

Hanson and Associates

Company Profile

HEALTH and SOCIAL DEVELOPMENT SERVICES

Hanson and Associates is an aboriginal consulting company that has been operating since March of 1994 and has a number of important projects underway or completed. Based in Whitehorse (Yukon), the company has relationships with clients in the north, west and with organizations operating at a national level. With the President's background in nursing, midwifery, and public administration, the company has a focus on the development, management and evaluation of health and social services programs and policies.

The areas of expertise offered by the company include the following:

- Aboriginal health human resources planning and development
- Program evaluation
- Research
- Health program planning and development
- Aboriginal relations
- Group training, process design and facilitation
- Organizational design and development
- Conflict resolution and consensus building

Gaye Hanson, president of Hanson and Associates brings a broad spectrum of skills and experience ranging from integrated community development and health related service delivery to senior management in government. She has a proven track record in policy and program development and evaluation in complex environments. Ms. Hanson has a background in research and is experienced in both qualitative and quantitative methods. She is skilled in developing consensus among diverse interests and has significant facilitation experience in cross-cultural environments. Well-developed organizational ability is complemented by her ability to communicate and work with groups throughout the life of a project. Ms. Hanson is a skilled facilitator and experienced in working with multi-disciplinary and cross-cultural groups.

Ms. Hanson is a seasoned manager with experience in strategic planning, issue management and negotiations. She was Health Transfer Coordinator for Health and Welfare Canada in Alberta prior to joining the Yukon Government. As Assistant Deputy Minister of Health, she assisted in initiating the successful negotiations leading to the transfer of Whitehorse General Hospital. As Deputy Minister over the subsequent three year period, she was responsible for completing the negotiations and initial implementation of the agreements. She also led important intergovernmental negotiations in child welfare and other social services matters with the Department of Indian and Northern Affairs.

Gaye Hanson is experienced in the integration of health and social policy development. The department, which she led, had both areas of responsibility as well as juvenile justice. Through that experience, she has developed specialized skills in needs based planning which seeks to provide integrated responses to complex problems with both health and social dimensions. A keen interest in traditional health models and approaches and their contribution to mental health and addictions issues is central to her practice. She is a people oriented manager, achieving bottom line results through building supportive organizational environments that focus on a well-defined vision. Gaye believes that changing environments required renewed focus on the quality of human interaction within governance, management and service delivery structures

Ms. Hanson is of Cree ancestry and holds degrees in Nursing and Public Administration (Masters). She studied midwifery in Australia, gaining state certification and multicultural experience. She is former President of the Aboriginal Nurses Association of Canada and an adjunct faculty member in Graduate Studies at the University of Saskatchewan. Gaye is completed her term on the National Quality Worklife and Quality Healthcare Collaborative in March of 2006 and remains associated with the Indigenous Peoples' Health Research Centre (IPHRC) in Saskatoon, Saskatchewan. She also holds an appointment as a research affiliate with the Centre for Education and Research on Health and Aging at Lakehead University in Thunder Bay, Ontario. Gaye is a member of the First Nation, Inuit Métis Advisory Committee of the Mental Health Commission of Canada.

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Hanson and Associates Projects completed or underway include:

Health and Healthcare

- Kwanlin Dun First Nation Department of Justice (Yukon) – evaluation of a three week residential land-based healing program for men
- Kwanlin Dun First Nation Department of Justice (Yukon) – providing assistance to the First Nation in the development of the departmental strategic plan, support to inter-governmental negotiations on a child welfare agreement and the design of a land-based health program for the healing of trauma and addictions.
- Northern Inter Tribal Health Authority (NITHA) – comprehensive evaluation of the third level First Nation Health Authority serving 33 First Nation communities and 4 Partner regional First Nation organizations in northern Saskatchewan.
- Mnaamodzawin Health Services, Inc. (Manitoulin Is., Ont.) – a comprehensive review of Board and organizational systems in collaboration with a Manitoba based consultant.
- NAHNDAHWEH TCHIGEHGAMIG Wikwemikong Health Centre Evaluation (Manitoulin Is., Ont.) – a comprehensive review of health centre programs and services with Fjola Hart-Wasekeesikaw.
- Kwanlin Dun First Nation Department of Health – completion of a feasibility study related to the First Nation role in operating a dental clinic currently operated by First Nation and Inuit Health, Health Canada.
- Swampy Cree Tribal Council, Manitoba – evaluation of an intergovernmental, interagency roundtable process with Manitoba based consultant
- Council of Yukon First Nations / Health and Social Development Commission – the development of Cultural Orientation and Protocols Toolkits for each participating First Nation for use with health and social resource workers in the communities.
- Council of Yukon First Nations / health and Social Development Commission – the review of feasibility of the establishment of a health body to serve all 14 Yukon First Nations in the areas of health and social development including an initial assessment of the feasibility of administrative delegation of several Health Canada programs.
- Whitehorse General Hospital First Nation Health Programs – an evaluation of the programs and services offered by FN Health Programs within the hospital and beyond.

