

# MANITOBA ADVOCATE

## FOR CHILDREN AND YOUTH

ANNUAL REPORT 2020-21  
AND SERVICE PLAN 2021-22 AND 2022-23





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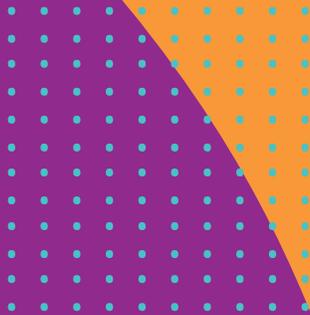
# LAND ACKNOWLEDGEMENT

The mandate of the Manitoba Advocate for Children and Youth extends throughout the province of Manitoba and we therefore travel and work on a number of Treaty areas. Our offices in southern Manitoba are on Treaty 1 land and our northern office is on Treaty 5 land. The services we provide to children, youth, young adults, and their families extend throughout the province and throughout Treaty areas 1, 2, 3, 4, 5, 6, and 10, which are the traditional territories of Anishnaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and the beautiful homeland of the Metis Nation.

The Manitoba Advocate is committed to the principles of decolonization and reconciliation and we strive to contribute in meaningful ways to improve the lives of all children, youth,

and young adults, but especially the lives of First Nations, Metis, and Inuit young people, who continue to be disproportionately impacted by systemic inequalities and barriers in our communities.

With a commitment to social justice and through a rights-based lens, we integrate the *United Nations Convention on the Rights of the Child*, the *United Nations Declaration on the Rights of Indigenous Peoples*, the *Calls for Justice* in the Missing and Murdered Indigenous Women and Girls Inquiry, and the national Truth and Reconciliation Commission's *Calls to Action* into our practice.





"Despite many transitions,  
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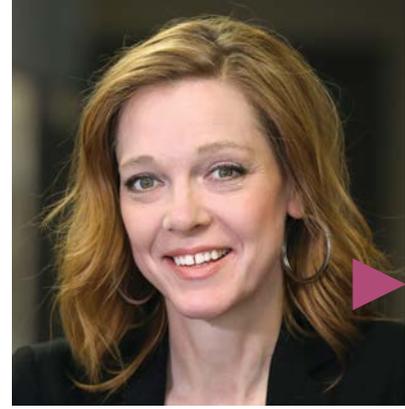
— AINSLEY KRONE,  
Acting Manitoba Advocate  
for Children and Youth



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# MESSAGE FROM THE MANITOBA ADVOCATE FOR CHILDREN AND YOUTH



Ainsley Krone  
A/Manitoba Advocate for  
Children and Youth

For our office and the entire world, this past year was defined by the COVID-19 pandemic. While the pandemic turned our working and personal lives upside down, it also reinforced what is essential. This included families, friends, health, safety, and rights. This is especially true for children and youth, who have fundamental rights promised to them under the *United Nations Convention on the Rights of the Child*. It is our job as advocates to make sure those rights are upheld in Manitoba and that has never been more important than this past year.

## Advocacy is Essential

Throughout the pandemic we had meetings with senior officials in the public sector that focused on advocating for young people during the pandemic. In those discussions, my team and I worked to ensure the experiences of children and youth were being heard and considered when decisions were being made that would impact them.

In addition to our systemic advocacy work, we worked directly with young people and their families. Our office received thousands of calls from Manitobans, many of whom were experiencing difficulties associated with less availability of public systems and services due to the evolving public health situation. This year, we saw an increase in the number of individual children, youth, and young adults supported

by our team since last year. We heard about children losing their foster placements due to COVID-19 scares or confirmed infections; about school absenteeism and teachers worried for students during remote learning. We heard about the mental health struggles children and youth faced due to isolation and stress. Importantly, this year we delivered a record 28,100 Thrival Kits™ to Grades 4-6 classrooms to promote mental wellness throughout the province, with our partners from the Canadian Mental Health Association – Manitoba and Winnipeg office.

## From Challenges to Opportunities

Despite many COVID-19 interruptions, our office continued to operate throughout the pandemic. We remained available to young people, their families, and service providers who were doing their best to manage service disruptions, changes, and the many unknowns. In recognition of the need to work together to reduce community risks, our entire team moved to work remotely from home for a short time. Despite many transitions, we did not stop working for children and youth.

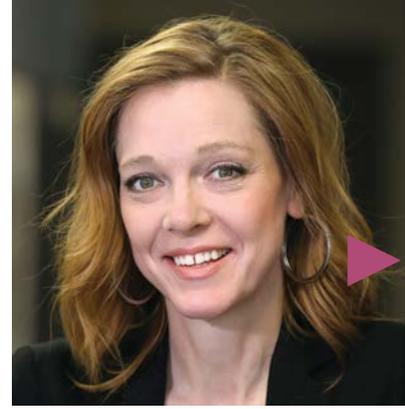
Our staff rose to the challenge of adapting their work to changing restrictions and a new virtual reality. The result was several new and innovative approaches to fulfil our mandate. During this year, we launched new initiatives in nearly every program area: we hosted webinars in Public Education, delivered children's rights education boxes in Youth Engagement, ran weekly virtual teachings from the Knowledge Keeper, virtual roundtables with caregivers

of children with disabilities in Research, and virtual case consultations in Advocacy Services. We conducted virtual interviews in Child Death Reviews and Investigations and implemented a new compliance mechanism in Quality Assurance.

The effects of the pandemic will be felt for years to come. Young people will feel these consequences even more greatly. Looking into the future, we need to seize this opportunity to collectively rebuild and reimagine nimble public systems that improve the lives and advance the rights of children and youth.



# MESSAGE DE LA PROTECTRICE DU MANITOBA



**Ainsley Krone**  
La protectrice des enfants  
et des jeunes du Manitoba  
par intérim

Autant pour notre bureau que pour le monde entier, l'année qui vient de s'écouler a été définie par la pandémie de COVID-19. Même si la pandémie a bouleversé nos vies professionnelles et personnelles, elle a également réaffirmé ce qui est essentiel, notamment la famille, les amis, la santé, la sécurité et les droits. Cela est particulièrement vrai pour les enfants et les jeunes, dont les droits fondamentaux sont énoncés dans la *Convention des Nations Unies relatives aux droits de l'enfant*. À titre de protecteurs, nous devons faire en sorte que ces droits soient respectés au Manitoba et cela a été plus important que jamais l'année dernière.

## La protection des droits est essentielle

Dans le cadre de notre rôle, la surveillance des services publics s'est avérée essentielle. Tout au long de la pandémie, nous avons eu des réunions avec les cadres du secteur public qui ont porté sur la protection des jeunes pendant la pandémie. Au cours des discussions, mon équipe et moi-même avons fait en sorte que les expériences des enfants et des jeunes soient entendues et prises en considération lorsque des décisions pouvant avoir un impact sur eux étaient prises.

En plus de notre travail de défense systémique, nous avons travaillé directement avec les jeunes et leurs familles. Nous avons reçu des

milliers d'appels de Manitobains, dont beaucoup connaissaient des difficultés liées à la variation de l'accès aux systèmes et services publics en raison de l'évolution de la situation sanitaire publique. Cette année, nous avons constaté une augmentation du nombre d'enfants, d'adolescents et de jeunes adultes auxquels nous avons apporté un soutien depuis l'an dernier. Nous avons appris que des enfants avaient perdu leur placement en foyer nourricier à cause de craintes de la COVID-19 ou de cas confirmés d'infection; nous avons entendu parler de problèmes d'absentéisme scolaire et de l'inquiétude des enseignants pour leurs élèves dans le contexte de l'apprentissage à





distance. Nous avons également entendu parler des difficultés en santé mentale auxquelles les enfants et les jeunes ont fait face en raison de l'isolement et du stress. Autre élément important à signaler : cette année nous avons livré un nombre record de Trousses vivacité<sup>MC</sup>

aux élèves de la 4e à la 6e année, soit 28,100, pour promouvoir le bien-être mental partout dans la province, et cela avec nos partenaires de la section du Manitoba et de Winnipeg de l'Association canadienne pour la santé mentale.

## Transformation des défis en opportunités

Malgré de nombreuses interruptions dues à la COVID-19, nous avons poursuivi nos activités pendant la pandémie. Nous sommes restés à la disposition des jeunes, de leurs familles et des fournisseurs de services qui faisaient de leur mieux pour gérer les perturbations de service, les changements et les nombreux impondérables. Sachant qu'il fallait collaborer pour réduire les risques communautaires, toute notre équipe est passée au travail à domicile pendant une courte période. En dépit de nombreuses transitions, nous n'avons pas fermé nos portes et n'avons jamais cessé de travailler pour les enfants et les jeunes.

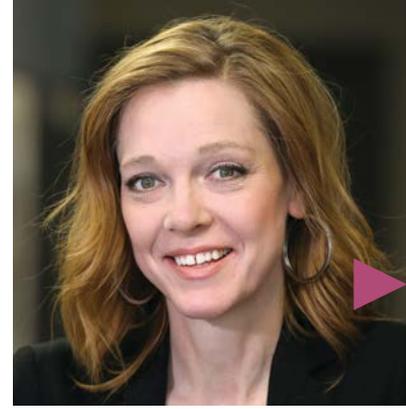
Notre personnel a relevé le défi d'adapter son travail aux restrictions changeantes et à une nouvelle réalité virtuelle. C'est ainsi que nous avons adopté plusieurs approches nouvelles et novatrices pour nous acquitter de notre mandat. Au cours de l'année, nous avons lancé de nouvelles initiatives dans presque chacun de nos programmes : en Éducation du public, nous avons organisé des webinaires; en Mobilisation des jeunes, nous avons livré des trousses éducatives sur les droits des enfants; la Gardienne du savoir a offert des enseignements virtuels hebdomadaires; en Recherche, nous avons organisé des tables rondes virtuelles avec les aidants d'enfants handicapés et les Services de défense des droits ont eu des

discussions virtuelles sur des dossiers. Nous avons mené des entrevues virtuelles dans le cadre des Examens et enquêtes sur les cas de décès d'enfants, et avons appliqué un nouveau mécanisme de vérification dans le domaine de l'Assurance de la qualité.

Les effets de la pandémie vont être ressentis pendant de nombreuses années et les jeunes les ressentiront encore plus. En nous tournant vers l'avenir, nous devons saisir l'occasion pour reconstruire et réimaginer collectivement des systèmes publics qui sont souples, qui améliorent la vie des enfants et des jeunes, et qui contribuent à l'avancement de leurs droits.



# ITWÉWAHÍTOWIN AYAHÁWAK OCI MANITOBA OTAYAMIHISTAMÁKÉWAK



**Ainsley Krone**  
A/Manitoba Advocate for  
Children and Youth

Óta nitatoskéwikamikosinán éko ité misiwé askíy, óma kákípe askíwak wésám piko kékwána ki nócitániwana kákí isko tawinikáték anima oci COVID-19 nipowáspinéwin ákosiwin. Inikok anima ákosiwin kákípe wanápitak kákí isi atoskátamak kékwána éko kákí isi kinawápatamak pimácihona, ocitaw piko kí miskikátéw tánisi ta isi maskawásistamak óhi ká isi natawénicikátek ta mino ayániwak. Ékota óhi nákatawénitamona itátotésiwiniwak, otótémitowak, mino ayáwin, péyatakénimowin, éko asotamátowina. Ékwaniw kákípe ispanihikocik ókik awásisak éko oskátisak, anikik ásay ká oci nákacihicik asotamátowina ká kí isi masinahikáték anima kici wanasowéwin United Nations Convention on the Rights of the Child. Éyako nitatoskéwinán kita tápitawi ayamihistamáwáyákok ókik ta kécináhonániwak anihis asotamátowina kawisk ta itápataki óta Manitoba éko anohc náspic kisti natawénitákon ékosi ta itócikániwak ispíc óma kákípe askíwak.

## Anima Ayamihistamákéwin Náspic Énatawénitákok

Óma ká atoskátamák ká nákcitáyák anihis nanátok paminikéwi atoskéwina kawisk ta itócikániwaki ésa ékosi ékí isi natawénitákok ta itócikániwak. Mékwác óma ká pimipanik ákosiwin kí tápitawi mámawi wítapimánánik anikik ká níkanakisocik ká paminakik nanátok wícihiwéwina éko pamikéwina tánisi ési kinawápacicik ékota oci ókik oskátisak mékwác ká pimipanik óma ákosiwin. Ispík kákí mámawi ánimótamák ékota kékwána, anikik niwítatoskémákanak mitoni kí kécináhonán anikik awásisak éko oskátisak kápe isi kinawápacicik éko kápe isi paminicik tapé tácik éko kawisk ta nákatawénimicik ispík wí kisasowátakwáki kékwána inikok táti pakamiskákocik ókik awásisak éko oskátisak.

Inikok anima ká wítatoskémáyákok anikik ká níkanakisocik mino paminikéwinik isi, nitápitawi cíkic wítatoskémánánik anikik oskátisak éko owícéyámákaniwáwa. Nété nitatoskéwikanikonák miscét ininiwak, átit anikik épe wítakik óma tánisi éspanihikocik kékwán wéci animak ta miskakik ité ta oci wícihíci ká kákí méskwacipanik tánisi éko ési atoskémakaki kékwána éko ési paminicik aspin kákí mácipanik óma ákosiwin. Anohc ká askíwak, níkipé nátikonánik nawac awasimé ispík, nistom kákí wapamáyákok awásisak, oskátisak éko anikik ká ati kisi opikicik ékí natawénimikoyákok ta nátamawáyákok éko ta wíciyáyákok ta miskakik tánisi óma ta itótakik ta kiskénitakik tánté éko tánisi ta itótakik ékwéni oci. Níkí péténán mína átit ókik awásisak éki wá wanitáci kité

kákí tasi kinawénimicik ta wíkcik aspin kákí mácipanik óma ákosiwin éko anima ásay kákí ayácik áswáspinéwin; éká ká pakitinicik ta itotécik kiskinawátowikamikok éko anikik okiskinawámákéwak é ocaniménitamihikocik éká kawisk é kiskinawámácik anihí kékwána piko é ápataki ká mákonaman ta sipwépaniki ki masinahikéwina éko kakinaw ká nókopaniki apók ta ayamihitowék. Nikí péténán óma inikok kákípe mamitonénitamowí ánimihikocik ókik awásisak éko oskátisak óma inikok kákí péyako ayácik

## Kákípe Mawinéskátonániwak isko Minwátápacitáwina

Kiyám ata mékwác sóki épimakoték ákosiwin COVID-19 óma nitatoskéwikamikonánis péyakwan ká isi sókatoskátamák ta wícihiwéyák. Nitápitawi kawátapinán piko nántaw ké isi natawénimikonánik ta wíciyáyákok ókik oskátisak, owícéyamákaniwáwa éko anikik nanátok ká isi atoskátakik kawisk kita paminácik óki ininiwa kiyám áta mistahi ékípe otamihoyak énakaskoyák óma ákosiwin éko anihí kékwána éká céskwa ká kiskénicikátéki ékwéniw oci. Nikiskéniténán óma piko ta mámawatoskátamák kakinaw kékwána éká nántaw ta isi pisci nánísánihocik ókik óta ká ayácik itáwinik, máka ókik owítatoskénákanak ékwáni piko wíkiwák ta otatoskátakik kékwána nómakés inikok táti mino ayámakak. Kiyám áta mistahi kékwána éko méskwatánitákoki tánisi ta isi paminikátéki, mwác nitóci kipayénán nitiskwátémináni óma ká itatoskéyák éko móna wíkcac nitóci póni wítatoskémánánik ta wíciyáyákok piko nántaw ké isi natotamácik ókik awásisak éko oskátisak.

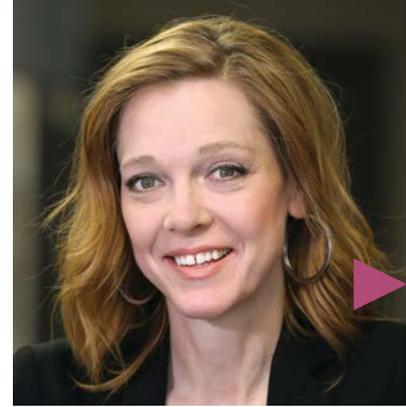
Ókik niwítatoskékonánánik kí kaskitáwak ta pásitiskakik anihí kákí mahonénitamihikocik óma kiyápic ta kaskitácik kawisk ta itótakik otatoskéwiniwáw áta ékí méskwatasowániwak tánisi ta isi itóci kátéki éko anohc anima piko é ápatak ká mákonaman ta sipwétisayaman ki tayamiwin éko nanátok itowa cikástécikikana. Ékwani ékota oci óki kákí pakamiskakoyak óma kákí isi nóciyáyák nitatoskéwininán níki kaskitánán épimitisayamák ká kiskinawámákawiyák ta ápcitáyák anohc itatoskéwina inikok ta itótamák anima ká oci

pitikwamik éko anima animénitamowin kápe mósitácik. Éko nawac awasimé, anohc kákípe askíwak, níki papá pakitniénán ta mínáyákok 28,1000 asowacikana Trousses vivacite ká itakik Grades 4-6 isko ká tasi kiskinawámácik ókik oskátisak ta wítamácik kékwán anima mino mamitonénicikan, éko nika wícihikonánik anikik Canadian Mental Health Association-Manitoba éko Winnipeg oci ká takoki anihí atoskéwikamikwa.

nistomi itakisowák ká wícihiwéyák. Óma kákípe askíwak níki máci kiskinawámákawinán ta nisitotamák tánisi ési ápataki óhi oski mino ápacitáwina móna nántaw ké itatoskéyan: níki kiskinawámákawinán ta ápacitáyák anihí ká mákonaman ta sipwé ayamiyan éko ta nókotáyan nántok cikástécikikana anta ité isi Kiskinawámákéwina ká itakik, tantwá é ispanik é cikástésik kí oci kiskinawámákéw Kayitáyátisk Okiskinawámákéw, é mámawi ayamihitocik é ápacitácik anihí ká mákonaman ta sipwé ayamiyan éko nókosiyán ta ayamitotamak tánisi éko kékwána nétawénitákoki óma ká nákcáhicik ká máskisicik awásisak éko kékwána ké nato kiskénitamónániwak, éko mína ékosi ta isi wítapimit ta wítatoskémit otayamihistamákéw Ayamihistamákéwin ká itit. Nikí kakitótánánik kotakak ininiwak é ápacitáyák anihí ká mákonaman ta ayamiyat kotak awiyak anima oci (CDR) kákí Nipicik Awásiak éko kákí ná natonikániwak éko ékota oci kákí móskastániwak ta isi ápatak éko Mino Asatamátowin isinikátamwak.

Anihí ké isi mósitániwak ki tisi pimácihowin kinowés óté níkanik kia káti wápatén éyako. Anikik oskátisak wínawáw máwaci ta sóké pakamiskákowak óma itáspinéwin. Níkanik isi kinawápacikátéki, ki natawéniténánaw ki ta mámawihitowak éko ta kítwámi nákatawénitamak ká isi paminít mékwác ta nakastániwaki nanátok anihí paminikéwina éko wanasowéwina wina inikok ta mino pamihicik ta kiskénicikáténik otasotamáwina ókik awásisak éko oskátisak.

# WIINDAMAAGEWIN ONJI MANITOBA ADVOCATE OGIIGIDOOTAMAAGEG GAA-ININDWAA



**Ainsley Krone**  
A/Manitoba Advocate for  
Children and Youth

Wendanokiiyaang onji zhigwa miziwekamig, ningowaki apane iwe COVID-19 aakoziwin. Aanagi-gii-migoshkaaji'igooyang gegoo ayizhichigeyang, waabanjigaade wegonen gechi-inendaagwak. Abooshke gaye enawemangidwaa, wiijiwaaganiyang, gimino-ayaawinaan zhigwa gaye gigashki'ewiziwinaan. Memindage gaa-oshkaadiziwad, gii-ashodamawindwaa gashki'ewiziwinan imaa *United Nations Convention on the Rights of the Child onashowewining*. Mii-sh nindanokiiwinaan ji-biminizha'igaadegin ini onashowewinan omaa Manitoba, awashime gikendaagwad owe aazha ningowaki odaanaang.

