



ATUAGAQAQ

A Guide for Families Navigating
the Inuit Child First Initiative

**Jordan's Principle /
Inuit Child First Initiative National Call Centre:**

Toll-Free Line at 1-855-572-4453

Available 24 hours a day, 7 days a week

About Inuit Tapiriit Kanatami

Inuit Tapiriit Kanatami (ITK) is the national representative organization for 65,000 Inuit in Canada, the majority of whom live in Inuit Nunangat, the Inuit homeland encompassing 51 communities across the Inuvialuit Settlement Region (Northwest Territories), Nunavut, Nunavik (Northern Québec), and Nunatsiavut (Northern Labrador). Inuit Nunangat makes up nearly one third of Canada's landmass and more than 50 percent of its coastline. ITK represents the rights and interests of Inuit at the national level through a democratic governance structure that represents all Inuit regions. ITK advocates for policies, programs, and services to address the social, cultural, political, and environmental issues facing our people.

ITK is governed by a Board of Directors composed of the following members:

- Chair and CEO, Inuvialuit Regional Corporation
- President, Makivik Corporation
- President, Nunavut Tunngavik Incorporated
- President, Nunatsiavut Government

In addition to voting members, the following non-voting Permanent Participant Representatives also sit on the Board:

- President, Inuit Circumpolar Council Canada
- President, Pauktuutit Inuit Women of Canada
- President, National Inuit Youth Council

Vision

Canadian Inuit are prospering through unity and self-determination.

Mission

Inuit Tapiriit Kanatami is the national voice for protecting and advancing the rights and interests of Inuit in Canada.

Created by Inuit Tapiriit Kanatami

Update March 2022 — Indigenous Services Canada is working towards a simpler process for applying to Inuit CFI. This 'back to basics' approach may change the processes in this guide. As ISC makes these changes available, ITK will update this guide



Table of Contents

Terminology/Acronyms list	2
Key Concepts	3
Urgent Requests	3
Normative Standard of Care	3
A Child’s Circle of Care	3
Focal Points	3
What are the Social Determinants of Inuit Health?	4
Important Information	5
Who was Jordan?	5
What is the history of the interim Inuit Child First Initiative?	6
What is the Inuit Child First Initiative (Inuit CFI)?	6
Who can access Inuit CFI?	7
What Types of Requests Can I Make?	7
Individual Request	7
Group Request	7
Who Can Write a Support Letter?	8
What Is the Estimated Timeline of an Individual Request?	9
How to Apply for the Inuit Child First Initiative in my Region?	11
What happens after I submit my request to Indigenous Services Canada?	13
What is a Group / Community Request?	13
Denials	14
Appeals	14
Appendices	15
Appendix I: Inuit Child First Initiative Request Checklist	15
Appendix II: Sample Letter of Support / Recommendation	17
FAQs for the ITK Inuit CFI Webpage	18



Terminology/Acronyms list

ADM	Assistant Deputy Minister
CFI	Child First Initiative
CHRT	Canadian Human Rights Tribunal
LCO	Land Claims Organization
IRC	Inuvialuit Regional Corporation
ISR	Inuvialuit Settlement Region
ISC	Indigenous Services Canada
NG	Nunatsiavut Government
NIHB	Non-insured Health Benefits Program
NTI	Nunavut Tunngavik Incorporated



Key Concepts

Urgent Requests

Urgent Requests are defined as a “child (that) requires urgent assistance, is in palliative care, or a risk of irremediable harm is reasonably foreseeable.” If your child requires support to meet an immediate need and it is outside of business hours, your request should be made directly to the Indigenous Services Canada National Call Centre Toll-Free Line at 1-855-572-4453, which is available 24 hours a day, 7 days a week. Urgent Requests are given the highest priority and will be accelerated when needed. Examples of urgency include all cases involving end-of-life/palliative care, mention of suicide, physical safety concerns, no access to basic necessities, risk of child entering child welfare system, etc. The age and vulnerability of children should be considered in determining urgency.

Please Note: If immediate or urgent care is required for a child, please call 911 or your local emergency services number.

Normative Standard of Care

The Normative Standard of Care is defined as the average or customary level of provincial/territorial services available to achieve consistent outcomes related to health, wellbeing or education currently available through provincial/territorial funding.

