
Representative for
Children and Youth

2017-2018
ANNUAL REPORT





Photo: Clare Kines

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Our Mission:

We are an independent **child and youth advocacy office** that ensures the Government of Nunavut **supports and protects** the rights and interests of young Nunavummiut.

Our Vision:

All children and youth in Nunavut **know their potential, value their identity and feel supported and empowered to express their views** in matters that affect them.

MESSAGE FROM THE REPRESENTATIVE

It has been another busy year at the Representative for Children and Youth's Office (RCYO). Over the course of the year, the office opened a total of 83 new individual advocacy cases. Each one of these cases reveals a very telling story about the struggles that young people and their families encounter when seeking government services and supports. These stories are often multi-faceted and complex, reminding us that young people frequently require a holistic and well-coordinated approach to their care. With this in mind, our office continues to press the Government of Nunavut (GN) for better service coordination between its staff and its departments. We have raised this issue to the GN's attention in our past two annual reports and we have discussed this issue with government departments independently and collectively over the past several years.



Youth-focused, rights-based education and knowledge sharing is an important part of the work that we do; however, it is only one piece of the work required. The other piece rests with adults who must listen and consider what young people have to say. In our work, we too often discover that youth voice is not obtained or is minimized when it is obtained. This represents a missed opportunity because what young people have to say is important and is often very insightful. Young people tend to look at the world differently than adults and because of this we can learn a lot from them and do great things together. Our work supporting and promoting youth voice, to both the youth population, as well as the adult population, will continue to be a fundamental part of the work we do.

During 2017-2018, we also saw the launch of the RCYO's systemic advocacy program and the announcement of our office's first systemic review. This review will focus on mental health services for children and youth, specifically examining the availability and accessibility of these services within the territory.

The selection of an area of focus for our first systemic review was not an easy decision to make. This is due to the sheer volume of systemic issues that have been brought to our attention and the importance that each issue carries. Recognizing a review of this magnitude would consume the full attention of both of our office's systemic investigators, we took great care in the selection process. While many factors were considered, the voices of Nunavummiut served as a strong guide in our decision-making process. We look forward to sharing the results from our review in 2018-2019.

While we recognize that much work remains in the years ahead, we move forward, as always, with tremendous hope. We are inspired daily by the young people of this territory and we recognize the value they offer to the Nunavut of today and tomorrow. For this reason, we will continue to be diligent in our work and will hold steadfast to our quest to change the child rights landscape in Nunavut, thereby ensuring the rights and interests of young Nunavummiut are respected and upheld.

Sincerely,

A handwritten signature in black ink that reads "Sherry McNeil-Mulak".

Sherry McNeil-Mulak
Representative for Children and Youth

When compared to many other Canadian jurisdictions, the child and youth services landscape in Nunavut is scarce. This reality heightens the urgency to improve coordination efforts in Nunavut. While we recognize that the geographical vastness of the territory and the transient nature of much of its workforce create challenges for coordination efforts, a solution must be found to better serve young Nunavummiut. In a territory where significant value is placed on human connection and working together, we know a manageable and sustainable solution is possible. Our office is committed to continuing to raise this important issue with the GN. We will also continue to support initiatives that are designed to promote improved service coordination and holistic care for young people in Nunavut, such as the Arctic Children and Youth Foundation's Umingmak Child and Youth Support Centre.

Over the course of this past year, our office has also continued to work directly with young Nunavummiut by building on our rights-based education work. We focused this work on the delivery of the RCYO developed *Raise Your Voice: Self-Advocacy Workshop*. By the end of the fiscal year, the workshop had been delivered to 503 youth across the territory. These interactive workshops have provided RCYO staff with the opportunity to connect directly with youth to help increase their understanding of their rights and gain the necessary skills to feel empowered to use their own voice to advocate for themselves and for larger change.

ABOUT OUR OFFICE

The Representative for Children and Youth's Office (RCYO) is an independent office that is devoted to ensuring the rights of young Nunavummiut are respected. We have a legal mandate to advocate for young people's rights and interests to assist the Legislative Assembly of Nunavut (Legislative Assembly) in ensuring their needs are met. Typically, we work with children and youth who are 18 years old and younger. However, the *Representative for Children and Youth Act* (RCYA) allows us to work with young people up to 25 years of age in specific situations.



Photo: Clare Kines

OUR MANDATE

Our mandate includes the following duties outlined in the RCYA:

- * Ensure children and youth's rights and interests (individually and collectively) are protected and advanced, and that departments of the Government of Nunavut (GN) and its designated authorities¹, hear and consider the views of children and youth on matters that affect them;
- * Ensure children and youth can access GN services and that the GN considers their concerns about those services;
- * Help children, youth, and their families communicate with GN service providers, to improve understanding between them;
- * Inform the public about the rights and interests of children and youth, and the roles and responsibilities of the Office;
- * Provide advice and recommendations to the GN on how to make its programs, services, laws, and policies better for children and youth in Nunavut.

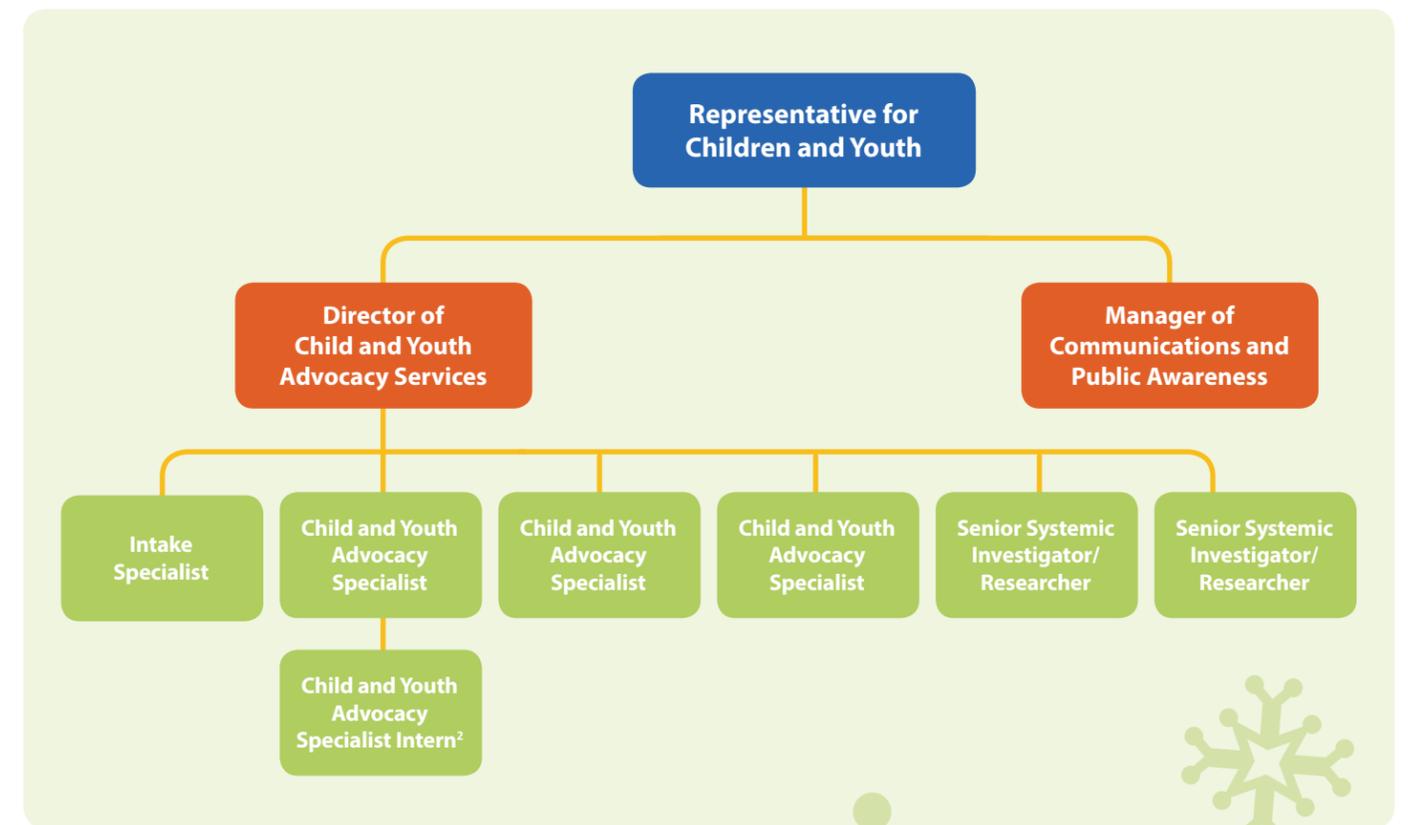
¹ Designated authorities are listed under Schedule A of the RCYA.

OUR TEAM

The Representative for Children and Youth (Representative) leads the RCYO, guiding the work of a team of eight staff, as well as one intern from the Sivuliqtiksat Internship Program. In addition, each summer the RCYO is pleased to add a summer student to our advocacy team. Each member of our team brings a unique personal and professional background to the RCYO, while sharing a passion for child rights and advocacy. Figure 1 illustrates our organizational structure.

At the end of 2017-2018, the RCYO was fully staffed. A new manager of communications and public awareness started in December 2017, after the position became vacant in August 2017. During the year, our 2016 summer student returned to our office to provide casual support in the areas of intake and client satisfaction survey administration. The RCYO greatly appreciates the value our summer students bring to our work and are happy to continue supporting them throughout their studies when possible.

FIGURE 1: RCYO ORGANIZATIONAL CHART



² Two-year position under the Sivuliqtiksat Internship Program ending November 2018.

SIVULIQTIKSAT INTERNSHIP PROGRAM

The Sivuliqtiksat Internship Program offers Nunavut Inuit on-the-job training in specialized and management positions, with an end goal of increasing Inuit representation in Nunavut’s public service. Interns spend one to three years following a specific training plan under the guidance of a designated trainer. David Korgak joined our office under this program as a child and youth advocacy specialist intern in November 2016. Now, over half-way through his two-year internship period, David continues to work closely with Christa Kunuk, one of our child and youth advocacy specialists and his designated mentor, to fulfill the responsibilities of his internship with the RCYO.

SUMMER STUDENT

In 2017-2018, the RCYO hired a summer student through the GN’s Summer Student Employment Equity Program (SSEEP), as part of our continuous efforts to involve youth in our work. Caroline Angalik was a valuable addition to our team during the summer of 2017. As an assistant systemic researcher, Caroline provided great support to our office’s systemic advocacy team throughout the summer months.

Meet Caroline Angalik

My name is Caroline Angalik. Originally from Arviat, my family and I moved to Iqaluit in 2016. I am a second year Nunavut Teacher Education Program student at the Nunavut Arctic College in Iqaluit. It has been a pleasure to be a part of an amazing team here at the RCYO and work alongside the office’s systemic investigators/researchers, Nancy and Katie. My main tasks were to research policies, programs, legislation, and best practices on children’s rights. I also created and organized an electronic filing system for systemic issues in Nunavut. I am grateful for the amount of support I received from the staff since my first day!

Working at the RCYO has been a wonderful learning experience for me; I increased my problem solving skills and gained general knowledge about the office and other advocacy offices throughout Canada. I also gained a profound understanding of the United Nations' *Convention on the Rights of the Child (CRC)*. The voices and interests of our children and youth deserve to be heard. This advocacy office, which specifically supports children and youth is exactly what is needed in our society.



When I first received a call from this office, I knew that I wanted to come here as soon as I heard “children and youth”. It is my passion to work with children, and as a future teacher, it is essential for me to know what kind of supports are available for our young people.

INVESTING IN OUR TEAM

The RCYO is the only organization in Nunavut with the legal mandate to advocate for children and youth’s rights and interests to the GN. Given this responsibility, we continuously strive to strengthen our internal capacity and expertise by providing staff with relevant professional development opportunities.

The following table summarizes the professional development initiatives that RCYO staff participated in during the 2017-2018 fiscal year. Staff also received individual training tailored to their distinct needs and roles.

TABLE 1: PROFESSIONAL DEVELOPMENT 2017-2018

TRAINING	DATE COMPLETED
Applied Suicide Intervention Skills	June 2017 and January 2018
CCCYA Biennial Conference for Child and Youth Advocacy Offices	September 2017
Case Management System	August 2017
<i>Child and Family Services Act</i>	January 2018
Child and Human Rights Extension Certificate	June 2017
Child Rights Impact Assessment	February 2018
Client services	December 2017
Conflict resolution	May 2017
Indigenous Cultural Competence	May and December 2017, and February 2018
Inunnguiniq Parenting Program	September 2017
International Summer Course on the Rights of the Child: Children, Minorities, and Identity	June 2017
RCYO Policy and Procedure Manual	April and August 2017, and March 2018
<i>Representative for Children and Youth Act</i>	May and September 2017, and March 2018
Vicarious trauma, compassion fatigue, burnout, and self-care	April 2017
<i>Youth Criminal Justice Act</i>	December 2017



WHAT GUIDES OUR WORK

Key documents and concepts guide our staff in their advocacy work. These include the RCYA, the CRC, Inuit societal values (ISV), the voice of the child, and national advocacy standards.

REPRESENTATIVE FOR CHILDREN AND YOUTH ACT

Nunavut's RCYA is the law that outlines our office's duties, powers, and overall mandate. Essentially, it explains what the RCYO can and must do from a legal perspective. It also describes key principles that guide our staff in their work. The RCYA was passed in 2013 and all of its sections are in force — except one. The section not in force pertains to the RCYO's ability to conduct reviews of critical injuries and deaths. This section will come into force at a later date.

✳ HOW THE RCYA GUIDES OUR WORK

Each time someone contacts the RCYO to raise a concern, our staff rely on the RCYA to determine if the concern falls within our mandate. For instance, does the concern relate to a young person who is 18 years old or younger? If not, does the RCYA allow our office to make an age exception? Is there a GN service involved? The answers to these questions help RCYO staff determine if our office can offer advocacy supports.

UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD

The CRC is an international agreement that identifies child rights recognized by countries around the world. It also provides information on the roles and responsibilities governments and adults have to support these rights. Child rights are the things all children should have or be able to do in order to live a life of dignity and thrive. Canada signed the agreement in 1991.

