

Mamow Obiki-ahwahsoowin

Everyone Working Together
to Raise Our Children



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Tikinagan

Child & Family Services

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Tikinagan is a community-based child and family service agency rooted in and accountable to the First Nation communities we serve. We work with First Nations to help families and protect children.

Our Vision

The Creator entrusted First Nations with the sacred responsibility of protecting our children and developing strong families and healthy communities. The Chiefs created Tikinagan to support and strengthen our children, our families, and our communities. The future of our communities is our children. They need to be nurtured within their families and communities. As such, community responsibility for child protection is an essential aspect of First Nations self-government.

Goal

The sacred responsibility for developing and sustaining our families takes us as Indigenous people back to the past to prepare ourselves for the future. The concepts, principles, and the values practised are the strengths we need now to encourage to ensure healthy families, which in turn will be the foundation of strong and healthy communities.

The overall goal of Tikinagan Child and Family Services is to keep our children with us, and within our community. The goal challenges us to:

- nourish the values and principles of our people
- draw our strengths from the people we serve
- develop skills and resources at the community level to address child welfare issues



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Tikinagan

Child & Family Services

Tikinagan Child and Family Services

PO Box 627, 65 King Street
Sioux Lookout, ON P8T 1B1

Toll Free: 1-800-465-3624
Phone: (807) 737-3466
Fax: (807) 737-3543
Web: www.tikinagan.org



Reporting Child Abuse or Neglect?
Call 1-800-465-3624
or (807) 737-3466

- 24/7 coverage - All calls confidential -



1-800-465-3624
TIKINAGAN.ORG

WE'RE LISTENING COMPLAINT PROCESS





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Tikinagan

Child & Family Services

Tikinagan provides services using a service model called Mamow Obiki-ahwahsoowin, which means “everyone working together to raise our children.” Everyone in the community, including parents, extended family, Elders, Chief and Council, local service providers and Tikinagan, is responsible for wellbeing of our children.

Key aspects of Mamow Obiki-ahwahsoowin include:

- Protecting and caring for children is a community responsibility
- Providing culturally appropriate services based on traditional practices and values
- The design and delivery of services by First Nations people
- Recognition of the inherent authority of First Nations over child welfare

Our policies and procedures are built around this model, but more importantly we endeavour to work within the true spirit of Mamow Obiki-ahwahsoowin based on First Nations’ values and principles. We reflect this in all of the work we do at Tikinagan.

Accountability

Through our First Nations mandate, we are entrusted with the responsibility of providing child welfare services. We are accountable to provide high quality services to children and families. We are committed to excellence and dependability in all aspects of service delivery.

HOW TO RAISE A CONCERN OR COMPLAINT ABOUT TIKINAGAN SERVICES

Tikinagan’s complaint process provides an opportunity for complaints to be dealt with in a fair, and timely manner and is designed to put into practice Tikinagan’s core values and work in the true spirit of the Mamow Obiki-ahwahsoowin service delivery model – “Everyone Working Together to Raise our Children”.

At all points in the complaint process you have the right to have someone of your choosing assist you. You also have the right to have a representative of your First Nation assist.

INFORMAL PROCESS

Connect With Tikinagan Staff

Most complaints about services can be settled by the worker and the client. So, speak to your worker when you feel there are any problems. Often this leads to a better understanding and an improved relationship. Throughout the informal process, Tikinagan staff at all levels will treat your concerns as a priority and respond quickly.

- Speak with your worker or the staff member involved. If you are not satisfied with the worker’s response, ask to talk to your with worker’s supervisor.
- If still not satisfied, you can also contact a Service Manager, Director of Services and/or the Associate Executive Director to discuss your concerns.

Our Service Area

Tikinagan provides services to residents of 30 First Nations, as well as Pickle Lake, Savant Lake and Allanwater. We also serve people affiliated with our First Nations living throughout Kenora-Rainy River District and the Thunder Bay District.

FORMAL PROCESS

Internal Client Complaints Panel

If you cannot resolve the differences informally, you can request that your concerns be reviewed by an Internal Client Complaints Panel.

- Put your complaint in writing using the Ministry of Children, Community and Social Services’ Formal Complaint to a Society’s Internal Complaints Review Panel Form: Ministry of Children, Community and Social Services’ Formal Complaint to a Society’s Internal Complaints Review Panel form.
- Send the form to Tikinagan by: **Mail** (Tikinagan Child and Family Services, Box 627, Sioux Lookout, ON P8T 1B1), **email** (ICRP@tikinagan.org) or **fax** (807-737-3466) the form to Tikinagan. You can also give it to any Tikinagan staff person.
- Within 7 days of submitting the form, Tikinagan will let you know if your complaint is eligible for review by an Internal Client Complaints Panel or if other options are available.
- If your complaint will be reviewed by a panel, you will be invited to meet and share your concerns within 14 days, unless you request a later date.
- Within 2 weeks of this meeting, Tikinagan will send you a letter summarizing the outcome.

In some situations, you may have the option of bringing your concerns to the provincial level processes which are outlined on the Ministry of Children, Community and Social Services’ Formal Complaint to a Society’s Internal Complaints Review Panel form.

