



Annual **REPORT**

2022 - 2023



New Brunswick Child, Youth and Seniors' Advocate

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New Brunswick
Child & Youth
Advocate



Défenseur des
enfants et des jeunes
du Nouveau-Brunswick

New Brunswick
Seniors'
Advocate



Défenseur des
aînés
du Nouveau-Brunswick

February 15, 2024

Mr. Shayne Davies
Clerk of the Legislative Assembly
Fredericton, New Brunswick

Sir:

Pursuant to Section 25 (1) of the *Child, Youth and Senior Advocate Act*, I am pleased to present the Annual Report of the Advocate for the period of April 1, 2022 to March 31, 2023.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Kelly Lamrock". The signature is fluid and cursive, with the first name "Kelly" clearly legible.

Kelly A. Lamrock, K.C.

NB Child, Youth and Seniors' Advocate

LAND ACKNOWLEDGEMENT



The mandate of the Office of the Child, Youth and Seniors Advocate extends throughout the province of New Brunswick.

We respectfully acknowledge that New Brunswick is the traditional unceded territory of the Wolastoqiyik, Mi'kmaq and Peskotomuhkati peoples. This territory is covered by the "Treaties of Peace and Friendship" which these nations first signed with the British Crown in 1726. The treaties did not deal with the surrender of lands and resources, but in fact recognized Mi'kmaq and Wolastoqiyik title and established the rules for what was to be an ongoing relationship between nations.

We honour the knowledge keepers and seek their guidance as we strive to develop closer relationships with the Indigenous people in New Brunswick.

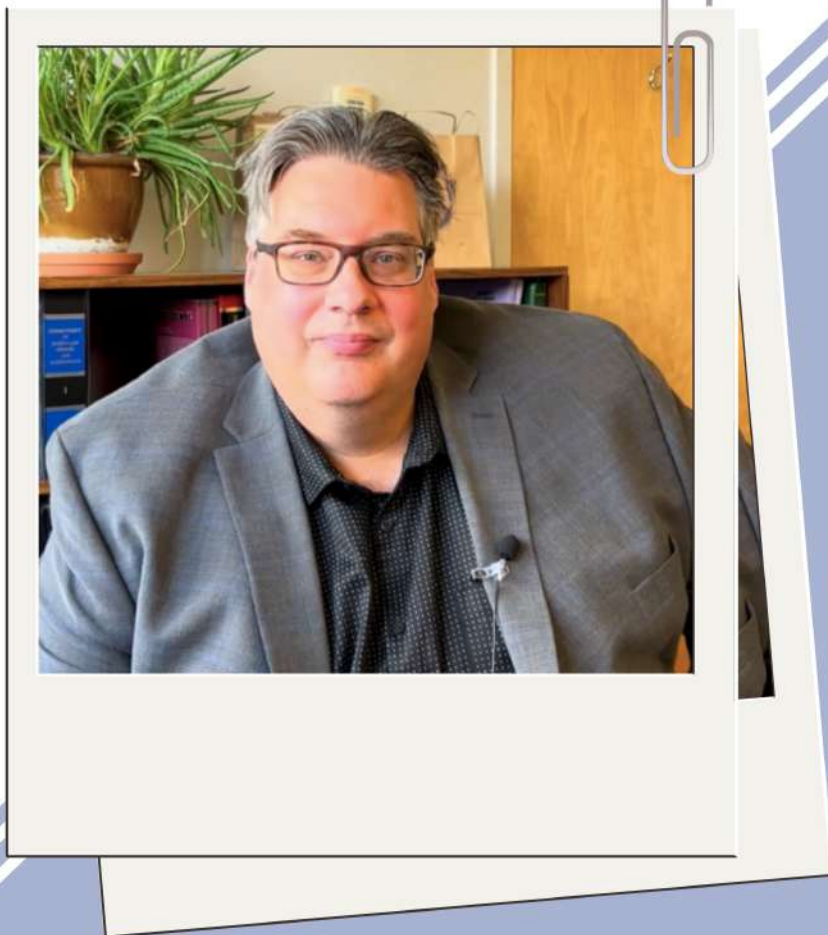
We are honoured to work, live, learn, and play on the lands of those whose ancestors have walked this earth since time immemorial.



