CORE VALUES

Anchored in Inuit Qaujimajatuqangit, our respect for Inuit culture, language and diversity encourages us to ensure that our programs and services are guided by our traditional principles in strengthening the potential of Inuit individuals, families and communities.

VISION

Inuit-specific programs, services, and support that empower and enhance the lives of Inuit are available and accessible to all members of the Inuit community.

MISSION

It is the Mission of Tungasuvvingat Inuit to broadly provide Inuit-specific programs that contribute to the health and well-being of Inuit and to encourage and support similar programs for Inuit across the country.
Welcome to the 34th Annual Report for Tungasuvvingat Inuit (TI). It is my honour and privilege to serve as President for TI and to be a part of service to the Inuit community in Ottawa and throughout Ontario.

In our lifetime, we have never witnessed the kinds of challenges we have faced since late 2019. The pandemic has threatened our urban Inuit community in many ways. The courage and strength of the people at TI came together and we could not be prouder of the effort, the resiliency, and the level of innovation that it took to push through.

As a side effect of the pandemic, TI had to come up with a strategy to reshape absolutely everything in order to continue to provide services for urban Inuit. It took the entire team to build a plan, innovate how we deliver programming and services, provide food security, make access to culture easily available and continue to move forward and support families in real time. It has not been an easy task. However, the passion and perseverance were demonstrated time and again as our staff at TI sacrificed time and if I’m being honest, even their safety to ensure our community was taken care of. The work of the people that make up TI is inspiring to say the least.

It is hard to believe that next year will be the 35th anniversary of Tungasuvvingat Inuit (TI). TI incorporated in 1987 and although TI primarily provides support to Inuit in the province of Ontario, we are routinely called upon to assist Inuit across Canada. TI started with a dream and a small original funding base of $80,000. 34 years later we are funded to almost $10,000,000 annually. Ontario’s Inuit population has grown from under 100 in 1987 to estimates of 6000+ in Ontario. Most of these individuals have either personally accessed or had a family member access services or programming that is offered by TI. The trend of the urban Inuit population growth continuing an upward trajectory has been substantiated by both census data gathering and anecdotal conversation in community.

Through the years, TI has been recognized as a “centre of excellence’ and a leader in urban Indigenous and Inuit specific service delivery. We are proud of our accomplishments and thankful that we can provide programming and services to urban Inuit in Ontario.

On behalf of the Tungasuvvingat Inuit Board of Directors, I would like to thank our funders for their continued support and extend a very special thank you for your help throughout the COVID-19 global pandemic. I would also like to acknowledge the valuable contributions of our partners and sponsors. Through your continued support and collaboration, TI will continue to meet the ever-growing needs of the Inuit. Finally, I want to thank our management team, employees and volunteers for the passion and commitment dedicated to improving the lives of Inuit in Ontario. We are grateful for all that you do each day.

Kaajuk Kablalik
President – Tungasuvvingat Inuit
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<th>BOARD OF DIRECTORS</th>
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<td>KAAJUK KABLALIK</td>
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<td>PRESIDENT</td>
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<td>SKY PANIPAK</td>
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<td>VICE - PRESIDENT</td>
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<td>CHRIS COTE</td>
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<td>SECRETARY /TREASURER</td>
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<td>QAJAQ ROBINSON</td>
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<td>LAURA HODGSON</td>
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MESSAGE FROM THE EXECUTIVE DIRECTOR

AMANDA KILABUK

It has been a year. A year of uncertainty. A year of resiliency. A year of strength.

When our world changed on March 13, 2020, TI staff worked together to think of ways to deliver programs and services while keeping the staff and the Inuit community safe. We immediately recognized that access to food and hygiene products were a necessity and provided over 50 families a bag of non-perishable food items and toiletries. We emptied our freezers and handed out country food at our last in-person food bank session.

From April to July, the management team and staff worked tirelessly on putting together our pandemic response framework which provided a re-opening of our buildings that was guided in the expertise of Ottawa Public Health, Ontario Ministry of Health and Public Health Agency of Canada. We also worked on numerous proposals for COVID-19 relief. The COVID funds were used

- to help adjust our physical spaces so we can accommodate physical distancing
- support our provincial food security program
- provide extra HR and finance support
- purchase Personal Protective Equipment for community and staff
- provide communication and mental health supports

At the peak of our food security program, we were supporting 1000 Inuit per month across Ontario. We invested in our food security program with the renovation of our food security shed and the creation of a Food Security Manager.

As an organization we strengthened our relationships with our Indigenous partners, participated on provincial and federal tables on topics like Murdered and Missing Indigenous Women National Action Plan. Throughout the vaccination engagement process, TI contributed from an urban Inuit lens and in collaboration with Wabano and Ontario Public Health, hosted a pop-up vaccination clinic and provided barrier free access to the vaccine.

Our hearts are heavy with the continuous discoveries of the mass graves at residential school sites. We will continue to advocate for decolonized approaches to current government systems. We will continue to educate the general public, governments, Inuit and Indigenous organizations on the urban Inuit realities.

Our fight against COVID-19 is not over and we will remain diligent to ensure that the Inuit community in Ontario and our staff remain healthy and safe.

Matnaluarvik,

Amanda Kilabuk
Executive Director
## INUIT QAUJIMA JATUQANGIT (IQ) PRINCIPLES

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<thead>
<tr>
<th>Language</th>
<th>Principle</th>
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<tr>
<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Inuuqatigiitsiarniq</strong></td>
<td>Respecting others, relationships and caring for people.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Tunnganarniq</strong></td>
<td>Fostering good spirit by being open, welcoming and inclusive.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Pijitsirniq</strong></td>
<td>Serving and providing for family, or community, or both.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Aajiiqatigiinniq</strong></td>
<td>Decision-making through discussion and consensus.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Pilimmaksarniq</strong></td>
<td>Development of skills through practice, effort and action.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Piliriatigiinniq or Ikajuqtigiinniq</strong></td>
<td>Working together for a common purpose.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Qanuqtuurniq</strong></td>
<td>Being innovative and resourceful.</td>
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<td><strong>ᐃᓄᒃᑎᑐᑦ</strong></td>
<td><strong>Avatittinnik Kamatsiarniq</strong></td>
<td>Respect and care for the land, animals, and the environment.</td>
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An ever-present priority for TI is to ensure that the voice of urban Inuit is present, heard and understood within governments. This is important so that programs and services are provided to our community. Our presence and inclusion within government committees and working groups ensures that there is continued awareness of the unique and growing needs of urban Inuit in Ontario.

**FAMILY WELL-BEING**

**YOUTH LIFE PROMOTION**

The year has been exceptionally challenging for our children and youth. Youth shared that they were sad they couldn't participate in graduation ceremonies, college and university access was unavailable in person, gatherings were non-existent, and personal interactions like not being able to play sports and hug friends was difficult to deal with. Two key things were observed and should be highlights; 1. Youth were deeply emotionally affected during year one of COVID-19 2. Youth were courageous, forthcoming, and flexible. Despite the significant personal challenges, urban Inuit Youth persevered and found ways to stay connected.

The Youth Life Promotion team hosted virtual sessions and Youth Council meetings. They shared that they supported each other outside of structured programming and cared a lot about their friends. The program was able to send gift cards for food, art supplies, clothing, cultural activities, technology, and share important links to other services if we couldn’t provide it. Near the end of the year, the program received additional funding in response to the increase in mental health challenges present amongst youth. It was decided to use the funds to invest in kits to support Inuit children and youth across ON. (mental wellness kits) The kits were available for at-risk children and youth 8–18 years of age. Recipients could choose between a tech package, including an iPad and headphones, an art kit, painting and drawing supplies or a beading kit with beads, needles, and thread. It was a pleasant surprise that many chose the cultural items rather than the iPads. It highlighted the importance of cultural programming and access for all ages. In total, 200 kits were prepared and to date, they are still distributed throughout the province.