## Onjida Ji-giigidootamaageng

Ji-gikendaagwak wegonen enokaadamaang. Gabeya'ii gaa-ayaamagak aakoziwin, ningii-wiidabimaanaanig gaa-niigaanishkamowaad miziwe ji-dibaadodamaang giigidootamawindwaa oshki-ayaag apii gaa-aakozing. Apii okobiyaang, gaa-anokiimagwaa ningii-anokaadaamin ji-bizindawindwaa oshki-ayaag gaa-ayizhiwebiziwaad, aaniin gaye ge-ayizhisewaapan..

Bekish owe dazhiikamaang, ningii-wiidanokiimaanaanig oshki-ayaag zhigwa enawemaawaad. Niibowa awiya ningii-biganoonigonaanig onji Manitoba, niibowa gaye ogii-zanagi'igonaawaa' ani-meshkwajiseg aandi ge-onji-wiiji'indwaaban aaniin goda ayizhiwebak noongom gaa-mino-ayaasigwaa awiyag. Owe gaa-akiiwang, awashime oshki-ayaansag, oshkaadiziig

gaye ayaawag apiich wiin ningowaki apan. Ningii-noondaamin ningoji ji-ganawenimaasiwindwaa gii-gochigaadeg iwe COVID-19 aakoziwin gemaa awiya gii-aakozid; gii-izhaasiing ji-gikina'amaagewining zhigwa ogikino'amaageg ojaanimenimaawaad gikina'amawaagana' bakaan nishike-gikino'amawindwaa. Ningii-noondaamin gaye zanagi'igowaad oshki-ayaag odinendamowiniwaan nitaa-nishike-ayaawaad. Mii dash owe gaa-akiiwang, awashime 28,100 Thrival Kits™ gaa-ijigaadegin ningii-miigiwemin gikinawaadagimindwaa 4 akoo 6, ji-wiiji'indwaa odinendamowiniwaan miziwe gechiwaag eyaawaad wiidanokiimangiwaad igi Canadian Mental Health Association – Manitoba dago Winnipeg office gaa-inindwaa.

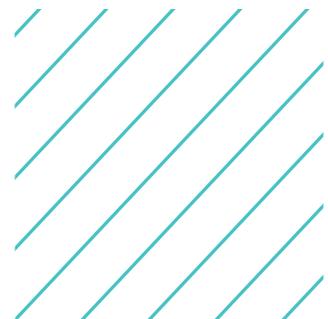
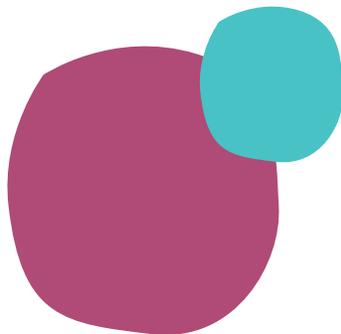
## Zanagi'iwemagakin onji gegoon izhi Minosewinan

Aangi-gagibichisegin gegoon COVID-19 aakoziwin onji, gii-baakis nindanokiiwininaan iwe apii. Ningii-ayaamin omaa oshki-ayaag onji, enawemaawaad zhigwa anokii'aaganag anokaadamowaad aaniin ge-doodamowaad owe gii-ayizhiwebadinig, memeshkwajisegin gegoon, gegoon gaye gekenjigaadsinonig. Gikenjigaadeg gaye ji-wiidanokiiding awashime ji-izhisesinog ningoji eyaang, gakina ajina bakaan gii-wawondanokiiwag nindanokii'aaganinaanig Aanagi-bebakaan gegoon gii-aayaanjisegin, gaawiin ningii-giba'igesiiimin, gaawiin ningii-booni-wiiji'aasiinaanig oshki-ayaag.

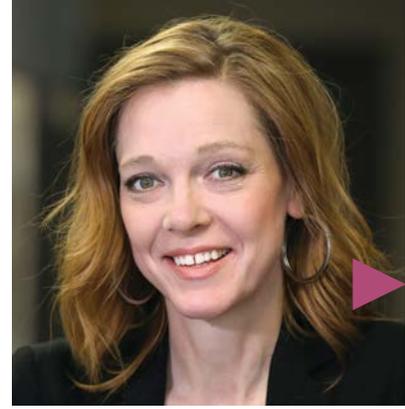
Nindanokii'aaganinaanig ogii-maamiinochigewag apii gegoon meshkwajisenig bakaan ji-izhisemagadinig. Mii dash bebakaan gegoon gii-ani-izhi-anokiimagadoon nindanokiiwinaang. Owe gaa-akiiwang, bebakaan izhichigewinan ningii-maajitoomin: aaniin ji-aabajitoong

maagonigan, ji-gikino'amaageng oshki-ayaag gashki'ewiziwin makakoosng imaa Youth Engagement gaa-inindwaa, endaso-anami'egiizhig onji imaa igi Knowledge Keeper gaa-ijigaadeg, maagoniganing onji anokaadeg abinoojiiyag gaa-maakiziwaad zhigwa imaa onji Advocacy Services gaa-ijigaadeg. Ningii-gaganoonaanaanig gaye awiyag onji iwe Child Death Reviews gaa-ijigaadeg abinoojiiyag gaa-gii-nibowaad andooshkigaadeg zhigwa onachigaadeg ji-wiiji'iweseg iwe andooshkigewin imaa Quality Assurance gaa-idamowaad.

Ginwezh da-gikendaagwad gaa-doojigemagak iwe gichi-aakoziwin. Nawach owe da-gikendaagwad oshki-ayaag onji. Ani-niigaan idash, dawise ji-oshki-maajitooyang bebakaan gegoon noongom gaa-aabadakin wiiji'iwewinan nawach ji-ani-mino-bimaadiziwaapan abinoojiiyag zhigwa oshki-ayaag.



# OKANONIWWIN MANITOBA OKANOCIKETAMAAKE



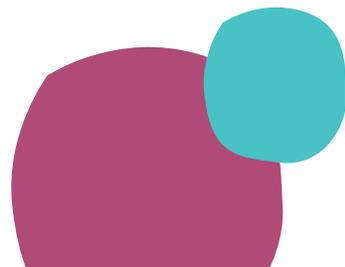
**Ainsley Krone**  
A/Manitoba Advocate for  
Children and Youth

Kaa tananokiiyaank miina minsiwe ahkiink, otaa naank ahki COVID-19 pikwanti kii aya. Tepwe aakosiwin okii acitinaan kitanokiiwininaan miina ki pimaatsiwininaan, kaye kii onci mashkawaa kaa kicinetaakwak. Kikinaawak kaye tipencikewi nak, oototemimaak, minoyaawin, peyatakisiwin, miina maskawisiwinan. Awashime ota tepwe apinonciishishak miina oshkaatisak, ekii ashota mawintwaa pimaatsiwin maskawisiwinan ihimaa onci Minsiwe Akiink Okimaak Wiicihaawaac Apinonciishishan Omaskawisiwininiink. Mii iwe ni kanociketamaakewininaan kecinaac maskawisiwi nan ci kitencikaatekin Manitoba miina kaawin wii kaa apiici kiciinentaakwasinon apiici nonkom kaa akiiwak.

## Kiciinentaakwan Kanociketamaakewin

Kaye kape kaa ishi kanociketamaakewanokii yaank, moshe piko ninkii wiitanokiimaamin oskaa tisak miina otipencikewiniwaan. Nintaffaciminaan kici mishiinwaa mitaasinitana Manitobans kii pi kaa kitowak, mishiin ehaanimitowaac ekaa wiicihi wewin kaa tepisek miina aapacitaakanan kaa non tese kin aakosiwin onci. Nonkom kaa akiiwak, nin kii waapamaamin eni mishiinowaac ahaweniwak apinonciishishak, oskaatisak, miina oskiniikiwak kiyaapi kaa wiichankitwaa peshikoyaki aasha. Nin kii nontaamin apinonciishishak ewanitowaac oka peshihikowiniwaank onci COVID-19 kotaaciwin, naanta kaa mikikaatekin aashohiwewinan; kaa

paapanahank otishkoniiwin miina okikinwahamaa kek kaa tanenimaawaac otishkoniihaakaniwaan niikate kaawinci ishkoniiic. Ninkii nontaamin omaamitonencikaniwaank kaa ishi aanimitowaac apinonciishishak miina oskaatisak kaa kipaakwa wintwaa miina kaa kocaanimi ayaac. Kici kekooni winink, nonkom kaa akiiwak ninkii miikiwemin maawac mishtahi 28,100 Thrival Kits (Trousses vivacitéMC) niwiwin mini kok ninkotwaahso okikentamaak ekii kikinwaha mawakwa maamitonencikan mino ayaawin minsi we ohomaa akiink, kaye kaa wiitanokiimahkwaa Canadian Mental Health Association – Manitoba miina Winnipeg office.





## Onci Aanimitoowinink ahpin Kashkihowinink

Aana mishiinwaa ewanaacikec COVID-19, mii piko kaakiishi pimanokiiyaank kape aakosiwin. Ninkii ashonaamin oskaatisak, otipencikewiniwaank, mii na maskikiwi anokiinaakanak maawac ehayikito waac aana kaakipicisenik otanokiiwiniwaa, kaa aanci toocikaatek anokiiwin, miina mishiin kecoonan ekaa kaa kikencikaatekin. Enisitawini kaatek wiitanokiimitinaaniwahk ci winci nihsini kaatek apiwin aashohitiwin, kakina niwiitanokii naakanak okapeshiwiniwaank kii ontanokiiwak acina. Aana mishiinwaa aayaanci tocikaatek kekon, kaawin ninkii onci kipahansiimin nintish kwaanteminan miina kaawin ninkiiwinci ishkwa anokawaasiimin apinonciishishak miina oskaati sak.

Nintanokiinaakaninaanak mii piko kaa ishi pimanokiiwaac ehaayaanimisenik kaa inatamawi ntwa miina piinci piiwaapik etananokiiwaac. Kii oncise tash aaninta oshki miina pakaan nehke ewinci kanawaapancikaatek anokiiwin. Ohowe kaa akiwak ninkii maacii aapacitomin oshki wiicihewinan kekaat tahswayek kikinwahamaa kewinink: piiwaapikonk ninkii winci kikinwaha maakemin Ishkoniwin, ninkii miikiwemin apinon ciishish omaskawisiwin ishkoniiwi mitikowash oskaatisikaank, tahswaa ishise kici ahaa kii kikin wahamaake

piinci piiwaapik, ekii wiitapimaac okanawenimaawahsoon apinonciishishan kaa maakisinic kici nanaantawikikencikewinink, ekwa miina piinci piiwaapik ekii onci pisintawaac okano ciketamaaken. Piinci piiwaapik ninkii piintwewe shimaamin Apinonciishish Kaa Nipoc Naanaakata wencikewin miina Shimaakanish Onaanaakacici kewin miina ninkii aapacitoon oshki onacikan kewinci minosek anokiiwin.

Ta monshicikaate mishiinoyahki kici aakosiwin. Oshkaatisak awashime oka kici monshitoonaa waa. Niikaan inaapiyak, maamaw ci otaahpipat waayak ohowe kaa tawisek maamaw ci oshitoyak miina ci onaapantamak ke wacepiimakak kanawe nimiwewin ke wiicihikowaac opimaatisiwini waank miina omaskawisiwiniwank apinonciishishak miina oskaatisak.

# EXECUTIVE SUMMARY

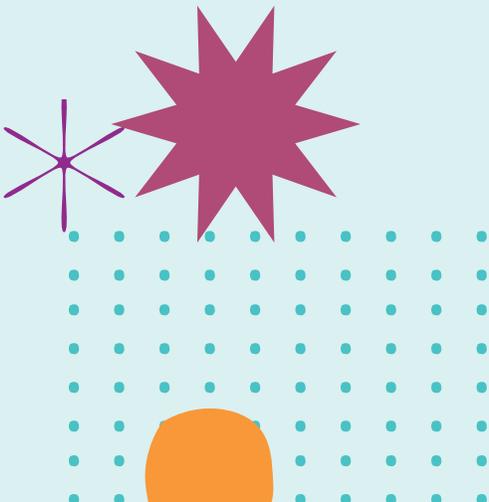
This annual report highlights the results achieved by our office between April 2020 and March 2021. It provides an overview of our activities and initiatives, including:

- Events we participated in throughout the year, including many virtual activities, such as I Love to Read Month and Facebook Live presentations;
- Program updates from six program areas: Advocacy Services, Youth Engagement, Public Education, Investigations and Child Death Reviews, Research, and Quality Assurance;
- News from the Knowledge Keeper and Elders Council;
- An overview of the special reports we released based on child death investigations and research on systemic child advocacy issues;
- A list of formal recommendations issued to improve provincial child-serving systems;

This report also contains an annual financial report, outlines our 2021-22 and 2022-23 service plans, lists our team members and shares success stories.

Key stats over the past fiscal year you will see described in more detail in this report include:

<b>2,423</b>	requests for advocacy services
<b>934</b>	advocacy cases opened
<b>1,247</b>	children, youth, and young adults supported through advocacy case management
<b>235</b>	formal Manitoba child death notifications received
<b>33</b>	child death reviews completed
	<b>31</b> cases resolved and closed following a formal review
	<b>2</b> cases progressing to more in-depth investigation following a formal review
<b>20</b>	child death investigations completed
<b>3</b>	special reports completed
	<b>1</b> recommendations compliance assessment report
	<b>1</b> report based on 19 child maltreatment death investigations
	<b>1</b> systemic research report on children's disability services
<b>1</b>	report following an investigation of a serious injury
<b>1</b>	joint statement submitted to the United Nations
<b>19</b>	formal recommendations issued to public bodies based on concerns arising from child death investigations and systemic research on children's rights issues
<b>379</b>	children and youth received educational Got Rights? boxes for National Child Day
<b>28,100</b>	Thrival Kits™ delivered to students with the Canadian Mental Health Association – Manitoba and Winnipeg



# SOMMAIRE

Le présent rapport annuel souligne les résultats que nous avons enregistrés entre avril 2020 et mars 2021. Il donne un aperçu de nos activités et initiatives, notamment les suivantes :

- Événements auxquels nous avons participé tout au long de l'année, y compris de nombreuses activités virtuelles comme *I Love to Read Month* (le mois de la lecture) et des présentations en direct sur Facebook;
- Mise à jour des programmes dans six secteurs: Services de défense des droits, Mobilisation des jeunes, Éducation du public, Enquêtes et examens des cas de décès d'enfants, Recherche et Assurance de la qualité;
- Nouvelles de notre gardienne du savoir et du Conseil des aînés;
- Aperçu des rapports spéciaux que nous avons publiés à partir d'enquêtes sur les décès d'enfants et de recherches sur les questions systémiques touchant la défense des droits des enfants;
- Liste de recommandations officielles formulées pour améliorer les systèmes provinciaux qui offrent des services aux enfants;

Ce rapport renferme également un rapport financier annuel, énonce nos plans de services pour 2021-2022 et 2022-2023, énumère les membres de notre équipe et raconte des cas de réussite.

Exemples de statistiques importantes sur la dernière année financière qui sont expliquées plus en détail dans ce rapport :

<b>2,423</b>	demandes de services de défense des droits
<b>934</b>	dossiers ouverts en vue de services de défense continus
<b>1,247</b>	enfants, adolescents et jeunes adultes bénéficiant de services de défense continus
<b>235</b>	avis officiels de décès d'enfants reçus
<b>33</b>	examens de décès d'enfants effectués dont
	<b>31</b> dossiers réglés et clos à l'issue d'un examen officiel
	<b>2</b> dossiers nécessitant une enquête plus approfondie à la suite d'un examen officiel
<b>20</b>	enquêtes sur les décès d'enfants effectuées
<b>3</b>	rapports spéciaux rédigés
	<b>1</b> rapport d'évaluation du respect des recommandations
	<b>1</b> rapport issu de 19 enquêtes sur le décès d'enfants maltraités
	<b>1</b> rapport de recherche systémique sur les services aux enfants handicapés
<b>1</b>	rapport à la suite d'une enquête sur un cas de blessure grave
<b>1</b>	énoncé conjoint soumis aux Nations Unies
<b>19</b>	recommandations officielles adressées aux organismes publics à la suite d'inquiétudes soulevées par des enquêtes sur le décès d'enfants et des recherches systémiques sur les questions liées aux droits des enfants
<b>379</b>	enfants et jeunes ayant reçu des trousseaux éducatifs sur leurs droits (Got Rights?), à l'occasion de la Journée nationale de l'enfant
<b>28,100</b>	Trousseau vivacité <sup>MC</sup> livrées aux élèves avec la section du Manitoba et de Winnipeg de l'Association canadienne pour la santé mentale

# ONÍKÁNÍSTAMÁKÉW ÁCINOKÉWASINAHIKAN



Óma tanto askíy ká pakitinamak ácinókéwi masinahikan wítam anihi kékwána nitatoskéwikamikonán kákí kaskitácik ta paminakik óki kákípe akimicik Aníki Písim 2020 éko Niski Písim 2021. Ékota óhi masinahikátéwa anihi kékwána kákípe nócítáyák éko kákí mácítáyák, ékota ékwani óhi:

- Mámawi nócíckéwina ité kákí natawi wá wícihiwéyák tantwá é ispaniki kapé askíy, éko mína anihi ká moci sípwé ayamiyan ta itócikániwak tápiskóc óhi I Love to Read Month éko Facebook Live ká itakik nókotáwi ácinókéwina.
- Kákípe itakamikisíyák anihi ká paminamak níkotwásik wícihiwéwina: Ayamihistamákéwin, Oskátisak ká Wíciyáyákok, Kiskinawámákéwina, ká Nato Kiskénitamonániwak éko kákí Nipicik ókik Awásisak Kakwécikémona, Natonikéwina, éko Mino Asatamátowin;
- Ácinókéwina kákí pakitinakik Kayitéyátisak Okiskénitamáwak éko Kayitéyátisak ká Mámawasowécik;
- Kakínaw ékí ácimoyák anihi kákí mamahikátéki anihi oci ókik ká natonikániwakí awásisak kákípe ná nipicik éko ékípe natonamák tánisi óhi paminikéwin kákí ayamihistamat awásis ká ánimócikátéki;
- Nanátok pískwéstamákéwina kákí ánimótamák nawac kawisk ta mino pamihit awásis-wícihiwéwin paminikéwina;

Óma ácinókéwi masinahikan mína wítam tánikok éko tánisi kákípe itápaciyáyák sóniyáw, tánisi káwí isi nócíckéyák óma askíwaki 2021-22 éko 2022-23 wanénitamona, ékota ta masinahikásowak anihi ká wítatoskémáyákok éko nika wíténán anihi kékwána kákí kaskitáyák ta mino itótamák.

