

A photograph of five traditional tipis arranged in a line on a grassy field. The tipis are decorated with various patterns and colors, including white, orange, blue, and red. The background shows a clear blue sky with light clouds and a body of water in the distance.

# 2019 2020 Annual Report

Centre Walgwan Center

75 School Street  
Gesgapegiag, Québec  
GOC 1Y1  
Téléphone : 418-759-3006  
Télécopie : 418-759-3064  
Courriel : [edwalgwan@globetrotter.net](mailto:edwalgwan@globetrotter.net)

---

## Mission

With full respect for the dignity and value of each person, the Center provides a safe environment to each First nations and Inuit Youth with a personally centered, holistic and culturally appropriate transition to their own path to well-being and a healthy life

---

## Vision

Our vision: Empowered and engaged Indigenous Youth, fully in control of their wellbeing and their lives, and contributing to the wellbeing of their families and communities

---

## Our Values

Respect, compassion, love and sharing, trust, honesty and integrity, client and family -oriented, safety and teamwork.

---



# Executive Summary

*The end of another fiscal year brings about reflection and gratitude during an unusual time as we all experience the concerns and effects of COVID-19. Throughout this unprecedented time, we have been exceptionally grateful for you. Your generous support has enabled us to face COVID-19 with highly trained and experienced teams that have kept our clients, families, and staff safe.*

*This was a thought-provoking year as Walgwan experienced the painful parting of some key people within the Walgwan family. These losses provide an opportunity to come together as one, while moving forward to carry on the mission with passion. We miss these friends and colleagues dearly and wish them well during their new journey, we remain honored to carry the life-changing work we do every day*

*I am privileged to share a snapshot of the important work and progress in 2019-2020 towards Walgwan's strategic priorities. From the efforts towards quality and outcomes, to a sustained wellness continuum, engagement and enhanced relationships. Walgwan continues to invest in promoting a culture of excellence where every youth is sited for success!*

*It has been an exciting year for Walgwan with many opportunities for growth as an organization. Through the challenges there has also been growth as a team and personal growth as a member of the Walgwan family. The pandemic has forced us to relook at the way we do things in terms of connection to communities and service delivery. It has provided us with the perfect storm to take a step back and become visionaries in the future of service delivery. Despite the challenges of the pandemic it has reinforced one another's strength in program modernization and has forced others out of their comfort zones.*

*I am proud and humbled to share that we have a well-built canoe to weather the storm. We have a skilled and committed team. We have our elders and leaders pointing the way forward, steady and strong. We are visiting every haven of call to collaborate or share our knowledge in building on our capacity and credibility as a National Treatment Center whilst promoting our strengths, culture as healing, advocating for our clients and their families; as well as equality based on where the client and family are at within their respective healing journeys.*

*We recognize that none of these accomplishments would have been made possible without your commitment and support. Your investment continues to move Walgwan forward and creates new opportunities for us to serve more families. Thank you for your partnership and loyalty to Walgwan.*

*Executive Director; Pamela Charlong*

*"It is always a pleasure to recap some key highlights of the past year that demonstrate the hard work and achievements by our Walgwan community. On behalf of the Board of Directors, I thank these passionate, talented, and caring individuals for the countless ways in which their work has carried out our vision, mission, and priorities."*

*Chair Jacqueline Kistabish*



*"Try to be a rainbow in someone's cloud"*

*Maya Angelou*









## Program Description

Phase One - Coyote



Orientation, drug awareness, impacts, motivation to change

Phase Two - Wolf



Communication, emotions and relationships

Phase Three - Beaver



Self-Esteem (Personal Project)

Phase Four -Eagle



Relapse Prevention

The Walgwan Centre is a nationally accredited 12 bed residential treatment program targeted for First Nation and Inuit youth between the ages of 12-17 years. We are a unique center that offers client-centered residential programming on a continuous calendar, we are co-ed and offer services in both languages, English and French.

We work closely with the youth and their family until they feel that they are ready to reintegrate into their communities. Generally, the length of program is 14 weeks but can be extended or shortened based on the youth's healing journey to wellness. Treatment programs and objectives are developed in collaboration with community resources, family and the youth based on a variety of assessments and in correlation with the youth and family's perception of wellness.