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MESSAGE FROM THE ADVOCATE



BEND THE ARC TOWARDS JUSTICE

Pursuant to Section 25 (1) of the *Child, Youth and Senior Advocate Act*, I am submitting the 2022-2023 Annual Report of my Office to the Legislative Assembly of New Brunswick.

This is the first report I am submitting since my appointment as the New Brunswick Child, Youth and Seniors' Advocate and the beginning of my mandate on February 7, 2022.

In this first year, the Advocate's Office taken on an increased number of individual files, navigated complex situations, hosted a policy symposium, issued three reports, developed and released new services such as Issue Briefings, Legislation Analyses, Legal Guidance Memorandums, and more focused Section 13 investigations. The Legislation Analysis process resulted in numerous amendments being adopted by the Legislative Assembly in its consideration of the *Child & Youth Well-Being Act*, a significant piece of legislation.

These new services, increased reporting and higher caseloads were achieved with a budget that is the lowest per capita of all Child Advocate offices in Canada, even though we are the only such office with the dual responsibility for Seniors.

I believe the results show that the Advocate's Office has passionate team members who do good work, and make a difference. We are charged with giving power to those who do not have it. Children and vulnerable adults do not have institutional power. They lack political and social capital to impact the decision-making process. They can be ignored in favour of those with more access, more resources. We are here because we are equalizers, giving those voices the weight they deserve. As the famous quote goes, we bend the arc towards justice.

In our new strategic plan, our Office will be measured by these questions above all others. How far did we bend that arc? What impact did we have on government decisions? How did we tangibly make people's lives better?

Changing results in government takes patience, persistence and thoughtful analysis. With this report, I am pleased to present the steps our team has taken over the course of the year to achieve that important mission, and am looking forward to future work to support children, youth, and older persons in our province.

Kelly A. Lamrock
Child, Youth and Seniors' Advocate

ABOUT THE OCYSA



The Office of the Child, Youth and Seniors Advocate is an independent officer of the New Brunswick Legislative Assembly, meaning independent from the executive branch of government.

Our role, as outlined in the *Child, Youth and Seniors Advocate Act*, is to represent the rights, interests, and viewpoints of young people, vulnerable adults and seniors.

OUR MANDATE

The Child, Youth and Seniors' Advocate:

- Ensures the rights and interests of children, youth and seniors are protected;
- Ensures the views of children, youth and seniors are heard and considered where those views might not otherwise be advanced;
- Ensures children, youth and seniors have access to approved services and that complaints about these services receive appropriate attention;
- Provides information and advice to government, government agencies and communities about the availability, effectiveness, responsiveness and relevance of services to children, youth and seniors; and
- Acts as an advocate for the rights and interests of children, youth and seniors in general.

Jurisdiction:

- Services provided by the departments of the provincial government, or by commissions, boards, agencies and other bodies created by legislation or responsible to the province.

APPLICATION OF THE MANDATE

Individual Advocacy

Systemic Advocacy

Advice to Government

Public Education

Youth Engagement



Advocating
for all
children, youth,
vulnerable adults and seniors

2022-2024 STRATEGIC PLAN

STRATEGIC GOALS

1

Become a trusted and influential resource for all Members of the Legislative Assembly.

2

Become a trusted convenor for the people we advocate for, and the communities that serve them.

3

Become an authority on public policy and human rights with the capacity to shape public opinion.

4

Become more timely, flexible and relevant in our systemic advocacy.

5

Become more focused and results-driven in our individual advocacy.



