

February Q&A Community Meeting

Executive Member Questions

1. Will the report be left in the office for others to view?

Yes, please contact our Executive Director, Tony Robinson and he will share the reports with you and others that wish to view them.

2. Re: Mental health, will you be developing a program for our people? And will there be housing?

In September 2021, we held a Strategic Meeting Planning session designated to identify the needs of our members. Creating mental health support was/is a huge priority for our organization this year and we plan to hire an in-house counsellor, along with other mental health services (funding permitting).

We are always looking into housing and reduced housing costs for our members. Our four-year Strategic Plan takes housing into consideration, as our organization plans to decrease Ts'amiks homelessness and reduce housing costs for our members.

3. It concerns me there is no in-house legal counsel, when will someone be in position?

We are currently working with Myrle Morven, Riley, Jim Alderidge and Michael Walters to fulfil this matter. We have met with Urban Alliance and will bring this to the Executive.

4. Re: WSN Meeting: Was there a meeting in January where a 35% increase was passed for the WSN Executive?

We haven't had a WSN meeting since December 2021, and we will have the next in March. For further information on this, please email andread@tsamiks.com

5. Re: Special Assembly: Can we meet as a community and bring up issues that we face as a community?

We will be sending communication regarding this topic in a couple of weeks. Please stay patient as we work on this.

Finance Questions

1. Is there a financial report for the Christmas Dinner, Hoobiyee and Covid gift cards?

To see an overview of spending for Covid gift cards and other NTVS programs and services for 2021, please view our 2021 Annual Report. In response to the Christmas Dinner, our organization spent \$19,132.00, with 487 members in attendance.

2. You have a yearly budget - any successful grants to date to report?

In 2021 our organization did receive successful grants. To view a breakdown of our 2021 grants, please view our 2021 Annual Report on our website.

3. Where do the youth council funds go if we have no youth council?

If there is a budget and it's not being used, it's parked into the Members Equity Account.

4. Good to see surplus after Covid. Will the Board call the community together to plan more programming for events and activities?

We are currently working on forming a Cultural Committee and Elder Committee to seek better input and feedback from our community. We will look for better guidance from our members and elders moving forward.

5. Are there funds available for youth that are involved in sports to travel out of country?

We are aware that there are grants available for youth regarding travel. NLG provides funding, as we have received funding for youth going to Europe. This is an on-going initiative and we will continue to look for grants to help support our youth.

Program & Services Questions

1. I would like to see more programs and services for the 18+ as there is programs for the Youth and Elders but not in-between.

We understand your feedback and are currently working on programs and services in 2022 that are geared for all members.

2. What happened to our Youth program that was existing at one time?

Prior to the pandemic NTVS faced a challenge trying to get our youth involved via Zoom, so the program ended. However, reaching our youth is a big part of our Strategic plan and we are currently working on youth initiatives that will start this year.

3. Re: Age and location of the programs: Can you please clarify ages and restrictions on programs and services? Can you be mindful of members on Vancouver Island when creating programs and classes?

We appreciate your feedback and will make sure our messaging is clearer and more concise. We always try to be mindful of the distance for members on the island and can/will mail supplies for classes, funding and scheduling permitted.

4. Will there be drum making?

We have been looking into hosting a drum making class for our members and will continue to research options to deliver this class soon.

5. I wasn't aware of the medical rides; do we have to show appointment card?

You do have to show verification. If you would like to schedule a medical ride, please email Carmen at carmen@tsamiks.com. Our medical ride program expires on February 28, 2022.

5.A. I had a family member call the office looking for assistance to book a ride and was told they couldn't help her, even though a notice was posted online.

We apologize for any confusion and distress this may have caused you. We are always trying to strengthen our internal and external communications with staff and members. This is an on-going initiative and will continue to work on better increasing our communication.

5.B. Can an escort or companion be available for the Uber rides?

Yes, if there is room in the vehicle you are allowed a companion.

6. Is there bereavement travel?

Currently there is no bereavement travel for our membership, but we will note this as a need from our members and will work towards incorporating this in the future.

7. Re: Oolichan Distribution: Is there a process for Elders, so they are not lining up outside in the cold weather?

We are always trying to find a better system for our members. If you have any suggestions, please email feedback@tsamiks.com

7.B. To help Elders receive Oolichan, why don't we have volunteers deliver and have family members sign off?

This is something we have tried in the past and there were some issues which we hope to improve on. We are always open to suggestions and will take this into consideration moving forward.