**BARK LAKE SUMMER SESSION**

Unfortunately, the Bark Lake Summer Session was sidelined due to the health pandemic. This was a huge loss to the children and youth who have grown to look forward to reconnecting with the land, their culture, and their fellow Inuit each year. As a response to the loss of the camping experience, we were able to redirect the camping funds to purchase snowshoes and camping gear of our own. With this equipment, the program will have the flexibility to host excursions and be less dependent on external factors.
EARLY YEARS / EARLY ON (CAPC & CPNP)
The demand for Early Years programming is growing significantly as the urban Inuit population continues to grow in Ontario. TI excitedly launched the Illipialisaaqtilugu EarlyON and Family Centre program at the end of the fiscal year-end of 2020-2021. Planning began in earnest as we focused on hiring team members and prepared to welcome all Inuit families with children from 0-6. The programs offered will include programming and support services to enhance child and parent/caregiver bonds, cultural knowledge, pride, and identity. It will offer rich, stimulating cultural activities promoting healthy pregnancies, early literacy skills and support early childhood development. One of the early successes was talent acquisition and the successful introduction of our first EarlyON Supervisor. This brought new enthusiasm to the team, and we started planning to open a new EarlyON Centre at our 1071 Richmond location. We pushed past significant barriers to re-opening due to Ministry guidelines and protocols and the team found remote ways to stay involved and connected with the families they support. This included sending and delivering kits to their homes, toys, art supplies, food, cultural activities, and books. The programs were offered online so the families could socialize and do their activities together. TI entered into a partnership with Rutabaga Ranch to provide fresh seasonal vegetables and fruits to the families through a good food box starting in the Spring. Families with babies, received diapers, baby food, formula, clothing, and toys.

NATIONAL URBAN INUIT YOUTH COUNCIL COORDINATOR
Despite the pandemic this year, a small excursion with two Inuit youth was experienced along the gorgeous Bruce Trail. The two youth along with an Elder and, TI staff from Family Well-Being hiked along the terrain and learned about natural resources in the south while connecting with the land. The journey was healing and bountiful. and documented on video using Go-Pro video recording gear and a drone. The powerful storytelling will be produced into a documentary and shared with community members.

INUIT COMMUNITY SUPPORT WORKER STUDENT PLACEMENTS
The ICSW was extremely successful and placed three Inuit students from the program within the TI Family Well-Being program. The students brought their skill, enthusiasm and knowledge and greatly enhanced the services TI provides. The placements led to two students securing full-time permanent employment with Tungasuvvingat Inuit.
COVID RESPONSE

On March 13th, TI staff were asked to go home and isolate in response to the declaration of a global pandemic. As a result, careful strategic planning began in an effort to modify programming without eliminating access to supports offered within the program. Some programming had to be cancelled including: March Break Camps (both children and youth), sugar bush outings, the women’s retreat, training and the youth conference. Valuable knowledge was gained as our teams adapted new methods to support and communicate with the community. The virtual connections using Zoom, Facebook, cellphones and TEAMS very different than in person but it proved to be successful in many ways. The most significant and notable effect on community was TI's ability to provide food support.

FINAL IN PERSON DISTRIBUTION

On March 18th TI was forced to host our final in-person food bank until further notice. Monumental efforts were put forth to collaborate and put together more than 100 hampers. The freezers of country food at TI were emptied and divided out to give to the community. Teams rallied to ensure every resource was utilized to communicate to urban Inuit that this final in-person distribution was happening. Many of our community shared that they lived in fear of not having the ability to feed themselves and their families and all involved were nervous of the new unknown future of the food bank program at TI. COVID-19 safety protocols were followed diligently as we conducted the distribution outside at our Vanier location. The event was successful and by days end, all fridges and freezers were completely emptied and distributed. Food hampers and country food were also delivered directly to the homes of 40 Elders and families to prevent them from exposure to this daunting virus. TI staff went above and beyond to ensure Elders and families were provided with food and country food.

ONTARIO-WIDE FOOD SECURITY PROGRAM

The program and team quickly adapted to an online/gift card distribution of food cards. It was expanded to all Inuit across Ontario who required food support. The food security programs became a massive undertaking involving a team of 18 front line staff, three managers, administrative, executive and communications staff. Within one month of the new format, costs averaged $25 thousand per week for supports and grew to 37 thousand in cards in the final week. 463 households and 1000 Urban Inuit benefited from this program. For an estimated 20 weeks, the team met weekly via zoom, each worker contacted a list of about 12-15 households by phone or email to do check ins and distributed a gift card. The cards were distributed online or by mail to every recipient. The feedback from the community has been one of tremendous gratitude. We receive weekly emails, cards and posts about how the food support has helped so many urban Inuit across Ontario and reduced their stress and worry in a very difficult time. Many people also appreciated the weekly check ins as they were often lonely or anxious. It was stated several times that hearing a friendly and caring voice from TI each week made them happy.

The Family Well-Being team is very proud of the supports that we were able to provide the community during these extremely difficult and uncertain times. To our funders and partners who demonstrated trust in our team to do what we knew was best for our community, we thank you. These relationships are critical as we move forward and recover from the pandemic.
This Cultural Program at TI supports Inuit in expressing, preserving, developing, revitalizing, and promoting their culture, language, and heritage, through cultural programming and cultural education services provided to the public.

This year, the Cultural Program shifted its delivery to a virtual platform to engage Elders, community members and the public. The virtual Elders Tea was held weekly online and offered a space for Elders to socialize, speak Inuktitut, and help the feel less isolated through quarantine. The Inuit Zoom Group was also a success with Inuit from all over gathering online to socialize, speak Inuktitut and help beat the isolation and other affects of the pandemic. Cultural Education was also done online with cultural competency training to schools, public service, and other community partners. Our Community Christmas Event was a two-week social media extravaganza that included games, prizes, and interactive events for all ages.
Since its inception at TI, the Indian Residential School (IRS) Program has not changed. The goal of the program continues to be focused on providing residential school survivors and their families emotional and cultural support as they walk through their healing journeys.

THE INUIT RESIDENTIAL SCHOOL PROGRAM

2020-21 for this program has been one of adaptation to a changing environment because of the pandemic. Staff have remained vigilant and focused on delivering online programming while working with individuals and their families to support various virtual memorial events and other gatherings.

The challenges of the Inuit community remained significant, and staff supported in anyway that they could to be able to provide services. All services have been provided in English and Inuktitut.

Staff were resilient and provided their best efforts to be available to connect directly with clients during the pandemic. The IRS programming team was able to provide virtual groups for Isaarvik House and in-person group programming at TI's Mamisarvik Healing Centre. We will continue to work closely with the counselling team and deliver cultural healing groups, grief groups, and SMART Recovery. In previous years, TI offered more cross programming that proved advantageous for outreach work. However, the pandemic paused these activities while staff pivoted. Ongoing learning was required to learn more about use of technology to implement programming.
**SOLUTIONS THE PROGRAM**

From a management perspective, COVID-19 required staff to remain as flexible as possible and find a balance in their lives and with the demands of their personal lives. The flexibility in concrete terms means that administration could be completed at more opportune times while redefining their self-care plans. TI remained working closely with Ottawa Public Health to ensure that a thoughtful COVID-19 plan with protocols were in place.

**THE PATH FORWARD**

The IRS team remains optimistic as we navigate a path forward. Most of the TI staff and community have been vaccinated and anticipation is evident as we move beyond lockdowns and the ability to provide in-person programming. COVID-19 has significantly impacted many people and we do not yet know the complete fallout in terms of mental health.

The program and team members will continue to provide emotional supportive programming and is developing a Grief Recovery Group with the objective of being able to provide a healing path forward. The community needs to be able to gather and share in their healing journeys and support each other as the isolation has made this a near impossibility over the last year.

**CAPACITY BUILDING**

In the last three years, considerable effort has been placed to provide workshops and training to enhance the skills of staff. Learning more about trauma and the skills to be able to work with somebody at the early stages has been a specific area of focus. As an example, education to teach coping skills and strategies to be more comfortable in helping people regulate their emotions. The staff have learned about the basics of addiction, strategies in dealing with triggers and cravings, teaching basic cognitive behavioral skills, case management and anger management. Our partnerships in community continue to grow as we have worked with Algonquin College, the Canadian Mental Health Association and the Crisis & Trauma Resource Institute. Each have been crucial in developing and helping in the enhancement of basic counselling skills.
DAY COUNSELLING

COUNSELLING SERVICES
The Day Counselling program continued to provide emotional support to the members of the urban Inuit community facing significant challenges in their lives.

The program was modified so that services were available through technology due to COVID-19 pandemic.