FINANCIAL STATEMENTS



2022-2023

	Total Budget Allocated (\$)	Actual (\$)
Compensation and Benefits	1,357,156.00	1,434,230.57
Other Services	83,894.00	129,378.33
Materials and Supplies	5,850.00	4,241.14
Property and Equipment	3,100.00	19,498.67
Debt and Other Charges	0.0	30.00
Expenses TOTAL	1,450,000.00	1,587,378.71

Staff: 15.5 team members

Note : Contributions and grants from other sources have been received by our Office over the course of the reporting period.

The actual over expenditure was of approximately \$ 37,000.00.

CHILDREN AND YOUTH



768
Advocacy Requests

36
Public Recommendations
to government

5
Reports and
publications

3+
Education to the
Public Event /
Youth Engagement
Sessions

NEW
Recommmandation
Monitoring Process

INDIVIDUAL CASE ADVOCACY

OUR ADVOCACY PROCESS



Quick resolution in Individual Advocacy files

Sometimes when people call us for support they do so because they don't know how to address a problem they are facing. They may not know their options, who to talk to, or what to do.

Our staff will listen to the challenge the person is facing, and provide information and navigation supports to the individual about their rights and their options. This includes the services they are entitled to receive in New Brunswick.

We work with them to identify possible solutions. Many requests for services can be resolved by providing information, support, and guidance that empowers individuals to self-advocate, or other short-term interventions by our office that resolve issues and barriers New Brunswickers may be experiencing.

Complex Advocacy cases

Complex advocacy cases are cases where the issues identified involve multiple systems or where there is a lack of community or family resources to meet the needs of an individual child/youth/young adult/group of young people.

Our delegates have been involved in cases where there are significant interpersonal or system breakdowns that require intervention(s) by one or more service providers.

Complex advocacy cases may, depending on the situation, lead to formal recommendations by the Advocate.

TRENDS IN INDIVIDUAL ADVOCACY CASES

The majority of advocacy requests to our office come to us by telephone, followed by requests received by email.

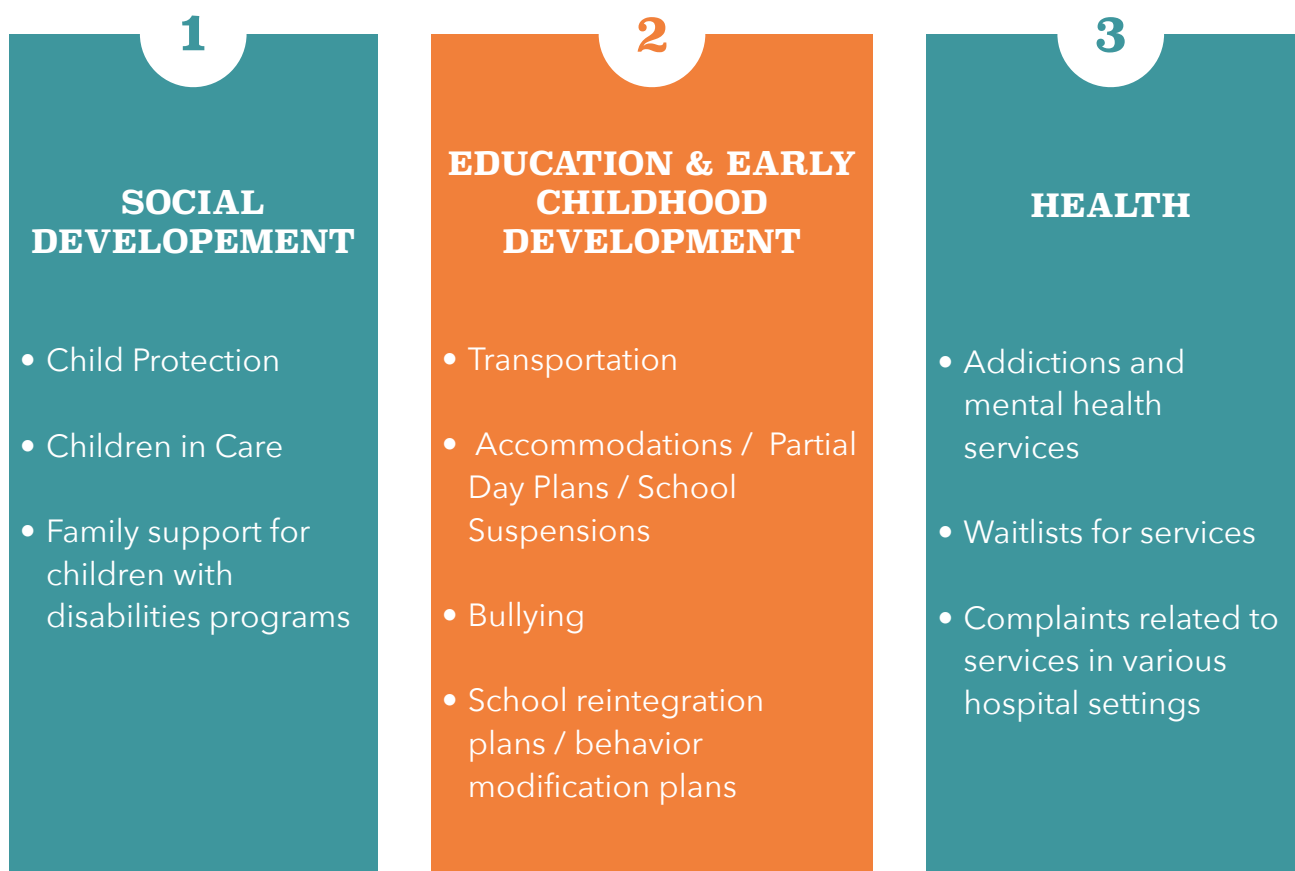
During the reporting period - April 1, 2022, to March 31, 2023, our Office received a total of 768 advocacy requests, which represent an increase of 25% compared to the 2021-2022 fiscal year.