8. Is there any Nisga'a Language class? It can be set up as zoom for adults, youth and elder.

We tried to find a facilitator but faced some barriers finding a teacher during the pandemic and hosting difficulties for Elder language classes via Zoom. We are currently looking for new ways to offer our members Nisga'a Language classes in the future.

9. What is covered for Elders in Health & Wellness?

Under current guidelines, Elders and all members can apply for gym memberships, winter boots and/or jackets with a receipt through our Health & Wellness Grant.

9.A. Are boots covered under the Health & Wellness grant?

Boots and coats are covered for Elders and the budget is \$75 per registered member.

10. When will Elder meetings begin?

Now that restrictions have being lifted, our P&S Team will begin planning Elder Meetings in our Gathering Space in the near future.

11. Is there a Hoobiye committee?

It's in the planning stages – We are currently organizing a Cultural Committee that will represent all membership.

12. I notice questions about policies around the grants, are the policy's available for us to view on the website?

We are always updating and adding documents to our website as we continue to grow and the need of our members expand. We encourage members to regularly visit our website for NTVS updates. The department policies will be shared on our website by February 25, 2022.

Economic Development Questions

1. I would like to see Nisga'a Grant writers assist our Economic Development initiatives. We should train our own people and create a mentorship program.

We understand the importance of creating opportunity within our community. In our four-year Strategic Plan, we are focused on training our people as grant writers, researchers, etc. Our Strategic Plan is available on our website under Board Info.

1.A. We should look for a Youth or Elder interested in legal and we can pay for their education, so they can be our Grant Writer and be employed by NTVS.

We do have Nisga'a lawyers in the lower mainland and are always working on creating advocacy in the Ts'amiks community.

2. Do you have a financial report on the workshop that was held at Granville Chateau?

We reported the stats from the Business Forum in our last Community Meeting. To view the reports, please email Brad at brad@tsamiks.com. We are currently working on updating our website to share past Community Meeting presentations online – stay tuned.

Communications Report Questions

1. Sometimes there are issues with information being missed on our Facebook page. Can you start pinning content, so members don't miss notices?

We try our best to reshare information on our Facebook page. Members can sign up for our eblasts and download our mobile app to help stay better connected with us. You can visit our website to sign up for emails or other methods. We occasionally pin events to our Facebook page and will be more mindful of using this feature moving forward.

Outreach Report Questions

1. **Does Outreach have stat info on the homeless in the DTES, how many get serviced, how many per month are receiving support, preventing homelessness, etc.?**

We do keep those reports, yes. However, due to confidentiality agreements we are limited on what we can share with members. We are currently working with our Executive Director to create a report that highlights our work without breaking this agreement.

2. **What are we doing for our Nisga'a homeless?**

Due to Covid restrictions, the Outreach department was not able to keep up with the downtown walk throughs. As of January 2022, our team has restarted the walk throughs and will continue assisting our members.

3. **Re: Family Day Package Distributions: Very disheartened with this distribution, Elders were left out in the cold.**

We want to sincerely apologize to all members that were impacted by our Family Day distribution on February 18, 2022, and want to acknowledge the mishap on our part. Our Board and Executive Director take this very seriously and have pinpointed the mistakes at hand. We are currently working with our staff to ensure something like this will never happen again and creating a distribution plan and process for future events.

4. **What is offered through Outreach? Who is it for? Any age requirements?**

Our Outreach team currently offers Covid Relief support for our members and is currently working with our Executive Director to expand our funding to help head spear other support for our members. Each service may have a different age, salary or household requirement, which is due to the restrictions we receive when accepting funding.

General Questions and Feedback

1. **Why does staff report in the Community Meetings?** Our staff shares updates with members as they are the subject matter expert in their department. We think its valuable to empower our employees and promote leadership and accountability. We want to strengthen our communication by allowing members access to directly ask department leads regarding their reports.

2. **Thank you staff and departments!**

Thank you so much for your feedback! We appreciate it.

3. **Can Nisga'a members request Nisga'a dictionaries in lieu of language classes?**

At the moment, we don't have any Nisga'a dictionaries to distribute to members. However, we are looking into this and understand the need to support our citizens in learning our language.

4. **Do we have a representative or are there any resources available for help in filling the Indian Day School applications for parents who passed? Including those without a will, living on the reserve?**

We don't have person on hand right now, but we will research this and share resources on our mobile app and website with members in a few weeks.