

CLIENT CENTRE APPROACH CANNEXUS 2019



In Partnership with
First Nations Regional
Adult Education Centre
Gesgapegiag & Listuguj

January 29, 2019



Welcome & Introductions

Brenda Ross-Jerome	Tammy Martin
<p>Founders of the Client Centre Approach FNRAEC- Gesgapegiag</p> <ul style="list-style-type: none"> • Sarca Services • Adult Education Counsellor • Instructor • Mental Health Advisor (PH&S) • Pedagogical & Curriculum Development <p>Previous</p> <ul style="list-style-type: none"> • Career Counsellor • Intake / Follow Up Welfare Reform • Special Education Coordinator • Principal at Wejgwapniag School • Director of Education - Gesgapegiag <p>Volunteers</p> <ul style="list-style-type: none"> • Gaspesie Mental Health Task Force • Mental Health Wellness Team – Gesgapegiag • Board of Directors Gaspesie Literacy Council 	<p>Founders of the Client Centre Approach FNRAEC- Gesgapegiag</p> <ul style="list-style-type: none"> • Centre Director • Vocational Centre Coordinator <p>Previous</p> <ul style="list-style-type: none"> • Director of Employment, Training, and Education • Welfare Reform • Assistant Director General - Gesgapegiag • Director of Education - Gesgapegiag <p>Volunteers</p> <ul style="list-style-type: none"> • Gaspesie Mental Health Task Force • Mental Health Wellness Team – Gesgapegiag • Board of Directors Gaspesie Literacy Council

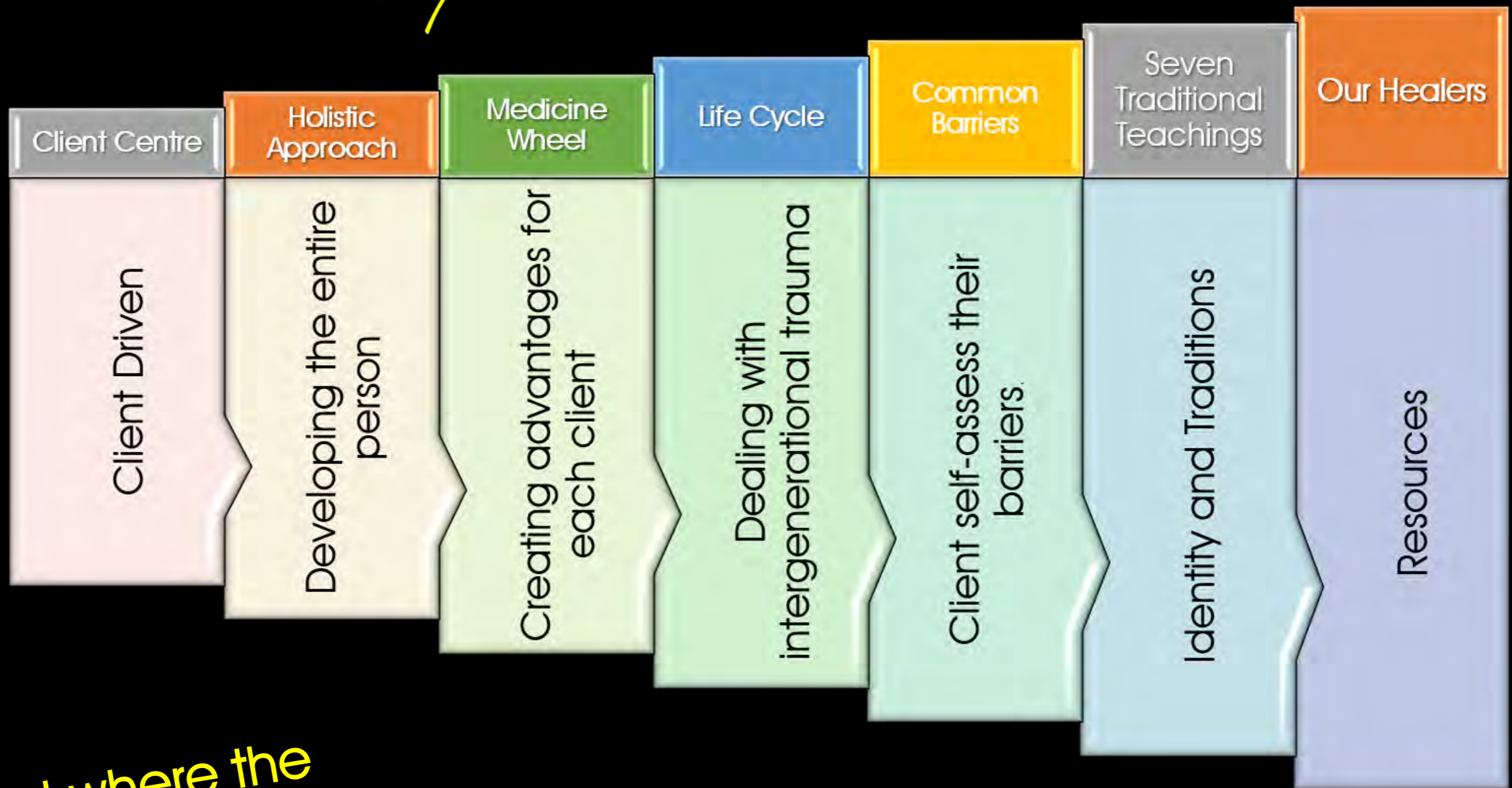


Presentations

- First Nations Human Resource Development Commission Representatives (29 Communities) English & French
- Career Development Practitioner's Training
- Micmac's of Gesgapegiag Band Management Team
- New Brunswick Career Development Association
- First Nations Regional Adult Education Centre
- Gaspesie Mental Health Task Force
- National Career Development Conference - Cannexus 2019



Steps to the Client Centre



**"Start where the client is at...
Not where you hope them to be".**

*Do not duplicate without permission.
T&B ConneXtion / © Aug. 20, 2016*

Historical Understanding

The background features a series of overlapping, flowing waves in shades of blue, green, and orange, set against a dark background. The waves have a sense of movement and depth, with lighter colors in the center of the curves and darker colors towards the edges.

*"The awareness of the
historical realities of the
Gaspé"*

CLASS ACTION AGAINST
1960S 'SCOOP' OF 16,000
INDIGENOUS CHILDREN
PLACED IN FOSTER CARE
GETS ITS DAY IN COURT

COLIN PERKEL, THE
CANADIAN PRESS
08.21.2016

- "The lawsuit turns on a federal-provincial arrangement — now dubbed the '60s Scoop — in which Ontario child welfare services placed as many as 16,000 aboriginal children with non-native families from December 1965 to December 1984."



MONTREAL
GAZETTE

*"I lost everything,
including my name.
lost my family. I lost my
language. I lost
everything about my
culture"*

Raid at Restigouche June 1981

ON JUNE 11 AND 20, 1981, THE QUEBEC PROVINCIAL POLICE CONDUCTED CONTROVERSIAL RAIDS ON THE RESERVE TO STOP THE MI'GMAQ FROM ASSERTING THEIR CONTROL OVER THEIR NATIVE FISHERY. ALL CONVICTIONS RESULTING FROM THE ARRESTS WERE EVENTUALLY OVERTURNED.

http://www.nfb.ca/film/incident_at_restigouche/



How and Why was it Developed?

