



**First Nations' Community of
Practice on Housing (CoPH)
Participatory Event**

**Montreal, February 12 and 13,
2019**

Together we Learn



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Background

The objective of the First Nations Community of Practice on Housing is to become a must for First Nations housing sector stakeholders in Quebec and to support the development of First Nations housing management students. In addition to continuing the development of the community of practice, the Workplace platform currently includes more than 122 members from Quebec communities.

In order to promote sharing and create a vast network of mutual aid and collaboration, the CoPH invited the various stakeholders and the main partners to two days of exchanges and presentations on topics identified by the members.

DIVERSIFIED PARTICIPATION

The invitation from the CoPH received an excellent response from all communities. Nearly 45 people from various roles and communities were present. There was a good representation of both anglophone and francophone communities. In

addition, an increased number of nations were represented.

Through this event, the CoPH continues its mission: ***The diversity of knowledge as a common good and source of collective learning.*** The desire to strengthen the links, the sharing and collaboration among housing stakeholders and the intention to bring communities closer together and strengthen their collaboration in the First Nations housing sector can be felt.

EVENT INTENTIONS

We are reminded that this event was created to serve the following intentions:

- Strengthen collaboration
- Strengthen links between stakeholders
- Create authentic relationships
- Support and help one another
- Share best practices
- Promote the CoPH
- Have fun

Participants

Abdrabou Bassem - Listuguj

Josianne Bellefleur – Pakuashipu

Serge Bouchard – Mamuitun

Judith Buckell - Mashteuiatsh

Robin Cayer - Kitigan Zibi

Darlene Chevrier – Timiskaming

Ada Chevrier - Timiskaming

David Condo – Gesgapegiag

René Crépeau - Pessamit

André Dansereau – ISC

Regina De la Campa – CMHC

Maxime Diamond – Grand Conseil de la Nation
Waban-Aki

Mario Duchesne - Opitciwan

Andréanne Ferland – FNQLSDI

Brad Flamand - Manawan

Jean-Marc Flamand – Manawan

Diane Gabriel – School Council

Rola Helou – School Council

Gordon Isaac – Listuguj

Wanda Jerome – Gesgapegiag

Jean-Marie Jourdain – Uashat mak Mani-Utenam

Steve King - Timiskaming

Tanu Lusignan – School Council

Tangerine Malleck –AEC student

Fanny-Alisson Mark – Mamit Innuat

Mary Mark – Pakuashipu

Glen Mathias – Long Point First Nation

Tanya McKenzie – Kebaowek First Nation

Annie Mestenapeo – AEC student

Jody Mitchell - Listuguj

Sylvestre Mullen – Unamenshipu

Pamela Mollen-Stubbert – Mamit Innuat

Alain Murray – Mamit Innuat

Noah Nabinacaboo - Kawawachikamach

Joanne Nolin – AEC student

Jean-Marc Penosway - Kitcisakik

**Participants
(continued)**

Peggy Petiquay – Wemotaci

Danielle Petiquay – Conseil de la Nation
Atikamekw

Stéphanie Petiquay – Wemotaci

Vanessa Pien – Kawawachikamach

Patrick Robertson – School Council and
Mashteuiatsh

François Sauvageau – CMHC

Robert Swappie - Kawawachikamach

Dannye Therrien – Wendake

Mali-Jane Vollant – Mamit Innuat



Check-in

Conversations

At the beginning of the meeting, a roundtable was conducted for participants to get to know each other better and break the ice. Participants gave their name, role and the organization they represent. In addition, everyone expressed their present feelings. Below is a list of how participants feel:

- Looking forward to learning more
- Hoping to contribute
- Hoping to move forward
- Feeling tired
- Feeling cold
- Had breakfast across the street
- Good feeling
- Looking forward to learning more
- Enthusiastic
- Replenishing
- Unifying strengths and values
- Happy and proud
- Looking forward to learning more
- Understanding more
- Nervous and curious
- Happy
- Feeling good

- Learning and understanding more
- Sharing
- Learning something new
- Seeing new things
- Acquiring new knowledge
- Happy
- Seeing everyone together
- Enthusiastic
- Discovery mode
- Seeing things evolve, needs
- Listening and anxious
- Gathering new and fresh ideas
- Improving the situation
- Curious
- Hoping to learn
- Excited
- Curious
- Feeling good

Brainstorming topics

Conversations

One of the roles of the CoPH is to discuss topics of interest for stakeholders. During this event, periods were reserved for sharing on the priority topics for members. In order to identify these topics, stakeholders proposed topics they wished to discuss. Subsequently, members were grouped together according to similar topics and in order to determine which topic would be prioritized. A vote was taken to determine the workshop subjects.

