



MENTAL WELLNESS SUITE OF SERVICES FIRST NATIONS CHILD AND FAMILY SERVICES, AND JORDAN'S PRINCIPLE SETTLEMENT



TRAUMA-INFORMED HEALTH AND CULTURAL SUPPORT SERVICES

FIRST NATIONS CHILD AND FAMILY SERVICES, AND JORDAN'S PRINCIPLE SETTLEMENT

1. About the support services

The First Nations Child and Family Services (FNCFS) and Jordan's Principle Settlement is First Nations led with the process design and implementation of the claims within the sole discretion of the Assembly of First Nations (AFN) and class counsel, assisted by the third-party Administrator (Deloitte).

As part of the FNCFS and Jordan's Principle Settlement, Canada has committed significant resources to provide access to mental wellness support services to class members, potential class members and community members* as they navigate the compensation process, over the duration of the claims process, and over the course of their lifetime.

FNCFS and Jordan's Principle Settlement Health and Cultural Support Services (HCS) include the following:

- **Dedicated Helpline** – Canada will be funding a dedicated helpline selected by the parties and appointed by the Court to provide culturally safe, youth specific support to class members and potential class members. Hope for Wellness Helpline will remain available 24/7 to support all Indigenous people in Canada.
- **Trauma-Informed Cultural and Emotional Supports** – will be enhanced and expanded to meet the needs of class members and potential class members;
- **Specialized training** will be provided to existing and new cultural and emotional support workforce to deliver services that meet the needs of class members.
- **Mental health counselling** access to professional mental health counselling provided by regulated health professionals for class members and potential class members, regardless of NIHB eligibility for mental counselling, including assistance with transportation costs to access services when they are not available locally.
- **Interim Navigational Services (Surge Capacity)** has been implemented to provide information support to class members, potential class members, their family and community members as the Administrator (Deloitte) prepares to take on and lead this component. Note: The interim navigational services referred to in this document are separate and distinct from the service coordination role that Deloitte will offer through its Service Coordinators.

FNCFS and, Jordan's Principle Settlement HCS available at the opening of the claims will include enhanced and expanded services to better meet the needs of class members, including expertise for children, youth and families and availability of services both on-reserve and off-reserve.

The services will be available to class members and potential class members, regardless of status or place of residence in Canada.

*Any Indigenous individual impacted by child welfare is eligible to access community-based cultural and emotional support services funded through the Trauma-Informed Health and Cultural Support Program. Deloitte Service Coordinators can refer individuals to community-based trauma-informed cultural and emotional support services in advance of the opening of the claims process.

2. Support services available

2.1 Hope for Wellness Helpline

Services available

The Hope for Wellness Helpline offers immediate help to all Indigenous people across Canada. It is available 24 hours a day, 7 days a week to offer immediate support and crisis intervention.

Experienced and culturally competent counsellors are available to help anytime that you want to talk about:

- Experiences, challenges, and issues – big or small;
- Feeling distressed.

Trained counsellors are available by phone or online chat. If asked, counsellors can work with individuals to find other wellness supports that are accessible near them.

This service is available in English and French, and, upon request, in:

- Cree,
- Ojibway, and
- Inuktitut.

In accordance with the Final Settlement Agreement, Schedule I, Canada will also be funding a third-party Indigenous organization to provide a dedicated support line recommended by the parties and appointed by the court, to provide culturally safe, youth-specific support to class members and potential class members.

Accessing services

Toll free number: 1-855-242-3310

Online chat: hopeforwellness.ca

Accessing Resources

- Any individual who is experiencing emotional distress can access the toll-free Hope for Wellness Helpline.
- Where an individual is at risk of harming themselves or another person, 9-1-1 or a locally available emergency service should be engaged.

2.2 Trauma-Informed Cultural and Emotional Support Services

Trauma-informed cultural and emotional support services are provided by local Indigenous organizations funded by ISC. Currently, supports are provided through the following different program streams:

- [Indian Residential Schools Resolution Health Support Program \(IRS RHSP\)](#)
- [Missing and Murdered Indigenous Women and Girls \(MMIWG\) Health and Cultural Support Program](#)
- [Federal Indian Day School \(IDS\) Health and Cultural Support Program](#)
- Expanded Trauma-Informed Health and Cultural Support Program

These services are immediately accessible by class members and potential class members (as all Indigenous people are eligible to access services through the expanded trauma-informed health and cultural support network).

The organizations which deliver community-based cultural and emotional support services are often referred to as the « *Network* ».

In accordance to the Settlement Agreement, Schedule I – Component 2: Bolstering existing network of health supports and cultural supports, and in preparation for the opening of the claims process, and to better meet the needs of class members, ISC is working at enhancing the network to increase the service providers' capacity to provide cultural and emotional support services to class members, including children, youth and families, and, expanding the network to ensure availability of services on-reserve and off-reserve.