✳ HOW THE CRC GUIDES OUR WORK

Each time an issue is brought to our office's attention, our staff rely on the CRC to determine whether the GN is upholding the young person's rights. Staff always apply a child rights lens to each issue when questioning if any rights may have been breached. For instance, has a government service provider sought a young person's opinion on a matter affecting the young person's life? If not, how can our staff work to ensure the service provider is made aware of a child's right to have their opinions heard and considered, and how can we facilitate this important information exchange between the service provider and the youth?

INUIT SOCIETAL VALUES

The RCYA clearly states that the Representative must apply ISV in carrying out the RCYO's work. Our staff follow the same eight guiding values that the GN has adopted. The *Inuit Societal Values and Our Work* section of this report provides more information on how our office applied these values in our work this fiscal year.

✳ HOW ISV GUIDE OUR WORK

When seeking a solution to an issue affecting a young person, RCYO staff endeavor to collaborate with government service providers to find the best possible way forward — *piliriqatigiinniq*. This often entails thinking outside of the box and seeking innovative solutions to complex problems with our key partners — *qanuqtuurniq*. Sometimes young people and their families who turn to us for support may feel vulnerable or frustrated. We recognize that the availability of a welcoming and safe environment is important to those we work with — *tunnganarniq*.

THE VOICE OF THE CHILD

A fundamental right in the CRC is a child's right to express themselves in matters that affect their lives. This is what our office calls the voice of the child. The CRC also states that governments must consider a child's opinion, in accordance with the child's age and maturity.

✳ HOW THE VOICE OF THE CHILD GUIDES OUR WORK

The voice of the child guides our staff's work on a daily basis. For instance, whenever possible, our staff seek out the opinion of the young person we are working with on an individual advocacy case. By doing so, we ensure their voice is at the center of our work and is guiding the development of the young person's advocacy plan. Staff also work to ensure youth voice is reflected in larger office projects, such as systemic reviews.

NATIONAL ADVOCACY STANDARDS

The Canadian Council of Child and Youth Advocates (CCCYA) has established national advocacy standards for child advocates to follow in their work. These standards cover things such as confidentiality, accessibility, and accountability. They help hold advocates accountable to a minimum level of service and provide a way to evaluate an office's advocacy services.

✳ HOW NATIONAL ADVOCACY STANDARDS GUIDE OUR WORK

The RCYO developed a youth-focused, made-in-Nunavut self-advocacy workshop to educate young Nunavummiut about their rights and responsibilities, and to help foster growth and confidence with self-advocacy skill development. The development and delivery of the *Raise Your Voice: Self-Advocacy Workshop* supports CCCYA national advocacy standard three — *empowerment*. This standard encourages advocacy offices' endeavor to increase the capacity of young people to make choices and transform those choices into desired actions and outcomes. In doing so, advocacy staff must strive to enhance young people's knowledge and understanding of their rights, skills, and strengths for the purpose of increasing self-sufficiency and enabling them to gain power over their lives.



ADVOCATE'S APPLAUSE



INUKSUK HIGH SCHOOL LUNCH PROGRAM

The Inuksuk High School lunch program serves up much more than just a meal. Food studies teacher Lael Kronick, along with her food studies class, a few paid part-time students, and several student and teacher volunteers work together to prepare a hot, nutritious, and free lunch for 100-150 students every other day. The menu which focuses on healthy, whole foods features country food and international meals, to respect both tradition and the diversity of Iqaluit.

In addition to getting hands-on experience with food preparation skills, students are learning about food insecurity, food sovereignty, and how to grow and harvest their own produce using the eight hydroponic tower gardens in the school's cafeteria. The no stigma program is also creating a strong sense of community within the school as it encourages everyone to gather and enjoy a meal together, not just those who don't have one.

This program highlights the value of working together to address an important issue affecting young Nunavummiut, food insecurity, while also aiming to increase students' food knowledge and promote healthy eating habits. We commend the school and students for their work and encourage all partners to continue to work together to support this important program.

Photo: Lael Kronick



WHAT WE DO

Our office works in four areas: individual advocacy, systemic advocacy, reviews of critical injuries and deaths, and communications and public awareness. The following gives a brief overview of these four areas.

INDIVIDUAL ADVOCACY

The GN provides many programs and services to support children and youth. However, despite best intentions, problems can occur. A child, youth, or family member may not know who to contact about a program or they may feel uncomfortable raising questions with service providers. Maybe a service provider hasn't returned a parent's repeated calls or followed-up as promised. Perhaps a youth-in-care doesn't understand why he or she can't visit a family member. In these types of situations, our office can assist by providing information, coaching in self-advocacy, or providing individual advocacy support.

Every individual case that is brought to the RCYO's attention is unique and we tailor our response to meet each individual's circumstances. That said, the individual advocacy process generally involves three sequential phases: intake and assignment, investigation and problem solving, and resolution and follow-up (Figure 2).

* PROVIDING INFORMATION

Nunavummiut can always contact our office for information on child rights and/or government services and programs that support children and youth. Even if we receive a request that falls outside of our mandate, we always try to help connect the client to the person or resource that can provide the necessary information or supports.

* SELF-ADVOCACY COACHING

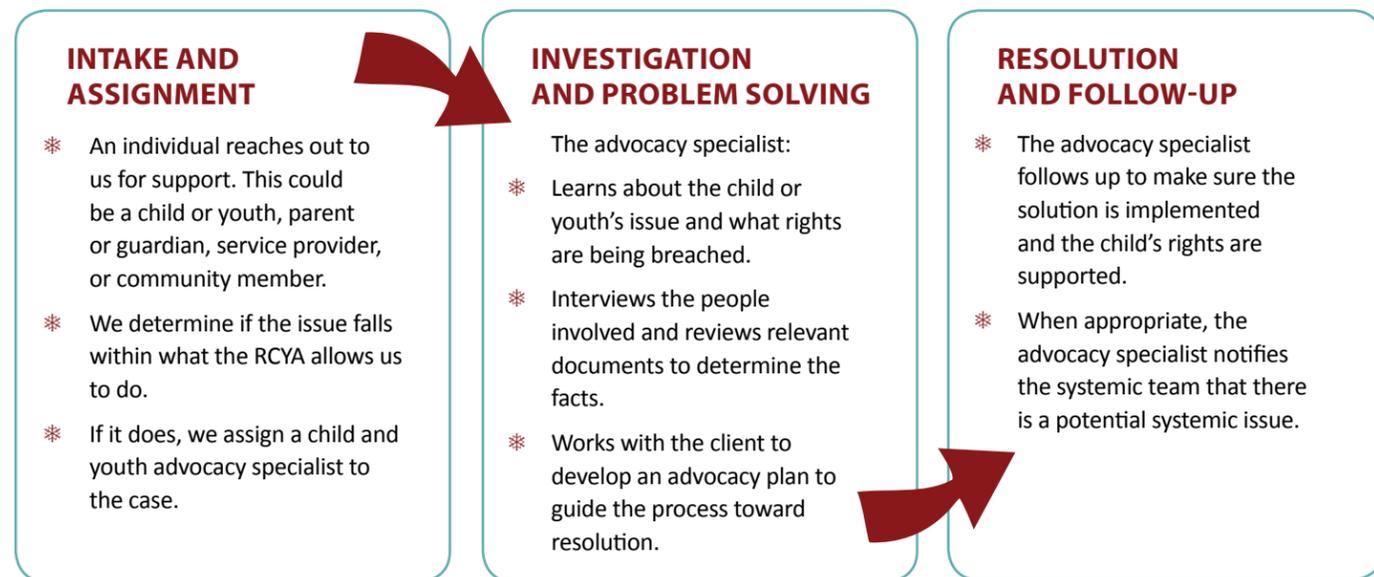
It is not always easy for a young person, or a concerned parent or guardian, to express his or her views to government service providers. At any point in the advocacy process, our staff can help an individual learn the skills required to self-advocate, so that he or she feels more empowered to express his or her views.

* ADVOCACY SUPPORT

Most of the cases that come to our office involve advocacy support. This is when one of our child and youth advocacy specialists works directly with a young person and with a government service provider(s) to resolve an issue. A government service provider could be a teacher, nurse, mental health worker, social worker, or probation officer, etc. – any individual who works for the GN and provides a government service or program to children or youth.

We are able to resolve some issues in a matter of days or weeks, while others may take several months and involve multiple service providers from many departments. Typically, advocacy support includes direct work with service provider(s), meetings with the child or youth and their parent(s) or caregiver(s), and case conferences. Whenever possible, the voice of the child leads the advocacy work.

FIGURE 2: THE INDIVIDUAL ADVOCACY PROCESS



SYSTEMIC ADVOCACY

Sometimes many young people encounter the same issue. When this happens, we call the issue systemic. Typically, systemic issues affect many children or youth; happen when government policies or services aren't working as intended; have a good chance of reoccurring if not addressed; and may require government to change its policies, practices, or laws.

Systemic issues can come to our office's attention in many ways. Our staff might see the same issue present repeatedly in different individual cases and then flag this for further investigation. Members of the Legislative Assembly (MLAs) or youth parliamentarians might raise an issue in the Legislative Assembly. A media source could bring an issue to the public's attention. Young people and adults can also contact our office directly with a systemic issue they would like to raise to our attention.

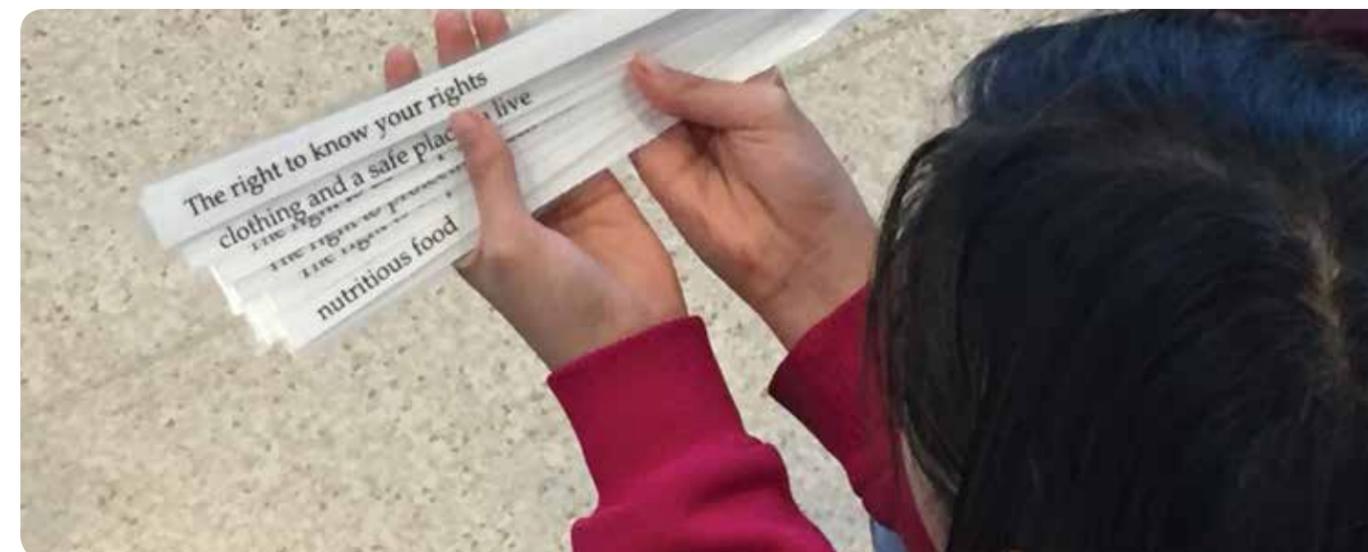
When our office becomes aware of a systemic issue, we can then choose to investigate it. We can do this informally or formally. Informal systemic advocacy mainly uses discussion and collaboration to bring about change. We believe this type of systemic advocacy aligns

well with ISV, particularly the values of *piliriqatigiinniq*, working together for a common cause and *aajiqatigiinniq*, decision making through consensus and discussion. Issues that qualify for informal reviews tend to be less complex. They also tend to resolve quickly. An informal review may or may not result in a public report outlining recommendations.

Formal systemic reviews generally focus on more complex issues. Considerations that may elevate a matter to formal review status include: severity of the issue; the potential for harm if the issue is not addressed; the urgency of the issue; and the potential benefit to the public resulting from the review.

Systemic issues that require formal review tend to be comprised of many layers. For this reason, formal reviews require interviews, requests for and the review of documentation, and significant research and analysis to formulate well-informed conclusions and recommendations.

Formal systemic advocacy typically results in recommendations issued to government departments



targeting system improvements. It is not uncommon for such recommendations to be shared through a public report. This year, our team launched its first formal systemic review, which focuses on the availability and accessibility of mental health services for children and youth.

REVIEWS OF CRITICAL INJURIES AND DEATHS

This area of our work involves conducting a review when a child or youth receiving government services experiences a serious injury or dies. These reviews provide meaningful opportunities to learn from mistakes. They are not about placing blame. Rather, they are opportunities to understand what went wrong and to initiate changes to prevent similar occurrences in the future.

We recognize these reviews are highly sensitive. They require the proper knowledge and capacity to conduct thoroughly. As a result, we continue to develop this program with particular attention and care. The section of the RCYA related to reviews of critical injuries and deaths is not yet in force.

COMMUNICATIONS AND PUBLIC AWARENESS

The RCYO has a legal duty to raise Nunavummiut's awareness of child rights and to share information about how our team can work with young people to protect their rights. Equally important, are the opportunities this area of our work creates to listen to Nunavummiut and learn directly from them about issues affecting young people.

Our public awareness work takes many forms such as: presentations, information sessions, community outreach, contests, developing promotional material, attending public events, and maintaining our office's website (www.rcynu.ca). All of these activities share one goal — to build and strengthen relationships with children, youth, families, and the many Nunavummiut who are invested in our territory's young people.



ADVOCATE'S APPLAUSE



HEALTH CAMP

In February 2018, the Department of Health and the Department of Education, with support from Inuit organizations and Nunavut Arctic College, and other educational institutions, held a week-long, youth health careers camp in Iqaluit. The camp, which was modelled after a similar program offered at the Northern Ontario School of Medicine, provided 18 high school students from across the territory with an opportunity to explore various health professions as potential careers.

