
Piloting the INUIT CULTURE LIAISON

*A joint pilot between
Shepherds of Good Hope
and Tungasuvvingat Inuit*

Overview

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- ✧ Who we are
- ✧ Background
- ✧ How this project came about / design
- ✧ Interim results
- ✧ Lessons learned
- ✧ Q & A / Discussion

ᑕᑦᓴᓄᑦᓴᑦ / Welcome



Hello, my name is Vicky Adams and I am the Inuit Culture Liaison, working with Tungasuvvingat Inuit and Shepherds of Good Hope. We are pleased to share our project experience and hope that you will take something away from our presentation.

Good bye!



Who we are: *Shepherds of Good Hope*

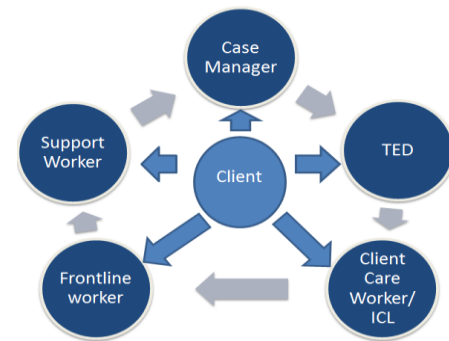
- ✧ Only Ottawa shelter for men and women; supportive living (SL) and support services
- ✧ Charity; founded in 1983; c.220 staff
- ✧ **Mission:** Creating community through acceptance, compassion and care.
- ✧ Unique clients p.a.: 2,000 shelter; 250 SL
- ✧ 350,000+ meals / year
- ✧ **Innovation:** Managed Alcohol Program, Transitional Emergency Shelter Program, ICL

Who we are: *Shepherds of Good Hope*

SNAPSHOT:

Transitional Emergency Shelter Program

- ✧ Diversion by EMS, police, RCMP or shelters for heavily intoxicated clients from hospitals/cells
- ✧ **Mandate:** a) recovery, b) EMS diversion, c) overflow, d) medical CM (OICH+ ROH Psych. Outreach team)
- ✧ Collaboration with Ottawa Inner City Health (OICH)
- ✧ Accredited hospital status
- ✧ 49 beds; 938 clients p.a.; savings: \$0.5
- ✧ Indigenous: 31% (n=288); Inuit: 14% (n=129)