"I love how you take down barriers that don't need to be ones. Thank you for an amazing session"



WHY?

- Huge gap is trust,
- Past trauma has not been healed,
- Clients feel they don't deserve the good that comes in their life,
- Latch on to the service they trust,
- Lack of confidence ,
- Addictions,
- Lack of transferable social skills,
- Self-sabotage,
- Clientele missing a lot of the basic skills.

OUR CLIENT CENTRE APPROACH IS WORKING...

HOW?

- By removing the administrative burden from the clients that was set in place by the governmental institutions.
- Putting our Client at the Centre came after years of looking at all their pain, fears, abuse, and their lack of trust, being told “no”.
- Creating tools and strategies tailored to the program and community.
- We support our clientele by providing tools with coping strategies to help them work through their issues over time with support and guidance in a trusting environment with the local experts.

Client Centre Approach

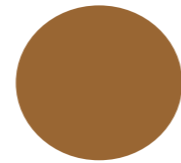
"Being grounded in traditional teachings & always being client centred".



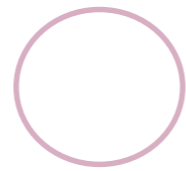


CLIENT CENTRE APPROACH

Legend



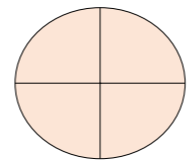
1 Client



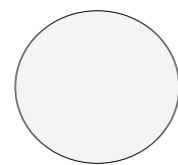
2 Holistic Approach



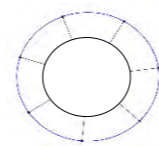
3 Medicine Wheel



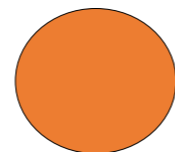
4 Life Cycle



5 Common Barriers



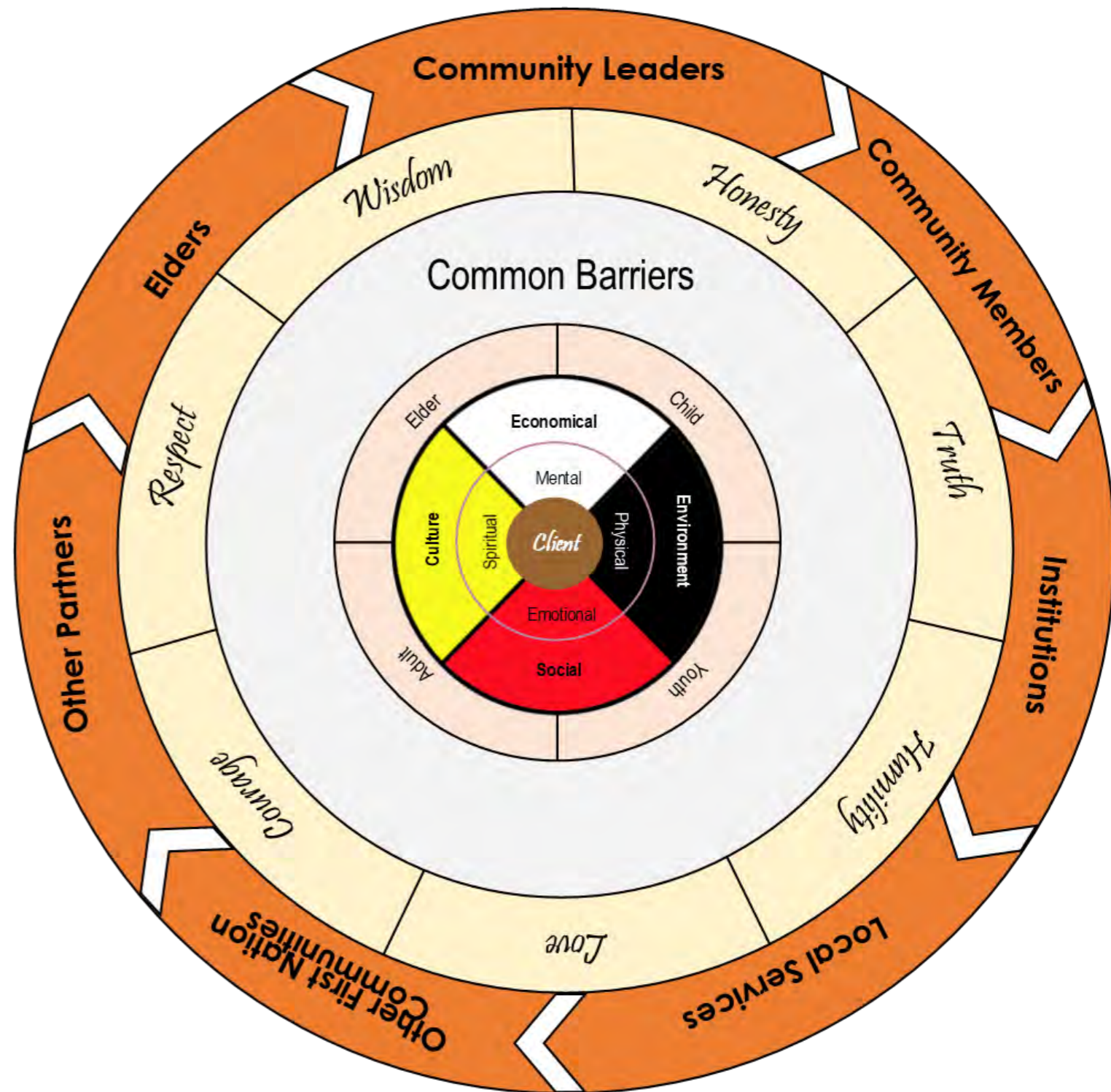
6 Seven Traditional Teaching



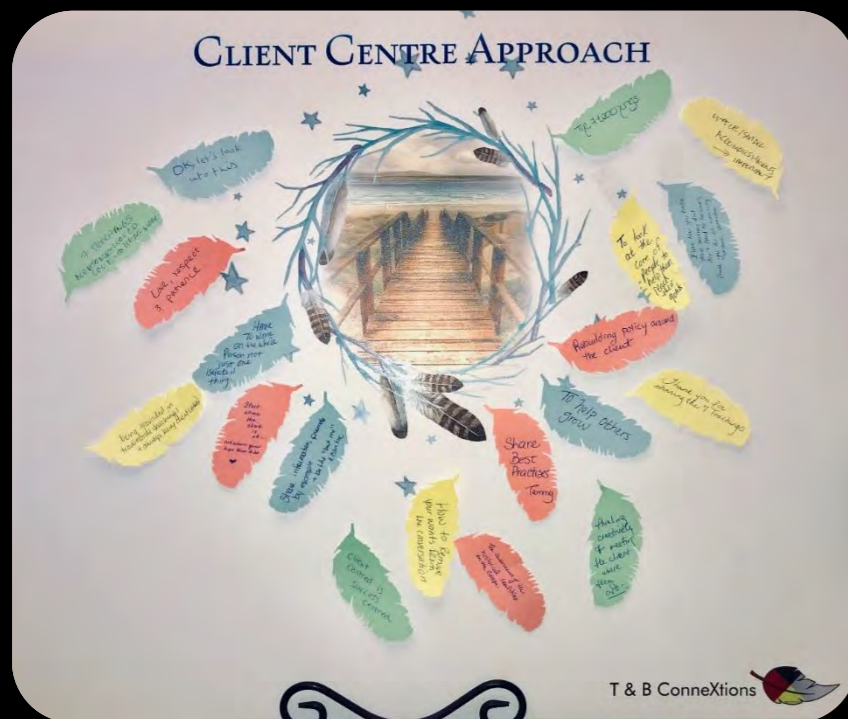
7 Healers

WHY THE CLIENT CENTRE APPROACH?