During the camp, students gained hands-on experience in suturing fake skin, inserting an IV, practicing CPR, and applying a cast. Students also received valuable one-on-one time with different health professionals to learn about their field of work. The camp, held at Nunavut Arctic College and Qikiqtani General Hospital, allowed students to become familiar with these learning and working environments. Students also created career planning portfolios, aligned with Nunavut's high school curriculum and each student was accompanied to the camp by an adult, from their home community, who will act as their career mentor.

Experiences such as this provide young Nunavummiut with important hands-on learning opportunities and are an excellent way to foster early professional interests. This is an excellent example of a collaborative project that makes a difference for youth.



INUIT SOCIETAL VALUES AND OUR WORK

ISV are an integral part of what we do and how we conduct our business. The RCYA emphasizes that respect for ISV can support the development of healthy young people and families. The Act also states that the RCYO must apply these values when carrying out its duties and exercising its powers.

With this in mind, our office continued to include ISV as a standing agenda item at our monthly team meetings throughout 2017-2018. This has proven to be an effective way to ensure ISV guide us as we conduct our work. In addition, this past fiscal year we further supported the use of ISV in our work by directly consulting with our Elder advisors and by seeking out opportunities for cultural training.

ONGOING INCORPORATION OF INUIT SOCIETAL VALUES

The RCYO continues to incorporate ISV in our daily work in a number of ways. We remain consistently mindful of respecting the value of *ajiiqatigiinniq*. This value means decision making through discussion and consensus. Whenever possible, the RCYO aims to include the voice of children and youth in our advocacy work. We listen to them and encourage them to be partners in the decisions being made about their lives and when resolving issues with government.

Our team also worked with young people in a way that honours *pilimmaksarniq*. This value encourages learning and mastering new skills through observation, mentoring, practice, and effort. A key way we do this is by coaching young people on how to advocate for themselves. This is called self-advocacy. In 2017-2018, we furthered our work in this area through delivery of our made-in-Nunavut *Raise Your Voice: Self-Advocacy Workshop*, which helps young people build the skills to actively participate in decisions affecting their own lives. In addition, the RCYO was pleased to continue to support our Sivuliqtiqsat Intern as he developed his skills through a variety of learning opportunities, including learning through observation and mentorship in our office.

The value of *tunnganarniq* — being welcoming and inclusive, continued to play an important role in guiding how our staff work with each other and with our many stakeholders. Our policy and procedure manual clearly identifies that we should approach all of our interactions in a way that is mindful of this value. We remain dedicated to taking the time for people, making ourselves available, and creating an environment where children, youth, and their families are comfortable seeking support. This year, the RCYO added the rainbow flag to our website and office doors. For the RCYO, this flag represents our commitment to providing a safe and supportive environment where all individuals are respected, should feel free to express themselves without fear of judgment or criticism, and can expect to have their concerns addressed and needs supported by our organization, regardless of their gender, gender identity, gender expression, race, ethnicity, religion, or sexual orientation. Our office also seeks to be inclusive through ongoing and open communication with stakeholders and the public.

Finally, and significantly, we remain committed to working collaboratively with government departments to achieve the best possible outcomes for children and youth. The RCYO worked closely with the Department of Family Services, the Department of Health, the Department of Education, and the Department of Justice to draft protocols that establish a clear process for information sharing and regular meetings to support collaboration. It is anticipated that these protocols will be finalized in early 2018-2019. This approach is mindful of the value of *piliriqatigiinniq* — working together for a common cause.

WORKING WITH OUR ELDER ADVISORS

Elders offer invaluable wisdom and perspective based on lived experiences and cultural teachings. To incorporate this knowledge into our work, the RCYO works with five Elder advisors from across the territory. Our Elder advisors are well-respected in their home communities and considered experts in Inuit culture and societal values, and firmly believe that this knowledge has a role

OUR ELDER ADVISORS



Meeka Arnakaq

Pangnirtung

Meeka is from Pangnirtung on Baffin Island. She is a community leader who has been recognized for her work in developing healing programs for Inuit. She has been involved with her local church, and taught life skills and Inuktitut at Nunavut Arctic College for more than 30 years. Outside her home community, she has worked with such Inuit organizations as Tungasuvvingat Inuit and the Mamisarvik Healing Centre in Ottawa. With Mamisarvik Healing Centre, her work focused on healing trauma and addiction through Inuit traditions and culture. She also writes her own music.

Meeka received a Wise Woman award in 1994 and she received an honorary degree from the Board of Governors of the Nunavut Arctic College in 2009. Meeka has also served on the Elders Advisory Council for the Canadian Centre on Substance Abuse (CCSA).

Meeka has five children, 10 grandchildren, and three great-grandchildren.



Bessie Sitatak

Kugluktuk

Bessie spent her childhood years at different camps near Reid Island, Rymer Point on Victoria Island, as well as Byron Bay, in western Nunavut, where her grandparents outpost camp is located. She remembers this time with fondness and says her family's traditional life on the land was bright and full.

Bessie was eventually sent to residential school. While away from her family, Bessie says she lost her ability to speak her traditional language and forgot many of her cultural practices. Her family later helped her rebuild her cultural practices and she feels fortunate to pass them on to children and youth today.

Bessie worked at the Department of Justice where she enjoyed helping people who had experienced a difficult childhood. Bessie is now retired; but, she continues to be involved in the community, and contributes to strengthening Inuit culture and language.

Bessie has three children, five grandchildren, and one great-grandchild. She loves to be outdoors, camping on the land, and sewing.



Lucy Makkigak

Rankin Inlet

Lucy was born and raised in Rankin Inlet. She loves life in the Kivalliq region and is very proud of her hometown. She works as a public school counsellor and enjoys helping children when they need support. Lucy is rich in Inuit knowledge and she cherishes the opportunity to teach children and youth what she knows.

Lucy loves to spend time outside. In the fall, she enjoys hunting caribou because their skins are best to harvest then. In the spring, she enjoys camping; drying fish and meats; and collecting seal skins with her husband, son, and three son-in-laws. All year long, Lucy works to preserve her harvest for her family for the winter season.

In addition to her son, Lucy also has three daughters and 15 grandchildren.



Regilee Ootook

Pond Inlet

Regilee is a well-known Elder who was born in Igloolik but spent much of her spring and summer in a place called Tikirag. She has very fond memories of growing up there. Regilee now lives in Pond Inlet with her family, including seven children, many grandchildren, and a few great-grandchildren.

Through traditional counselling and sewing, Regilee has helped many people over the years. She has traveled to many communities in Nunavut to assist in healing programs and people often describe her as warm, welcoming, and kind.



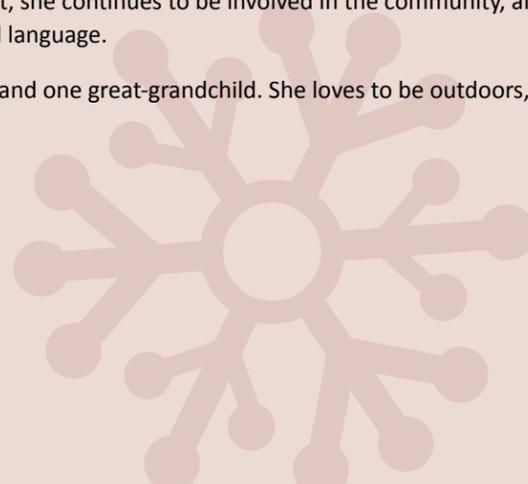
Helen Iguptak

Rankin Inlet

Helen grew up traveling with her family between Cambridge Bay and Garry Lake. Her family eventually moved to Baker Lake and then to Rankin Inlet, after the community's nickel mine was built. When she was seven years old, she was sent to the residential school in Chesterfield Inlet. Today, Helen is a mother to three daughters, as well as a son who has passed away. She has 16 grandchildren and ten great-grandchildren.

Helen worked in schools teaching children from kindergarten to grade nine for more than 40 years. She is now retired but says that working with young children has built her desire to help them. She feels it's important for children to have an adult who will listen to them and help support their voice throughout their childhood.

In her spare time she enjoys doll making, knitting, and sewing traditional clothing. People often ask her to make hand-crafted items for them.



to play in improving programs and services for children and youth. As their knowledge is influential in guiding young people, their voices are integral to our work.

Under the RCYA, our office can seek the expertise of Elders on matters related to dispute resolution, Inuit culture, and ISV. This year, our staff worked directly with our Elder advisors to obtain their guidance and support in our three active program areas: individual advocacy, systemic advocacy, and communications and public awareness.

With individual advocacy cases it can be helpful to seek insight from an Elder and to hear suggestions regarding how the Elder would address the advocacy concern. The following is an example of individual advocacy advice the RCYO received from an Elder advisor. A young parent contacted our office seeking assistance regarding child custody. The child had been removed from the parent's care by the child's grandparent. The parent was seeking information on how to regain custody of the child. The Elder advisor suggested family mediation as a potential path to resolve the dispute. The Elder explained that mediation would promote the best interests of the child by allowing a resolution that could include the parent and grandparent in the child's life. In contrast, a court process was seen as divisive and likely to cause greater harm to the relationship between the parent and grandparent. Our Elder felt that mediation was preferred because it would bring everyone's focus back on the child, rather than on the conflict between the parent and grandparent, and promote repairing relationships, rather than further damaging them.

The systemic advocacy team also consulted with our Elder advisors on a number of key questions to inform the systemic review on mental health services. Questions included asking the Elders about the cultural appropriateness of the definition used for mental health in the review, how mental health was perceived in the past, and what an ideal mental health system for children and youth would look like. Our Elder advisors were open and forthcoming with their comments, providing the systemic advocacy team with valuable information that supported their work.

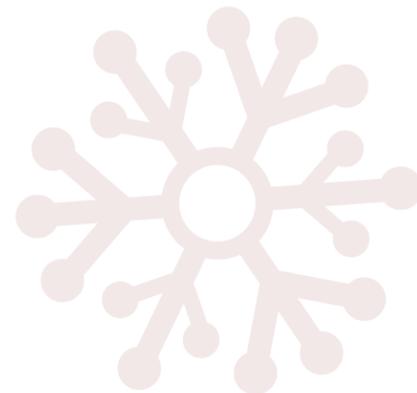
In our communications and public awareness work, our Elder advisors were asked for their input on the child and youth rights book the RCYO began developing in 2017-2018. Our Elder advisors provided feedback related to the storyline, as well as whether they felt young people would understand the key concepts presented in the book.

CULTURAL TRAINING

Ongoing training related to ISV and Inuit culture is a requirement for all RCYO staff. Over the last year, various staff members participated in the following training opportunities:

- * Indigenous Cultural Competence
- * Inuit Qaujimagatuqangit sessions on Elders, Women, Men, Boys, and Girls
- * Inunnguiniq Parenting Program
- * Pigiavik (Inuktitut as a second language, level one)
- * Uqqaritsautit: Advanced and Traditional Inuktitut Terminology Courses

The RCYO also continued its practice of participating in Uqausirmut Quviasuutiqarniq, Nunavut's annual celebration of the Inuktitut language and Inuit culture. This month-long celebration happens every February and provides our team an additional opportunity to promote the use of Inuktitut and increase cultural awareness in our workplace. The theme for 2018 was Inuit beliefs and myths. Material on the topic published by the Department of Culture and Heritage was shared and discussed with staff during language month.



ADVOCATE'S APPLAUSE



MOCK ELECTION

During the 2017 territorial election, the Department of Education encouraged Nunavut schools to register for the Student Vote project offered by Civix. The Student Vote project provides youth under the voting age with the opportunity to experience the voting process firsthand.

After learning about the territorial government, the electoral process, and each of the official candidates, students were encouraged to explore issues that were important to them and discuss the election with their family and friends, in order to make an educated decision at the poll.

On Monday, October 30, 2017, the same day as the territorial election, students cast ballots for the official candidates running in their constituency. Twenty-five schools in 17 constituencies across the territory took part, resulting in 2,146 votes cast by elementary and secondary students.

This project encourages active and engaged citizenship and also supports a young person's right to give their opinion — Article 12 of the CRC. We encourage the Department of Education to continue supporting learning initiatives such as this, to assist in preparing young Nunavummiut for their future.

REPORTING ON OUR ACTIVITIES

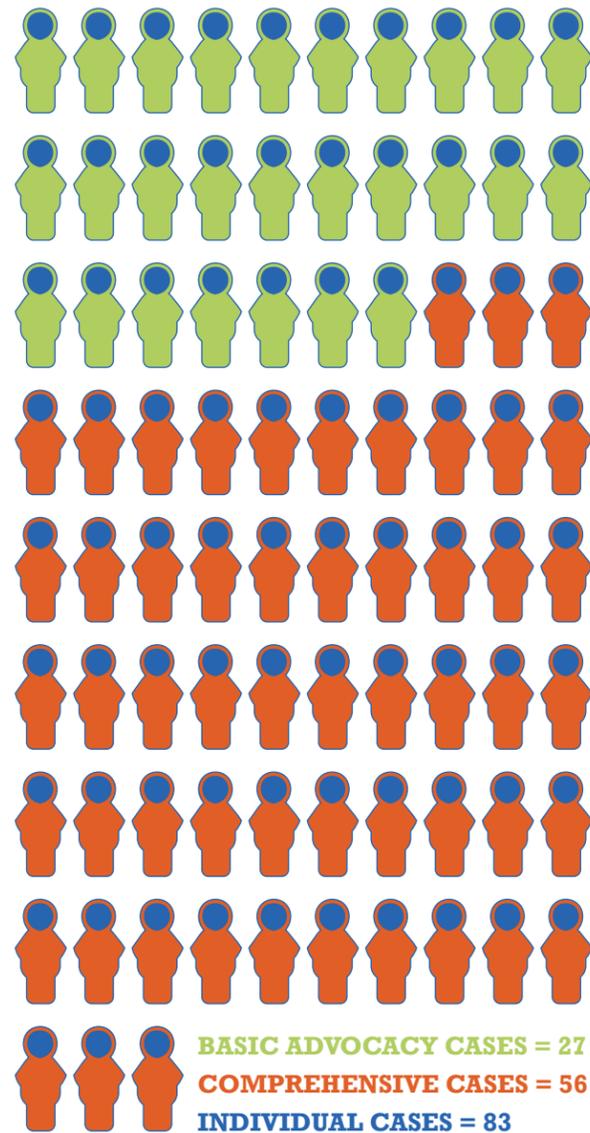
INDIVIDUAL ADVOCACY REPORT

Our office opened 83 individual advocacy cases between April 1, 2017, and March 31, 2018. Two additional matters were raised with our office, but staff determined these matters didn't fall within the RCYO's mandate. These included a private family matter that didn't involve a government service and a matter related to a client who was not the age required to receive our services. In addition to the 83 cases we opened this fiscal year, our team continued to work on 58 cases that had been opened in previous fiscal years. By the end of 2017-2018, our staff had closed 92 cases.