These programs and services vary across and between regions. For example, a child living in an urban setting will have access to different services than those available to a child living in Inuit Nunangat.

Substantive Equality Substantive equality means acknowledging that not everyone starts out from the same place, so in order for everyone to have the *same* level of service, different groups of people need different things. Historic, economic and geographic circumstances mean that Inuit children have unique cultural, physical, mental and spiritual needs.

Understanding this, in addition to ensuring Inuit children have the same access and opportunities for services as all other children in Canada, CFI helps ensure they receive services and benefits that are tailored to their unique needs.

A Child’s Circle of Care

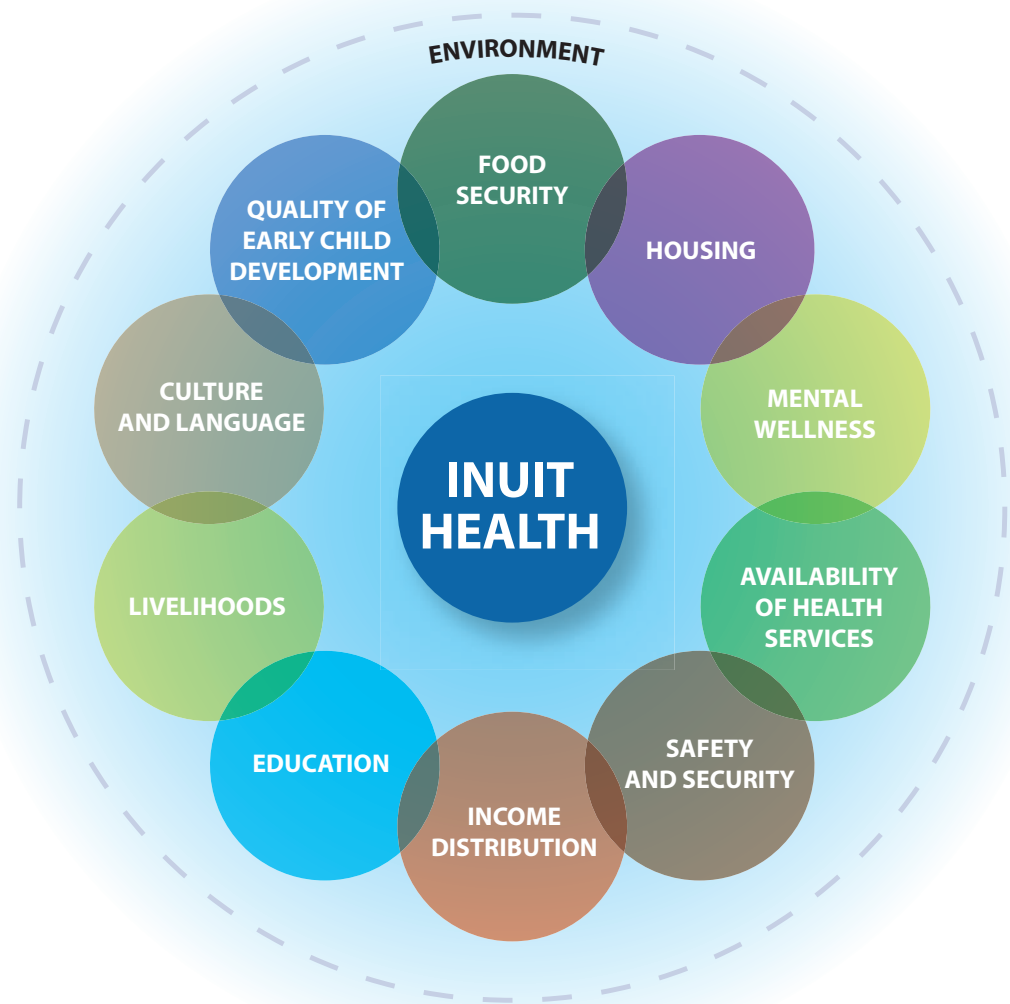
A person inside of the child’s circle of care is anyone involved in caring for the child outside of the family. This could be the child’s care provider, community health nurse, social worker, Elder, cultural knowledge keeper, teacher or educational support assistant. These are important people in the child’s life who can speak to their needs and the needs of the family.

Focal Points

Sometimes referred to as Programs Officers, these are the Indigenous Services Canada employees who help you through the request process.

What are the Social Determinants of Inuit Health?

