine (CHAP) Community Health Alliance Program provides student volunteers to assist street patrol and MDM staff; McGill Law students provide access to a legal clinic;
4. MUASN (Montreal Urban Aboriginal Strategy Network) quarterly general meetings and subcommittee meetings-acts as forum for different levels of government and service agencies to interact, share development strategies, and identify priorities;
5. McGill University First Peoples House (Native Awareness Week) NFCM participates annually in McGill Pow Wow and hosts the social gathering;
6. McGill University CKUT Radio 90.3FM (Aboriginal Day activities and Annual Radiothon); monthly Youth Centre broadcast (Native Solidarity News);
7. KSCS Kahnawake Shakotii'a'takehnhas Community Services: Training Initiatives-inc. Suicide Intervention Training / CISD (Critical Incident Stress Debriefing);
8. CLSC Jeanne-Mance / Hôpital St. Luc (medical referrals);
9. Justice Québec (translation services);
10. Services parajudiciaires autochtones du Québec (in-house court worker/accompaniment referral);
11. Stella / Cactus Montréal (sensitization / kit/equipment distribution);
12. Mike Standup, Kahnawake traditional healer;
13. Onen:to'kon Treatment Services (referral);
14. Exeko: Trickster projet, bibliothèques inclusives, and Random Ways art project;

KNOWLEDGE BUILDING AND IMPROVEMENT OF SERVICE DELIVERY

Training Sessions:

Project staff participated in a number of job-relevant training sessions, workshops, and courses:

1. KSCS Kahnawake Shakotii'a'takehnhas Community Services: ASIST certified Suicide Prevention Training (available to all staff);
2. KSCS Kahnawake Shakotii'a'takehnhas Community Services & Peacekeepers: CISD (Critical Incident Stress Debriefing);
- 2) **KA'WÁHSE STREET PATROL - Dual Funding Source (Service Canada- HPS#12738118 Designated Communities): 2014-15 funding: \$98,898 & HPS#1286941 (Aboriginal Communities) 2014-15 funding: \$62,472**

Street Patrol Project Objectives:

Provide Aboriginal and non-Aboriginal homeless of Montreal downtown with supplies, information, support and referral services in order to alleviate the hardship of their situation and stabilize the living conditions of those at risk of abuse in the streets and operate a 'centre de soir' to offer increased possibilities to socialize and regain self-respect in a warm and culturally suited environment.

Beneficiaries:

Urban Native homeless people, the transient, those with no fixed address, and those at risk of becoming homeless

Activities

Provide core services to homeless or at-risk individuals who would not otherwise be using the services of the Native Friendship Centre of Montreal's day, night, and youth centres;
Monitor the whereabouts of homeless individuals;
Provide food, clothing, blankets, active listening, coaching, and counseling;
Assist homeless or at-risk clients with transportation to shelters and medical facilities;
Encourage Native clients to use the 'centre de jour' and 'centre de soir' of the NFCM;
Implement and operate a 'centre de soir' weekly;
Recruit volunteers to assist street workers in providing services;
Network and coordinate with other Agencies;

Qualitative Results:

Continuation of on-site support service to homeless people downtown Montreal;
Enhanced coordination of services among staff and organizations;
Stabilization and improvement of living conditions;
Enhanced capacity of Day Centre staff;
Expanded public awareness and encouraged use of NFCM Day Centre;

The 'Ka'wáhse Street Patrol' provides basic necessities of food and clothing distribution to those who do not use the services of the NFCM, shelter homes, or meal centers because of zero tolerance policy on alcohol and drugs or because of mobility issues. The street patrol continues to provide mobile urgent needs services Native and non-Native clients to improve living conditions and quality of life including interventions, counseling, assistance, referrals, and transport in addition to the basic services of food, clothing and blanket distribution, active listening, counseling and psycho-social support, referrals for ID replacement, medical, legal, detox referral, job and apartment search in addition to providing a needle exchange program, in collaboration with Health Canada and Sante Publique (Québec). They also provide information on the other services of the NFCM and encourage and use of the Day Centre thus increasing awareness and enhancement of capacity in terms of meeting the needs of those who otherwise would not be using the services of the NFCM.