TOTAL ADVOCACY REQUESTS FOR 2022-2023:

768

Increase of 25% compared to the 2021-2022 fiscal year

The trends below are based on the 768 advocacy requests received by our office between April 1, 2022 and March 31, 2023 and showcase what government departments are the most common advocacy requests related to.



In addition to an increase in advocacy requests, we have also observed an increase in the complexity of the cases we treated.

RECOMMENDATIONS MONITORING PROCESS

In April of 2022, the Child, Youth and Seniors Advocate introduced a recommendation monitoring process after reviewing practices of Child and Youth Advocate Offices across Canada as well as the European Systemic Risk Board. The recommendation monitoring process is informed by the rights of children, youth, and seniors, and serves as a means of influencing government decisions to promote those rights.

This process supports our mandate by providing the data required to report to the Legislative Assembly on how authorities are responding to our recommendations concerning the issues facing children, youth, and seniors in New Brunswick.

HOW DOES IT WORK?

PHASE 1 Development

Collaborative approach with stakeholders, subject matter experts and Departments on the development of recommendations.



PHASE 2 Notification

Notification letters sent to ADM to notify of recommendations and appoint key contact. Initial meeting set with key contact; recommendation summary provided.



PHASE 3 Progress

Recommendation summary is discussed in initial meeting with key contact, timeline for reporting back on progress set.



PHASE 4 Report

Report prepared by Advocate for the Legislative Assembly on the progress of recommendations.



PHASE 5 Review

Annual review conducted by Quality Assurance with scores indicating degree of implementation.



When recommendations are made, authorities will be notified in writing by the Advocate and provided a deadline to report progress.

The authority will receive a recommendation summary by the Quality Assurance (QA) representative and work collaboratively on a timeline for the progress report.

Once the progress report is received from the authorities, the Advocate will prepare an address to the Legislative Assembly to inform members on the progress authorities have made on critical issues impacting children, youth and seniors raised in our recommendations.

