BUSINESS PLAN 2023-2026



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NUTAQQANUT INULRAMIRNULLU UQAQTIKHAANIK

REPRÉSENTANT DE L'ENFANCE ET DE LA JEUNESSE

REPRESENTATIVE FOR CHILDREN AND YOUTH





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This document was written by the Representative for Children and Youth's Office in English. Translation of this document from English into Inuktitut, Inuinnaqtun, and French has been provided by the Government of Nunavut, Department of Culture and Heritage.

CONTENTS

MISSION	4
VISION	4
OVERVIEW	4
MANDATE	5
PROGRAM AREAS	6
OFFICE OBJECTIVES AND REPORTING ON PRIORITIES FOR 2022-2023	9
PRIORITIES FOR 2023-2026	16
APPENDIX A: FINANCIAL SUMMARY	19
APPENDIX B: 2023 NUNAVUT INUIT EMPLOYMENT PLAN	20

MISSION

Establish our office as the conscience of child- and youth-serving Government of Nunavut departments.

VISION

A territory in which children and youth are healthy and safe, their interests and opinions are heard and acted upon, and supported through the delivery of ethical, equitable, and consistent government services.

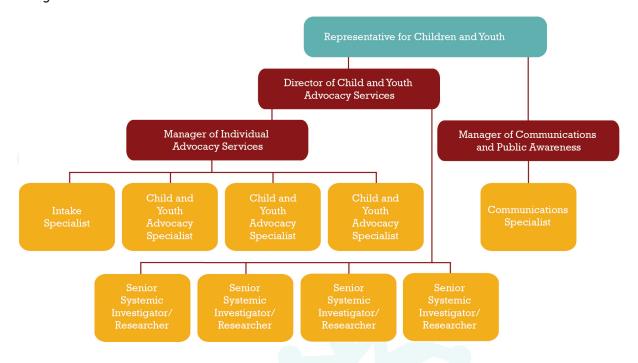
OVERVIEW

The Representative for Children and Youth (Representative) is an independent officer who reports to the Legislative Assembly of Nunavut (Legislative Assembly) and the public.

It is the mandate of the Representative for Children and Youth's Office (RCYO) to make sure legislation, policies, procedures, programs, and services put in place by Government of Nunavut departments and designated authorities¹ (departments) provide ethical, equitable, and consistent outcomes that meet the needs and support the rights of young Nunavummiut, and the families, who rely on them. If anyone has a complaint about a department's service, or is unable to receive a service for a young person and/or their family, they can bring it to the attention of our office for review. All information reported to our office is confidential and can be reported anonymously.

For the 2023-2024 fiscal year, the RCYO has a budget of \$2.876 million, as outlined in Appendix A. The RCYO consists of the Representative plus 12 staff, as outlined in Figure 1. The RCYO's 2023 Nunavut Inuit Employment Plan is provided in Appendix B.

Figure 1: Organizational Chart



Designated authorities are listed under Schedule A of the Representative for Children and Youth Act.

MANDATE

Our mandate includes the following specific duties as outlined in the Representative for Children and Youth Act (RCYA):

- Ensure the rights and interests of children and youth, individually and collectively, are protected and advanced;
- Ensure departments hear and consider the opinions of children and youth on matters that affect them;
- Ensure children and youth can access departments' services and that the departments considers their concerns and opinion about those services;
- Help children, youth, and their families communicate with departments' service providers, to improve understanding between them;
- Inform the public about the rights and interests of children and youth, and the roles and responsibilities of the RCYO; and
- Provide advice and recommendations to departments on how to make laws, policies, programs, and services better for children and youth in Nunavut.

Our mandate allows us to work on behalf of children and youth when all of the following apply:

- The young person impacted is under 19 years of age. There are a few exceptions that allow us to work with young people over 19 years of age. For example, if they were part of a government system prior to turning 19 years of age;
- A department(s) is involved; and
- The rights of the child, as described in the United Nations Convention on the Rights of the Child, are not being met.

Our mandate does not allow us to:

- Work on problems with personal relationships, such as when a young person is not listening to their parents;
- Conduct investigations of child abuse or neglect; or
- Work on complaints involving businesses or private organizations. For example, if a young person does not receive proper payment from their employer.

In addition to the RCYA, our work is also guided by the United Nations Convention on the Rights of the Child, Inuit societal values, the voice of the child, and National Advocacy Standards established by the Canadian Council of Child and Youth Advocates (CCCYA). The CCCYA is an alliance of child's advocates from across Canada that identify areas of mutual concern and work to develop ways to address issues at the national level.