The following wrap-around services remained available:

- Allurianiq
- Employment & Education Culture
- Family Wellbeing
- CAS/VAW Counsellor/Advocate, Canada Prenatal Program,
- Youth Promotion Community Action Program for Children
- Healing & Wellness
- IRS Programming
- Day Counselling
- Mamisarvik Healing Centre
- Research Cancer Program
- Child, Youth & Family Services
- Child First Initiative
- Pisiksik Justice Department
- Effective Programming Initiative Youth Justice
- Gladue Program
- Restorative Justice Program

CAPACITY BUILDING
One of the strategies for building capacity of the staff in terms of skills, topics related to counselling and growth has been to incorporate the material through an Inuit cultural lens. One of the staff has taken the initiative to translate concepts and assignments into Inuktitut.

Focusing on building on the training has been a priority this year. Staff have received training in Anger Management, Case Management, Integrated Treatment, Trauma, and CMHA. Our team has also shared informal free workshops to other staff on group facilitation. We are now seeing the dividends of the training as the staff are more confident in their work.
We initially had really no plan to deal with a crisis that was as serious as COVID-19. We had to learn as we received information from Public Health. TI as an entire organization had put together a plan that was evidenced-based with the guidance of Ottawa Public Health. Each program had plans that were unique to their specific situation and the type of delivery of the program. Early plans included operating entirely offsite however, as more was learned about the virus, the program shifted and was able to adapt to offer services both onsite and offsite.

Our team team can be very proud of the work achieved given the uncertainties. They have provided support to their clients, jumped into other areas such as the food security program and provided support for external events and partnered with the different agencies such as MHASO.

A safe return to service delivery in-person will take place in the spring Of 2021 offering co-ed grief groups, individual sessions, healing circles for men, anger management and support for pre and post treatment within the Mamisarvik Healing Centre.

There will be a couple of training opportunities over the summer which again will further add to the effectiveness of the staff. We are going to be looking at de-escalation training, learning how to have difficult conversations.
THE PROGRAM

The Social Navigator program has been providing Inuit cultural activities and specifically connecting with medically fragile children and their families while they are accessing services at CHEO. This project consists of two parts:

1. Service delivery

2. Committee work

The committee and sub-committee work involves a Partnership Table that collaborates and builds strategies to support positive outcomes. The more specific sub-committee known as the Social Cultural Committee includes Inuuqatigiit Centre for Inuit Children, Larga Baffin Island Qikiqtaaluk Corporation, CHEO and the Ottawa Health Services Network.

The Social Navigators apply their understanding of Inuit culture, language, as a means of helping the clients connect with Inuit specific organizations and broader services being offered in Ottawa. They take a person-centred approach to working with individuals and their families. The successes are dependent on their ability to work and work collaboratively with the other agencies.

SOCIAL NAVIGATOR SERVICES:

The Navigators were able to work through the full year of the pandemic. The challenges remain during the pandemic and while having to work remotely. Unique obstacles such as clients being located in the Isolation Hub added additional barriers to the challenges of the day-to-day work.

The staff has demonstrated their ability to be resilient, creative and exhibit strong problem-solving skills. They continued to coordinate their efforts with Inuuqatigiit and worked well together as a team. The nature of the work was very different over the last year. The staff helped support the food security program and worked with a more traditional client base. The team was able to assist individuals to connect with supplies and in some cases food. At times, they were being called upon to provide services that would more accurately reflect the position of a crisis counsellor.
**SOCIAL NAVIGATOR PROGRAM**

The pandemic has made the delivery of programming more challenging emotionally and pragmatically. The communication and the ability to connect with clients at times was difficult because of the inability to see people in person. Additionally, clients often did not have access to the required technology that could enable smoother interaction. The idea of clients having access to tablets or laptops would be beneficial to the program. To avoid the heavy costs, there might be some benefit to looking at refurbished units which would allow for a cost-effective way of meeting the clients where they are at. One of the challenges were that clients are being kicked out of places, and they want our help and the help they want is mainly needing transportation to get to and from their appointments. There is a requirement for food support for some clients. However, in order to receive food from the food bank within Ottawa a permanent address is required. Because many remain without a permanent address, the program finds other ways to feed clients. There are significant challenges with children being apprehended by CAS as families are dealing with situations such as abuse and addictions.

It was observed that a more hands-on approach in terms of facilitating and the development of themes would be helpful for the program moving forward. Staff have established new and positive norms and the communication between everybody has been excellent.

COVID-19 has presented challenges and we have drawn some early lessons about needs within the program. An update to available technology is required in order to be flexible and maintain the ability to work from anywhere.

In March, staff played an important role in supporting the TI food security program. The caseload for the Social Navigator Program maintained a caseload of 15 clients that required check-ins to ensure they were managing while providing gift cards for food each week. The service fell outside of our program mandate however, the community had been struggling and this was a means of providing some much-needed services in the community.
COVID-19 presented significant challenges and staff were able to pivot and respond in these challenging times. Going forward, more in person cultural programming promoting mental health is required.

- The Partnership Table needs to be more flexible and robust so that the collaboration is better able to work through difficult situations.
- Continue to add projects that will bring value for clients and the focus to the greater Partnership Table.
- Build upon practices between the inter-agency Navigator Program in such areas as case conferencing between the Social Navigators.
- The pandemic will have caused permanent influences on the way in which other agencies are delivering their programs and the TI programs will need to adapt. This may include learning about new programs and review methods of program delivery.
Tungasuvvingat Inuit’s Housing First program serves long term shelter clients who are chronically or episodically homeless. The goal of the program is to move people experiencing homelessness and residing in shelters into permanent housing and then providing additional supports and services through a housing based case management model. Clients are referred to the program through a centralized matching process administered through the City of Ottawa. It should be noted that in 2020, The City of Ottawa declared a housing emergency with a waiting list that has grown to more than 12,000 people to obtain affordable housing. This equals a 14.8% increase from 2017.

**HOUSING FIRST TEAM**

The TI Housing Program has been challenged with the ever-increasing requirements. The team provided 154 individuals with intensive housing based case management support, as well as system navigation support to high needs community members. In order to secure housing and stabilize community members in their efforts to continue to improve their lives and recover from traumatic experiences of chronic homelessness. The majority of those individuals were able to regain stability in their lives.

**HOUSING TEAM ACCOMPLISHMENTS**

Individuals and families approach the TI Housing Program at all stages in their housing journey. This year has been increasingly more difficult to assist due to the pandemic. Despite the growing barriers, the housing team assisted 437 individuals achieve housing. The program is not only reactive in helping resolve urgent situations but we are also pro-active and were able to intervene and prevent 61 evictions and assist 152 households settle in the south. Families benefitted by receiving housing education, housing search assistance, crisis intervention, landlord advocacy, support to access furniture and household equipment needed to make a life in the south. In addition, 173 individuals were supported in getting identification such as a birth certificate, N number, and provincial photo ID cards.

Reasons for evictions vary considerably and the housing team prevented 134 evictions. The program was also able to assist 59 individuals with support gain access to Ontario income support and provide follow up support.

Intensive housing based case management was provided to 154 individuals along with system navigation support for high needs community members. In order to secure housing and stabilize community members in their efforts to continue to improve their lives and recover from traumatic experiences of chronic homelessness. The majority of those individuals were able to regain stability in their lives.

In total, 306 pieces of various pieces of identification for community members which included N numbers, birth certificates, provincial id cards, Ontario health cards and more. Along the way, wrap around services are often required that are critical to those individuals. The housing program was able to assist 592 households that sought food security support. Additionally, household startup items, cleaning supplies (COVID-19) and furniture was provide to 205 households.
In 2020–2021 the brand-new Early Years Inuit Family Centre was introduced to Tungasuvvingat Inuit. The exciting program offers programming to early years children and their families that is educational, inspiring and rich in culture while reflecting IQ principles:

**Innuqatigiitsiarniq:** Respecting others, relationships and caring for people.

**Tunnganarniq:** Fostering good spirit by being open, welcoming, and inclusive.

**Pijitsirniq:** Concept of serving.

**Aajiiqatigiingniq:** Consensus decision making.

**Pilimmaksarniq:** Concept of skills and knowledge acquisition.

**Piliriqatigiingniq:** Working together for a common cause.

**Qanuqtuurniq:** Being innovative and resourceful in seeking solutions.

**Avatittingnik Kamatsiarniq:** Respect and care for the land, animals and the environment

Illipialisaaqtilugu EarlyON and Family Centre will welcome all Inuit families with children from 0–6. Programs and support services will be offered with the goal of enhancing the parent/caregiver bond, cultural knowledge, pride, and identity. Rich and stimulating cultural activities will promote healthy pregnancies, early literacy skills and support early childhood development.

