Sihtoskâtowin Tribal Administration Review Project

For the
onihcikiskwapowin Saddle Lake Cree Nation

Member Survey - Summary Report

September 2024

Nichols
APPLIED MANAGEMENT INC.
MANAGEMENT & ECONOMIC CONSULTANTS

mihkoˌ paskwaw mostos
Indigenous HR Consulting

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The Membership Survey examined the following:

Membership Survey

THE NATION WANTS TO HEAR FROM YOU!!

Summary of Survey:

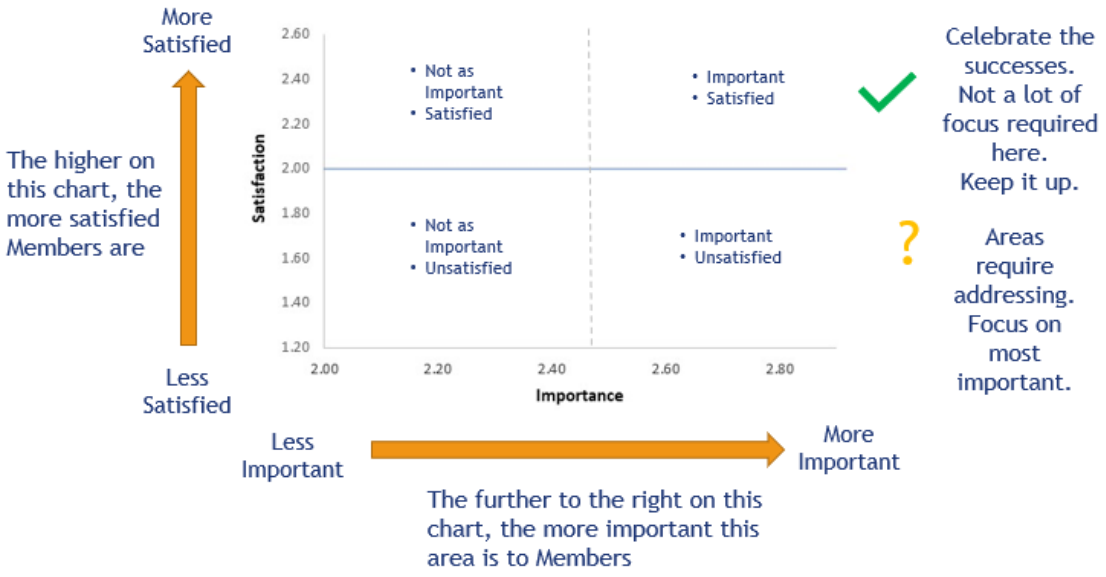
- Survey ran from June 10-July 24
- Available in paper and on-line versions
- 214 total responses
- 72% (155 respondents) live *on* reserve
- 28% (59 resondents) live *off* reserve
- Members who completed the survey were entered into a draw to win one of four prizes

Nation Programs and Services:	Nation Priorities:	Communication and Engagement:
• Are they useful to you?	• What are your priority needs?	• Are you well-informed?
• Are you satisfied with them?	• Can they be better met?	• How do you want information?

1. Service Delivery

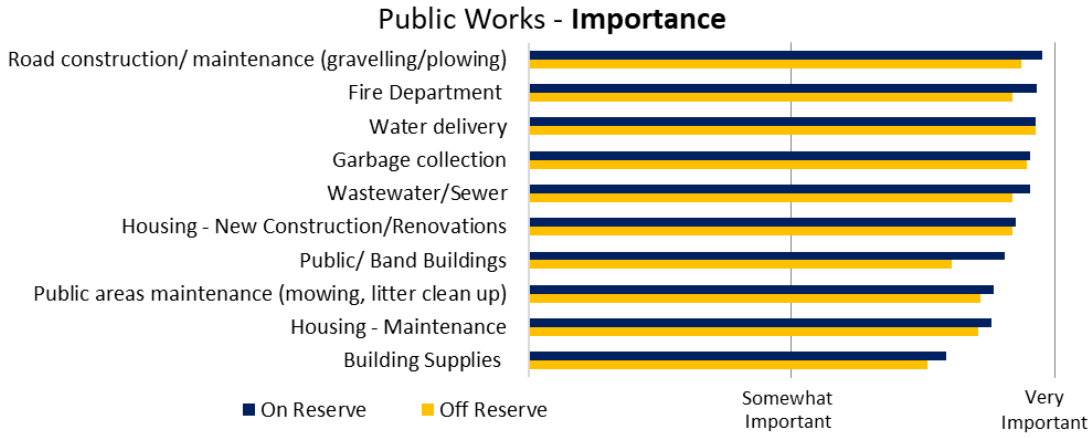
1.1 Interpreting the Importance and Satisfaction Results

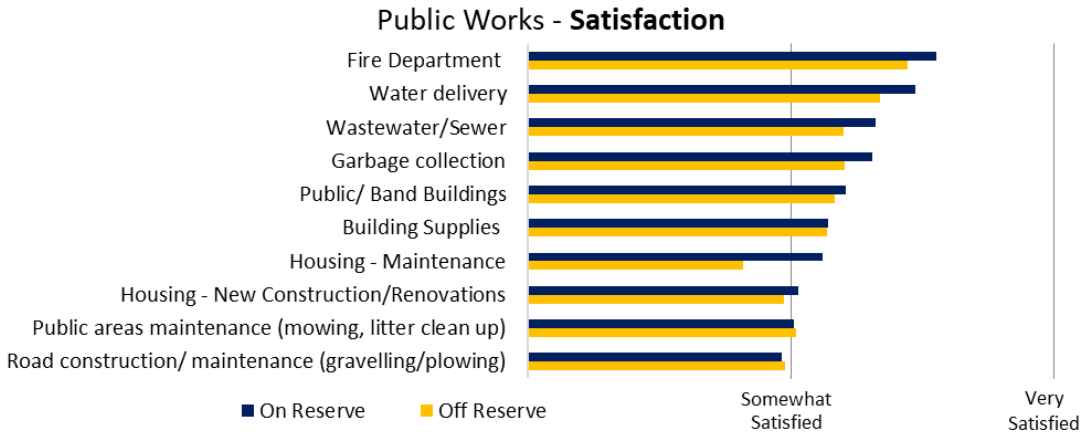
Helping identify areas for the Nation to focus on:

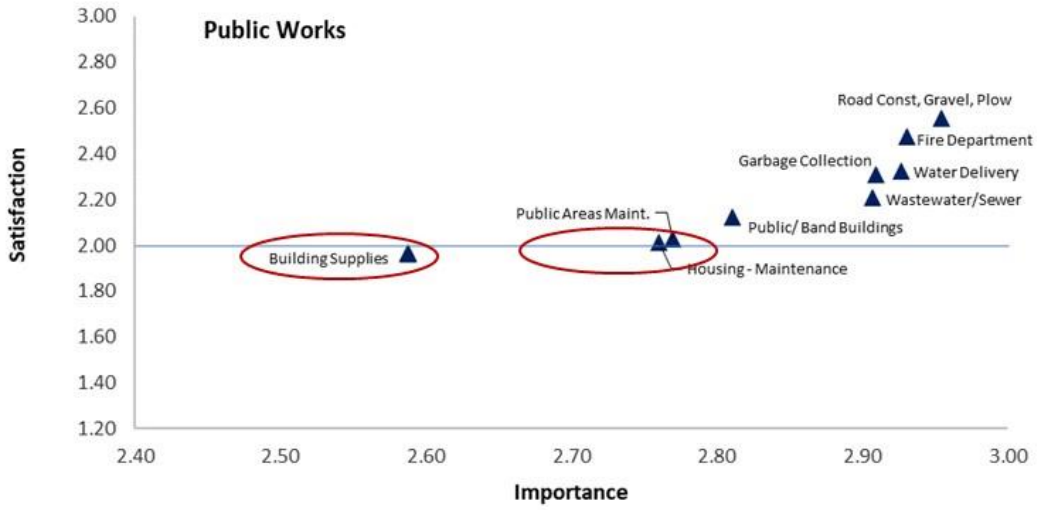


Note: The survey results are fairly 'blunt' – caution should be taken not to read too much into differences between programs and services. This is meant to be a starting point to identify where Departments should be placing attention. More work is required to understand why the results are the way they are. A relatively lower satisfaction level may not necessarily mean the program or service is poor - it could actually be well run, however there is a need for more engagement with the members using it to understand issues, or perhaps funding levels are insufficient, or rules / qualifying criteria mean a Member does not qualify, and they are frustrated being told 'no'.