- Psychological support services for housing (7 votes)
- CCQ regulations, benefits for First Nations, method for obtaining CCQ cards for Aboriginal people (7 votes)
- Training for tenants (their responsibilities in terms of maintenance) (5 votes)
- Financing programs, innovation funds (5 votes)
- Sharing of good practices among communities. Workplace to share housing

policies. Learn by having fun. Sharing information and experiences. Taking action and avoid re-hashing the same problems, but work on solutions.

(4 votes)

- Rent collection (strategies, means and approaches) (2 votes)
- Needs or support related to sustainable development and innovation (2 votes)
- Better understanding the ideas (concerns and needs for housing construction) (1 vote)
- Approach with difficult customers adapted to the needs (1 vote)
- Capacity development. Continuing education. Training for employees. (1 vote)

Brainstorming topics

- How do you push young people to work in construction? Lack of trained staff. (0 vote)
- Rent rate scale for social housing (0 vote)
- Applying the housing policy (0 vote)
- Maintenance of the housing stock, simplified assets and working methods (0 vote)
- Resource library (0 vote)
- RL-31 slip and software (0 vote)
- Urban housing construction (0 vote)

Conversations (continued)



Validation: Skills building

Conversations

In order to continue the discussions on the Skills Building Axis, stakeholders discussed the following questions: How is the structure perceived? Should we create a new organization or use an existing one (commissions, CoPH, FNAESC or other)? How is funding perceived?

- The importance of having a central body.
- The First Nations Adult Education School Council (FNAESC) already exists. We do not see how other organizations could take the place of the FNAESC and people appreciate the services. However, their services are not known yet everywhere.
- The needs of communities are different and training programs should be adapted to these different needs.
- The central body should have the authority to certify.
- Training in different areas: AEC, construction, development, standards that are given elsewhere and which could be grouped together.
- Important that information circulates to tenants so that they become interested. The

Vice versa: tenant information should be returned to the organization.

- Certification should be available to all and have a system of recognition of experience. Recognition of traditions.
- The importance of standardizing knowledge.
- Training in communities raises a lot of issues. We should regroup the different communities that are close in proximity.
- Online training, but this is difficult in some cases. Less travel and keep resources in place.
- Some think that the CoPH should be the point of contact because it is already established. The development committee could have a representative from each nation.
- Develop partnerships to provide certification.
- Important that the same organization offers the certification in order to have training uniformity.

Validation: Skills building

- Clarify the need for training scales: training time (short-term), type of certification (certificate, diploma), etc.
- Coordinate the trainings: would be nice to have a service offer posted a year in advance (schedule of service offer) and to have trainings for instructors.
- The role of the CoPH is to communicate information. It is everyone's responsibility to convey the information.
- Would be good to attract the next generation to the CoPH (observer), to invite young people to interact with us and to obtain their perspective.
- Not a commission, neither under the AFNQL nor under another organization. The CoPH is grassroots and a commission would not be.
- The goal of CoPH is to network and its mission could be changed to include training. It could organize distance training.
- The current model with the MEES and FNAESC works well. Must have scales on the number of credits. Easy to reorganize quickly.

Conversations (continued)

- Raise awareness for youth. Have small trainings in primary and secondary schools, in youth centres, have career days in communities and open house events (education, health, housing).
- No need to reinvent the wheel. Rather use what already exists and ensure it is community-friendly. Must also consider language (French, English).
- If the money is donated to the communities, all funding should be available without any administrative costs being removed. All of this is on the table with the reform. If the existing federal bodies are eliminated, the money would go to the communities eventually.
- Each community should decide what it wants to do with its own funding.
- Do not create new structures for the pleasure of creating new structures.

Validation: Skills building

Conversations (continued)

- The commission could exist, but would revive several sectors and the entire training component would go through the commission for all sectors (education, health, public security, housing, public services, social services, firefighting and development of social assistance) and would receive funds to provide training in communities.
- We need to help each other and work with other communities to help them. Must stop working in silos.
- The Workplace tool is there for this purpose. Exchanges are possible. We want people to ask questions to help each other.



SIGLS (housing management software)

Commission de la construction du Québec (CCQ)

Presentations

Presentations on 2 subjects of interest proposed by the members on Workplace or during meetings and which raised many questions

SIGLS (housing management software)

- Mr. Louis Lamontagne, General Manager of COGIWEB presented the software SIGLS and BSI (*bilan de santé des immeubles*; building health assessment)

- Software used by all municipal offices in Quebec
- SIGLS is composed of several modules to manage, among others: real estate, housing requests, tenants' leases, accounts receivable management, building maintenance, follow-up of recourses and interventions with customers, as well as correspondence

- The primary modules are:

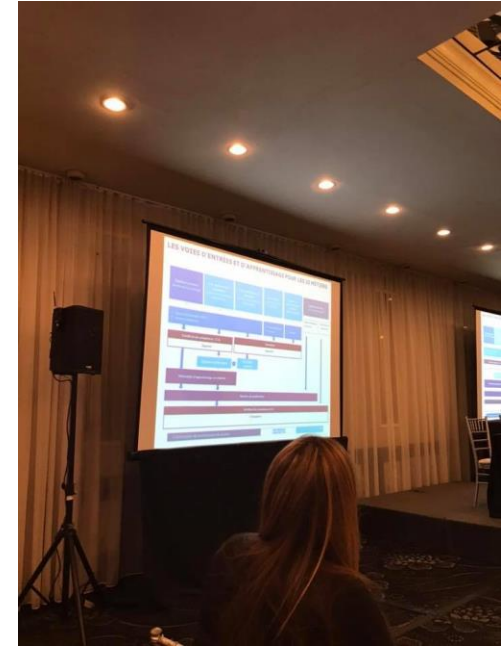
- Housing stock management
- Household management
- Housing requests management
- Lease management
- Financial management (invoicing, receipts and receivables)
- Recourse management (complaints, files at the Régie du logement)
- Stakeholder management (employees, external stakeholders, suppliers)
- Maintenance management (current and preventive)
- Key management
- Automated call management
- Purchase order management and inventory management
- Correspondence management
- Management dashboard

SIGLS (housing management software)

Commission de la construction du Québec (CCQ)

Presentations (continued)

- Ms. Émilie Ruffin, Aboriginal Project Manager and Mr. Julien Tessier, Liaison Officer, CCQ, presented the following elements:
 - Presentation of the Commission de la construction du Québec (CCQ)
 - Access to the construction industry
 - Employment
 - Training
 - Admission to the qualification examination
 - Social benefits



COMMISSION DE
LA
CONSTRUCTION
DU QUÉBEC
(CCQ)

Workshops: Brainstorming topics

The role of the CoPH is to create the opportunity to exchange on topics of interest. We had two workshop periods that allowed participants to discuss the 4 topics that received the most votes on the first day.

Conversations

PSYCHOLOGICAL SUPPORT

- Not being afraid to talk to your boss and colleagues
- Train managers in terms of dealing with difficult customers, in prevention and safety
- Train receptionists in hospitality management
- Have an Employee Assistance Program (EAP) that is an external service to the Band Council
- Policy support (avoid interference)
- Be careful with social media (Facebook)
- Exchange with colleagues from other communities (CoPH)
- Team meeting to share concerns (e.g. once a month)
- Funding

- Physical barrier (counter or restrict traffic in offices)
- Define the job description (cannot be everywhere)
- Lack of trained personnel
- Integrate a social services resource during a tenant's visit
- Implementation of housing policies
- Communication
- Dependency leaflets

TENANTS' TRAINING

- Public training
 - Servicing and maintenance
 - Ventilation
 - Mould and health
- Office training and individual visit
- Project to be set up for incentives to pay rent and carry out maintenance (Maintenance squad)
- Empower and raise tenants awareness towards their responsibilities (be aware of what they pay)

Workshops: Brainstorming topics

Conversations (continued)

- Monitoring maintenance with the client (do follow-ups)
 - Tenant's guide (regular and seasonal maintenance)
 - Raise awareness about the roles and responsibilities included in the housing policy
 - Brochure on the maintenance of a residence (washing of clothes, cleaning, snow removal, etc.)
 - Inform about a budget (what it is for)
 - Do a tour of the premises before handing over the keys
 - Billing of damages caused by the tenant
 - Coaching by social services or Health Canada
 - Demonstration of household products (before housing allocation)
 - Funny social media capsules or videos on maintenance
 - Raise awareness about the consequences and impacts of not paying rent
 - Allow tenants to decorate to their liking (pride = keep organized vs. destruction)
 - Reinforce the link between decreased maintenance and health impacts
- Education in schools

- How to identify a problem right away to avoid more problems and more costs

FUNDING

- Create a directory of programs and sources of funding
- Incentives by Band Councils (e.g. Home Ownership Assistance)
- Agreement revenue (wind farm, Hydro-Québec, etc.)
- Royalties (logging, mining, etc.)
- Tourism (inn, site, etc.)
- Factory (hardware store)
- Gas station
- Taxation for better services
- GRTH (Capacity building training)
- New CMHC initiatives
- SEDAC
- Create a real estate market
- Cost of insurance premiums

Workshops: Brainstorming topics

Conversations (continued)

- First Nations Finance Authority
- Renewable Energy and Energy Efficiency Program (Innovation)

EXCHANGE AND SHARING (INFORMATION AND PRACTICES)

- Improves community conditions
 - Workplace can be used more
 - Internet access is a challenge (brake)
 - CoPH Library with a more formal process (with Band Council Resolution)
 - ISC and CMHC should share information on the CoPH website
 - Privacy concept related to what can be shared on Workplace
 - Recruitment and job offer
 - Innovation in technologies (IT)
 - Support for funding applications
 - Exchange of labour between communities
 - Training videos
 - Short and funny videos
 - Announcements before a radio bingo
 - Band Council Facebook
- First Nations Market Housing Fund

- Internship in other communities or organizations (BC vs. BC or BC vs. ISC)



National Housing Strategy (Innovation and research component)

2-part presentation of CMHC's National Housing Strategy.

