

First Nations Child
and Family Services
and Jordan's Principle
Settlement

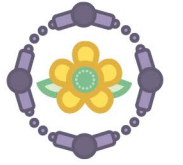
First Nations Child and Family Services, Jordan's Principle, Trout Class – Class Action Claims Administration

Administrator's Claims Support Plan
Apr'24 – Mar'25

Presentation to AFN Annual General Assembly

July 2024

Agenda for Today



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- 1 Context of the Claims Support Model**
- 2 Claims Support Program Overview**
- 3 Current Priorities & Next Steps**

Context of the Claims Support Model



Deloitte's Role as Claims Administrator

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:

- ◆ Adhere to **the terms set out in the Settlement Agreement**
- ◆ **Administer a Claims Process** that safeguards the best interests of, and minimizes the administrative burden on, Class members
- ◆ **Liase with First Nation communities and provide Claims Supports** to Claimants
- ◆ **Monitor and report** on outcomes to the Settlement Implementation Committee, including any systemic issues
- ◆ Ensure **First Nations perspectives** are reflected, in consultation with the Settlement Implementation Committee
- ◆ **Provide notice** to the Class Members who have been approved as eligible for Compensation

Claims Support Model: Requirements & Target Outcomes



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
- Are offered in partnership with other organizations (e.g., Correctional Service of Canada, educational institutions)

We have identified Guiding Principles for our Claims Support Model:

- 1 Preserving Class Members' Dignity and Respecting their Experiences
- 2 Recognizing the Healing Journey
- 3 Representing First Nation Diversity
- 4 Focusing on Individual Empowerment

Planned Claims Support Program Overview

Administrator's Planned Claims Support Model

Deloitte Team
(led by Dean Janvier)

First Nations Community Liaisons

Support First Nations and First Nation Organizations in each region

Claims Helpers

Dedicated support to individual Claimants through the Claims Process

Service Coordinators

Provide referrals for Claimants who require additional supports to access resources and services

External Additional Supports (e.g.: mental health) available to First Nations directly **from Canada.**

Note: Planned Support Model subject to budget approval. Deloitte works with its internal First Nations Advisory Board, and First Nations communities to achieve the objectives of the Settlement.

Planned Claims Support Across Canada (1/2)



Supports	Description
Regional Liaisons	Work directly with First Nations and PTOs to provide information about the Settlement Agreement and claim process.
Claim Helpers	Work directly with Claimants, both in-person and virtually, to provide information about the settlement, the Claims Process, and how to submit a Claim.
Service Coordinator Regional Managers	Work with the regions to understand services available at the regional and local levels, conduct service mapping and research as needed.
Service Coordinators	Work directly with Claimants to facilitate warm referrals for claimants to access existing services as needed.

Claims Helper Roles	Description
First Nations Community Claims Helpers	Support First Nation Communities, available in-person or virtually.
Urban Claims Helpers	Dedicated to serving First Nations in urban centres, available in-person or virtually.
Virtual / Specific Populations Claims Helpers	Available by phone or Zoom, includes some Specific Population Claims Helpers

Planned Claims Support Across Canada (2/2)*

These numbers are based on current estimate of expected Class Members per region.



Region	Liaisons	Community Claims Helpers	Urban Claims Helpers	Virtual Claims Helpers	SC Regional Manager	Service Coordinators (SC)
Alberta	1	10	5	-	1	2
British Columbia	2	10	5	-	2	4
Manitoba	1	20	3	-	1	6
New Brunswick & PEI	1	4	1	-	1	1
Nova Scotia & Newfoundland	1	4	1	-	1	1
NWT	1	0	0	-	1	0
Ontario	2	20	6	-	2	6
Quebec & Labrador	1	10	3	-	1	3
Saskatchewan	1	20	6	-	1	6
Yukon	1	2	0	-	1	1
Ottawa Region (AFN / Canada)	1	0	0	-	1	0
National Virtual Supports	-	-	-	30	-	-
TOTAL	13	100	30	30	13	30

*These numbers are subject to final budget approval

Planned Service Coordination



Service Coordination Referral Model:

- This Service Coordination model considers a cultural foundation for holistic, comprehensive, and tailored support for Claimants who require additional supports.
- If a Claimant identifies additional supports they need access to, the Claims Helper may refer them to a Service Coordinator, who will work with the Claimant to better understand the services they are looking for and help them access those services.
- Claims Helpers and Service Coordinators may direct Claimants to additional supports funded and provided by Canada, as available, but will **not provide diagnosis, professional counselling or any clinical care.**

Two Roles in Service Coordination:

Service Coordinator Regional Managers

They are responsible for working with the regions and understanding services available at a local level, as well as doing further services mapping and managing Service Coordinators.

Service Coordinators

They work directly with Claimants to help them access the services they need, which will include existing services. Their responsibility is to identify services that would be relevant to Claimants and make warm referrals to Claimants.

