

Skátne Enionkwaió'ten – Draft Organization/Group Language Plan


Kateri Memorial Hospital Center

Owiso:kon Nadine Montour, Teiotsitsathe Lisa Peterson, Tekonwakwenni Lynda Delisle

Mission & Goals	Stakeholders	Partners/Collaboration	Language & Culture Programming
<ul style="list-style-type: none">• We are a Team dedicated to strengthening the health and well-being of Onkwehshon:'a by providing, in partnership with others, quality and holistic services that respond to the needs of the community.• As a community organization, our role is two-fold – Staff-driven, as we believe it is the collective and individual responsibility of all Kahnawa'kehro:non that the Kanien'keha language be re-established as the first language of the Kanien'keha:ka of Kahnawa:ke; in order to offer continued support and communication to our clients and residents, it is our responsibility to ensure staff are given the tools to enhance their Kanien'keha language skills;• and, mandated as a result of Kaianerenhseron:ni ne Onkwawenna'on:we Aonston ne Kahnawa:ke,• Five Strategic Goals - 2013 to 2019:<ol style="list-style-type: none">1. Ensure safety and quality are prioritized throughout all activities of the hospital centre.2. Renovate and expand the KMHC facility in order to meet the present and future needs of clients.3. Implement Traditional Medicine Services.4. Implement the Community Health Plan in partnerships.5. Integrate a more client and family centered approach to care.	<ul style="list-style-type: none">• The entire community of Kahnawà:ke, from preconception to death• All organizational employees, Native and non-Native• Surrounding communities• Urban First Nations	<ul style="list-style-type: none">• KMHC is a member of the Executive Directors' Committee.• Federal/Provincial Governments• Other healthcare facilities	<ul style="list-style-type: none">• KMHC provides an employee Language and Culture Program, two days per week;• We have directional signs in both Kanienkeha and English; Lobby TV airs culturally relevant material, both in English and in Kanienkeha;• Monthly tobacco burnings;• Death feast;• Culture presentation is part of new employee orientation session;• Piloting a Traditional Medicine Unit.