1.2 Public Works

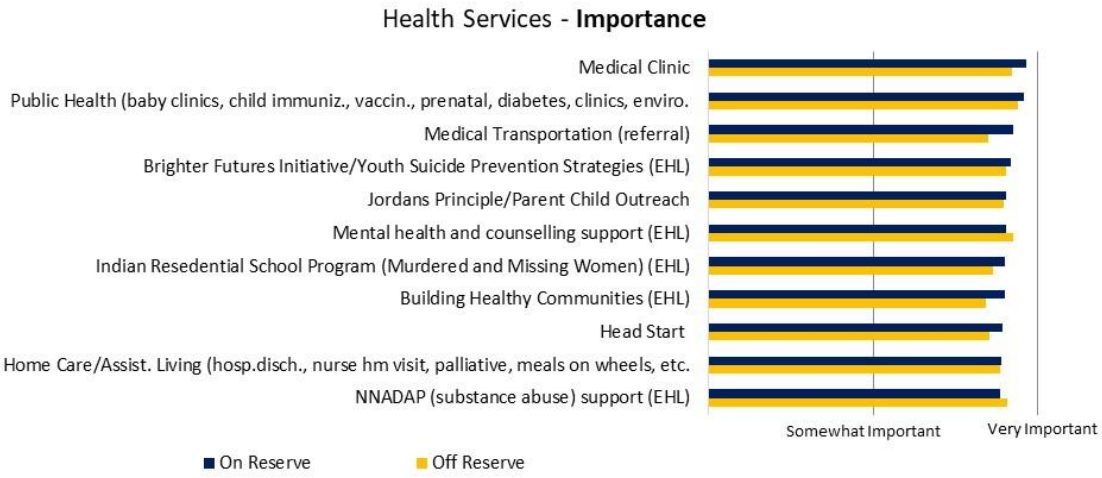


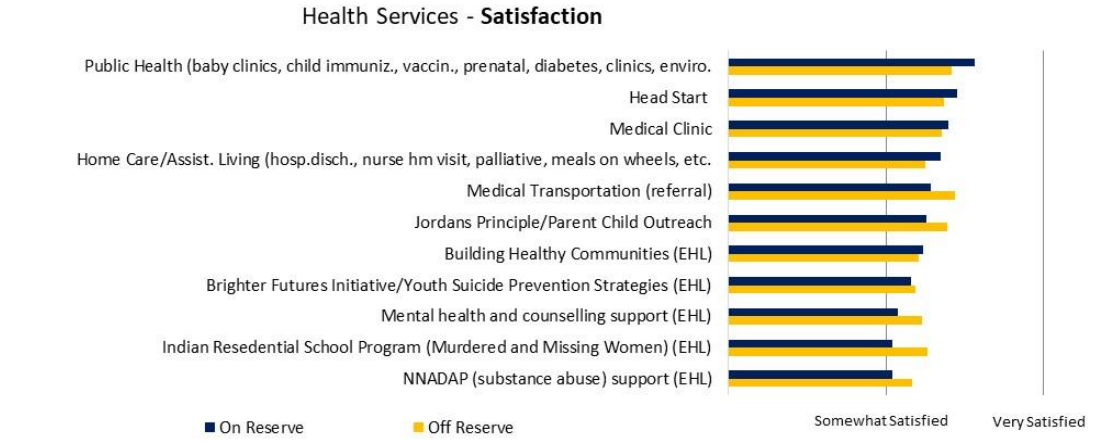


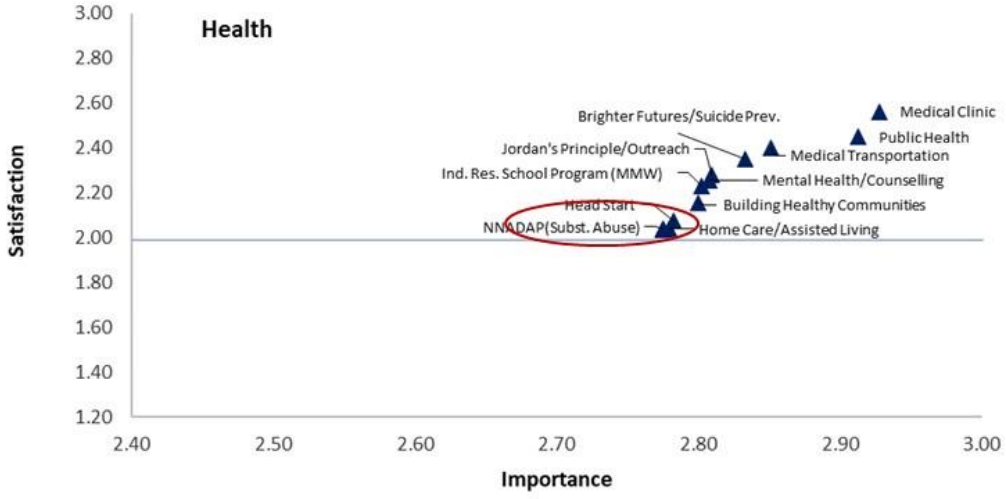


- Within Public Works, public areas maintenance, housing maintenance and building supplies are lower on the satisfaction scale. Road construction / gravel / plow and Fire Department are higher on the importance and satisfaction scale

1.3 Health Services

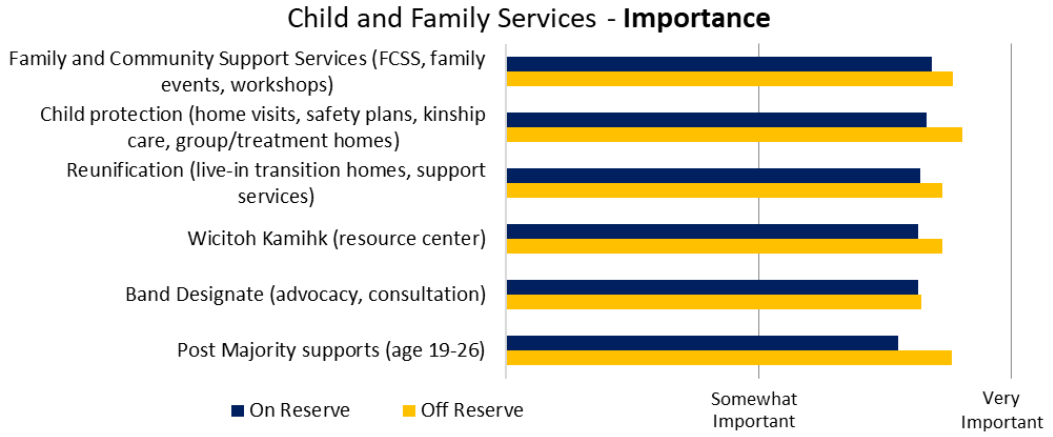


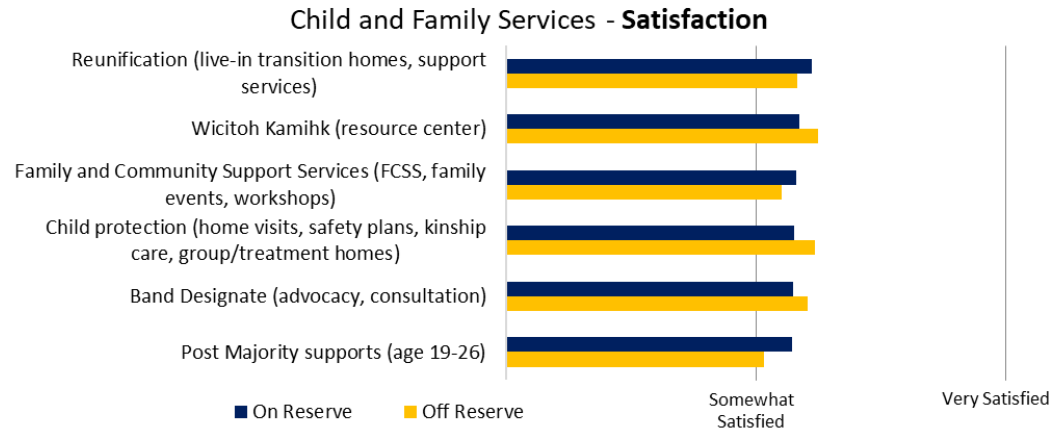


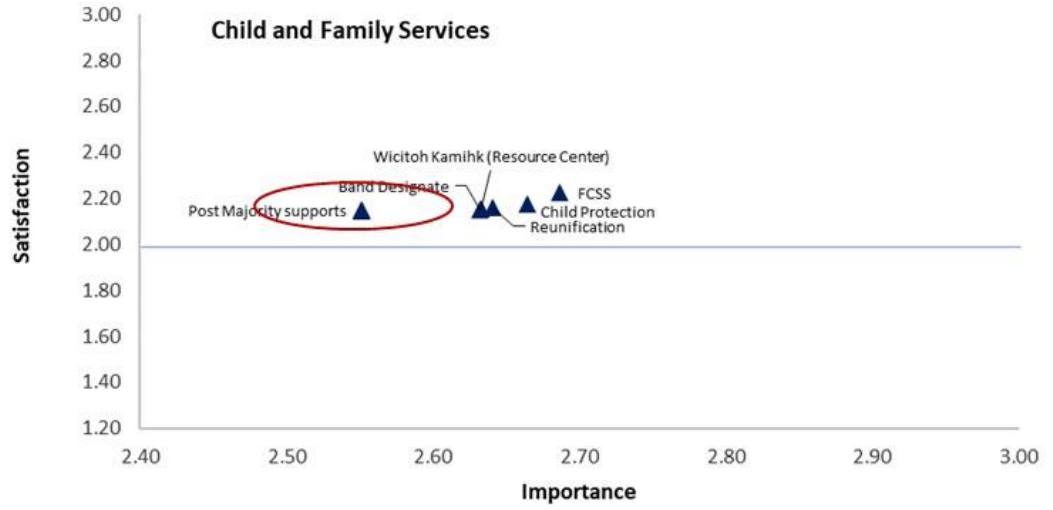


- Within Health Services, Home Care/Assisted Living, Head Start and NNADAP are all slightly lower on the satisfaction scale. Importance and satisfaction are high on the Medical Clinic and Public Health