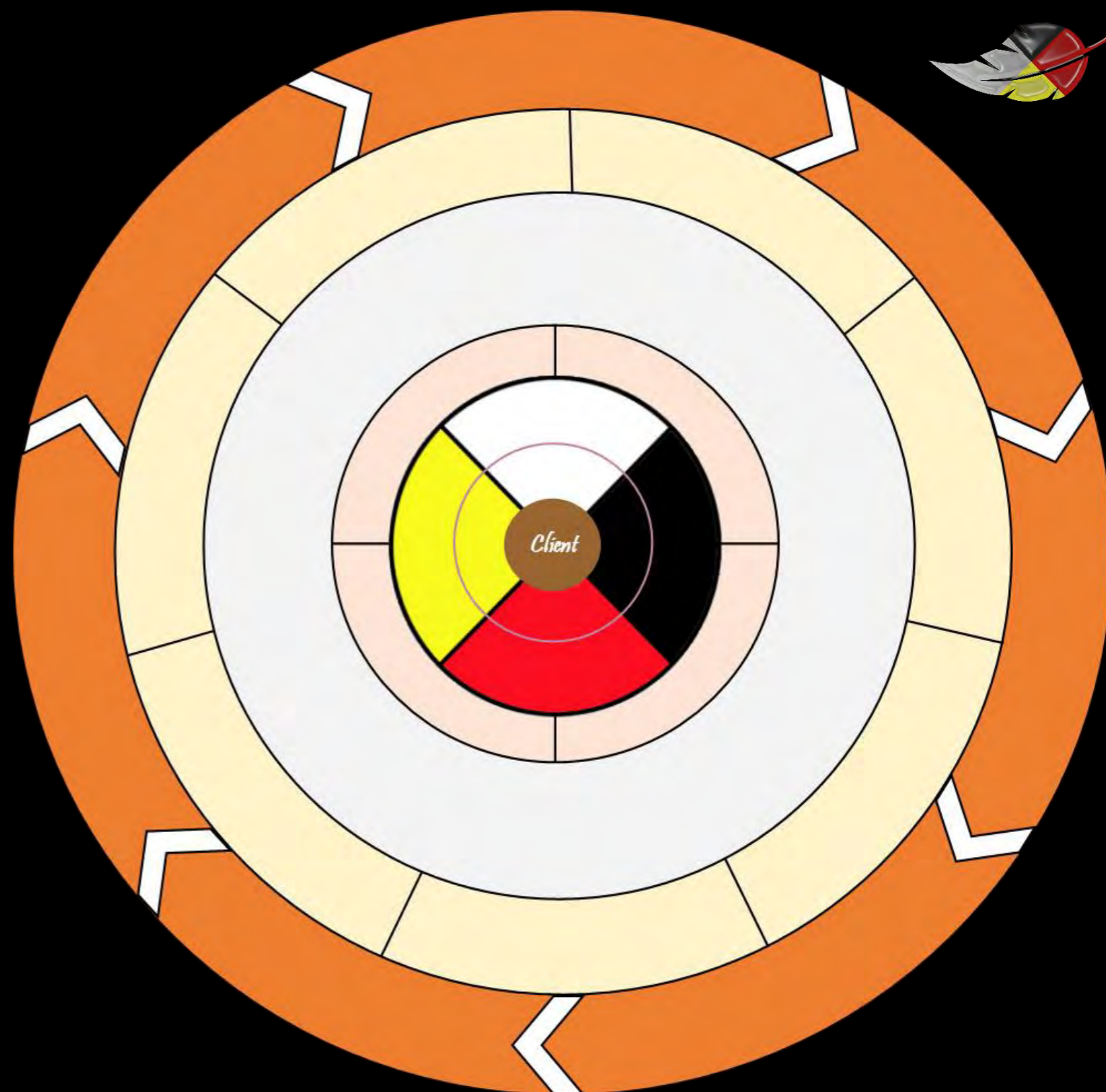
- Avoid subjugation.
- Assess all the issues of the client to build the service around their needs.
- Empower & build up successful, independent members of a community.
- Rebuild the policy to work around the members needs to ensure their definition of success.