- Canadian Council on Donation and Transplantation – designed and led a research project using traditional circle talk methods to seek information on advice on the issues of organ donation and transplantation with Aboriginal people.
- Health Canada, First Nation and Inuit Health – working with two other consultants under the Sal’i’shan Institute (B.C.), completed a service improvement initiative for a remote nursing station serving a large on reserve First Nation population in northern Manitoba.
- Aboriginal Women’s Health and Healing Research Group – the design and facilitation of a planning session for this new national research group.
- Indigenous Peoples’ Health Research Centre (Saskatchewan) – senior visiting research scholar with responsibilities including Aboriginal health human resources research project grant submission, internal organizational planning and development, strategic planning and leading a project team in the design of an Aboriginal health policy research and training institute.
- North Peace Tribal Council – operating as a Transcultural Knowledge Sharing Facilitator for a knowledge brokers project funded by the Canadian Health Services Research Foundation for the North Peace Tribal Council (northern Alberta).
- Indigenous Physicians’ Association of Canada - strategic planning facilitation and plan drafting 2005 and 2006.
- University of Saskatchewan College of Nursing – delivered a three hour session on Aboriginal Health to Graduate students in the nurse practitioner program.
- Capital Health Region (Edmonton, Alberta) – assistance with strategic planning in the areas of telehealth, recruitment and retention, communications and marketing and the development of a shared knowledge institute all related to Aboriginal health initiatives.
- Nunavut Department of Education - Review of the “Healthy Children’s Initiative” - Completed a review of the program including site visits to five Inuit communities. Working with an associate, an Inuit consultant, completed data collection on the project in five Inuit communities, analysed the data and wrote a report on the program.
- Health Canada – Completed an inventory of reporting, accountability and evaluation activities in the three Northern Territories. Gaye Hanson and Bob Lorimer completed an inventory and review of reporting, accountability and evaluation activities in the three northern territories relating to Health Canada funded programs. Visits were completed to the offices of Health Canada in each of the three territories to complete interviews, review documents and complete the assessment and report.

Evaluation, Feasibility Assessment and Research Projects

- Tr'ondëk Hwëch'in and Chief Isaac Incorporated - organizational review and recommendations for human resources related development.
- Liard First Nation – working on a variety of projects involving governance and organizational development including human resources and financial policy and systems development.
- Northern Intertribal Health Authority (NITHA) with the three Saskatchewan Universities – co-investigator for a First Nation health human resource development research project funded by the Canadian Institutes for Health Research.
- Quality Worklife Quality Healthcare Collaborative – completion of a background research paper on quality worklife and knowledge exchange in the Canadian healthcare system
- DIAND Audit and Evaluation - Conducted an identification of data sources and documents, and a review of literature pertaining to post-secondary education to be used to assist in the data analysis and report writing phase of the Post Secondary Student Support Program (PSSSP) evaluation for DIAND.
- DIAND Audit and Evaluation - Conducted a multi-phase evaluation of the DIAND Band Operated Federal Schools Program which included a literature search, review of documents, review of school evaluation reports, overseeing survey data collection and analysis and the preparation of preliminary data and final reports.
- DIAND Audit and Evaluation - Completed an evaluation for DIAND that covers a portion of its Post-Secondary Education Program. Among other tasks, a Graduate Students Survey was designed and developed, and both quantitative and qualitative data were analyzed
- Yukon Government – a program evaluation of the programs funded by the Department of Health and Social Services and delivered by the Blood Ties Four Directions (HIV/AIDS and Hepatitis C agency).
- Health and Social Services (Yukon) - a Nursing Mentorship Feasibility Study for the Department of Health and Social Services (Yukon), currently nearing completion.
- Department of Justice (Yukon) - health services review for two correctional centres with team of three consultants.
- Yukon College – The Human Resources Demand and Nursing Educational Program Feasibility Study was a major labour market study and feasibility study conducted in two phases. The work included a review of future requirements in the Yukon for LPN's and registered nurses and a review of the feasibility of local educational options for Yukon College.