Advocacy cases require varying levels of RCYO support, which results in varying lengths of time that our office is involved in a matter. In general, our office categorizes advocacy support in two ways: basic and comprehensive. Basic advocacy support can include one or more of the following: self-advocacy coaching; assisting the individual or family with their initial contact to a service provider(s); making a referral to a relevant service; or consulting with a service provider(s) on the young person's behalf. In 2017-2018, 33% of all cases opened required basic advocacy support.

Comprehensive advocacy support is intensive and occurs when basic advocacy support is not sufficient to address the matter. Typically, comprehensive advocacy involves contact or meetings with multiple service providers and the child or youth, and/or their family; extensive documentation review; and/or attending or arranging case conferences to seek solutions to complex issues. In addition, in-depth self-advocacy coaching is offered to the child or youth and/or their family when appropriate. By nature, these cases require a greater level of involvement and time from the RCYO. In 2017-2018, comprehensive advocacy support accounted for the majority (67%) of all opened cases.

FIGURE 3: INDIVIDUAL ADVOCACY CASES AND TYPE OF ADVOCACY SERVICES REQUIRED



CASE SAMPLE

Self-advocacy coaching

While on a community visit, an advocacy specialist was approached by a young person who requested assistance to advocate for a daycare in their community. According to the young person, a daycare was important to the community because it would enable parents to pursue work to support their families while ensuring that young children were being appropriately cared for during the work day. It would also reduce the reliance on older siblings to look after younger siblings and potentially increase school attendance.

The young person and the advocacy specialist developed an advocacy plan that included responsibilities for each of them. The young person would gather information from other young people in the community about the impact the lack of a daycare had on them and why having a daycare in the community was important. The advocacy specialist would gather information on funding, operational requirements, and all relevant parties that would need to be involved in the opening of a licensed daycare.

Outlined below is a sample of some of the reasons why young people in the community felt that having a daycare was important:

- * Parents/guardians need to work;
- * Toddlers should learn and have the opportunity to build routines before going to school;
- * Siblings need to go to school, rather than babysit;
- * Children need a place to stay while parents are at work;
- * Babies need to socialize.

The advocacy specialist learned that the old daycare building was still available for use, but that it required repairs. A temporary location was available to house a daycare while repairs were being made. In order to begin any work, a daycare society needed to be created. The young person agreed to start reaching out to community members to see if there were any adults willing to participate in a daycare society. The advocacy specialist was to continue gathering relevant information from various service providers. The young person also worked with a community service provider to write a letter to his MLA. When the young person had not heard back from the MLA after a number of weeks had passed, the young person decided to send a follow-up email and received a response that the MLA was in full support of a community daycare.

At the end of the 2017-2018 fiscal year, the advocacy specialist had made connections with the Department of Education, the Department of Community and Government Services, the hamlet, and the local school. The young person had gathered input from other young people in the community, made connections with the MLA, and had begun exploring if there were adults in the community interested in helping to open up a daycare. Work on this case will continue in 2018-2019. The young person will continue to lead the work, receive self-advocacy coaching and advocacy support in connecting with relevant resources and service providers, in an effort to achieve the goal of an operational daycare in the community.



Individual advocacy can also include advocating on behalf of a group of young people, when that group needs advocacy assistance in the same way as an individual might, in order to access a government service or support.

Examples of group advocacy cases the RCYO has opened include: monitoring a staffing competition for a key

service provider position where the staffing vacancy has resulted in a lack of services for children and youth, such as a community social services worker (CSSW) or a school community counsellor; consulting with a school regarding the implementation of the crisis response protocol after a series of suicides and suicide attempts by young people in a community; and responding to a group home closure.

CASE SAMPLE

Group advocacy

In September 2016, the RCYO was notified that Illagiittugut Centre for Youth would be closing at the end of the month. The closure of this facility resulted in a reduction in services available to young Nunavummiut within the territory. The RCYO contacted the Department of Family Services to gather information on the plan and process around the closure and re-opening of the group home. Advocacy work included providing support for the group home residents who were displaced by the closure to have their voices heard and considered in decisions affecting them; advising the department that it had given inadequate notice to the residents regarding the closure, which resulted in very little time to consult the residents and include them in transition planning; regularly checking in with members of senior management at

the department to inquire about the progress of awarding the new contract to operate the facility; facilitating the sharing of information from previous group home residents to the new contractor for consideration in the design and development of the renovated facility and available programming; and encouraging frequent, open communication between the department's senior management and front-line staff, as well as between the department and the previous residents, regarding progress and the anticipated opening date of the facility. RCYO involvement resulted in youth voice being heard and considered regarding the physical renovation of the facility and ideas for future program development. Further, the RCYO monitored the length of time the facility was closed and advocated for its timely re-opening.

A RECURRING THEME IN OUR INDIVIDUAL ADVOCACY CASES: INADEQUATE SERVICE COORDINATION

March 31, 2018, marks two and a half years that individual advocacy services have been offered by our office. Over this period of time, the lack of coordination of services between GN departments and staff continues to be one of the major barriers to young Nunavummiut and their families accessing services. Since opening, our office has worked on 200 individual advocacy cases, and we are concerned that no tangible improvements have been made to address this major barrier.

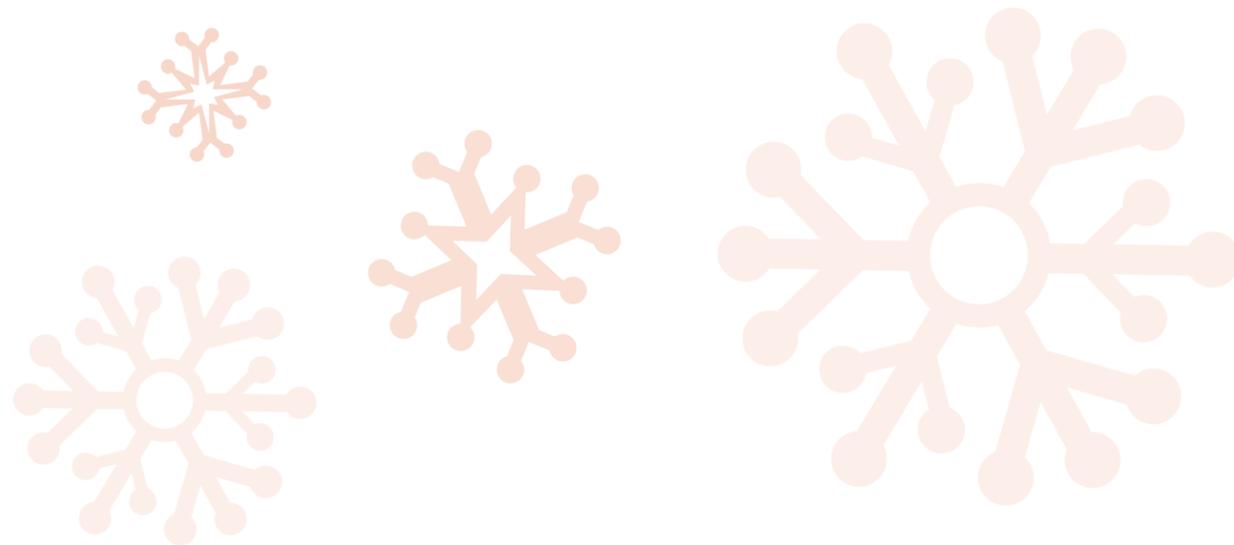
Inadequate coordination of services is often characterized by:

- ✳ **POOR COMMUNICATION:** service providers are unaware of existing information sharing protocols and are uncertain of what information can appropriately be shared to allow for the coordination of services. Poor communication occurs within departments and between service providers from different departments.
- ✳ **A LACK OF LONG-TERM PLANNING:** service providers are overwhelmed with managing crises, which leaves little or no resources to provide long-term planning, family supports, or preventative services.
- ✳ **FRUSTRATION FOR THE CHILD OR YOUTH AND THEIR FAMILY, AS WELL AS FOR THE SERVICE PROVIDER:** the child or youth experiences delays in service, access to the wrong service, or no service at all, while the service provider experiences barriers within the system and may be unaware of complementary services in their own department or other child and youth serving departments.

We know that inadequate service coordination has a negative impact on outcomes for children, youth, and their families. With fewer services available in Nunavut than in most other Canadian jurisdictions, it becomes even more important to ensure that the services that are available are well-coordinated. Inadequate service coordination can have negative short and long-term



impacts on a child's development and even survival. Improved coordination is anticipated to result in: more timely access to services, improved health and development outcomes for children and youth, improved public confidence in various systems as a result of improved client services, reduction in the duplication of efforts by multiple services providers with a shared client, improved employee job satisfaction, appropriate intervention and services leading to a reduction in crisis management services, and better support for the best interests of children and youth. This, in turn, supports stronger adherence to the CRC and *piliriqatigiinniq/ ikajuqtiigiinniq*.



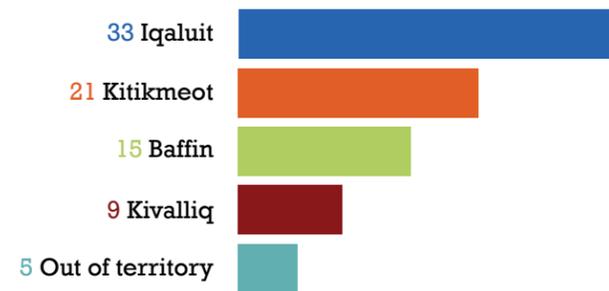
Shortly after opening our office, we recognized the significant impact that inadequate service coordination was having on young Nunavummiut. Wanting to see improved outcomes for young people and their families, and in the spirit of working collaboratively, the RCYO met with the Deputy Ministers' Quality of Life Committee in September 2016. The purpose of the meeting was to discuss the issue in detail and to highlight its impact by presenting the committee with several individual advocacy case samples. Our 2015-2016 Annual Report also identified inadequate care coordination as an emerging theme in our early work. The prevalence of this barrier was obvious to us a mere six months after opening. In meetings with the Department of Education, the Department of Family Services, the Department of Health, and the Department of Justice, the RCYO has continually raised inadequate service coordination as an ongoing concern. The RCYO's 2016-2017 Annual Report reiterated the same concerns regarding inadequate service coordination.

After multiple attempts to work collaboratively with key child and youth serving GN departments to improve service coordination, the RCYO has not seen adequate improvements or results. While monitoring this issue, the RCYO has become aware of preliminary work between GN departments regarding the development of a broader information sharing protocol that could have the potential to assist in improving service coordination. The RCYO has requested an opportunity to meet with the Deputy Ministers' Quality of Life Committee in the spring of 2018 in order to receive more information on work done to date to address concerns regarding the lack of service coordination for children and youth.

WHERE OUR CASES COME FROM

More than half of our cases in 2017-2018 came from communities outside of Iqaluit (Figure 4). With our ongoing community visits and public engagement efforts, growing awareness of our territory-wide mandate has resulted in an increase in the number of cases originating from communities other than Iqaluit.

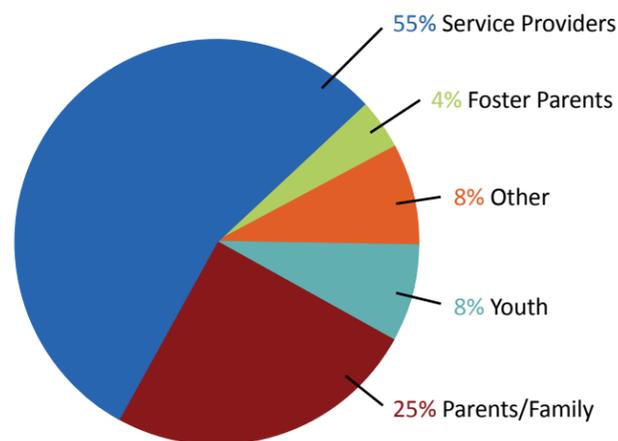
FIGURE 4: CASES BY GEOGRAPHICAL LOCATION



SOURCE OF OFFICE CONTACTS

Government service providers continued to be the main contact raising individual advocacy cases to our attention in 2017-2018 (Figure 5). Year after year, front-line government employees, while responsible for supporting the needs of young Nunavummiut, continue to share with our office their frustrations with Nunavut's child and youth serving systems. This frustration often stems from a lack of information; poor communication; and poor coordination, which causes delays, gaps, and sometimes the denial of services for young Nunavummiut. This year, we saw a notable increase in the number of parents or family members raising issues to our office, while the number of issues raised by youth or foster parents remained relatively unchanged.

FIGURE 5: SOURCE OF OFFICE CONTACTS



CASE SAMPLE

Inadequate service coordination

A District Education Authority (DEA) required that a mental health assessment be completed on a child who had exhibited suicidal ideation on school grounds, prior to the child being allowed to return to school. The child was in the care of the Director of Child and Family Services and there had been communication difficulties between the CSSW and the foster parents regarding who was responsible for booking the appointment for the child's assessment. The RCYO became involved in the matter after the child had missed two weeks of school. A week after the RCYO became involved in the case, a psychiatric assessment appointment took place. The assessment was deemed to be incomplete requiring a second appointment to be scheduled. The child had missed three weeks of school by this time. The RCYO followed-up with the CSSW, DEA, the school, mental health services, and the child to find out if the child could return to school with the partial assessment completed and when the next appointment would take place to complete the assessment.