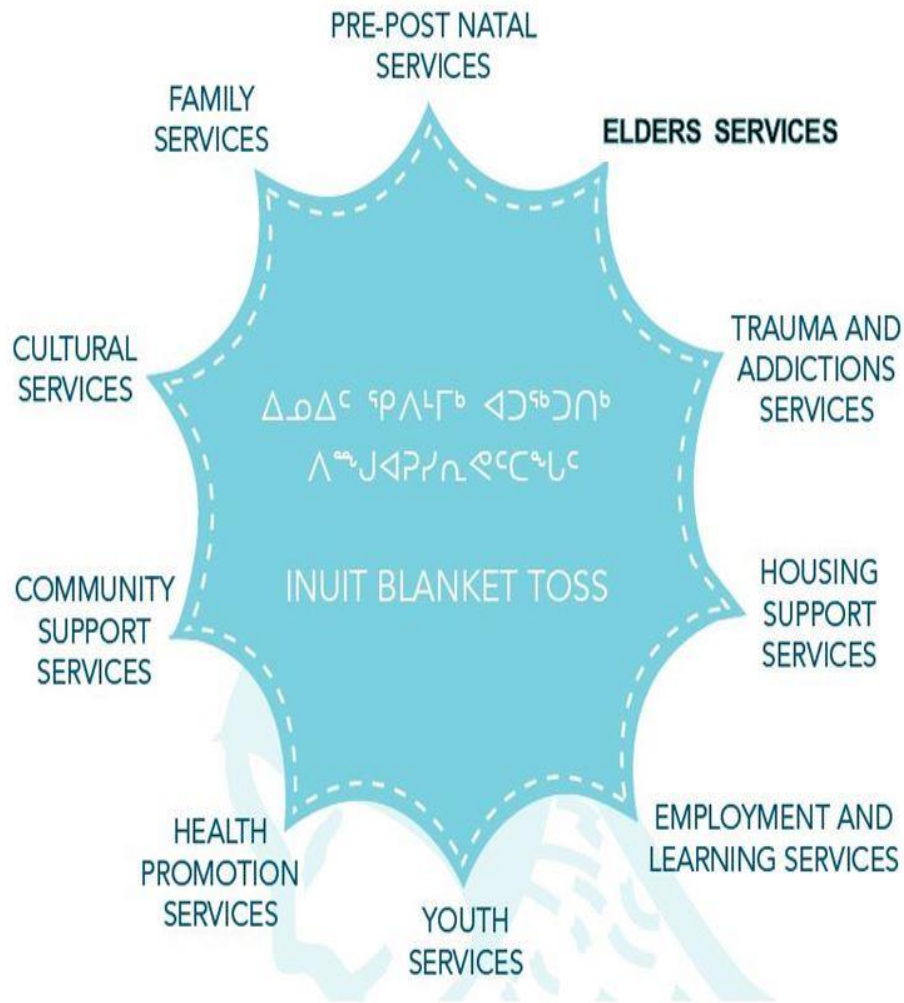


Who we are: *Tungasuvvingat Inuit*

- “A place where Inuit are welcome”
- Not for profit and a registered charity (Incorporated in 1987)
- **Mission Statement:** TI provides Inuit specific programs, services, and support to empower and enhance the lives of Inuit.
- Grass roots service delivery focus
- Holistic and integrated service approach/community of services/one-window
- Leader in Inuit specific service approaches
- Partner with Inuit Regions and ITK



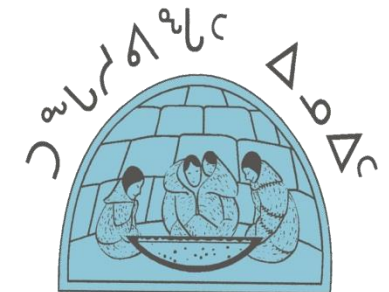
Who we are: *Tungasuvvingat Inuit*



Inuit Blanket Toss

Community members gather around the blanket and grab, pull and hold tight to the blanket. The blanket and supporters will catch the individual in the air; no matter how high an individual is falling from, or how many times they tossed in the air.

Like the blanket toss TI's supports will "catch" anyone who is in need of our support. The integration of all our programs is the cornerstone of our community of services.



Tungasuvvingat Inuit

Who we are: *Tungasuvvingat Inuit*

- Family services
- Elders services
- Trauma and Addictions Services
- Housing and Support Services
- Employment and Learning Services
- Youth services
- Community Support Services
- Cultural services

Background

Why are Inuit in Ottawa?

- Relocation for employment opportunity
- Relocation for access to education
- Relocation for housing
- Access to health care

Background/previous process

- Inuit would be given information about T.I.; e.g. community supports or Mamisarvik Healing Centre
- Housing based case manager coming from T.I. would visit SGH shelter regularly – but resource / time intense

How this project came about / TI

In the infancy of Housing First, our workers were at Shepherds on a very regular basis trying to connect and engage with clients.

We were also called in to assist with some cultural context for staff when dealing with new Inuit clients.

We thought that it would be great if we had a worker based out of the shelter to ensure a continuum of care.

How this project came about / SGH

- SGH recognised Inuit situation in strategic plan
- Both partners keen on deepening work
- Ontario Trillium Foundation Seed grant ideal for piloting

Purpose of the ICL

A) Facilitate programming

- Palaugaaq (bannock)
- Beading, drumming, story telling
- Feasts with country food