1.4 Child and Family Services (Wahkohtowin Society)

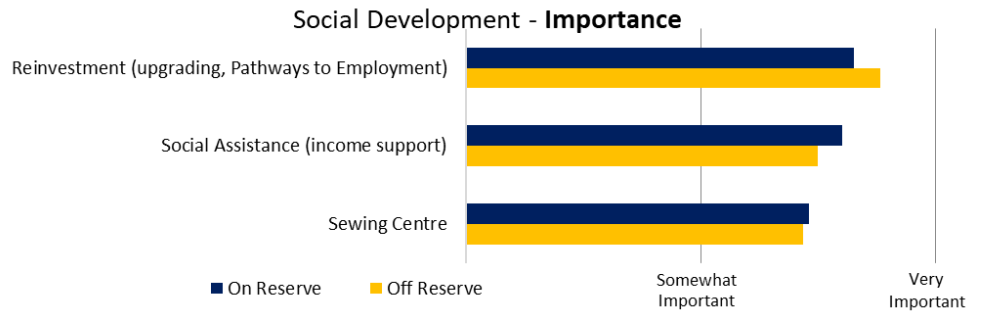


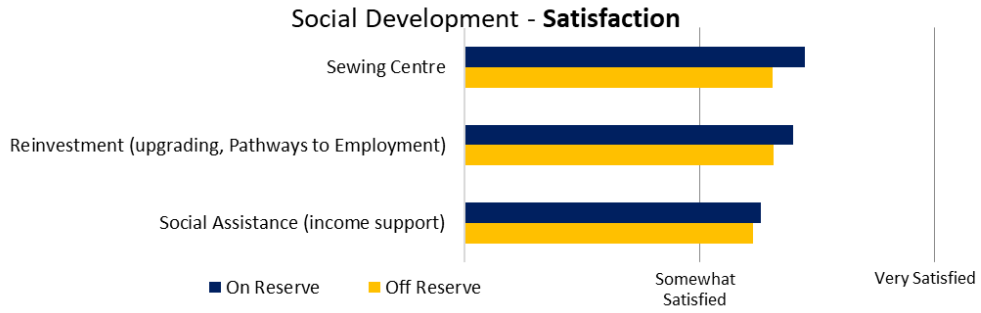


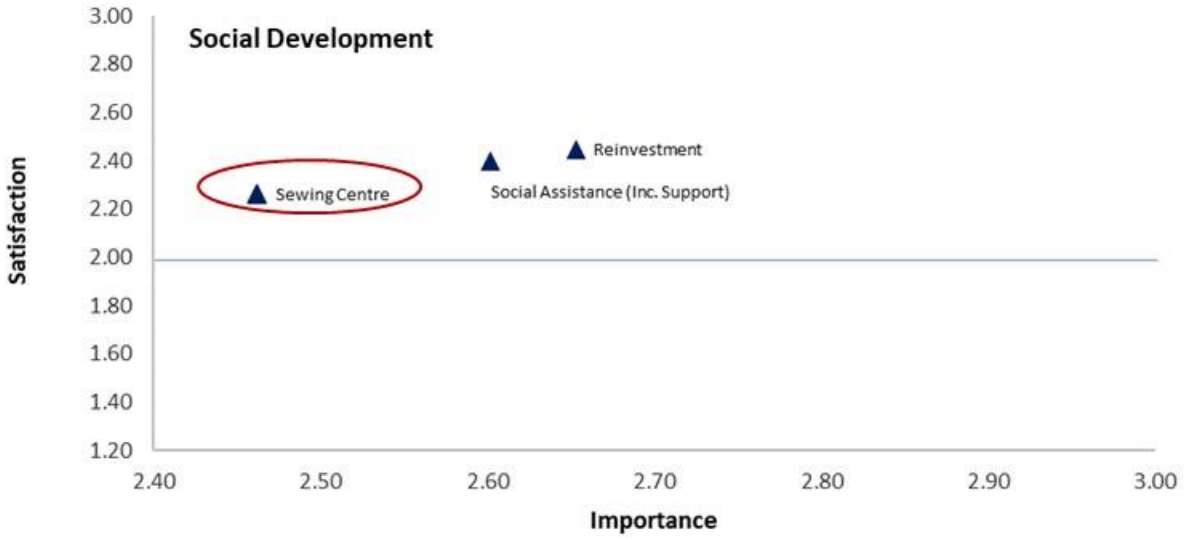


- Within CFS, Post majority supports is lower on the satisfaction scale. FCSS is highest on the satisfaction scale, but the overall level for the department is lower. It could be that this is a challenging service area (satisfaction would never likely be high as families are in crisis). The department's area of importance is on average lower than others

1.5 Social Development

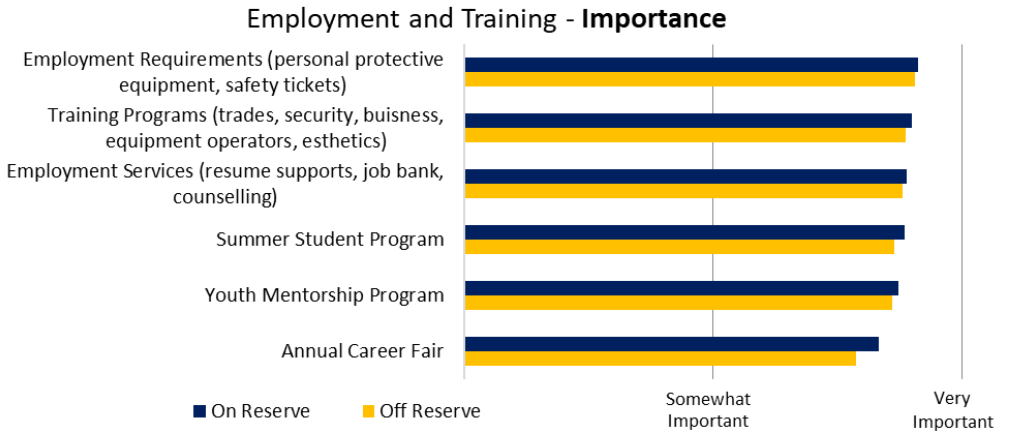


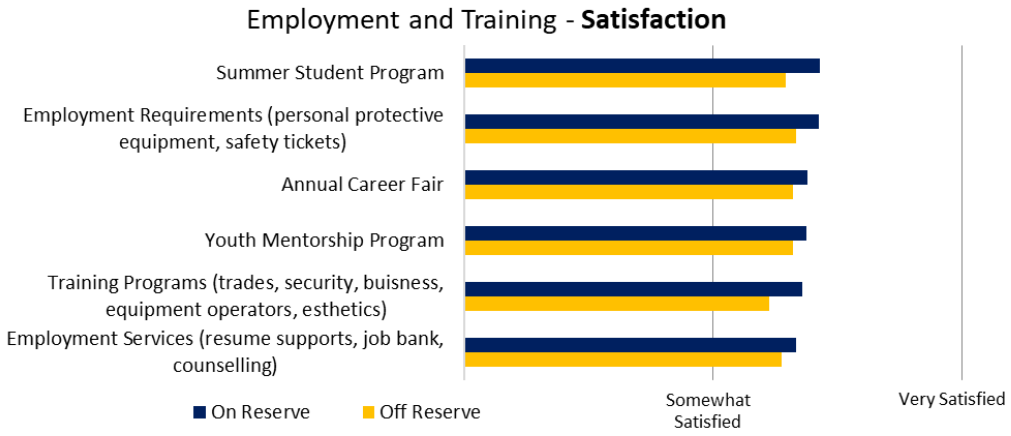


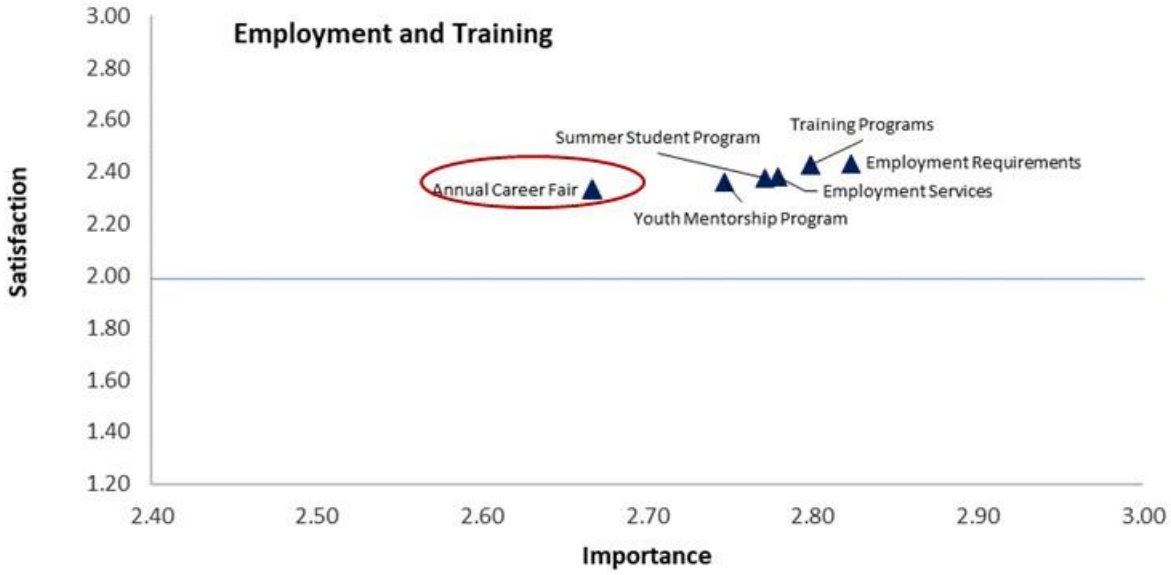


- Within Social Development, the Sewing Centre is lowest in terms of importance and satisfaction. The impacts of this centre should be examined. Reinvestment is the highest for importance and satisfaction. The department's area of importance is on average lower than others

1.6 Employment And Training

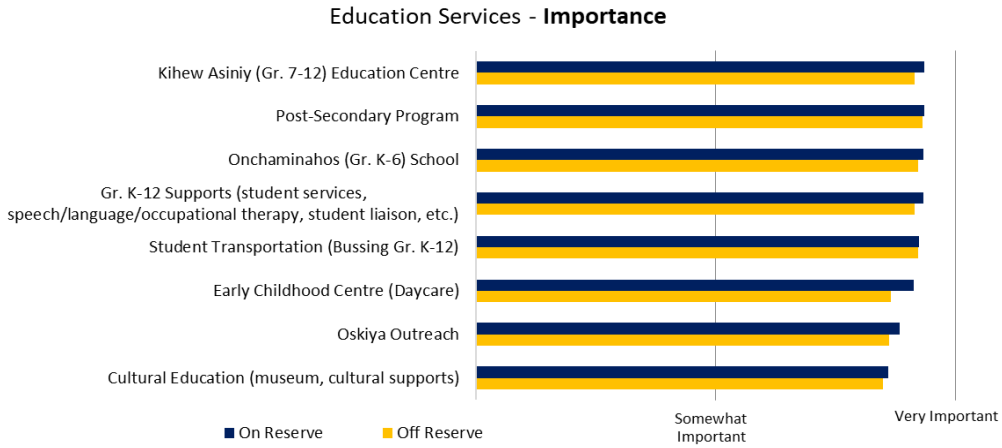


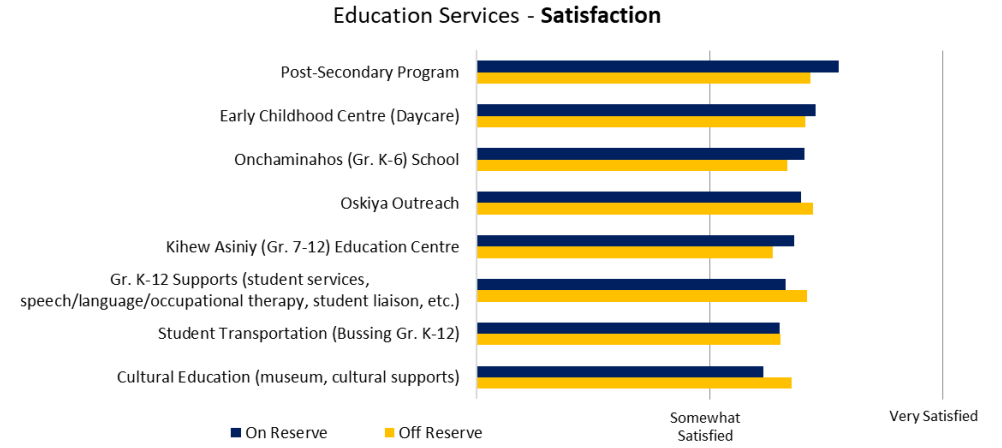


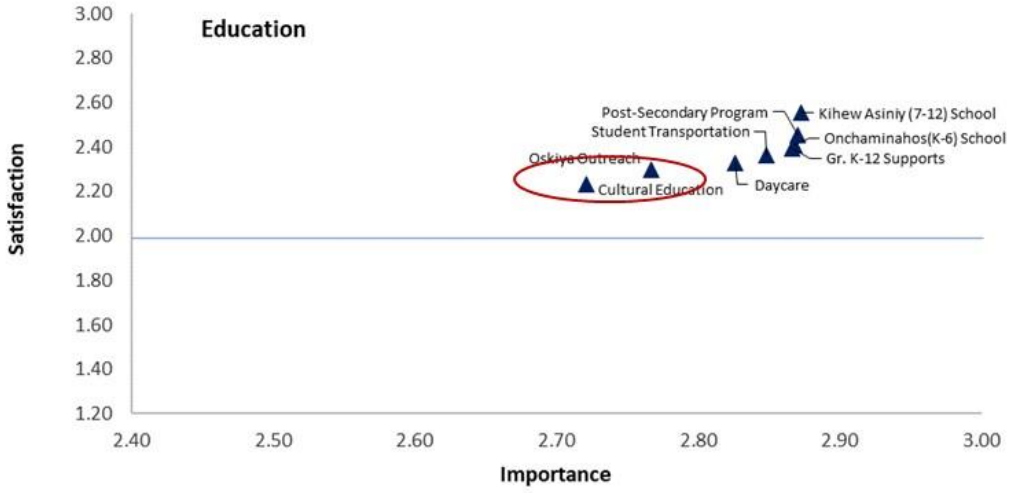


- Within Employment and Training, the Annual Career Fair is lower in importance and satisfaction. Employment Requirements and Training are highest for importance and satisfaction