Tántato kékwána kákípe nócítáyák óma kákípe askíwak ká itakimit sóniyáw éko kika wápatén tánisi mwéci kákípe itakamikisíyák éko ékwani óhi:

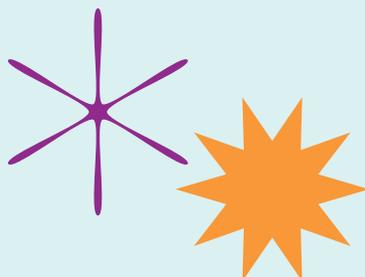
<b>2,423</b>	ékípe natotamákawiyák kita ayamihistamákéyák
<b>934</b>	kiyápic é atoskátamák kita ayamihistamákéyák
<b>1,247</b>	awásiak, oskátisak éko anikik ká ati kísi opíkicik kiyápic é wíciyáyákok óma é ayamihistamáwáyákok
<b>235</b>	kaaki acimicik ee ni picik awaasimee
<b>33</b>	awásisak kákí nipicik papéyatak ékí kísi kinawápacikátéki tánisi mwéci kákí ispanihicocik ókik awásisak
	<b>31</b> anihi papéyatak kákí kinawápacikátéki kí nókotániwan éká ékí oci wanitótácik ókik awásisak
	<b>2</b> anihi kiyápic kinawápacikátéwa máti kákí wanitótácik ókik awásisak
<b>20</b>	anikik awásiak tánisi kákí isi póni pimátisicik ásay kí kísitániwana
<b>3</b>	kistácimona tánisi kákí ispanik kí kísitániwana
	<b>1</b> pískwéstamákéwin óma ékí wanasowániwak tánisi ta isi paminikátéki kékwána
	<b>1</b> ékinawápacikáték papéyatak anta oci anikik 19 awásisak ká kiskénimicik nántaw ékí isi kitímahicik
	<b>1</b> papéyatak ékí kinawápacikáték anima ká isi paminit ká máskisit awásis
<b>1</b>	ácimowin ékí masinahikáték ékí nato kiskénicikáték awa kákí wani wískáspinatit awásis
<b>1</b>	ékí mámawasinayamák ácinókéwi masinahikan éko ékí mináyákok ta kinawápatáki United Nations
<b>19</b>	mámaw pískwéstamákéwina ékí ánimótamák ékí isitisayamáyákok anikik nanátok ká isi paminácik awásisa, oskátisa éko kotakiya, ékí nóte kiskénitamák tánisi ká isíckátakik anikik awásisak kákípe ná nipicik éko tánisi ké itótakik ta oci wícihicik ókik otasatamáwiniwáwa oci
<b>379</b>	awásisak éko oskátisak kákí mícicik anihi ápacitáwina ta oci kiskinawámácik kékwána Got Rights ká itakik?
<b>28,100</b>	Trousses vivacite ká itakik ékí natawi pá pakitinikátéki kita mícicik ta ápacitácik okiskinawámáwáwak anté oci Canadian Mental Health Association-Manitoba éko Winnipeg

# GICHI-ZAGAKIBII'IGEWIN

Owe zagakibii'igewin wiindamaagemagad wegonen gaa-giizhitooyang nindanokiiwininaang April 2020 onji akoo March 2021. Giwiindamaagom gaa-izhichigeyaang, daabishkoo:

- Gegoon gaa-dagwiiyaang ningowaki apan onji, maagoniganing onji iwe I Love to Read Month zhigwa Facebook Live gaa-gii-waabanda'iweng;
- Ge-meshkwajiseg ningodwaaswi wiiji'iwewinan: Advocacy Services, Youth Engagement, Public Education, Investigations and Child Death Reviews, Research, zhigwa Quality Assurance
- Enwesinokeng onji Knowledge Keeper zhigwa Elders Council enindwaa;
- Ji-wiindamaageng ezhising imaa zagakibii'igewining andooshkigaadegin abinoojiyag gaa-gii-nibowaapan aaniin gaye ji-izhi-anokaajigaadegiban;
- Aaniin gaa-ikidong nawach ji-minosegiban gaa-waawiji'indwaa abinoojiyag;

Owe zagakibii'igewin gaye wiindamaagemagad zhooniya endanaabadizid ningowaki, apii 2021-22 akoo zhigwa 2022-23 ge-izhichigeyaang, ozhibii'igaazowag anokii'aaganag, gaa-gii-maminosegin gaye dibaajimong.



Da-zagakibii'igaade gaye aaniin memindage enaabadizid zhooniya, gidaa-waabandaanan niisaya'ii:

<b>2,423</b>	ji-giigidootamaageng wiiji'iwewinan
<b>934</b>	megwaa dazhiikigaadegin banichigewinan
<b>1,247</b>	abinoojiyag, oshki-ayaag gaye megwaa waawiji'indwaa giigidootamawindwaa
<b>235</b>	mazina'iganan miigiweng gaa-gii-nibowaad abinoojiyag.
<b>33</b>	abinoojii-nibowinan gii-giizhichigaadegin
	<b>31</b> gii-giizhaakonigaadegin apii gaa-dazhiikigaadegin
	<b>2</b> megwaa dazhiikigaadewan andooshkigewinan
<b>20</b>	gii-giizhichigaadegin abinoojiyag gaa-gii-nibowaad
<b>3</b>	zagakibii'igewinan gii-giizhichigaadegin
	<b>1</b> ekidong aaniin ji-izhi-wiiji'iding ji-gikenjigaadeg gaa-gii-izhisegwen
	<b>1</b> izhising aaniin 19 abinoojiyag gii-maanidoodawindwaa andooshkigaadeg
	<b>1</b> ayizhiwebiziwaad maakiziwaad abinoojiyag wiiji'iwewining
<b>1</b>	ozhibii'igaadeg gii-andooshkigaadeg gii-gichi-inaapananind awiya
<b>1</b>	nabobii'igaadeg ayikidong gii-miinindwaa igi United Nations enindwaa
<b>19</b>	gaa-gii-inashoweng ji-maada'ookiing miziwe, aaniin enenjigaadeg iwe gaa-nibowaad abinoojiyag andooshkigeng zhigwa abinoojiyag ezhi-gashki'ewiziwaad gegoon
<b>379</b>	abinoojiyag, oshki-ayaag gaye gaa-gii-miinindwaa iwe Got Right? Makakoonsan iwe National Child Day giizhig
<b>28,100</b>	Thrival Kits™ gaa-gii-miinindwaa gikino'amawaaganag imaa onji Canadian Mental Health Association – Manitoba zhigwa Winnipeg onji izhichigewinan

# KA A TAKWAAK TIPAACIMOWIN

Ohowe tahso aki tipaacimowin okanotaan paah pankii tootamaank onci April 2020 miina March 2021. Otoonci kaakaacici wiintaan kaakii ishicide yank miina oshki maacicikewin, kaye:

- Kaakii ishi wiicihweyaank mekwaa aki, mishiin pii nci piiwaapik taapishkoc Niminwentaan Ehayami ckeyaan Kiisis miina Facebook onaakocikanan;
- Wiicihwewin tipaacimowinan ninkotwaahswayek kaashi anokiinaaniwank: Oskaatis Naasikaakewin, Kikinwahamaakewin, Nanaantonikewin miina Api nonciishish Onipowin Naanaakacicikewinan, Naa naakatawencikewin, miina Nahi Toocikewin;
- Aacimowinan onci okikentamaak miina Kici Ahaak Otapiwiniwaa;
- Ewinci Kaakaacitaapantaman tipaacimowinan kaakii pakitinamaank onci Apinonciishish Onipo win Naanaantonikewinan miina naanaakatawen cikaatek minsiwe apinonciishish okanociketamaa kowin ishisewinan;
- Kaa akinepiihikaatekin ihkitowinan kaakii pakitini kaatekin ci awashime minosek apinonciishish owii cihikowinan;

Ohowe tipaacimowin kikisin tahso aki shooniyaa tipaacimowin, kikipiihikaatewan 2021-22 miina 2022-23 nintanokiwi onacikewininaan, akine piihikaasowak otanokiik miina kaakii ishicide waac.

Kaa kitentaakwakin akintaahsonan ishi peshiko shooniyaawaki kika waapantaanan ci tipaatote kin ohomaa tipaacimowinink:

<b>2,423</b>	kakwetwewin kanociketamaakewinan
<b>934</b>	paahkisinon kanociketamaakewinan
<b>1,247</b>	apinonciishishak, oskaatisak miina oskiniiki wak pimiwiicihaawak
<b>235</b>	tahsiin kaakii nipowaac apinonciishishak ope panomiwaa
<b>33</b>	nipowiniwaa apinonciishishak kaa kiishicikaatenik
	<b>31</b> sakakinikaateni miina kipahikaate naanaakaci cikewinan
	<b>2</b> ishisewinan awashime naanaakatawencikewin ink ekii ishkwaaw kanawaapancikaatek
<b>20</b>	onipowiniwaa apinonciishishak kiishicikaateni
<b>3</b>	kici tipaacimowinan kiishicikaatewan
	<b>1</b> ikitowin cipiminishahikaatek tipaacimowin
	<b>1</b> shaankasoshaap apinonciishish omacitotaako win nipowi naanaakacicikewinan
	<b>1</b> minsiwe naanaakacicikewi tipaacimowin kaa maakisic apinonciishish owiicihikowinan
<b>1</b>	naanaantonikewin tipaacimowin kaa kii ishkwaaw kici inahpnaninc awiya
<b>1</b>	maamaw ikitowin ekii pakitinikaatek United Nations
<b>19</b>	ikitowinan kii miinaawak opimiwiciketamaa kek, kaa oncisekin apinonciishish onipowin naa naantonikewinink miina minsiwe naanaakacicike win apinonciishish otishisewinink
<b>379</b>	apinonciishishak miina oskaatisak kii miinaaw wak kikinwahamaakewin mitikowash Got Rights? kaa Kici Apinonciishishi Kiishikaanik
<b>28,100</b>	Trivial Kits (Trousse vivacit <sup>MC</sup> ) otishkoniik kii miinaawak ihi maa Canadian Mental Health Association-Manitoba miina Winnipeg



"Looking into the future, we need to seize this opportunity to collectively rebuild and reimagine nimble public systems that improve the lives and advance the rights of children and youth."

— AINSLEY KRONE,  
Acting Manitoba Advocate  
for Children and Youth

Photo caption: Wavy Guy walks in front of the Manitoba Advocate's office at 346 Portage Ave.

# ABOUT OUR OFFICE

The Manitoba Advocate for Children and Youth (MACY) is an **independent** office of the Manitoba Legislative Assembly. That means we are separate and apart from the Government of Manitoba.

Our role is to represent the rights and amplify the voices and opinions of all children, youth, and young adults in Manitoba. The Manitoba Advocate receives its mandate through *The Advocate for Children and Youth Act (ACYA)*. The mandate includes:

- **Advocacy Services:** To support, assist, inform, and advise children, youth, young adults, and their families on designated services.
- **Child Death Reviews and Investigations:** To review, investigate, and report on the serious injuries and deaths of children, youth, and young adults.
- **Research:** To conduct research on designated services to improve the effectiveness and responsiveness of those services.
- **Monitoring:** To monitor the implementation of recommendations made in investigations or special reports.
- **Public Education and Youth Engagement:** To raise awareness and understanding of the *United Nations Convention on the Rights of the Child*; to assist and inform children, youth, young adults, and their families in accessing designated services and promote the best interests of the child.
- **Advice to Ministers:** To advise the ministers responsible for designated services.

Designated services are the child-and youth-serving systems that the Manitoba Advocate has a responsibility to monitor. These include child welfare, adoption, disabilities, education, mental health, addictions, victim supports, and youth justice services delivered provincially.

# OUR MISSION, VISION, VALUES



## VISION

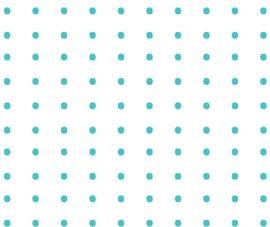
A safe and healthy society that hears, includes, values, and protects all children, youth, and young adults.

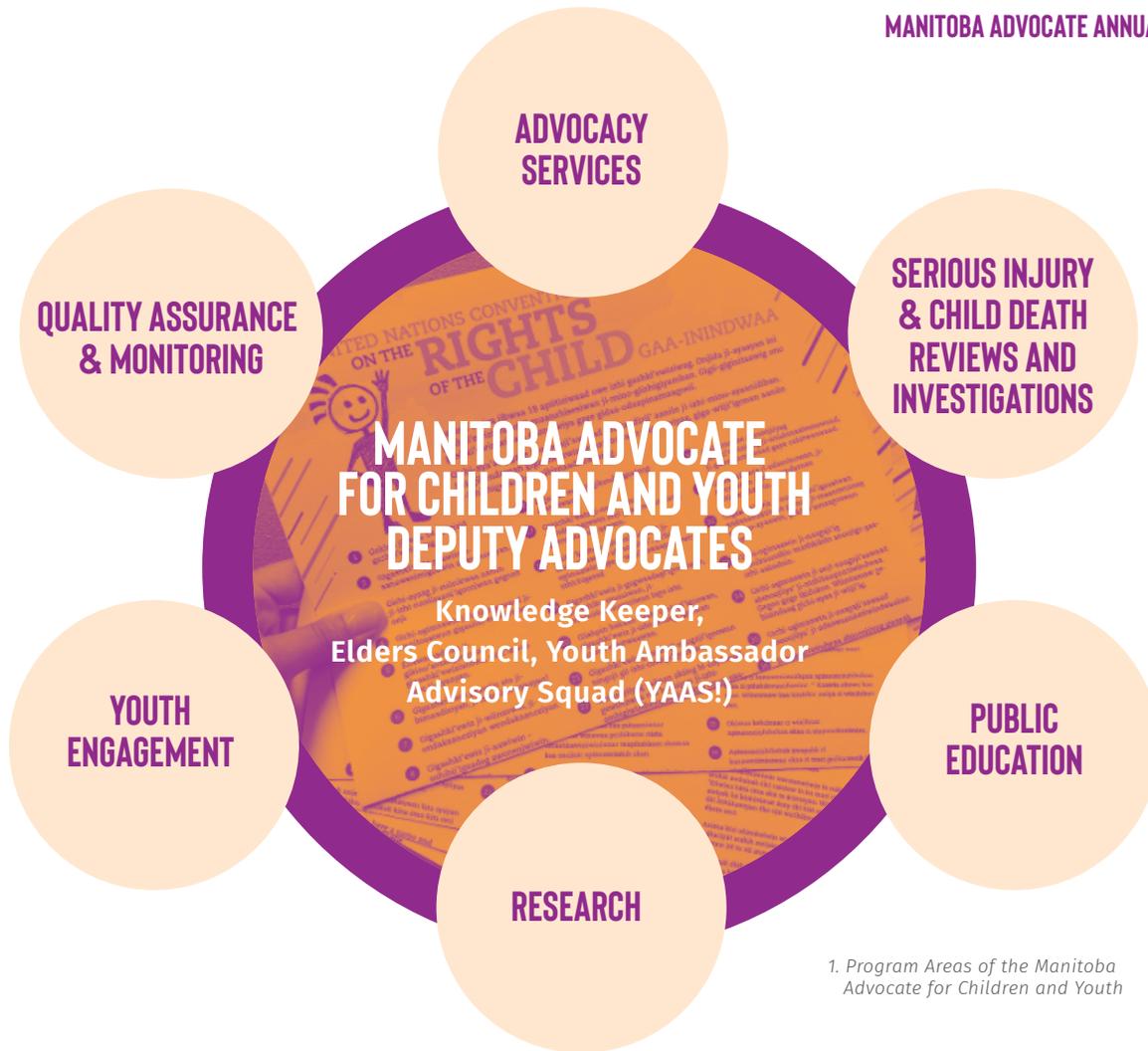
## MISSION

We amplify the voices and champion the rights of children, youth, and young adults.

## VALUES

Child-centredness, equity, respect, accountability, independence.





1. Program Areas of the Manitoba Advocate for Children and Youth

## PROGRAM AREAS

The Manitoba Advocate has two offices in Winnipeg and one in Thompson. There are six program areas and each works collaboratively to respond to systemic issues challenging the rights of children, youth, and young adults in Manitoba. To ensure the Manitoba Advocate is culturally safe and reflective of the children and youth it serves, the Knowledge Keeper, Elders Council, and Youth Ambassador Advisory Squad! (YAAS!) guide the work of each program area and inform the direction of the organization as a whole.

## THE CANADIAN COUNCIL OF CHILD AND YOUTH ADVOCATES

The Manitoba Advocate is a member of the Canadian Council of Child and Youth Advocates (CCCYA). The CCCYA is an association of government-appointed, independent children’s advocates and one ombudsperson from ten provinces and two territories: Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Nunavut, Ontario, Prince Edward Island, Quebec, Saskatchewan, and the Yukon.

## RECONCILIATION

Our office is committed to reconciliation and decolonization. We host an internal ReconciliACTION committee, which is guided by a ReconciliACTION framework and focuses on three components: learning, taking actions, and honouring and building relationships with First Nations, Metis, and Inuit Peoples and Nations.

To view MACY’s ReconciliACTION Framework, [click here](#).

# RECONCILIATION FRAMEWORK

## KNOWING AND LEARNING SUBCOMMITTEE

**OBJECTIVE 1:** Increase awareness of the past and acknowledge the harms that were and continue to be inflicted on Indigenous Peoples.

## UNDERSTANDING (INDIVIDUAL WORK)

**OBJECTIVE 4:** Encourage understanding, personal reflection, and continuous improvement of employees' individual journeys in reconciliation through guidance provided by the Knowledge Keeper, the Elders Council, speakers, resources, and Indigenous children, youth, and families.

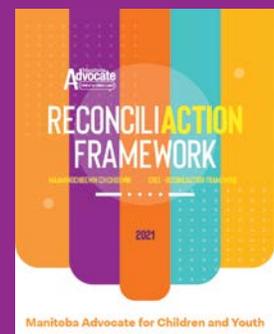
## RECONCILIATION

## HONOURING AND RELATIONSHIP BUILDING SUBCOMMITTEE

**OBJECTIVE 2:** Strengthen relationships with Indigenous children, youth, young adults, and their families as well as Indigenous organizations by conducting outreach activities that honour traditional knowledge systems and practices.

## ACTING SUBCOMMITTEE

**OBJECTIVE 3:** Holding ourselves and governments accountable to the intent, principles, and recommendations of the 94 *Calls to Action* of the Truth and Reconciliation Commission and recommendations of other landmark reports such as the MMIWG through strategic planning, project implementation, and measuring change.



Find our ReconciliACTION Framework and workplan [here](#).

# THE KNOWLEDGE KEEPER



The Indigenous Knowledge Keeper provides advice and guidance to all MACY (Manitoba Advocate for Children and Youth) program areas across three offices and delivers cultural supports to the youth and families that we serve. Importantly, the Knowledge Keeper co-chairs our internal ReconciliACTION Committee meetings, supports the implementation of MACY’s ReconciliACTION Framework, and facilitates MACY’s Elders Council.

## KNOWLEDGE KEEPER REPORT

Cheryl Alexander brings a vast history of traditional ceremonies, and customary practices to our office. She helps with Indigenous presence for opening and closing meetings with prayers and also attends meetings across the office and externally, with division and authority partners, to help support Indigenous children and youth.

Over the past year, Cheryl spent a great deal of time working with the Youth Engagement program and with the Youth Ambassador Advisory Squad (YAAS!). She has been helping recruit members for the Northern YAAS! to be based out of Thompson soon and co-hosting social media videos that celebrate and explain children’s rights under the *United Nations Convention on the Rights of the Child (UNCRC)*, as well as the Truth and Reconciliation Commission’s *94 Calls to Action*.

Cheryl provided cultural and emotional support to the families and staff who were involved with the reports MACY released this past year – from setting up ceremonies to organizing the cultural protocols for the release of reports into the communities. She also works with intake and advocacy for children and youth that require cultural supports.

Some of the highlights of Cheryl’s year included facilitating a Tipi raising lesson for MACY staff and youth with Tipi Joe at Birds Hill Provincial Park last summer and going on medicine picking trips with staff and youth.

## PROGRAM STATISTICS

**Cultural Teachings** – This includes Facebook Live teachings, group medicine picking trips, providing teachings at Youth Ambassador Advisory Squad (YAAS!) meetings, providing staff beading/ribbon skirt lessons, and more.

89

**Cultural Support for Management** – This includes giving prayers to open and close meetings, giving advice before, during, and following meetings, and more.

52

**One-on-One Cultural Supports** – This includes visits, teas, and individual supports for YAAS! and MACY staff.

52

**Cultural Ceremonies** – This includes smudging, feasts, and more.

9



Photo caption: Knowledge Keeper Cheryl Alexander and Youth Engagement Coordinator Jon Skrypyk speak during a Youth Engagement Live taping.

## THE ELDERS COUNCIL

The Manitoba Advocate acknowledges the valuable role of the Elders Council, which provides the office with cultural support and guidance on activities and cultural protocols. Guided by the Seven Sacred Teachings — love, respect, truth, courage, wisdom, honesty, and humility — the Elders are respected by their communities and hold the knowledge that is needed to ensure MACY services are delivered in a respectful and culturally-informed manner.

Supported by the Knowledge Keeper, the Elders Council tries to meet on a quarterly basis with the Advocate and the two Deputy Advocates and supports the office as a whole as needed through ceremony and offerings. Due to COVID-19 and scheduling issues, the council was only able to meet twice virtually this year. The pandemic did not affect the Elders’ and Knowledge Keeper’s

abilities to perform cultural ceremonies however. Everyone got creative by doing activities together while still being physically apart in their home communities. This included smudging, pipe ceremonies, water ceremonies, cloth offerings, feasting, and saying prayers for children, youth and their families. The Elders Council was a tremendous help in the lead-up to special report releases, providing feedback that helped guide the content and presentation of special reports.

The Elders Council at MACY consists of members from Indigenous communities and Nations that are representative of the children and youth who we serve. There are currently five Elders Council members.