A robust team of professionals has been assembled that are committed to the Early Years sector. Team experts will help to plan, develop, and deliver services in the Early years program 0–6 years.
Prior to the inception of the EarlyON program, PMQ (Pilimaqsarniq) was led and run by members of the Family Well-Being program. As the program has evolved, so has a new team. The new team brings fresh energy and perspective to the new centre.

COVID-19 significantly impacted the delivery of programs and services. In the spirit of evolution and flexibility, the health challenges allowed the team to think outside the box and bring us together in unity to continue to service the community.
ILLIPALIALISAAQTLILUGU
EARLY ON (CHILD & FAMILY CENTRE)

INUUKSUQ CONTEST

EARLYON HIGHLIGHTS

- EarlyON Child and Family Centre opening Fall of 2021.
- Planning underway for Early Years team vision planning session in summer of 2021.
- Family kits delivered through our mobile services
- Face-to-face support for families with children 0-6
- Monthly cooking online classes
- Cultural projects including soap carving, sewing and beading
- Partnership with Rutabaga Farms as an initiative to our Nutrition Program—Introduction to healthy eating and growing your own food
- Partnerships with Kamatsiarniq, VAW and TI wide to support families in programs with children 0-6 years
EDUCATION POLICY TEAM

The Education Policy team had an interesting year due to COVID-19 and the shutdown of schools. Regardless, meetings and the promotion of Indigenous curriculum continued. The Education Policy team maintains the vision of Inuit being free to pursue their life-long learning goals by having access to needed information and to support programs and services that promote educational success. The team has worked in collaboration with the Ontario Ministry of Education and local school boards to contribute to the development of legislation, policies, and education initiatives that reflect Inuit culture, values, and traditions with integrity and continuity.

TURNING ATTENTION TO THE SCHOOLS

Through past year engagement sessions and meetings with Ministry staff, it is evident that there was a gap in engagement with school boards, which required remedying to better support Inuit students. Community members spoke of school environments lacking a sense of Inuit cultural identity, gaps in Inuit specific services to support student success, and limited promotion of cultural or linguistic continuity within the schools to foster Inuit wellbeing. Meanwhile, engagement with local school boards illustrated a greater need for engagement with Inuit families, Inuit-specific educational supports for teachers, and cultural supports for both educators and students. This past year, the Education Policy team focused its efforts on continuing school board relationships, engagement with the community, and improving access to Inuit-specific curriculum resources for all learners.
PROMOTION OF INUIT-SPECIFIC RESOURCES

The Education Policy team is collaborating with local school boards to promote Inuit perspectives at advisory tables and equity committees. Sharing stories with the board about urban Inuit realities and working to enhance cultural supports within local school boards has been a top priority. TI has provided advice on projects such as the creation of an Indigenous lodge at Ottawa Technical Secondary School, the hosting of the Indigenous Youth Symposium, the Ottawa–Carleton District School Board Strategic Plan, and the development of Inuit-specific resource lists for local school libraries. In addition, TI and the Ottawa Catholic School Board hosted their very first Inuit Youth Day. This day was for Inuit students, grades 7–12, to gather and celebrate their culture. The youth were joined by Inuk author Aviaq Johnston, played the bone game, feasted on caribou stew, and enjoyed a seal-skin bracelet making workshop. This was the first of its kind within the Ottawa Catholic School Board and there is the intention to have the event continue annually.

INUKTUT LANGUAGE WITHIN THE ONTARIO SCHOOL SYSTEM

The Education Policy team continues to promote the use and implementation of Inuktut classes within the Ontario School system by being an active member of the Uqausivut Steering Committee. This committee is comprised of the Education Policy Department at TI, the Education and Culture Department at Inuuqatigiit, and is facilitated by representatives from the Indigenous Education Office at the Ministry of Education.

As a steering committee, they have facilitated the formation of the Uqausilirijiit Circle, which is a circle that will put forth recommendations to the Ontario College of Teachers regarding the instruction of Inuktut within Ontario classrooms and the appointment of Inuktut language teachers. The Uqausilirijiiit Circle is just beginning its work in collaboration with the Uqausivut Steering Committee and will continue to work towards having Inuktut classes within the Ottawa area. The committee is also involved in the hiring of Inuk teachers to support this cultural learning initiative. Recruitment, interviewing and hiring of Inuktut teachers is an ongoing focus of the committee.
In addition to Inuktitut classes and recommendations for the urban environment, TI’s partnership with Concordia University, Nipivut, Southern Quebec Inuit Association, and Carleton University CKCU radio has continued. With the funding from the Social Sciences and Humanities Research Council, TI and its partners have established Uqallagvik, an Inuit radio program.

Content is broadcast primarily in Inuktitut with a goal of accessibility of the Inuktitut language in the Nation’s Capital. It provides the Inuit community more connection to their culture, to traditional and contemporary music, and connect the community further through language. Uqallagvik will continue to develop throughout the year and is an exciting opportunity to grow. Overall, TI will remain committed to working with partners, educational stakeholders, and community stakeholders to support the revitalization of Inuktitut within Ontario.

MENTAL HEALTH FUNDING TO SUPPORT CHILDREN AND YOUTH

As a result of the COVID-19 reality and schools in ongoing shutdowns, the Education Policy secured funding for Mental Health initiatives which were put to good use during COVID-19. Food Security, providing Kobo readers and iPADs for children participating in online schooling and on the land opportunities such as kayaking were some of the ideas that were invested in. Kits were also created for younger aged children to enhance their knowledge of Inuktitut, including syllabics kits.
FOOD SECURITY DELIVERIES DURING COVID-19

GIFTS OF SEAL SKIN AND JEWELERY FOR VIRTUAL COMMUNITY CHRISTMAS EVENT ONLINE

PACKAGING AND PREPARING CHRISTMAS HAMPERS

KEN SHARES WITH HIS CERTIFICATION OBTAINED FROM TI EMPLOYMENT SERVICES

INTERNATIONAL WOMEN'S DAY #ICHOOSETOCHALLENGE
2020 - 2021 SNAPSHOTs

COVID VACCINE
"GET VAXXED AND CHILL"

TI CHRISTMAS CARD 2020

FORKLIFT & WAREHOUSE TRAINING
NOV. 13 TO NOV. 23
COURSE IS FULL
COURSE INCLUDES:
- OPS TICKETS
- WORK BOOTS
- CLOTHING
- CONSTRUCTION
- MEDICAL
- MENTAL HEALTH
- WORKSHOPS:
  - Health and Safety
  - Mental Health
  - First Aid
  -ureka
  - Substance Use

SPACE IS LIMITED

WORLD MENTAL HEALTH DAY

VIRTUAL PROGRAMMING THROUGHOUT THE PANDEMIC

INUIT YOUTH
AJURUNNIQPALIAJUQU ATAUTIKU
ACTIVITIES FOR YOUTH 12-18

VIRTUAL BEADING GROUP
REGISTER TO JOIN

ELDERS VIRTUAL TEA
FRIDAYS FROM 12-2PM ON ZOOM
KAMATSIARNIQ PROGRAM

PROGRAM DESCRIPTION

Kamatsiarniq means “taking better care through wisdom’. Through partnerships and supportive services that are grounded in Inuit societal values, the Kamatsiarniq Program aims to keep Inuit children and youth safely in the care of their family and community and connected to their culture. This new province-wide program provides a range of community-based Inuit-specific services, delivered through a network of partner organizations, to support Inuit who are involved with, have been involved with, or are at risk of being involved with, the child welfare system to improve outcomes and to prevent the removal of children from their families, community, and culture.

In addition to providing direct services, the Kamatsiarniq Program aims to transform child and family services in Ontario to reduce the number of Inuit involved with the child welfare system. The team seeks to accomplish this through training and education for parents, children’s aid societies and service providers; policy development and advocacy; and the creation of new culturally appropriate service models.

