

# Skátne Enionkwaió'ten – Draft Organization/Group Language Plan

## Kateri Memorial Hospital Center

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

<i>Mission &amp; Goals</i>	<i>Stakeholders</i>	<i>Partners/Collaboration</i>	<i>Language &amp; Culture Programming</i>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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;</li> <li>• and, mandated as a result of Kaianerenhseron:ni ne Onkwawenna'on:we Aonston ne Kahnawa:ke,</li> <li>• Five Strategic Goals - 2013 to 2019: <ul style="list-style-type: none"> <li>1. Ensure safety and quality are prioritized throughout all activities of the hospital centre.</li> <li>2. Renovate and expand the KMHC facility in order to meet the present and future needs of clients.</li> <li>3. Implement Traditional Medicine Services.</li> <li>4. Implement the Community Health Plan in partnerships.</li> <li>5. Integrate a more client and family centered approach to care.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The entire community of Kahnawà:ke, from preconception to death</li> <li>• All organizational employees, Native and non-Native</li> <li>• Surrounding communities</li> <li>• Urban First Nations</li> </ul>	<ul style="list-style-type: none"> <li>• KMHC is a member of the Executive Directors' Committee.</li> <li>• Federal/Provincial Governments</li> <li>• Other healthcare facilities</li> </ul>	<ul style="list-style-type: none"> <li>• KMHC provides an employee Language and Culture Program, two days per week;</li> <li>• We have directional signs in both Kanienkeha and English;</li> <li>• Lobby TV airs culturally relevant material, both in English and in Kanienkeha;</li> <li>• Monthly tobacco burnings;</li> <li>• Death feast;</li> <li>• Culture presentation is part of new employee orientation session;</li> <li>• Piloting a Traditional Medicine Unit.</li> </ul>

<i>Strengths &amp; Resources</i>	<i>Future Collaborations</i>	<i>Successes</i>	<i>Supporting Language Revitalization</i>
<ul style="list-style-type: none"> <li>• Providing healthcare services for 112 years</li> <li>• Have Mission, Vision and Values' statements</li> <li>• Have a Strategic plan with language and culture as one of five goals</li> <li>• Employee population is 2/3rds First Nations</li> <li>• Mohawk employee speakers</li> <li>• Mohawk speakers in long-term care who benefit from interactions with Kanienke:ha speakers</li> <li>• Employee language and culture champions</li> <li>• Undergoing an expansion and renovation project, expanding outpatient services to include medical imaging and Traditional Medicine</li> <li>• Board of Directors and Management supportive of language and culture direction</li> </ul>	<ul style="list-style-type: none"> <li>As a member of the Executive Directors' Committee, KMHC is in communication with member organizations (7).</li> </ul>	<ul style="list-style-type: none"> <li>• Laboratory client numbers called in Kanien'keha</li> <li>• Main automated telephone message in Kanien'keha</li> <li>• Kanien'keha signage throughout the building</li> <li>• On-site language classes for employees</li> <li>• Lobby TV airs culturally relevant material</li> <li>• Ohenton Karihwentekwen each morning over the PA system</li> <li>• Cultural awareness month and in house activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Board of Directors and Management supportive of language and culture direction</li> <li>• Continue to have as much Kanien'keha used in the organization, i.e., PA system, signs, promotional pieces, social media</li> <li>• Front-line workers offering services in Kanienke'ha</li> <li>• Identifiers for Staff language learners, i.e., badges, bracelets</li> <li>• The imminent implementation of our Traditional Medicine Unit</li> </ul>
<h3 data-bbox="646 1136 1233 1193"><i>Obstacles &amp; Challenges</i></h3> <ul style="list-style-type: none"> <li>• Not a priority for all Staff</li> <li>• Cultural malaise</li> <li>• Political beliefs/religious</li> <li>• Funding</li> <li>• Review/rewrite job descriptions to reflect the language law</li> <li>• Losing speakers, both residents and Staff</li> <li>• Policy development</li> <li>• Leadership must lead by example.</li> <li>• Commitment</li> <li>• Kahnawake:ronon unsure of their roles and responsibilities, their roots</li> <li>• Enforcement of Law</li> <li>• Education ...</li> <li>• Walk the Talk</li> <li>• Encourage, support and promote speaking</li> <li>• Lobby for funding to increase services, i.e., a fluent speaker on-site to shadow, mentor employees</li> <li>• A directory of speakers</li> <li>• Mandatory for staff to attend in-house language classes</li> <li>• In-house language class participants to sign contract, ensuring commitment</li> <li>• Policy to ensure Kanien'keha is a priority</li> </ul>	<h3 data-bbox="1821 1136 2245 1193"><i>Communication</i></h3>	<ul style="list-style-type: none"> <li>• Through social media, i.e., Facebook, twitter</li> <li>• Through our webpage, KMHC.ca</li> <li>• Through media outlets, i.e., K103, Eastern Door, Ioriwa:se</li> <li>• Through internal methods, i.e., hard-copy promotional items, communiqués, lobby TV</li> <li>• Through presentations, i.e., on-site in other community organizations</li> <li>• Through our Community annual report, i.e., promote, applaud our re-vitalization efforts and successes</li> <li>• Reinforce the use of the language through daily correspondence, i.e: memo, letters, communiques, etc...</li> </ul>	<ul style="list-style-type: none"> <li>• Successful Staff completion of Tsi Niionkwariho:ten Tsi Tewahahara'n program</li> <li>• Increase the number of students enrolled in Tsi Niionkwariho:ten Tsi Tewahahara'n program</li> <li>• KMHC stats re employee language and culture activities</li> <li>• Tsi Niionkwariho:ten Tsi Tewahahara'n program stats</li> <li>• The Law already makes us accountable; however, the degree the Law is enforced ...</li> <li>• Policy development</li> <li>• Ensure one employee per team participates in language and culture activities and share information with Team</li> </ul>

Impact & Effectiveness	Response & Future Directions
<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"> <li>Let's glorify the language, recognition and praise for those who speak and take the initiative and time to learn our language.</li> <li>Encourage meetings attended open with Ohenton Kariwatekwen</li> </ul>	<ul style="list-style-type: none"> <li>Share resources</li> <li>Support those who want to learn</li> <li>Individuals must take responsibility</li> </ul>
<p><b><i>Is it unclear to your group/org what your role is in language revitalization?</i></b></p>	<p><b><i>Does Kahnawà:ke need a community-wide Council or Committee to direct and support language revitalization?</i></b></p>
<p>No - the Law is clear as to what is expected of community organizations.</p> <p>Yes - how we respect/implement those expectations is challenging.</p>	<p>Yes</p>

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

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