



Resolution Office Update

The Board received the report of the Resolution Officer covering the period from December 1, 2024, to May 31, 2025. The Resolution Officer received thirty-one complaints in this period, with ten currently in mediation.

In addition, the Resolution Officer participated as a member of the Employee Wellness Working Group and provided training in "Conflict Resolution Processes" to managers and employees, and "Let's Reflect On Ourselves" training to birthing assistants.

The Resolution Officer also received CFOT training, Giwiidabindimin Responding to Trauma and Grief for Indigenous Communities training, and Advance Ombudsman training.





Vigilance and Client Experience Committee: Commissioners of Complaints and Quality Assurance Annual Report 2024-2025

The Board voted to approve the 2024-2025 Annual Report of the Commissioner of Complaints.

This year, the Services Quality and Complaints Commissioner office opened 115 files (all types combined). Fourteen of these concerned complaints, some of which had more than one ground of complaint. Of the grounds for complaint, 75% of complaints were concentrated on two categories: care and services provided (50%) and accessibility (25%). In terms of complaints by service, Wiichihiituwin received the highest number, followed by CMCs; this is not surprising, given that these services receive the majority of users as well. The Commissioner intervened in 23 cases, based on the reception of facts that suggested that the rights of users are not being respected. The Commissioner provided assistance in 67 cases, and in another seven cases the Commissioner provided consultation.

Four files were sent to the Medical Examiner, all concerning physicians; three of these concerned the perception that the result of medical treatments was not at the level expected by the patient, while the fourth is subject to a disciplinary process.

Vigilance and Client Experience Committee: Commissioners of Complaints and Quality Assurance Annual Report 2024-2025 continued

The Commissioners continue their monthly updates with the Executive Director and are members of the Regroupement des Commissaires aux plaints et à la qualité des services du Québec to exchange information and expertise. They were also invited to join the Cultural Safety Working Group and promoted Elder Mistreatment training with frontline workers. They also carried out visits to all communities.



Council of Physicians, Dentists and Pharmacists (CPDP): Nominations and Privileges for Physicians and Dentists

The Board approved the CPDP's nominations of the following physicians:

Dr. Séverine Laplante, active member and part-time occasional family physician

Dr. Daniel Poplawski, active member and permanent half-time family physician

Dr. Geneviève Gosselin, changed to active member and permanent Fulltime (FT) (from FT+) family physician

Dr. Élise Girouard-Chantal, active member and Fulltime Plus (FT+) family physician with additional privileges in Emergency Dept Targeted Ultrasound and First Trimester Dating Ultrasound

Dr. Viven Loo, associate member and specialist in Medical Microbiology.

Dr. Anne Andermann has left the CBHSSJB, and her position has been terminated.

CPDP: Nominations and Privileges for Physicians and Dentists

The Board also approved the CPDP's nominations of the following dentists, with all nominations effective to December 31, 2027:

Dr. Jessica Italia, associate member and replacement dentist

Dr. Frederique Menager, associate member and replacement dentist

Dr. Catherine Bordeleau, associate member and replacement dentist

Dr. Roxanne Richer, associate member and replacement dentist



CPDP: Annual Report 2024-2025

The Board voted to approve the 2024-2025 Annual Report of the Council of Physicians, Dentists and Pharmacists.

The CBHSSJB has 124 family physicians who are active members, as well as 13 specialists who are active members and another 22 specialists who are associate members. In Public Health, there are nine physicians and one dentist who are active members. Among dentists, nine are permanent full-time active members and another 40 are replacement dentists who are associate members; there are eight associate member dentistry specialists. Among pharmacists, there are seven permanent full-time active members and five replacement associate members.

The Report summarized the activities of the CPDP's eight obligatory committees and nine other committees mandated by the CPDP's Executive Committee.



CPDP: End-of-Life Care Report

The Board approved the CPDP's 2024-2025 End-of-Life Care Report. The report will be submitted to the Commission sur les soins de fin de vie.

The report noted 10 cases of palliative care in the communities and 12 at the Chisasibi Hospital.



Human Resources (HR) Committee: HR Dashboards update

The Board was given an update on HR's dashboard, which provides a portrait of the organization from April 1, 2024, to March 31, 2025. The dashboard allows users to view data from two perspectives – position and employee – and is organized into four categories: Staffing, Workforce Wellness, Recruitment & Retention, and Positions.

The presentation included an overview of current employee demographics. Some information provided by the dashboard includes the fact that 2,097 (68%) of the organization's 3,100 employees are Indigenous, that the greatest number of employees are in the Miyupimâtisîun Department, and that 71% of employees are female. The dashboard also provides information concerning age ranges, job categories, years of service, maternal and sick leaves, hirings and retirements by department, and other criteria, all of which enable the CBHSSJB to anticipate and plan for future needs.