Specialized training will be delivered to the Network to better meet the needs of Class Members and potential Class Members.

Services available

Trauma-informed cultural supports

Cultural supports are provided by community-based Indigenous organizations and include access to Elders, Knowledge Holders, Traditional Healers, and ceremonies. Cultural supports play a vital role in promoting well-being and healing within First Nations communities. Elders, Knowledge Holders and Traditional Healers are respected members of the community who possess deep cultural wisdom and offer guidance, share traditional knowledge and teachings, to assist individuals on their healing journeys. Specific supports are determined by the needs of the individuals and may include dialogue, ceremonies, prayers, Elder services and Traditional Healing. These can include individual services, family services or group services.

Trauma-informed emotional supports

Emotional supports are provided by community-based Indigenous organizations and include access to trained and trauma-informed Indigenous health workers. Emotional supports may include dialogue, system navigation and referrals, peer-support, providing tools and resources to help with emotional reactions/triggers, etc. Services offered are decided upon in collaboration between the individual and the service provider, and can include individual services, family services or group/community services.

Accessing services

Any individual who wishes to access community-based cultural or emotional supports can:

- Contact an ISC, First Nations and Inuit Health Branch regional office or designated health authority to find an organizations that provides services.

Any class member or potential class member who requests support can access trauma-informed cultural and emotional support services. Cultural and emotional support services can contribute to a positive support system for class members. Indigenous community-based health and cultural support providers have local understandings of history, culture and traditional views of mental wellness and can provide genuine compassion and support.

All individuals can contact an ISC, First Nations and Inuit Health Branch regional office to find an organization who provides trauma informed cultural supports.

2.3 Mental Health Counselling

In accordance with the Settlement Agreement, Schedule I – Component 3, class members and potential class members will have access to mental health counselling, regardless of eligibility under the Non-Insured Health Benefits Program (or the First Nations Health Authority in British Columbia).

The majority of claimants will be eligible to access mental health counselling through the [Non-Insured Health Benefits \(NIHB\) Program](#) and the [First Nations Health Authority Mental Health Benefit Program \(FNHA MHBP\)](#) in British Columbia.

Class members and potential class members who are not eligible for mental health counselling through NIHB or a designated health authority will be eligible to access mental health counselling through the Trauma-Informed Health and Cultural Support Programs, as described below.

Services available

Mental Health Counselling - Non-Insured Health Benefits Program

The Non-Insured Health Benefits (NIHB) Program provides [eligible clients](#) with coverage for mental health counselling benefits as described in the [NIHB Guide to Mental Health Counselling benefits for First Nations and Inuit](#).

Every calendar year, NIHB clients are eligible for coverage of up to 22 hours of counselling performed by an NIHB-eligible provider consisting of:

- Initial assessment (actual hours, up to a maximum of 2 hours). In order to facilitate timely access to services, these sessions are post approved.
- Up to 20 hours of counselling, not including the initial 2 hours/assessment. Prior approval is required.

Additional hours in the same calendar year may be covered on an exception basis.

Refer to the Guide at the link above for additional coverage details.

Class members residing in British Columbia may contact to the [First Nations Health Authority Mental Health Benefit Program \(FNHA MHBP\)](#).

Mental Health Counselling – Trauma-Informed Health and Cultural Support Programs

The Trauma-Informed Health and Cultural Support Programs will provide access to mental health counselling for class members and potential class members who are not eligible for mental health counselling through NIHB or a designated health authority.

Similar to NIHB, services are provided by regulated mental health professionals, such as psychologists and social workers who are licensed in their province or territory, in good standing with their regulatory body, and enrolled with ISC.

Virtual mental health counselling may be available in some provinces based on regulatory college specifications and broadband reliability in some rural and remote areas.

- Financial assistance with transportation cost to access mental health counselling follows NIHB guidelines.

Accessing coverage/services

- Class members who are eligible and/or already registered for coverage under NIHB should contact or be referred to their [NIHB regional office](#) for assistance in locating an NIHB-enrolled mental health counselling providers. Please refer to the website link above for contact information.
- BC Residents: Class members residing in British Columbia who are eligible and/or already registered for coverage under the FNHA MHP should be referred to the [First Nations Health Authority Mental Health Benefit Program](#) or call 1-855-550-5454 for assistance in locating an enrolled mental health counselling provider. A list of enrolled mental health counsellors is available on the webpage.
- Class members who are not eligible for the NIHB or the FNHA MHBP (or who do not know whether they are eligible) should be referred to the appropriate First Nations and Inuit Health Branch Regional office for more information and/or to obtain a list of enrolled service providers.