- Secured ongoing funding for and launched the new province-wide Kamatsiarniq (“taking better care’) Program, which provides dedicated support and advocacy services to Inuit families involved with the child welfare system anywhere in Ontario, with the aim of keeping families together. The program was designed based on the needs and priorities identified by community members across Ontario, under the guidance and direction of the Kamatsiarniq Community Advisory Council.
- Signed a Memorandum of Understanding with ITK which authorizes TI to serve as the Inuit Representative in Ontario on their behalf for matters under the Child, Youth and Family Services Act
- Launched the weekly virtual Sailliqatiginiq program to provide cultural activities for Inuit children and youth in foster care, kin care, group homes and adopted into non-Inuit families to maintain their connection to Inuit culture and community.
- Responded to 171 notifications from children’s aid societies across Ontario with respect to Inuit families involved with child protection services. Provided support services to 45 families and 77 children involved with children’s aid societies across Ontario to prevent children from being removed into care and to promote family reunification. The Youth in Transition Worker supported 16 youth in Ottawa, and the Child & Youth Worker provided ongoing cultural services to 8 children in care across Ontario, to maintain their connection to Inuit culture and community.
In response to COVID-19, the team distributed books to 343 Inuit children and youth across Ontario in partnership with Indigo and Inuuqatigiit Centre in Ottawa as part of Indigo’s Love of Reading Community Response Project. Youth in Transition Workers distributed over 75 Youth Activity Kits to youth in Ottawa to keep them engaged while schools were closed.

- Delivered Inuit Cultural Sensitivity Training to 823 frontline workers in child protection agencies and other social service organizations across Ontario.
- Installed 23 digital artwork murals at 1071 Richmond Road by young Inuit artists as a way to celebrate young artists and this new form of Inuit art. The project was featured in the Winter-Spring 2021 edition of Nipiit Magazine.
- Commissioned three video interviews for the Urban Inuit Knowledge Centre, which focused on the urban Inuit experience of MMIWG, the Sixties Scoop and reconnecting with culture.
- Launched the Ataata Parenting Program Project to develop an Inuit-specific parenting program for Inuit fathers to engage them in their children’s early childhood education and development. TI is working with Aqqiumavvik (formerly the Arviat Wellness Society) to develop the curriculum and train the trainer course so that any Inuit organization can deliver the program.
KAMATSIARNIQ PROGRAM

DIGITAL ARTWORK MURALS INSTALLED AT TI
The Inuit Child First Initiative program at Tungasuvvingat Inuit is focused on five pillars of service: Case Management, Service Coordination, Group Applications, Direct Services and Communications. These pillars of service ensure that the work being done by TI will support Inuit children, youth, and their families in accessing ICFI.

140 families interacted with the program in the fiscal year 2020-21 and we were able to provide information and application supports. Chromebooks were provided to children and youth in need, for online schooling as well as assisting others to qualify for over $20,000 in funding to meet their individual needs. The program was also successful in obtaining funding to offer Psychoeducational Assessments, Respite, Tutoring and Speech and Language Services to Inuit children and Youth in Ontario in the next fiscal year.
Pisiksik Justice Department of Tungasuvvingat Inuit, successfully completed it’s third full year of fulfilling obligations to provide programs and services for Inuit in contact with the criminal justice system. The following project highlights for 2020–2021, outline the continued progress from the previous year:

**GLADUE PROGRAM**

- 1 client carried over from the previous year, 7 new Gladue clients referred (4 females and 3 males) 3 clients withdrew from the program voluntarily, 5 Gladue reports were completed and submitted to the Courts (2 females, 3 males) 1 report not completed and carried forward to the next fiscal year.

Success Story:

- Since COVID, the Gladue process moved away from face -to-face meetings and focused on over the phone communications with clients. Due to this, the Gladue Program was able to extend access to clients in other parts of Ontario that otherwise would have limited or no access to Gladue reports. Two clients completed Gladue reports that were done entirely over the phone in this manner. This opportunity allowed greater awareness of Gladue rights and access to reports to Inuit living outside of the metro Ottawa area.
- Furthermore, the clients noted the ease at which they could communicate with Gladue Writers from the comfort of their own homes, on their own schedule. This is beneficial to all parties involved as the client faces less direct questioning or face-to-face pressure regarding sensitive details and past traumas.

**RESTORATIVE JUSTICE PROGRAM**

Ikajurialattii Restorative Justice Committee members continued providing input to the development of the program and met monthly. Diversion Protocol Agreement (DPA) between TI/IRJC and the Crown is completed, sign off was on hold due to the pandemic, however the agreement was signed off in the first few weeks of the new fiscal year. Development and adaptation of the Restorative Justice Conferencing Model, the Urban Inuit specific manual underwent several rounds of redrafting, and a finalized version has been completed.
REGIONAL CANCER CARE PROGRAM

In March 2020, the COVID-19 pandemic began and, like everyone else, the Regional Cancer Program was faced with some unforeseen challenges and forced to adapt to a new environment of doing our work. With the support of our organization and funders, we were still able to meet our deliverables (with a few pivots along the way) and explore new directions. Despite the distance between us, we were able to stay connected to our Kaggutiq Advisory Group, the community, and our partners across the province.

With a special focus on screening, we were able to create informative social media campaigns and new resources for both community members and health care providers.

We also connected with current and future health care providers across the province to offer learning and dialogue on Inuit social determinants of health and how these impact cancer health in the province of Ontario and beyond.

Finally, we have started to consider our sustainability plan and what comes next in addressing the ongoing disparities that exist among Urban Inuit in Ontario compared to non-Indigenous people. With that came the launch of our new peer education program that aims to increase community knowledge, improve patient experience, and self-efficacy among urban Inuit.

"We don’t talk about cancer, but we need to start talking about it. I wish I had this information and peer support – it would have made things easier for me."

- Peer Educator, on their cancer experience

COVID-19 ADAPTATIONS

In March 2020, the COVID-19 pandemic began and has continued through the year, which has required frequent and creative changes to our programming and approach to working in and with the community.

All in-person programming, activities and travel were cancelled. All meetings and connection to the Urban Inuit community went virtual, including our Kaggutiq Advisory Group meetings. With plans to continue our smoking cessation program and host a second Taking Steps Together event, we have had to find alternative ways to meet our goals and stay connected to our program partners and Inuit across the province.
We re-evaluated our goals and were able to do great work, despite the restrictions in place due to the pandemic. We hosted several virtual workshops to current and future health care providers on the social determinants of health and how this impacts the experiences of Inuit in cancer care. We also collaborated and created our new cancer screening toolkit that has been distributed across the province for both Inuit community members and health care providers. Finally, we were able to launch a new peer education program that brings our work back into the community that aims to increase community knowledge and offer greater support to Inuit in Ottawa (for now!).

**OUTREACH TO HEALTH CARE PROVIDERS**

As all in-person meetings, events and conferences were cancelled, we wanted to ensure that our working relationship with health care providers and professionals in Ontario continued. We also wanted to ensure that we stayed on track in supporting regional cancer programs based on the outcomes of our needs assessment that was completed in 2019.

In response, the cancer program produced two presentations — Inuit 101 on Inuit culture, history and community; and the Social Determinants of Health for Inuit – to offer to new and continued partners of the program. These presentations were done virtually, hosting 65 staff from regional cancer programs and Ontario Health, as well as 15 undergraduate medical students from the University of Ottawa.
Impact

- Increased Cultural Competency: Regional cancer program staff across the province were able to increase their knowledge and awareness of Inuit culture and Inuit-specific determinants of health
- Expanding our Network: By sharing with new staff, new divisions and incoming medical students, we expanded the reach and network of our program and efforts

Lessons Learned:

- Need for Inuit-specific resources and information: There remains significant gaps in general knowledge related to Inuit as a distinct Indigenous group, as well how Inuit are impacted by the social determinants of health – especially Urban Inuit
- Virtual Adaptation: short virtual presentations and workshops are an effective way to reach a broader audience and requires less logistical effort than in-person meetings or conferences

Next Steps:

- Continue to connect with health care providers in an ongoing way, at least once annually, and expand our network of health care professionals
- Plan in-person meetings in select regions of the province and integrate peer educators as central resources to regional cancer programs

TAKING STEPS TOGETHER: A CANCER TOOLKIT FOR URBAN INUIT IN ONTARIO

In March 2021, the Taking Steps Together cancer toolkit for Urban Inuit in Ontario was launched, alongside its companion toolkit for health care providers.