Elders also offer invaluable wisdom and perspective based on lived experiences. To incorporate this knowledge into our advocacy, we work with Elder Advisors from across the territory.



PROGRAM AREAS

The RCYO currently works in three different program areas including Individual Advocacy, Systemic Advocacy, and Communications and Public Awareness. Our fourth program area, Reviews of Critical Injuries and Deaths, is not operational as that section of the RCYA is not yet in force.

INDIVIDUAL ADVOCACY

When someone has a complaint about a department's service or is unable to receive a service for a young person and/ or their family, they can bring it to the attention of our office for review. These complaints are known as our individual advocacy cases.

Every individual advocacy case is unique and our Child Advocacy Specialists (Child Advocates) tailor each response to fit each circumstance. Individual advocacy cases require varying levels of support from our staff, which result in varying lengths of time for different problems to be resolved. We categorize our individual advocacy cases as either basic or comprehensive.

SYSTEMIC ADVOCACY

If many young people and/or their families have the same problem when accessing a department's service, or are unable to receive a service, we consider what factors within the department may be causing the issue. If the problem has the potential to occur again and impact other young Nunavummiut if it is not addressed, we identify the problem as a systemic issue.

For each systemic issue, a lead department is identified as responsible for addressing the issue. However, some of the issues require multiple departments to work collaboratively to address the issue in a holistic way.

Systemic issues require Systemic Advocacy, which makes recommendations to responsible department(s) suggesting improvements to legislation, policies, procedures, programs, and services to address underlying factors. Multiple recommendations may be made to address a single systemic issue. Our systemic database is a year over year accumulation of all systemic issues identified by or brought to the RCYO's attention. The database also tracks recommendations and related information from departments.

Systemic issues are primarily brought to our attention through the young people and families we work with in our individual advocacy cases. However, we may also learn about systemic issues from community members, from Members of the Legislative Assembly, Youth Parliamentarians, departments, and through stories shared in the media.

COMMUNICATIONS AND PUBLIC AWARENESS

Part of our mandate is to raise Nunavummiut's awareness of child rights and to share information about how our office works to make sure departments' legislation, policies, procedures, programs, and services meet the needs and support the rights of young people, and the families, who rely on them.

Our communications and public awareness work takes many forms, including giving presentations and hosting information sessions, attending public events, hosting child rights-based contests, developing and distributing information and promotional materials, monitoring media and social media for problems and issues that impact young Nunavummiut and their families, and maintaining our office's website, www.rcynu.ca.

While our office is located in Iqaluit, we work on behalf of all young Nunavummiut making our most comprehensive public awareness initiative our community engagement work. It is important that we visit communities to hear directly from Nunavummiut, and see first-hand, the current challenges affecting young people and their families in each community.

All of these initiatives share the goal of building and strengthening relationships with our many stakeholders including children, youth, families, community members, the departments, the Legislative Assembly, and the media.

Every year we strategically plan public awareness initiatives while continually looking for new opportunities to engage with Nunavummiut as they arise and our resources allow.

REVIEWS OF CRITICAL INJURIES AND DEATHS

This program is not operational as Section 4(1)(b) of the RCYA is not yet in force.

In Nunavut, critical injuries of young people are not independently reviewed and deaths of young people are only reviewed by the Office of the Chief Coroner when the death has occurred in the territory, to determine the identity of the deceased, and how, when, where, and by what means they died.

Once this section of the RCYA is in force, our Reviews of Critical Injuries and Deaths program will conduct investigations into circumstances leading up to a critical injury or death of a young person(s), to determine if they received the services they were entitled to and if these services met their needs.

After completing a review, our office may make recommendations to ensure accountability of the responsible department(s) and/or to make suggested improvements to legislation, policies, procedures, programs, and services with the intention of preventing similar injuries or deaths of young people from occurring in the future.



OFFICE OBJECTIVES AND REPORTING **ON PRIORITIES FOR 2022-2023**



OBJECTIVE 1:

Establish our office as a trusted ally for young people and their families by building and strengthening our relationship with Nunavummiut.

Priorities that support Objective 1:

Continue to engage with communities, enhancing the office's presence across the territory.