HR: Work Satisfaction Survey

The 2025 workplace satisfaction survey offers a comparison with and aims to track changes in workplace satisfaction since the first workplace satisfaction survey in 2021. The survey asked for responses concerning workplace climate, work environment & resources, leadership support and overall job satisfaction.

The responses to questions in the Workplace Climate, Leadership Support and Overall Satisfaction categories were primarily "very satisfied" (the second-highest ranking, after "extremely satisfied") or "satisfied". Work Environment & Resources and Leadership Support were first and second most improved categories; Work Climate ranked "very satisfied" for all questions but one, while Overall Satisfaction received "very satisfied" for all questions. The survey also identified some areas for continued improvement, especially in Work Environment & Resources. The presentation also broke down results by Department.



HR: Training Plan 2024-2026

The Board voted to approve the Training Plan for 2025-2026, along with the budget requirements, obligations and commitments.

All training activities support the CBHSSJB's four Strategic Orientations (Cree Culture & Autonomy; Health & Well-Being; Access & Quality; Nurture & Grow) and the Organizational Priorities expressed under each of these orientations.

Next steps include communicating the approved plan through information sessions, implementing the training activities, and monitoring and reporting on these activities.



Audit Committee: Audited Financial Statements 2024-2025 and Audited Financial Statements (CNESST) 2024

The Board reviewed and approved the audited financial statements for the period from April 1, 2024, to March 31, 2025.

The statements were prepared and submitted with a letter of recommendations from the firm of Raymond Chabot Grant Thornton S.E.N.C.R.L.

The Board also approved the audited Consolidated Annual Financial Report for the CNESST Program covering the period December 31, 2023, to December 31, 2024. The CNESST budget is directed toward supporting the Public Health Department in carrying out activities to prevent work-related injuries and illnesses in the workplace.



Audit Committee: Budget Parameters 2025-2026 & Line of Credit

The Board of Directors approved the budget for 2025-2026.

The Audit Committee's presentation broke down the Quebec and federal sources of funding and the funding per department and community, as well as providing an overview of expenses.

In addition, the Board voted to approve the line of credit with Fonds de Financement for the period from July 1, 2014, to June 30, 2026.



Audit Committee: Internal Auditor's Report

The Board was updated on the Internal Audit of the Medication Procurement Process outside of Cree Communities.

The Board was also presented with two specific incidents filed in Clearview and recommendations for resolving these issues.



Council of Midwives (CMW): Service Contracts & Short-Term Service Contracts

The Board voted to approve two midwife service contracts.

Valerie Allard was approved as midwife based in Chisasibi on an occasional full-time basis, from July 21, 2025, to July 21, 2028.

Vanessa Asfar was approved as midwife based in Waskaganish on a regular full-time basis, from May 26, 2025, to May 26, 2028.

The Board also approved the hiring of "temporary" midwives when required to address a shortage of midwives. The Board delegated to the ED the responsibility to accept or refuse the application of a midwife, to obtain recommendations from the CMV concerning the qualifications and competence of a midwife, and to carry related tasks and responsibilities.

Council of Midwives: Annual Report 2024-2025

The Board received the 2024-2025 Annual Report from the CMV; the council includes all 15 midwives under contract with the CBHSSJB. The midwives are based in Chisasibi and Waskaganish and supported perinatal services in Wemindji and Whapmagoostui. Last year 28 babies were born in Eeyou Istchee.

The Annual Report discussed a range of issues, including recruitment and retention, the recent amendment of the CMV bylaw, support for training in hospitals and birthing centres outside Eeyou Istchee, the adoption of regional guidelines and protocols, the activities of the CMV's various committees, the collection of data, and other issues.