<i>Strengths & Resources</i>	<i>Future Collaborations</i>	<i>Successes</i>	<i>Supporting Language Revitalization</i>
<ul style="list-style-type: none"> • Providing healthcare services for 112 years • Have Mission, Vision and Values’ statements • Have a Strategic plan with language and culture as one of five goals • Employee population is 2/3rds First Nations • Mohawk employee speakers • Mohawk speakers in long-term care who benefit from interactions with Kanienke:ha speakers • Employee language and culture champions • Undergoing an expansion and renovation project, expanding outpatient services to include medical imaging and Traditional Medicine • Board of Directors and Management supportive of language and culture direction • Continue to have as much Kanien’keha used in the organization, i.e., PA system, signs, promotional pieces, social media • Front-line workers offering services in Kanienke’ha • Identifiers for Staff language learners, i.e., badges, bracelets • The imminent implementation of our Traditional Medicine Unit 	<p>As a member of the Executive Directors’ Committee, KMHC is in communication with member organizations (7).</p> <ul style="list-style-type: none"> • The private/retail sector is not represented here, however. • Closer working relationship with Tsi Niionkwarihoten tsi Tehahara’n Center, as well as Kanien’kehaka Onkwawen:na Raotitiohkwa Language and Cultural Center and KOR, i.e., sharing of resources ... books/documents/teaching materials. • Access to Quizlet (TNTC) • Closer working relationship with clinical services i.e: pre-natal program. • Ceremonies brought to the resident personally, i.e: accessibility in residents’ rooms. 	<ul style="list-style-type: none"> • Laboratory client numbers called in Kanien’keha • Main automated telephone message in Kanien’keha • Kanien’keha signage throughout the building • On-site language classes for employees • Lobby TV airs culturally relevant material • Ohenton Karihwentekwen each morning over the PA system • Cultural awareness month and in house activities. <p>Celebration of feasts, festivals</p> <ul style="list-style-type: none"> • Cultural presentations • Kanien’keha used on stationery, in correspondence, internally and externally • Employee Language and Culture Program, 2 days/week, since 2006 • Adoption of the organizational strategic goal .. To implement Traditional Medicine Services • Support of staff to attend TNTC Kanien’keha classes. These successful individuals have become champions in encouraging language usage, & other staff members to attend these classes. 	<ul style="list-style-type: none"> • Board of Directors and Management supportive of language and culture direction • Continue to have as much Kanien’keha used in the organization, i.e., PA system, signs, promotional pieces, social media • Front-line workers offering services in Kanienke’ha • Identifiers for Staff language learners, i.e., badges, bracelets • The imminent implementation of our Traditional Medicine Unit
<i>Obstacles & Challenges</i>		<i>Communication</i>	<i>Monitor, Evaluate, Accountability</i>
<ul style="list-style-type: none"> • Not a priority for all Staff • Cultural malaise • Political beliefs/religious • Funding • Review/rewrite job descriptions to reflect the language law • Losing speakers, both residents and Staff • Policy development • Leadership must lead by example. • Commitment • Kahnawake:ronon unsure of their roles and responsibilities, their roots • Enforcement of Law • Education ... • Walk the Talk • Encourage, support and promote speaking • Lobby for funding to increase services, i.e., a fluent speaker on-site to shadow, mentor employees • A directory of speakers • Mandatory for staff to attend in-house language classes • In-house language class participants to sign contract, ensuring commitment • Policy to ensure Kanien’keha is a priority 		<ul style="list-style-type: none"> • Through social media, i.e., Facebook, twitter • Through our webpage, KMHC.ca • Through media outlets, i.e., K103, Eastern Door, Ioriwa:se • Through internal methods, i.e., hard-copy promotional items, communiqués, lobby TV • Through presentations, i.e., on-site in other community organizations • Through our Community annual report, i.e., promote, applaud our re-vitalization efforts and successes • Reinforce the use of the language through daily correspondence, i.e: memo, letters, communiques, etc... 	<ul style="list-style-type: none"> • Successful Staff completion of Tsi Niionkwariho:ten Tsi Tewahahara’n program • Increase the number of students enrolled in Tsi Niionkwariho:ten Tsi Tewahahara’n program • KMHC stats re employee language and culture activities • Tsi Niionkwariho:ten Tsi Tewahahara’n program stats • The Law already makes us accountable; however, the degree the Law is enforced ... • Policy development • Ensure one employee per team participates in language and culture activities and share information with Team

<i>Impact & Effectiveness</i>	<i>Response & Future Directions</i>
<p>To a degree, staff, residents and families participate in language and culture initiatives; however, as providers of 24/7 healthcare, oftentimes it is impossible to join-in as the need to deliver hands-on care is the priority; still missing a large percentage of involvement.</p> <p>Management needs to be visible, lead by example.</p> <ul style="list-style-type: none">Let’s glorify the language, recognition and praise for those who speak and take the initiative and time to learn our language.Encourage meetings attended open with Ohenton Kariwatekwen	<ul style="list-style-type: none">Share resourcesSupport those who want to learnIndividuals must take responsibility
<i>Is it unclear to your group/org what your role is in language revitalization?</i>	<i>Does Kahnawà:ke need a community-wide Council or Committee to direct and support language revitalization?</i>
No - the Law is clear as to what is expected of community organizations. Yes - how we respect/implement those expectations is challenging.	Yes

Strategic Vision Board Comments	Session One Board
<ul style="list-style-type: none">Connect them [Elders] to our youthHire kind and friendly staffPromote more into community members and beyond, open to everyone (C & L Med.)	

<i>Year</i>	<i>Vision & Goals</i>	<i>Activities, Action Items...</i>
2017 - 2018	<ul style="list-style-type: none">➤ Develop and implement a Kanien’keha Language Personnel/Administrative Policy➤ Increase opportunities for language learning by increasing the number of hours per week➤ Lobbying for funding➤ Offer learning incentives	
2019 <i>*UN Year of Indigenous Languages</i>	<ul style="list-style-type: none">➤ Point-of-Service employees speaking Kanien’keha	
2020		
2021 <i>*Prepare for next five-year community language plan.</i>		