**Consultation Protocol Focus Group Feedback Rev’d**

**Barrie Area Native Advisory Circle**

**August 10, 2010 – 12 - 4**

**Attendance**

Shawna Snache Biiminaawzogin Regional Aboriginal Women’s Circle

Frank Sutherland Barrie Native Friendship Centre

Vaughn Johnston Georgian Bay Native Women’s Association

Compton Kahn Georgian Bay Native Friendship Centre

Mary Mackie Metis Nation of Ontario

Suzy Keis Orillia Native Women’s Group

Terry Desoromeaux Orillia Native Women’s Group

Gertie Beaucage BANAC - Executive Director

Brenda Jackson BANAC – Capacity Builder

Kim Brunelle BANAC - Health Planner

**Regrets**

Sue Copegog Beausoleil First Nation (requested I come to talk to Chief & Council)

Stephanie Sandy Rama First Nation (requested I talk to their Social Service team)

Nena La Caille Enaahtig Healing Lodge & Learning Centre

Cheryl Sutherland SUN Housing

**Some Questions To Consider**

**1. What are the normal processes for consulting in your community (Best Practices)**

**Transparency**

It puts community at ease

Explain upfront reason for engagement

Identify any implications

What are the Motivators? “What’s in it for me?” Why should we be involved?

Check your expectations and own agenda at the door as well as timeframes

Understanding expectations is relevant. What do they want and expect and how does it implicate the community. If we are the primary then we need to be part of the agenda, not as an add on to the agenda

**Accountability**

Continuity

Formal request for participation via letter to Board President, ED, etc

Leadership

Know organization protocol and respect the same

Follow up phone calls

**Inclusive process**

Both on and off

Equal voice

Front line and management

Employee attending several functions and sharing

**Safe**

Family Oriented Facilitator, personal invitations

Treat each other as family

Kitchen table visits

Offer a drink and food.

Casual friendly approachable environment

**Informal & Personal**

Family Oriented

Share by word of mouth

Face to face contacts,

Make appointments and talk to people one on one

Personal invitations

Informal – ie: ONWG board facilitates w/s and processes. Ie: sewing (informal) then the formal consultation through focus group

Weekly coffee nights – what comes up is important at the time open forum casual

Input from community no matter who it is. Treat each other as family. Very family oriented

**Culture Based**

Round table

Elder

Opening ceremony – smudge & prayer

**Technology**

Using surveys to fill out or doing face to face and filling mail with incentives

Calling people about events ie: Thanksgiving dinner

Newsletters- Good way to share information

Input from community it is how a survey is worded that tells if it is directed at the program or community.

**Incentives**

Giveaways for filling out evaluation forms

**Is there a difference between staff consult and community consultation?**

Yes, workers thought there weren’t any grief issues but through the informal circles it was identified that there was need to address the issue

When you need some feedback on the issue, you use frontline workers as part of the work in process and have them ask their clients.

Another process is to include the consult into another event that is being held.

BRAWC historically has consulted with the community through various focus group sessions. BRAWC has also hired consultants to meet one on one with community members and external agencies. BRAWC does complete reports, analyzes the data collected and then distributes the findings to the community.

**2. Is there a difference between social program development and policy development (framework for decision making) for your community or agency? Please explain.**

Social program development is based on the community needs. It doesn’t usually work that way and we are usually reactive instead of proactive. It involves more of the community and membership.

Policy is:

- is how we conduct and behave ourselves (personnel, financial & governance)

- helps to create equality

- interferes with community development and simple needs can’t be met because of policy.

- Sometimes in the community there is a need to address something and need to undergo prevention activities ie: HIV/Aids, Workplace health safety policy and anti violence policy.

What standards need to be included for your safety? This provides a standard to measure against

-Things have to be fair and don’t understand that it is “out of control”

- Governance (sometimes not enough expertise)

- Policy is developed by management and expertise ie: HR, Directors, etc.

All decisions are by way of consensus and based on recommendations by the Circle of Directors and staff.