NFCM also seeks to assess and address the capabilities of external and non-Aboriginal service providers in addressing the unique cultural issues and concerns of Aboriginal clients. Street patrol staff continue to counsel at-risk youth clients who are at-risk of criminal behavior by implementing culturally based mentoring and intervention strategies.

Quantitative Results

Latest results indicate 580 regular users of street patrol services with volumes totalling between 1500 to 2000 client interactions client-interactions/month. Each client receives 4 basic services which amounts to between 6,000 and 8,000 services provided (1500-2000 client interactions x 4 services/client=6000-8000 services).

COMMUNITY DEVELOPMENT AND PLANNING

Partnerships and affiliations:

Partnerships and affiliates are intended to leverage and enhance core competencies, synergy, and service delivery with other agencies with the view to increase public awareness and mitigate the urgent needs situation of Montreal's homeless population. Diverse partnerships promote enhanced inter-agency cooperation, service delivery, increased knowledge sharing, and public awareness:

- McGill Faculty of Medicine (CHAP) partnership provides volunteer medical students front line exposure to issues facing emergency responders;
- McGill Faculty of Dentistry (CBP) provides hygiene awareness and prevention workshops / supplies distribution to coincide with evening centre;
- Médecins du Monde (MDM) partnership (medical personnel for in-house clinic and street patrol nurse) facilitates information sharing, follow-up, and referral between medical staff (cross functional with HPS Day Centre project);
- MUASN 'Montreal Urban Aboriginal Strategy Network' quarterly general and subcommittee meetings provide forum for information exchange and relationship building;
- McGill First Peoples House - Native Awareness Week (McGill Pow Wow and social gathering);
- Exeko : Trickster Project, bibliothèques inclusives, and Random Ways art project;
- SPVM Outreach Project EMRII (sensitization / table de concertation);
- CKUT 90.3FM Radio McGill (Annual radiothon);
- CLSC Jeanne Mance (medical referrals) / Hôpital St. Luc;
- Services parajudiciaires autochtones du Québec (court worker/accompaniment);
- Stella Montréal (sensitization / equipment distribution);
- Mike Standup, Kahnawake Traditional Healer;
- La Cordée Plein Air (clothing and equipment);
- Onen:to'kon Treatment Services (referral)

KNOWLEDGE BUILDING AND IMPROVEMENT OF SERVICE DELIVERY:

Street Patrol Training:

Project staff participated in a number of job-relevant training sessions, workshops, and courses:

1. CSST-Trauma-Secours First Aid.

2. Training with QNW-FAQ (Quebec Native Women-Femmes autochtones du Québec) Training in Violence Against Women;
3. First Nations and Inuit Suicide Prevention Association of Quebec and Labrador 'Dialogue for Life' forum (annually);
4. KSCS Kahnawake Shakotiiia'takehnhas Community Services: ASIST certified Suicide Prevention Training (all staff);
5. KSCS Kahnawake Shakotiiia'takehnhas Community Services & Peacekeepers: CISD (Critical Incident Stress Debriefing);
6. CSSSPNQL Training Program on Pre/Post HIV/AIDS Test Counseling

OTHER OUTCOMES:

Enhanced access to basic needs (food distribution, transport, medical and first aid), as well as follow-up, referral, counseling & support and intervention resulting from affiliation with partner agencies such as, Médecins du Monde (MDM), McGill Faculty of Medicine, and health/social services agencies (CLSC Jeanne Mance / Hôpital St. Luc). HPS funded Day Centre and Street Patrol projects benefit from cross-functional and inter-agency collaboration, increased public awareness, enhanced service delivery, transmission and sharing of knowledge, referrals, and encouraged use of the NFCM services for those who would not otherwise be accessing them.

3) CCJA-CCAY SKA'NYONHSA YOUTH CENTRE

The Montreal Aboriginal Youth Centre originally began in 1998, as an initiative originally funded through Human Resources and Development Canada's 'Canada Youth Strategy for Youth at Risk' program, its purpose primarily to develop the leadership skills of participants so that they may assume positions of influence within the urban Aboriginal community. Heritage Canada further provided financial assistance in 1999 for the NFCM to open a youth drop-in centre (currently named Inter-tribal Youth Centre) to promote and encourage the development of the youth participants.