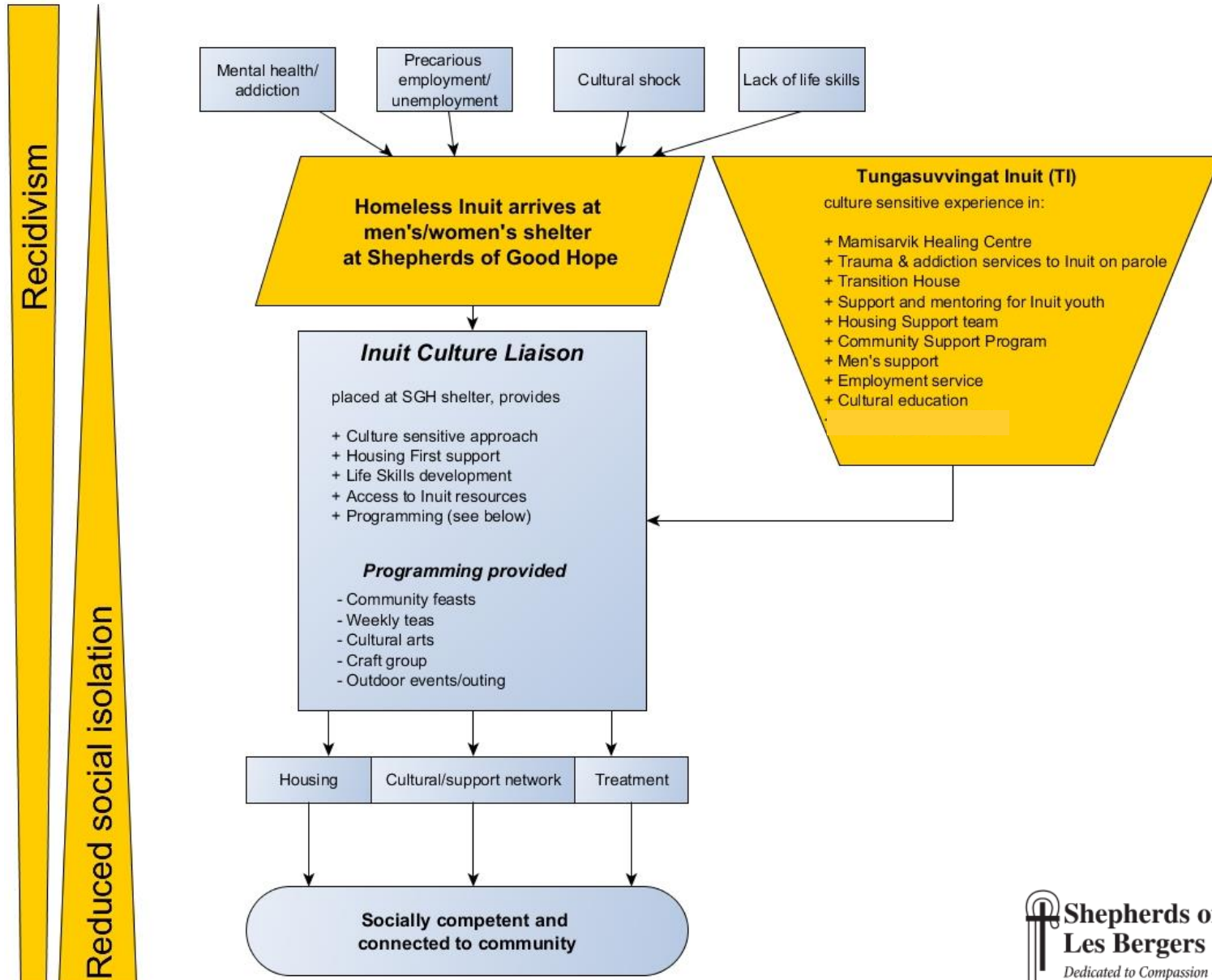


B) Educate SGH staff and raise cultural awareness

C) Bridge culture gaps incl. Inuktitut to enable better case management (health support, food, return North)