1. OUR CLIENT

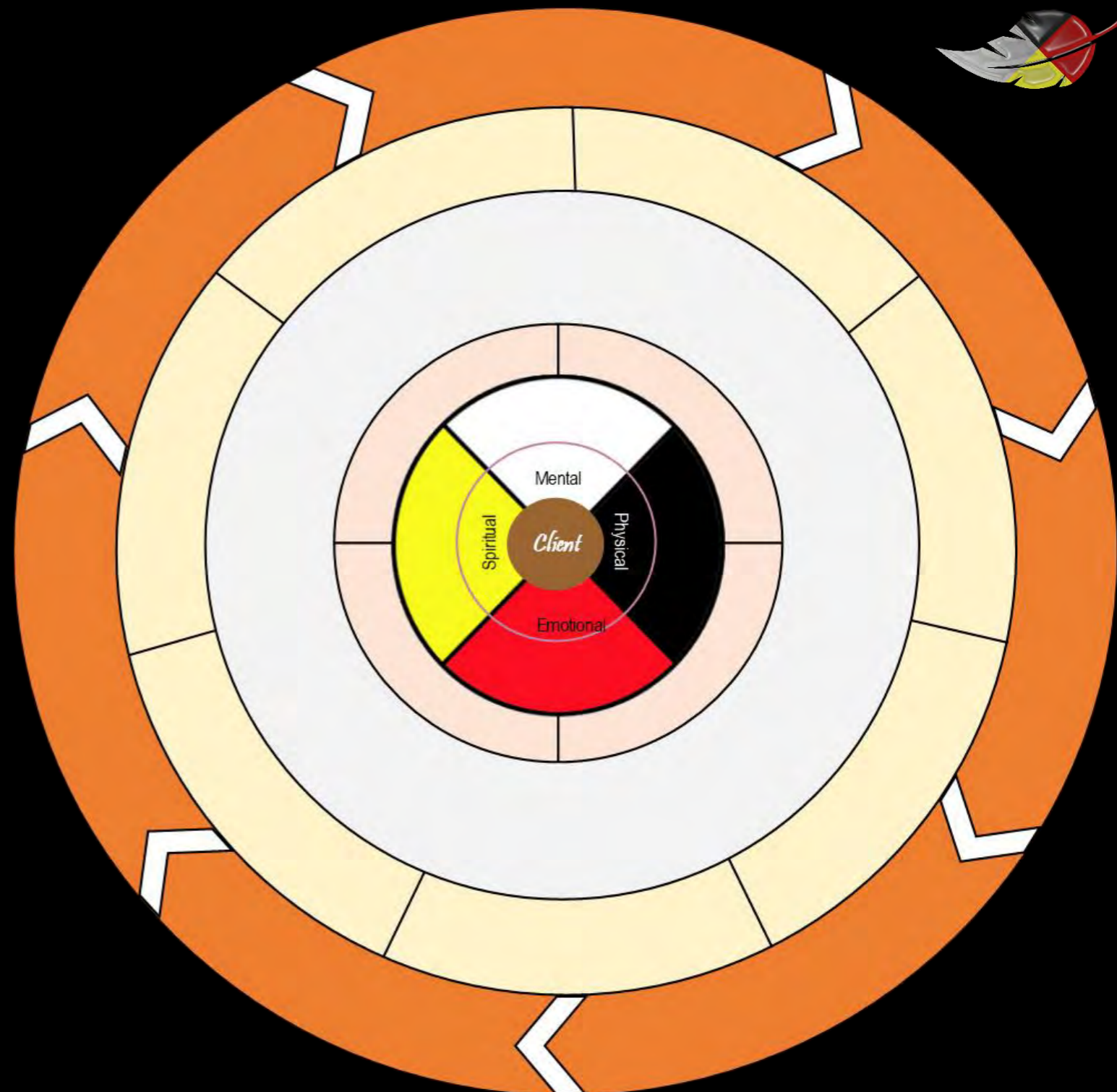


- Not policy driven
- Client focus



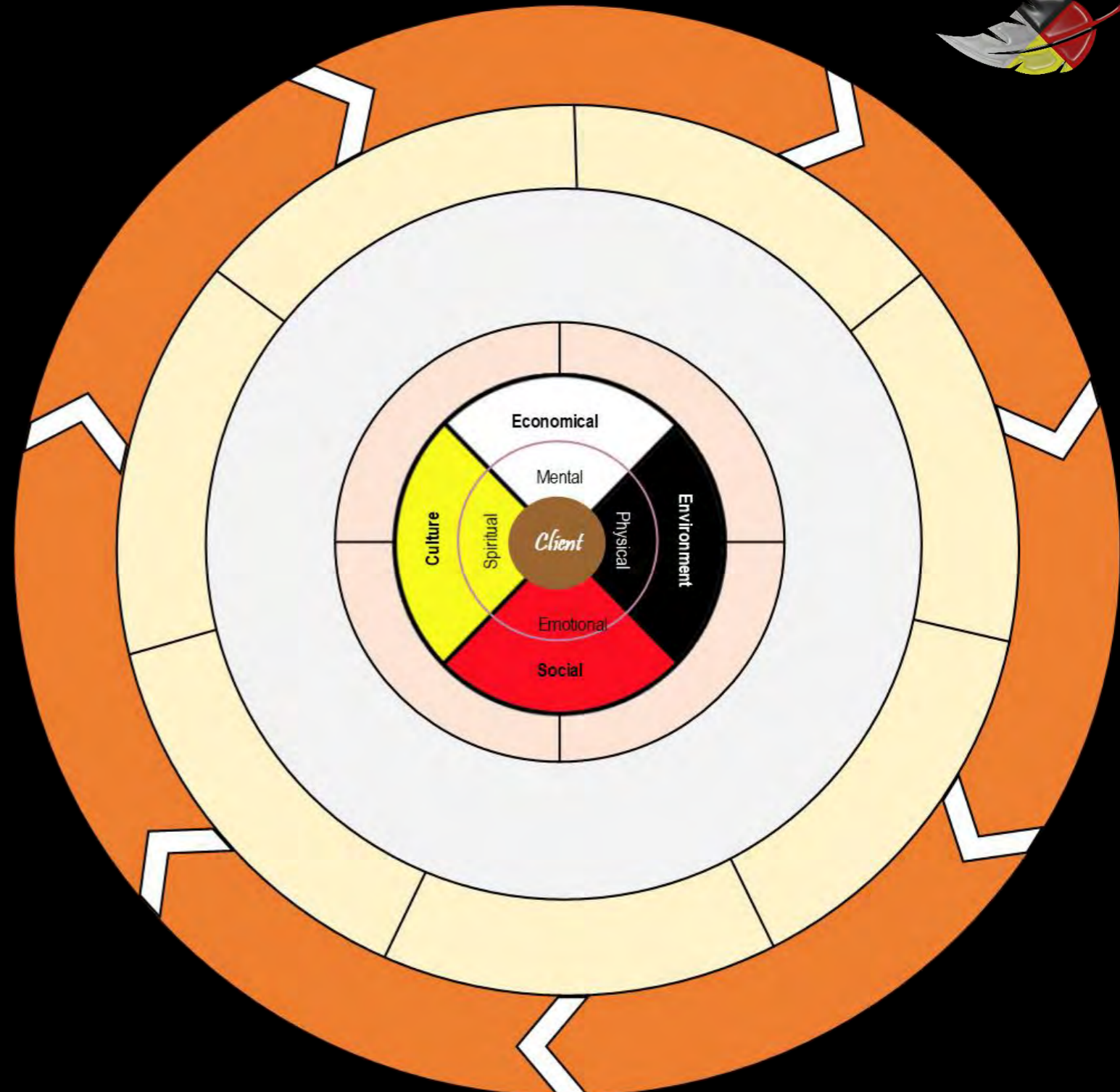
2. HOLISTIC APPROACH

- Focus on developing the whole person
- Includes different levels of the client
- Physical, mental, emotional & spiritual
- Seeing each client as a person with gifts