1.7 Education

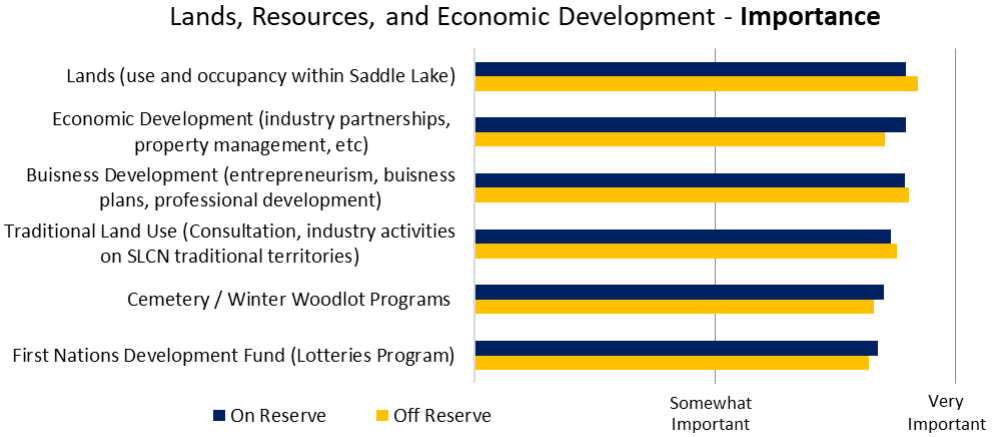


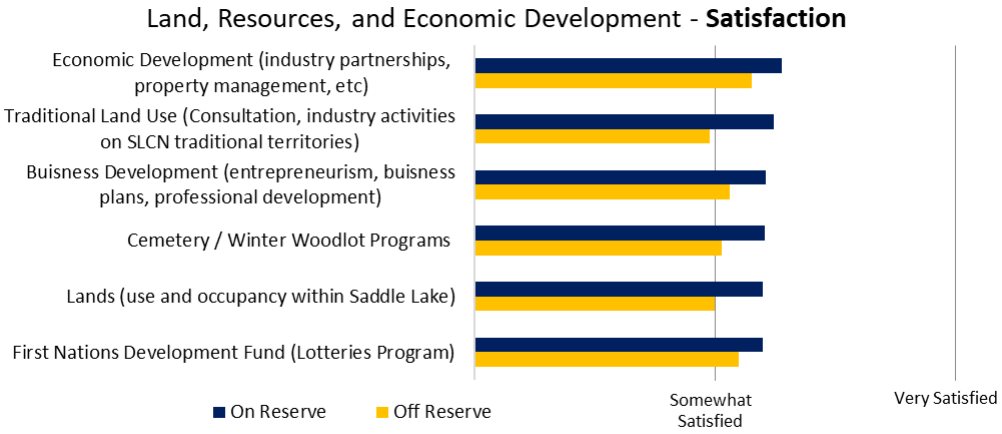


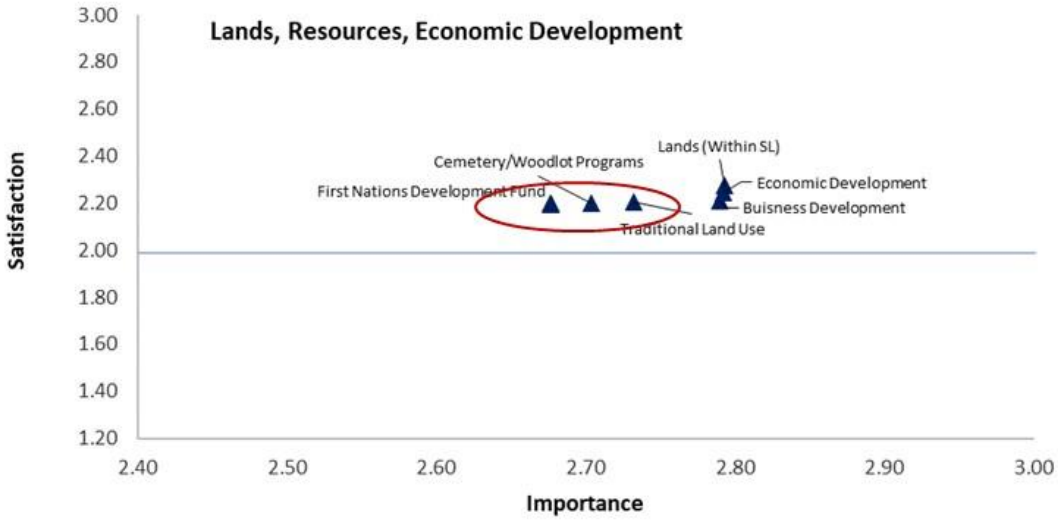


- Within Education Services, Okiya Outreach and Cultural Education are lower importance and satisfcation. The Schools and Gr. K-12 Supports are highest in importance and satisfcation

1.8 Lands, Resources and Economic Development

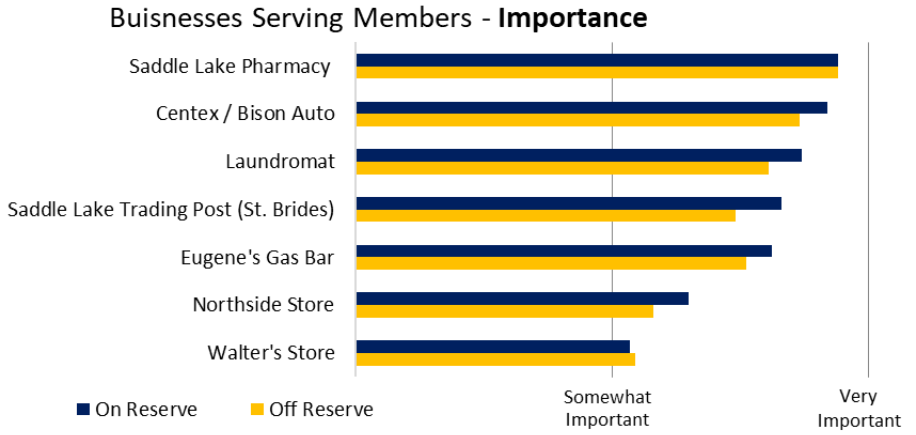


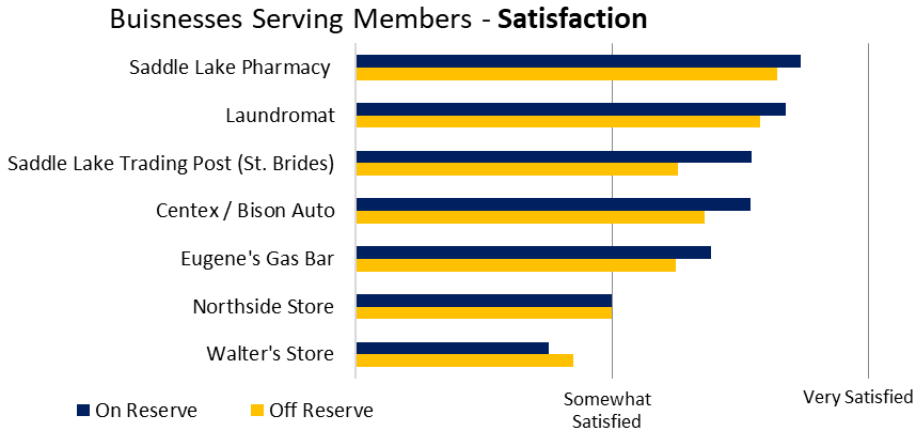


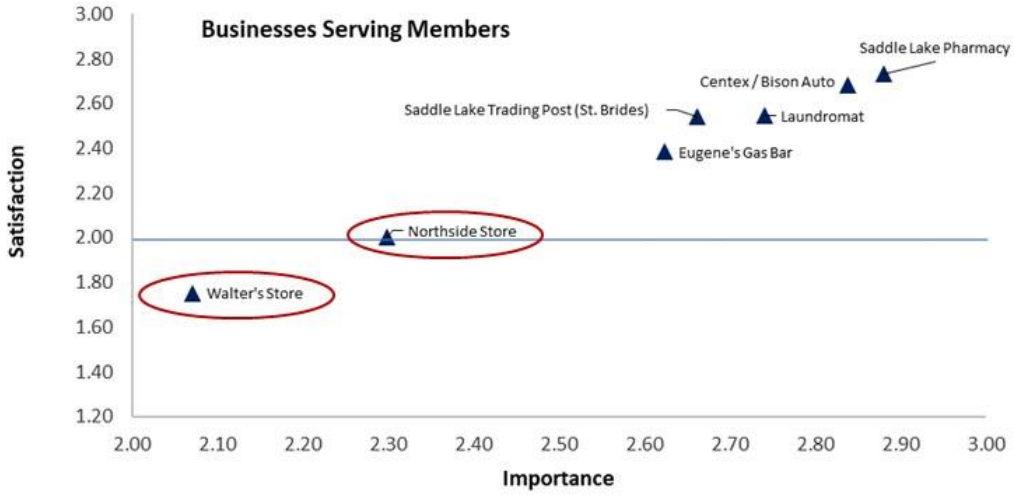


- Within Lands, Resources and Economic Development, Traditional Land Use, Cemetary / Woodlot program and FNDF are lower in terms of importance. Economic Development, Business Development and Lands within Saddle Lake are higher in importance