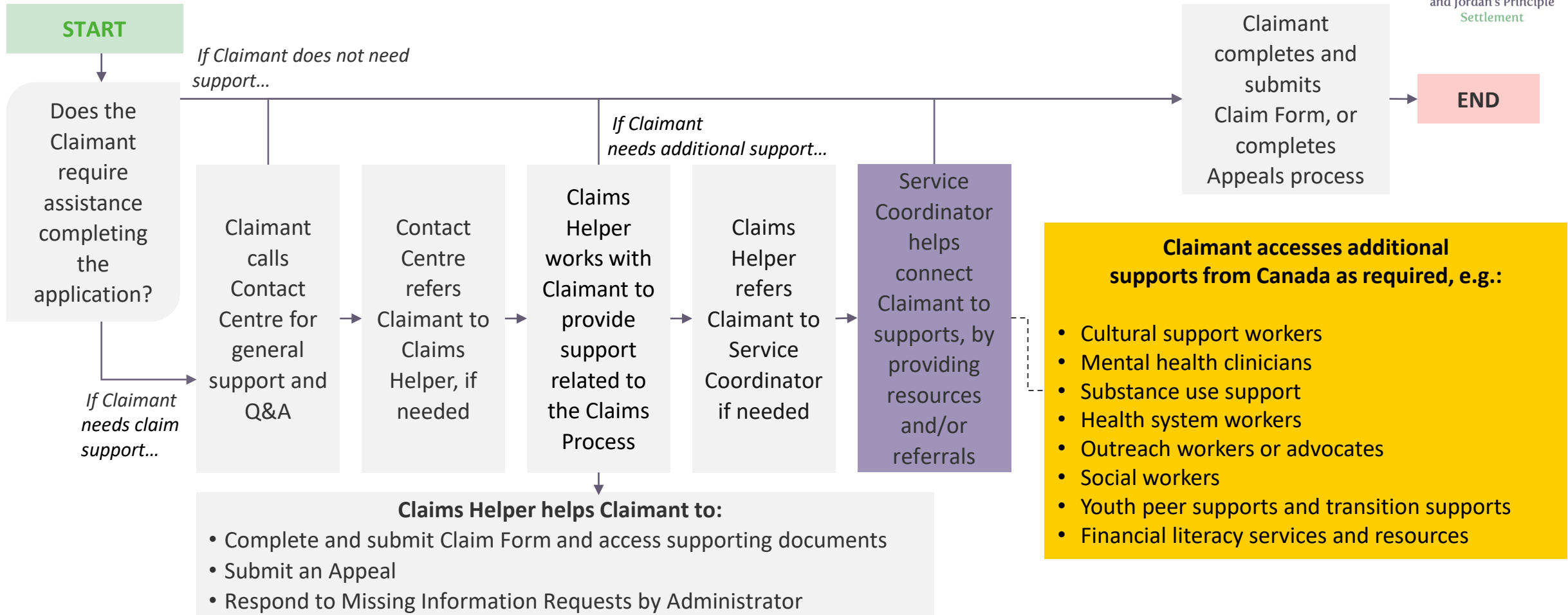
Claim Support Process



The process map below provides a high-level overview of supports available to the Claimant.

Legend

- Service Coordinators
- External Additional Supports



Current Priorities & Next Steps

Recruitment for Claims Supports

Claims Helpers

- ◆ Our objective is to onboard Claims Helpers in three cohorts from July to September.
- ◆ Recruitment is ongoing and we are looking for applicants. See below where to find the Claim Helper job postings.

Next Steps

- ◆ Open positions are posted and available for Claims Helpers, Claims Helper Managers, and other support roles.
- ◆ If you or someone you know is interested in contributing to this important work or learning more about the hiring opportunities with this Settlement:
 - ◆ Visit www.castlemain.com/careers
 - ◆ Email jobs@fnchildclaims.com
 - ◆ Visit the **Settlement Booth**

Liaisons

- ◆ We have been working with the Regions to identify potential candidates.
- ◆ We have hired or are in the process of hiring Regional Liaisons for the majority of Regions.

Our Progress on Planning

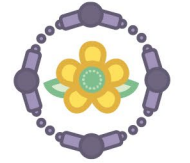


Budget Update

- ◆ We have been working with Canada on our budget over the past several months, and expect to finalize shortly
- ◆ These discussions informed the approach for Service Coordination, as a referral service
- ◆ Canada has confirmed they are planning on working with First Nations in each Region to identify potential gaps in services

Next Steps

- ◆ Preparing for launch expected by the end of 2024
- ◆ Finalizing our technology tools, Claims Process guidelines, and training materials to onboard and manage all staff who will be part of the Administration Process
- ◆ Working with our existing Liaisons to create their regional plans
- ◆ Actively recruiting for Claims Helpers; anyone interested can apply here: www.castlemain.com/careers
- ◆ Beginning recruitment for Service Coordinators, including regional options



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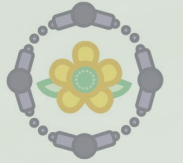
Thank you!

Questions?

Visit the Administrator Website for more information about the Settlement Agreement, Claims Process, and important dates and details about compensation at:

 www.fnchildclaims.ca

 1-833-852-0755



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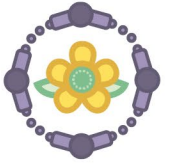
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Appendix

The Settlement Agreement



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The First Nations Child and Family Services, Jordan's Principle, and Trout Class Settlement Agreement

- ◆ Addresses the removal of First Nation 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 First Nation children in the delivery of essential services.
- ◆ 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*.
- ◆ Brings together the consolidated Class Actions of the Assembly of First Nations and Moushoom Plaintiffs and the Trout Action.
- ◆ Represents a total of \$23.34 billion.

Overview of the Classes

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 on reserve by child welfare authorities and placed into care funded by Indigenous Services Canada (ISC).
- ◆ **Jordan's Principle** (estimated 58,000 to 70,000), **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 removed from their homes on reserve and placed off-reserve with a non-family caregiver and where a Child Welfare Authority was involved in the placement.
- ◆ **The Caregiving Parents or Caregiving Grandparents of** Removed Child, Kith Child, Jordan's Principle and Trout Child Classes.