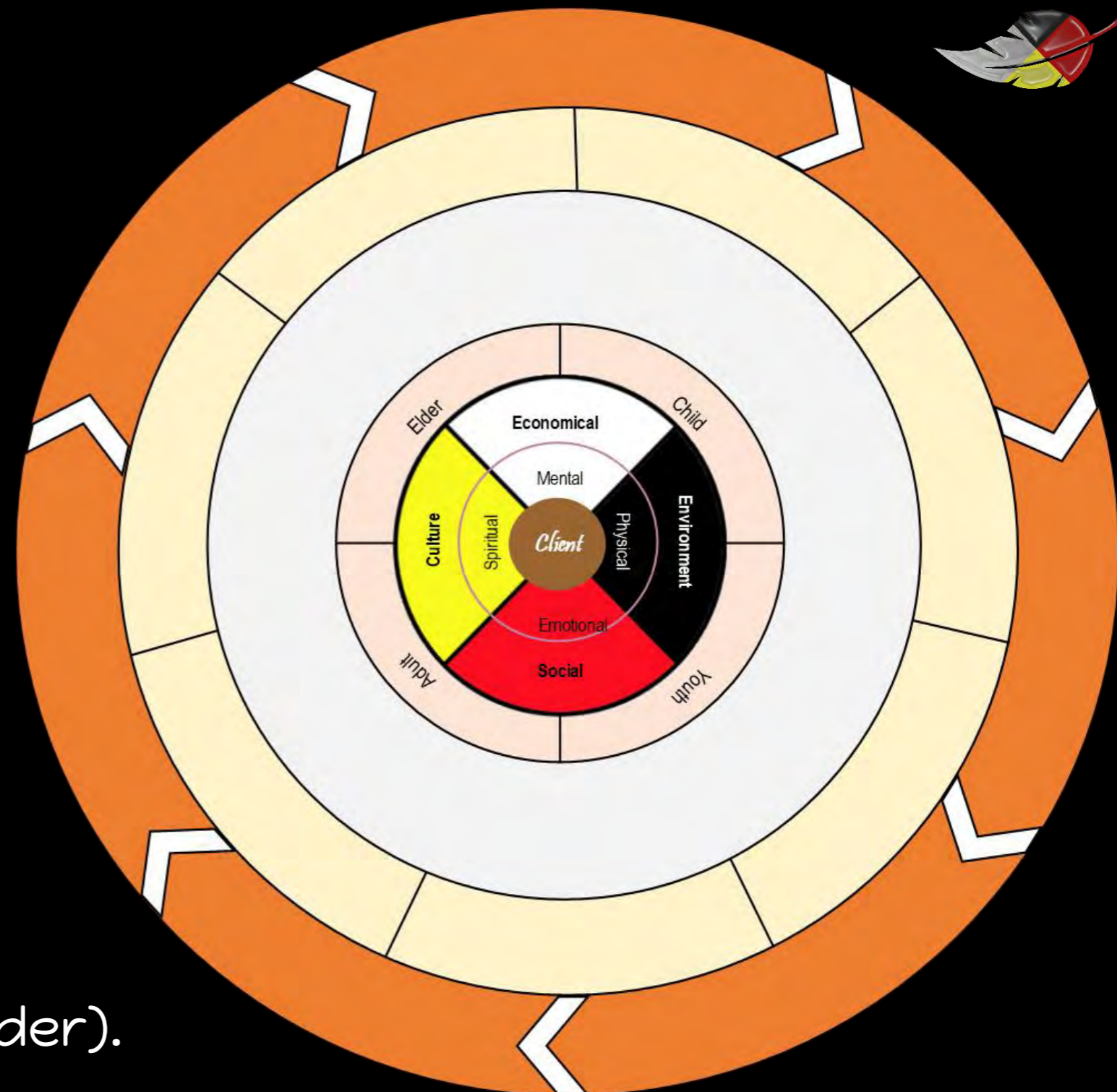
3. MEDICINE WHEEL

- Represents harmony and connections,
- Focusses on the impact of each members economical, social, culture & environmental needs,
- Looks at all angles to create advantages for each client.



4. LIFE CYCLE

- Client's ability to move past their own trauma,
- Understand the effects of intergenerational trauma,
- Life cycle of carrying pain.

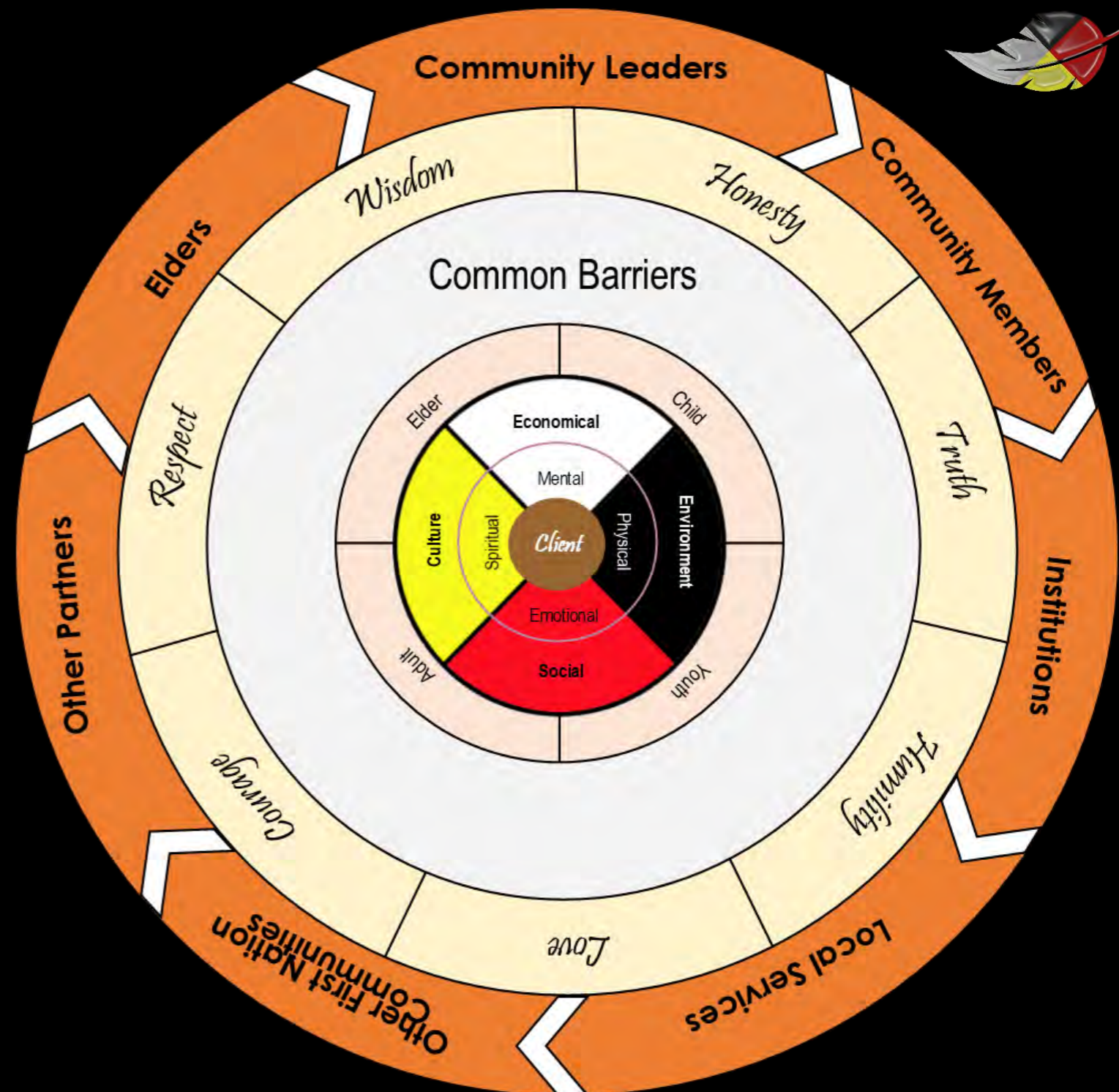


(Child → Youth → Adult → Elder).