## Year End Highlights

- *Land Based initiatives in fostering basic life skills and promotion of culture through first hand experiences in nature*
- *Research Projects (University of Laval and Pine River Institute)*
- *Sustained success continuum initiatives (visits in the communities at 1, 3, 6, 9, 12, 18, 24 months)*
- *Additional positions created to better address staff and client needs (Human resource advisor, cultural and wellness mentor)*
- *Board support to venture into land-based treatment and family programming*
- *Creation and maintenance of strong partnerships (CSSSPNQL, TPF, AFN, CISSS, ISC, YSAC, AIDQ)*
- *Establishing primary counsellors and mentor programming*
- *Interest of Provincial Services in our holistic approach (panelist in explaining our program)*
- *Supporting First Nation initiatives, Thunderbird Partnership Foundation and First People's Wellness Circle*
- *Involved in the Governance process for the Québec region*
- *New web site with chat services*
- *Program review of success indicators*
- *Staff satisfaction survey and quality improvement initiatives*
- *Several births within our Walgwan family (staff and their partners)*
- *New environmentally friendly building project*
- *Governance (new members joined the family)*



# Human Resources and Training

At the Centre Walgwan Center training and employee development is an ongoing project. We target training initiatives to accreditation standards, strategic plans and YSAC core competency assessments. Every two years we participate in a national core competency assessment with our YSAC partners, this gives us evidenced based decision making, about focusing training where employees feel the least confident. This year we focused on quality and outcomes within service delivery, a strength-based approach to treatment planning and personal development within the staff through emotional intelligence assessments hosted by Six seconds. Staff were asked to work through two objectives within their emotional intelligence assessment. This is done in an effort to foster self-awareness.

Certification Rates	
<b>Total Counsellors/Youth and Family Workers/Director/teaching staff</b>	21 (2 part time staff and 1 on call)
<b>Certified CCPC</b>	N/A
<b>Certified ICBOC</b>	Went from 11 to 8 (staff retention)
<b>Certified FNHM</b>	1 in process
<b>Degreed (Non certified)</b>	2
<b>Non-certified/Non-degreed</b>	4



## Community Development, Universal Prevention, and Health Promotions

- Capacity within the communities is an important footing to effectively plan, implement and evaluate. In our region there is much change on the horizon with the five-year health and prevention plans based on community needs and priorities. We are hoping that the treatment centers will play an active role in the prevention plans and our expertise will be used towards community initiatives.
- As mentioned in previous reporting, working in “silos” continues to be a barrier in collaborating and making a greater impact in the development of projects, adopting the same language and prevention approaches and being well informed within the different approaches and trends.
- Our outpatient and outreach workers work directly with the communities and offer a range of services of health promotion, prevention activities, and life promotion initiatives. There are some solid partnerships developed that allows us to expend services with a greater body of expertise to address various needs and requests. Our outpatient worker was promoted within the organization in February 2020 and we are currently in reflection at this time if we will continue with the initiative.
- YSAC trainings and Thunderbird Partnership Foundation in partnership with the CSSSPNQL has delivered many training opportunities to treatment staff.



## Early Identification, Brief Intervention and Aftercare

The Outreach/Outpatient Worker promotes and markets Walgwan by seeking referrals to the treatment program, providing community educational and awareness presentations, assisting referrals with the application and intake process, and provides aftercare follow-up to graduates of the program.

Highlights this year include the following:

- Maintains the social media platforms
- Assisted referrals with the intake process and acted as a liaison for the communities
- Assisted with the reintegration to school, attended some First Nation career fairs and information sessions
- Attended YSAC trainings
- Conducted information session to potential client's in pre-admission phases
- Meeting youth within their school to share information about the Center
- 33 Aftercare follow-up visits with graduates to determine their progress after transition back to the community (sustained success)
- Conducted 23 Family Group Circles



# AMIS Data





## Access Data

	<b>Males</b>	<b>Females</b>	<b>Combined</b>
Applicants	N=22	N=43	N=65
Admissions	N=19	N=31	N=51
Pre Service Treatment	N=0	N=0	N=0

### Understanding the DATA

In this report, we summarize clients served and services provided by the centre during fiscal year 2016-2017. This data includes clients served in our National Youth Solvent Abuse Program (NYSAP). The clients and the services are diverse, and the data is complex. This report will, at different times, report numbers that refer to different subgroups or events that are based on specific filtering of the data. We also distinguish between Unique clients and unique episodes of care. This distinction is important: Client demographic counts are unduplicated counts in which each client is counted once. Episode counts represent an episode of care to a client – entailing admission, all services received, and discharge. All occur within the context of a period of healing for a client at a particular program. Each client may have multiple levels of care (treatment instances) that occur within the fiscal year; thus, the client may be counted multiple times in some data- once for each level, if applicable. At the end you will see data related to our prevention and outreach interventions. Keep in mind while this might not be our primary funded mandate it is an important part of the continuum of care.