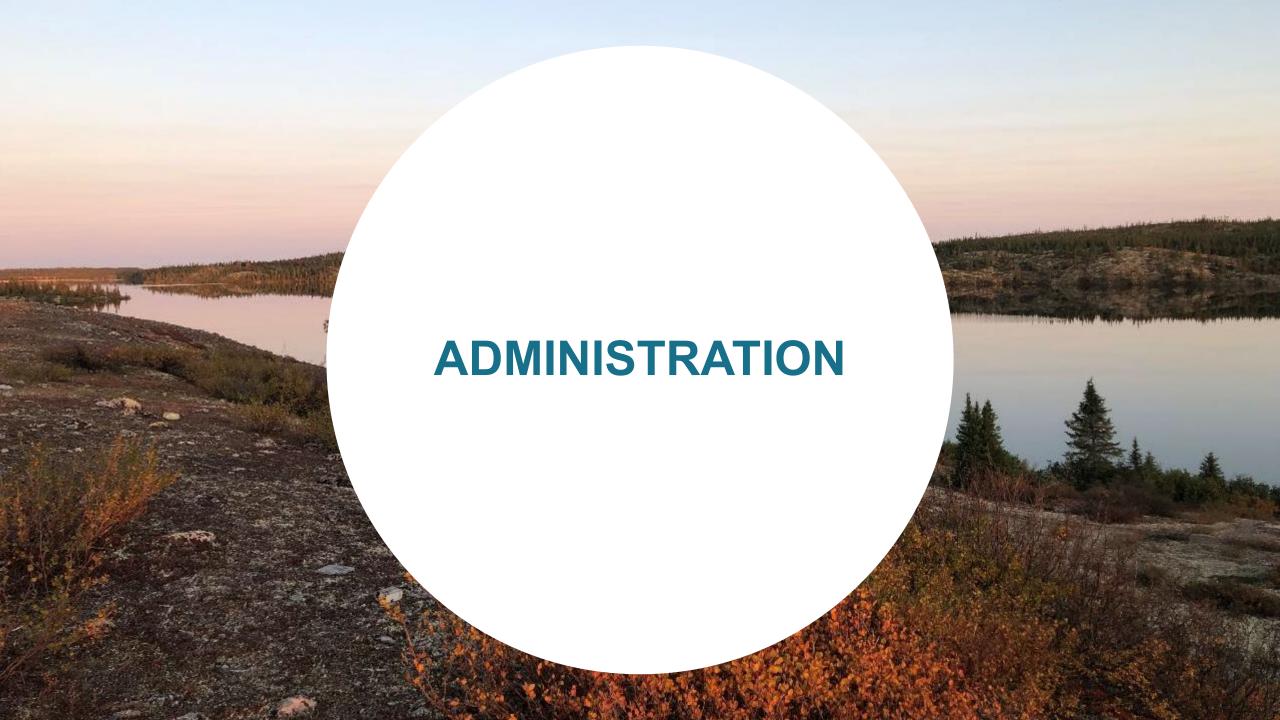
Acceptance of Washaw Sibi Representative

The Board approved the appointment of Edna Kitchen-Kistabish as representative of Washaw-Sibi, with observer status on the Board.

The appointment is for a three-year term. Edna Kitchen-Kistabish was appointed by Chief and Council of the Cree Nation of Washaw-Sibi at its meeting on March 11, 2025.







Grant & Agreement of Superficies with Cree Nation of Chisasibi for 22 Housing Units

The Board of Directors approved the proposed Grant and Agreement of Superficie between the Cree Nation of Chisasibi and the CBHSSJB for the 22 Housing Units

In 2001 the Cree Nation of Chisasibi signed a lease with the CBHSSJB for the construction of 17 buildings that held a total of 22 housing units, and for the leasing of these units for 20 years, with the option to purchase them for \$1 at the expiration of this time. An agreement of sale was approved by the Board in December 2020 and was approved by the Cree Nation of Chisasibi on March 4, 2025, as was the grant and agreement of superficie. The sale and grant and agreement of superficie are conditional on the approval of the MSSS.



Grant & Agreement of Superficie with Cree Nation of Chisasibi for the Birthing Home in Chisasibi

The Board approved the grant and agreement of superficie with the Cree Nation of Chisasibi for the birthing home in that community.

On January 14, 2025, the Cree Nation of Chisasibi adopted a resolution granting a right of superficie to the CBHSSJB for ten years less one day, for land at the site of the birthing home, 240 Salt Street.



Housing update

The Board received an update on housing policy, procedures and needs from the Director of Material Resources.

The policy defines who is eligible to receive housing from the CBHSSJB and who is not eligible, as well as the types of housing given to eligible employees. This depends on their personal and professional circumstances; for instance, factors influencing the type of housing an employee might have would depend on the size of the employee's family, if the employee has a family, as well as on the employee's eligible position and seniority.

The presentation noted that the organization needs another 222 housing units, including 92 in Chisasibi, 61 in Waskaganish and 66 in Mistissini. There are currently 81 units in development across Eeyou Istchee, including 24 in Chisasibi, 57 in Waskaganish and 27 in Mistissini.

The presentation concluded by identifying some challenges as well as plans of action that can be undertaken to address the housing shortages.



Wîchihîwâuwin Helpline Update

The Board was updated on the use of the Wîchihîwâuwin Helpline, launched in 2020. In 2024 the helpline received 1750 calls, a 45% increase over 2023, which in turn had seen a 76% increase over 2022. All psychosocial calls in Waswanipi, Mistissini and Chisasibi now go through the helpline.