Ska'nyonhsa is a Mohawk word that means enthusiasm or divine inspiration, two qualities that are embodied by our youth who frequent the space. The project is here to provide Aboriginal youth in Montreal a safe, welcoming, and non-judgmental environment where there are a variety of activities aimed to improve their livelihood. Many of our First Nations, Métis, and Inuit youths, come from a diversity of backgrounds and geographic locations. Primarily, the project serves the most at-risk youth of Montreal's urban Aboriginal community. The majority of our clientele is Anglophone and thus excluded from most external mainstream services. They have left their home communities to arrive in a big city with few social supports, and constantly face the challenges incurred through the reality of life in an urban environment such as a lack of affordable housing, hunger, homelessness, prejudice, unemployment and a multitude of personal and intergenerational problems.

The project aims to work on two major fronts:

- Working on the basic needs and goals of our youth members: providing them a safe atmosphere in our drop-in space, guidance to manoeuvre through the network of health and social service agencies, as well as providing social, cultural, and educational activities to create a sense of community and develop capacity and skills to explore their cultural and traditional identities.
- Collaborating with partners (private and public) to increase awareness of the experiences of urban Aboriginal youth, increase accessibility of services and promote the integration of our youth clientele into the Montreal community, and develop different programs geared towards their interests. This initiative also includes working with the non-at-risk Aboriginal community to create a bridge between them and our youth in difficulty.

In addition to creating a warm atmosphere where the youths are comfortable to share their burdens and seek support, we offer various opportunities to improve and maintain their physical health and spirituality, to discover and develop their talents and interests, and to express and expand their knowledge of traditional teachings and culture.

In the past year, the youth project reached more than 150 urban Aboriginal youth in Montreal, the majority of who were between 18 and 25 years of age. Many older youths between the ages 25-29 continue to return because of strong personal connections they have made with the space and the peer network they have formed during their visits. They seek to either give back to the community by participating in our activities or taking initiatives that echo their own interest in addition to acting as mentors to the younger youth. We also further recognise the importance of reaching out to youth under the age of 18, especially those in the social services system such as the DPJ who are often not in contact with their families and communities of origin.

The programs outlined below are designed primarily for our target population of 18-25 years. However, the other age groups (10-17 year and 25-29 years) stand to benefit from our activities in a number of ways: older youths act as role models for the

younger groups and the younger youths learn new knowledge from the older youth. Most importantly, in such a large urban setting where it is especially easy to ‘fall through the cracks’ relatively unnoticed, our project acts as a pillar of support for youth to build a positive peer support network both inside and outside of the youth project. We are also a source that provides activities and opportunities that otherwise would be unavailable to these youth (indeed, to anyone surviving on the limited benefits of social assistance), including access to computers and Internet, fax, translation, telephone, resource directory, and navigation of various social, cultural, and educational programs. In short, our client base is one of the most socio-economically disadvantaged in the city, yet one with immense potential as we have witnessed and is likely to succeed and exceed expectations if provided a stable foundation on which to develop their personal potential, in whatever direction they wish to develop it.

OTHER ACTIVITIES

Arts, Traditional Culture and Knowledge Programs

Creative outlet workshops aim to make the link between art expression and culture. Workshops such as stone sculpture, beading, dream catchers, painting, music, and storytelling are an effective way for the youth to explore their traditional art and culture, and their traditional knowledge.

Community Involvement Programs

Volunteering at large scale conferences such as Dialogue for Life suicide prevention conference, fundraising, volunteering at conferences, performing, and participating at community powwows and at different activities of the NFCM.

Spirituality, Healthy Mind and Life Choices Programs

We collaborate with other organizations to provide youths with different awareness programs such as harm reduction, drugs, alcohol, and cannabis awareness program geared towards urban youths. Depending on availability, we encourage the youth to participate in sweat lodges or other traditional ceremonies. The project offers sharing circle ceremonies, traditional teaching workshops, and one-on-one healing sessions with a traditional healer.

A partnership initiative with Makivik Corporation has helped us to provide adequate equipment and tools for the development of the stone carving project. From this collaboration, the participants of the stone carving project have developed *TAKU – Inuit Art Exhibition* during the First People’s Festival (July 29th to August 5th 2015).