The DEA was firm in its decision that the child could not return to school until the assessment was complete. This decision was problematic since mental health services are voluntary unless a person has had their decision-making abilities revoked under the *Mental Health Act*, which had not occurred in this case. Further, the decision contravened the child's right to an education, since no plan had been put in place to provide the child with take-home study materials to help keep up with missed school work, while waiting for the assessment to be completed. The RCYO advocated on behalf of the child to ensure

the school provided take-home study materials. When the RCYO followed-up with the CSSW to ask if the follow-up appointment had been booked, we learned that the CSSW's supervisor was covering the case for two weeks while the CSSW was on leave. Despite being asked by the RCYO to work on the matter, the supervisor did not book the appointment while covering the case. RCYO staff followed-up with mental health staff to see if they could book the follow-up appointment. Local mental health staff indicated that the Hospital for Sick Children (SickKids), the assessment providers, should have been following-up on the incomplete assessment, but no appointment had yet been booked. Local mental health staff stated that they would look into the matter, though no resolution was achieved through this channel.

Work began on booking the follow-up appointment when the CSSW returned. Unfortunately, the assessing psychiatrist was then away from work for two weeks resulting in a further delay, since the assessment had to be completed by the psychiatrist that participated in the first appointment. The follow-up appointment was finally booked six weeks after the initial appointment. Once the assessment was complete, the RCYO advocated for appropriate ongoing mental health supports to be secured and for the development and implementation of a plan to support the child's return to school after more than two months out of the classroom. The child returned to school with additional supports in place following the second assessment appointment. All involved service providers were encouraged to improve their communication in order to properly coordinate services.



ADVOCATE'S APPLAUSE



QILAUT

Qilaut is Nunavut's annual Inuktitut songwriting contest hosted by the Department of Culture and Heritage.

In 2017, the contest encouraged young Nunavummiut to create original songs in Inuktitut. A total of 17 artists, between the ages of 16 to 29 years old, submitted 24 songs. Winners of the contest were given the opportunity to record their original song in a studio and have it added to the official contest winners CD. This year was the first year a CD of the winning songs by youth was released.

As the contest is intended to celebrate the vibrant Inuktitut music scene, inspire the creation of more original music in Inuktitut, and contribute to Inuit culture through the sharing of songs, we commend the Department of Culture and Heritage on this initiative and encourage its continuation.

Copies of Qilaut 2017 Winning Songs by Youth are available through the department or at <https://soundcloud.com/nuvu-music>.

The top winning song was Qaigialaurit by Leetia Kalluk, pictured right, of Arctic Bay.



Photo: Aksut Media Ltd.

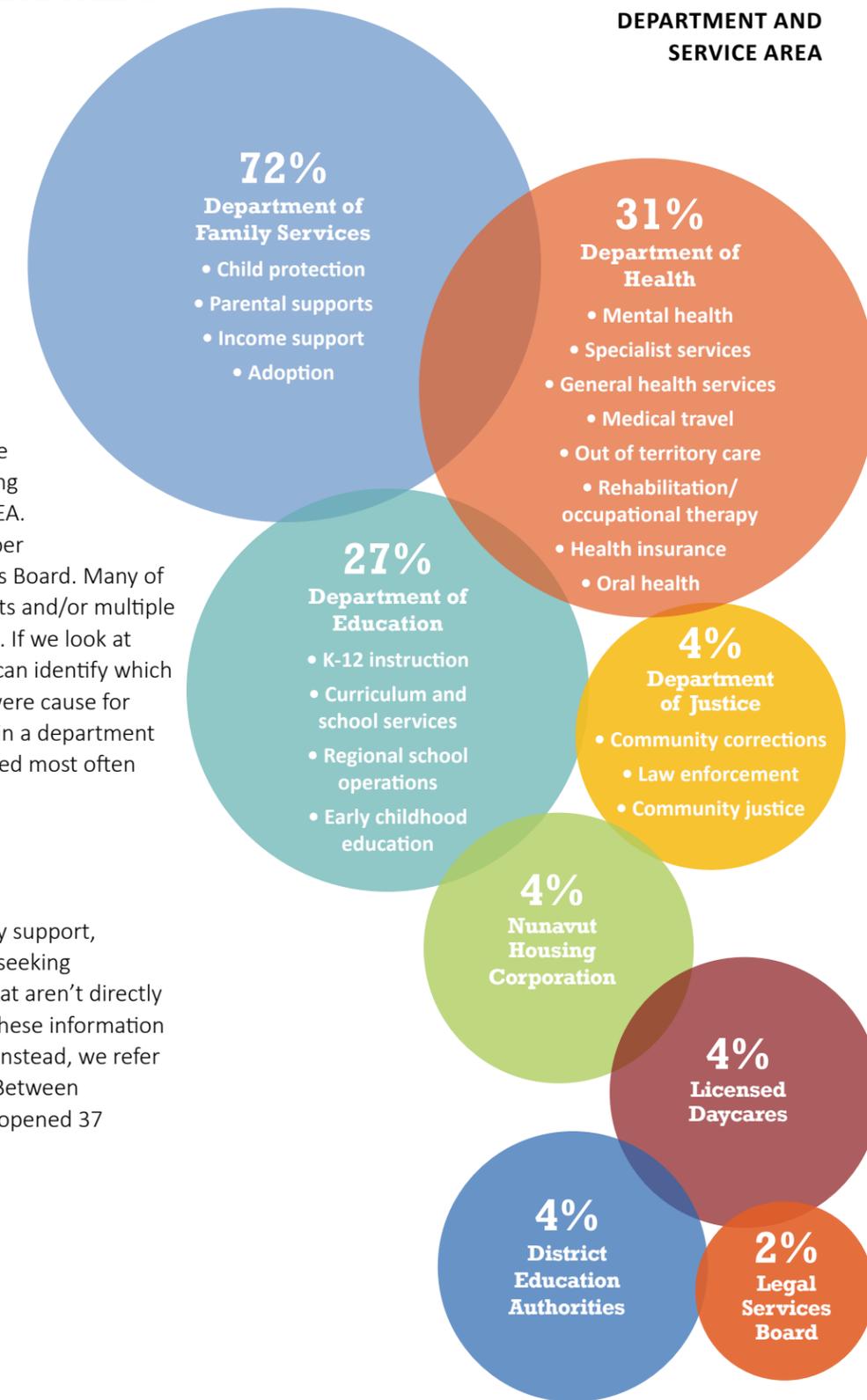
CASES BY GOVERNMENT DEPARTMENT

Our individual advocacy cases typically involve the GN departments most focused on offering services or programs for children and youth. For the third year, the departments the RCYO worked with most frequently followed the same order: 1) the Department of Family Services, 2) the Department of Health, 3) the Department of Education, and 4) the Department of Justice. Notably, the number of cases involving the Department of Justice was matched by the number of cases pertaining to three designated authorities: Nunavut Housing Corporation, Licensed Daycares, and DEA. The RCYO also worked on a small number of cases pertaining to the Legal Services Board. Many of our cases involved multiple departments and/or multiple service areas from a single department. If we look at cases by the department involved, we can identify which service areas within that department were cause for concern. Service areas of concern within a department are listed in order with those areas raised most often appearing at the top in Figure 6.

INFORMATION FILES

In addition to reaching out for advocacy support, Nunavummiut often contact the RCYO seeking information on child-related matters that aren't directly related to advocacy. We do not count these information requests as individual advocacy cases. Instead, we refer to these requests as information files. Between April 1, 2017, and March 31, 2018, we opened 37 information files.

FIGURE 6: CASES BY GOVERNMENT DEPARTMENT AND SERVICE AREA



Total percentages exceed 100% due to cases involving more than one department.

CLIENT SATISFACTION SURVEY

In alignment with CCCYA national advocacy standard five – *accountability*, the RCYO developed a series of surveys to assess the effectiveness of our individual advocacy program. In 2017-2018, we began administering the survey to young Nunavummiut, parents, and service providers who had worked with our office.

Surveys were administered once the advocacy case had been closed. Although there is not yet sufficient data available to report on feedback from young Nunavummiut or parents, preliminary results from service providers are available. While the results are generally positive, the RCYO has begun to identify areas for improvement. In 2018-2019 we will continue to gather feedback and begin to implement suggested improvements. This is a selection of questions that were asked of service providers, with their feedback, as well as what we've been told about our services.

DID THE ADVOCACY SPECIALIST TALK TO YOU ABOUT THE YOUNG PERSON'S WISHES?

80% YES
17% NO | 3% CAN'T RECALL

The RCYO is guided by the voice of young people and strives to ensure that service providers who are making decisions that will affect young lives hear and consider what the young person has to say, whenever possible. The service provider response to this question shows a strong commitment to this task. While the RCYO attempts to elevate the voices of children and youth whenever possible, we also acknowledge that this may not be possible in every one of our individual advocacy cases, depending on the age and capacity of the concerned young person.

“ Thank you all so much for your support. [We] could not have gotten through this without you all. ”
– parent

DID THE ADVOCACY SPECIALIST EXPLAIN WHO THEY WERE AND THEIR ROLE?

97% YES
3% NO

As a new office with only a few years of operational history, RCYO staff recognize the importance of continually educating Nunavummiut about the existence and mandate of our office, as well as sharing information on our legislated powers and duties, and how we work with service providers. While the response to this question demonstrates a commitment to this ongoing educational work, the RCYO recognizes that this should be part of every preliminary conversation with a service provider, to ensure a clear understanding of our involvement and purpose.

DID THE ADVOCACY SPECIALIST TALK ABOUT CHILDREN'S RIGHTS?

92% YES
8% NO

“ [MY ADVOCATE] HAS ALWAYS BEEN THERE FOR ME... ”
– YOUNG PERSON

“ I appreciate your hard work on this file. I am sure my grandchildren have seen significant benefits due to your involvement. ”
– grandparent

Preliminary feedback suggests that the RCYO is firmly basing its individual advocacy efforts within the context of children's rights. While the RCYO is pleased with the 92%, we will increase our efforts to elevate the response from service providers to 100% when asked if our staff spoke to them about children's rights.

DID THE ADVOCACY SPECIALIST ENCOURAGE YOU, OTHER SERVICE PROVIDERS, THE YOUNG PERSON, AND THEIR FAMILY TO ALL WORK TOGETHER?

87% YES
13% NO

While the response to this question shows that RCYO staff are encouraging collaboration, there is room for us to improve this area of our work. Increasing our encouragement of collaboration between involved parties will continue to reinforce our office's message of the importance of service coordination and good communication.

“ GOOD TO HAVE PEOPLE EMPOWERING CHILDREN. ”
– SERVICE PROVIDER

“ Thank you again for everything you've done. I am not confident we would be at this point if it weren't for your involvement. ”
– service provider

WOULD YOU RECOMMEND OUR OFFICE TO OTHERS?
91% YES | 9% NO

The RCYO will continue to build positive working relationships with service providers. The more child and youth serving professionals in Nunavut who are aware of our office and see the value in advocacy support when systems or services are not meeting the needs or supporting the rights of young people, the better.

Overall, preliminary survey results show that the RCYO has created a solid foundation demonstrated by the feedback received to date from service providers. We will use that foundation as we work to strengthen the focus of our work on supporting child and youth rights and to further improve our working relationships.

“ YOU DO A GREAT JOB FOR YOUTH. ”
– service provider

HOW SATISFIED WERE YOU WITH YOUR EXPERIENCE WORKING WITH AN ADVOCACY SPECIALIST?

19% EXTREMELY SATISFIED
50% VERY SATISFIED
28% SOMEWHAT SATISFIED
3% NOT VERY SATISFIED

Although the majority of service providers experienced some level of satisfaction in working with an advocacy specialist, the RCYO will examine the way we go about our work in an effort to increase the number of very or extremely satisfied service providers. While the RCYO works on behalf of young people and their families and not on behalf of service providers, the RCYO values and relies upon good working relationships with service providers in order to achieve the best possible outcomes for children and youth.

SYSTEMIC ADVOCACY

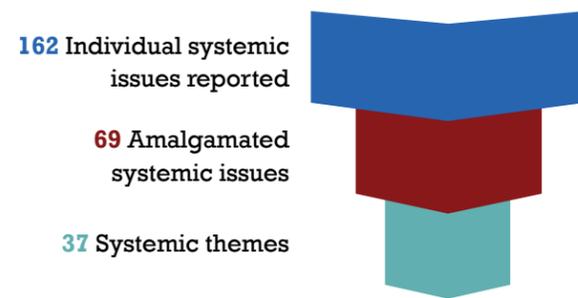
Systemic advocacy focuses on making recommendations in order to resolve issues at their root, which often means advocating for changes to legislation, programs, and policies.

Because systemic issues are typically multi-layered, a large portion of the systemic advocacy team's work is comprised of gathering and reviewing information on the challenges young Nunavummiut face. It is the responsibility of the systemic advocacy team to remain current on issues faced by children and youth by tracking media; monitoring proceedings of the Legislative Assembly; reviewing public reports, such as Office of the Auditor General of Canada (OAG) reports; developing submissions on behalf of the RCYO; and participating in public awareness and engagement initiatives, as well as; conducting systemic reviews.

SYSTEMIC ISSUES RAISED WITH THE RCYO

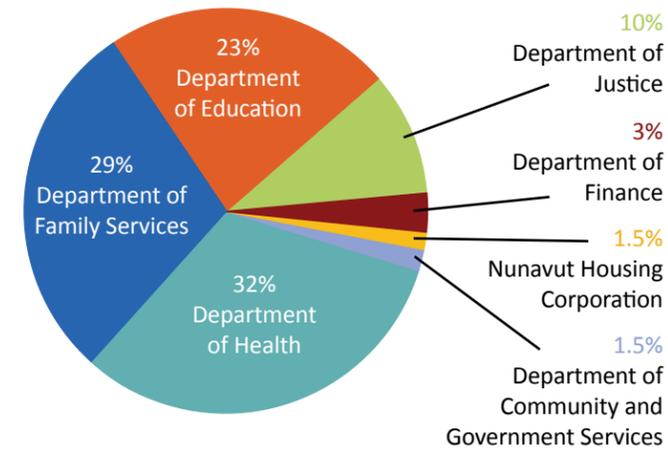
Prior to the launch of the RCYO's systemic advocacy program, a database was developed to assist with tracking systemic issues brought to our office's attention. Information recorded in the database includes when the issue was first identified, relevant stakeholders, key contacts, and the results from the Issue Categorization and Prioritization (ICP) tool. It is not uncommon for the same or similar issues to be reported to our office by multiple sources over the course of time. As a result, a theme amongst a group of similar, but not identical, recurrent systemic issues may begin to emerge. In order to capture all systemic issues brought to the RCYO's attention, while also identifying any possible themes, the systemic team began to use two separate databases: one which tracked all issues reported, and another that amalgamated like-issues so themes could be identified. Figure 7 shows the number of individual systemic issues reported, amalgamated systemic issues, and systemic themes that were captured in the database as of March 31, 2018.