1.9 Businesses Serving Members

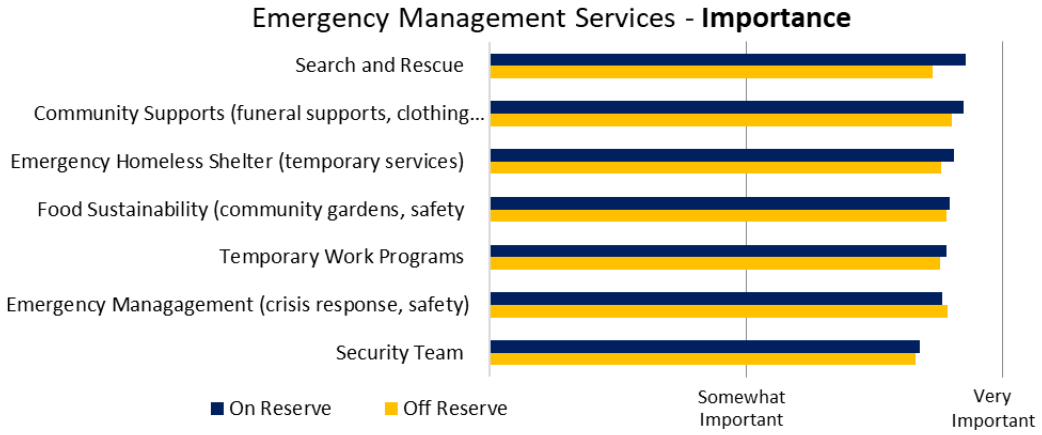


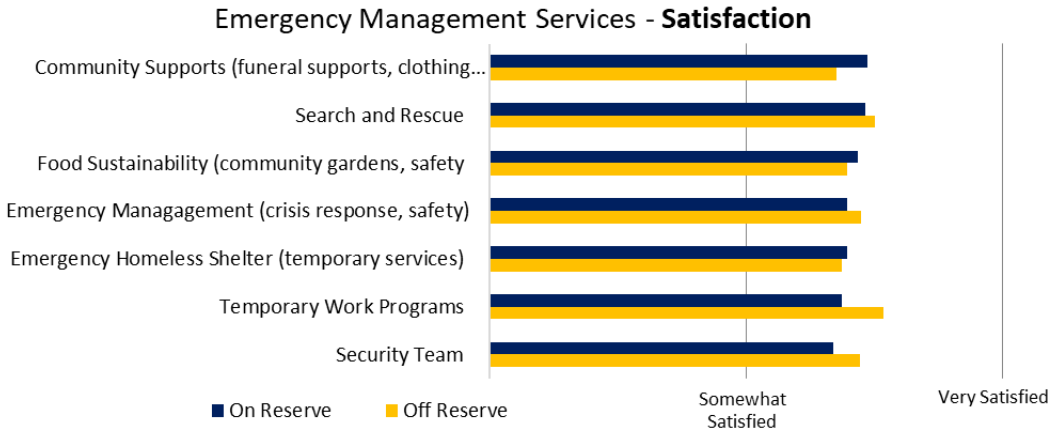


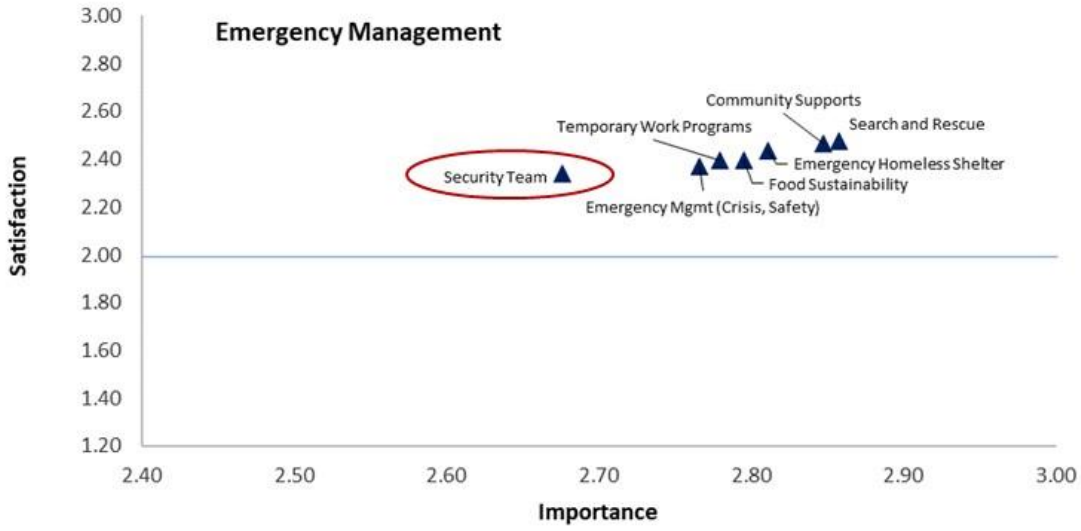


- Within Businesses on Reserve that serve Members, Northside store and Walter's Store (particularly) stand out as having low satisfaction. The Pharmacy and Centex/Bison Auto rank highest in importance and satisfaction

1.10 Emergency Management

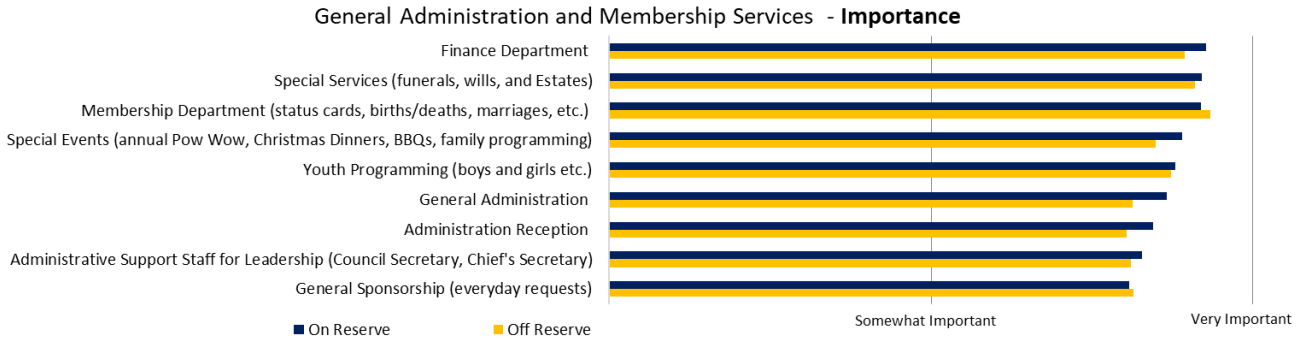


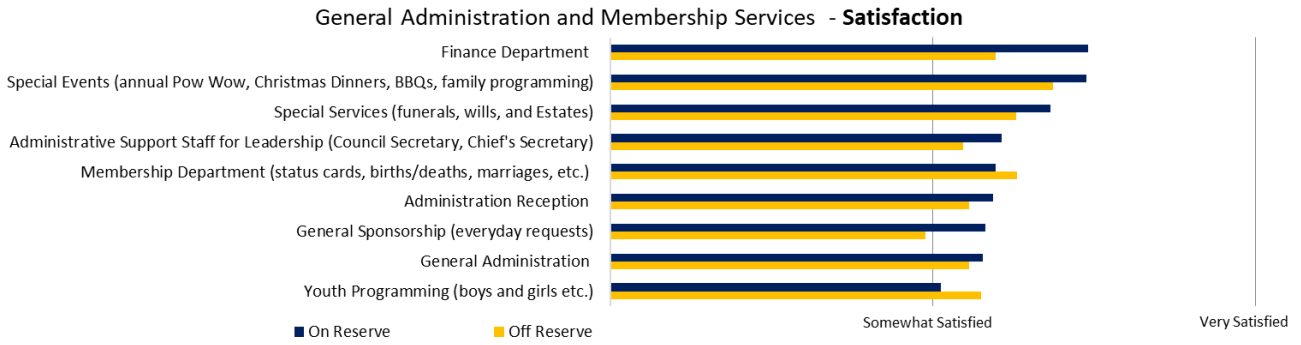


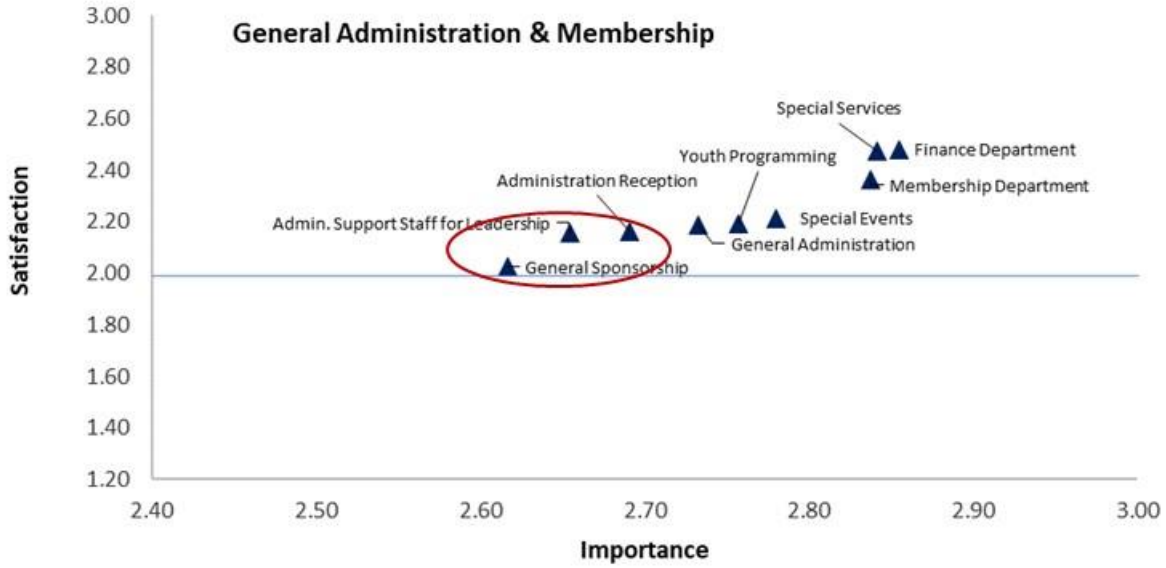


- Within Emergency Management, the Security Team is lowest in importance and satisfaction. Search and Rescue and Community Supports show the highest in importance and satisfaction