NAME	COMMUNITY
Bill Ballantyne	Brokenhead Ojibway Nation
Ed Azure	Nisichawayasihk Cree Nation
Fred Stevens	Sapotewayak Cree Nation
Gertrude Ballantyne	Brokenhead Ojibway Nation
Louise Lavallee	St. Laurent, Manitoba



Elder Bill Ballantyne



Elder Ed Azure



Elder Fred Stevens



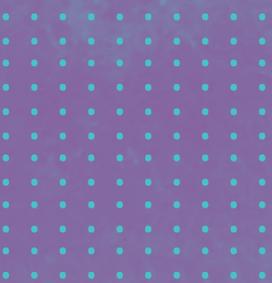
Elder Gertrude Ballantyne



Elder Louise Lavallee

# PROGRAM AREAS

Photo caption: Wavy Baby drumming.



# ADVOCACY SERVICES

The Advocacy Services program was created in 1993 and has continued to develop and evolve over the course of 28 years. The program provides direct support to children, youth, young adults, and families in Manitoba. Referrals come to Advocacy Services through phone, email, walk-ins, mail, or social media.

The role of Advocacy Officers is to listen to concerns reported by children, youth, young adults, service providers, and other concerned community members. Following that initial contact, our team determines appropriate follow-up, which may involve:

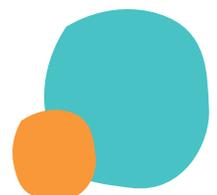
- Talking with children, youth, and young adults to understand their views, needs, and best interests; supporting them to effectively express themselves to the systems working with them; establishing contact with the applicable organization.
- Providing direct advocacy support for a child, youth, or young adult by representing their rights, interests, and viewpoints to ensure that systems are providing the best possible services to them.
- Providing information and advice to children, youth, young adults, and their families about how to access designated services and how to become effective self-advocates with respect to those services.
- Reviewing the involvement of public services, including child welfare, adoptions, education, disabilities, mental health, addictions, victim services, and youth justice, and ensuring the child, youth, or young adult’s rights, interests, and needs are being met.

## PROGRAM BY THE NUMBERS

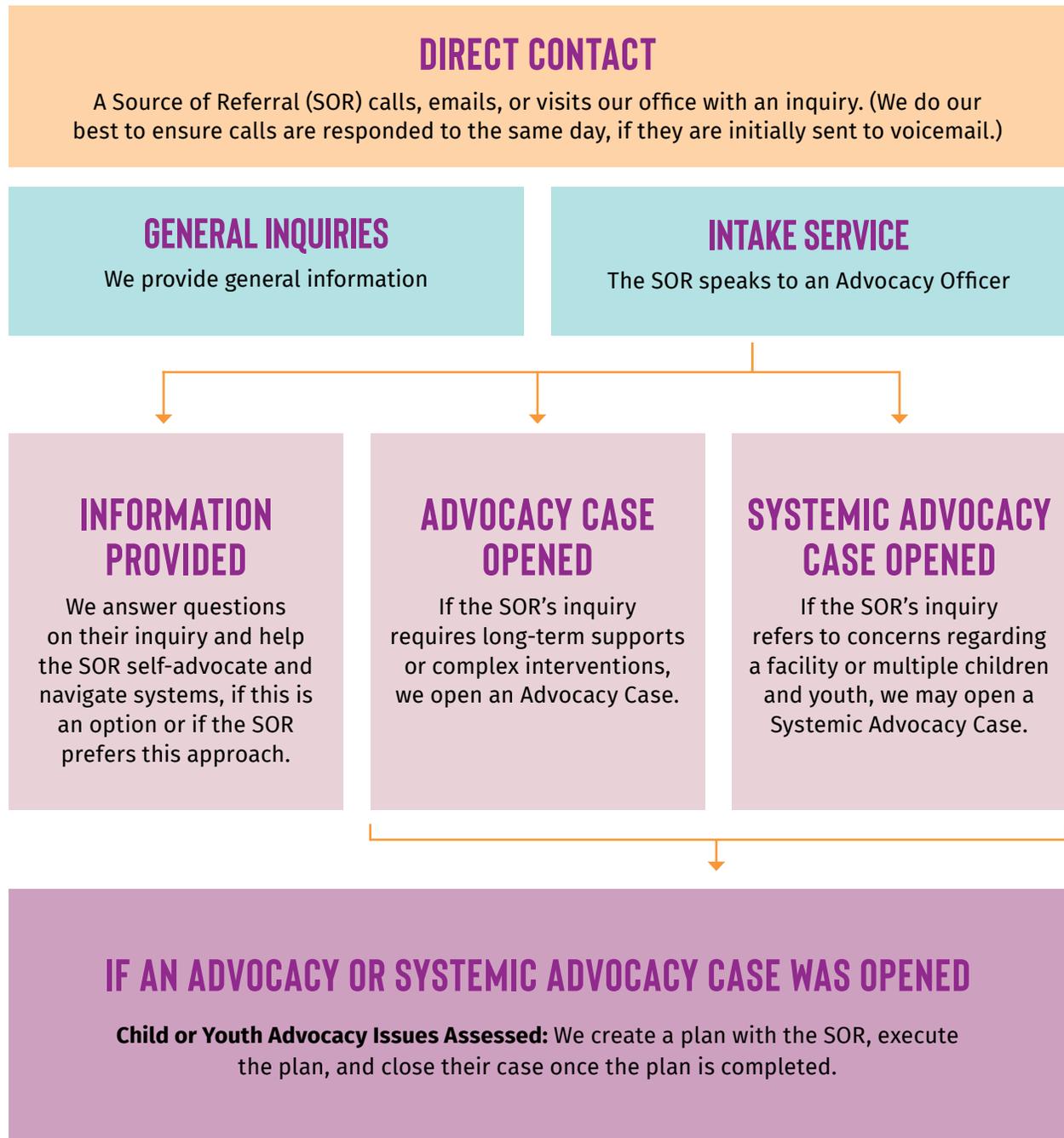
<b>2,423</b>	requests for services, a decrease since last year due to less in person visits during COVID-19
<b>934</b>	advocacy cases opened, 18% increase since last fiscal year
<b>1,247</b>	children, youth, and young adults supported with advocacy case management, an 18% increase since last fiscal year



Photo caption: Indigenous Deputy Manitoba Advocate Denise Wadsworth attends a Tipi teaching with a child.



## THE ADVOCACY PROCESS



### COMPLEX ADVOCACY CASES

Advocacy also manages complex cases where the issues identified involve multiple systems or where there is a lack of community or family resources to meet the needs of an individual child/youth/young adult/group of young people. Advocacy staff have been involved in cases where there are significant interpersonal or system breakdowns that require intervention(s) by one or more service providers.

# PROGRAM STATISTICS

NEW REQUESTS FOR SERVICE 2020/21			
	2020-21	WINNIPEG OFFICES	THOMPSON OFFICE
Total number of requests for service	2,423	2,267	156
General Inquiries	205	164	41
Intake Services	1,259	1,222	37
Advocacy Cases Opened	934	837	97

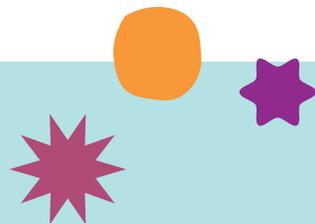
Please note these numbers are intake requests and do not represent the total number of unique children, youth, and young adults served.

## CHILD WELFARE ADVOCACY DURING COVID-19 KATRINA'S STORY

Katrina was turning 21 years old and was scheduled to age out of child welfare care during the COVID-19 pandemic. Although she had been getting ready to live independently, once the pandemic hit, Katrina lost her job and was no longer able to financially support herself. The CFS agency responsible for support services was required by its own policy to terminate support for Katrina once she turned 21, until our office stepped in to help.

Our staff advocated for Katrina to receive an Agreement with Young Adults (AYA) under the COVID-19 Provincial Directive, which came into effect shortly before Katrina's 21<sup>st</sup> birthday. This allowed her to stay in her apartment and pay for rent while being supported by her independent living program, as she searched for a new job. Katrina remains under the AYA today. The ability to receive an AYA eased her stress and provided stability during the pandemic.

\* Name has been changed.

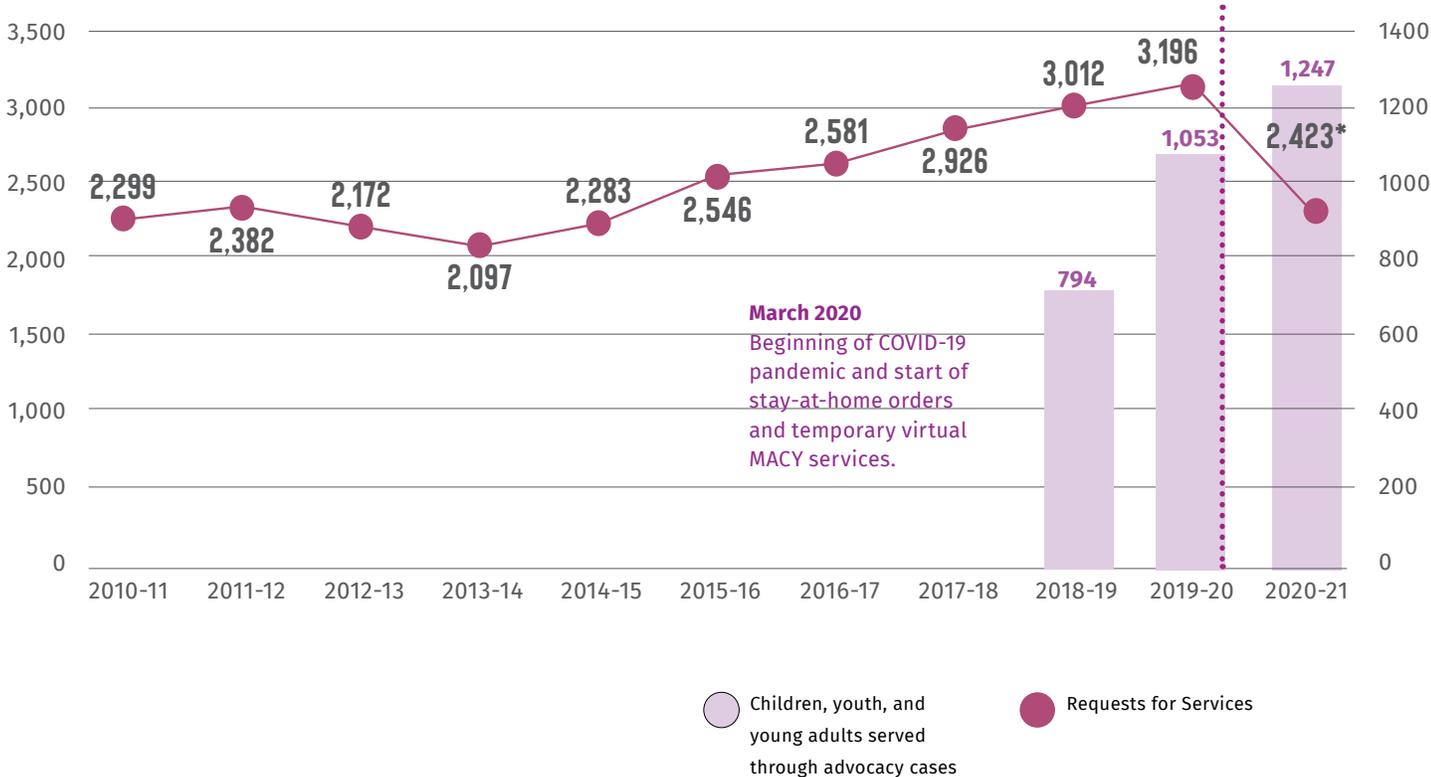


### FEWER EYES ON KIDS

For the first time since 2013-14, the number of requests for advocacy services declined during the fiscal year. This was likely due to COVID-19 restrictions, which meant fewer adults had contact with children than they normally would. Sources of referral for advocacy services can include educators, case workers, and other professionals who work directly with children. Many service providers had to shift to remote work over the past year, meaning they had less in-person contact with kids. MACY staff also noticed patterns in advocacy call volumes, with fewer calls coming into our office during mandatory remote learning periods for schools and more calls coming during in-person learning. The Advocate has previously expressed concerns about the lack of contacts with safe adults that some children may have experienced during the pandemic. We continue to monitor the effects of the COVID-19 pandemic on children, youth, and families. **Nevertheless, while we received fewer requests for service, more advocacy cases were opened and more children, youth, and young adults were served than last year.**

### REQUESTS FOR ADVOCACY SERVICES

Most requests for advocacy services are received by phone (81%) followed by email (9%). We saw an increase in the percentage of advocacy services requested by phone and through our website and a decrease in the percentage of in-person walk-ins during the pandemic.



# WHAT KIND OF SUPPORT IS PROVIDED AT INTAKE?

When people call us for support, they do so because they don't know how to address a problem they are facing. They may not know their options, who to talk to, or what to do. Our staff will listen to the challenge the person is facing, and then we provide information to the individual about their rights and the services they are entitled to receive in Manitoba. We will then work with them to identify possible solutions. The majority of requests for services can be resolved by providing information, support, and guidance that empowers individuals to navigate systems and self-advocate. Of the 2,423 requests for advocacy services, 1,259 requests were eventually resolved by our team by providing support and information for an individual to self-advocate.

## EDUCATION ADVOCACY DURING COVID-19

### MASON'S STORY

During the COVID-19 pandemic, staff from the Manitoba Advocate's office received many calls regarding school absenteeism from teachers and school staff who were concerned for absent students. One such student was Mason, who, along with his siblings, did not attend school for an extended period of time.

After a source of referral reached out to our office, our staff was able to determine Mason and his siblings were under supervision from a child welfare agency,

as part of a family enhancement file. While the children's school and agency had previously struggled to communicate with each other, we connected them both to ensure they worked together with Mason's family on school motivation, as COVID-19 had impacted their routine. By supporting the school and agency, they were able to work together to support motivation, routine, responsibilities, and transportation for the children to get to school. After our advocacy, the siblings began attending school regularly.

\* Name has been changed.

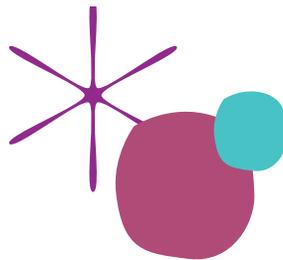
# WHAT HAPPENS WHEN AN ADVOCACY CASE IS OPENED?

Approximately two out of five requests for services required intensive and longer-term advocacy supports. For these requests, a case was opened to ongoing advocacy services. In 2020-21, there were 934 requests for service opened for ongoing advocacy services. Initial requests for services may involve multiple children and/or youth, and each individual may have more than one case per year.

Coming into April 2020, we carried over 450 open advocacy cases from the previous fiscal year. A total of 1,017 advocacy cases were resolved in 2020-21. **There were 1,247 unique children, youth or young adults supported through advocacy case management during the 2020-21 fiscal year.**

In total, 362 advocacy cases were carried forward at the end of March 2021 and into 2021-22.

	NUMBER
Open Cases (carried over from 2019-20)	450
New Cases	934
Closed Cases	1,017
Cases Carried to 2021-22	362



# SOURCE OF REFERRAL FOR ADVOCACY CASES OPENED

Once a case has been assessed by our intake team to require more intensive intervention, the majority of advocacy cases were originated from calls to our office from professionals working with children, youth, and young adults. This was followed by parents and then children, youth, and young adults, who reached out to us directly for support.

**Professional (288)**

**31%**

**Parent (201)**

**22%**

**Self (child, youth,  
young adult) (158)**

**17%**

**Extended Family (147)**

**16%**

**Foster Parent/Legal  
Guardian (79)**

**9%**

**Other/Unknown (44)**

**5%**

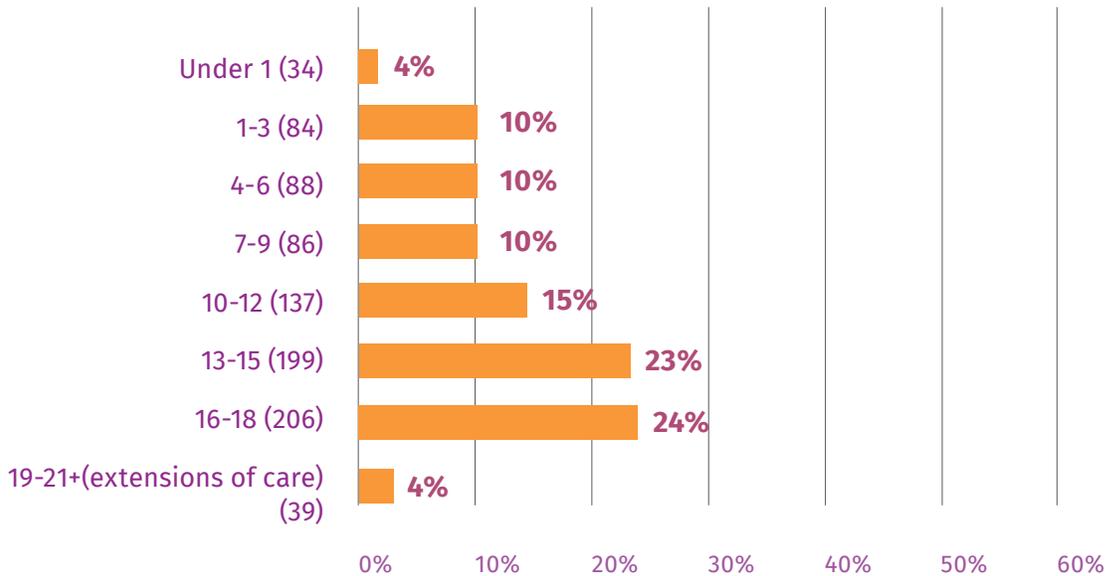
**Community  
Member (17)**

**2%**



The number and proportion of calls from children, youth, and young adults decreased during the COVID-19 pandemic. This is concerning, since we know that advocacy needs did not decrease, but rather that children, youth, and young adults may have been unable to safely connect to MACY services.

# THE CHILDREN AND YOUTH WE SERVE



**Treaty Status First Nation (488)**  
**56%**

**Non-Indigenous/ Unkown (216)**  
**25%**

**Metis (101)**  
**12%**

**Non-status First Nation (66)**  
**8%**

**Inuit/Dene (2)**  
**2%**



**78% (681)**  
**OF CHILDREN, YOUTH, AND YOUNG ADULTS WE WORKED WITH HAD AN OPEN CFS FILE.\***

**75% (657)**  
**OF CHILDREN AND YOUTH WE WORKED WITH IDENTIFIED AS INDIGENOUS.**

\* An open file is determined by having an active case category with a CFS agency including the following categories: Child in Care, Child in Care-Supervision, Family Enhancement, Intake Module, Post Adoption, Protection, Protection Expectant Parent, Agreement with Young Adult (Support Beyond Termination of Guardianship), or Voluntary Family Services.

# EXPERIENCES AFFECTING CHILDREN, YOUTH, AND YOUNG ADULTS

Delivering child-centered and trauma-informed care means understanding the life experiences of children, youth, and young adults. No matter the need or issue, MACY Advocacy Officers take the time to get to know the child, youth, or young adult to identify the advocacy goals and needs that are right for them.