FIGURE 7: BREAKDOWN OF SYSTEMIC DATA BY INDIVIDUAL ISSUE, AMALGAMATED ISSUES, AND THEMES



For each systemic issue, one government department is identified as the lead department responsible for addressing the issue. However, many of the issues raised require the involvement of more than one government department to fully address the matter. Not surprisingly, the four GN departments that had the highest percentage of systemic issues assigned to them in 2017-2018 were the same departments as the previous year, the Department of Health, the Department of Family Services, the Department of Education, and the Department of Justice (Figure 8). This is expected given these four departments are the main child and youth serving departments in the GN. However, this year the RCYO saw a change in the order of the two departments occupying the highest percentage of systemic issues when compared to last year. This year, the Department of Health was identified as the lead department with the largest number of systemic issues, while the Department of Family Services is second highest. It should be noted that systemic information is cumulative, encompassing all information collected year after year.

FIGURE 8: PERCENTAGE OF SYSTEMIC ISSUES BY LEAD GOVERNMENT DEPARTMENT



WHAT HAPPENS WHEN A SYSTEMIC ISSUE IS REPORTED TO THE RCYO?

Systemic issues are referred to the RCYO's systemic advocacy team through a variety of sources including children, youth, families, GN service providers, through the media, reports, legislative proceedings, and as a result of the work being done within the RCYO's individual advocacy program. Figure 9 depicts what happens when a systemic issue is reported to the RCYO.

THE RCYO'S FORMAL SYSTEMIC REVIEW INTO MENTAL HEALTH SERVICES

In October 2017, the RCYO announced that it would be conducting a systemic review into access to mental health services for young Nunavummiut. This is the RCYO's first formal systemic review, signifying the official launch of our office's systemic advocacy program.

Although every issue brought to the RCYO's attention is considered important, the breadth and depth of a formal review consumes a significant amount of the RCYO's systemic advocacy resources, which is why we have to choose our area of investigation strategically and purposefully. Mental health services for children and youth was one of the earliest systemic issues tracked by the RCYO, having been brought to our attention prior to our office's opening. It was a prominent issue raised from multiple sources including youth parliamentarians, the

Legislative Assembly, RCYO's individual advocacy cases, from the public through the RCYO's community visits, as well as service providers within multiple government departments. The issue also received a high priority ranking when our office's ICP tool was administered.

Although the RCYO was exempt from the licencing process, a Scientific Research Licence Application for Health Related Research was submitted to the Nunavut Research Institute (NRI) in November 2017. The application was completed so that the RCYO's review could be reviewed for ethical considerations given the subject matter and the fact that youth would be part of the review. Our Scientific Research License was received in January 2018.

As part of the formal review, the systemic team met with officials from the Department of Health and requested substantial departmental documentation related to mental health services. In addition, a media review was conducted and four different surveys were developed to gain insight from key stakeholder groups including youth, the general public, GN mental health service providers, and GN service providers who do not work in the mental health sector (i.e. nurses, social workers, teachers, etc.). Survey administration began in 2017-2018 and will continue into 2018-2019.

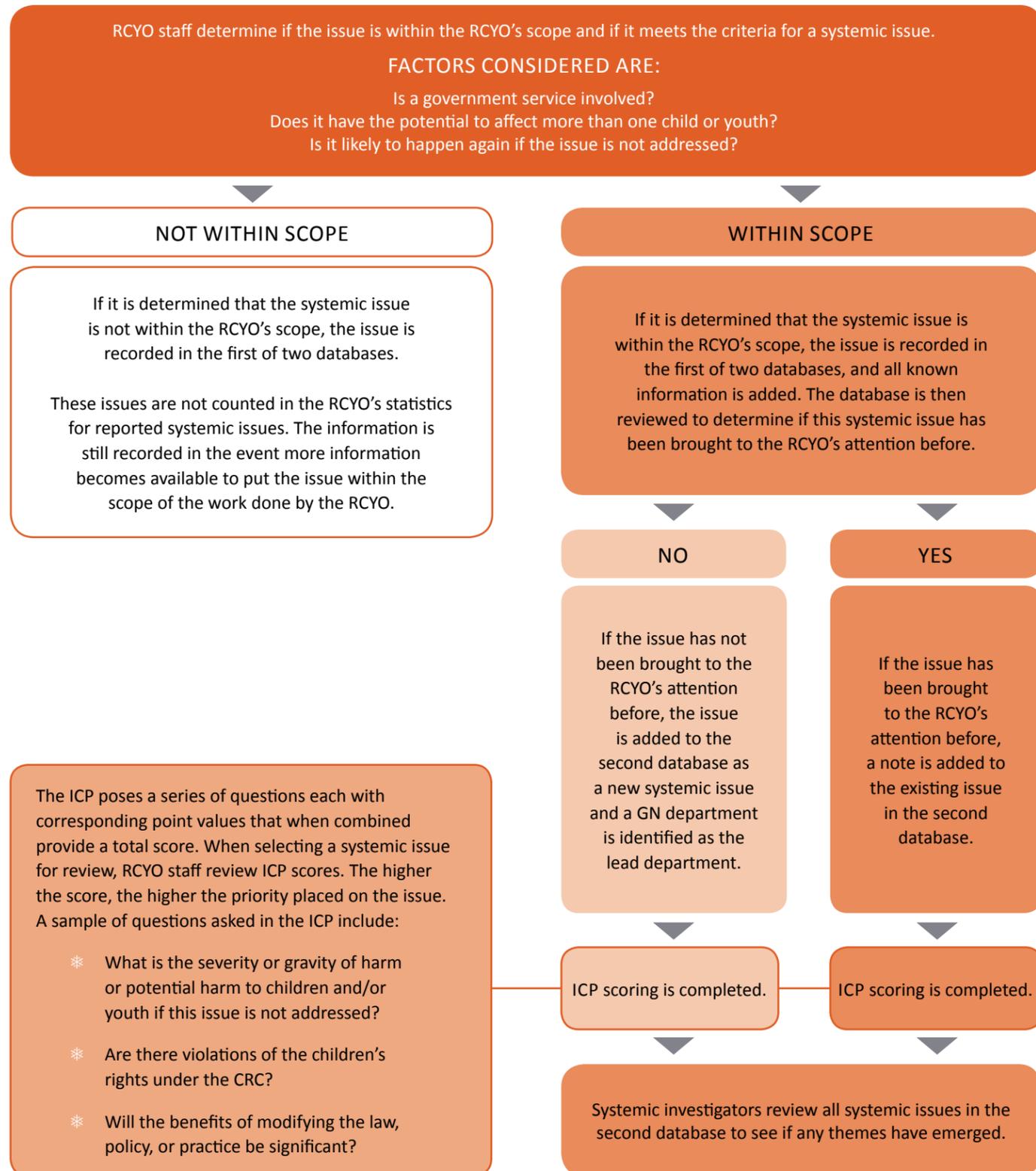
In order to ensure youth had support while completing the survey, the RCYO administered youth surveys in-person in high schools, in select communities across the territory. At the close of 2017-2018, 175 youth surveys were collected from across all three regions in Nunavut, with additional youth survey administration dates scheduled for the spring of 2018.

In addition to gathering information via surveys, the systemic advocacy team plans to work with the Qaujigiartiit Health Research Centre to conduct a literature review, particularly with respect to best practices regarding mental health services for Indigenous children and youth. The RCYO also began preparing for key informant interviews with members of the GN's key child and youth serving departments and non-GN stakeholders. Interviews will take place in the spring of 2018. The RCYO anticipates a public release of the review's findings in 2018-2019.



FIGURE 9:

A SYSTEMIC ISSUE IS REPORTED TO THE RCYO



MONITORING OF OFFICE OF THE AUDITOR GENERAL OF CANADA RECOMMENDATIONS

The RCYO's systemic program monitors a number of child and youth related reports from the OAG, specifically:

- * *Children, Youth and Family Programs and Services in Nunavut (March 2011)*
- * *Safety of Schools and Childcare Facilities in Nunavut (November 2013)*
- * *Follow-up Report on Child and Family Services in Nunavut (March 2014)*

The OAG's audits on these areas resulted in detailed reports with recommendations on how the government can better serve young Nunavummiut. Fulfilling these recommendations is very important because of the critical role the government plays in ensuring children and youth have their fundamental needs met.

In 2017-2018, the systemic team requested information directly from the Department of Family Services, the Department of Education, and the Department of Community and Government Services in order to monitor the GN's progress in meeting recommendations made by the OAG in these reports. All three departments provided responses to these inquiries, which were reviewed by the systemic team in tandem with other relevant information. This work will continue into 2018-2019.

In addition, the RCYO met with the Auditor General, Michael Ferguson, and members of his team in May 2017. A subsequent meeting took place between the RCYO and OAG staff in March 2018. These meetings provided an opportunity to share an overview of the work of the RCYO with the OAG, including the systemic issues affecting young people. We encouraged the OAG to consider a follow-up audit on Child and Family Services. These meetings also provided the RCYO with the opportunity to learn more about the OAG's work in the north and the auditing process.

RESEARCH AND CONSULTATION

LET'S BE AWARE/UJJIQSUQTA

When the GN launched *Let's Be Aware/Ujjiqsuqta*, a responsible use of alcohol campaign, the initial materials and information were for the general public, with a plan to target youth and young adults to follow. In 2017-2018, as the Department of Finance was moving toward developing targeted messaging and material for the youth strategy, the RCYO was contacted for ideas on the type of messaging youth should hear, as well as how to engage young Nunavummiut.

The RCYO provided the Department of Finance with feedback for consideration related to the youth strategy of the *Let's Be Aware/Ujjiqsuqta* campaign. This feedback included ensuring the Department of Finance consulted with children and youth directly to hear about their experiences with alcohol. The RCYO's feedback also noted that messages about safety planning, good modelling, peer pressure, and harm reduction should be included, and that the campaign should be honest about the potential consequences of alcohol abuse. Finally, the RCYO recommended a dedicated campaign for children and a separate dedicated campaign for youth, both of which need to be informed by these populations.

Upon review of the *Let's Be Aware/Ujjiqsuqta* website, information is provided about the importance of talking openly about alcohol to learn about potential harms, encouraging learning about how alcohol affects children and youth, and modelling responsible drinking. In a section focusing on how families can talk to youth about alcohol, information includes letting youth know their feelings will be respected, listening and encouraging youth to speak honestly about what is going on in their lives, as well as what their experience has been with alcohol. As noted on the website, youth "have their own stories that should be heard".³

It is encouraging to see the *Let's Be Aware/Ujjiqsuqta* campaign for the general public include information related to children and youth. However, of particular interest to the RCYO is the *Let's Be Aware/Ujjiqsuqta*

³ Government of Nunavut, Department of Finance (2017). Tips for talking to youth. Retrieved from <https://www.responsiblenunavut.ca/en/family/talking-youth-about-alcohol/tips-talking-youth>

campaign's youth strategy the Department of Finance plans to roll out in the next fiscal year. On March 13, 2018, Minister David Akeeagok stated in the Legislative Assembly that, "In order to ensure that this strategy is appropriate and fits the Nunavut context, there have been consultations with youth in our communities".⁴ The RCYO is eager to see this strategy upon its launch in 2018-2019, to learn how youth were involved in its development, and how their feedback was incorporated.

It is important to note that youth have already expressed their opinions on alcohol publicly. For example, at the 2016 Biennial Youth Parliament, a youth provided a Member's Statement on how a rehabilitation centre in Nunavut would help stop the cycle of alcohol abuse, helping the children of Nunavut grow up in a safer environment.⁵ Other youth parliamentarians attributed youth crime to alcohol use, and noted that the availability of more community youth programming may reduce youth alcohol usage. While educating children and youth on alcohol is very important, so is having the right services and supports in place for young people and their families in Nunavut.

THE CANNABIS ACT

In April 2017, the Government of Canada introduced Bill C-45, *an Act respecting cannabis and to amend the Controlled Drugs and Substances Act, the Criminal Code and other Acts (the Cannabis Act)*. This proposed legislation provides a framework for the legalization of cannabis, which would allow Canadians to purchase, possess, and consume cannabis legally.

While the Government of Canada is responsible for the implementation of the *Cannabis Act*, it is up to the GN to determine how the legalization of cannabis will be

⁴ Akeeagok, D. (2018, Mar. 13). "Let's Be Aware Campaign – Ujjiqsuqta". Legislative Assembly of Nunavut. Nunavut Hansard Unedited Transcript 028-5(1), p.5. 5th Assembly, 1st session. Retrieved from <http://www.assembly.nu.ca/hansard>

⁵ Anderson, K. (2016, Nov. 23). "Rehabilitation Centre". Legislative Assembly of Nunavut. Nunavut Hansard Unedited Transcript 011-6(1). Youth Parliament. Retrieved from <http://www.assembly.nu.ca/about-youth-parliament>

applied in the territory. With a target date for legalization falling within 2018-2019, this fiscal year saw the January 2018 release of the GN's *Regulating Cannabis in Nunavut – A Proposal for Consideration and Discussion*.