- RCYO staff conducted a general outreach-style community engagement visit in Cambridge Bay from September 25 to 29, 2022. Staff presented the Raise Your Voice: Self-Advocacy Workshop to 20 young people and facilitated a child rights-based activity with 40 high school students. In addition to meeting with GN service providers and non-government organizations, staff engaged with community members through outreach at two grocery stores.
- RCYO staff conducted a general outreach-style community engagement visit in Pond Inlet from October 17 to 21, 2022. While in Pond Inlet, staff toured the community wellness center and women's shelter, and presented the Raise Your Voice: Self-Advocacy Workshop to approximately 30 students at the high school. In addition to meeting with GN service providers, staff also met with MLA Karen Nutarak and presented to the hamlet council. By setting up an information table at the Co-op, staff connected with young people and community members.
- Community engagement in Igaluit is ongoing. This year, RCYO staff:
 - presented to Qikiqtani General Hospital Managers of Clinics, Emergency Room, Operating Room, and Inpatient Ward; and at the Mental Health and Addictions Orientation for Mental Health Nurses and Consultants.
 - met with staff at the Isumaqsunngittukkuvik Youth Center and toured the new youth facility.
 - attended the Arctic Child and Youth Foundation's Memorandum of Understanding (MOU) re-signing ceremony between Umingmak Child Advocacy Centre and partner agencies.
 - Connected with community members during the Santa Claus Parade by handing out hot chocolate at the Elder's Qammaq.
- We continue to use facebook to share information information about the work of our office and child rights, and directing the public to content and resources available on the office's website.
- Again this year, the RCYO worked with Northern News Services Ltd. (NNSL Media) to publish child rights content, in the Nunavut News and the Kivalliq News, coinciding with National Child Day on November 20.

• In celebration of National Child Day, the RCYO hosted their annual child rights contest. This year's contest highlighted Article 19 of the United Nations *Convention on the Rights of the Child*, a young person's right to be protected from being hurt, in body and mind. The contest was open to all young Nunavummiut and requested logo designs that reflected Article 19. RCYO staff judged each of the five entries received to select the top three submissions. The young people with the top three submission received their choice of on-the-land gear from Arctic Survival valued up at \$500. Mckenzie Akerolik, 9 years old from Rankin Inlet, was the winner of this year's My Child Rights! contest. Her artwork will be in the inspiration for our next t-shirt logo design.

Continue to develop child rights resources.

- The creation of our third child rights book and extension activity, for the Department of Education's Inuktut Titiqqairiniq balanced literacy program has been completed. This book is for a grade four reading level. We anticipate these resources will be printed and delivered to all Nunavut schools in the 2022-2023 school year.
- Having successfully completed three grade level reading resources and six video segments for Anaana's Tent, the RCYO continues to work in collaboration with Inhabit Education and the Department of Education to create a child rights curriculum and teaching guide for the elementary school level.
- The Raise Your Voice: Self-Advocacy Workshop is been revised. Before the end of the fiscal year, it will be finalized and all staff will be trained on delivering it.



OBJECTIVE 2:

Respond to individual complaints regarding services for young people and their families provided by Government of Nunavut departments and hold departments accountable for ensuring services provided are ethical, equitable, consistent, and considerate of the best interests of the young person(s) involved.

Priority that supports Objective 2:

Conduct annual file audit of closed individual advocacy cases and implement any updates required.

- Between April 1, 2022, and January 31, 2023, the RCYO opened 51 individual advocacy cases and closed 64.
- File audits of closed individual advocacy cases for the 2022-2023 fiscal year are in progress.
- The Representative made three recommendations to the Department of Family Services as a result of concerns identified in one of our individual advocacy cases.
- An "Advocacy 101" manual is in progress to further support the delivery of ethical, equitable, and consistent advocacy services from the RCYO.



OBJECTIVE 3:

Bring awareness of systemic issues that impact young Nunavummiut and their families, to the attention of the responsible Government of Nunavut department(s) and suggest changes to legislation, policies, procedures, programs, and services to prevent issues from arising again.

Priorities that support Objective 3:

Continue to improve and enhance collaboration with Government of Nunavut departments to address systemic issues affecting young Nunavummiut.