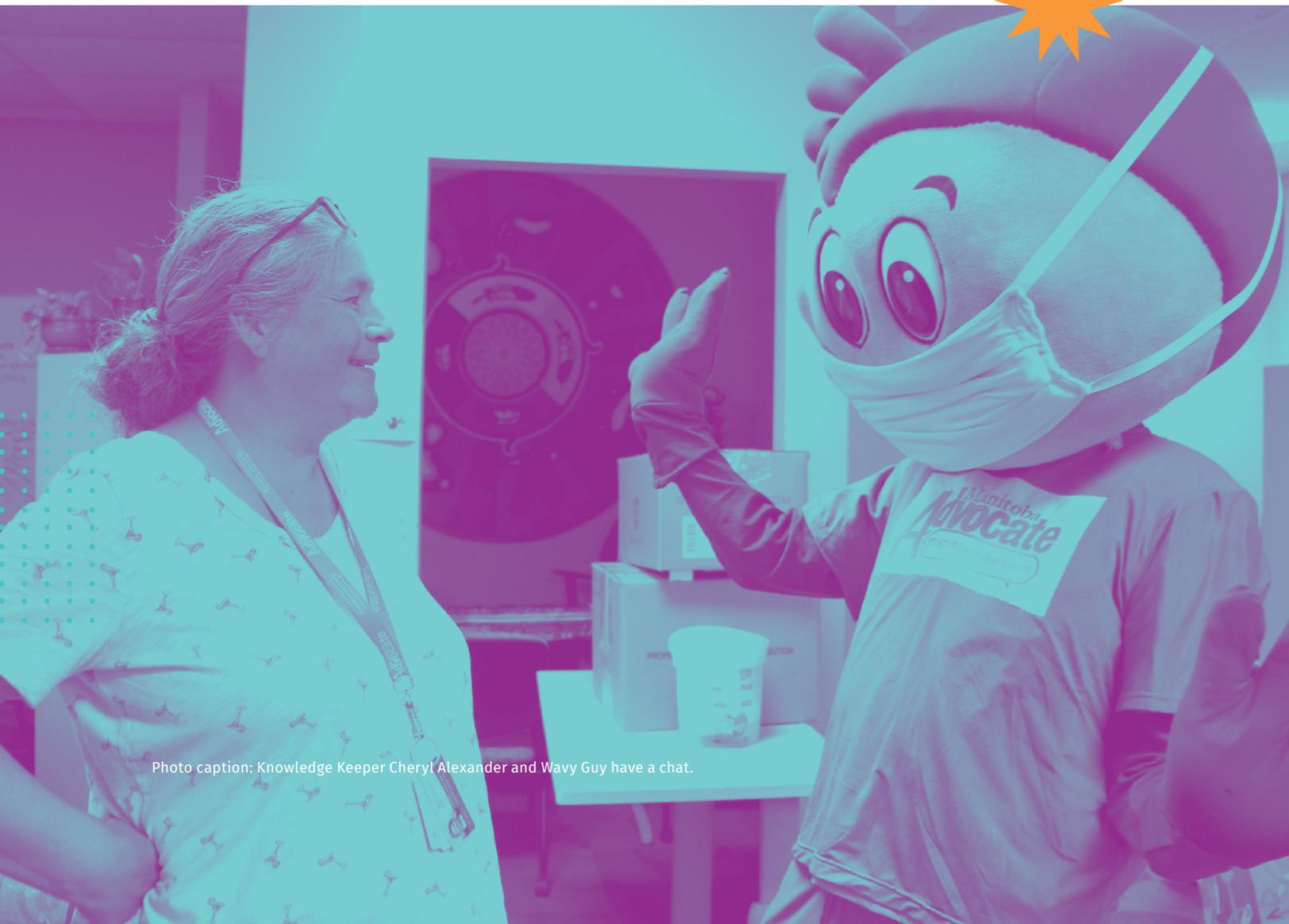
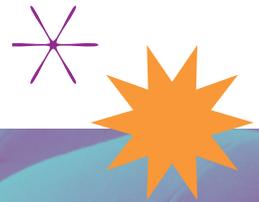
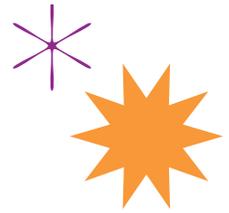


Photo caption: Knowledge Keeper Cheryl Alexander and Wavy Guy have a chat.



**48%**

had mental health and/or substance use issues

**25%**

had been victimized through domestic violence or sexual exploitation

**56%**  
 OF CHILDREN, YOUTH,  
 AND YOUNG ADULTS  
 WE WORKED WITH HAD  
 MORE THAN ONE SOCIAL  
 SERVICE NEED.

**31%**

were victims of abuse, neglect, assault, etc.

**19%**

were chronically absent from school, or were suspended or expelled from school

**25%**

were living with a disability

**19%**

were involved with the criminal justice system

Photo caption: (Top) Knowledge Keeper Cheryl Alexander poses with YAAS! member Isaiah. (Below) YAAS! member Sophia poses with Wavy Baby.

# TRENDS IN ADVOCACY CASES

The trends below are based on the 1,017 advocacy cases resolved in 2020-21. Following the resolution of an advocacy case, MACY Advocacy Officers will identify the concerns they addressed with service providers. The following table represents the top concerns addressed in each service area.

## TOP TRENDS BY DESIGNATED SERVICE

### Child Welfare and Adoptions

- Case planning
- Placement concerns or breakdown
- Family reunification planning

### Education

- School absenteeism
- Case coordination in school
- School registration

### Mental Health and Addictions

- Access to mental health treatment
- Access to addictions treatment
- Access to emergency crisis supports

### Youth Justice

- Transition planning and placement out of custody
- Mental health and addiction treatment services while in custody
- Connecting with family while incarcerated

### Disability Services

- Transitioning to adult services from Children's disABILITY Services (CdS) to Community Living disABILITY Services (CLdS)
- Cognitive disability supports

### Victim Support Services

- Impacted by domestic violence



Investigator Kelsey VanOsch holds MACY's Mission, Vision, and Values poster.

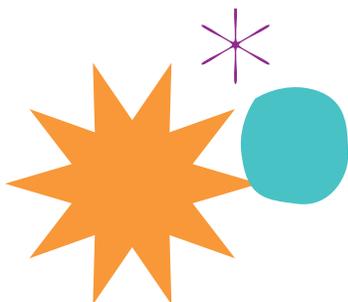
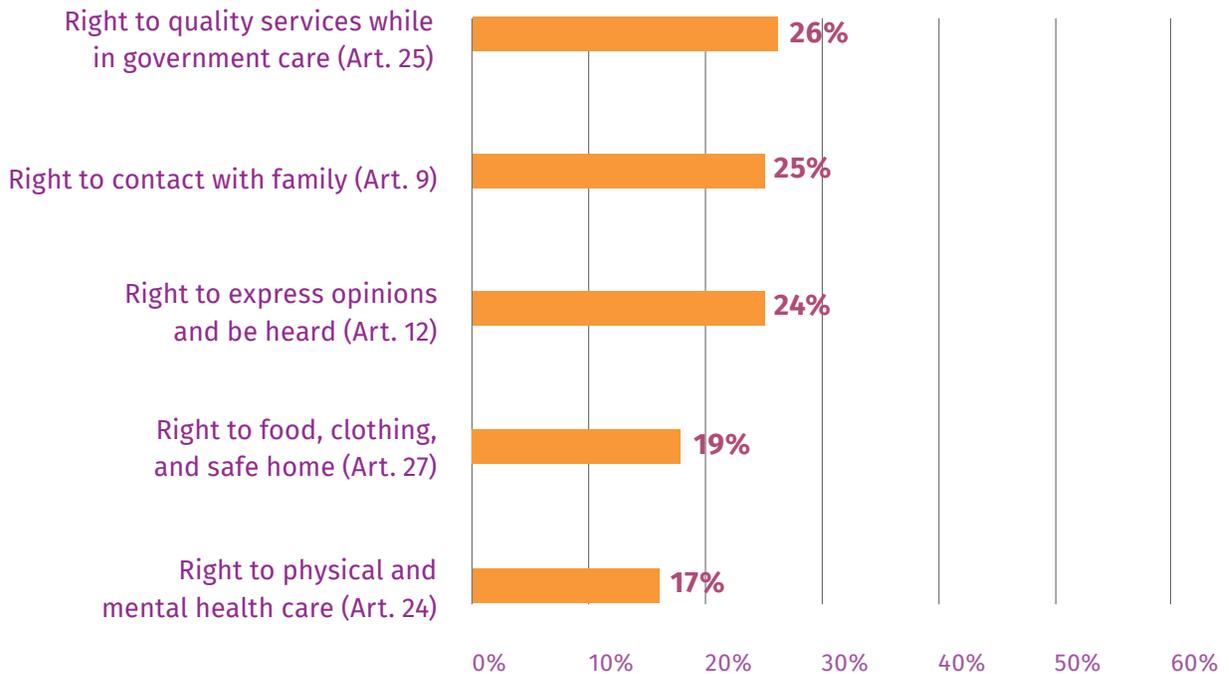


# CHILDREN’S RIGHTS ISSUES IN MANITOBA

Every child and youth in Manitoba has inherent rights. These rights are enshrined in the *United Nations Convention on the Rights of the Child* (UNCRC). The UNCRC is an agreement between nearly every country in the world that recognizes and honours young people and the support they need to experience happy, healthy, and safe childhoods.

MACY is guided by the UNCRC and tracks children’s rights issues identified in the Advocacy Services Program. In 2020-21, the Advocacy Program saw that the primary children’s rights issue in 26% of cases was the quality of services for children in the care of Child and Family Services, followed closely by the right to contact with family, which came up in 25% of cases.

## TOP 5 RIGHTS WE WORKED TO PROTECT\*



\* Advocacy cases can involve more than one child’s rights issue.

To view MACY’s poster versions of the United Nations Convention on the Rights of the Child in English, French, Cree, Ojibwe, Oji-Cree, and Tagalog, visit our [website](#).



# YOUTH ENGAGEMENT

The Manitoba Advocate's Youth Engagement Program recognizes the unique gifts, strengths, and talents of young people by creating and facilitating opportunities for youth to lead change and strengthen communities through activities that are meaningful for them.

Thank you guys  
So much for everything  
you do for us.  
it means a lot to  
show up but we  
because of you guys  
-Sophia

rocks!  
#

Photo caption: (Top) YAAS! members Trevor, Rose, and Michael hang out in the Youth Engagement studio space. (Bottom right) A new medicine garden in Selkirk, Man. (Bottom left) A kind message from YAAS! on a MACY whiteboard.

## PROGRAM BY THE NUMBERS

- 92 connections with organizations, 27% Indigenous-led organizations
- 379 children and youth who received *Got Rights?* boxes for National Child Day
- 61 presentations on children's rights issues given by the Youth Engagement team, 82% increase from last year

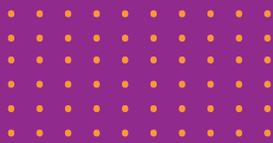
## PROGRAM DESCRIPTION

Guided by the articles described in the *United Nations Conventions on the Rights of the Child* (UNCRC), the Youth Engagement Program promotes children's rights and believes every child should have a voice in decisions that affect their lives.

The 2020-21 fiscal year marked the second year for the Youth Engagement Program and the Youth Ambassador Advisory Squad (YAAS!). Following MACY's guiding principles, two Youth Engagement Coordinators and YAAS!, supported by the Knowledge Keeper, offered public education, engagement, and outreach activities virtually throughout the province.

### Key Youth Engagement activities include:

- Ensuring youth have a voice in the work of the office through our Youth Ambassador Advisory Squad (YAAS!) and the YAAS! Support Squad, and developing a Northern YAAS! group based in Thompson.
- Connecting with child- and youth-serving organizations, including schools and community groups, through presentations and outreach to share information about the UNCRC and the ways the office can advocate for young people.
- Hosting or attending youth-focused and youth-led events to connect with and listen to young people.
- Ensuring MACY's activities and reports reflect the experiences and perspectives of children and youth. This included recruiting and interviewing children and youth with disabilities for *Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba*, a special report on children's disability services.
- Continuing to listen to the advice and feedback from young people across Manitoba delivered during the 2020 MACY Youth Listening Tour and developing deliverables to give back to the community.
- Developing a *Got Rights?* curriculum and educational toolboxes to deliver to classrooms, focused on learning about children's rights in the lead-up to National Child Day (November 20th).



# YOUTH AMBASSADOR ADVISORY SQUAD — YAAS!

Working with MACY’s Youth Ambassador Advisory Squad (YAAS!) is one of the main areas of focus for the Youth Engagement Program. Nearly two dozen YAAS! members and YAAS! support members between the ages of 17 and 25 represent their system experience and their home communities from across the province and meet regularly with the Youth Engagement team. YAAS! members are regularly engaged in the activities of the office at all three MACY locations, hosting or volunteering at events, or meeting with staff on issues that affect children and youth in Manitoba.

YAAS! is consulted on systemic issues reviewed by the office, ensuring any output of the organization reflects the perspective of how children and youth view and experience their communities and the public systems that provide services to young people in Manitoba. YAAS! support members are youth who have connected with us to volunteer, train, or consult on projects on a casual basis.

**YAAS! members represent 11 communities across Manitoba:**

- Bloodvein First Nation
- Fisher River Cree Nation
- Fox Lake Cree Nation
- Misipawistik Cree Nation (Grand Rapids)
- Pukatawagan (Mathias Colomb) Cree Nation
- Sagkeeng First Nation
- Sandy Bay Ojibway First Nation
- Steinbach
- The Pas
- Thompson
- Winnipeg



Photo caption: A screenshot from a virtual YAAS! meeting.

YAAS! OUTPUTS — 2020-21	
<b>8</b>	Cultural activities – This includes medicine picking, drumming, and more.
<b>20</b>	YAAS! meetings – These are bi-weekly meetings attended by MACY and YAAS! throughout the year.
<b>10</b>	Number of times YAAS! provided research consultations – These include internal MACY consultations and with external partners.



## YOUTH LISTENING TOUR

In January 2020, the Manitoba Advocate launched its first-ever Youth Listening Tour. In March 2020, we had to pause the in-person consultations and presentations due to COVID-19. We were, however, able to hear from hundreds of young people in person over a short period of time before then. A special report based on the Youth Listening Tour, titled *The Right to Be Heard*, was released in August 2021. Learn more [here](#).

# NEW YOUTH ENGAGEMENT INITIATIVES

The Youth Engagement program focuses on building connections and relationships with youth. This work is done mostly through in-person presentations and events. The COVID-19 pandemic and restrictions motivated the team to think creatively and develop two new initiatives that turned challenges into strengths.

## YOUTH ENGAGEMENT LIVE

In May 2020, the Youth Engagement Coordinators, together with the Knowledge Keeper, launched Youth Engagement Live Sessions on social media. The sessions were approximately 20 minutes in length and were offered every Friday at 11 a.m. on Facebook and YouTube.

Lessons were opened with a prayer and focused on mental health, wellness, and cultural teachings. Lessons also provided information about children's rights, focusing on a new UNCRC right each week. A total of 47 live sessions were created, with 14 of them hosted or co-hosted by YAAS! members.

## CELEBRATING NATIONAL CHILD DAY WITH *GOT RIGHTS?* BOXES

National Child Day is celebrated in Canada on November 20th in recognition of the *United Nations Convention on the Rights of the Child* (UNCRC). The UNCRC was adopted by the General Assembly of the United Nations (including Canada) on November 20, 1989. Its anniversary is the perfect time for youth in Canada to learn more about their rights, express themselves, and shape their own future.

To raise awareness about National Child Day and children's rights, the Youth Engagement program developed and delivered *Got Rights?* boxes for middle school classrooms. Contained in these boxes were:

- A UNCRC rights-based learning activity and lesson plan for educators
- Educational information about the UNCRC and National Child Day
- UNCRC Rights Posters, available in five languages: English, French, Cree, Ojibwe, and Oji-Cree
- MACY information and prizes

A total of 379 children from 20 different classrooms across Manitoba participated. Reviews from classroom teachers who participated were very positive.

*“Had lots of fun prizes for kids, rights sheet was informative and helpful especially translated in Ojibwe”*  
– TEACHER



WOULD YOU LIKE  
A *GOT RIGHTS?* BOX THIS  
YEAR FOR YOUR CLASSROOM?  
PLEASE CONTACT US AT  
INFO@MANITOBAADVOCATE.CA

# PUBLIC EDUCATION

The goal of the Public Education program is to enhance public understanding of the experiences and rights of children, youth, and young adults in Manitoba. This involves bringing knowledge into action through engaging multimedia projects, connecting with media to elevate the stories of children and youth, organizing special report launches, maintaining our website and social media pages, and coordinating presentations and community outreach.

Happy Valentine's &  
Have a Heart Day! ♥

From the Manitoba Advocate  
for Children and Youth (MACY)



Have a  
Heart  
Day

## PROGRAM BY THE NUMBERS

- **38** public education presentations made, including 23 virtual presentations to classrooms for I Love to Read Month
- **4** webinars produced
- **12** virtual community events attended
- **6** language translations of MACY materials, including UNCRC posters in English, French, Cree, Ojibwe, Oji-Cree and in Braille
- **28,100** Thrival Kits™ delivered to students and **1,659** kits delivered to facilitators

## PROGRAM CONTRIBUTIONS

Despite COVID-19 restrictions limiting MACY's typically busy travel and presentations schedule, the Public Education program pivoted to do much of its programming online this past year. In doing so, MACY was able to extend its outreach to include larger audiences and people from around the world, including during its Safe and Sound webinar series.

## NEW INITIATIVE: SAFE AND SOUND WEBINAR SERIES

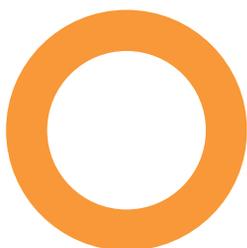
As part of the knowledge translation strategy for the [Safe and Sound report](#) – a special report on the unexpected sleep-related deaths of 145 Manitoba infants, released in March 2020 – the Public Education and Research programs put together a series of three webinars in the fall and winter.

Each webinar focused on a different audience and aspect of the report and one of the three was co-presented with the First Nations Health and Social Secretariat of Manitoba (FNHSSM). Two of the three webinars are available to re-watch on our YouTube channel. They include:

- [How to Prevent Sleep-Related Infant Deaths](#)
- [10 Facts Every Social Worker Should Know About Infant Sleep](#)
- [Sacred Babies: Indigenous-led Models for Safe Sleep](#) (hosted with FNHSSM)

Each webinar saw at least 40 or more participants. A questionnaire was sent following the webinar and an evaluation report written. The reach and feedback were excellent.

Building on this success, our office plans to continue to develop more webinars to raise awareness of special reports and issues facing children, youth, and young adults in Manitoba.



## SAFE SLEEP WEBINAR SERIES: BY THE NUMBERS

- 91 unique participants, 47 (52%) attended all three webinars
- 98% of respondents said they would recommend the webinars to others (44 of 45)
- 96% said they will apply the knowledge learned (44 of 46)

**“My job bridges the community and its schools, so I see a lot of young mothers and mothers to be in the neighborhood.**

**This is information I can share with them. I also run a lot of parenting programs where I can share this information with my parents who have young babies.”**

**– WEBINAR PARTICIPANT**

**“The statistical information and breakdown of the risk factors was especially helpful. It provides information we can share with families when talking to them about child safety.”**

**– WEBINAR PARTICIPANT**

## VIRTUAL PRESENTATIONS

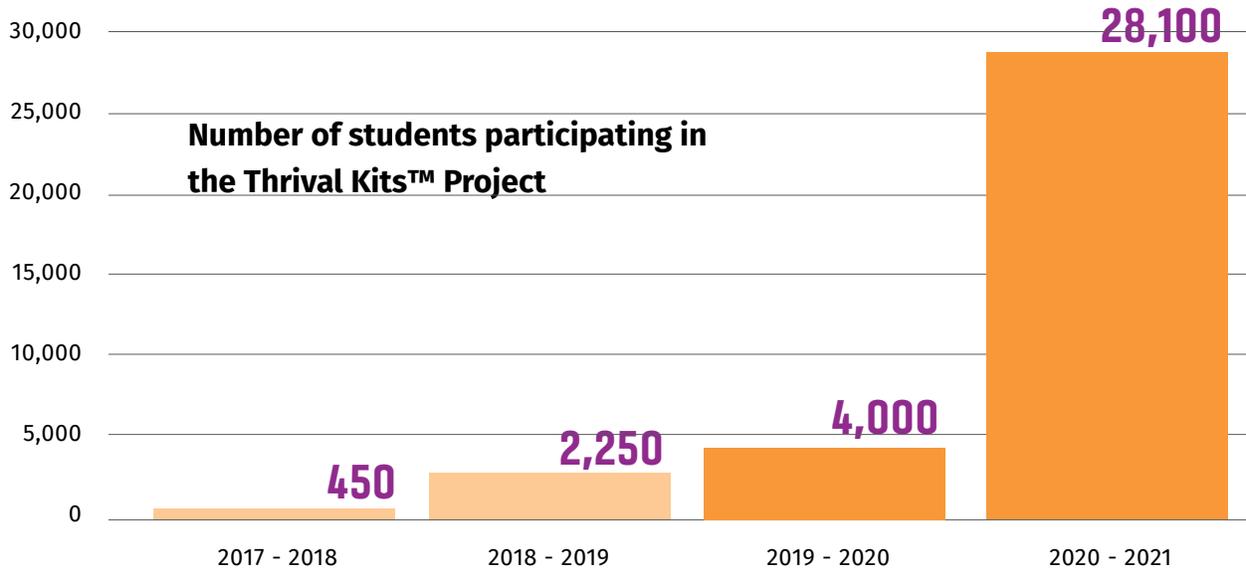
Our special report launches were done over Zoom with members of the media and also broadcast to the general public on Facebook and YouTube. General MACY presentations were given to interested stakeholders, usually on Zoom or on Microsoft Teams. Perhaps the highlight of our year was reading virtually to students from 11 schools for I Love to Read Month in February, helping them learn about their rights and delivering UNCRC posters to them in five languages.