All recommendations made by the Advocate will be monitored annually and graded for degree of implementation.

THE ADVOCATE'S FIRST IMPLEMENTATION REPORT

An Implementation Report on the Advocate's Youth Mental Health and Suicide Prevention Services

Given the urgency of the matter, we have prioritized reports relating to youth mental health as top priorities for this new recommendation monitoring process.

As such, the focus was set on tracking recommendations from *The Best We Have to Offer*, *No Child Left Behind* and *A Matter of Life and Death*, three reports covering youth mental health services to provide guidance for suicide prevention, detection, treatment, and compassionate urgent response.

A preliminary question: Was there a change in government's behaviour?

Focus of the first monitoring report:

In this report, we place the focus on the Department of Health as the lead department for implementing several of our recommendations.

We have asked the Department to provide us with the actions they have taken that correspond with recommendations and action items in the three reports.

Timeline for implementation:

We are well aware that many of the challenges identified in our reports (and in the government's own health plans) are not ones which will be met in one year. Many of our recommendations will take a multiyear effort to fully achieve.

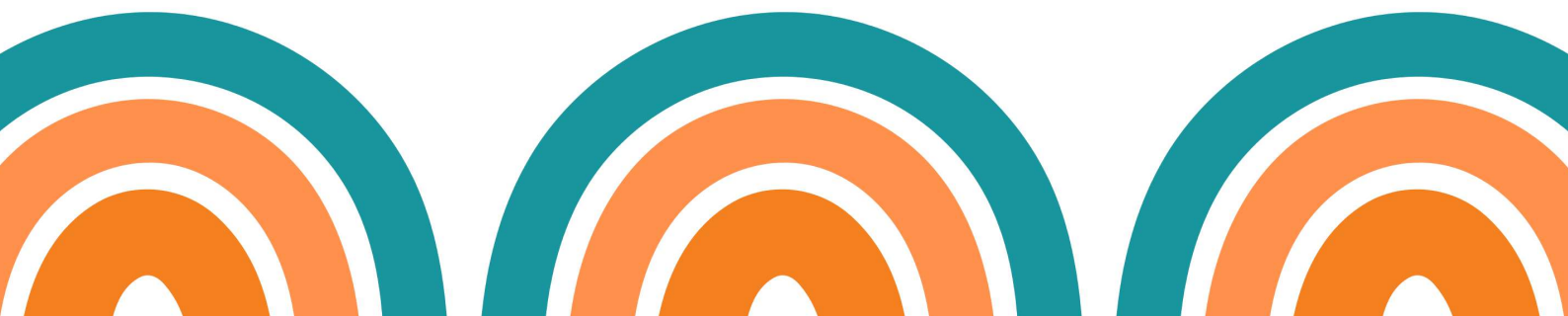
However, we have attempted to set reasonable benchmarks for progress and to leave room for departments to find alternate ways of achieving the results we want to see.

We have also tried, with the launch of this process, to leave room for dialogue between the Advocate and the departments.

Next steps:

To simplify the process, we placed our recommendations into three broad categories and identified the most urgent actions that should be achievable in the first year, as well as a list of 11 action items expected to be implemented by government.

The Advocate has announced a follow-up report to monitor government's progress.



REPORTS & PUBLICATIONS

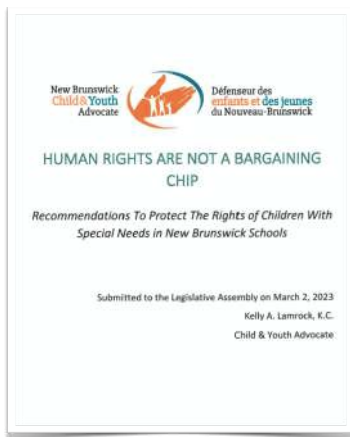
SYSTEMIC REPORTS

Easier to Build

Review and call for urgency in child welfare services in New Brunswick

Through Their Eyes

The lives of children and youth living in the care of the province



POSITION PAPER

Human Rights Are Not a Bargaining Chip

Recommendations to protect the rights of children with special needs in New Brunswick schools (Delicate Relationships)