The development of these resources took place over several months and are a result of collaboration with the Urban Inuit community, the Kaggutiq Advisory Group, and many of our program partners. The knowledge shared in these toolkits has been verified by content experts and the themes and images are fully reflective of Inuit.
Our Objectives:
- Create a resource that is Inuit-specific
- Put information all in the same place
- Make complex information easier to understand
- Incorporate self-advocacy and patients’ rights
- Provide tools and practical knowledge that can support patient experience and building rapport
- Compliment other cultural competency training

Special Elements:
- **Inuit Qaujimajatuqangit**: the toolkits are themed around how IQ values can guide us through the cancer journey

- **Shared Decision Making**: the toolkits include evidence-based tools to support shared decision making in practice, specifically in health care settings

- **Inuit-specific images**: the toolkits include only images that Inuit can see themselves reflected – some are from our program, and others were offered by community members to be included.

- **Urban Focus**: many Inuit health resources focus on the Northern of Inuit Nunagat context – these toolkits are specifically designed for those living in Ontario and the urban context, where access to and challenges in health services are very different

Full versions of both the community and provider toolkit can be found on our website: 
https://tionsario.ca/programs/regional-cancer-care-program
The STOP program has organized smoking cessation. In January 2021, we became a STOP certified site, which means our staff completed training on smoking cessation counselling and smoking cessation aids (i.e., nicotine replacement therapy) and we received access to nicotine replacement therapy that we could have on-site and distribute to clients of our program.

As an Indigenous partner, we get access to the support of the STOP program and CAMH network, without any obligation to share data or information about our clients. This allows us to remove barriers and only collect data we choose to on clients of the program.

**Impact**

- **Removing Barriers**: this program allows us to remove barriers to Inuit wanting smoking cessation support – including cost and access to nicotine replacement therapy (NRT)
- **Increasing Capacity**: we are able to offer a broader smoking cessation service, that includes cessation counselling and nicotine replacement therapy that we can provide on-site – studies show that the combination of counselling and NRT have the best outcomes for individuals wanting to reduce or quit their tobacco use

**Lessons Learned:**

- **Valuable Partnerships**: our partnership with CAMH and the STOP program has added value to our program in the community and was easy to access as a community partner. These types of partnerships can support organizations like Tungasuvvingat Inuit in building capacity, accessing more resources and expanding our network moving forward

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1 Canadian Association for Mental Health (CAMH). 2019
**Next Steps:**
- Continue to promote and advertise that this program is available
- Continue to support clients who want to reduce or quit smoking
- Potentially have other staff, locations or programs become STOP certified

**VIRTUAL SMOKING CESSATION**

In January 2021, the Regional Cancer Program team started preparations to host an Inuit focused virtual smoking cessation program in collaboration with Lisa Beedie from the Indigenous Cancer Care Unit in Ontario. The purpose of the program was to provide culturally specific education. Nicotine Replacement Therapy (NRT) and support to Inuit to reduce or quit smoking. The program was planned to span 4 weeks, with each week having a different theme and topic of focus.

**Week 1:** The theme was centered around Nicotine Replacement Therapy (NRT) and how it can support Inuit quit journey. We also discussed challenges Inuit face when trying to obtain NRT from pharmacies, especially without having the knowledge of NRT being covered under non-insured health Benefits (NIHB). This conversation led to the regional cancer program coordinator taking the course to be certified to provide NRT to urban Inuit in the community and 1071 location becoming a STOP site.

**Week 2:** Focus on smoking amongst Inuit, second hand, third hand smoking and statistics related to Inuit and tobacco. We also explored the risks associated with smoking.

**Week 3:** Developed a tobacco game show and trivia based on learnings over the last sessions. We also had Lisa share personal experiences with tobacco use and lung cancer screening.

**Week 4:** Exploration of resources that support Inuit with quitting or reducing smoking. Lisa shared additional Inuit specific resources, short videos and forms that can be used when providing smoking cessation counselling.
REGIONAL CANCER CARE PROGRAM

Impact
- **Culturally Specific Programming**: the goal was to provide culturally safe virtual smoking cessation, integrating Inuit specific information and culture. We also provided additional resources to support Inuit on their journey to reduce or quit smoking.

Lessons Learned
- **Event programming/promotion**: The participation turnout was not what we had hoped for so we should consider different avenues for promoting event participation to encourage Inuit in the community to attend e.g. radio, through peer educators and community networks.

Next Steps:
- Taking into consideration the lessons learned and facilitate another smoking cessation program
- Involve community networks, radio and peer educators for program mobilization

INUIT FACEBOOK LIVE CANCER SCREENING

In March 2021, the Regional Cancer Program in collaboration with The Ottawa Hospital, hosted a virtual Facebook live cancer screening event for Inuit. Access to healthcare services is often limited in Inuit communities, and with the COVID-19 pandemic, access to healthcare, especially elective healthcare has been delayed.

The intent of this event was to virtually connect with Inuit community, provide a culturally safe avenue to share information to Inuit focused on cancer screening and available services. We were also looking to reach community members who had not had the opportunity to go for screening services due to the pandemic. The Ottawa Hospital invited cancer leads to share information on Breast, Cervical, Colorectal and Lung cancer screening.
Impact:
- **Community engagement and knowledge**: through this event, we were able to engage with Inuit community virtually through Facebook and impart knowledge on cancer prevention and Ontario’s cancer screening programs
- **Strengthening collaboration and partnership**: we hosted the event together with The Ottawa Hospital, building on our relationship with a lead in the cancer field.

Lessons Learned:
- Having structured planning well in advance of event to increase the reach of the event.
- Engaging more with urban Inuit community through virtual platforms like Facebook as a resource that we can utilize in future programming.

Next Steps:
- Organize in-person cancer screening event (lung, breast, colorectal and cervical) for Inuit in Ottawa in collaboration with the Ottawa Hospital. This event is slated to occur sometime in fall 2021.
- Plan another virtual screening event to ensure constant screening and prevention messaging.

**PEER EDUCATION PROGRAM**

In March 2021, we began the planning process of implementing a peer education program at the regional cancer program. As we enter the final year of the 3-year project, the goal is to be able to sustain efforts beyond the cycle of the initiative. The peer education project structure involves members of the community who have shared personal experiences with cancer journey and have had screening experiences as well.

The rationale for integrating this approach is that peer educators reinforce ongoing learning through contact. Peers can continue to build on community knowledge by sharing health information related to cancer screening, prevention and can increase self-efficacy of Inuit when accessing cancer health services.

“To learn how to talk to people in my community about cancer, to use empathy and understanding when speaking to others and eliminate stigma and barriers around cancer among Inuit”

- Peer Educator
**REGIONAL CANCER CARE PROGRAM**

**Impact:**

- **Culturally relevant and safe messaging:** having Inuit from the community share health messaging related to cancer prevention, screening and risk factors ensures community members receive culturally relevant and safe messaging.

- **Increased community knowledge:** through the peer educators sharing culturally relevant information about cancer, this helps in building up knowledge in the community and providing relevant information necessary to access cancer health services when needed.

- **Self-efficacy and Shared Decision Making:** peer educators, through their work in engaging the community will influence self-efficacy of community members and educated them about having choices when accessing health services.

- **Increase in uptake of screening services:** through the peer education program, peers will promote importance of early cancer screening in the community.

**Lessons Learned:**

- Having more community members as peer educators in the program to increase knowledge base.

- Being open to advertising programs through more than one avenue, like videos, Facebook Live/posts, peer educator posters, etc.

**Next Steps:**

- Providing updated smoking cessation and shared decision making training to peer educators.

- Cancer screening site visit with The Ottawa Hospital to enable peer educators visualize and simplify the screening process when speaking with community members.

- Monthly check ins with peer educators to track progress.

- Impact evaluation of the peer education program to urban Inuit in Ontario.

- Cultural training of health care providers in Ontario by community peer educators.
WHAT'S NEXT...