- Faro Mine Closure Office – working with a team of consultants, completed a preliminary report on the Socio-economic Impact Assessment of the closure of the Faro mine, including a review on the impact on First Nation communities in the region.
- The Faro Recovery Plan - The Faro Recovery Plan was put together to help revive Faro's (Yukon) economy, and to find opportunities for employment that Faro residents can create within their community.
- Canada Mortgage and Housing Corporation – Research project including telephone key stakeholder interviews with twelve First Nations and case studies with four First Nations across Canada looking at establishment of on-reserve housing authorities with a focus on informing the further development of various models of housing authorities.
- Yukon Housing Corporation – Completed an evaluation of the Yukon Housing Corporation Social Housing Program Evaluation which included issues identification, a client survey, key informant interviews, reviews of administrative and financial data, reviews of other secondary data including demographic and economic information and projections, a literature search focusing on trends and program alternatives used in other Canadian jurisdictions and a housing stock assessment
- Yukon Workers Compensation Health and Safety Board (YWCHSB) Rehabilitation Program Evaluation – Completed an evaluation of the rehabilitation services of the YWCHSB which was initiated to respond to the findings of the Auditor General of Canada report. The scope of the evaluation included rationale, relevance, success and cost effectiveness of the rehabilitation services provided by the Board.
- DIAND Audit and Evaluation - Completing an evaluation of Treaty Related Measures for DIAND in British Columbia including on site data collection by focus group, telephone interviews, overseeing of other data collection and research phases and assisting in the preparation of the report.
- Kwanlin Dun First Nation – Evaluation of an Aboriginal Head Start Initiative program.
- Health Canada - Environmental Scan for the Aboriginal Head Start Initiative
- NWT Department of Health and Social Services – a review of the child welfare services in the Northwest Territories with the Child Welfare League of Canada.
- Government of Yukon, Government of Canada and National Research Council - Yukon Innovation Action Plan Development – working with Bob Lorimer, we assisted the Innovation Canada Yukon Committee to develop the Plan through a series of facilitated meetings in communities throughout the Yukon and Committee planning sessions

Governance, Human Resources and Organizational Development

- Council of Yukon First Nations – designed and facilitated a series of multi-day consultation and planning sessions with government and non-government representation to showcase the work of AHTF and AHHRI projects funded by Health Canada and plan initiatives to further strengthen programs and services for First Nation people in the Yukon.
- Council of Yukon First Nations – designed and facilitated a Yukon wide forum on health careers for youth and their advisors.
- Human Resource Plan Development for the Public Service Commission of Canada - the completion of a federal government wide plan for the Public Service Commission focusing on the requirements of the Yukon land claim related to the recruitment and retention of First Nation people within the Yukon in all federal government departments.
- Council of Yukon First Nations - design and delivery of a three day, five module training program for boards and committees established under the Yukon Umbrella Final Agreement for the Training Policy Committee.
- Central Interior Partners in Aboriginal Human Resources Development (Kamloops, B.C.) - process design, facilitation and strategic plan drafting assistance to the Board and staff.
- Public Service Commission (Canada) - inventory of initiatives and human resources plans, facilitation and documentation of planning, and consultation related to the Yukon First Nation labour force development, and development of recruitment and retention strategies required to meet the obligations as set out in Umbrella Final Agreement for the Public Service Commission of Canada.
- Northern Native Broadcasting - preparation of a Human Resource Development Plan in collaboration with management and staff.
- Public Service Commission and Federal Government Departments - Human Resource Plan Development for Chapter 22 of the Umbrella Final Agreement
- Central Interior Partners in Aboriginal Human Resources Development (Kamloops, B.C.) – providing process design, facilitation and strategic plan drafting assistance to the Board and staff.
- Shuswap Training and Education Program (STEP) - providing process design, facilitation and strategic plan drafting assistance to the Board and staff.
- Atlin Industrial Adjustment Committee - produced a Human Resources Plan for the Tulsequah Chief Mine and Community of Atlin, B.C. The project included research and documentation of local labour force information on a "human resources & training desires" database that was created for the project using Microsoft Access.