- Spring proactive meetings occurred with zero departments. Departments were responsible for scheduling the meetings and zero did so.
- The RCYO issued a notice of adverse report to nine departments regarding the systemic section of the RCYO's 2021-2022 annual report. All departments were provided the opportunity to comment on related content prior to its publication. One department provided feedback. This feedback was reviewed, considered, and incorporated where appropriate, prior to publication.
- The RCYO received a fourth draft of the GN-RCYO protocol on September 2, 2022. The protocol has since been finalized and is with Cabinet.
- The Representative made a total of 8 systemic recommendations to the Department of Family Services as a result of recurring issues brought to our attention through two of our individual advocacy cases.
- Fall proactive meetings occurred with zero departments. The RCYO was responsible for scheduling the meetings and decided not to do so given that the Representative has been out of territory for medical reasons.
- The RCYO prepared information requests for each of the four, main child and youth-serving departments, and one designated authority, Nunavut Arctic College (NAC), to determine what progress has been made towards the implementation of RCYO recommendations. The feedback provided will inform the RCYO's 2022-2023 annual report. The letters to departments were sent on December 20, 2022. The letter to NAC was sent January 13, 2023. Responses are requested for March 31, 2023.
- The Representative appeared before the Management and Services Board on October 29, 2022, to discuss the submission and suggested changes to the Representative for Children and Youth Act (RCYA). Work to review the RCYA is ongoing.
- Letters were sent to all GN departments on January 23, 2023, requesting them to share best practices about a program and/or service, that was initiated in the 2022-2023 fiscal year, that supports and empowers young Nunavummiut. All submission received by March 31, 2023, will be considered for inclusion in the RCYO's 2022-2023 annual report, as Advocate's Applause.

Continue to address systemic issues through child- and youth-centered recommendations.

STATUS:

- Our review of the Department of Family Services' child welfare services, based on what we know through our individual advocacy work, is on hold.
- The RCYO made eight systemic recommendations to the Department of Family Services as a result of concerns identified in two of our individual advocacy case.

Monitor and report publicly on Government of Nunavut departments' progress to address recommendations made as a result of our advocacy work.

STATUS:

- The RCYO's 2021-2022 annual report was backdoor tabled on September 13 and tabled on October 26, 2022. This report provides updates on the progress made by departments to address 82 systemic recommendations.
- The RCYO prepared information requests for each of the four main child and youth-serving departments and one designated authority, to determine what progress has been made towards implementation of RCYO recommendations. The updates provided will inform the RCYO's 2022-2023 annual report which is released publicly.

Advance the Reviews of Critical Injuries and Deaths program.

- The Representative appeared before the Management and Services Board on October 29, 2022, to discuss the submission and suggested changes to the Representative for Children and Youth Act (RCYA). Among the changes was a request to bring s.4(1)(b) into force. Enacting this section of the RCYA provides the Representative with the power to review the events leading up to a critical injury or death of a young person receiving government services, to determine if they received the services they have a right to and if those services met their needs. As a result of the appearance, the decision was made that this section will come into force as of April 1, 2023.
- The Manager of Individual Advocacy Services was on an Internal Transfer Assignment from their position as a Senior Systemic Investigator/Researcher. As this individual was the successful candidate in this indeterminate competition, in the new year the RCYO will work towards backfilling the Senior Systemic Investigator/ Researcher position, as well as hiring for two additional Senior Systemic Investigator/Researcher positions and a Communications Specialist which were all granted in order to operationalize the Reviews of Critical Injuries and Deaths program.
- The RCYO is working to backfill the Director of Child and Youth Advocacy position. As the Director should be hired prior to its direct reports, a request was made to Staff Housing Requests for the housing assigned to the new Senior Systemic Investigator/Researcher to be reallocated to the Director position. This request was made on November 16 and approved on November 25, 2022. The Director position was posted for competition on December 2, 2022, and will close on January 13, 2023.
- Work continues on the Critical Injury and Death chapter of the RCYO Policy & Procedure Manual.



OBJECTIVE 4:

The best interest of young Nunavummiut, families, and communities are reflected in all aspects of our work.

Priorities that support Objective 4:

Ensure the opinions and lives of young Nunavummiut and their families are reflected in our work.

STATUS:

- The RCYO's 2021-2022 annual report was backdoor tabled on September 13 and tabled on October 26, 2022.
- The systemic review of the Department of Family Services' child welfare services is informed by the lived experience of more than 150 young Nunavummiut.
- Mckenzie Akerolik, 9 years old from Rankin Inlet, was the winner of this year's My Child Rights! contest. Her artwork will be in the inspiration for our next t-shirt logo design.

Continue to look for and implement ways to engage our Elder Advisors and establish working relationships with Inuit organizations.