With the development of Montreal Urban Aboriginal Community Strategy Network in 2008, an umbrella group that unites different Aboriginal organizations to promote solidarity and efficiency, a newcomer to the city might have an easier orientation particularly with the recently published reference guide. Nevertheless, the services remain limited for urban Aboriginals: The Native Friendship Centre acts as a central service and referral point and offers lunch, access to food and clothing depots, referral, support, legal and medical accompaniment, legal and translation services, street patrol outreach services, as well as access to an in-house medical clinic. Projet autochtones du Québec (PAQ) and the Native Women’s Shelter provides overnight lodging, Services Parajudiciaires Autochtones du Québec (SPAQ) assists with legal advice, and First Nations Human Resources Development Services and Urban Inuit Employment Services help with job searches. Onen’to: Kon Treatment Services provides access to detoxification and rehabilitation programs in Kahnnesatake is an example of one of the most beneficial and needed services for a broken community. Sustainable long term housing, language, educational training, and job integration are areas we plan to examine in terms of future development according to our strategic plan.

The Ska’nyonhsa youth project has always depended on volunteers (both students and youth members from the community) in order to maintain its level of service, especially with budget cutbacks and a corresponding reduction in staff in the previous years. These youth benefit from the additional responsibility placed in their hands, a situation that benefits both the project and the service users themselves. In cases when youth members propose a specific activity because of a particular connection, the responsibility falls on the youth to draft an activity delivery plan, contact organizations or individuals to carry out the activity, facilitate the activity, and finally write a report that reflects the activity’s positive facets and areas of improvement. This is the primary model we follow to encourage the youths to take leadership positions and act as role models within the community. In addition to the evaluation-modification cycle as described in the previous response, the renewal of a youth council further reinforces the leadership role that the youths take in the planning and delivery process of Ska’nyonhsa activities.

The Native youth majority has historically been the primary voice in the development and feedback of the project as received by Native youth community members. Workshop presenters and instructors always present their projects to gauge an interest among the participants, and youth are given the opportunity to ask questions during this time. As different projects develop (usually for 1-4 months), youth participants continually evaluate the projects either in small group discussion format with the

instructors or on a one-on-one basis with a staff member. The instructors in turn work with the staff members to improve each session based on the feedback received. When the projects finish their contract, the youths are asked about their thoughts and opinions to determine whether or not the projects should be continued for longer periods of time.

Furthermore, the NFCM encourages our youth leaders to be part of the Board of Directors, securing youth representation in the decision making process of the Centre. Our candidates proudly represent urban youth in Montreal and at national forums, while playing an important role in helping the youth centre staff in promoting our activities, recruiting new youth members and encouraging youth participation at different activities and events.

Management and youth supervisory staff strongly believe in the continuity of the activities. Regularity in monthly planning allows our youth to identify the services and realize the possibilities to develop other similar activities and ways to improve them. At the same time, newcomers would be able to join our activities with reasonable expectations that would allow easy transition and adjustment to a new environment.

Cultural development is our top priority in the work plan, because we feel that we can develop this component in the most interesting and innovative fashion. Furthermore, this component has the greatest potential for other components of the program such as youth and community engagement, and leadership development. The Ska'nyonhsa project has a long history in the arts & creative fields since its inception in 1999. Youths are involved in video-, mural- and music-making workshops, traditional arts and soapstone sculpture lessons, multicultural festivals, forums, round tables, and performances. Our partnerships allow us to meaningfully complement cultural development and community involvement in the following ways:

1) Involvement in the Aboriginal community – through cultural activities either organized with or led by youth students, workers, and families, the Ska'nyonhsa project aims to bring together our regular at-risk clientele with the more stable urban Aboriginals living in the community at-large who would be able to act as role models and positive influences.

2) Involvement in the Montreal community – Through cultural activities, we advocate for youth to access services and information that are otherwise difficult to access for the members of our community due to language barriers or culture gaps. By working with partner organizations, we hope to better integrate our youth—who are largely isolated from the mainstream population—into the same sectors of education, employment, recreational, and social life as other youth.