<b>Level of Care</b>	<b>Number of Treatment Instances</b>
Day Program	N=0
Inpatient	N=51
Outpatient	N=6
Outpatient - After Care	N=25
Pre Service Treatment	N=0



# Utilization Rates

Bed  
Utilization  
Rate

75%

Service  
Utilization  
Rate

362%

Attended  
Previous  
Treatment  
Rate

27%

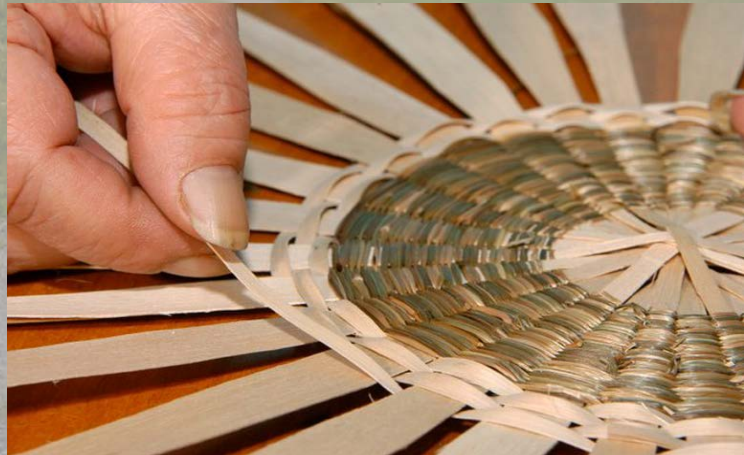
## Age at Entry

Age Group	Males	Females	Combined
<b>under 12</b>	0	0	0 (0%)
12	1	4	5 (9%)
13	3	5	8 (14%)
14	1	6	7 (13%)
15	3	10	13 (24%)
16	7	9	16 (29%)
17	6	1	7 (13%)
18	0	0	0 (0%)
<b>over 18</b>	0	0	0 (0%)
<b>Total Number of Clients</b>	<b>21</b>	<b>35</b>	<b>56</b>
<b>Average Age</b>	<b>15</b>	<b>15</b>	<b>15</b>