5. BARRIERS

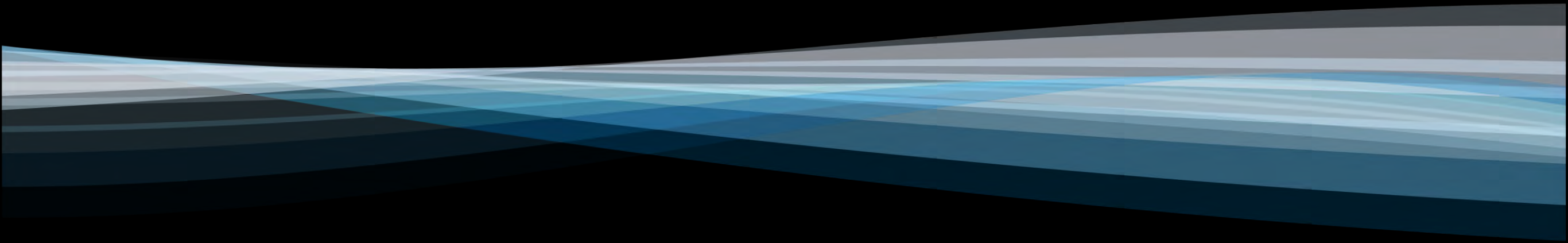
-Client's ability to discover, recognize and move forward, they aren't simply just lacking motivation,

-Assessment looks at the potential common barriers to learning & focus on addressing them.

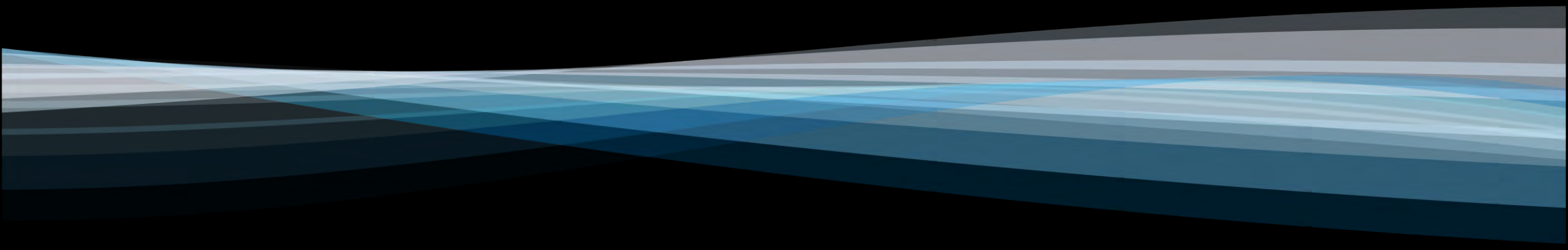


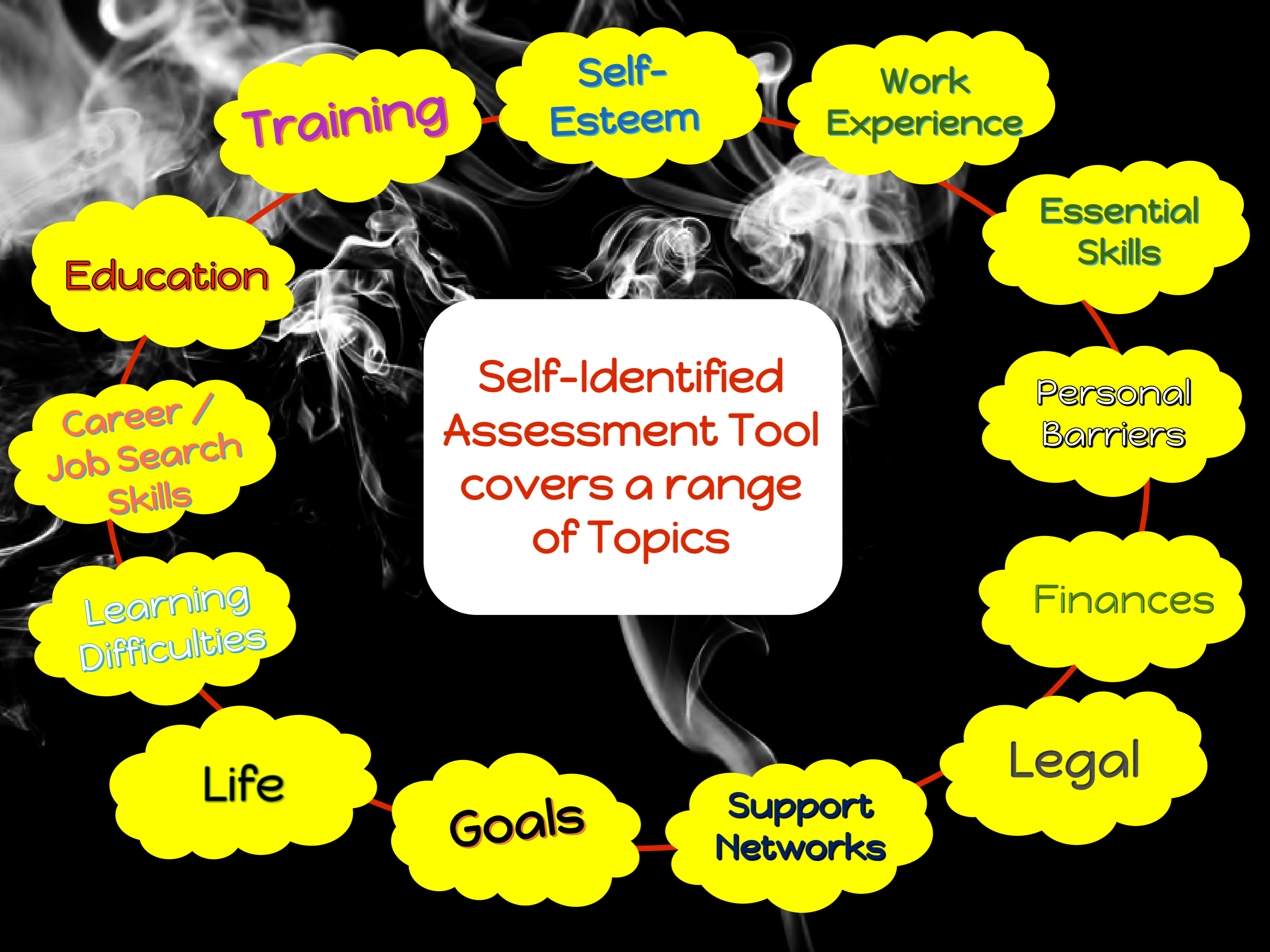
What is a barrier? Why is it important?

- A barrier is anything that makes it difficult for a person to achieve their goal.
- Examples of barriers?
- Barriers may affect the choices/priorities a person has with regards to jobs or careers.



- We developed a series of questions (self-identified assessments) that could help you learn about your client & their possible barriers.
- It is CRUCIAL to understand that the purpose of asking questions is for YOU to simply understand your client's situation better so you can help them more effectively.
- When talking with your client about barriers, be sure to give the opportunity to highlight their strengths





Training

Self-Esteem

Work Experience

Essential Skills

Personal Barriers

Finances

Legal

Support Networks

Goals

Life

Learning Difficulties

Career / Job Search Skills

Education

Self-Identified Assessment Tool covers a range of Topics

Barriers identified, what now?