3) Involvement in the greater community on a provincial, national, and international level – We aim to diversify the forms of art and media in our cultural programs such as radio, television, and print. These programs would help our youth to exercise critical thinking skills, familiarizing them with current affairs and Aboriginal issues on a national and international level, thereby giving them a greater sense of identity, belonging, and involvement in the world around them.

C. GOVERNANCE

Board of Directors:

President	Tina Pisuktie	(2014-2016)
Vice President	Jennifer Russell	(2013-2015)
Secretary	Alan Harrington	(2014-2016)
Treasurer	Alfred Loon	(2013-2015)
Board Member	Vyola Rose Day	(2013-2015)
Board Member	Josph Parry	(2014-2016)
Board Member	Chris Brown	(2014-2016)

NFCM Board of Directors meetings were held on the following dates:

- NFCM Board Meeting April 23 2014 (Executive Committee);
- NFCM Board Meeting June 18 2014;
- NFCM Board Meeting October 2 2014;
- NFCM Board Meeting March 26 2015;

D. FINANCE

The NFCM is supported by RCGT (Raymond Chabot Grant Thornton) accounting technical support for data entry, bank reconciliations, invoice processing, cheque generation, preparation and compilation of monthly project-specific and global financial statements (budget-actual-variance) through use of ACOMBA accounting system software.

1. **2014-2015 CORE FUNDING:**

a) **Ministère de la santé et des services sociaux (MSSS):** \$85,765

2. **2014-2015 PROJECT BASED FUNDING:**

a) ***Federal HPS-Day Centre #11201084:** \$162,651

b) ***Federal HPS-Street Patrol #11185212:** \$62,472

c) ***Federal HPS-Street Patrol #10437606:** \$98,898

d) ***Health Canada:** \$65,000

3. **OTHER:**

a) **Ville de Montréal :** \$30,000

b) **Makivik Corporation:** \$40,000

c) **First Nations Human Resources Development Commission (FNHRDC):** \$11,025

***Note:** Under the Canada-Québec Bilateral Agreement, all proposals under the HPS Homelessness Partnering Strategy ‘Designated Communities’ Section of the federal program are submitted to ASSSM (Agence de santé et des services sociaux) for initial screening and recommendation with final approval and processing performed by Service Canada. ‘Aboriginal Communities’ section is administered directly by Service Canada.

E. COMMUNICATIONS

Administrative Meetings

- Staff meetings (monthly)
- Board of Directors (quarterly)
- Annual General Assembly

Public Information and Awareness

NFCM has instituted a campaign to improve relations with the “mainstream” with the view to bridging the gap between 2 cultures. It includes taking an active part in and promoting culture and traditions at local and regional community events, such as the annual McGill Pow Wow, Kahnésatake Pow Wow, Kahnawake Pow Wow, and ‘Festival Presence Autochtone’, providing representation to national and regional forums, conferences, and workshops, and granting periodic media interview requests.

External Representation

During this period NFCM provided representation to:

- Strategic planning: Urban Aboriginal Strategy
- Montreal Urban Aboriginal Community Strategy Network (MUACSN) quarterly general meetings and social services subcommittee meetings

Perspectives and future projects

- NFCM will continue to guide its planning and implementation of activities, services, and programming according to the Strategic Plan, results of consultations and findings from the 2008 Montreal Urban Aboriginal Needs Evaluation, the 2015-2020 Gouvernement du Québec Plan d’action interministériel en itinérance, and 2014-2017 Ville de Montréal Plan d’action ciblé en itinérance;

- NFCM will continue to study, examine, and engage in partnerships and submit calls for proposals to ensure they are consistent with the socio-cultural mandate and mission of the NFCM and in line with priorities identified in the 2008 Montreal Urban Aboriginal Needs Assessment while ensuring the appropriate net impact, outcomes, and results for the community we serve;
- NFCM will continue to focus on opportunities to address health priorities and engage in partnerships which will provide for the advancement of primary care;
- NFCM will initiate diverse and innovative initiatives, strategies, and approaches to meet the challenges and needs of our youth and adult base including families, students, and elders.

ACKNOWLEDGEMENTS:

The Native Friendship Centre of Montreal gratefully acknowledges the generous financial and in-kind contributions of the following:



Foundation of Greater Montreal
Committed to the community, forever



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 FOUNDATION**