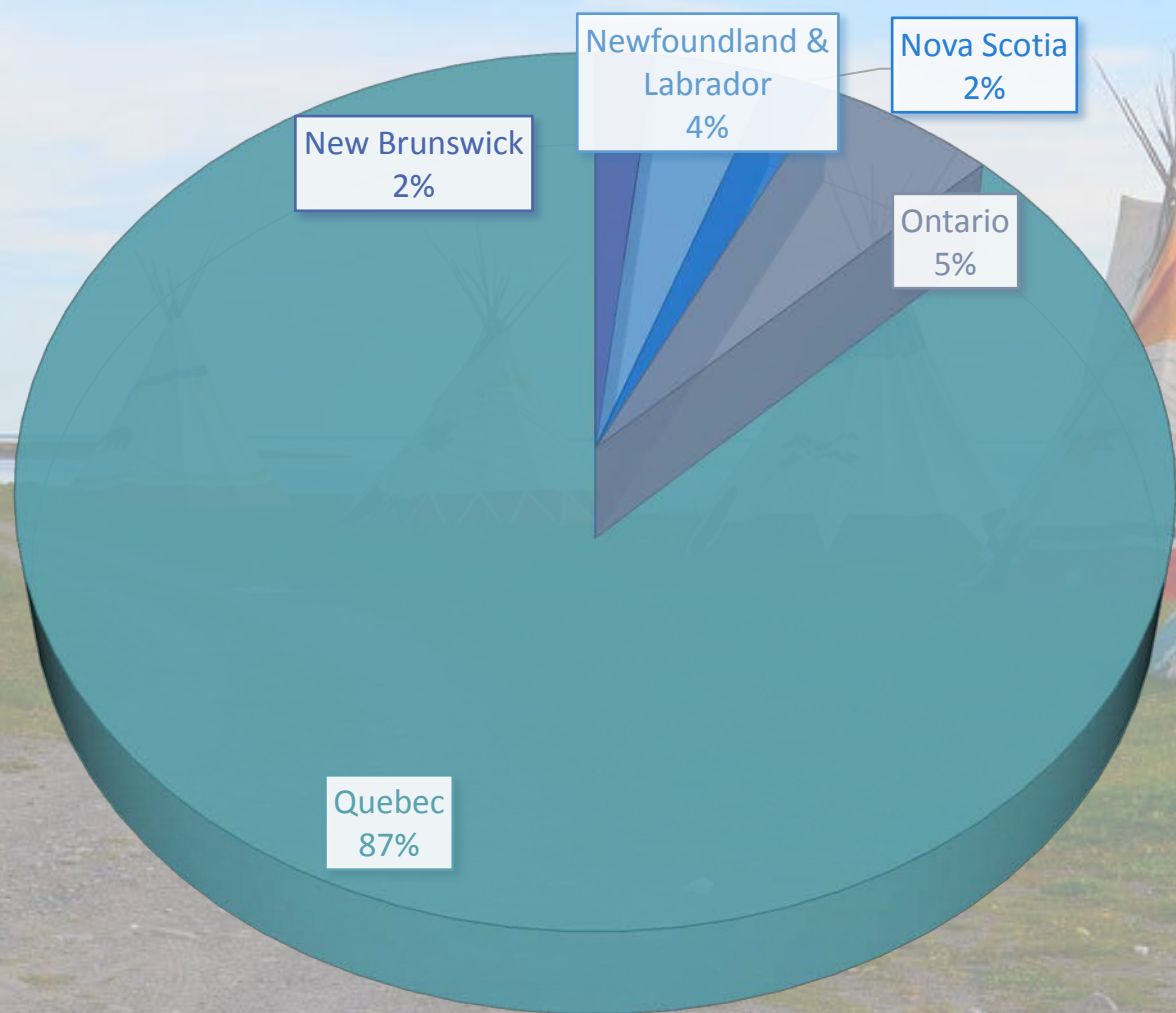
# Indigenous Status

Status	Males	Females	Combined
First Nation Non-Status	0	1	1 (2%)
First Nation Status	20	33	53 (96%)
Inuit Non-Status	0	0	0 (0%)
Métis	1	0	1 (2%)
Recognized Inuit	0	0	0 (0%)
<b>Total Number of Clients</b>	<b>21</b>	<b>34</b>	<b>55</b>