In September, 2014 ITK, in consultation with representatives from Inuit organizations, agencies and governments, created the document *Social Determinants of Inuit Health in Canada*. Social determinants of health are “the conditions in which people are born, grow, live, work and age, including the health system. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels, which are themselves influenced by policy choices” (World Health Organization, 2013) these factors are: quality of early childhood development, culture and language, livelihoods, income distribution, housing, personal safety and security, education, food security, availability of health services, mental wellness and the environment. When making a request for Inuit CFI it may be useful for families to be aware of the Social Determinants of Inuit Health. The following diagram outlines the key social determinants of the health for Inuit in Canada to be described in this document.





Important Information

Inuit Child First Initiative (Inuit CFI) is the interim name given to the interim process for how Inuit children are accessing essential services and supports without delay and it currently runs parallel to Jordan's Principle Child First Initiative. You may see "Jordan's Principle" referenced throughout your journey, but please keep in mind that if your child is Inuk, you are accessing the Inuit Child First Initiative.

Who was Jordan?

In memory of Jordan River Anderson October 22, 1999–February 2, 2005

"Jordan could not talk, yet people around the world heard his message. Jordan could not breathe on his own and yet he has given the breath of life to other children. Jordan could not walk, but he has taken steps that governments are now just learning to follow."

— Cindy Blackstock, Executive Director First Nations Child & Family Caring Society

Jordan River Anderson was a young boy from Norway House Cree Nation in Manitoba who was born in 1999 with multiple disabilities. He lived over two years in a hospital because federal and provincial governments could not agree on who would pay for his at-home care. The reason for this is that federal and provincial/territorial governments cannot agree on which government should pay for services to First Nations children on reserves, so they typically do not provide the service until they can reconcile any payment issues. Unfortunately, Jordan died at the age of 5 before he could experience living in a loving home.

Jordan's death ignited a movement to uphold human rights for all First Nations children through the creation of the child-first principle called "Jordan's Principle." (*First Nations Child & Family Caring Society, fncaringsociety.com/honouring-jordan-river-anderson*)

What is the history of the interim Inuit Child First Initiative?

On March 13, 2018, Natan Obed, President of ITK wrote a letter to The Right Honourable Justin Trudeau, Prime Minister of Canada, to express deep concern regarding Canada's denial of services to Inuit Children and Youth under Jordan's Principle and the Child First Initiative. President Obed urged the Government of Canada to make immediate changes to the existing policies to ensure Inuit children and youth receive full and proper benefits under Jordan's Principle and the Child First Initiative.

The federal government agreed to begin working with Inuit land claim organizations (LCOs) and ITK to develop an Inuit Equivalent to Jordan's Principle. As a first step, Inuit children were included under the Child First Initiative (CFI), and during this interim phase it was decided that it would be referred to as the Inuit Child First Initiative (ICFI).

On September 10, 2018, six months after President Obed sent the letter asking for the inclusion of Inuit under Jordan's Principle, a public announcement was made that Inuit could access the Child First Initiative. Inuit children and families then began making requests and receiving services to meet their needs.

What is the Inuit Child First Initiative (Inuit CFI)?

The Inuit Child First Initiative ensures Inuit children have access to the essential health, social and educational products, services and supports they need, when they need them.

Inuit CFI recognizes intergenerational trauma from the legacy of colonization and all requests are reviewed with a substantive equality lens.



Who can access Inuit CFI?

All Inuit children, no matter where they live in Canada, can request funding through the Child First Initiative. The child must be recognized by an Inuit land claim organization and the child must be under the age of majority in their province/territory of residence. In some regions if your child is not a registered Inuit Land Claims Beneficiary but at least one of their parents are, you can provide their parent's beneficiary registration information. If you have questions you can contact your regional focal point.

Any Parent/Guardian or a designate determined by the Parent/Guardian can submit a request.

A youth between the ages of 16 to the age of majority in their Province or Territory can apply directly for programs and services that they require.

What Types of Requests Can I Make?

Individual Request

An individual request may be submitted by a parent or authorized representative for a single child or multiple children in the same family.

Group Request

A group request may be submitted by a community member or organization that sees a collective need for a group of children.

Who Can Write a Support Letter?