- What needs to happen to take the next step towards their goal (whatever that may be for them)?
- What happens if a barrier cannot be overcome? Is that possible?
- Help the person to be realistic, encourage, do not discourage. Offer them help in focussing on their strengths and maintain A positive attitude.
- Have the client leave with an action plan



Team
Building

BARRIERS	CLIENT Commitments
EDUCATION: Does not have high school	Enroll in Adult Education to complete high school
CAREER EXPLORATION	Complete career assessment Meet with Career Counsellor
WORK EXPERIENCE & JOB SEARCH SKILLS (Has not worked) Driver's license	Attend Workshops in resume and cover letter writings; Job interview techniques; Enroll in driver's education program
MEDICAL: MH Addictions	Attend appointment with psychologist. Maintain all necessary appointments.
LEGAL ISSUES:	Request pardon
FINANCES:	Complete taxes; Open bank account.

First steps of an action plan:

Barriers & client tasks
1st part

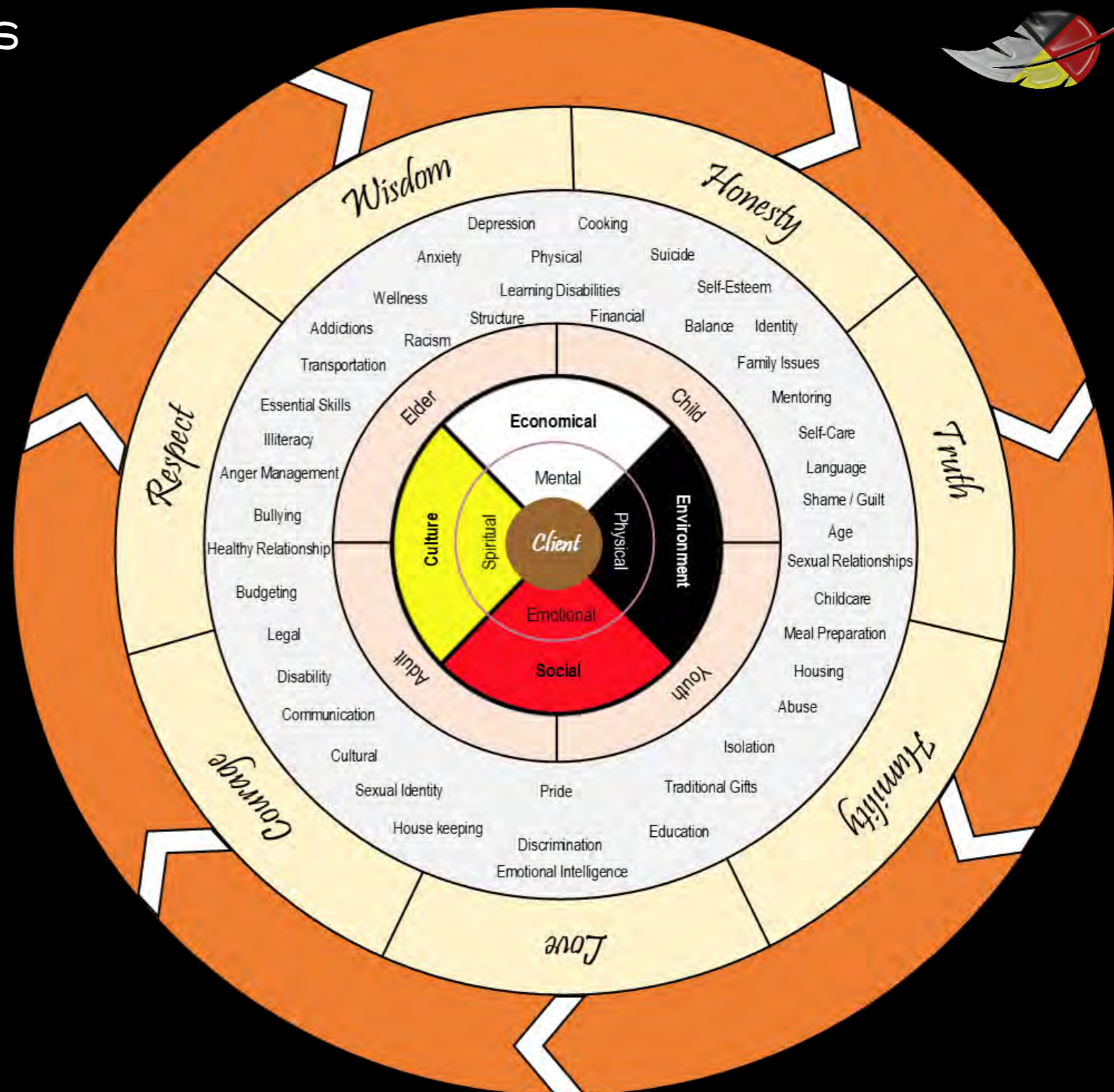
6. SEVEN TRADITIONAL TEACHINGS

-Our client center approach is about keeping a balance

-Clients must get back to their core & reuniting a strong sense of identity,

-By teaching the Seven Traditional Teachings through Community Elders, it creates that strength.



-7 teachings can be linked to any organization





SEVEN TRADITIONAL TEACHINGS

Image	Teaching	Animal	Description	Lesson	Policy
	Honesty	Saskquatch or Sabe Gugwes	<p>It walks among the people to remind them to be truly honest;</p> <p>This teaching is the ability to keep your word and a high honor when referred to as "an honest person."</p>	<p>If you do any wrong it will "eat you up."</p> <p>Ex: Children are usually very honest because there is no filter. They see asking questions as being curious & a chance to learn.</p>	<p>Admitting to needing help or asking questions is a sign of bravery & love.</p> <p>Live true to your spirit, be honest with yourself & others around you.</p>
	Truth	Turtle	<p>The turtle has been here & continues to stay on earth. It's a reminder of time & 7 sacred teachings must never be forgotten.</p> <p>We need to take the time and go into our shell to re-examine ourselves.</p>	<p>Truth comes in knowing love, honesty, humility and respect.</p> <p>We are personally accountable for what we say and do and by reassessing ourselves.</p>	<p>We all have individual opinions however we need to be open and accepting of others.</p> <p>We need to re-evaluate ourselves; ensure our teachings are not forgotten and whether we want to continue on.</p>


SEVEN TRADITIONAL TEACHINGS

Image	Teaching	Animal	Description	Lesson	Tied to Policy
	Humility	Wolf	<p>Being humble is to realize that there is more to the world than just what you experience. Like the Wolf that hunts & refuses to eat until it can be shared with the pack; shows how we take care of each other.</p>	<p>To understand that the world works together as one, is to understand humility. It is the act of considering others before ourselves. To acknowledge our mistakes, limitations & ask for advice.</p>	<p>We need to be open to improving ourselves, our situation & working together with different people & putting others ahead of ourselves in the best interest of the students' successes.</p>
	Love	Eagle	<p>Love is what you begin your life with; to feel true love is to know the Creator.</p> <p>Just like the Eagle was chosen to represent the need to love oneself in order to love others.</p>	<p>Love given to the Creator is expressed through loving oneself.</p> <p>In order to survive as a child, you must be given unconditional love.</p>	<p>Being part of the circle of life, we are to provide love to all who enter.</p> <p>We are to love & honor ourselves, provide healthy attachments and ensure all necessary needs are met.</p> <p>We are aware that a part of our love continues even when a student completes their training.</p>