PUBLICATIONS

2022 State of the Child Report

Analysis and recommendations from the Advocate on the statistical portrait of children and youth in New Brunswick



EDUCATION, AWARENESS & OUTREACH

INTERNATIONAL SUMMER COURSE ON THE RIGHTS OF THE CHILD



2022 Edition

**The World's Largest Minority :
Focus on Children and Youth
with Disabilities or Special
Needs**

Held every year since 2012 and in partnership with the Continuous Education of the University of Moncton, the International Summer Course on the Rights of the Child is a forum for Advocates and their staff, professionals who work with children, academics and anyone with an interest in child rights. The Course promotes professional best practices and promotes children's rights as fundamental rights of human beings.

It provides the opportunity for professionals in various fields of children's rights from across Canada and the world to come together and share their expertise and research topics. It also aims to encourage decision makers to develop public policies and programs to better protect the best interests of the child.

YOUTH ENGAGEMENT

Shaking the Movers

Shaking the Movers is an initiative developed by the Landon Pearson Resource Center to provide a forum for youth to learn about their rights.

The purpose of the event is not only educate, but to encourage children and youth to get involved in decisions that affect them and share their experiences with political and community leaders.





A variety of knowledge-sharing activities were organized as part of an overnight camp at Yoho Scout Reserve with 19 youth between the age of 11 and 18 years old.

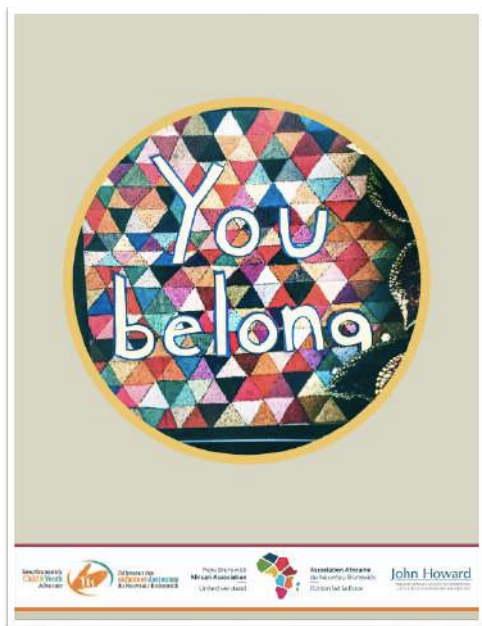


The 2022 Shaking the Movers event was held with the participation of the Moncton Boys and Girls Club around the theme : “A World Fit for Us”, and youth engagement in relation to climate change.

Rebalancing the Wheel Workshop

This workshop designed originally in the context of transgenerational trauma by Dr. Lori Vitale Cox, Elsipogtog First Nations, is using a 5 steps methodology that we adapted and used to facilitate discussions around Anti-Black Racism with 10 youth aged between 9 and 21 years old.

Each step led to a talking circle where each participant shared their thoughts. Ultimately, the group worked together to construct a mural that reflected the ideas of the different talking circles.



The workshop resulted in a report entitled *You Belong* that the group had the chance to present to the Advocate.



**SENIORS
AND
VULNERABLE ADULTS**



372
Advocacy Requests

1
Systemic
Investigation
Underway

NEW
Recommandation
Monitoring Process



INDIVIDUAL CASE ADVOCACY

Our delegate team on the Seniors and Vulnerable Adults branch follows the same advocacy process as our delegate team on the Child and Youth branch (see page 16).