**WOULD YOU LIKE A PRESENTATION? WE OFFER MACY AND UNCRC-FOCUSED PRESENTATIONS TO CHILDREN, YOUTH, AND ADULTS. PLEASE CONTACT US AT [INFO@MANITOBAADVOCATE.CA](mailto:INFO@MANITOBAADVOCATE.CA)**



## THRIVAL KITS™

The Public Education program is also responsible for helping deliver Thrival Kits™ to Grade 4-6 classrooms across the province, in partnership with the Canadian Mental Health Association – Manitoba and Winnipeg. This year marked the largest roll-out and delivery of Thrival Kits™ ever, thanks to a large investment by the Government of Manitoba. Thrival Kits™ were also made available in French for the first time as *Trousses vivacité*™.



Throughout the year, our team worked to develop a new look and new content for our website ([thrivalkits.ca](http://thrivalkits.ca)), which included a new internal side of the site designed for project leads and facilitators to have conversations and locate all curriculum materials in a central hub.

Early on in the pandemic, the team produced eight online activity videos and posted them on social media to help promote mental health for all, inside and outside of classrooms. Over the summer, the team also created seven videos for Thrival Kits™ project leads and facilitators,

introducing and then exploring each of the curriculum themes. We also regularly seek feedback from our collaborators in the education system and are grateful for their great reviews of the project so far.

**Next steps for the Thrival Kits™ project include developing more virtual content and collaborating with First Nations in Manitoba to develop more Indigenous enhancements to the curriculum.**

**“(Thrival Kits™) helped the classroom see each other as humans with needs. If one person was having a tough time, others would be more willing to help them out. So lovely to see!”**  
**– PROJECT FACILITATOR**

**“The box and journal were a HUGE hit, students really loved that they could personalize them.”**  
**– PROJECT FACILITATOR**

**“An amazing program! We have signed up to have kits again for next year!”**  
**– PROJECT FACILITATOR**

## SYSTEM KIDZ RADIO

University of Winnipeg radio station CKUW 95.9 FM and VOICES: Manitoba's Youth in Care Network welcomed the Manitoba Advocate to be a frequent guest on its weekly show, System Kidz. The show is broadcast on the radio, as well as online, and its target demographic is children and youth who are in care or receiving child welfare services in Manitoba. We have been monthly guests on this show for several years and are always excited to spend time with the System Kidz crew. We participate on this platform to talk about child and youth rights, particularly the rights of young people in care.



## FOCUSING ON ACCESSIBILITY: KNOWLEDGE TRANSLATION SERVICES AND BRAILLE

The Public Education program helps support all MACY programs in attaining their goals, which include special report launches and knowledge translation. The focus this year has been in increasing access to information in our special reports through multimedia and accessible outputs. We designed and helped launch two special reports and their associated materials, which included a poster, video, and Braille version of the UNCRC. As part of the *Bridging the Gaps* report launch in March 2021, for example, Public Education helped create an animated video that explained the report's findings and recommendations. We have also translated the UNCRC into English, French, Cree, Ojibwe, Oji-Cree, and Tagalog. The Manitoba Advocate continues to strive for accessibility in our work.

### FOLLOW MACY ON SOCIAL MEDIA

-  <https://www.facebook.com/ManitobaAdvocate/>
-  [https://twitter.com/MB\\_Advocate](https://twitter.com/MB_Advocate)
-  <https://www.instagram.com/manitobaadvocate/>
-  <https://www.youtube.com/channel/UCogbHL2ma7pn5DVqKvAbHRw>

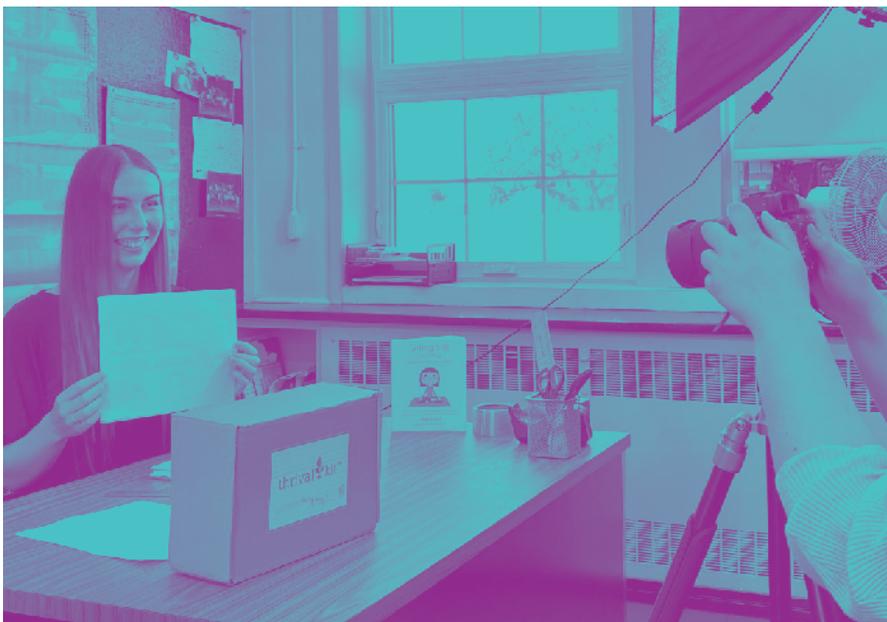


Photo caption: (Top right) Marie Christian, Executive Director of VOICES: Manitoba's Youth in Care Network, interviews Ainsley Krone, Acting Manitoba Advocate for Children and Youth, on Zoom for System Kidz Radio.

(Below) Bailey Hendry(left) from the Canadian Mental Health Association - Manitoba and Winnipeg helps create a Thrival Kits™ video for facilitators with photographer Ginaya Jesmer.

# INVESTIGATIONS AND CHILD DEATH REVIEWS

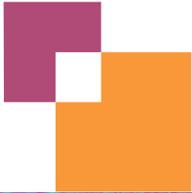
When any child, youth or young adult under age 21 dies in Manitoba, the Office of the Chief Medical Examiner officially notifies the Manitoba Advocate of the death. If the child or their family had any contact with child welfare services, mental health or addiction services, or the youth justice system within one year of the death of the child, the death is considered in scope and the Manitoba Advocate may review and investigate any of the public services that were delivered to the child and their family. The purpose of the reviews and investigations is to make recommendations to improve the effectiveness and responsiveness of child-serving services in Manitoba.

Photo caption: MACY staff attended a fire while preparing for a sweat lodge.



## PROGRAM BY THE NUMBERS

- **235** formal Manitoba child death notifications received
- **33** child death reviews completed
- **20** child death investigations completed
- **1** report on a serious injury investigation
- **1** aggregated special report based on 19 child death investigations
- **10** recommendations issued to public bodies to improve services



## PROGRAM DESCRIPTION

If the Manitoba Advocate opens a review or investigation following the death of a child, our team of Investigators will collect and assess information from systems that may have provided services to the family, including child welfare, adoption, disabilities, education, mental health, addictions, victim supports, and youth justice.

In addition, we may collect information such as police reports, fire commissioner reports, medical records, and more. The Manitoba Advocate’s legislation allows the Advocate to require a public body or other person to provide any information in its custody or under its control – including personal health information – so the office of the Manitoba Advocate can carry out its responsibilities.

The focus of our investigations is to identify whether programs and services that were provided, or which should have been provided, can be improved to enhance the safety and well-

being of all children, youth, and young adults in Manitoba, and to make recommendations which will reduce the likelihood of a future death in similar circumstances.

While investigating, we examine public service delivery through the eyes of the child and we invite and encourage family and community participation. Whenever possible, our Investigators travel to the home community of the child, youth, or young adult, to speak with people who knew and loved the child, in order to gain a better understanding of who that child was and how services are delivered within a local community context.

If the Manitoba Advocate determines it to be in the public’s best interest, the Advocate may choose to release results of any review or investigation through a public special report as described in Section 31 of *The Advocate for Children and Youth Act (ACYA)*.

## INVESTIGATIONS AND CHILD DEATH REVIEW PROGRAM STATISTICS, 2020-21



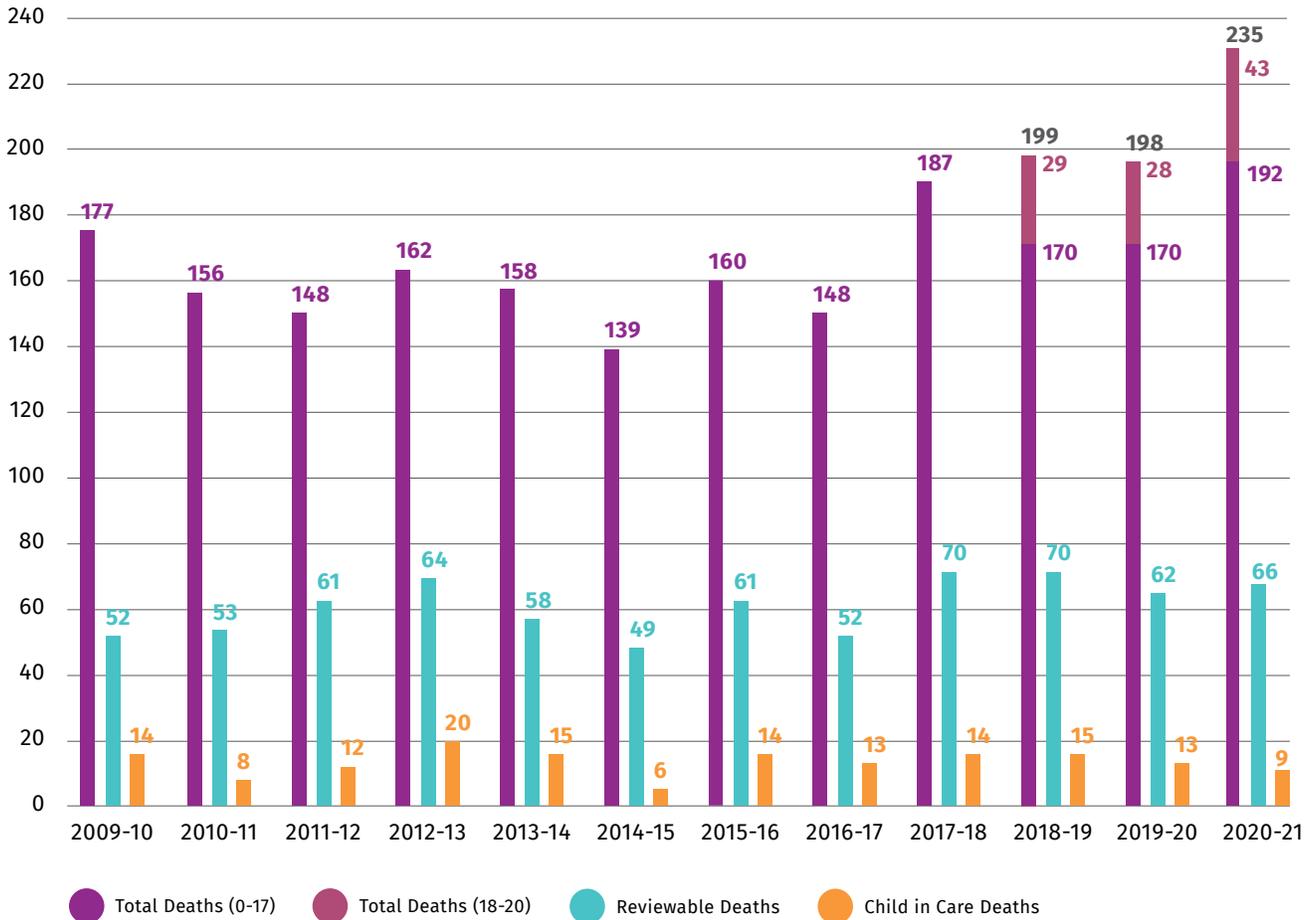
# PROGRAM STATISTICS

The office received a total of 235 official Manitoba child death notifications from the Office of the Chief Medical Examiner in 2020-21. This number rose about 19 per cent from the year previous when the Advocate received 198 child death notifications.

- Of the **235** notifications, **192** notifications for children/youth aged 0-17 and **43** notifications for young adults aged 18-20.
- **66** notifications were in scope for a review (receiving services from child welfare\* at the time of death or in the year prior to the death).
- Of those **66** deaths reviewable by the Advocate, **nine** notifications were for a child in care.

\* As of June 1, 2021, the Advocate can now review any death where a child, youth, or their family had contact with the child welfare, mental health, addiction, or youth justice systems in the year before their deaths.

## ANNUAL MANITOBA CHILD DEATHS



## REVIEWABLE DEATHS BY CFS AUTHORITY

**39%**  
Southern Authority

**14%**  
Metis Authority

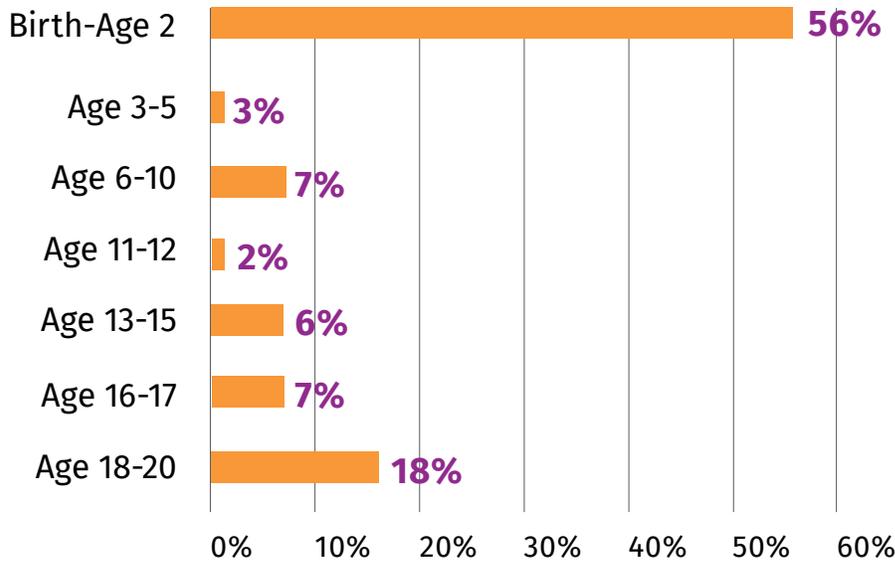
**41%**  
Northern Authority

**6%**  
General Authority

**Note:** Child and Family Services remained the only reviewable service that brought a child death notification in scope for a review until June 1, 2021.



## MANITOBA DEATHS BY AGE OF CHILD/YOUTH/YOUNG ADULT



**TOTAL NUMBER OF DEATHS: 235**

\* Percentages do not total 100% due to rounding.

## MANNER OF DEATH BY AGE

The Office of the Chief Medical Examiner reports child death notifications to the Manitoba Advocate within hours or days of a child, youth, or young adult's death. Manners of death can change once the Advocate receives final autopsies and medical examiners' reports. Hence, some of the information in this table remains preliminary.

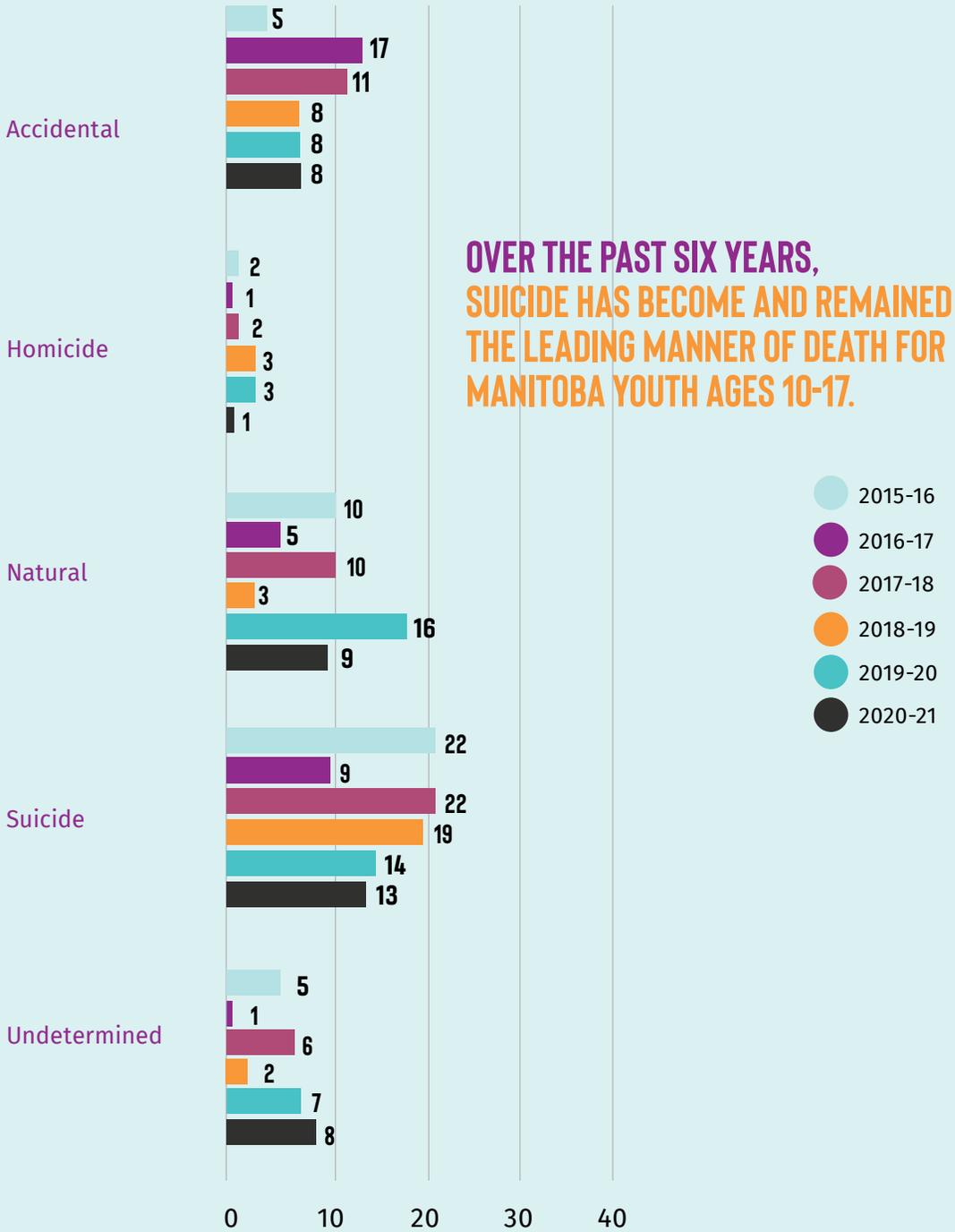
PRELIMINARY MANNER OF DEATH (As assigned by the Chief Medical Examiner)	TOTAL MANITOBA DEATHS	TOTAL PERCENTAGE	REVIEWABLE DEATHS ** (In scope for review by the Advocate)				NON-REVIEWABLE DEATHS	
			Not in Care Deaths		Child in Care Deaths		Birth to 17	18 to 20
			Birth to 17	18 to 20	Birth to 17	18 to 20		
<b>Natural</b>	<b>128</b>	<b>54%</b>	<b>23</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>98</b>	<b>5</b>
Premature	46	0	8	0	0	0	38	0
Disease	17		6	0	1	0	9	1
Medically Fragile	44		5	0	1	0	35	3
Other	21		4	0	0	0	16	1
<b>Accidental</b>	<b>29</b>	<b>12%</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>14</b>
Motor Vehicle	19		1	0	1	0	7	10
Drowning	3		2	0	0	0	0	1
In Home	3		2	0	0	0	0	1
Other	4		1	1	4	0	0	2
<b>Suicide</b>	<b>21</b>	<b>9%</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>6</b>
<b>Homicide</b>	<b>4</b>	<b>2%</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Undetermined *</b>	<b>53</b>	<b>23%</b>	<b>19</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>20</b>	<b>12</b>
<b>TOTALS</b>	<b>235</b>	<b>100%</b>	<b>53</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>130</b>	<b>39</b>

\* Undetermined is the label the Chief Medical Examiner gives when they cannot conclusively determine how the death occurred, even if the physical cause may be known. This category includes sudden unexpected infant deaths (SUID).