- A support letter is written from a person within the Child(ren)'s circle of care identifying how the products or services that are being requested will meet the child(ren)'s unmet needs. For example, if the request is related to a need for a medical device to help your child, you can ask for a support letter from the health care specialist that has recommended it to you. It is important that the person who writes the support letter is knowledgeable about the need of your child. Below is a short list of professionals that may be able to provide you with a support letter (this list does not include all professionals)
 - Medical Doctors
 - General Practitioners
 - Speech and Language Pathologists
 - Dentists
 - Orthodontists
 - Specialists: Physio or Occupational — Therapists, Nutritionists etc.)
 - Teachers, principals
 - Nurses
 - Social workers
 - Councillors
 - Community support workers
 - Student support workers
 - Income assistant workers
 - Regional or community leaders



What Is the Estimated Timeline of an Individual Request?

Processing Times

Type of concern	For one child or multiple children in the same family or with the same guardian	For a group of children from multiple families or guardians
Urgent (health or safety is at risk)	12 hours from receiving all necessary information	48 hours from receiving all necessary information
Non-urgent	48 hours from receiving all necessary information	1 week from receiving all necessary information

(ISC may send a confirmation of receiving a request, possibly as an automatic response. Non-urgent request may take additional time.)

If your funding request is approved, depending on your request and where you live in Canada, you may receive extra information about how the payment process works, and can follow up with ISC staff with any questions.

Funding is delivered in one of two ways:

- When possible, ISC will arrange for the products, services or supports to be given directly to the child or children. In these situations, there is no cost to you, ISC or a regional service coordinator pays for the products, services or supports directly;
- If you have already paid for the approved product, service or support, they are reimbursed;

Please note: ISC does not advance the funding, however some regional organizations may work with the families to arrange suitable funding options to decrease the financial hardship on the families



Travel and accommodation needed to access services or resources may also be included in a request



How to Apply for the Inuit Child First Initiative in my Region?

NUNATSIAVUT



Nunatsiavut Child Services Workers

Nain

709-922-2126 ext 250

Hopedale

709-933-3220

Postville

709-479-9878 ext 2006

Makkovik

709-923-2340

Rigolet

709-947-3328 ext 268

Upper Lake Melville Area

709-896-5494

Upper Lake Melville Area

709-896-5495

**Indigenous Services Canada
Regional Focal Point**

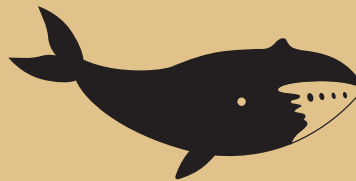
Atlantic Region

1-833-652-0210

(All Inquiries)

sac.principedejordanatl-
jordansprincipleatl.isc@canada.ca

NUNAVUT



Arctic Children and Youth Foundation

867-975-3255

**Indigenous Services Canada
Regional Focal Point**

Northern Region

1-866-848-5846 (Requests)

sac.principedejordanrn-
nrjordansprinciple.isc
@canada.ca

Northern Region

1-866-848-5846 (Payments)

sac.principedejordanfinancenrn-
nrfinancejordansprinciple.isc
@canada.ca

NUNAVIK



Nunavik Regional Board of Health and Social Services

1-819-964-2222

cfi.nrbhss@ssss.gouv.qc.ca

Toll Free:

1-844-964-2244

**Indigenous Services Canada
Quebec Regional Focal Point
(All Inquiries)**

sac.principedejordan-qc-
jordansprincipleatl.isc@canada.ca

INUVIALUIT SETTLEMENT REGION



Inuvialuit Regional Corporation

Inuit CFI Coordinator
867-777-7082
www.inuvialuit.com
IRC Application (link)

Indigenous Services Canada Regional Focal Point

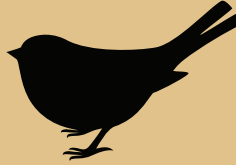
Northern Region
1-866-848-5846 (Requests)

sac.principedejordannrn-
nrjordsprinciple.isc
@canada.ca

Northern Region
1-866-848-5846 (Payments)

sac.principedejordanfinancenrn-
nrfinancejordsprinciple.isc
@canada.ca

ONTARIO



Tungasuvvingat

Inuit Child First Initiative
Coordinator
613-565-5885
www.Tlontario.ca
TI Application (link)