**3 a. What process is used to appoint a representative?**

Managers, supervisors designate a representative to attend community meetings. If signatures are required, a manager or supervisor will attend

The manager/supervisor will receive minutes/report of meeting

A person who is knowledgeable about the subject

Availability

Board will appoint and approve a representation who doesn’t have to be a staff or board member. A community member can also be used for external committees.

Usually choose suitable representation from front line workers

If it required quick decision making then, a delegate with the decision making authority will be sent.

Those who show an interest or have time to give

If looking for managers, etc. then the representation from area would be delegated. (MNO)

The process BRAWC uses to appoint a representative is by interest generated through a potential delegate. Then discussion of the Circle of Directors occurs and then by way of a motion regarding representation.

 **3 b. What types of support do representatives require?**

Guidelines and parameters

Honoraria or per diem if not employed

Travel where possible especially coming to committee meetings all the time. Set aside some travel for board members, etc. Help with other expenses ie: boat fares

Overnight accommodations and childcare if volunteer

Central filing and storage system. Committee minutes go back to agency committee reports & minutes, etc

Committee members should have TOR and past minutes and understand why they are there. Need help with writing a report

Report must be completed to ensure feedback is received

Provide training to assist with making informed decisions. Opportunity for capacity building, either through training and/or professional to make informed decisions

Community support

Scheduling of appropriate meeting times that doesn’t conflict with employment duties

**4. What are the ways we need to establish to follow up with consultation?**

Understand vision, movement, action, project and implications to the Aboriginal community

De-briefing process

Need to ensure we report back on the results of the consultation with some timeframes using a report back template.

Report back on what resulted from the consultation

Set follow up date asap

Accountability Process – Respond within a timeframe ( the report from a group/committee, previous meetings or engagement, etc)

Accountability for processed meeting or engagement

Accountability process for follow up to previous meeting or community engagement

Follow up consultations develop on-going communication

Once we start something we need to maintain continuity. Need to ensure there is follow up ie: MAG.

Sunrise and sunset for adhoc committees with designated timeframes

Respect internal processes of the organization/communities.

Treat each other with respect

Ongoing communication

Respect internal organization

Less delay between meetings

Stay on top of the process

Distribution of reports

Follow up consultation sessions

**5. What Standards of Performance (Attitudes) should be included for culture based consultation? (**What are the things that need to be in place and what applies to everybody)

Culture based consultation would require the 7 Grandfather Teachings. See Teachings

Ensure we are all heard and Aboriginal recommendations are responded to

We are limited in our resources so need sufficient time and planning needs to take place.

Remember Board members are volunteers

No pre-set agendas

Honesty

Address other things

Need to see how our input into the consultation fits in. Our recommendations need to belong

Respect time. Need time to get groups together in order for things to happen.

Respect the timelines of the organizations. Allow sufficient time for lines of organizations to plan and implement

Positive attitudes

Need accountability

Respect guidelines of organizations

Elder’s present

Honorariums and travel assistance

Nutrition

Gifting/Giveaways

Acknowledgement

**6. What should be included in mainstream policy in regards to consultation with FNMI?**

Explain why mainstream need to do consultation at the beginning

Consult with us before you start the project

Have an Elder to consult with Look at capacity building and building an elder base for all agencies to use

Include youth in engagement

Policy should be agreed upon by both parties

**Training**

Have Pre-training Aboriginal awareness

Understand “Why it is important to have pre training to understand Aboriginal decision making process” ie: board motions, BCR’s, etc.

Mandatory annual cultural sensitivity training due to turn over only people with that training can be part of consultation

CAT is compulsory at and is included at AGM’s, etc.

Commits to sensitivity training and culture based decision making process before consultation and have pre-training in their policy what are some of the decision making processes in the FNMI community.

Mandatory training re: understanding the way communities work

Cross cultural training and Aboriginal decision making process

Have policy that only their staff who have cross cultural awareness training can attend

Only people who have gone through training and have some understanding

Aboriginal teachings prior to consultation

Cultural sensitive training

Culturally appropriate staff personnel

Referrals to culturally appropriate agencies

Culturally sensitive models for decision making

Appointed Elders and Advisors

Partnerships Identified

**7. What steps should people take for respectful engagement?**

Proper acknowledgement of how meetings are opened.