\*\* Child, youth, and young adult deaths can be reviewed by the Manitoba Advocate if there was an open Child and Family Services file within 12 months of the date of death. As of June 1, 2021, reviewable services were expanded to include contact with the mental health, addictions, and youth justice systems within 12 months of the date of death.

### YOUTH DEATHS BY SUICIDE

We are responsible for advocating on behalf of children and youth who have died in Manitoba, with an objective of making recommendations that improve the effectiveness and responsiveness of designated public services. We continue to examine the issue of youth deaths by suicide and carefully review the services and supports available to youth at risk of suicide. **Below is a comparison of manners of death for Manitoba youth ages 10-17 over the past six years.**



## CHILD DEATH REVIEW SUMMARY 2020/21

The Manitoba Advocate for Children and Youth is notified of all deaths of Manitoba children and youth until age 21. The Advocate assesses each death, determines whether it requires further review, and later, whether it requires a more comprehensive investigation. Some investigations are publicly released as special reports.

**During the reporting year, the Advocate completed 33 individual child death reviews for children who died between 2016 and 2021.**

### Child's Involvement by CFS Authority

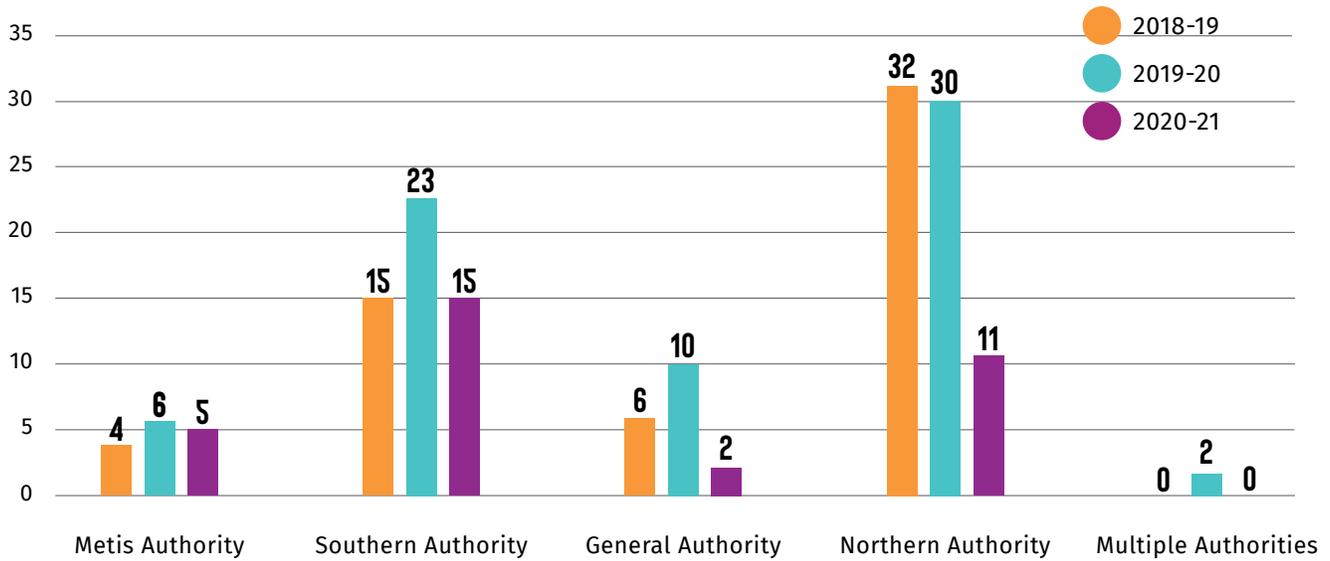


Photo caption: Red dresses hang in the front window of the 346 Portage Ave. office.



### MANNERS OF DEATH

When a child, youth, or young adult has died, the Chief Medical Examiner classifies their manner of death into one of five categories.

**HOMICIDE**  
Death was inflicted by another person.

**ACCIDENTAL**  
Death was caused by an accident.

**SUICIDE**  
Death was self-inflicted.

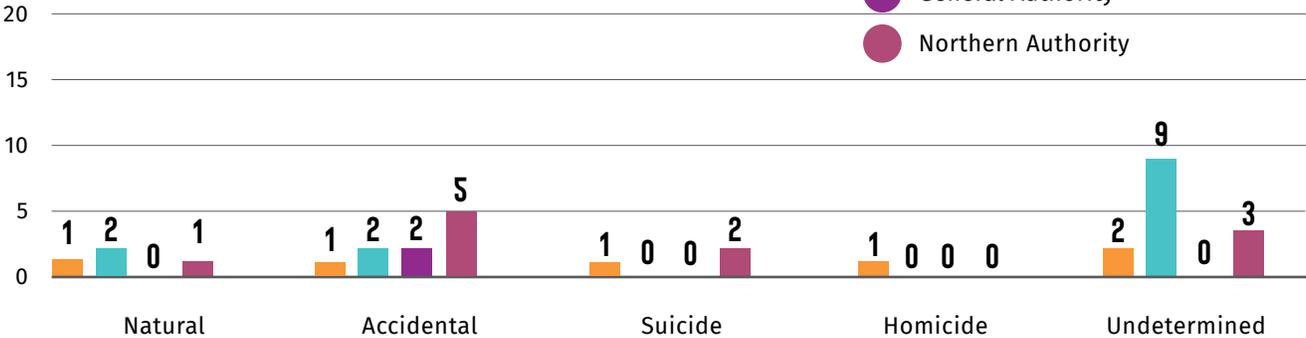
**NATURAL**  
Death was of natural causes or illness.

**UNDETERMINED\***  
Death cannot be conclusively determined.\*

\* Undetermined in the label the Chief Medical Examiner gives when they cannot conclusively determine how the death occurred, even if the physical cause may be known. This category includes sudden unexplained infant death (SUID) and sudden infant death syndrome (SIDS).

### MANNERS OF DEATH BY AUTHORITY

- Metis Authority
- Southern Authority
- General Authority
- Northern Authority



## WHERE THE SERVICE GAPS WERE

When our investigators are reviewing the death of a child, we use the provincial minimum CFS service standards manual as one source to compare what services were provided to a family to what services ought to have been provided. The standards can broadly be organized into four categories: assessment, planning, service provision, and the evaluation of those services.

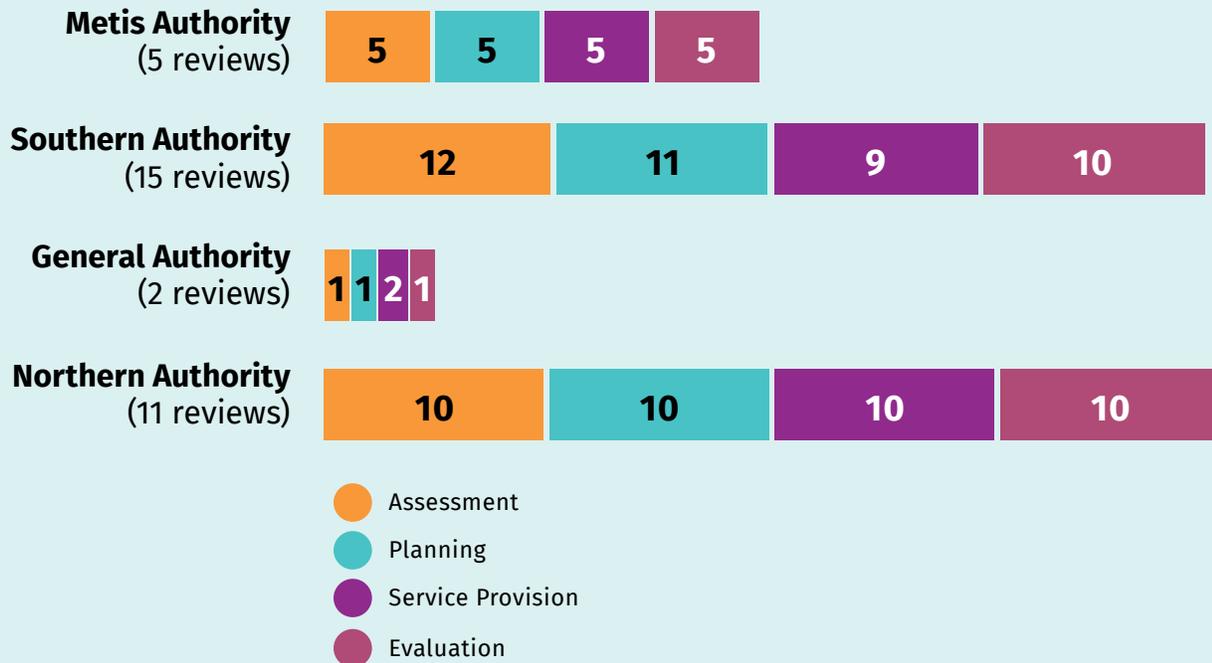
**ASSESSMENT:** 28 of 33 reviews had gaps in assessment.

**PLANNING:** 27 of 33 reviews had gaps in planning.

**SERVICE PROVISION:** 26 of 33 reviews had gaps in service provision.

**EVALUATION:** 26 of 33 reviews had gaps in evaluation.

### Number of Gaps found in Services by Authority



### AFTER A CHILD DEATH REVIEW...WHAT HAPPENS NEXT?

After a child death review is completed, the Manitoba Advocate determines if further information is needed (for example, the medical examiner and autopsy reports), if our involvement will end, or if a more comprehensive investigation is warranted. The Advocate may open an investigation if a reviewable service might have contributed to the death, and if the death was related to a child protection issue, if the death occurred in an unusual or suspicious circumstance, or if the death was self-inflicted or inflicted by another person.

#### Closed After Review



#### Remain Open for Investigation



- Metis Authority
- Southern Authority
- General Authority
- Northern Authority

## SPECIAL REPORT:

# STILL WAITING: INVESTIGATING CHILD MALTREATMENT AFTER THE PHOENIX SINCLAIR INQUIRY (MARCH 2021)



Phoenix Sinclair would have turned 21 years old in 2021. Fifteen years after her death and seven years after the release of the public inquiry into her death, major changes have occurred in the child welfare system. Still, we are waiting for the system to consistently support families to keep children safe.

Despite the massive public inquiry into Phoenix Sinclair's death and the 62 recommendations made from that evidence, our special report

found children are still dying of maltreatment similar to what Phoenix experienced. For example, between 2008 and 2020, there were 19 Manitoba children under the age of five who were maltreated and died. Their lives inspired this special report and five recommendations from the Manitoba Advocate for policy improvements. We were pleased that the Manitoba government immediately and publicly accepted the Advocate's recommendations upon release and vowed to complete them.

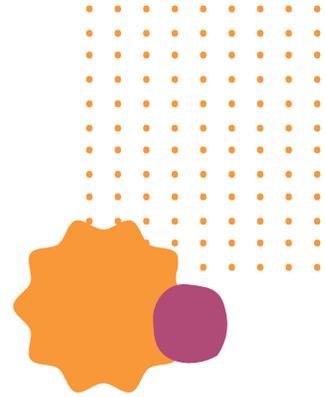
## RECOMMENDATION SUMMARIES:

- 1 Implement all of the Phoenix Sinclair Inquiry recommendations
- 2 Fund parenting programs and resources in Manitoba communities
- 3 Improve reunification practices and supports
- 4 Audit reunification plans regularly to ensure families are supported
- 5 Train social workers on child maltreatment and reunification best practices

**Read the report:** [https://manitobaadvocate.ca/wp-content/uploads/Maltreatment\\_Report.pdf](https://manitobaadvocate.ca/wp-content/uploads/Maltreatment_Report.pdf)

**Read the Keeping Children Safe fact sheet:** [https://manitobaadvocate.ca/wp-content/uploads/MACY\\_Fact\\_Sheet\\_-\\_Keeping\\_Children\\_Safe.pdf](https://manitobaadvocate.ca/wp-content/uploads/MACY_Fact_Sheet_-_Keeping_Children_Safe.pdf)

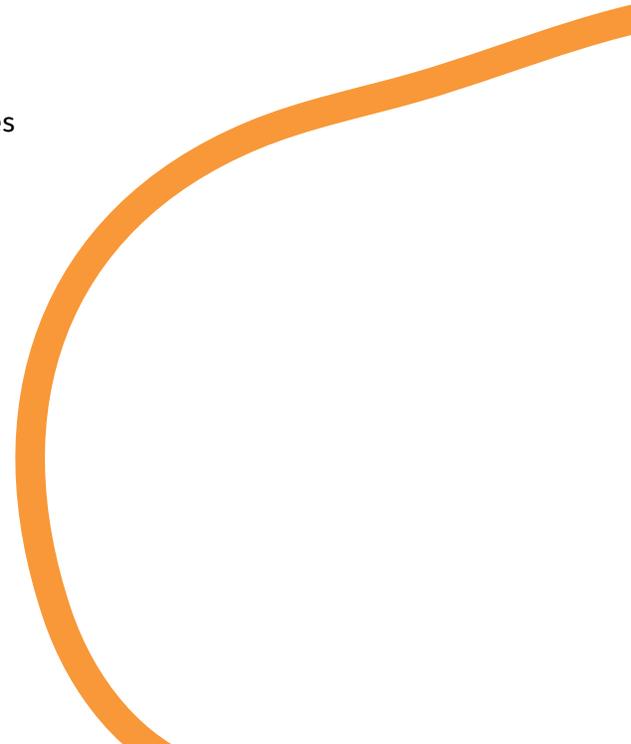
# SERIOUS INJURY REPORT



The Manitoba Advocate's office also completed a serious injury investigation in 2020-21, which was provided directly to the public bodies involved in the case. This report was not made public in order to protect the identity of the children involved, as per section 32(1) of the ACYA.

Since 2018, the Advocate has been empowered by the ACYA to investigate any serious injuries to children and youth that are brought to attention.

Phase 3 of the ACYA – which has been held back to date from coming into force by the provincial government – will ensure that public systems will be required to report serious injuries of children and youth to the Manitoba Advocate's office, which will investigate the information in a centralized database, review, and investigate incidents as necessary. Until that section of the ACYA comes into force, the total numbers and circumstances of serious injuries happening to Manitoba children, youth, and young adults remains unknown.



# THE RESEARCH HUB

The Research Hub conducts research and develops projects, including reports, briefings, submissions, and statements of concern to improve the effectiveness and responsiveness of designated provincial services provided to children, youth, and young adults in Manitoba.

## PROGRAM BY THE NUMBERS

- 1 special report on children's disability services
- 1 joint submission to the United Nations Expert Mechanism on the Rights of Indigenous Peoples
- 9 recommendations to improve services for children and youth in Manitoba



## SPECIAL REPORT:

# BRIDGING THE GAPS: ACHIEVING SUBSTANTIVE EQUALITY FOR CHILDREN WITH DISABILITIES IN MANITOBA (MARCH 2021)



This special report emerged from an investigation into a 2017 child death and incorporates broader systemic research. The family of the child who died in 2017 had struggled to navigate disability services in Manitoba and ultimately had to rely on Child and Family Services (CFS), rather than Children's disABILITY Services (CdS), for support. The child died accidentally, just days before an emergency systems meeting was scheduled to discuss an out-of-home placement for them.

In addition to the child death investigation, the special report includes findings from a survey of caregivers of children and youth with disabilities; interviews with academic experts, current and former service providers, families, and children and youth with disabilities; and extensive data analysis of CFS and CdS records. Over 400 people were consulted in the making of this report. The Advocate made nine recommendations for system change.

## RECOMMENDATION SUMMARIES:

- 1 Develop and enact a legislative mandate for CdS
- 2 Develop a protocol between CdS and CFS, clearly outlining processes for serving and jointly funding services for high needs children with disabilities and caregivers
- 3 Reduce Manitoba Health and regional health authorities' wait-times for diagnostic assessments for children suspected of having a disability, with a goal of wait times of less than six months between referral and diagnosis
- 4 Ensure families whose children are placed on waitlists for assessments and interventions for disabilities receive system navigation supports through CdS
- 5 Review and address case management workloads for CdS, ensuring case managers are able to implement internal standards and provide services aligning with a family-centred service model
- 6 Develop and implement a process for self-disclosure of First Nations (status and non-status), Metis, and Inuit ancestry, and track this information
- 7 Develop a policy and process to collect regular feedback from children with disabilities and their families to inform service improvements
- 8 Complete a CdS program manual and make this publicly available
- 9 Create and resource a strategy, reflecting a full and flexible continuum of respite options from at-home respite to alternative care outside the home

## LINKS:

**Report:** [MACY-Report-Bridging-the-Gaps-Achieving-Substantive-Equality-for-Children-with-Disabilities-in-Manitoba.pdf](#) (manitobaadvocate.ca)

**Executive Summary:** [Bridging-the-Gap-Executive-Summary.pdf](#) (manitobaadvocate.ca)

**Supplemental Information:** [MACY-Supplemental-Information-Disabilities-Report-v2.pdf](#) (manitobaadvocate.ca)

**Animated Video:** [Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba - YouTube](#)

### What has happened since the report release?

Since *Bridging the Gaps* was released on March 25, 2021, the Research Hub has begun developing several knowledge translation activities for the general public and disability service providers that give an overview on the findings and recommendations listed in the report. Although compliance monitoring on the report's recommendations was not required to begin until the fall of 2021, we were pleased to see that progress related toward fulfilling recommendation 9 was made in August when Manitoba Families announced a two-year partnership with St. Amant. The pilot project will create two over-night respite homes (one in Winnipeg and the other in Brandon).



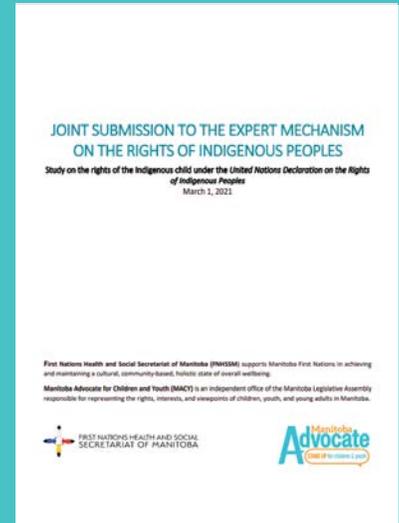
## JOINT SUBMISSION TO THE UNITED NATIONS EXPERT MECHANISM ON THE RIGHTS OF INDIGENOUS PEOPLES

The Manitoba Advocate for Children and Youth (MACY) and the First Nations Health and Social Secretariat of Manitoba (FNHSSM) sent a joint submission to the Expert Mechanism on the Rights of Indigenous Peoples (EMRIP) in response to the United Nations (UN) Human Rights Council resolution 33/25 on the rights of the Indigenous child under the UN Declaration on the Rights of Indigenous Peoples (UNDRIP).

This submission was guided and structured according to the priorities of the Indigenous youth of MACY's Youth Ambassador Advisory Squad (YAAS!) and highlights Indigenous-led programs and initiatives as they relate to the realization of Indigenous children's right to health.

The submission makes nine recommendations to the Expert Mechanism on the Rights of Indigenous Peoples pointing to the need to prioritize the voices and lived experiences of Indigenous children.

**Read the submission on our website:** [https://manitobaadvocate.ca/wp-content/uploads/2021-03-1-UNDRIP\\_Joint\\_Submission.pdf](https://manitobaadvocate.ca/wp-content/uploads/2021-03-1-UNDRIP_Joint_Submission.pdf)



**“I’ve lost friends to suicide up there [in remote communities]. [There] wasn’t anywhere to go for help...It’s like being kept in a box and no one can speak about it.”**

**– MACY Indigenous Youth Ambassador**

## SYSTEMIC ADVOCACY

The Systemic Advocacy Officer is responsible for tracking trends in systemic issues and designing strategies to respond to those issues. While working as part of the Research Hub, they coordinate with the Advocacy Services team to identify and assess issues that are affecting multiple children, youth, and families.

This year, Systemic Advocacy focused on the issue of youth addiction and mental health services by conducting a review of our Advocacy Services Program cases. They also revisited the issue of segregation in youth custody facilities, about which MACY released a special report, [Learning from Nelson Mandela:](#)

[A Report on the Use of Solitary Confinement and Pepper Spray in Manitoba Youth Custody Facilities](#), in 2019. Systemic Advocacy found little progress on the recommendations MACY previously made and began putting together a special report update for the following fiscal year, which involved interviewing youth who had experienced segregation and solitary confinement, as well as staff who oversee youth custody facilities. The Systemic Advocacy Officer also connects with organizations around Manitoba to identify issues, offer presentations, and expand awareness of MACY's mandate and designated service areas.