Mental Health and Addictions

- Alberta Mental Health Board – review and examination of the feasibility of an Aboriginal adaptation for national implementation of a new Canadian version of the Australian developed modules in Mental Health First Aid.
- Yukon Government – interdepartmental research project with Nancy Poole, B.C. Centre of Excellence on Women’s Health on mental health and addictions services for First Nation and non First Nation women in the Yukon.
- North Peace Tribal Council – developed a mental health model to guide service planning and delivery for the northern rural and remote tribal region in Alberta.
- Kwanlin Dun First Nation – completed the design and planning for the first implementation of a Flexible three-week Land Based Treatment Program. In consultation with community service providers and key informants, researched and designed a land based healing model to address both alcohol and drug issues and the intergenerational effects of residential school. As a sole consultant, worked with the client organization staff to write the detailed, modularized program plan, ready for the implementation of a three week program.
- Dene Cultural Institute (Hay River, N.W.T.) - an evaluation of their Mobile Healing Program and the Alcohol and Drug Counsellor Training Program, proposal, business plan and policy development, development of alcohol/drug and mental health status assessment tool.
- Dene Cultural Institute (Hay River, N.W.T.) - an evaluation of their Mobile Healing Program and the Alcohol and Drug Counsellor Training Program, proposal, business plan and policy development, development of alcohol/drug and mental health status assessment tool.
- Pallium Project – research, consultation and lead author in development of Aboriginal End of Life Palliative Care Courseware for delivery to rural and remote physicians and nurses, including advising on the development of multiple media supports, working with the Peer Review Committee, delivering workshops and training trainers.
- Canadian Hospice Palliative Care Association – completion of a background discussion paper, facilitation of a national roundtable and final report on Aboriginal Hospice Palliative Care in Canada.
- National Aboriginal Health Association – developed and co-presented a paper on Aboriginal Palliative and End of Life Care for a national strategy conference in Winnipeg.
- Assembly of First Nations – research, facilitation and drafting of the Yukon First Nation Chiefs’ submission to the health blueprint process which included mental health and addictions issues.

- Aboriginal Nurses Association of Canada – research and writing of the organization’s submission to the Romanow Commission on the future of health care in Canada, which included mental health and first aid issues.
- Canadian Research Institute for Law and the Family - site director for a multi-year evaluation of an early childhood focused “Health Families” project at Kwanlin Dun First Nation funded by the Department of Justice (Canada) as a crime prevention initiative.
- Kwanlin Dun First Nation Wellness Centre – an evaluation of the “Residential School Therapeutic Healing Project”.
- MKO – working with another nursing consultant in a project funded by Health Canada’s Aboriginal Health Human Resources Initiative (AHHRI), developing a nursing and other allied health professionals (including mental health and addictions service providers) recruitment and retention strategy and implementation plan for First Nation communities and populations for the Manitoba First Nations Chiefs.

Planning and Process Facilitation Projects

- Yukon Federal Council – strategic planning and design and facilitation of an intergovernmental forum on horizontal management.
- Kaushee’s Place Transition Home - strategic planning facilitation and plan drafting.
- Little Salmon Carmacks First Nation - departmental Strategic Planning. The project included department level strategic plan including environmental scan, background document review, preparation, two days facilitation and drafting of plan. The work included strategic planning facilitation, environmental scanning and drafting for the finance and administration department (includes education, native and janitorial services) of a self-governing First Nation.
- Industry Canada and Human Resources Development Canada – facilitation and documentation of the Yukon Roundtable on Canada’s Innovation Strategy.
- Environment Canada – completed three Weather Service focus groups with First Nation community members and Elders in Yukon, Northwest Territories and Nunavut. As part of an evaluation of the national weather service, Gaye Hanson was a sole facilitator for the three focus groups across the north, including overseeing the reporting of results.
- Council of Yukon First Nations – Yukon First Nations Health and Social Development Commission strategic planning workshop and assistance in drafting the plan.
- Dene Nets’ Edet’ an (‘People Awakening’) - an organizational development and strategic planning project.
- Skookum Jim Friendship Centre – strategic planning

- Natural Resources Canada, Legal Surveys Division – Yukon and NWT – strategic planning
- DIAND – strategic planning facilitation on climate change
- Yukon College, Public Health and Safety - development of a tobacco reduction Program Strategic Plan, Evaluation Plan development and implementation
- Teen Parent Centre – program evaluation and strategic planning
- Yukon College - strategic planning for the Northern Human Resource Worker/BSW Program
- Atlin Industrial Adjustment Committee – committee development and Human Resources Planning for the Redfern Resources Tulsequah Chief Mining Development

Curriculum Development

- Centre for Education and Research on Health and Aging (CERAH) – development and pilot testing of a two day workshop for First Nation care providers entitled “Finding Our Way Through: Navigating Loss and Grief in First Nation Life”
- Parks Canada - Course development and delivery for Parks Canada in Project Management, Aboriginal Leadership, and Oral and Written Communications for the Aboriginal Leadership Development Program.
- Parks Canada – curriculum development and delivery (2005, 2006 and 2007) for the national Aboriginal Leadership Development Program of a 3 day course in Aboriginal Conflict Management.
- Parks Canada – facilitated a one day workshop on the co-management agreement for Kluane National Park.
- Department of Indian and Northern Affairs (DIAND) – federal government staff training workshop design, development and delivery on the Yukon Land Claim, Self Government Agreements, Yukon First Nation Cultural Awareness and First Nation people in the workplace with a team including two Yukon First Nation people.
- Yukon College - development and delivery of a four-day credit course in group dynamics for the Environmental Officers Training Program.
- Yukon Land Use Planning Council - preparation and delivery of a group dynamics and decision making workshop for the Peel Watershed Planning Commission.
- DIAND - staff training workshop design and delivery for the Yukon Land Claim and Self Government Agreements, Yukon First Nation Cultural Awareness and First Nation people in the workplace for the Department of Indian Affairs and Northern Development.