Cultural opening and closing should include elder honoraria

Don’t have a preset agenda

Preamble & agenda (flexible) should be sent ahead of time; as well as any documents or discussion points relating to the agenda well in advance.

Consultation by invitation well in advance, at least 1 month

Be flexible, respectful, sincere

Listen genuinely act accordingly

Open to cultural awareness

Accountable before, during and after

Respect internal processes

Consider there are limited resources . Volunteer board less money and hr with non profit boards

Welcoming atmosphere

Awareness of how meetings happen from both sides

Receive the teachings

Provide healthy nutritional food

Comfortable seating

Be a good host and good guest

Allow/consulate FNMI communities to be the decision makers with regards to their community members.

Have Elder’s present

**Common Issues & Concerns**

Mainstream is very set in their processes on how they deal with agencies. They need to consult with communities regarding the delivery of services ie: CMHA. The existing delivery of services is not working. Staff turnover rate is high which results in re-orientating and re-building new relationships.

There seems to be a respect versus fear relationship. Some mainstream agencies have not done anything because they are afraid of doing the wrong thing so they don’t do anything at all.

Need to be human instead of organization oriented when sharing in circles.

Some people are not aware of history and others are remorseful about it. It is the responsibility of the individual to learn their own Canadian history.

Assumptions - always think that we have a lot of problems/issues but there are those individuals who are just looking to give back to the community. Need to engage those ones.

Getting it together amongst ourselves first and then with others.

We need to be more community focused and do some relationship building

One of the differences between us and mainstream is that they are based on a skills portfolio and we are based on a community portfolio. It doesn’t matter if you are a CEO, ED or front line worker. We meet and engage all the levels at all times. We don’t just function with only high level individuals.

There is usually an expectation that if the ED doesn’t go, then the delegate can go and sign on the dotted line.

Expectations that the one person has the voice for all

They need to understand the difference between a board motion and a BCR and the process involved with each.

Politics are heavier inside ie: government, etc they have to still follow their priorities and mandates.

We are suspicious and jaded because we have been used as a token before.

Sometimes, it is about how to play the game to get money to support programs.

We’re dealing with policies that are looking at assimilation.

We as Aboriginal people need to maintain open communication and trust

Need resources for HR & $

Safety

Increased collaboration = increased successful community engagement

Create opportunities to share and teach

Share teachings and protocol on how to do things

Not have agendas too rigid and give ahead of time so can formulate ideas

How do we program and treat middle class? We need to make sure they come back and become part of the community

FOLLOW UP

WHAT IS THE ORGANIZATION AND/OR COMMUNITY PROTOCOL?

Name of Community/Organization: Date:

**“STANDARDS OF PERFORMANCE FOR BUILDING MUTUALLY RESPECTFUL RELATIONSHIPS”**

**An example using the “7 Grandfather Teachings” by Gertie Beaucage**

RESPECT: This is the first level of relationship. We need to look twice to see a side we haven’t seen and sharing the knowledge of one another.

WISDOM: To know what to share and how much

COURAGE: To be clear about the issues, name them and have the courage to bring forward

HONESTY: Courage to be honest and talk about the issues and not get exaggerated or downplayed

HUMILITY: To engage is to effectively listen to someone always; this requires a quiet mind and a quiet mouth. You need to provide time for the process and to be on time.

TRUTH: We recognize that we have been given the 7 Grandfather Teachings in the Creation Story and that we honour the Creation. These teachings were given to help people see the way to a good life. Truth forms the basis of relationships and strength. We acknowledge and recognize the 4 Natural Laws of kindness, honesty, sharing and strength. We still operate from this since the beginning of time and it is acceptable and valued.

LOVE: Is about mutual acceptance. To accept another human being is to see the gift of the Creator. There is no room for tolerating discrimination or racism. Every human being is a gift of the Creator.