1.11 General Administration and Membership Services

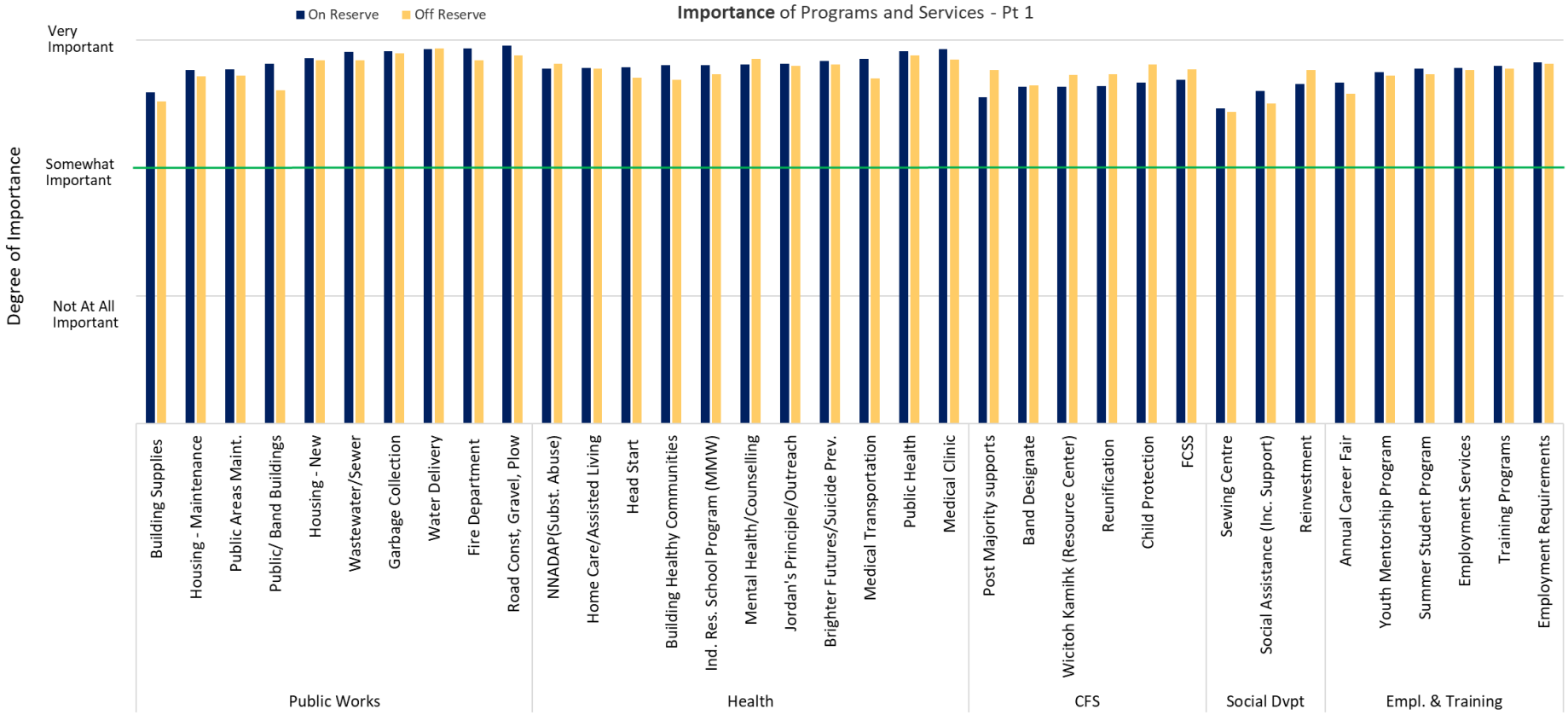




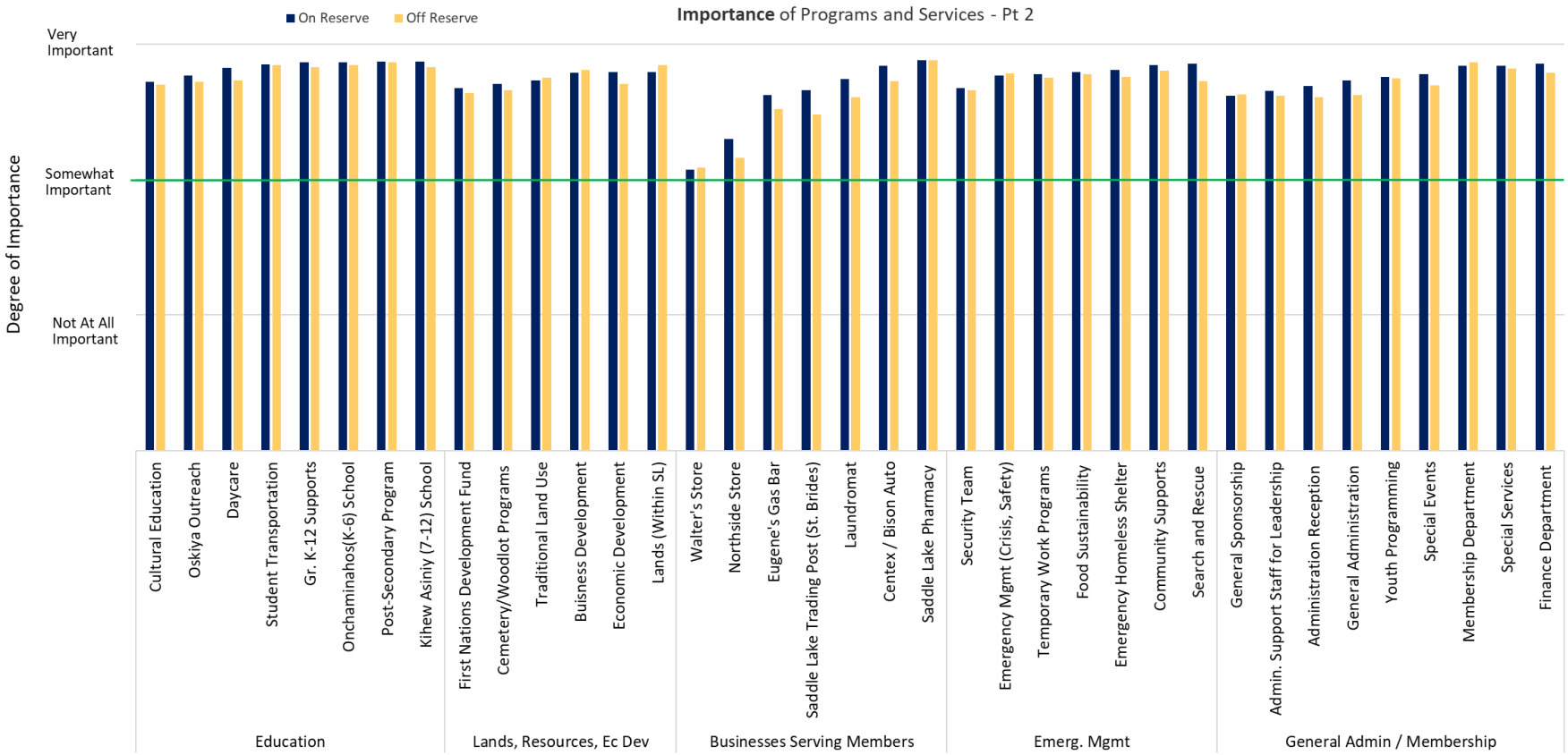


- Within General Admininstration and Membership Services, General Sponsorship showed lowest for satisfaction Admin Support Staff for Leadership showed lowest in importance. Highest for importance and satisfaction area Finance Department and Speical Services

1.12 Overall Importance – All Departments

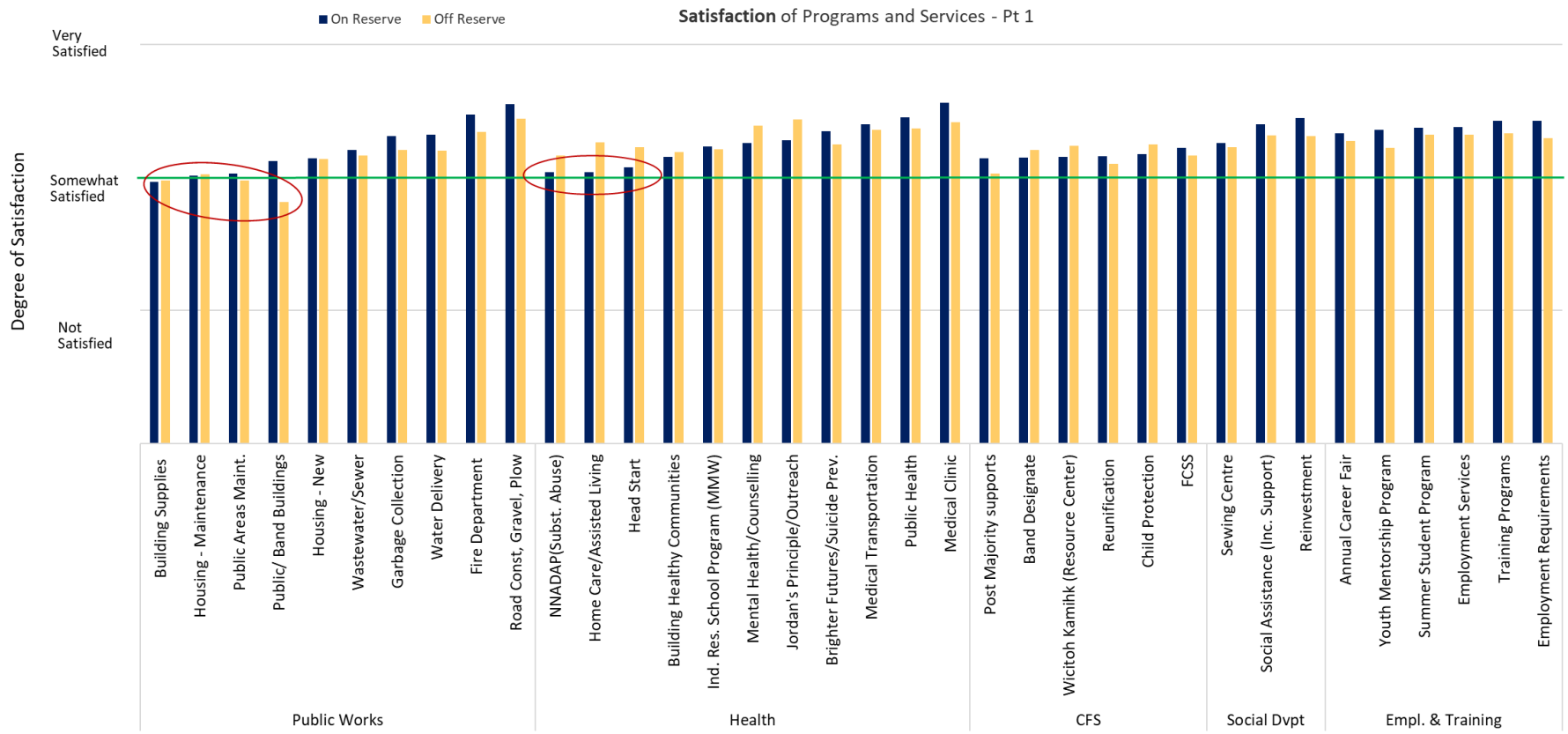


(list of programs/services carries onto the next page…)



- Overall, Members on reserve find all programs to be at least 'somewhat important' (no programs are deemed unimportant)