## Region of Origin

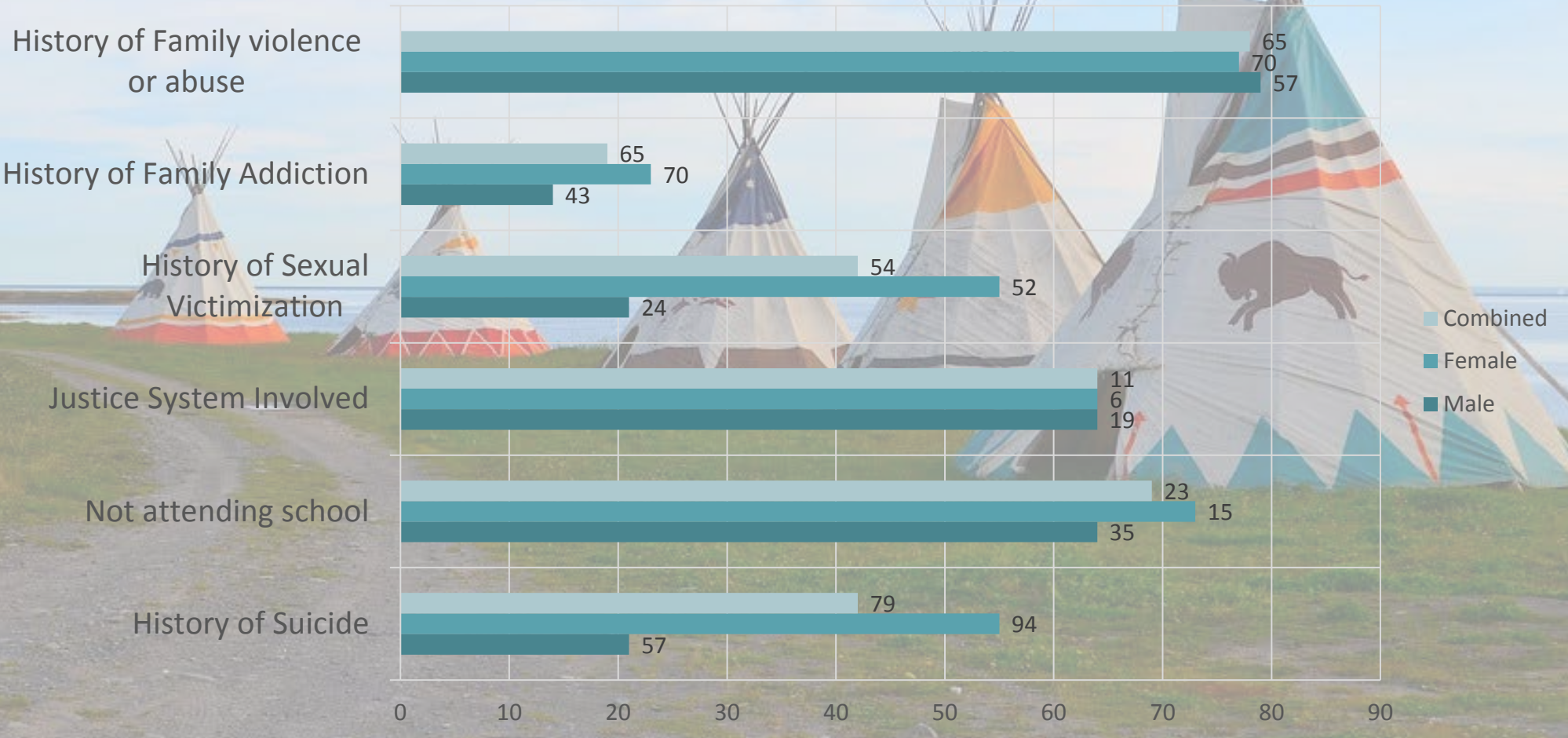


Dans le cadre du programme national sur l'abus de solvants, CWC a pour mandat d'accepter des clients de partout au pays.