Innuqatigiit

Inuit Child First Initiative
Coordinator
343-543-3500

OHSNI

CFI@OHSNI.com
613-523-7822 Ext. 127

Services Canada Focal Point Ontario

613-618-1833 (Requests)

sac.jordansprincipleon.isc
@canada.ca

Ontario

613-618-1833 (Payments)

sac.principedejordanfinance-on-
financejordsprinciple.isc
@canada.ca

ALL OTHER PROVINCES AND TERRITORIES



ISC Regional Focal Points

Atlantic (NB,NL,NS,PE):

1-833-652-0210 (All Inquiries)

sac.principedejordanatl-
jordsprincipleatl.isc@canada.ca

Quebec

1-833-652-0210 (All Inquiries)

sac.principedejordan-qc-
jordanprinciple.isc@canada.ca

Manitoba

204-391-6083 (Requests)

204-894-8858 (Payment Inquiries)

sac.fnihbfnihmbrjp-
spnirmbdgpni.isc@canada.ca

Saskatchewan

1-833-752-4453 (All Inquires)

sac.jordansprinciplesask_finance-
principedejordan.isc@canada.ca

Alberta

780-495-8340 (All Inquiries)

sac.jordansprincipleab-
principedejordan.isc@canada.ca

British Columbia

778-951-0716 (Requests)

sac.principedejordancb-

bcjordsprinciple.isc@canada.ca

778-951-0716 (Payments)

sac.paiementsprincipedejordancb-
bcjordsprinciplepayments.isc@canada.ca

Yukon / NWT

1-866-848-5846 (All Inquires)

sac.principedejordanrn-
nrjordsprinciple.isc@canada.ca



What happens after I submit my request to Indigenous Services Canada?

1. The request is received by the ISC Regional Focal Point or National Office.
2. The request is evaluated to determine if it is urgent/non-urgent (IF DEEMED URGENT THE REQUEST IS PROCESSED WITHIN 12 HOURS AND THE FOLLOWING STEPS WILL BE ACCELERATED).
3. ISC will ensure all documentation is complete and request additional information if needed.
4. ISC will ensure confirmation of enrollment as an Inuit Land Claim Agreement beneficiary in Canada.
5. ISC will obtain guardian consent.
6. ISC will send a letter of confirmation or refusal will be sent to the applicant with the approval of the case number and the outline of what was approved and the total funding amount. In the case of a denial letter they will include the steps to take for an appeal to their decision.

What is a Group / Community Request?

A Group Request can be made on behalf of a group of children who are not from the same immediate family. For example, a request may be submitted by a community service coordination organization. Community partners are funded by ISC and provide an estimated number of children requiring products or services in the submission. Group requests are managed by partners through contribution agreements with ISC.

Non-urgent group requests are processed within one week of receiving all necessary information.

Urgent group requests are processed within 48 hours of receiving all necessary information.

Examples of Group Requests:

- Multiple children in a community require access to a speech and language pathologist. Instead of the children travelling away from their home community to access this service, a request can be made to Inuit CFI to hire a speech and language pathologist to travel to the community to assess the children in need.
- Families are struggling to find services for their children outside of what is offered by the community health centre. The community wants to hire a child service coordinator to assist families in accessing available services. A request can be made by a community organization to staff a position to provide support to their families.
- Youth in a community do not have access to a place that is safe and provides youth appropriate programming. A request can be made by a community organization to fund the program, including space rental, staffing, and other program-related costs.

Denials

If a request is denied, you may initiate an appeal anytime within one year of the date of denial. To do so, please send in a written request including rationale to your regional representative, who can assist you throughout the appeal process.

An appeal can be made up to one year from the date the request was denied. You will receive a decision within 30 days of your request for an appeal. Wait times may be longer depending on ISC capacity.