✓ Submission to the Canadian Partnership Against Cancer (CPAC) for a program extension – allowing our work to continue until March 2023
✓ Expansion of our peer educator program and evaluating impact on community knowledge and cancer screening services
✓ Evaluation of Cancer Toolkit resources for urban Inuit and Providers to assess impact in the community
✓ Hosting a second Taking Steps Together Event
✓ Provision of Inuit specific cultural and shared decision making training to health care providers by peer educators through the lens of their community experience

Committees and Working Groups

- Champlain Inuit Service Providers Round Table (CISPRT)
- Ottawa Smoking Cessation Service Providers Table (Ottawa Public Health)
- Not Deciding Alone Project Steering Committee

Our Funding Partners

- Canadian Partnership Against Cancer

Our Project Partners

- Cancer Care Ontario

Special Thank You to Our Community Partners

- Pauktuuit Inuit Women of Canada
- The Ottawa Hospital
- Ottawa Public Health
Mamisarvik Healing Centre (MHC) is an Inuit-specific, not-for-profit residential treatment centre for Inuit who are experiencing challenges related to substance-use and/or trauma. We offer a comprehensive program grounded in Inuit Gajuimajatuqangit and culture which includes group therapy, individual counselling, leisure time, community outings/activities, on-the-land retreats, equine, and art therapy. Our program offers a safe space and structured program for Inuit to address life challenges and access wrap-around services to support them on their healing journey.

MHC residential treatment programming approaches treatment from a cultural, trauma-informed, and harm reduction perspective. We do our best to meet clients where they are at, and work with them to first identify their goals, then provide skills, mechanisms, and resources so they can work towards achieving them.

The program is designed in a phased approach to best prepare participants with coping skills and to establish emotional safe spaces. This provides a base of knowledge before moving into what can be considered more challenging topics. The three phases used in this approach include: Coping Strategies and Creating Safety (weeks 1–2), Trauma-informed Reflection (weeks 3–5), and Self-Inventory and Emotional Care (weeks 6–8).

Upon completion of the six week (COVID-adapted) or eight-week program, clients will continue to be followed and supported by their primary counsellors for up to six months through our continuing care services. Past participants also have access to onsite peer support groups that occur twice a month on site at Mamisarvik (pending COVID restrictions).
1. **Resiliency**: At the height of the pandemic, many treatment centres were not operational and access to services were limited. As this was a very difficult time for all people, it was particularly hard for people impacted by mental health and substance use. The experience of isolation and alienation led to poorer outcomes for those struggling and we saw an increase in alcohol and drug consumption in Canada. Alcohol and drug intake due to boredom and isolation increased by 30 percent in Ontario. Death from overdose had increased 153 percent from 23 deaths a week to 54 deaths a week (Public Health Ontario, 2021). It is evident that intervention for substance use was highly needed within the community at large during this time. Mamisarvik continued to provide face to face residential treatment services despite the challenges of the pandemic. This was a huge success for Mamisarvik and speaks to the resiliency of the staff at the centre.

2. **Adaptability**: At the outset of the COVID-19 pandemic, MHC temporarily shut down to better understand the unique needs and challenges the pandemic presented. During this necessary closure, MHC staff provided supports for clients and ensured they had access to a safe, online support team. This required exceptional teamwork, innovation and communication as, within two weeks, the team adapted in-person programming, workshops and counselling sessions to be accessible virtually. Because of this quick restructuring, we were able to continue to provide supportive services and substance use treatment to community members, even in the most stringent of lockdowns.

3. **Creativity**: Covid-19 presented many challenges to regular treatment programming. During a typical cycle, clients could maintain connections with friends and family through weekly visitations, day passes or engaging in community activities. We adapted the program to comply with provincial recommendations and health guidelines and found ways for participants to maintain outside contact in a safe way. We used conference call website, provided cell phones, facilitated Zoom calls and group workshops online. Mamisarvik created additional programing, collaborating with other Tungasuvvingat Inuit programing, and increasing outdoors activities to fill gaps and ensure participants had access to quality care programming.
4. **Training & development/Wellness fund:** In September 2020, MHC staff applied for additional training funds for the 2020–2021 fiscal year through the Ministry of Children Community and Social Services (MCCSS). The team completed a consultation for training requests and developed a funding proposal. MCCSS approved the additional training funds. As a result, Mamisarvik was able to continue to offer training and professional development to staff during the pandemic. Building staff capacity through training helps to provide quality care for our clients and ensures staff are meeting their professional development goals. Staff participated in crucial conversations training, addictions and pharmacology training, Naloxone training, food safety certification and first aid training. As a 24/7 treatment facility, we recognize that burnout and stress are occupational hazards, which can be exacerbated by pandemic complications. In order to support staff to access any help they may need, Mamisarvik was able to offer pandemic pay to front facing employees as well as a wellness fund for self-care activities.

5. **Proposal to Government of Nunavut:** In February of 2021, the Mamisarvik Healing Centre began work on a proposal to the Government of Nunavut to be considered as a potential referral for Nunavummiut clients. The Mamisarvik management team worked diligently to collaborate on the SOA which included: an in-depth program description, policy review, staff credentials, cost assessments and a facility review. This proposal was approved and Mamisarvik has now been added to the referral list of treatment centres for the Nunavut Government. At present, our team is working with the GN to finalize that partnership. Mamisarvik is hopeful to be able to offer services to Nunavummiut in the new year.
DATA OR STATISTICS TO INCLUDE

Over the course of the pandemic from January 2020 to July 2021, 11 participants graduated from the Mamisarvik program. Despite the challenges, these participants demonstrated resiliency, commitment to themselves and their healing journeys. As participants were not allowed to have onsite visitors, Mamisarvik staff set up online communication tools such as Facetime or Zoom with their family, friends, and supporters. These kept participants connected with their networks and improved wellness despite not being able to see their loved one's face to face.

Mamisarvik delivered three treatment cycles that were six weeks long in length. In addition, we continued to provide services to graduates virtually as part of the aftercare program.

Since 2018, the Mamisarvik program has worked in collaboration with the Canadian Mental Health Association (CMHA). The CMHA designed a program assessment tool called the Ontario Perception of Care tool to gather information about client’s experience in a treatment program. The OPOC asks clients a series of questions about topics such as intake, counselling services and other programming etc. Throughout every treatment cycle, the tool has been used to assess the strengths and weaknesses of the program and in turn, we have listened to these recommendations and made changes to our service delivery.

COVID 19 CHANGES:

The year 2020-2021 brought many challenges and necessary changes due to the worldwide COVID-19 pandemic. As a result, several adaptations to our program were implemented to provide a safe environment for staff and clients. These adaptations and changes allowed us to safely provide face-to-face healing services to community members and employment to our residential staff.

Adaptations included:
- Reducing the number of participants to 5 people (operating at a 50% capacity). This allows for proper social distancing within the facility.
- Shorter cycles: 8-week cycles condensed to 6-week cycles to allow for more people to access the program despite smaller groups.
• Providing more space in the facility to ensure proper social distancing, including the dining area, healing room and an additional TV room for clients to access.
• Requirement and provision of appropriate personal protective equipment as per Ottawa Public Health guidelines, for both staff and participants.
• Necessary signage throughout the building.
• Screening tools for staff, clients, and outside workers.
• Restricting non-essential visitors.
• COVID-19 test requirements for clients prior to entering treatment.
• Reducing client shopping days to limited local stores.
• Client’s assigned individual bedrooms and on-suite bathrooms to reduce potential contact.
• All third-floor bedrooms reserved for quarantine purposes.
• Development and implementation of COVID-19 policies and procedures.
• Implementation of pandemic pay a staff wellness fund and opportunities for overtime pay to support staff needs and promote adequate staffing for a 24/7 operation.
EMPLOYMENT CENTRE SERVICES

It has been an extremely challenging year in the Employment and Training Centre at TI as a result of COVID-19. Despite the challenges, we have continued to invest in the urban Inuit community in many ways.

