

The background is a scenic landscape of snow-capped mountains and a forested valley under a vibrant orange and red sunset sky. A large circular inset on the right side of the image shows a close-up of a person's profile, with the same landscape scene visible within their head, symbolizing thought and reflection.

Together,  
we can begin to make things right

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**Assembly of First Nations, Special Chiefs Assembly  
First Nations Child and Family Services and Jordan's Principle  
Compensation**

Private and confidential – Not to be distributed

December 5, 2023

# Agenda

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- 1 Deloitte's Role as Administrator
  - 2 Scope of Deloitte's Navigational Supports
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# Deloitte's Role as Administrator





## Deloitte's Role as Claims Administrator

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The Claims Administrator's role is to develop, plan and undertake this important and extensive mandate in an expeditious, cost-effective, user-friendly, culturally sensitive and trauma-informed manner:

- ◆ **Administer a Claims Process** that safeguards the best interests of, and minimizes the administrative burden on, Class members
- ◆ **Liaise with First Nation communities and provide Navigational Supports** to Claimants
- ◆ **Monitor and report** on outcomes, including systemic issues
- ◆ Ensure **First Nations perspectives** are reflected, in consultation with the Settlement Implementation Committee

### Current Status

- ◆ The final Settlement Agreement was approved October 24, 2023.
- ◆ Development of the Claims Process for certain classes is underway.
- ◆ In the Settlement Agreement, Canada has agreed to provide **\$23.3 billion** of funds for direct compensation and indirect benefits to class members.

# Scope of Deloitte's Navigational Supports

# Navigational Support Model: Requirements & Target Outcomes

The purpose of this work is to support Claimants by bridging the gap between the Administrator and Claimants, providing information regarding the Claims Process that is easily accessible, trauma-informed, culturally sensitive and user-friendly.

## Schedule I of the Settlement Agreement outlines the need to provide supports that...

- Are culturally sensitive and trauma informed
- Include the ability to refer Claimants to wellness supports
- Have chat / text access options
- Minimize the need for Claimants to repeat their stories
- Are offered in partnership with other organizations (e.g., Correctional Service of Canada, educational institutions, etc.)

## Our Navigational Support Model will...

- ✓ Support the development of strategies and plans to **ensure accessibility and support through appropriate community-first events**
- ✓ Plan and deliver support in **collaboration with communities**
- ✓ Prioritize **community relationships**
- ✓ Balance **volume of participation** with **quality of Claimant experience**
- ✓ Deliver **support with dignity, humanity and humility**
- ✓ Create opportunities for **feedback, assessment and improvement**
- ✓ Record, share and act on **lessons learned**
- ✓ **Work closely with Elders, mental health professionals** and other supports

# Navigational Support Model: Guiding Principles

Below are our Guiding Principles for our Navigational Support Model.

## Preserving Class Members' Dignity and Respecting their Experiences

While we do not want to trigger people with negative images, we cannot diminish or ignore the trauma they endured. **We recognize trauma in a way that reduces the risk of invoking it.**

## Recognizing the Healing Journey

For many class members, a settlement isn't just about compensation – **it's about the acknowledgment of their experience and hope for closure.** That is why **we frame our messages as forward-looking.**

## Representing Indigenous Diversity

Class members of **diverse cultural and geographic backgrounds** must see themselves reflected in our communications.

## Focusing on Agency

**Our aim is for class members to experience a sense of control throughout this process.** This comes from feeling informed, knowing their rights and choices, and understanding how to access the appropriate supports.

The target outcomes, based on these Guiding Principles, can be delivered by an appropriate Support Model structure

# Navigational Support Model

In its role as the Claims Administrator, Deloitte will offer information and liaison supports to First Nations through Community Liaisons and Navigational supports to individual Claimants through Navigators.

## Navigational Support Model

**Deloitte Team\***  
*(led by Dean Janvier)*

**First Nations Community Liaisons**  
*(a dedicated liaison for First Nations in each region)*

- Provide timely and accurate information to all First Nations in each region
- One person per region
- Available to attend meetings, make presentations and provide updates

**Navigators**  
*(to support Claimants)*

- Support class members through the Claims Process
- Will be allocated to each region with some dedicated to serve First Nations communities, some in urban centres, and some providing virtual support

### External Additional Supports

Additional supports available to First Nations directly **from Canada**.

