



AYKOOSHI (Feedback Survey)

*Your Michif Team at Lii Michif Otipemisiwak Family and Community Services (LMO) is dedicated to providing services that are compassionate, respectful and grounded in our Métis values and traditions of caring for the safety and wellbeing of our children, youth and families. In order for your Michif Team to best support you, we need to be at our best! By completing this survey, you are helping us to be and to do better and to understand “**what is the difference that makes difference**”.*

All responses will be kept confidential.

1. WELCOMING – VALUE OF KINDNESS, RESPECT, CARING, LOVE & HUMILITY

1.1. Upon entering Lii Michif Otipemisiwak Family & Community Service (LMO):

0 1 2 3 4 5 6 7 8 9 10

0 = I felt judged and was greeted in a manner that felt cold and uncaring. I felt ignored and invisible.

10 = While I was anxious and experiencing a level of stress, I was greeted in a warm and welcoming manner that made me (and my child) feel more comfortable.

1.2 Thinking through the Piititkway Meeting, where are you at on the following scale:

0 1 2 3 4 5 6 7 8 9 10

0 = I am not sure what the purpose of the Piititkway Meeting was. It was not clear to me why an Elder was present or the relevance of Metis history and/or past child welfare practices impact my family today.

10 = Even though I was anxious about having a social worker and/or other support workers involved with my family, following the Piititkway Meeting I felt less anxious as the staff and Elder made me feel that I, and my children, belong to the Métis Community and that we are not alone

1.3 What were all of the things that happened at the Piititkway Meeting that brought you up to that number? What else would you need to see at the Piititkway Meeting to move your number up?

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2. **TRANSPARENCY – VALUE OF HONESTY, RESPECT, PATIENCE & COURAGE**

When it comes to understanding why LMO was involved with my family and worried about the safety and/or wellbeing of my child, I feel like:

0 1 2 3 4 5 6 7 8 9 10

0 = I did not understand what the workers were worried about. There were no examples of incidents when my child was found to be unsafe and/or when their wellbeing was at risk. The workers did not recognize my strengths and what I already do to keep my children safe and well.

10 = While there have been times when I did not fully agree with why the social worker or other support workers were worried about the safety and/or wellbeing of my child, I understood what LMO's worries were, what workers needed to see from me in order for my child to come home and/or for my file to be closed.

3. **YOUR'S AND YOUR CHILD'S VOICE – VALUE OF HONESTY, RESPECT, TOLERANCE & BALANCE**

When it comes to my voice and the voice of my child:

0 1 2 3 4 5 6 7 8 9 10

0 = I don't see that my child's voice or our family's voice has been included in the plan or the ongoing safety/wellbeing plan and it just doesn't make any sense.

10 = The social worker and support workers have blended perspectives on the written work, including my child's voice and my family's voice and we can see how we are involved in the ongoing planning.

4. **NATURAL SUPPORT NETWORK – VALUE OF LOVE, SHARING, CARING, BALANCE & WAHKOHTOWIN (KINSHIP)**

When it came to helping me keep my children safe and well, LMO required me to identify 'non-paid' people that I trust to be part of my plan and on-going safety planning for my children.

0 1 2 3 4 5 6 7 8 9 10

0 = My workers did not help me understand the significance of getting people to help me work through the hard stuff – just felt like I had to jump through their hoop to bring people to the table and it wasn't helpful at all

10 = Even though bringing a network together was hard, my workers helped me understand the principle of *wahkohtowin* and how Metis people have always had shared responsibility for taking care of children and how this work with networks will increase the safety and wellbeing of my children over time

5. HONOURING – VALUE OF STRENGTH, RESPECT, COURAGE, LOVE, CARING & PATIENCE

With every success and milestone I believe I achieved,

0 1 2 3 4 5 6 7 8 9 10

0 = I often felt discouraged and that nothing I did was ever good enough for my worker(s). I often felt like giving up because nothing I achieved seemed significant to my worker(s).

10 = My worker(s) and the staff at LMO really made me feel recognized and honoured. Even the small things I achieved to help keep my children safe and well were acknowledged.

6. OVERALL EXPERIENCE RECEIVING SERVICES FROM LMO – VALUES OF HONESTY, SHARING BALANCE

LMO's way of working with me by including family, traditional and cultural connections is making a positive difference in my life and in my ability to maintain wellness for myself and my children.

0 1 2 3 4 5 6 7 8 9 10

0 = I understand that LMO is trying to change the way Métis/First Nations People experience supports, but I don't notice anything different.

10 = While I may not always be satisfied with all the supports and services provided by LMO, I do feel as a Métis/First Nations person, my cultural identity is reflected in the support I received, and this has made a positive impact on my experience and my willingness to participate in the work we are doing together.

7. Is there anything else you would like us to know?

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