1.13 Overall Satisfaction – All Departments



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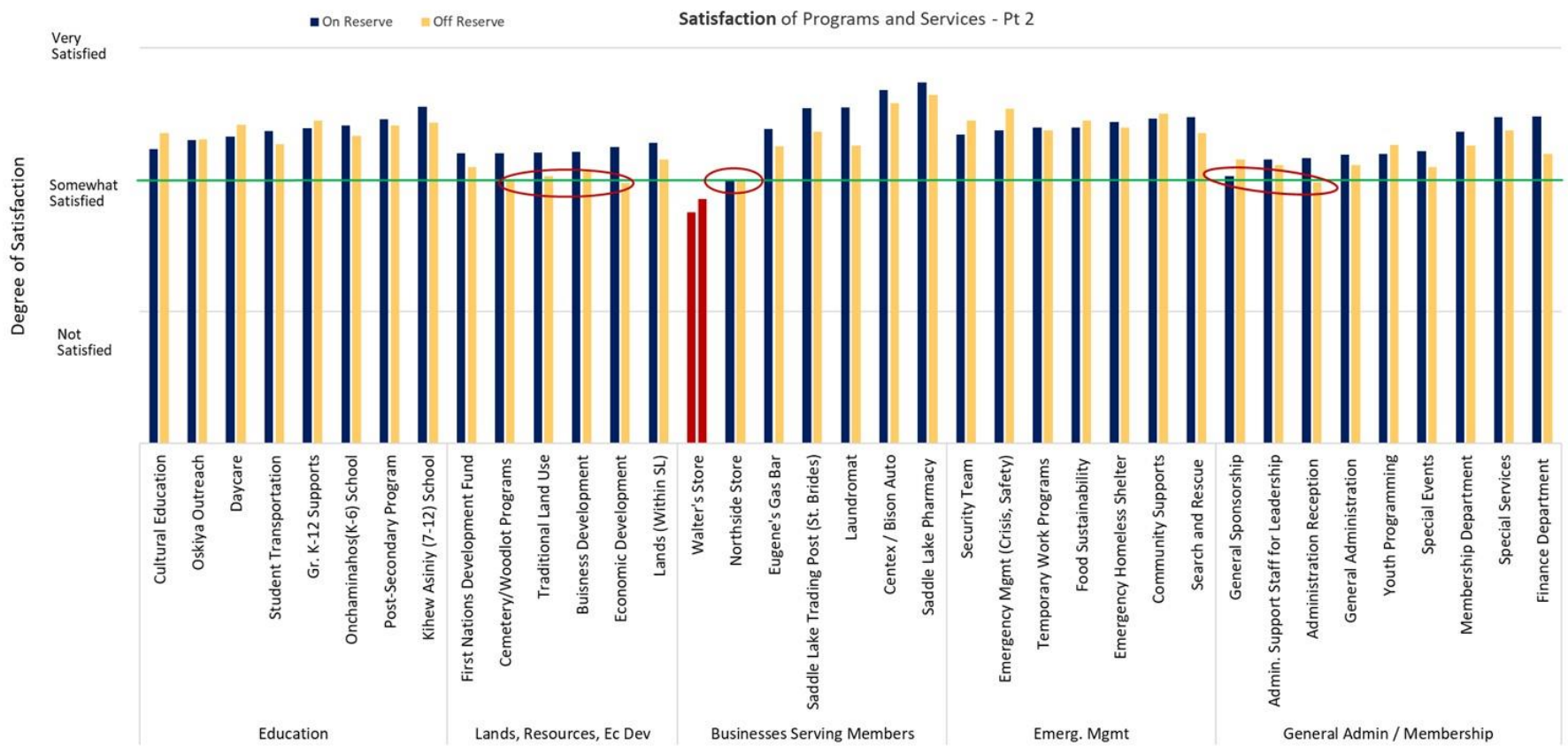
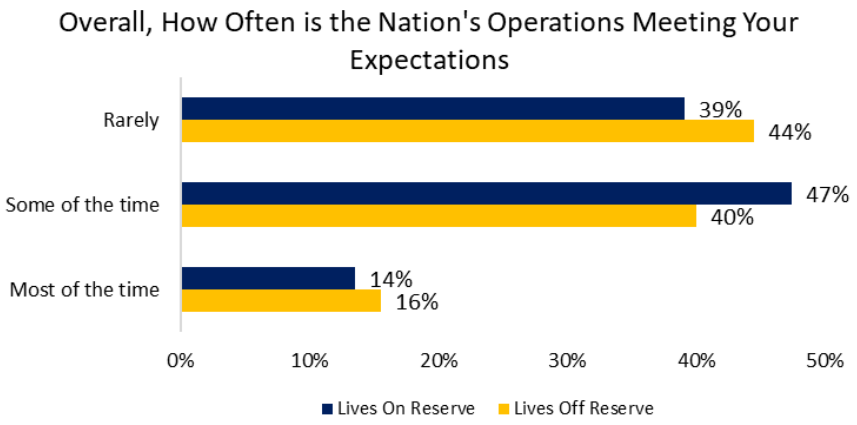
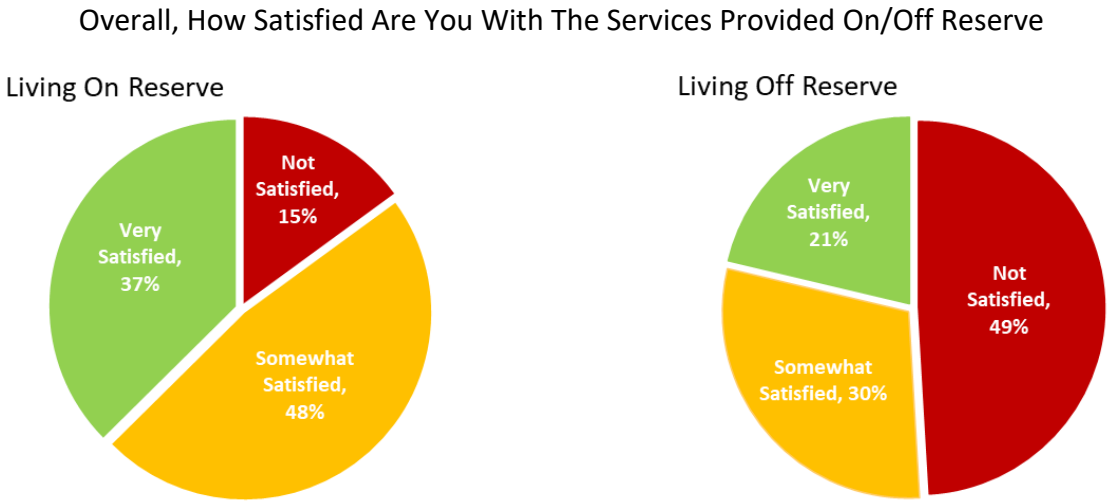


- In general, Members are for the most part reasonably satisfied with most programs/services
- Those programs in red or red-circled could benefit from a look / support from senior Management

1.14 Overall Satisfaction



- There is room for improvement with Nation operations
  - only ~15% of Members feel the Nation's operations meet their expectations most of the time
- Around 40% of Members feel it rarely meets expectations



- That said, general satisfaction levels are higher with the services offered by the Nation
- Members living on reserve are more satisfied overall with the Nation operations, with one third very satisfied, and nearly half somewhat satisfied
- Levels are lower with Members living off reserve – nearly half are unsatisfied

The types of open-ended responses provided includes:

On Reserve	Off Reserve
• The Nation is able to help or direct me to help as needed • Bias and special treatment for some • Need for equality for all members including Bill C • Not transparent enough, lacking reporting on meetings • Access to employment, training, funding, or housing depends on which family you are from • Not enough communication to members - finding things out after the fact • More training to staff on respectful communication to all members • Silencing staff and micromanaging • Pay user fees for housing maintenance, yet have to wait weeks for service • Ineffective Band meetings - Nation staff/leadership unprepared, agenda not followed, decisions made at end with few Members left • Nepotism with Chief and Council • To much favoritism / nepotism • The Old norms are too powerful - need to change for the better • Leaders are unreachable, except for the Chief • Resources need to be well-advertised and information shared with all members • The Nation provides ways of help - just need easier ways to access it	• Better communication for those off reserve • I would live in the community if services were better • Consider sub-offices in urban centers where a high population of members live (like other Nations have) • Caught up in Membership confusion with Whitefish - feel like being held hostage • Our community meetings are improving, more informational focused, less agression as before

2. Priority Areas of Operation

- Housing, jobs/training are priorities for all Members
- For those off-reserve – more health services and language and cultural programming

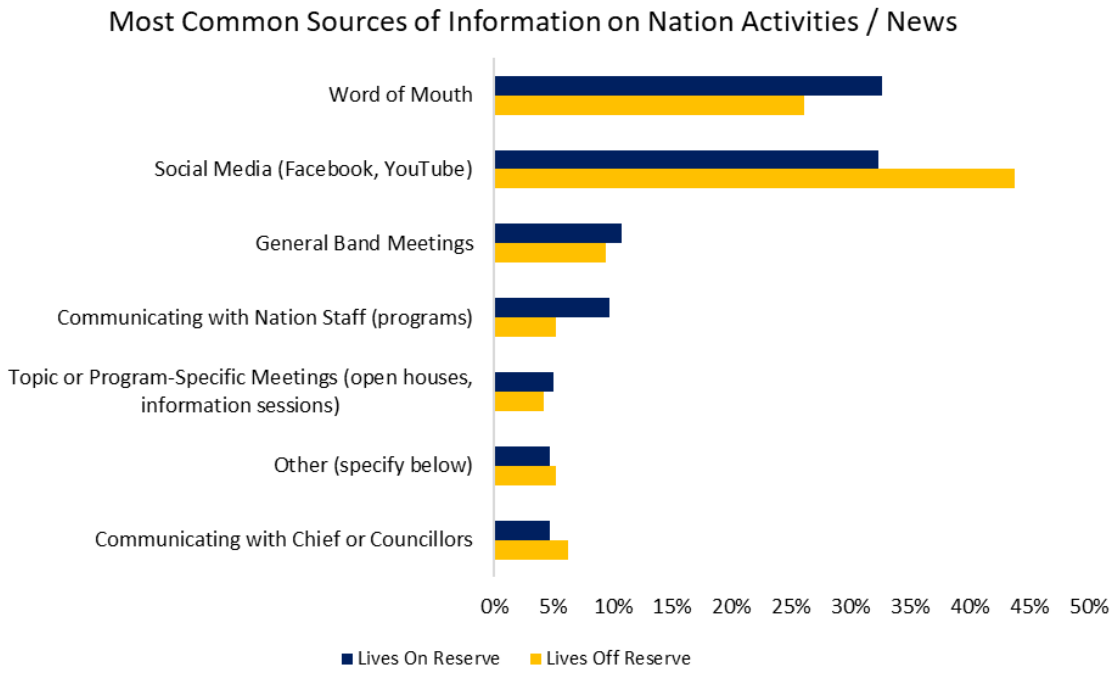
The types of open-ended responses provided includes:

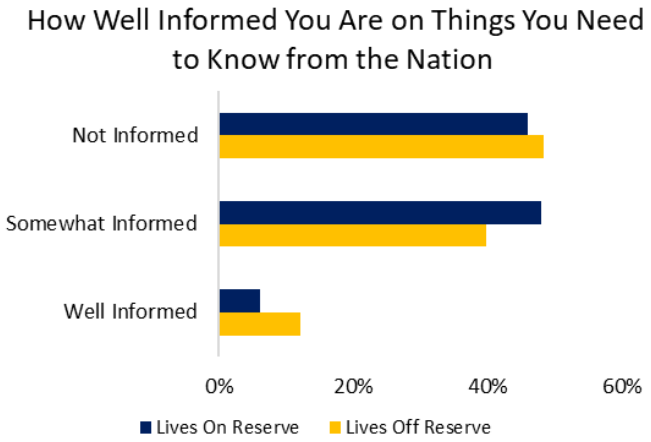
On Reserve	Off Reserve
• Violence must not be tolerated in any shape or form in or out of school • Invest more in youth development • More houses/renovations roads • Clean water • Roads cleared and fixed • Seniors home for Elders • Learn more about our culture • Treaty/Rights/Governance • Importance of governance / treaty • Treaty protection	• More private businesses • More inclusion for off-reserve members • Bussing • Policing • Post Secondary meetings and more education support • Band bylaws

• Public treaty tellers and treaty reading materials • More cultural teachings (hunts, spiritual, care of land) • Address drug dealers • Drug and alchohol problems • Stop enabling people to stay on social assistance • Work as a team, lift each other up • Education is empowerment • Butcher shop and meat available for the community	

3. Communication

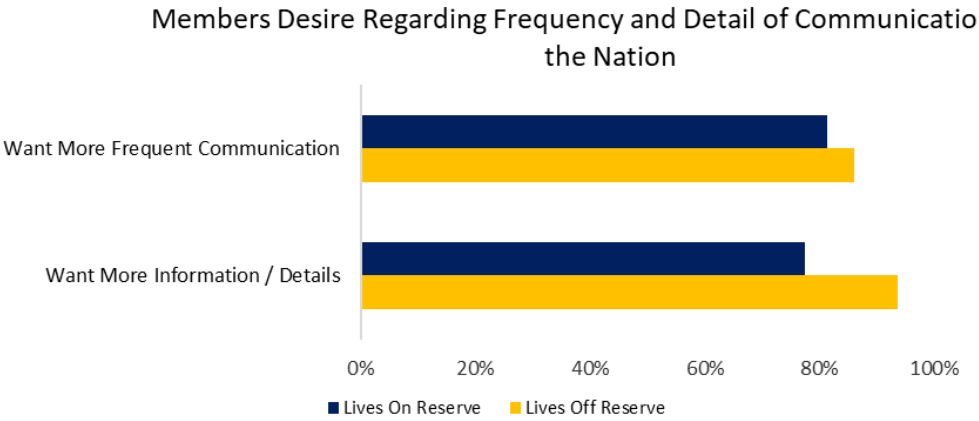
3.1 Current Communication Practices



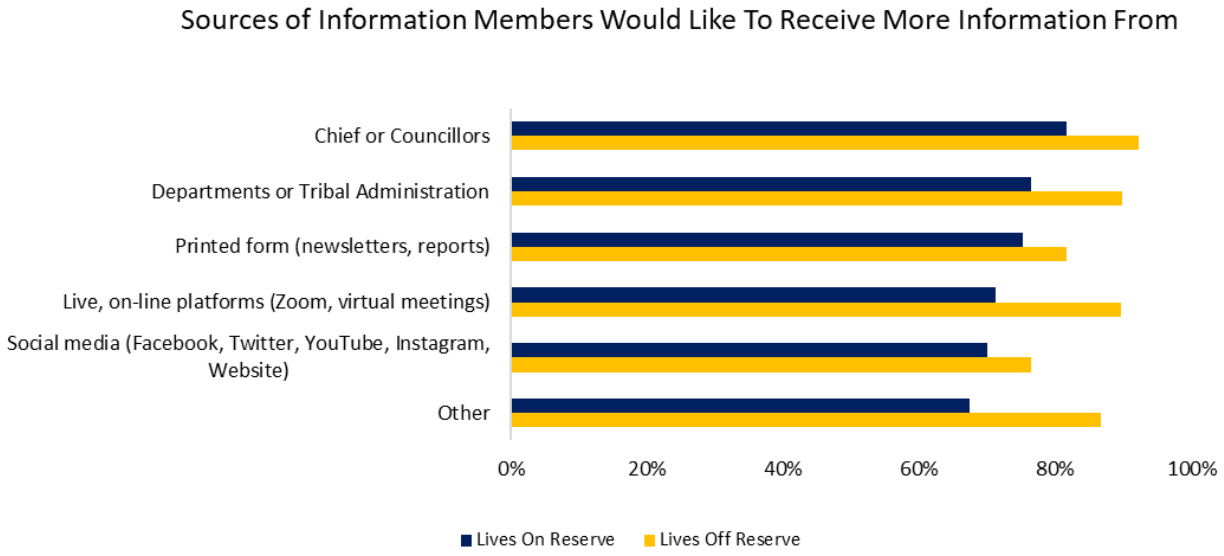


- Word of mouth and social media are the most common ways Members learn about Nation news – neither of which are dependable sources
- The majority of Members indicate being not informed about things they need to know

3.2 Desired Changes in Communication



- 80%+ of Members want more frequent communication with more detail



- The desire this information from C&C firstly, followed by the TA and Departments
- Around 75% would like printed information (newsletter, reports)
- The types of open-ended responses provided includes:

On Reserve	Off Reserve
• The SL App is used by many members for information • Newsletters, reports, social media, flyers should all be used • Quarterly band meetings • Radio station - used to give a lot of information, especially to the elders that do not access the internet • Need more communication from administration - i.e. memos • The electrical signboard on the main road is a great idea but needs to change more slowly • Creating and maintaining the SLCN website. Many look for information on websites	• Up-to-date website with links that work • Someone designated for supporting off reserve members • Post minutes from directors' meetings and band meetings on website and App • Use of live-stream and open forums • Radio slots • Feels like off reserves are forgotten until election time

3.3 Other Contributions

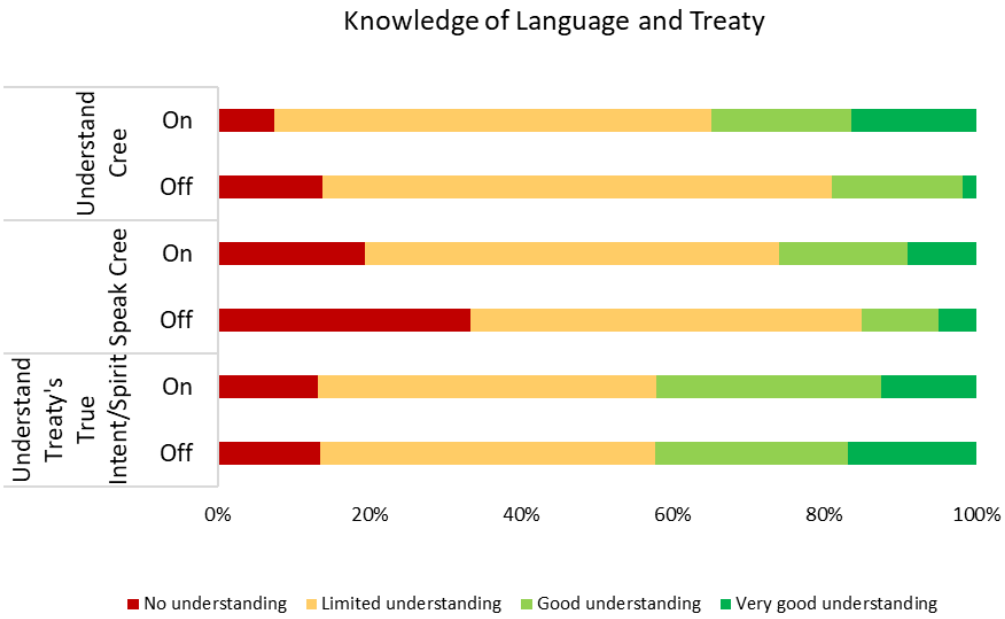
The following are the types of open-ended responses provided to the final question of Anything Else to Say?:

On Reserve	Off Reserve
• Create a vision statement / motto everyone can understand • Laws need to be from our ceremonies and history • Need to employ the educated people and not be scared of new ideas • Need older employees to mentor the younger ones • Succession planning and moving employees around • Need activities to keep our children out of trouble and stay connected with friends • Bring back women's and men's groups • Trust Chief and Council, they are still doing well • I'm proud to be a Saddle Lake Band Member - our community has a lot to offer • With the right decisions our Nation can move forward in a good way for our future generations • More honest, friendlier, education people in Council that give opportunities to more than just their relations • Nation members deserve qualified, professional services by leaders with the necessary skills • Politics stands in the way of fair decisions • Many events and meetings happen during working hours so employees are unable to attend. • Less money on travel, retreats, and workshops for staff and leadership - put the resources where its needed to benefit members • Listen to the feedback in this survey and act on it • Thank you for providing this survey-hopefully it provides information for positive change(s) for our nation	• Hold an off-reserve engagement session to gather opinions and ideas • Please schedule meetings, pickups (e.g. hampers) etc. for evenings / weekends, otherwise have to take time off work. Also more accessibility via online. • Appreciate the Facebook live or online meetings • Allow children whose fathers are 'white' to be members • More support for single parent families • Leadership needs to focus on transparency, accountability and fostering positivity and hope for the younger generations • We can make our Nation a better place if we work together respectfully

4. Demographics

4.1 Knowledge of Language and Treaty

Knowledge of Language and Treaty		No understanding	Limited understanding	Good understanding	Very good understanding
Understand Treaty's True Intent/Spirit	Off	14%	44%	25%	17%
	On	13%	45%	30%	13%
Speak Cree	Off	33%	52%	10%	5%
	On	19%	55%	17%	9%
Understand Cree	Off	14%	67%	17%	2%
	On	8%	58%	18%	16%



- Saddle Lake has a high level of Cree language amongst Members, particularly those on reserve (nearly 40% have good or very good understanding, and 25% can speak it (well or very well)
- There is also a strong understanding of Treaty's true intent/spirit, with 40% indicating so (equally for on and off reserve)

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