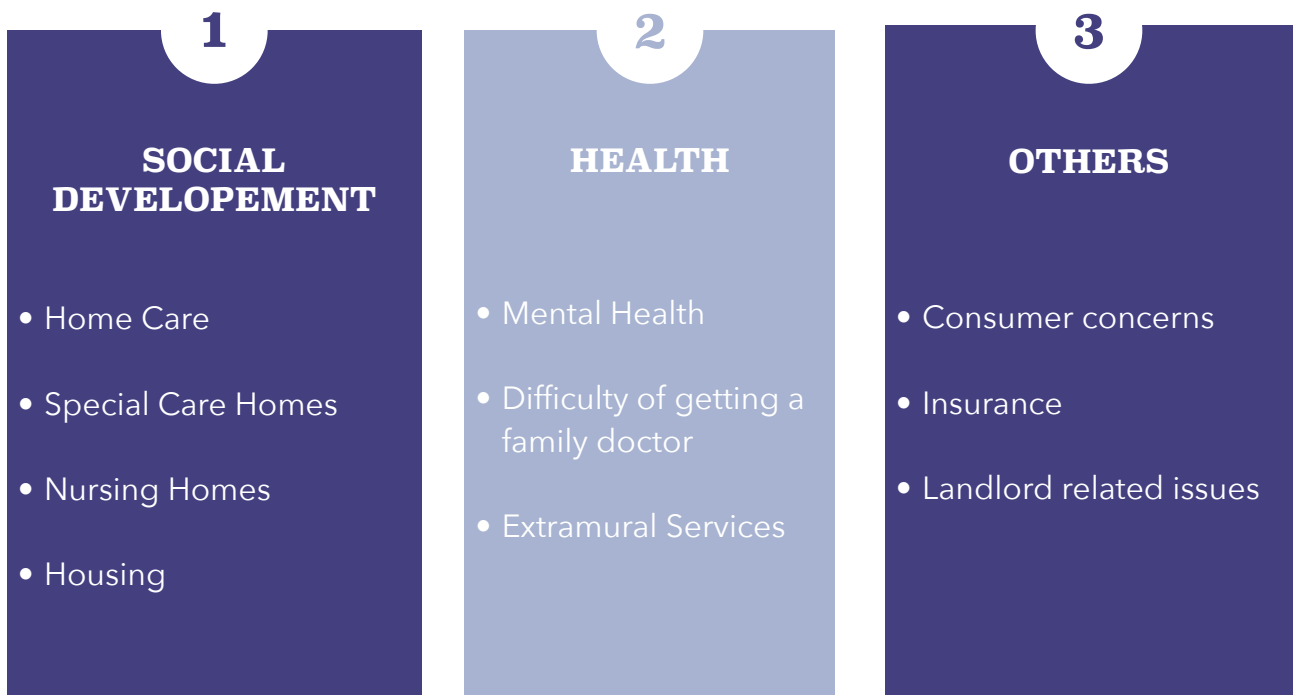
The majority of advocacy requests to our office come to us by telephone, followed by requests received by email.

During the reporting period - April 1, 2022, to March 31, 2023, our Office received a total of 372 advocacy requests.



TRENDS IN INDIVIDUAL ADVOCACY CASES

The trends below are based on the 372 advocacy requests received by our office between April 1, 2022 and March 31, 2023 and showcase what government departments are the most common advocacy requests related to.



SYSTEMIC ADVOCACY

LONG TERM CARE REVIEW

In February of 2023, the Advocate announced a systemic review of the New Brunswick's Long-Term Care sector.

The purpose of the review is to assess the adequacy of government policy, planning, and practices in relation to long-term care, and make recommendations for improvements.

KEY PRINCIPLES :

Every citizen who needs long-term care should find a place in the system that is accessible, affordable, and provides them with a community where they feel supported

Everyone should live in a setting which maximizes their independence, sense of security, and dignity

Everyone should move easily and seamlessly through the long-term care system as their needs change

Everyone who needs it should have access to a space in the long-term care system regardless of income, language, region, or disability

Everyone should age with the confidence that the long-term care system is sustainable, predictable and will be there when they need it.