- RCYO staff met with representatives from the Social and Cultural Policy Division of Nunavut Tunngavik Inc. (NTI) to discuss areas of common interest, in particular child welfare.
- Two members of the Social and Cultural Policy Division of NTI are confidential external reviewers of the systemic review into child welfare services and provided feedback.
- The RCYO prioritizes engaging with Facebook posts made by Inuit organizations, sharing posts that are relevant to young Nunavummiut and their families.
- RCYO reach out to their Elder Advisors in Iqaluit for discussion about strategies to encourage children and youth to open up to advocates and ideas about how to encourage relationship building with children and youth. This meeting did not take place due to unforeseen office closures and scheduling conflicts.



OBJECTIVE 5:

Ensure our staff have the comprehensive knowledge required to provide quality advocacy services that meet the evolving needs of young Nunavummiut and their families.

Priorities that support Objective 5:

Provide individually tailored training and development opportunities for office staff.

Training/Professional Development	Date Completed	Number of Staff
Advanced Policy Training	December 2022	1
Building Professional Confidence	June 2022	1
Case Management System	June 2022	1
CCCYA Fall Meeting	September 2022	1
Chartered Professionals in Human Resources Accounting and Financial Management Organizational Behaviour	July 2022 April 2022	1
Child and Family Services Act	June 2022	4
Conflict Management & Resolution	July 2022	1
Cultural Training, IQ (Half day)	July 2022	6
HR Learning Series Human Resources Management Accounting and Financial Management	November 2022 October 2022	1 1
Indigenous Cultural Competency	July 2022	2
Personal Leadership	August 2022	1
Policy Training	September 2022	1
Pre-Retirement Planning	September 2022	1
Problem Solving and Decision Making	July 2022	1
Project Manager Leadership Training	August 2022	1
RCYO Media Training- Part 1	May and October 2022	3
RCYO Media Training- Part 2	September and October 2	.022 3
RCYO Policy and Procedure Manual	June 2022	1
RCYO Presentation Training	October 2022	3
Representative for Children and Youth Act	June 2022	1
Responding to Underperforming Employees	December 2022	1
Texting Platform	April 2022	2
Time Management Essentials	August 2022	1
UNICEF – Child Rights Impact Assessment	July 2022	1

PRIORITIES FOR 2023-2026

PRIORITIES 2023-2024

- Continue to engage with communities, enhancing the office's presence across the territory.
- Continue to develop child rights resources.
- Conduct annual file audit of closed individual advocacy cases and implement any updates required.
- Continue to improve and enhance collaboration with Government of Nunavut departments to address systemic issues affecting young Nunavummiut.
- Continue to address systemic issues through child- and youth-centered submissions and/or systemic review(s).
- Monitor and report publicly on Government of Nunavut departments' progress to address recommendations made as a result of our systemic advocacy work.
- Advance the Reviews of Critical Injuries and Deaths program.
- Ensure the opinions and lives of young Nunavummiut and their families are reflected in our work.
- Continue to look for and implement ways to engage our Elder Advisors and establish working relationships with Inuit organizations.
- Provide individually tailored training and development opportunities for office staff.



PRIORITIES 2024-2025

- Continue to engage with communities, enhancing the office's presence across the territory.
- Continue to develop child rights resources.
- Conduct annual file audit of closed individual advocacy cases and implement any updates required.
- Continue to improve and enhance collaboration with Government of Nunavut departments to address systemic issues affecting young Nunavummiut.
- Continue to address systemic issues through child- and youth-centered submissions and/or systemic review(s).
- Monitor and report publicly on Government of Nunavut departments' progress to address recommendations made as a result of our systemic advocacy work.
- Advance the Reviews of Critical Injuries and Deaths program.
- Ensure the opinions and lives of young Nunavummiut and their families are reflected in our work.
- Continue to look for and implement ways to engage our Elder Advisors and establish working relationships with Inuit organizations.
- Provide individually tailored training and development opportunities for office staff.



PRIORITIES 2025-2026

- Continue to engage with communities, enhancing the office's presence across the territory.
- Continue to develop child rights resources.
- Conduct annual file audit of closed individual advocacy cases and implement any updates required.
- Continue to improve and enhance collaboration with Government of Nunavut departments to address systemic issues affecting young Nunavummiut.
- Continue to address systemic issues through child- and youth-centered recommendations.
- Monitor and report publicly on Government of Nunavut departments' progress to address recommendations made as a result of our advocacy work.
- Advance the Reviews of Critical Injuries and Deaths program.
- Ensure the opinions and lives of young Nunavummiut and their families are reflected in our work.
- Continue to look for and implement ways to engage our Elder Advisors and establish working relationships with Inuit organizations.
- Provide individually tailored training and development opportunities for office staff.