There is no question that the legalization of cannabis will impact children and youth. For this reason, the RCYO has closely followed the development of the federal legislation and the GN's proposed regulation of cannabis in Nunavut. Of particular interest to the RCYO is the GN's objective to, "protect the health and safety of Nunavummiut, especially youth".⁶

Although the territorial approach to the legalization of cannabis is a proposal and may not represent the final views or decisions of the GN, the RCYO provided input at both multi-stakeholder and individual consultations with the GN in February 2018. This input included voicing opposition to the GN's proposal to set the minimum age at 19 years, which is less than the recommended age by the Canadian Medical Association (CMA). In the CMA's 2016 submission to the Government of Canada's Task Force on Marijuana Legalization and Regulation, it is reported that children and youth are especially at risk for marijuana-related harms, given their brains are undergoing rapid and extensive development and that marijuana is linked to several adverse health outcomes, including cardiovascular and pulmonary effects, mental illness, cognitive impairment, and reduced educational attainment. The CMA's recommendations include setting the minimum age for purchasing and consumption at 21 years and setting quantity and potency restrictions for those under the age of 25 years.⁷ The RCYO echoed this recommendation when our office met with the GN.

Other RCYO input provided during cannabis consultations with the GN focused on supporting healthy and informed

⁶ Government of Nunavut, Department of Finance (2018). *Regulating Cannabis in Nunavut – A Proposal for Consideration and Discussion*. Retrieved from https://www.gov.nu.ca/sites/default/files/rpt_-_regulating_cannabis_in_nunavut-eng.pdf

⁷ Canadian Medical Association (CMA) (2016). *CMA Submission - Legalization, Regulation and Restriction of Access to Marijuana*. Retrieved from <https://www.cma.ca/Assets/assets-library/document/en/advocacy/submissions/2016-aug-29-cma-submission-legalization-and-regulation-of-marijuana-e.pdf>

choices about cannabis through a youth-specific public awareness campaign that includes information on the impact of cannabis on the young brain, responsible usage, and safety planning when around those using cannabis. We further recommended that this public awareness campaign be rolled out in advance of cannabis legalization. Concerns about addressing second hand smoke exposure in the home and ensuring there is a strict system of escalating penalties for adults who supply cannabis to youth were brought forward as well. The RCYO also recommended that packaging should contain information on potency and potential harms of cannabis and that retailers should be subject to restrictions on selling cannabis in forms that are attractive to children, such as lollipops or other candies. The RCYO further recommended that a prescribed percentage of taxes from the sale of cannabis focus on research, public education, monitoring, harm reduction, and treatment of cannabis-related issues.

Keeping apprised of the GN's next steps with respect to the regulation of cannabis in Nunavut will remain a priority for the RCYO in 2018-2019.

REVIEWS OF CRITICAL INJURIES AND DEATHS

As noted earlier in the report, the section of the RCYA pertaining to reviews of critical injuries and deaths is not yet in force, however research and development of this area of our work continued in 2017-2018.

During the course of the year, the RCYO contacted advocacy offices in other jurisdictions for information on existing critical injury and death programs in the country. The information provided by other jurisdictions helped advance the development of the RCYO's program and demonstrated that there are variations in existing programs across the country. Although these variations were often rooted in legislation, this is not always the case. This served to highlight the importance of ensuring the RCYO's program is designed in consideration of both the legislation and the socio-cultural environment specific to Nunavut.

One of the goals of the program's development for 2017-2018 was to further explore existing initiatives and programs within Nunavut. This resulted in outreach and information collection from the Territorial Quality Improvement Committee of the Department of Health and the Office of the Chief Coroner of Nunavut (OCCN).

The RCYO also initiated the development of death reporting forms and fact sheets for the OCCN and the Department of Family Services. Development of the critical injury and death program will continue in 2018-2019.



COMMUNICATIONS AND PUBLIC AWARENESS REPORT

Raising awareness of child and youth rights and the role of our office continues to be a priority for the RCYO. Our office's communication plan serves as a guide for our work in this area, ensuring we reach all of our key stakeholder groups including children, youth, families, the GN, and the public. In 2017-2018, we continued to execute key initiatives outlined in our communication plan.

SURVEY RESULTS ON INFORMATION CAMPAIGN

In the spring of 2016, we started administering a survey to evaluate the effectiveness of our initial office information campaign. A total of 122 child and youth service providers throughout Nunavut responded to the survey and results of the survey were analyzed in 2017-2018.

The majority of survey respondents, 62%, stated that they had no knowledge of the RCYO prior to the mail-out of the information packages. Despite RCYO staff contacting service providers prior to the information packages being mailed, only 53% of all service providers surveyed were able to confirm receipt of the package. Possible reasons for this could include packages being lost, not being forwarded to the correct person, or staff turnover. Respondents requested that information be shared via email. This feedback has already been reflected in how we deliver information to our stakeholders.

Of the respondents who reported receiving the package, 84% confirmed that they displayed the poster for public viewing in their child and youth serving facility. These service providers also confirmed that their understanding of the RCYO increased as a result of the information package.

The RCYO will further consider the feedback and results from this survey when we evaluate and initiate changes to our office's communications and public awareness strategy in 2020-2021, as indicated in our business plan.

NATIONAL INUIT YOUTH SUMMIT

RCYO staff attended the 2017 National Inuit Youth Summit held in Nain, Labrador, from July 31 to August 4, 2017. David Korgak, RCYO child and youth advocacy specialist intern, was asked to participate as a panelist in the education and empowerment session. David used this opportunity to share his experience with the Sivuliqtiksat Internship Program, working with the RCYO, and the work that our office does to support and empower young Nunavummiut.

The summit hosted more than 100 youth delegates from four Inuit settlements including Nunavut, Nunavik, Nunatsiavut, and the Inuvialuit Settlement Region, and covered themes including reconciliation; suicide prevention; Inuit culture, language, and practices; education; and empowerment. Attending this summit was invaluable to the RCYO as it provided an opportunity to be a part of conversations with youth and hear their perspectives and concerns about these issues.

Following the summit, under David's leadership, the RCYO met with David and two youth summit participants about their experience at the summit. Both David and the youth said one notable part of the summit was the World Café discussions. Each day, youth were put into small working groups and given time to brainstorm strategies on how to solve issues affecting youth, as well as ways to positively promote various issues in their communities. The intention of these discussions was to encourage youth to find ways to potentially implement small, but immediate, change in their communities.

COMMUNITY OUTREACH

The RCYO is based in Iqaluit, therefore, community outreach continues to be essential for our office in raising awareness of child rights and our work, to the 24 other communities across the territory that we serve.

During community visits, one of the RCYO's main priorities is visiting schools to meet with students and school staff. While in a community, we also connect with GN service providers, such as health centre staff, community social services workers, and probation



Photo: Clare Kines

officers. It is also important that our visits incorporate other key stakeholders, such as Elders, MLAs, RCMP, hamlet officials, and community members. While in communities, RCYO staff look forward to participating in community gatherings and events. This year, we attended a community feast, a youth council meeting, youth gatherings, and set up information booths at local grocery stores in the evenings. Spending time in each community helps the RCYO build relationships with those we serve and gain first-hand insight into the realities, strengths, and challenges that each community faces.

Recognizing the large number of transient employees in the territory, our team takes the time to meet with service providers and talk about the work of our office and discuss service providers' obligations under the

RCYA. We also check to ensure that the child and youth facilities we visit have RCYO posters and other RCYO material available to the public — this is a key obligation for government facilities offering child and youth services under the RCYA. RCYO resource materials including rack cards, posters, magnets, and comic strips are distributed by our staff during community visits. These serve as a tangible reminder of the support the RCYO offers to young Nunavummiut and provide information on how a young person or their family can contact our office.

In 2017-2018, the RCYO completed its first round of community visits and began its second. Our travel plan included 12 communities, all of which were visited by the end of the fiscal year. Figure 10 provides a summary of our community visits this year.



FIGURE 10: RCYO 2017-2018 COMMUNITY VISITS



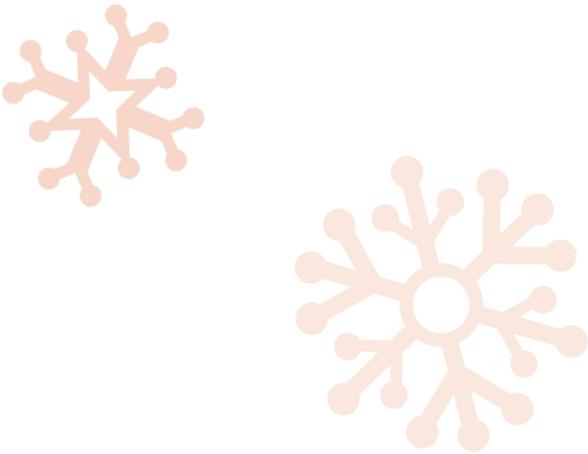
RAISE YOUR VOICE: SELF-ADVOCACY WORKSHOP

School visits are a priority for our staff when we travel to a community. Building on the introduction to child rights education provided to young Nunavummiut by the RCYO in 2016-2017, our office focused this year's visits on self-advocacy skill development.

To further educate young Nunavummiut on their rights and to encourage them to speak up about choices and decisions that affect their lives, the RCYO developed the *Raise Your Voice: Self-Advocacy Workshop* for students in grades 7 to 12.

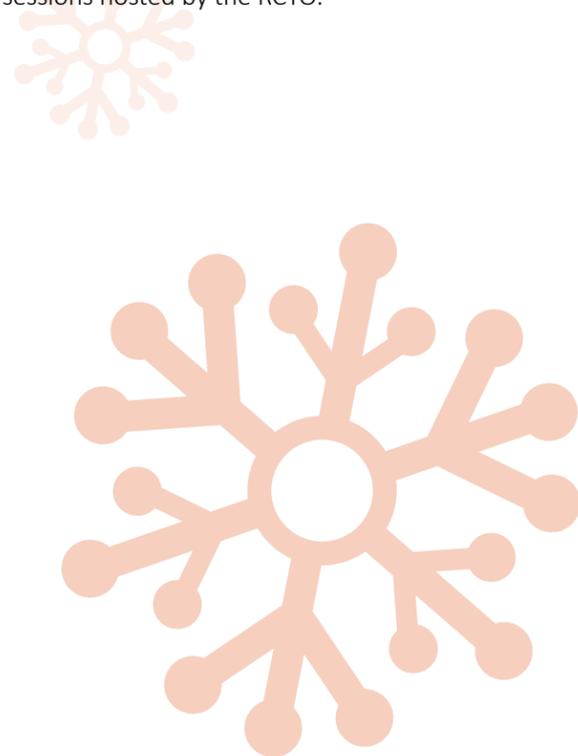
Through interactive games and group discussion, the workshop helps young people identify their strengths, understand the difference between needs and wants, and the importance of effective communication. A modified version of a dice game is used to remind students of the many rights they have, which leads to a discussion about what responsibilities they have as rights-holders. For example, along with the right to education, students have the responsibility to attend school, be there on time, pay attention, and do their homework.

The final area of focus of the workshop combines all of the skills and concepts learned into a role play scenario on how to access services and navigate the system of government supports available to young people. For our office, the greatest value comes from the group discussions when students use the information learned to reflect on their personal situations.

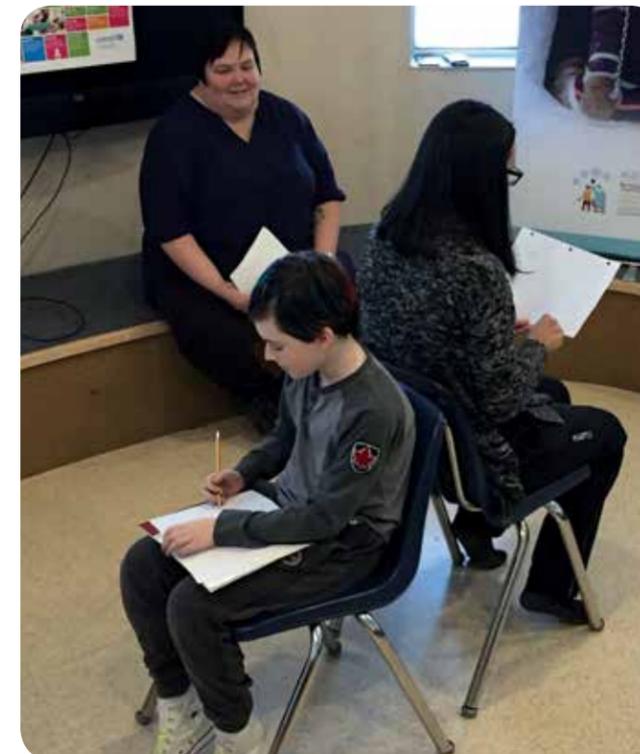


At the end of the workshop, attendees are asked to complete a youth-friendly evaluation form. This reinforces the value of a young person's thoughts and opinions and gives them an opportunity to be heard. We use this feedback to evaluate the effectiveness of our workshop and to make recommended adjustments. By the end of the 2017-2018 fiscal year, the *Raise Your Voice: Self-Advocacy Workshop* had been delivered to 503 students in seven communities across the territory. A total of 162 evaluation forms were completed by students and the feedback was generally positive.

In March 2018, RCYO staff delivered the *Raise Your Voice: Self-Advocacy Workshop* at the Power for the Positive Kitikmeot Youth Conference hosted by the Canadian Red Cross, in Cambridge Bay. The RCYO's workshop aligned well with the goal of the conference, which was to build self-esteem, confidence, and leadership abilities to better deal with difficult issues and situations, such as bullying. Approximately 30 Kitikmeot youth attended the two sessions hosted by the RCYO.



RCYO child and youth advocacy specialists, Christa Kunuk and Lori Kannak, facilitate our *Raise Your Voice: Self-Advocacy Workshop* at Aqsarniit Ilinniarnvik in Iqaluit.



GOVERNMENT STAKEHOLDERS

We recognize the importance of building strong relationships with the GN, its leaders, and service providers. In 2017-2018, we continued our efforts to build these relationships by holding regular meetings with senior management and service providers across the GN, in order to ensure we approach our work in a collaborative way. These meetings have provided the RCYO with opportunities to ensure that GN staff are aware of their legal obligations under the RCYA and to reinforce our common goal of supporting young Nunavummiut.