*Note: This effort is not part of the functions shown above and not included in Deloitte’s Navigational Support Model.*

\* Deloitte is supported by a First Nations Advisory Board and will work with the AFN and First Nations communities to provide appropriate support and assistance with the objective of promoting an understanding of the Claims Process and overall terms of the Settlement.



# Navigational Supports Plan Update

# Navigational Supports Plan Update

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## Milestones

- Deloitte prepared and presented in August 2023 the Navigational Support Plan in consultation with the AFN to the Parties and Government of Canada.
- Canada provided approval in early November 2023 for First Nations Community Liaisons.
- Canada provided approval in late November for the pre-work required in advance of the launch of the Claims Process.

## Next Steps

- Deloitte will be contacting regions to meet in January and February 2024 to discuss the draft Navigational Support Plan for fiscal year 2024-2025 (April 1, 2024 – March 31, 2025)
- Deloitte will begin the hiring process for First Nations Community Liaisons as soon as possible.
- Deloitte intends to submit the Navigational Support Plan for 2024-2025 to Canada by early March 2024.

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# Appendix

# The Settlement Agreement

The **First Nations Child and Family Services, Jordan's Principle, and Trout Class settlement** addresses the removal of Indigenous children from their homes and subsequent placement into the child welfare system funded by the Canadian Government, as well as discrimination in relation to Jordan's Principle, which involves differential treatment of Indigenous children in the delivery of essential services. The Settlement Agreement (SA) is premised on Canada's underfunding of First Nations child and family services, failure to comply with Jordan's Principle, and failure to provide First Nations children with essential services guaranteed under the *Canadian Charter of Rights and Freedoms*.

The unprecedented **\$23.3 billion** agreement with the Government of Canada – **the largest settlement in Canadian history to redress monumental wrongs** – brings together the consolidated Class Actions of the Assembly of First Nations and Moushoom Plaintiffs and the Trout Action. The revised April 19, 2023 agreement set out the terms for a \$23.3 billion agreement that allocates benefits to class members with direct compensation, budgeted as follows for each class:

- **Removed Child Class (\$7.25B)**
- **Caregiving parents or grandparents of the Removed Child Class (\$6.75B)**
- **Kith Child Class (\$0.6B)**
- **Caregiving parents or grandparents of the Kith Child Class (\$.702B)**
- **Jordan's Principle Child Class and Essential Service Class (\$3B)\* and Family Class**
- **Trout Child Class (\$2B)**
- **Caregiving parents or grandparents of the Jordan's Principle and Trout Family Class (\$2B)**
- Indirect benefits to certain class members through the cy-près fund (\$50M)

\* This amount includes \$90M Jordan's Principle Post-Majority Fund.



# Overview of the Classes

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**Individuals belonging to the following groups may be eligible for compensation if they meet the eligibility criteria outlined in the Settlement Agreement:**

- ◆ **Removed Child Class (estimated 115,000):** First Nations children who, while under the age of majority between April 1, 1991 and March 31, 2022, were removed from their homes by child welfare authorities and placed into care funded by Indigenous Services Canada (ISC).
- ◆ **Jordan's Principle (estimated 58,385 to 69,728), Trout Class (estimated 104,000), and Essential Services Class (no estimate):** First Nations children (living both on-reserve and off-reserve) who were confirmed to need an essential service but faced a delay, denial or a gap in receiving that essential service between April 1, 1991 and November 2, 2017.
- ◆ **Kith Child Class (no estimate):** First Nations individuals who, while under the age of majority between April 1, 1991 and March 31, 2022, were placed off-reserve with a non-family caregiver and where a Child Welfare Authority was involved in the placement.
- ◆ **The caregiving parents or grandparents of Removed Child, Kith Child, Jordan's Principle and Trout Child Classes.**