Innovation and research component

- Ms. Marie-Claude Cantin, CMHC Knowledge Mobilization Specialist, introduced the Innovation and Research component of the National Strategy:
 - Overview of 3 initiatives:
 - Demonstrations of the NHS
 - Solutions Laboratories
 - NHS research and planning fund

National Housing Strategy (Canada's first national housing strategy)

Canada's first national housing strategy

- Ms. Ina Wielinga, CMHC First Nations Housing Specialist, presented the National Housing Strategy:
 - Overall presentation of the strategy
 - Financing solutions under the NHS:
 - Affordable housing innovation fund
 - Rental construction financing
 - National housing co-investment fund
 - Federal lands initiative

Presentations

Check-out

At the end of the meeting, following these 2 wonderful days of exchange, sharing, learning new knowledge and creating new relationships with different housing colleagues, a check-out activity was proposed. Each participant expressed in one word, if possible, what this CoPH event meant for them:

- Tools
- Best practices
- Appreciated
- Must invest more
- Use Workplace more
- Money
- Large family
- Not only virtual
- Amusing
- Learned a lot
- Valuable exchanges
- Evolve
- Meeting with new people
- Privileged
- New ideas
- Profitable
- Productive

Conversations

- Informative
- Tools
- New contacts
- Second or third time
- Once a year is excellent
- Networking
- Come back confident
- CCQ, ideas and challenges
- Encourages sharing
- Ideas and experiences
- Centralize the next meeting
- Meeting new people
- Communication
- Learning new things
- Would like to return
- Excellent sharing
- Progress
- Satisfied
- New ideas
- Contacts and sharing ideas and information
- Better understanding of housing management
- Strength, courage, hope
- Getting to know others
- Sharing in a non-competitive environment

- Rewarding

Results from the activity assessment questionnaire

Following the activity, we asked the participants to answer an activity appreciation questionnaire. A total of 5 participants responded to the survey.

GENERAL APPRECIATION

	U	F	G	VG
I enjoyed this activity			20%	80%
This activity was relevant to help me in my work			40%	60%
The translation service			20%	80%
The place chosen to hold the activity was adequate	20%	20%	40%	20%
The content corresponded to my expectations			40%	60%
The discussion format suited me			40%	60%

U = Unsatisfactory

F = Fair

G = Good

VG = Very good

questionnaire (continued)

Results from the activity assessment

	YES	NO
Would you like to participate in this type of CoPH event again??	100%	0%

Why?

- Was rewarding
- Learned a lot about the different programs
- Available tools that we can use on a daily basis
- Worthwhile
- Great immersion for a student
- Nice to interact with other communities
- Exchanges were interesting and will help me a lot

Results from the activity assessment questionnaire (continued)

What word(s) would you use to describe this activity?

- Information and sharing session
- United
- Collaboration
- Formative
- We experience the same situations

Which element(s) will you implement immediately??

- Possibility of implementing the COGIWEB software
- Workplace
 - Frequency of use
 - Be more active
 - Share more information

What could be improved in this activity?

- The location, maybe hold it in Quebec City

- Make presentations and a report of the event available
- A nice way to get together

Is there anything that could be improved within the framework of the Community of Practice?

- Perhaps have a register of organizations and partners related to housing management and make it accessible
- I don't know
- Everyone intends to participate

Additional comments:

- It was great
- My first participation, but not the last
- Thank you for including the students
Everyone can express their point of view

Learning together

The First Nations' Community of Practice on Housing (CoPH) is primarily a human network whose mission is to enable its members to work together to improve the well-being of their communities through collective capacity building, mutual assistance and the sharing of good practices. This virtual platform is the tool that CoPH has set itself to do on an ongoing basis. Mutual support, as well as the sharing of experiences, knowledge and questions, lies at the heart of the collective and evolving learning that is created through the CoPH.

By working together, we can learn from the experiences of our colleagues and other communities. Sharing our successes, our challenges, the difficulties encountered and even our failures allow us to chart the path of our colleagues. By fostering exchanges based on common interest, we are able to see that questions and discussions about housing practices and issues in First Nations communities become an immense source of collective intelligence available to all who are involved.

It is YOUR COMMUNITY, you who are the key-players in housing! It is your PRACTICE that forms the heart of the CoPH.

With a supportive network, we are developing assets for all of our communities. By opening up to others, we become stronger and better equipped, because we are LEARNING TOGETHER.

Thank you for participating!