# Client Characteristic Profile

2019 - 2020

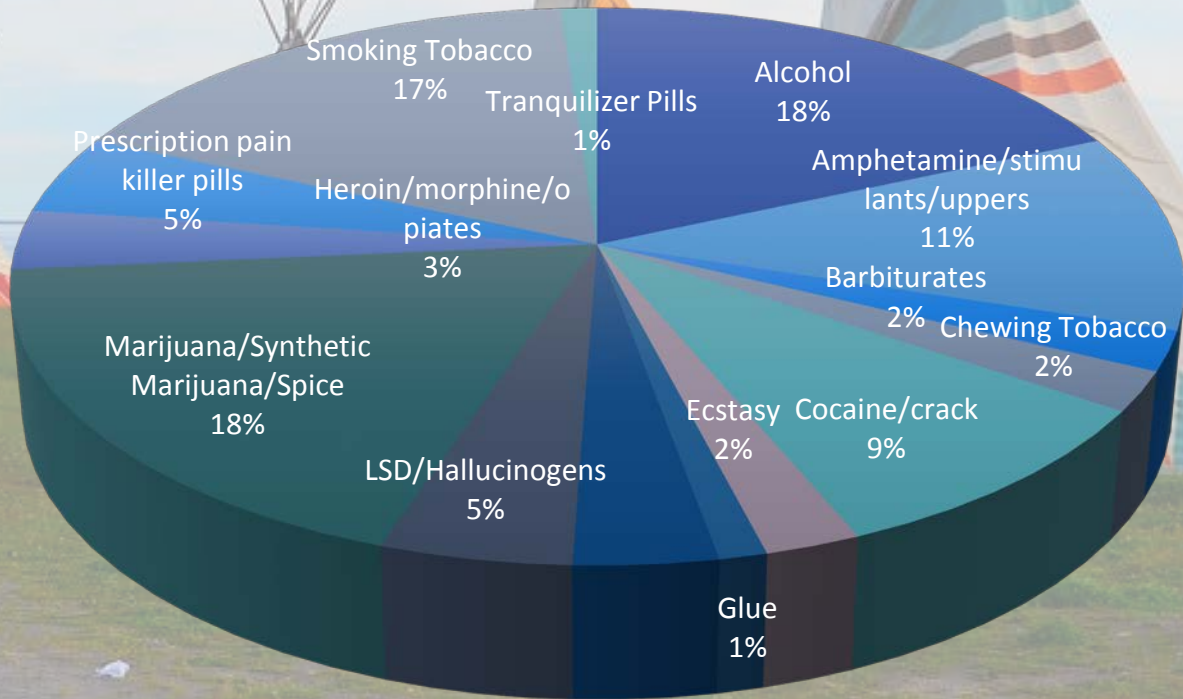




# Substance Misuse Profile

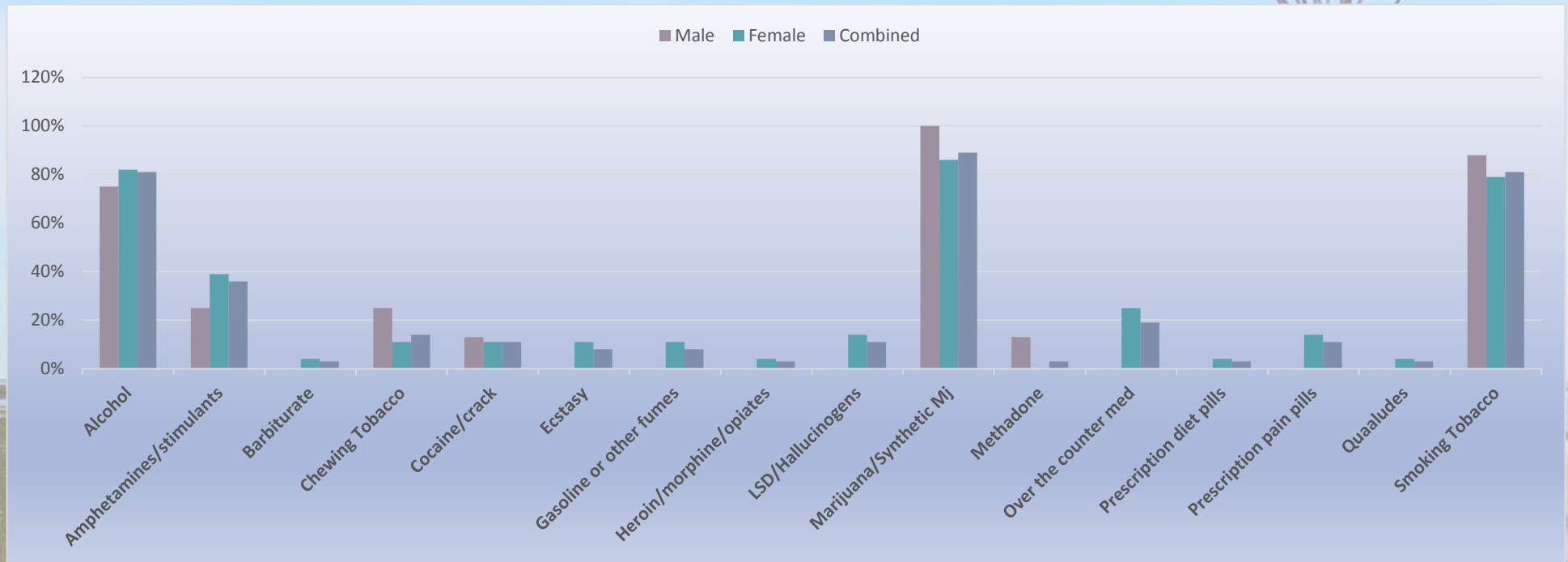
All clients entering the centre are administered the Long Form Drug Use screening Inventory (DUSI-R) Youth version. The DUSI-R measures severity of problems in 10 domains: (1) substance abuse, (2) psychiatric disorder, (3) behavior problems, (4) school adjustment, (5) health status, (6) work adjustment, (7) peer relations, (8) social competency, (9) family adjustment, and (10) leisure/recreation. In addition, it contains a lie scale and documents drug and alcohol use, preferred substance, and substance with which they report the greatest problem.

## Client Accessing Treatment by Type of Substance





# Substance Initiation



	Males	Females	Combined
Average age started sniffing	14	12	13
Average age started alcohol	12	13	13
Average age started other drugs	12	12	12