INDIVIDUAL SPONSORSHIP PROGRAM
The aim of the Individual Sponsorship Program is to assist individuals looking for training programs that will lead to employment. The ISP aims to support client transitioning into postsecondary training by providing financial assistance. Some of the sponsored programs include:

- Photography – Algonquin College
- Fire Fighting – Algonquin College
- Culinary – Algonquin College
- Massage – Trillium College
- Hairdressing – West End Academy
- Dance – York University
- Indigenous Empowerment Program – Algonquin College
- Wildlife / Conservation Officer – Durham College
- Early Childhood Educator – St. Lawrence College
- Travel and Tourism – Algonquin College
- CEGEP
- Personal Support Worker – Algonquin College
- Early Childhood Educator – Algonquin College
- Indigenous Foundations Training Program – Willis College

TARGETTED WAGE SUBSIDY
TI has developed a partnership with Employment and Social Development Canada (ESDC), offers a wage subsidy program intended to assist Individual Inuit living in the Ottawa area to secure employment. Benefits of the program have the employers reduce the cost of hiring a new employee and can help create a new job or add an additional job for the Individual having difficulty securing employment.

JOB STARTS SUPPORT (JSS)
The aim of the Job Start Support Program is to assist individuals who have started employment or are in the final stages of being hired and need assistance to start work.

- Transportation assistance (i.e. bus pass, bus tickets, mileage allowance)
- Personal Protective Equipment (PPE) (ex: steel toe boots, hard hats, work jacket, gloves etc.)
- Garments (i.e uniforms, slip resistant shoes etc.)
- Child Care assistance
PROGRAMS 2020 - 2021

As described despite many barriers due to the global pandemic, Employment and Training ran the following programs:

- Forklift training, five participants, graduated from the program.

- iSisters program had four graduates; iSisters is a Community-based program that supports women in need. This low-cost, high-impact charity mentors disadvantaged women with free skills development programs about computers, the internet, and getting jobs. Employment worked with iSisters to deliver the program online by purchasing 8 laptops and installing the necessary software.

- The Landscaping program had three graduates that assist clients with employment in the industry or elsewhere. Ended the program by building 8 wooden garden boxes for T.I. programming.

For 2021 and 2022, the Employment and Training department has started a Security Training Program for clients interested in becoming Security Officers. Continue with the iSisters, Landscaping and other programs,

The Employment and Training Department will continue to work with partners to increase Inuit employment and training opportunities.
Alluriarniq Program (Stepping forward) supports Inuit ages 16 years and above exit sexually violent and exploitative situations. Our program also supports Individuals engaged in sex work and human trafficking exit harmful situations and maintain personal safety and well-being.

The Alluriarniq program started in the fall of 2017 and is funded by Public Safety Canada (PSC). Since launching the program we have prioritized the need of community members who use our services. Covid-19, required us as a team to be responsive, adaptable and innovative. Within the first two months of the pandemic, the Alluriarniq team smoothly transitioned from in-person support to remote/virtual programming and service. During the pandemic, we were able to engage with 75% of our primary service users remotely. We also distributed 20–25 quarantine care packages to service users every month between June–August 2020. In September 2020 we returned to work with enhanced COVID-19 safety protocols. We received positive messages that we were providing the care needed to support community members most impacted by COVID-19.

One client was grateful for a small gesture of a meal provided to her by her worker “I am so thankful for my TI worker to buy me meal from Tim Horton” – Alluriarniq Program Service User

Another service user posted her gratitude on social media for the country food we distributed in the fall of 2020 “My Craving is fixed! Thank you, TI Alluriarniq, for the fish’ –Alluriarniq Program service User

Whenever possible, the Alluriarniq team made the community feel special, important and heard during the pandemic.
Community feedback regarding the Alluriarniq program remains strong and has shown that the program is important as it is the only Inuit specific program supporting Inuit women in Urban and Rural areas engaged in the sex trade and survivors of exploitation. The program supports individuals on the spectrum of sexual exchange from sexual exploitation to sex work. To date, the program has directly supported approximately 120 Inuit through direct case management. Provided service to over 4000 people through our Mobile Outreach Van, and programming (in-person and virtually) to approximately 3840 people.

While the pandemic was a significant challenge for many, two of our program graduates, worked as Interns in the program from November 2020-March 2021. As Interns they learnt the ins and outs of the program, utilized their skills and learnt new skills to work in the field of gendered-based violence. In the Fall of 2020, we also secured 3.3 million dollars from the Ministry of children, community and social services to support the sustainability of the program.
## Statement of Operations - For the Year Ended March 31

### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian Partnership Against Cancer</td>
<td>$175,767</td>
<td>$226,379</td>
</tr>
<tr>
<td>City of Ottawa</td>
<td>976,049</td>
<td>1,005,423</td>
</tr>
<tr>
<td>Corrections Canada</td>
<td>-</td>
<td>3,000</td>
</tr>
<tr>
<td>Concordia University</td>
<td>9,126</td>
<td>15,705</td>
</tr>
<tr>
<td>Employment and Social Development Canada</td>
<td>940,995</td>
<td>1,333,966</td>
</tr>
<tr>
<td>Department of Canadian Heritage</td>
<td>55,875</td>
<td>-</td>
</tr>
<tr>
<td>Indigenous and Northern Affairs Canada</td>
<td>611,198</td>
<td>605,568</td>
</tr>
<tr>
<td>Indigenous Services Canada</td>
<td>832,897</td>
<td>800,400</td>
</tr>
<tr>
<td>Kakivak Association</td>
<td>166,343</td>
<td>291,608</td>
</tr>
<tr>
<td>Kitikmeot Inuit Association</td>
<td>21,909</td>
<td>50,000</td>
</tr>
<tr>
<td>Laidlaw Foundation</td>
<td>21,260</td>
<td>46,256</td>
</tr>
<tr>
<td>MCYS/MCSS</td>
<td>3,013,927</td>
<td>2,815,274</td>
</tr>
<tr>
<td>Ministry of the Attorney General</td>
<td>408,657</td>
<td>372,584</td>
</tr>
<tr>
<td>Ministry of Health</td>
<td>185,511</td>
<td>-</td>
</tr>
<tr>
<td>Ministry of Indigenous Affairs Ontario</td>
<td>95,561</td>
<td>238,489</td>
</tr>
<tr>
<td>Ottawa Centre Probation &amp; Parole</td>
<td>-</td>
<td>8,197</td>
</tr>
<tr>
<td>Ontario Federation of Indigenous Friendship Centres</td>
<td>302,706</td>
<td>305,879</td>
</tr>
<tr>
<td>Ontario Ministry of Education</td>
<td>186,388</td>
<td>252,640</td>
</tr>
<tr>
<td>Ontario Trillium Foundation</td>
<td>-</td>
<td>26,530</td>
</tr>
<tr>
<td>Public Health Agency of Canada</td>
<td>186,730</td>
<td>181,727</td>
</tr>
<tr>
<td>Public Safety Canada</td>
<td>924,079</td>
<td>854,111</td>
</tr>
<tr>
<td>University of Toronto</td>
<td>-</td>
<td>31,067</td>
</tr>
<tr>
<td>Wabano Centre</td>
<td>41,179</td>
<td>41,668</td>
</tr>
<tr>
<td>Others</td>
<td>6,728</td>
<td>(4,313)</td>
</tr>
<tr>
<td>Requested services</td>
<td>20,389</td>
<td>29,957</td>
</tr>
<tr>
<td>Donation revenue</td>
<td>59,836</td>
<td>30,945</td>
</tr>
<tr>
<td>COVID-19 Support funding</td>
<td>1,820,511</td>
<td>-</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenses before revenue</strong></td>
<td>11,063,621</td>
<td>9,563,060</td>
</tr>
</tbody>
</table>

**Expenses (Note 11)**

<table>
<thead>
<tr>
<th>Description</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>(expenses) related to tangible capital assets</td>
<td>307,732</td>
<td>63,233</td>
</tr>
<tr>
<td>Revenue (expenses) related to tangible capital assets</td>
<td>(212,744)</td>
<td>(194,513)</td>
</tr>
<tr>
<td>Amortization of tangible capital assets</td>
<td>(212,744)</td>
<td>(194,513)</td>
</tr>
<tr>
<td>Amortization of deferred capital contributions related to tangible capital assets</td>
<td>80,635</td>
<td>54,635</td>
</tr>
<tr>
<td>Amortization of deferred gain on sale of tangible capital assets</td>
<td>158,107</td>
<td>158,107</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenses</strong></td>
<td>18,229</td>
<td>25,998</td>
</tr>
</tbody>
</table>

**Net Revenue**

- **2021**: $333,730
- **2020**: $81,462
Tungasuvvingat Inuit