



QUEBEC FIRST NATIONS' HEALTH AND SOCIAL SERVICES GOVERNANCE PROCESS



TOOLBOX



USER GUIDE



FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION

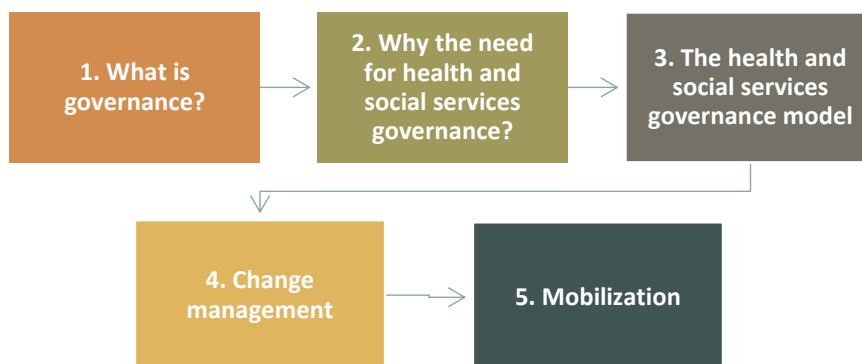


The toolbox was designed for Quebec First Nations communities and organizations health and social services directors who want to have access to various tools to support them in their local communication efforts. Since the health and social services governance process is a large-scale and complex project, the components of which are sometimes difficult to understand and explain, this toolbox makes it possible to analyze and simplify the information to be shared with various local audiences to promote a better understanding of the process. As the information is available in various formats and themes, such as points for consideration, fact sheets, presentations, video clips and tips and advice for mobilization, the toolbox contains a wealth of practical and simplified information.

Where to start?

The toolbox is divided into five sections. **Sections 1, 2 and 3** are informative and focused on explaining the context and scope of the governance process. **Sections 4 and 5** are focused on local and collective implementation.

Depending on the user's level of prior knowledge or needs, it is possible to use the toolbox starting with any section you want. However, to provide an overview of all the information and a comprehensive overview of the governance process, **it is recommended to start with Section 1 and continue in chronological order**, as shown in the diagram below.



How to use the tools

The toolbox can be used in whole or in part by a director who wishes to **prepare for local meetings** with different audiences. Some **specific, ready-to-use tools**, such as PowerPoint presentations and video clips, can even be **presented directly** to target audiences by the director at these meetings. Here are some suggestions for **local target audiences**:

- Grand chiefs, chiefs and councillors
- General directors
- Health and social services employees
- Members of the population



Each section contains **two types of tools designed for directors**:

- **Informative documents** whose content allows for a deeper and better understanding of the different concepts and facets of the governance process. These tools highlight the essential and comprehensive information that the director can share with different target audiences at the local level.
- **Reflection exercises** in the form of questions, to be used before, during or after reading the content of each section, to encourage individual thinking on various key elements. Although not mandatory, these exercises allow the users to form an opinion in relation to the themes according to their own understanding and the specifics of their community or organization. These exercises can also be a way of providing avenues for discussion that feed into the process of reflection at the local level prior to meeting with target audiences.

For each meeting, whether in small or large groups, the following approach is recommended:



Video clips

The video clips in **sections 4 and 5** contain many tips to facilitate change management and foster local and collective mobilization. Feel free to share them with your various audiences or to present them as part of your meetings.

Questions and comments

If you have any questions or comments regarding the toolbox, do not hesitate to contact the FNQLHSSC. Your suggestions will help improve the content of the toolbox, to make it more useful and relevant to your needs.

Your collaboration is essential to the success of the governance process. Such a project is not feasible without the engagement of internal stakeholders and communities.