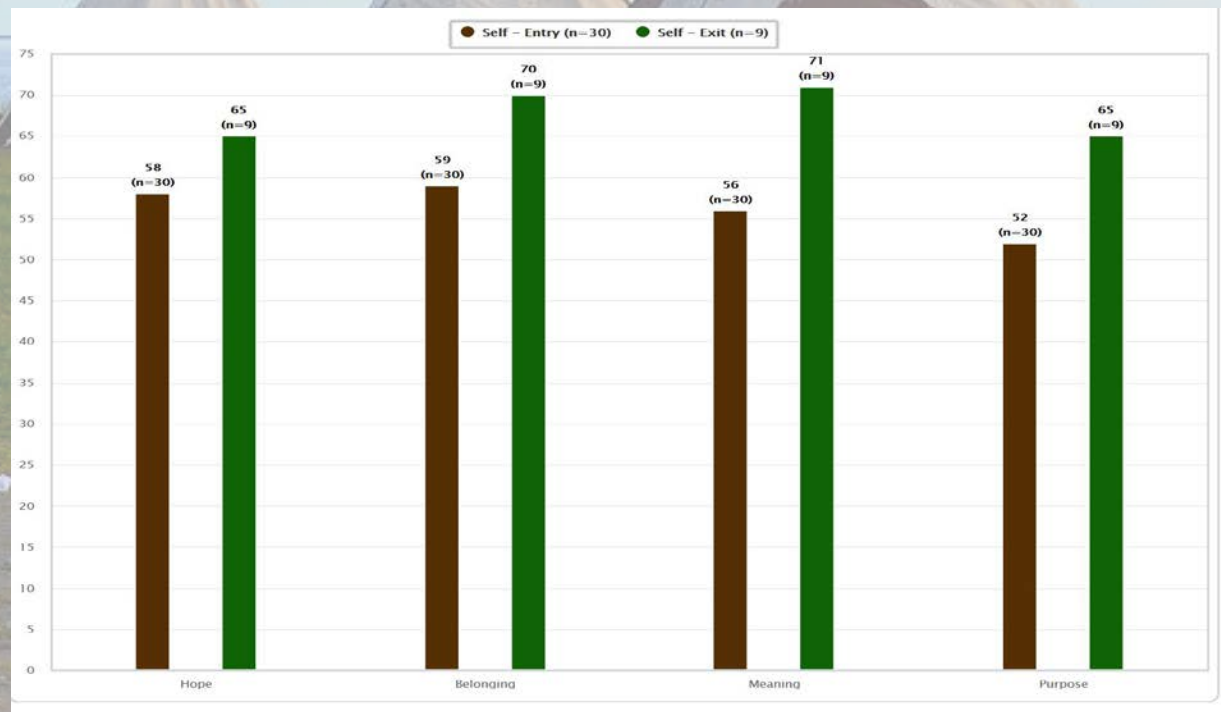


# Native Wellness Assessment

The NWA™ is an Indigenous knowledge based instrument that demonstrates the effectiveness of First Nations culture as a health intervention in addressing substance use and mental health issues. CWC believes culturally based methods and ceremony are the key to restoring and maintaining wellness. We perform the assessment within the first 7 days of admission and then again at the end of program. As we can see the overall sense of hope, meaning, belonging and purpose has increased over the course of time in promoting an overall improved sense of self and wellness.

Our program offers cultural interventions including:

- Smudging ceremonies
- Cultural activities and ceremony
- Talking circles
- Sweats
- Arts and crafts
- Grieving
- Sacred Medicines
- Ceremony Preparation
- Blanket Ceremony
- Animal Assisted Therapy
- Traditional Gardening
- Drumming
- Individual support as requested





# Reason for Termination

Reason for Termination	Males	Females	Combined
Unknown	0	0	0
Transferred to another substance abuse program or facility	0	1 (4%)	1 (3%)
Terminated by Facility	1 (7%)	2 (8%)	3 (8%)
Retained for Next Treatment Cycle	0	0	0
Relapsed	0	0	0
Recommend more intense services	0	0	0
Recommend less intense services	0	0	0
Recommend another program	0	1 (4%)	1 (3%)
No Reason Specified	0	0	0
Mental Health Issues	0	2 (8%)	2 (5%)
Medical Needs	0	0	0
Left voluntarily, before treatment completed	5 (33%)	6 (25%)	11 (28%)
Left against professional advice (dropped out)	2 (13%)	1 (4%)	3 (8%)
Incarcerated	0	0	0
Family Emergency	0	0	0
Employment Issues	0	0	0
Discharged at the request of family	0	0	0
Death	0	0	0
Completed Treatment	7 (47%)	10 (42%)	17 (44%)
Client / Referral Worker Abandoned file	0	1 (4%)	1 (2%)
Child Care	0	0	0
Change of Residence	0	0	0
<b>Total Number of Terminations</b>	<b>15</b>	<b>24</b>	<b>39</b>



# Outreach Activities

Outreach  
Events

79

Persons  
Affected

2275

Total  
Outreach  
Hours  
Invested

122.5

This year's efforts have been on quality and outcomes within the sustained success continuum initiatives. Our outreach worker visits the communities for a face to face meeting with the client and family at the 1, 3, 6, 9, 12, 18, 24-month marks. Our goal is to be able to quickly identify the risk factors and work with the client, family and front-line services to increase the protective factors.

The DUSI-R (Drug Use Screening Inventory) is used during each visit with the client. The results are shared with the different supports identified in the client's life. Together, they identify different solutions to increase the protective factors in the client's life.

Our focus at this time is continuing the sustained success outcomes. This reflects in our utilization rates as we are less available to provide community-based school intervention having the sole outreach worker to maintain the workload of the sustained success initiatives.