Board Development, Interim Executive Support and Training Projects

- Yukon Mine Training Association – board orientation, training and human resources advice and consultation; served as an interim Executive Director for five months
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- Yukon Land Use Planning Council – board training and development for Teslin, North Yukon and Peel River Land Use Planning Councils.
- Northern Training Group – provision of workshops 2-5 days in length to First Nations in areas related to skill development for self government implementation (partnership with Eleanor Millard)
- Yukon Registered Nurses Association - board development
- Yukon College, Professional Studies - summative evaluation of the Community Services Preparation Program
- Council for Yukon Indians (Implementation) - boards and committees Training
- Kluane First Nation - human relations and management training

Conference Presentations and Speaking Engagements

- Palliative Care Committee Kenora, Ontario – half day workshop on Aboriginal Palliative Care entitled “First Nation End-of-Life Care: Building Culturally Competent Relationships”.
- Canadian Council on Donation and Transplantation (Vancouver, B.C.) – delivered a speech on Cultural Competence entitled “Respectful Ways of Meeting Aboriginal Families to Discuss Organ Donations” at a national meeting focusing on organizational improvement.
- Nation Indigenous Knowledge Translation Summit “Sharing What We Know About Living and Good Life” (Regina, Saskatchewan) – after having an abstract accepted, delivered a presentation on “Consensus Based Transcultural Knowledge Sharing” to the conference in plenary session.
- Aboriginal Health Conference “Finding a Balance – Pathways to Health” (Saskatoon, Saskatchewan) – delivered two sessions. one entitled the “Role of Nurses in Improving Aboriginal Health in Canada” and another on “Dual Realities and Dual Strategies in Aboriginal Health”.
- Home and Community Care Nurse Managers Conference (Regina, Saskatchewan) – delivered a presentation on quality worklife and leadership in building cultural competency.
- Canadian Hospice Palliative Care Association Conference (Edmonton, Alberta) and the Manitoba Palliative Care Conference – had abstracts accepted and delivered sessions on Aboriginal Hospice Palliative Care based on the Pallium Curriculum.

- First Nation and Inuit Health Ontario Region, Health Canada (Thunder Bay, Ontario) – spoke to a nurses conference on Aboriginal health and cultural competency
- B.C. College of Physicians and Surgeons Annual Ethics 2006 Conference (Vancouver, B.C.) – delivered two presentations on “What Does Health Care Need?” and “Aboriginal Perspectives in Ethics in Healthcare”.
- Aboriginal Nurses Association of Canada – conference presentation and pre-conference two day training of trainers session on Aboriginal hospice palliative care.
- Comprehensive Community Planning Workshop (Whitehorse, Yukon) – spoke on Dual Realities – Dual Strategies in developing and working through community planning processes.
- National Social Services Senior Administrators meeting (Edmonton, Alberta) – presentation on “Issues in Income security programming for Aboriginal Families and Communities: responding to the Dichotomy”
- National Nursing Leadership Conference – “The Road to Leadership” – presentation on leadership
- Crossroads Treatment Centre and the Conference Planning Committee – assisting in the organization of a conference entitled “Substance Abuse and the Older Adult” in conjunction with Barb Evans, yuCan Computing Centre
- Alcohol and Drug Services, Health and Social Services - providing assistance in planning and coordination for a conference entitled “Building the Yukon Healing Connection” in conjunction with Shirley Steele
- Yukon Land Use Planning Council - speaking on Community Consensus Building
- Annual Women’s Retreat in Parksville, B.C. - speaking on “Surviving and Thriving” during traumatic job transition and personal change
- Department of Indian and Northern Affairs (Yukon Region) - providing coordination and facilitation of two Sustainable Development Workshops

Conflict Resolution

- Public Service Commission in competition appeals arbitration
- Fact finding in the Yukon Registered Nurses Complaints and Discipline Process
- Conflict of Interest review for one of the Land Use Planning Commissions Yukon Land Use Planning Council
- Private Sector Unions and Employers in arbitration