## YOUTH JUSTICE SYSTEMIC ADVOCACY DURING COVID-19

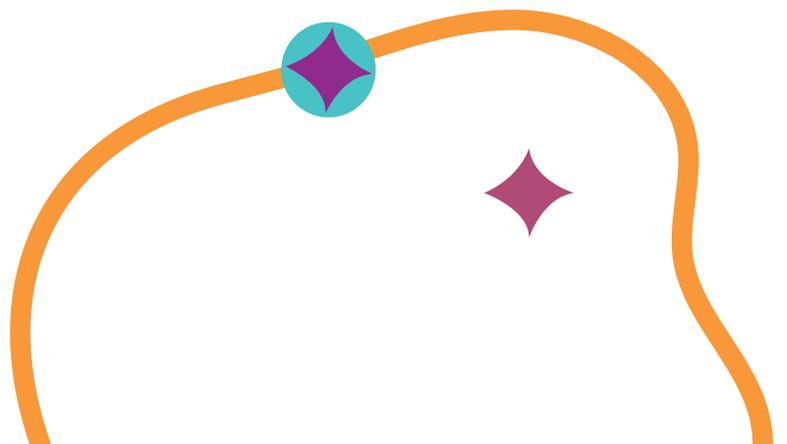
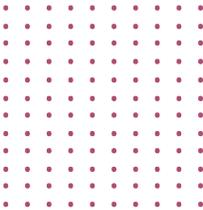
The COVID-19 pandemic has increased the use of segregation in youth custody facilities. As a public health measure, all youth admitted into custody facilities were being isolated for 14 days. Isolated youth moved to a non-isolation unit after their 14 days and after having a negative test for COVID-19 on day 11 of their isolation.

In April 2020, youth were being placed in solitary confinement in the Winnipeg Remand Centre, an adult facility, for up to 14 consecutive days. *The Youth Criminal Justice Act* (YCJA) requires that young persons in custody “shall be held separate and apart from any adult who is detained or held in custody” (section 84). When the Manitoba Advocate learned of the inappropriate treatment, the issue was raised immediately with the government and a letter of concern was sent to the Minister of Justice. The department ended the practice thereafter.

## RESEARCH PARTNERSHIPS

The Manitoba Advocate collaborates with experts and researchers in Manitoba working on children’s rights issues, including:

1. First Nations Health and Social Secretariat of Manitoba
2. Institute of Urban Studies, University of Winnipeg
3. Centre for Human Rights Research, University of Manitoba
4. Manitoba Centre for Health Policy (includes SPECTRUM – Social Policy Evaluation Collaborative Team at Universities in Manitoba)
5. Roberta Woodgate, University of Manitoba – studies mental health and children aging out of child welfare
6. Kendra Nixon and the Research and Education for Solutions to Violence and Abuse Network (RESOLVE)
7. *Supporting the Health of Survivors of Family Violence in Family Law Proceedings*, Winnipeg and Area Community of Practice
8. Centre for Healthcare Innovation, University of Manitoba



# QUALITY ASSURANCE

The Manitoba Advocate's Quality Assurance (QA) program focuses on continuous improvement within each of MACY's programs and monitors the levels of compliance demonstrated by the government with recommendations made by the Manitoba Advocate in investigations or special reports. The QA program works to ensure effective and efficient service delivery of public systems serving children and youth in Manitoba, including by MACY.

Photo caption: YAAS! and MACY staff took a trip to Selkirk to visit their new medicine garden.

## PROGRAM BY THE NUMBERS

- **1** special report analyzing government compliance with MACY recommendations
- **86** recommendations from previous special reports and investigations reviewed and analyzed for compliance
- **1** complaints policy and protocol developed and implemented

## INTERNAL QUALITY ASSURANCE

The Manitoba Advocate for Children and Youth (MACY) strives to provide high quality services to the children, youth, and families of Manitoba. In doing so, MACY ensures that children, youth, young adults, families, and collaterals have opportunities to provide feedback so that we can continuously improve services. In accordance with the Canadian Council of Child and Youth Advocates National Advocacy Standards, this fiscal year, the QA Program launched two important initiatives:

1. An online Feedback Survey, which was piloted in 2019-20. The survey is available on our website and is promoted through social media and in the signatures of employee emails.
2. A Complaints Policy and Protocol so members of the public can provide feedback or make a complaint about our services. Individuals can make a complaint through an online form or by email. Publicly available minimum standards for communication through the complaints process are accessible through our website to ensure accountability and transparency.

The QA Program engages in program development work that supports effective and efficient services for families. This year, we:

- Developed and launched a new information management system in June 2020. This included staff training and updated program-specific user guides on the database to support staff in accurate data collection.
- Created surveys and evaluation reports of new initiatives including the safe-sleep webinar series and the *Got Rights?* boxes
- Developed the logic models for Public Education and Systemic Advocacy Programs.
- Conducted annual reviews and updated the logic models for Advocacy Services, Investigations and Child Death Reviews, Youth Engagement, Research, Quality Assurance, and MACY as a whole.
- Began work on developing policy and procedure manuals for Office Management and Administration, Quality Assurance, and MACY as a whole.



## COMPLIANCE MONITORING

In accordance with Section 11(1)(d) of *The Advocate for Children and Youth Act* (ACYA), the Manitoba Advocate has the legal responsibility to monitor the implementation of recommendations released by the Advocate in investigations or special reports. The Advocate may include information on the levels of compliance with previous recommendations made by the Advocate, per Section 30(4) of the ACYA.

## A NEW COMPLIANCE MODEL

In April 2020, the Manitoba Advocate requested a review of the existing recommendations compliance process. Following findings of an internal review, the QA department began a jurisdictional scan for effective compliance processes.

Our examination took us to the European Union (EU) system and specifically the European Systemic Risk Board (ESRB), which serves as the independent oversight body of the EU. The ESRB reviews and monitors the financial system of the EU, issues recommendations for improvements, and monitors compliance with recommendations they make across EU

member states. Following a review of the ESRB model, we met with them virtually to discuss their approach. We then adapted their model to the needs of MACY. Following this, we created a handbook for public bodies and templates for managing and assessing information provided by the government and other responding service providers.

Presentations were conducted with representatives of each government department to communicate the new processes and procedures in the handbook.

To ensure transparency and accountability, the handbook is available publicly.

### Read the compliance assessment handbook:

<https://manitobaadvocate.ca/wp-content/uploads/Handbook-Compliance-Assessment-of-MACY-Recommendations.pdf>

**Preliminary evaluation of this model found that it is increasing progress on recommendations by enhancing the quality of responses. By using this approach, progress on recommendations increased from 54% to 70%.**

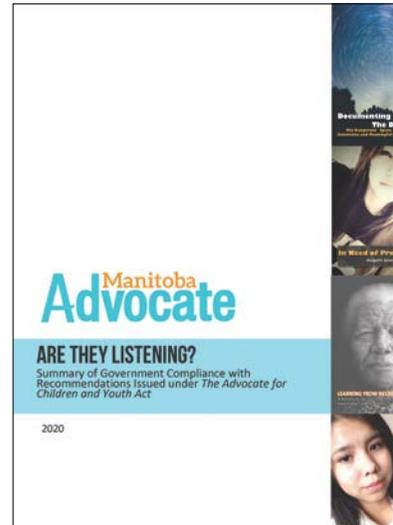
Caption: Knowledge Keeper Cheryl Alexander, Wavy Guy, and Youth Engagement Coordinator Jon Skrypyk hanging out at the office.



## SPECIAL REPORT:

# ARE THEY LISTENING? (NOVEMBER 2020)

The Manitoba Advocate released *Are They Listening?*, a special report providing information on the Manitoba government's compliance with 23 recommendations that MACY had made between March 15, 2018 and December 31, 2019. The special report showed that over a period of two years, only two recommendations for service improvements had been implemented fully and less than half (43%) of recommendations achieved positive compliance assessments.



The Quality Assurance team continues to track government compliance with all MACY recommendations and the Advocate plans to publish a compliance report annually to ensure public transparency.

**Read the report:** <https://manitobaadvocate.ca/wp-content/uploads/Are-They-Listening.pdf>

## RECOMMENDATION COMPLIANCE 2020-21 INVESTIGATION RECOMMENDATIONS

In 2020-21, MACY continued to monitor the implementation of 15 recommendations from individual child death investigations completed prior to the proclamation of the ACYA in 2018. Since proclamation of the ACYA, MACY has made 6 non-public recommendations, 1 added in the 2019-2020 fiscal year, and 5 added in the 2020-2021 fiscal year. All individual recommendations relate to Child and Family Services and are non-public in accordance with Section 4 of the ACYA. Of the 16 that remained open as of April 1, 2020, 3 recommendations have since been assessed as complete and closed as of March 31, 2021.

AUTHORITY/ RESPONSIBLE BODY	RECOMMENDATIONS CARRIED OVER FROM PREVIOUS YEAR	NEW RECOMMENDATIONS 2020-2021	% OF RESPONSE UPDATES AT END OF FISCAL 2020-2021	NUMBER OF OPEN RECOMMENDATIONS REMAINING AS OF MARCH 31, 2021	% COMPLETED AS OF MARCH 31, 2020
First Nations of Northern Manitoba CFS Authority	10	0	50%	8	20%
Southern First Nations Network of Care	2	4	100%	6	0%
Child and Youth Services Division	3	1	100%	3	25%
CFS "Multiples Working Group"	1	0	100%	1	0%
<b>SUMMARY</b>	<b>16</b>	<b>5</b>	<b>50%</b>	<b>16</b>	<b>19%</b>

General CFS Authority and Metis CFS Authority have no current non-public recommendations being monitored.



Photo caption: Staff and YAAS! participate in a medicine picking trip at Birds Hill Provincial Park.

## SPECIAL REPORT RECOMMENDATIONS

As of March 31, 2021, the Manitoba Advocate has issued a total of 65 recommendations to public bodies in special reports since its new mandate in 2018. Of those, 23 recommendations were made in four reports published in 2018-19, 28 recommendations were made in three reports published in 2019-20, and 14 recommendations were made in two public special reports produced this past fiscal year.

## COMPLIANCE ASSESSMENT SUMMARY

Stay tuned for the Manitoba Advocate's special report on the Manitoba government's compliance with recommendations issued since March 15, 2018. Our compliance report will focus on 51 recommendations. The report will be launched this coming December.

## RECOMMENDATION TRACKING

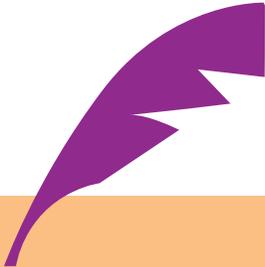
The Manitoba Advocate is also responsible for tracking recommendations issued in the Advocate's investigations and special reports. This information is available to all Manitobans on our website: <https://manitobaadvocate.ca/recommendation-tracking/>

A large, stylized illustration of the Wavy Guy mascot, a blue character with a large head, wide eyes, and a wide smile. He is wearing a blue long-sleeved shirt and blue pants. He is standing in a stadium with orange seats and a tall tower in the background. The background is a warm orange color. The mascot is waving with his right hand.

# SERVICE PLAN FOR 2020-21 AND STRATEGIC PRIORITIES FOR 2021-22, 2022-23

In accordance with *The Advocate for Children and Youth Act (ACYA)*, the Advocate must prepare a service plan with specific objectives and performance measures. The Advocate then reports on service plan results in the office's annual report (Sections 29 and 30 of the ACYA).

Photo caption: Wavy Guy poses for a photo in downtown Winnipeg.



## SERVICE PLAN BY THE NUMBERS

- 100% of Key Performance Indicators have been met.



Photo caption: Policy Analyst Johsa Manzanilla holds one of MACY's book club picks, Braiding Sweetgrass.

## STRATEGIC DIRECTIONS

The Advocate measures performance of its mission and vision based on six strategic directions, each with its own Key Performance Indicators (KPIs). Strategic directions were selected following a strategic planning process and are informed by the values of MACY.

1. Engaging and empowering youth voices
2. Accelerating responsiveness to advocacy services
3. Increasing transparency and system change through investigations
4. Advancing research and public education
5. Strengthening cultural proficiency in practice
6. Promoting accountability in child-serving systems



# STRATEGIC PLAN AND OUTCOMES

The following section outlines the Key Performance Indicators (KPIs - also known as the expected results) that are associated with each strategic direction, related activities, and status. We have also included strategic priorities and targets for the next two fiscal years.

## 1. ENGAGING AND EMPOWERING YOUTH VOICES

Guided by the value of child-centredness, MACY seeks out the voices and opinions of young people to amplify their voices and ensure our programs and services meet their changing needs.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Number of outreach activities where the primary audience is youth	20	45	30	40
Number of online or in-person presentations on children's rights for youth and youth organizations in the community	20	24	30	40
Percentage of children and youth who report knowing more about children's rights following a presentation	80%	100%	85%	90%
<b>New:</b> Number of facilitated sessions (internal and external), where the voices of youth with lived experience were consulted and included			4	5



Photo caption: Wavy Guy poses for a photo in downtown Winnipeg.

## 2. ACCELERATING RESPONSIVENESS TO ADVOCACY SERVICES

MACY delivers advocacy supports to children, youth, young adults, and their families across multiple service systems with the goal of ensuring our activities reflect our commitment to child-centred service. Responsiveness of advocacy services requires both timeliness and effectiveness, and is measured by the following indicators.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Percentage of new intakes requesting advocacy services that speak to an Advocacy Officer on the same day**	80%	83%	85%	90%
Percentage of children and youth who indicate that they received respectful services***	85%	86%	90%	90%
Percentage of children and youth that felt heard during the advocacy process***	85%	86%	90%	90%
Percentage of children and/or youth that would recommend MACY to a friend***	85%	100%	90%	90%

\*\* All walk-in intakes are responded to immediately. Sometimes calls are received after hours and responded to the next business day.

\*\*\* We are always seeking to learn and grow. While we know that sometimes the options people may desire might not be possible in a particular situation, we always strive to ensure people feel respected and heard by our team. Due to small sample sizes, the responses from children, youth, and adults were combined to calculate percentages. If you are unhappy with any interaction, you can email us at [complaints@manitobaadvocate.ca](mailto:complaints@manitobaadvocate.ca).

## 3. INCREASING TRANSPARENCY AND SYSTEM CHANGE THROUGH INVESTIGATIONS

MACY reviews public services through the eyes of the child with the goal of identifying gaps and making recommendations to improve child-serving systems and services for children, youth, and young adults.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Percentage of child death reviews completed within 12 months of the child death	70%	97%	75%	80%
Publish a year-end analysis of reviews that identifies systemic trends in the reviewable deaths of children, youth, and young adults	1	1	1	1
Publish special reports following an investigation that make recommendations	2	2	2	2

## 4. ADVANCING RESEARCH AND PUBLIC EDUCATION

MACY examines provincial service systems and emerging best practices from a child's rights lens so we can advocate for what young people need to live to their best potential.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Number of public education activities, presentations, and events, both in-person and online	50	70	60	70
Complete a special report with original research and respective public education materials	2	2	2	2
Growth in social media (live videos, YouTube, Facebook, Twitter, and Instagram) through social media indicators	20%	20%	30%	30%
<b>New:</b> Number of people reached via public education presentations/knowledge translation activities			500	750

## 5. STRENGTHENING CULTURAL PROFICIENCY IN PRACTICE

Acknowledging MACY's positionality as a publicly-funded independent organization, we strive towards Indigenous allyship through our ongoing commitment to achieve equity and social justice for all children, youth, and young adults.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Number of yearly ceremonies for children, youth, young adults, and families	3	11	4	5
Number of one-to-one cultural supports and resources to children, youth, young adults, and their families	50	53	75	90
Continue to include a preference for hiring Indigenous Peoples in all new employment postings	100%	100%	100%	100%
<b>New:</b> Number of learning events for staff focused on reconciliation, anti-racism, and/or anti-oppression to strengthen cultural proficiency			6	7

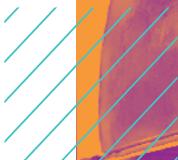


## 6. PROMOTING ACCOUNTABILITY IN CHILD-SERVING SYSTEMS

To ensure child-serving systems are responding to the changing needs of young people, MACY promotes accountability by listening to and amplifying the voices and experiences of children, youth, and young adults. We also recommend evidence-informed system changes, monitor government compliance with recommendations we've made, and speak publicly and honestly about provincial services.

KEY PERFORMANCE INDICATOR	2020-21 TARGET	ACTUAL OUTPUT	21/22 TARGET	22/23 TARGET
Report publicly on compliance with recommendations made by the Manitoba Advocate	1	1	1	1
Reviews of policies, procedures, and logic models for each program annually	1	1	1	1

Photo caption: Some books MACY staff read to children and youth for I Love to Read Month.



# 2020-21 FINANCIAL REPORT

All numbers below are reported in thousands and include the Thompson office.

\$1,123  
OPERATING

\$4,211  
SALARIES

**\$5,339 TOTAL**

Photo Caption: The MACY office in Winnipeg at 346 Portage Ave.

# OUR TEAM

## EXECUTIVE TEAM



**Ainsley Krone**

Acting Manitoba Advocate for Children and Youth



**Denise Wadsworth**

Indigenous Deputy Manitoba Advocate for Children and Youth, responsible for Advocacy Services and Youth Engagement (until October 2021)



**Maria Godoy**

Acting Deputy Manitoba Advocate for Children and Youth, responsible for Investigations, Research, Quality Assurance, and Public Education

## MANAGEMENT



**Cyndi Menke**

Manager, Finance and Administration



**Dr. Karlee Sapoznik Evans**

Manager, Research and Quality Assurance



**Jessica Botelho-Urbanski**

Manager, Public Education



**Michelle Kowalchuk**

Manager, Advocacy Services and Youth Engagement



**Kirstin Magnusson**

Manager, Advocacy Services



**Tanis Hudson**

Manager, Investigations and Child Death Reviews Program

## LEGAL COUNSEL



**Issie Frost, Q.C.**

General Counsel

## KNOWLEDGE KEEPER

**Cheryl Alexander**  
Knowledge Keeper

## ADMINISTRATION

**Erin Ryan**  
Reception, Administrative  
Secretary

**Ila Miles**  
Administrative Assistant

**Laurie Freund**  
Senior Clerk

**Reji Thomas**  
Senior Clerk

## YOUTH ENGAGEMENT

**Cathy Cook,**  
Youth Engagement Coordinator

**Jon Skrypyk**  
Youth Engagement Coordinator

**Wavy Guy**  
Mascot

## THE RESEARCH HUB

**Aliraza Alidina**  
Researcher

**Alexandra Guemili**  
Systemic Advocacy Officer

**Dr. Matthew Maher**  
Researcher

**Charlene Muzyka**  
Researcher

## QUALITY ASSURANCE

**Alison Carrey**  
Policy Analyst

**Janine Bramadat**  
Policy Analyst

**Johsa Manzanilla**  
Policy Analyst

**Narpinder Rehallu**  
Policy Analyst

## INVESTIGATIONS AND CHILD DEATH REVIEWS

**Anna Los**  
Investigator

**Jamie Robinson**  
Investigator

**Kayla Marcq**  
Investigator

**Kelsey VanOsch**  
Investigator

**Leigh Enns**  
Investigator

**Lynda Schellenberg**  
Investigator

**Melanie Johnson**  
Investigator

**Whitney Moore**  
Investigator

## ADVOCACY SERVICES

**Carly Lewadniuk**  
Advocacy Officer

**Dawn Gair**  
Advocacy Officer

**Debra De Silva**  
Advocacy Officer

**Doug Ingram**  
Advocacy Officer

**Gerald Krosney**  
Advocacy Officer

**Joanne Lysak**  
Advocacy Officer

**Krista Rey**  
Advocacy Officer

**Mae Choo-Mah**  
Advocacy Officer

**Margherita Gagliardi**  
Advocacy Officer

**Milan Patel**  
Intake Assessment Officer

**Naomi Evans**  
Advocacy Officer

**Paula Zimrose**  
Advocacy Officer

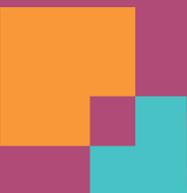




Photo caption for next pages: Honorary MACY staff – our work-from-home companions!







1 (800) 263-7146



[info@manitobaadvocate.ca](mailto:info@manitobaadvocate.ca)



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