SEVEN TRADITIONAL TEACHINGS

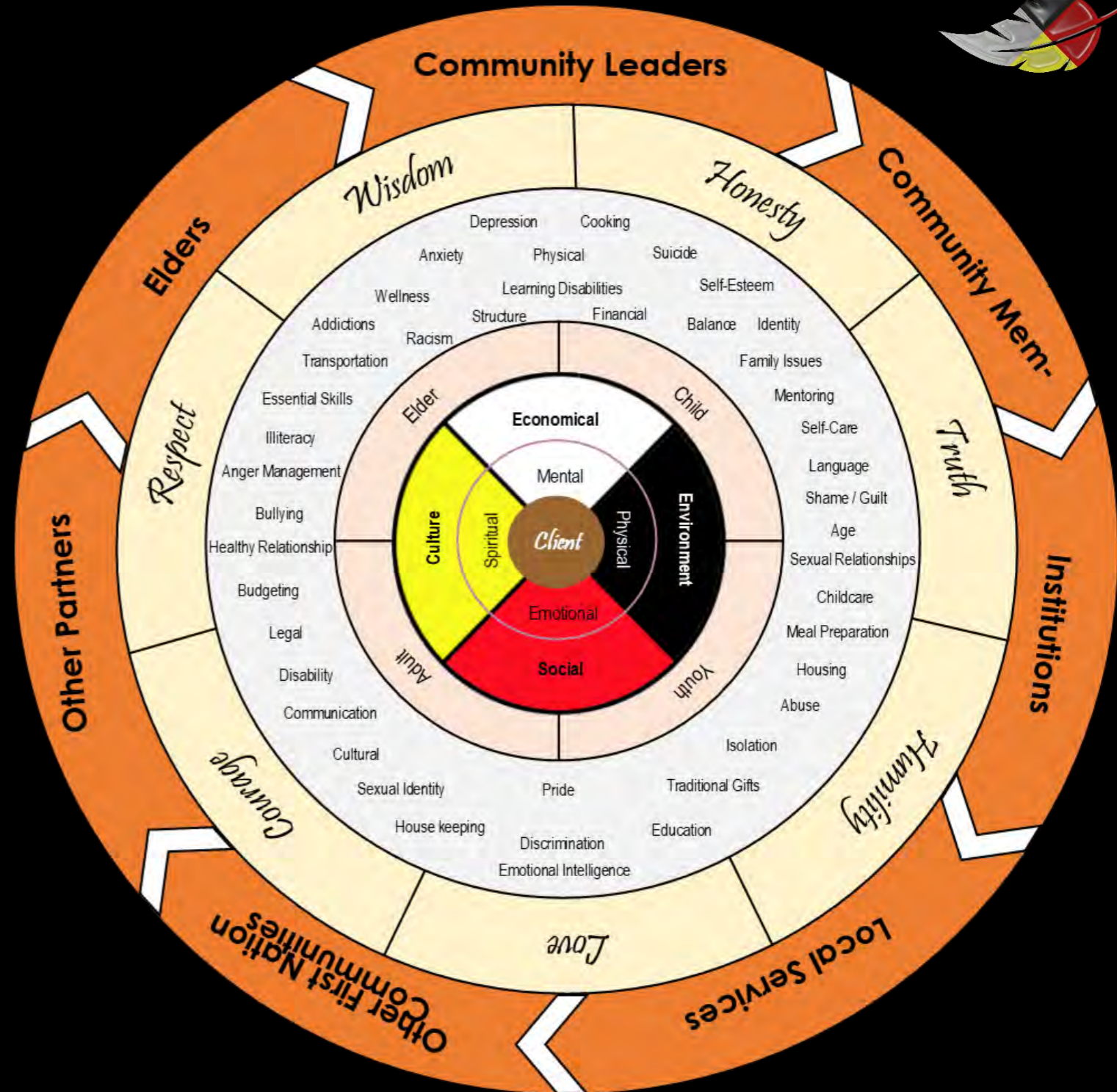
Image	Teaching	Animal	Description	Lesson	Tied to Policy
	Courage	Bear	<p>The Bear provides many lessons but its' courage is the most important.</p> <p>Though gentle by nature, the Mother Bear shows true courage when one of her cubs is threatened.</p>	<p>To have the mental & moral strength to overcome fear that prevents us from living is true courage.</p> <p>It is a reminder to live, learn & be open to try new things.</p>	<p>We need to put our ego aside, face our fears and take the proper steps to ensure needs are met.</p> <p>Asking for help and taking trainings are a sign of courage. We need to acknowledge our responsibilities to our community.</p>
	Respect	Moose/ Buffalo	<p>Commonly known as the Buffalo, we offer the Moose to represent respect /honor as it is culturally relevant in Gesgapegiag.</p> <p>Like Buffalo, so does the Moose through giving its life & sharing every part of it's being, shows its deep respect it has for the people.</p>	<p>Provide safety, shelter, clothing & all other basic needs to the children we have been entrusted with.</p> <p>Abundance from the moose keeps it alive & nothing is wasted.</p> <p>We all have a role & responsibility to get along, having a sense of loyalty to our family and community.</p>	<p>We are to show compassion, non-aggression and to offer utmost respect & common courtesy to one another.</p> <p>To show respect is to share, give of yourself for the benefit of all life & take responsibility for our family and community.</p>

SEVEN TRADITIONAL TEACHINGS

Image	Teaching	Animal	Description	Lesson	Tied to Policy
	<p>Wisdom</p>	<p>Beaver</p>	<p>Building a community is dependent on gifts given to each community member.</p>	<p>Just like the beaver's gift is to use its sharp teeth for cutting branches to build dams and lodges.</p> <p>If he didn't use this gift, his teeth would grow and become useless, the same can be said for humans.</p>	<p>Being a positive role model for our community, and be willing to accept the help/gift from another.</p> <p>All adult behaviors have an effect to encourage a child to act in the same manner can be considered gifts.</p> <p>It takes many gifts to help raise a child; as a community we work together offering our gifts.</p> <p>We are responsible for making the best decisions for our students, family and community.</p>

7. HEALERS

- Do you know your healers?
- Any organization can assume the roles once trust is established with the clients.
- What resources do you have? Are you aware of them?



A possible
completed
action plan

BARRIERS	CLIENT commitment	COUNSELLOR commitment	SUPPORT SERVICES
EDUCATION: Does not have high school	Enroll in Adult Education to complete high school	Provide referral to adult education	Registrar & Adult Education
CAREER EXPLORATION	Complete career assessment Meet with Career Counsellor	Provide username / password	
WORK EXPERIENCE & JOB SEARCH SKILLS (Has not worked) Driver's license	Attend Workshops in resume and cover letter writings; Job interview techniques; Enroll in driver's education program	Provide dates for workshops. Provide resume / cover letter workshops. Provide # to enroll; help with financial aspect	Professional on how to conduct yourself in a job interview. Driver's education school.
MEDICAL: MH Addictions	Attend appointment with psychologist. Maintain all necessary appointments.	Initiate first appointment with psychologist.	Health Services Social Services Healing Lodge
LEGAL ISSUES:	Request pardon	Provide documents for record suspension	Parole Board of Canada
FINANCES:	Complete taxes; Open bank account.	Provide number for taxes Give bank options	Tax office (closest) Bank information

Questions?

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**Welaliog M'st Wen
Thank You
Merci**