# Client Satisfaction

**Client  
Centered  
74%**

74% of those surveyed remember being informed of their rights at entry

**Safety  
96%**

96% Felt extremely safe or safe

Only 4% felt slightly safe

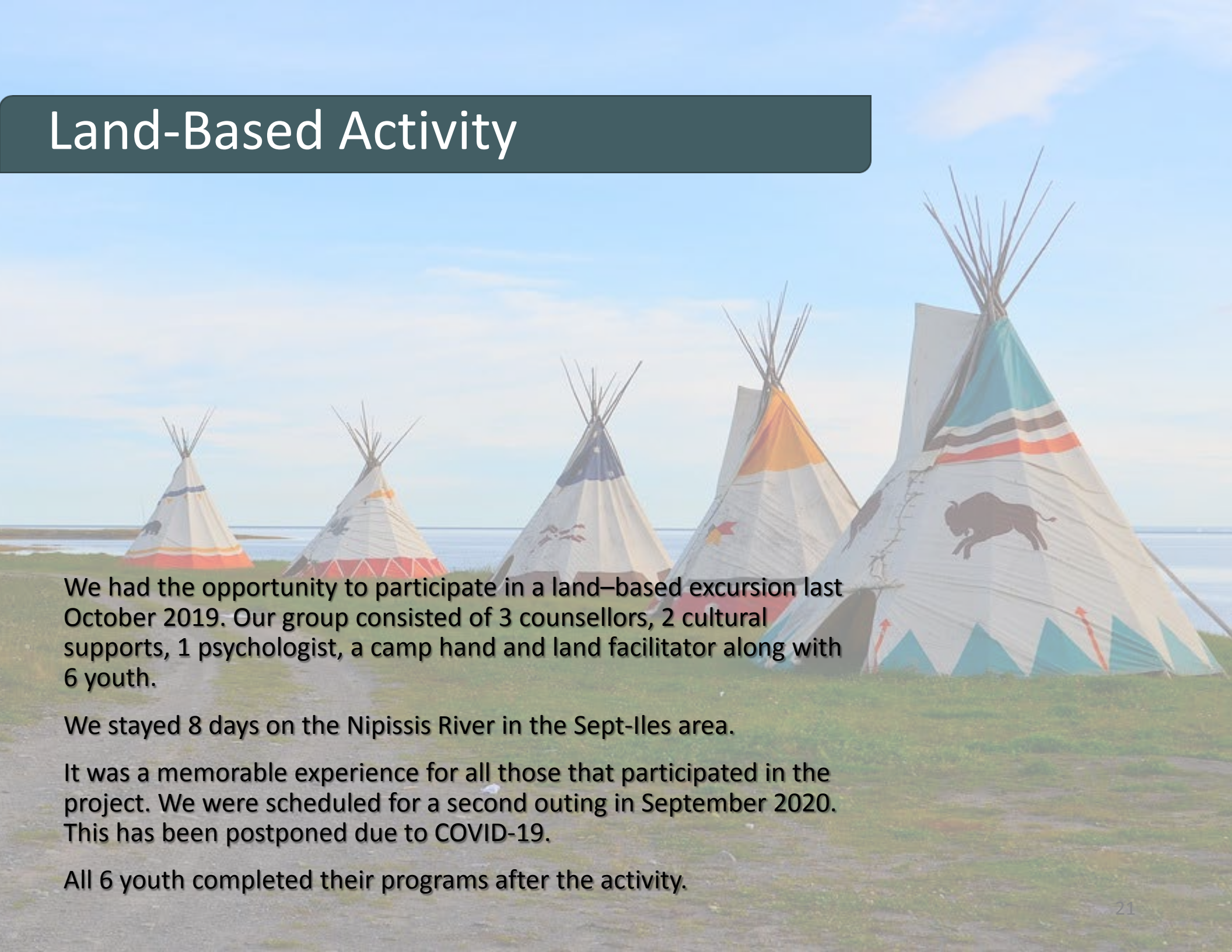
**Culturally  
Grounded  
86%**

86% rated cultural components as helpful

**Evidence  
Base 85%**

85% felt very satisfied with treatment for Drug and Alcohol problems

# Land-Based Activity

A photograph of five traditional teepees set up in a grassy field. The teepees are decorated with various patterns and colors, including stripes and a large black silhouette of a bison on the largest one. The background shows a clear blue sky and a distant horizon line.

We had the opportunity to participate in a land-based excursion last October 2019. Our group consisted of 3 counsellors, 2 cultural supports, 1 psychologist, a camp hand and land facilitator along with 6 youth.

We stayed 8 days on the Nipissis River in the Sept-Iles area.

It was a memorable experience for all those that participated in the project. We were scheduled for a second outing in September 2020. This has been postponed due to COVID-19.

All 6 youth completed their programs after the activity.