Primary reasons for calling include suicidal ideation or attempts (30.4%), other mental health issues (28%), issues with housing situations (19.7%), requests for information (13.7%) and family issues (8.2%). The helpline receives calls from the population as well as nurses, police, psychosocial workers and doctors. In the majority of cases (63.7%), the helpline is able to address the problem and answer the caller's needs. In many cases (29.4%) the call results in an immediate referral to services, while in other cases (6.9%) it leads to a non-immediate referral.

The presentation also outlined the trajectory for immediate and non-immediate referrals.



Regional Nurse On-Call Pilot update

The regional nurse on-call pilot project was launched in Waskaganish in June 2022 in response to the nursing shortage and the increased frequency of on-call shifts, and currently covers all communities except Chisasibi and Mistissini, with lines open from 8 pm to 8 am every night.

Data from the past year shows more than 3500 calls with an average of 15 per night. Of these, just under half needed to be seen in person later.

The program has established a pathway to midwives in Waskaganish and is assessing whether to increase coverage and eventually link a pathway with 911. A client experience survey is being planned.



MIC-M Implementation update

The Board was updated on the implementation of the Miyupimâtisîun Integrated Care Model (MIC-M). The presentation summarized a timeline leading up to the implementation and provided an overview of the primary care services care teams (nurse, PCCR, MD/Nurse Practitioner, medical secretary, community worker) and extended care teams (perinatal, psychosocial, etc).

It also summarized some important indicators, advantages for the clients as well as for the clinics, and highlights of the ongoing implementation. In July 2025 Wemindji will see the launch of two care teams while Waskaganish will see three care teams start.

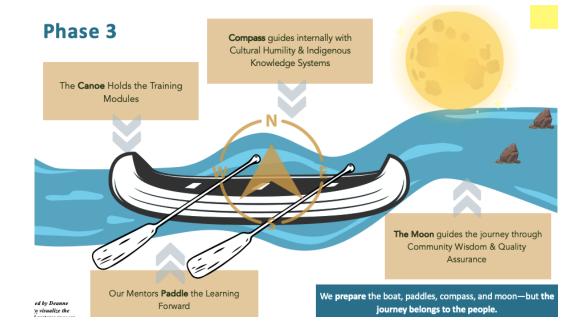


Healing Informed In-House Frontline Training update

The Board was updated on Healing-Informed In-House Frontline Training project. This project aims to provide culturally safe, trauma-aware services rooted in Miyupimâtisîun. The project aims to bridge Western clinical methods with Cree cultural strengths such as Elder guidance, land-based practices, and communal healing traditions. The project is entering its third phase, Cultivating Growth and Development, from May-October 2025; a fourth phase remains.

Phase three will involve creating content, tools, and training materials for community-based/role

specific practice.





Wîchihîwâuwin Emergency Steering Committee (WESC) – Psychosocial Services update

The Board was updated on the activities of the Wîchihîwâuwin Emergency Steering Committee (WESC), which reports directly to the AED Pimuhteheu. During emergencies, WESC aims to quickly mobilize psychosocial support to communities. The presentation outlined the role of WESC, its response in times of crisis, and the resources available through it.

In the past year, from May 2024 to June 2025, WESC's support was requested for eight crises.

In June 2025, WESC held a gathering in Val d'Or with 50 participants (CBHSSJB staff and representatives of Cree Nations and other entities) to develop plans for each community and a communication campaign to raise awareness. WESC has also carried out psychosocial planning for forest fire evacuation.

The presentation concluded with a summary of next steps for WESC, including (among others) continuing to support the development of *Community Psychosocial Emergency Preparedness Plans* and integrating WESC into the new Emergency Measures direction.

Evacuation Lists for Phases 1-2-3

The Board was presented with a summary of evacuation preparedness and evacuation lists. The EVA tool for Vulnerable Clients' Evacuation Prioritization and Coordination enables the emergency preparedness team to ensure that vulnerable clients are identified and can be evacuated according to their level of need. Of all active clients in Eeyou Istchee – that is, 20,033 people, as of May 27, 2025 – a total of 5,599 of them are identified as vulnerable. Of these, 1,771 are phase one evacuees – the most vulnerable – while 3,828 – are phase two evacuees. Phase three evacuees include the remainder of the population.

The presentation also breaks down these numbers by community and other demographic criteria (eg, age, pregnancy, etc).

Next steps involve data validation with CMCs, wellness checks in the case of pre-alerts, and consultations with each community to share information and solicit feedback.



Limitation of Freedom and Intensive Supervision Statistics

The Board received Youth Healing Service's summary of limitations of freedom, intensive supervision and use of detention/isolation, broken down by gender and facility, for the period from March 2025 to May 2025.

The summary also gave an overview of the number of youth in YHS, broken down by the cause of placement (YP Act or YCJ Act), facility, age, gender, activities undertaken and other data.



NEXT REGULAR BOARD MEETING

September 2025





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