Appeals

At a minimum, the request for appeal must contain enough information for ISC to be able to identify the request you are appealing:

- child's name and date of birth
- product or service requested

New or additional information is not needed in order to request an appeal. However, you may also include additional information, such as:

- New or additional assessments that were not included in the initial request
- New or additional quotes



Appendices

Appendix I: Inuit Child First Initiative Request Checklist

CHILD(REN)'S INFORMATION

- Child's Legal Names (OR names of Children in the same family accessing services through the same request)
- Date of Birth of Child(ren)
- Inuit Land Claims Beneficiary Number of Child(ren) or Parent's Inuit Land Claims Beneficiary Number
- Non Insured Health Benefits N Number of Child(ren) (NIHB Numbers can be used if a child's Beneficiary Number is not accessible (In Nunatsiavut this number is the same as the Inuit Land Claims Beneficiary number)
- Child(ren)'s Gender
- Child(ren)'s Address
- Parent or Guardian's Address if different than Child's
- Parent or Guardian's Language of Choice
- Parent or Guardian's Contact Information
- Parent or Guardian's relationship to Child(ren)

DOCUMENTATION NEEDED FOR A REQUEST

- A description of the Child(ren)'s unmet need
- A description of what services or products would support the unmet need
- A Breakdown of how often this products or services will be require (i.e, 1 time / 3 times a week / 4 times a year)
- A quote of the costs of the products or services from the provider
- A support or recommendation letter from a person within the Child(ren)'s circle of care identifying how the products or services that are being requested will meet the child(ren)'s unmet needs (see Appendix II)
 - (One or more of the following if applicable):**
 - Health/Social/Educational Assessments, Evaluations, Reports or Letters of Recommendation
 - Assessments or Evaluations: /Behavioural Therapy/Neuropsychological/ Psycho-Educational/ Speech and Language / Psychological etc;
 - Plans: Individual Education Plan (IEP) /Student Support Plans / Dental or Orthodontic/ Treatment / Safety etc;
 - Prescriptions
 - Referrals

IF A REQUEST IS NOT BEING MADE BY A PARENT OR GUARDIAN

- An authorized representative is able to make a request on behalf of the the parents or guardians however, the parent or guardian will need to sign the request form, and provide authorization in writing to Indigenous Services Canada.
- Authorized Representative's Name, Contact Information, Relationship to Child, Relationship to parents or guardians, address, and language preferred.



Appendix II: Sample Letter of Support / Recommendation

NOTE: One letter can speak to multiple needs and requests. It is helpful to provide information that describes the child(ren)'s specific needs, and also how the requested support will address this need. Below is an example of how this might be written.

[Name]

[Street Address, City, Province or Territory, Postal Code]

[Phone]

[Email]

Inuit Child First Initiative / Jordan's Principle, Indigenous Services Canada

10 rue Wellington, Gatineau, QC K1A 0H4

To: Whom it May Concern

RE: Child's Name (Case # if Available)

Please accept this letter of support / recommendation on behalf of (name of the child or children) and I confirm that I am in the child(ren)'s circle of care.

As a professional in the field of (health/education/social/cultural) services for children, I believe that the requested (product/ service/ support) for the (frequency / duration) will increase the quality of life for this child(ren)) and meet their unmet need.

Warm regards,

Name and title

Professional Certificate or Registration Number (if Applicable)

FAQs for the ITK Inuit CFI Webpage

I don't live in Inuit Nunangat, is my child still eligible?

CFI is available to Inuit children anywhere in Canada who are recognized by an Inuit land claim organization and under the age of majority in their province/territory of residence. If the child resides outside of Canada, they are not eligible.

How does CFI protect my privacy if I share sensitive information?

The federal government must obey all privacy laws. Any personal information you share through CFI is protected under this privacy legislation. You have the right to access, correct, and protect your personal information. You also have the right to file a complaint with the Privacy Commissioner of Canada if you think your personal information has been handled improperly.

I have additional information about my child or their needs, can I have it added to my application?

Yes, you are encouraged to call your Regional Representative if you have any new or additional information that would help the federal government understand your child's needs when reviewing your request.

How old can a youth be considered eligible under this initiatives?

They must be under the age of Majority in their Province of Territory of residence.

Would it be possible to explain who has the authority to issue a professional recommendation?

Does this person have to be a member of a professional order? Would a day care director have this authority? ISC approves references from all professionals that are within the child's circle of care.

How are payments made to individuals, organizations?

ISC reimburses the individual or organization that has made the payment upon receipt of invoices.

What types of services or supports can I apply for?

There is no specific list of eligible products or services. Each request is considered on a case by case basis and takes into account the unique needs of the child(ren). Some examples of commonly requested supports/services include: Medical Supplies and Equipment not covered by NIHB, Allied Health Services & Assessments, Educational Assistance, Assistive Technology, Mental Health & Addictions Services, Medical Travel Support, Assistance with Necessities of Life, etc...



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