D) Accompany clients to services

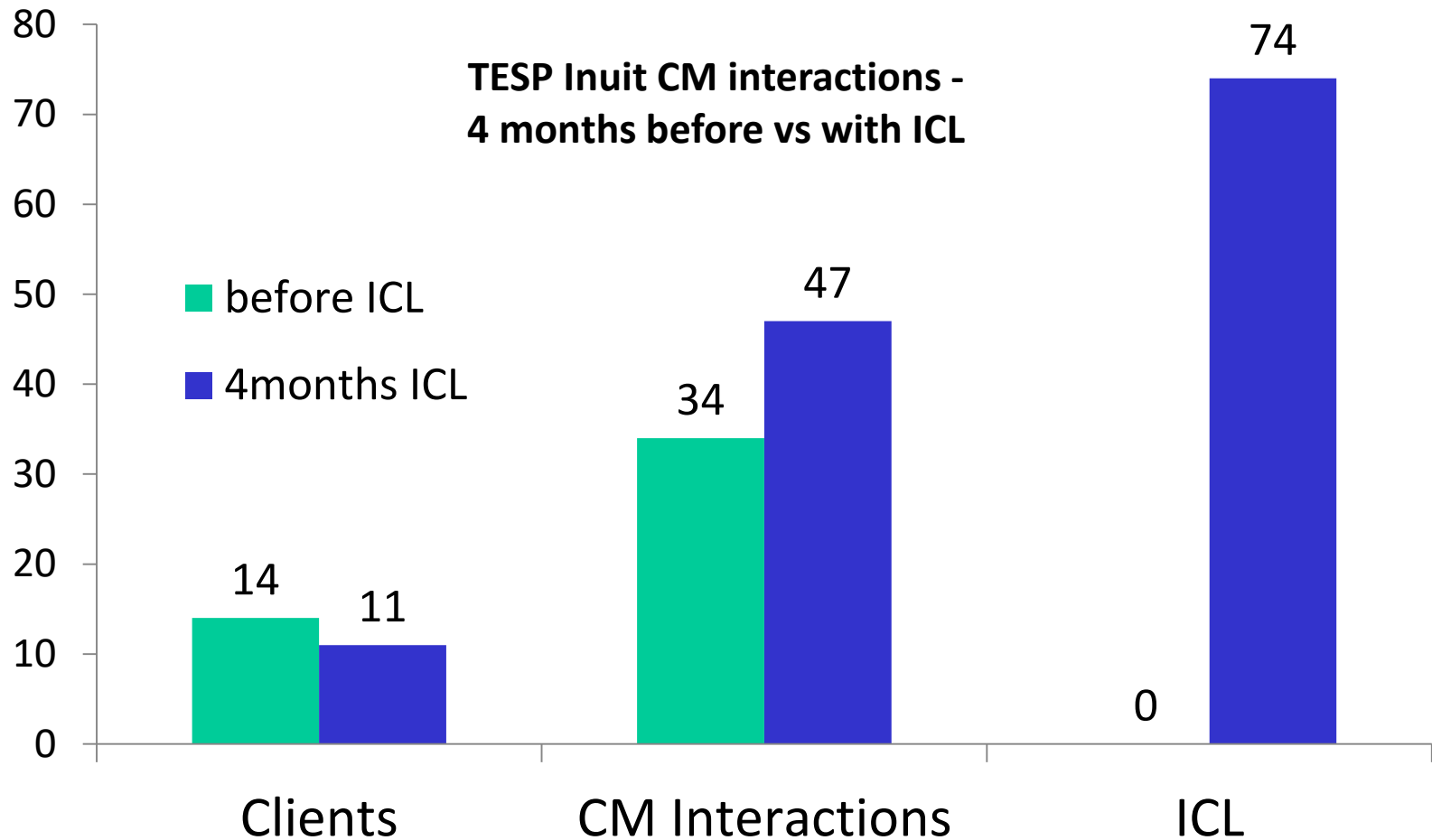
ICL flow chart



Interim results

- ❖ Increase in migration from shelter to Inuit community services (TI), e.g. drop-in
- ❖ Activities resulted in longer/more frequent sober clients
- ❖ Program monitoring: Shift from strict M&E framework to community/activities orientated tracking; add qualitative interviews if possible
- ❖ Redefine focus of liaison as trust person rather than case management support

Interim results



Lessons learned / SGH

- SPDAT assessment conducted by ICL not ideal as serving as link and person of trust; however, still worthwhile in e.g. female-female constellations
- Existing SGH aboriginal sensitivity training was not enough Inuit focused
- Food as connector: a) builds community, b) serves as case work hook, c) trust building
- Trauma is omni-present – provide support when hiring culture based incumbents
- Monitoring – knowledge and skills gaps have to be bridged creatively, e.g. simple forms, interviews.

Lessons learned / T. I.

- The ICL worker position is better suited as a support to shelter caseworkers and staff rather than an Inuit specific caseworker role.
- Because the Inuit community in Ottawa is tight knit the ICL often is familiar with the clients themselves or family and can often be put in awkward positions in their own community or social circle in efforts to respecting client confidentiality.
- No food....no one is coming. Food, in particular “country food” is a great engagement tool. Group feasts and social events are a good way to engage Inuit clients.

Conclusion



A big thank you to our funders



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Thank you for your attention!

Questions?

Shepherds of Good Hope	Tungasuvvingat Inuit
Phil Nowotny	Cindi Rye
Manager, Data & Research	Manager of Housing Services
pnowotny@shepherdsogoodhope.com	hflead@tungasuvvingatinuit.ca
613 789 8210 x 237	613 565-5885 x24