Appendix A:

Financial Summary

	2022- 2023 Main Estimates		2023 - 2024 Main Estimates		2024- 2025 Planned		2025- 2026 Planned	
	\$000	PYs	\$000	PYs	\$000	PYs	\$000	PYs
Salary	1,937	11	2,131	12	2,131	12	2,131	12
Grants and Contributions	-		-		-		-	
Other O & M								
Travel and Transportation	155		155		155		155	
Materials and Supplies	60		60		60		60	
Purchased Services	100		50		50		50	
Contract Services	444		445		445		445	
Fees and Payments	10		10		10		10	
Tangible Assets	10		10		10		10	
Computer Hardware and Software	15		15		15		15	
Other O & M – Subtotal	794		745		745		745	
TOTAL	2,731	11	2,876	12	2,876	12	2,876	12

Appendix B:

2023 Nunavut Inuit Employment Plan

The RCYO is committed to working towards a workforce that is representative of the population of Nunavut, as stipulated in Article 23 of the Nunavut Land Claims Agreement.

Currently, the office has a 28% Nunavut Inuit employment rate, with a long-term goal of achieving a Nunavut Inuit employment rate of 85%. The RCYO has twelve positions, not including the Representative for Children and Youth. As of January 31, 2023, seven positions are fully staffed. Six positions are filled indeterminately, one position is filled with a term, and five positions are vacant. The term position is a staff member who is on a transfer assignment to a different roles within the RCYO.

The RCYO's Nunavut Inuit employment plan is based on provisions set out in section 23.4.2 (part 4) of Article 23 and includes three key areas that support Nunavut Inuit employee retention and growth within the organization.

The following table shows the RCYO's staffing as of January 31, 2023:

	Positions				Nunavut Inuit		
	Total	Vacancies	Filled	% Capacity	Employed	% IEP	
Executive	0	-	-	-	-	-	
Senior Management	1	1	0	0	0	0	
Middle Management	2	0	2	100	0	0	
Professional	8	4	4	50	1	13	
Paraprofessional	1	0	1	100	1	100	
Administrative Support	0	-	-	-	-	-	
TOTAL	12	5	7	63	2	28	

1. RECRUITMENT

- The RCYO is committed to working with the Department of Human Resources to explore alternative ways to prepare job advertisements to attract a larger number of Nunavut Inuit candidates to apply for RCYO positions, such as competitions restricted to Nunavut Inuit only.
- The RCYO is committed to working with the Department of Human Resources to explore innovative and viable Nunavut Inuit recruitment initiatives for RCYO employment positions.
- The RCYO is committed to working with the Department of Human Resources to ensure fair equivalencies are reflected in screening criteria for RCYO positions.
- The RCYO will offer term positions when there is no successful Nunavut Inuit candidate.

REPORTING ON OUR COMMITMENT TO RECRUITMENT

✓ There is no update to report at this time.

2. STAFF TRAINING AND DEVELOPMENT

- The RCYO is committed to working with Nunavut Inuit staff to identify short, medium, and long-term career goals.
- The RCYO is committed to providing learning and training opportunities that support Nunavut Inuit staff in successfully fulfilling the responsibilities and duties of their employment positions.
- The RCYO is committed to looking for opportunities to develop Nunavut Inuit staff members' skills, knowledge, and experience to enhance career mobility within the organization.
- The RCYO is committed to pursuing Sivuliqtiksat Internship opportunities to support Nunavut Inuit development when staffing competitions result in hiring on a term basis.
- The RCYO is committed to providing summer student work opportunities for Nunavut Inuit.

REPORTING ON OUR COMMITMENT TO TRAINING AND DEVELOPMENT

- ✓ Comprehensive orientation and delegation of authority training is mandatory and ensures that all new employees are welcomed and have the ability to fulfill their role.
- ✓ Leadership skill development opportunities are available and promoted, for example opportunities for acting roles and/or internal transfer assignments.
- ✓ Individualized training plans.
- ✓ Support for education leave.
- ✓ Support for Inuktut language training programs.
- ✓ Support for all staff to participate in Indigenous cultural competence and other cultural training opportunities.
- ✓ Support for Interdepartmental Transfer Assignments to build skills in alignment with individual career development goals.

3. EMPLOYEE RETENTION

• The RCYO is committed to researching and implementing suitable programs that support on the job training or internship opportunities that support the career development of Nunavut Inuit employees.

REPORTING ON OUR COMMITMENT TO RETAIN EMPLOYEES

✓ There is no update to report at this time.