One way the RCYO invests in relationship building is by making its staff available to conduct presentations and information sessions with key GN stakeholder groups on a regular basis. A complete list of these activities can be found on page 46. In addition, twice annually the RCYO requests meetings with Deputy Ministers and their officials. We call these meetings “proactive meetings.” The purpose of this type of meeting is to create a space outside of our regular, day-to-day work where we can exchange information, check-in on the working relationship, and advise each other of upcoming plans or initiatives pertaining to children and youth. At these meetings, the RCYO shares individual advocacy

case statistics, as well as information regarding systemic issues related to each department. To better support our work together, the RCYO in collaboration with the four main child and youth serving departments: the Department of Family Services, the Department of Health, the Department of Education, and the Department of Justice, drafted protocols which provide a clear and mutual understanding of our respective roles and mandates and outline how we will work together to achieve optimal results for Nunavut’s children and youth. The protocols are intended to provide a framework for collaboration, cooperation, and communication. The protocols also provide guidance on the regularity and purpose of proactive meetings between these departments and the RCYO. The protocols will be finalized in the spring of 2018.

Due to the nature of our work, we acknowledge the healthy tension that exists between our office and the GN. However, we also recognize the importance of working together toward a common goal. We appreciate the ongoing opportunities we have had to work with these departments and their staff and we are committed to continuing to solidify these important relationships in the years ahead.

* NORTH & CENTRAL QIKIQTANI REGIONAL TEACHERS’ CONFERENCE

In February 2018, the RCYO hosted a session at the North & Central Qikiqtani Regional Teachers’ Conference in Iqaluit. We developed and delivered an interactive presentation on child and youth rights and responsibilities. Our goal for the session was to show teachers practical strategies to help them empower their students to speak up about the choices and decisions that affect their lives, both in the classroom and in everyday life. Each participant was provided with resource material, games, and activities to assist them in raising the topic of child and youth rights and responsibilities in their classroom.



CHILD RIGHTS RESOURCE

In October 2017, the RCYO began work to create a child and youth-friendly, made-in-Nunavut resource on child rights. We partnered with the Department of Education and Inhabit Education to develop a book for the department’s Balanced Literacy Program. Part of the book’s development process was the scope and sequencing component, which helped to determine what themes were appropriate for each reading level. After completing the scope and sequencing work, our office decided to focus our book at the Grade 3 reading level. The book will highlight positive relationships, communication, and self-advocacy and will align with the Department of Education’s curriculum objectives.

To better support educators on the subject matter, we will also be developing extension activities. Based on the book, the extension activities will include a worksheet and ideas on how to create activities to engage students, as well as ideas on how to facilitate a child rights discussion in the classroom.

Both the book and the extension activities are currently under development. We anticipate they will be completed and distributed to schools across the territory in the 2018-2019 school year.

NATIONAL CHILD DAY

November 20 is National Child Day. This day is marked every year to recognize Canada’s ratification of the CRC. The information presented below describes how the RCYO celebrated National Child Day nationally, across the territory, and locally in Iqaluit.

* DAYCARE WALK



The RCYO was invited by Iqaluit daycares to join them in a National Child Day walk in support of child and youth rights.

NATIONAL DAY OF BROADCASTING

In collaboration with CJRU 1280AM at Ryerson University, young Nunavummiut, with the support of our office, developed a national radio segment focused on child rights.

The one hour Nunavut segment focused specifically on the right to culture. Interviews featured Ruth Kaviok, President of the National Inuit Youth Council, and David Korgak, RCYO child and youth advocacy specialist intern. Both Kelly Fraser and the Inuksuk Drum Dancers shared their music and talked about how they use music to celebrate their culture. The broadcast also included a message from the Representative about the significance and celebration of National Child Day, and the winners of our 2017 Your Story, Your Voice contest were announced.

On National Child Day, the broadcast aired on local radio stations, including 97.7 CFBI in Cambridge Bay and 106.1 CKWC in Whale Cove, and in the Senate foyer during Senator Munson’s Child Day Breakfast.



YOUR STORY, YOUR VOICE CONTEST

In 2017-2018, the RCYO held its third annual Your Story Your Voice contest. This contest is another key public awareness initiative for the RCYO as it helps to educate young Nunavummiut about their rights, as well as create awareness of our office.

The theme of this year's contest was a child's right to play — Article 31 of the CRC. Following a similar format to our previous year's contest, classes were encouraged to work together to create a mural that reflected this important right. Information about the contest was shared through direct outreach to schools across the territory.

Once again, our office received submissions from each region across the territory and all participating classes received a participation package from our office. An evaluation panel of RCYO staff reviewed each submission and selected the following winners:

* Grade K-3 category

La classe de première année de l'École des Trois-Soleils in Iqaluit



* Grade 4-7 category

E7 Grade 6 class from Netsilik Ilihakvik in Taloyoak



* Grade 8-12 category

Grade 9 class from Qiqirtaq Ilihakvik in Gjoa Haven



WEBSITE

The RCYO website is one of the main communication tools used to share information about our office with our stakeholders. The website provides information about our areas of work; updates on our community visits; and access to our office's publications, news releases, and reports.

Website data compiled from April 1, 2017, to March 31, 2018, showed that 85% of our website users this fiscal year were new users to our site. This is an increase from last fiscal year's new users of 66%.

Also, while website sessions by Nunavut users in 2017-2018 decreased to just over 900 from over 1,400 in 2016-2017, 92% of the user from within the territory were new users.

As we develop our social media strategy in 2018-2019, we anticipate our website users and sessions will increase.



ADVOCATE'S APPLAUSE



YOUNG OFFENDERS OUTREACH PROGRAM

In 2017-2018, the Department of Justice's Corrections Division launched the Young Offenders Outreach Program through the Isumaqsunnigittukkuvik Young Offenders Facility in Iqaluit. Many youth that come into contact with the criminal justice system and receive community sentences return to the same conditions and situations with limited support and resources. This is a barrier to the youth's rehabilitation and may contribute to further criminal behaviour. The outreach program is designed to reduce the likelihood of youth re-offending by providing more resources to those youth while they are serving community sentences.

The program allows these youth to access the programming, tutoring, and counselling available at the Isumaqsunnigittukkuvik Young Offenders Facility. The youth can also access the Correction Division's land program where officers teach traditional Inuit skills and provide trips on the land. Prior to this program, a youth had to be remanded or sentenced to incarceration at the facility in order to access these resources. All of the programming for these youth takes place on the non-secure side of the facility.

The availability of supports and resources for young offenders is a key to successful rehabilitation. The RCYO would like to acknowledge the Department of Justice for recognizing the need to put supports in place for young offenders who receive community sentences and for extending the supports offered to incarcerated youth to this population in Iqaluit. We encourage the department to continue to examine how it can better support at risk youth in other communities throughout the territory.



LOOKING AHEAD 2018-2019

As we move towards 2018-2019, we are equipped with the insight gained from our early years. Much of this insight has been acquired from our involvement in the lives of hundreds of children and youth since opening our office. These interactions, combined with the distinct role we play as an independent child advocacy office, have allowed us to gain a unique understanding of the needs of children and youth in Nunavut and the system of government supports in place to care for them.

To date, we have seen consistent and concerning themes that weave their way through a large number of the diverse cases we work on, including: a lack of government services and supports for young people in the territory; a lack of child and youth centric services; a disregard for the opinions of young people; poor government service coordination, and; a disconnect regarding the necessity to not only support young people, but also the family in which they belong.

Equipped with this insight, we will grow stronger in our commitment to elevate the importance of child rights education in Nunavut. Understanding the rights young people have is key to initiating the type of change that needs to take place in the territory. Through our communications and public awareness work, we will continue to work directly with young people, and adults alike, to increase their child rights knowledge. We will achieve this through the continued delivery of our youth self-advocacy workshops, community visits, presentations and meetings with key stakeholder groups, as well as the development of made-in-Nunavut resources pertaining to child rights. We will also begin our preliminary work related to Child Rights Impact Assessments (CRIA) in 2018-2019.

CRIA is a tool that identifies, analyses, and evaluates how a government's decisions, policies, or legislation could impact a young person's rights. In short, it is a way for government to ensure it is applying a child rights lens to any work undertaken that would impact young people. Adopting such a tool makes sense in any jurisdiction, but particularly Nunavut where young people make up almost half of the population. The development and potential adoption of a CRIA tool in Nunavut would serve to elevate children's rights in government while also improving government's accountability to the obligations it has to young Nunavummiut under the CRC.

In 2018-2019, our office's commitment to continuous quality improvement will also be highlighted by undertaking an assessment of how we conduct our own work. To accomplish this, we will examine feedback from our various stakeholder groups collected through our client satisfaction surveys and carry out a review of the RCYO's internal policy and procedure manual. This process will be guided by the key elements that support our work daily — the RCYA, the CRC, ISV, national advocacy standards, and the voice of young people.

Lastly, 2018-2019 will mark yet another important milestone for our office — the public release of our first systemic report — which will focus on child and youth mental health services in Nunavut. We look forward to sharing this important work with Nunavummiut. In the years ahead, we also look forward to tackling more systemic issues; continuing to provide high quality, individual advocacy services to young people and their families; and increasing Nunavummiut's awareness of child rights and the work of our office.



LIST OF PRESENTATIONS, KEY MEETINGS AND COMMUNITY VISITS

STAFF TRAVEL SUMMARY

Below is a list of RCYO's presentations, key meetings, and community visits that took place in 2017–2018.

- * Alcohol Education Committees Conference
- * Atlantic Youth
- * Arctic Children and Youth Foundation
- * Baker Lake – schools, GN service providers, and community
- * Canada Without Poverty
- * Canadian Council of Child and Youth Advocates
- * Cape Dorset – schools, GN service providers, and community
- * City of Iqaluit
 - Mass Registration
 - Summer Day Camp
 - Video Game Tournament
 - Youth Centre Bonfire
 - Youth Centre Drop-In
 - Youth programmer
- * Clyde River – schools, GN service providers, and community
- * Custom adoption commissioners' training
- * Coral Harbour – schools, GN service providers, and community
- * Department of Education
 - 2018 North & Central Qikiqtani Regional Teachers' Conference
 - Early Learning and Child Care Action Plan consultation
 - Nunavut principals' conference
 - Senior management team
 - Student achievement division
- * Department of Executive and Intergovernmental Affairs
 - Government liaison officer training
- * Department of Family Services
 - Community social services workers core training
 - Iqaluit child and family services staff
 - Senior management team
- * Department of Health
 - Iqaluit mental health youth workers
 - Psychiatric nurses
 - Senior management team
 - Territorial director of mental health
- * Department of Justice
 - Community justice outreach workers conference
 - Chief coroner
 - Family mediation coordinator
 - Senior management team
- * Embrace Life Council
- * Gjoa Haven – schools, GN service providers, and community
- * GN cannabis consultations
- * GN Working Group on Missing and Murdered Indigenous Women and Girls
- * Grise Fiord – schools, GN service providers, and community
- * Hall Beach – schools, GN service providers, and community
- * Igloolik – schools, GN service providers, and community
- * Illagiittugut Centre for Youth
- * Indigenous Services Canada – emergency meeting on Indigenous child and family services
- * Iqaluit – schools, GN service providers, and community
- * Kugaaruk – schools, GN service providers, and community
- * Kugluktuk – schools, GN service providers, and community
- * National Inuit Youth Council
 - National Inuit Youth Council Summit
 - Nunavut representatives
- * Naujaat – schools, GN service providers, and community
- * Nunavummi Disabilities Makinnasuaqtiit Society
- * Nunavut Arctic College (political studies class)
- * Sheldon Kennedy Child Advocacy Centre
- * SickKids TeleLink Mental Health Program
- * Office of the Auditor General of Canada
- * Piruvik Preschool, Pond Inlet
- * Power for the Positive – Kitikmeot Youth Conference
- * United for Life Suicide Prevention Action Plan reveal and walk
- * Whale Cove – schools, GN service providers, and community

PURPOSE OF TRAVEL	DATES	# OF STAFF
Baker Lake and Whale Cove Community Visit	May 5-12, 2017	2
Banff Leadership Training – Banff, AB	Oct. 31-Nov. 4, 2017	1
CCCYA Biennial Conference – Banff, AB	Sept. 18-20, 2017	4
CCCYA Fall Meeting – Banff, AB	Sept. 21-22, 2017	1
CCCYA Spring Meeting – Toronto, ON	June 6-7, 2017	1
CCCYA Winter Meeting – Ottawa, ON	Jan. 23-24, 2018	1
Cape Dorset Community Visit	Sept. 25-29, 2017	1
Clyde River Community Visit	Feb. 25-28, 2018	1
Federal Meeting Related to Child and Family Services – Ottawa, ON	Jan. 25, 2018	1
Gjoa Haven Community Visit	Oct. 2-5, 2017	1
Grise Fiord Community Visit	May 16-19, 2017	1
Hall Beach & Igloolik Community Visit	June 4-9, 2017	1
International Summer Course on Child Rights – Moncton, NB	June 25-30, 2017	2
Kitikmeot Youth Surveys – Cambridge Bay & Kugluktuk	Feb. 19-23, 2018	1
Kivalliq Youth Surveys – Rankin Inlet, Baker Lake, Chesterfield Inlet	March 13-16, 2018	1
Kugaaruk Community Visit	Nov. 6-10, 2017	1
Kugluktuk Community Visit	Oct. 23-26, 2017	1
North Qikiqtaaluk Youth Surveys – Hall Beach, Pond Inlet, Igloolik	Feb. 27-March 2, 2018	1
Naujaat & Coral Harbour Community Visit	May 25-June 1, 2017	1
Power for the Positive Kitikmeot Youth Conference – Cambridge Bay	March 7-9, 2018	1
South Qikiqtaaluk Youth Surveys – Pangnirtung & Clyde River (weathered out of Clyde River)	March 26-28, 2018	1



BUDGET REPORT

Summary Statement of Budget and Expenditures
Fiscal Year Ended March 31, 2018

	BUDGET	EXPENDITURES	% OF BUDGET SPENT
Permanent Salaries	1,388,000	1,384,160	
Casual Wages		97,511	
TOTAL COMPENSATION & BENEFITS	1,388,000	1,481,671	
Travel & Transportation	195,000	96,652	
Materials & Supplies	195,000	106,891	
Purchased Services	65,000	42,701	
Contract Services	250,000	198,676	
Fees & Payments	5,000	16,221	
Other Expenses	-	12,080	
Tangible Assets	19,000	5,393	
Computer Hardware & Software	20,000	6,049	
TOTAL OTHER EXPENSES	749,000	484,663	
TOTAL	2,137,000	1,966,334	92%
SURPLUS		170,666	8%

