



Annual  
**REPORT**  
2018-2022



## New Brunswick Child, Youth and Seniors' Advocate

P.O. Box 6000  
Fredericton, NB, E3B 5H1

Toll Free: 1.888.465.1100  
Local: 1.506.453.2789  
Fax: 1.506.453.5599

[www.cyanb.ca](http://www.cyanb.ca)  
[www.nbseniorsadvocate.ca](http://www.nbseniorsadvocate.ca)

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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, on behalf of my predecessor, the Annual Report of the Advocate for the period of April 1, 2018 to March 31, 2022.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Kelly Lamrock". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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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# ABOUT THE OCYSA



The Office of the Child, Youth and Seniors' Advocate is an independent office of the Legislative Assembly of New Brunswick, meaning independent from 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

1

**Individual Advocacy**

2

**Systemic Advocacy**

3

**Advice to Government**

4

**Public Education**

5

**Youth Engagement**

**Advocating for all  
children, youth,  
vulnerable adults and seniors**



# FINANCIAL STATEMENTS



## 2018-2019

	Budget (\$)	Actual (\$)
Personal Services	1,008,000.00	993,930.63
Other Services	97,700.00	181,136.60
Materials and Supplies	6,500.00	4,598.38
Property and Equipment	9,800.00	7,501.73
Contributions and Grants	0.0	( 89,700.00 )
Debt and Other Charges	0.0	147.92
<b>TOTAL</b>	<b>1,122,000.00</b>	<b>1,097,615.26</b>

**Staff : 15 team members**

## 2019-2020

	Budget (\$)	Actual (\$)
Personal Services	1,103,989.00	1,112,732.03
Other Services	141,691.00	150,227.58
Materials and Supplies	5,000.00	4,139.66
Property and Equipment	9,800.00	10,313.94
Contributions and Grants	0.0	(21,000.00)
Debt and Other Charges	0.0	30.0
<b>TOTAL</b>	<b>1,260,480.00</b>	<b>1,256,443.21</b>

**Staff : 14 team members**



## 2020-2021

	<b>Budget (\$)</b>	<b>Actual (\$)</b>
Personal Services	1,120,860.02	1,104,033.46
Other Services	155,372.00	124,868.06
Materials and Supplies	7,900.00	4,115.49
Property and Equipment	11,500.00	17,650.32
Contributions and Grants	0.0	(40,858.11)
Debt and Other Charges	0.0	
<b>TOTAL</b>	<b>1,295,632.02</b>	<b>1,209,809.22</b>

**Staff : 15 team members**

## 2021-2022

	<b>Budget (\$)</b>	<b>Actual (\$)</b>
Personal Services	1,232,934.88	1,344,829.70
Other Services	155,372.00	228,728.26
Materials and Supplies	7,900.00	9,305.58
Property and Equipment	11,500.00	19,281.38
Contributions and Grants	195,068.04	0.00
Debt and Other Charges		630.00
<b>TOTAL</b>	<b>1,602,774.92</b>	<b>1,602,774.92</b>

**Staff : 13 team members**

# CHILDREN AND YOUTH



**2,590**  
Advocacy Requests

**45**  
Public Recommendations  
to government

**6**  
Publications

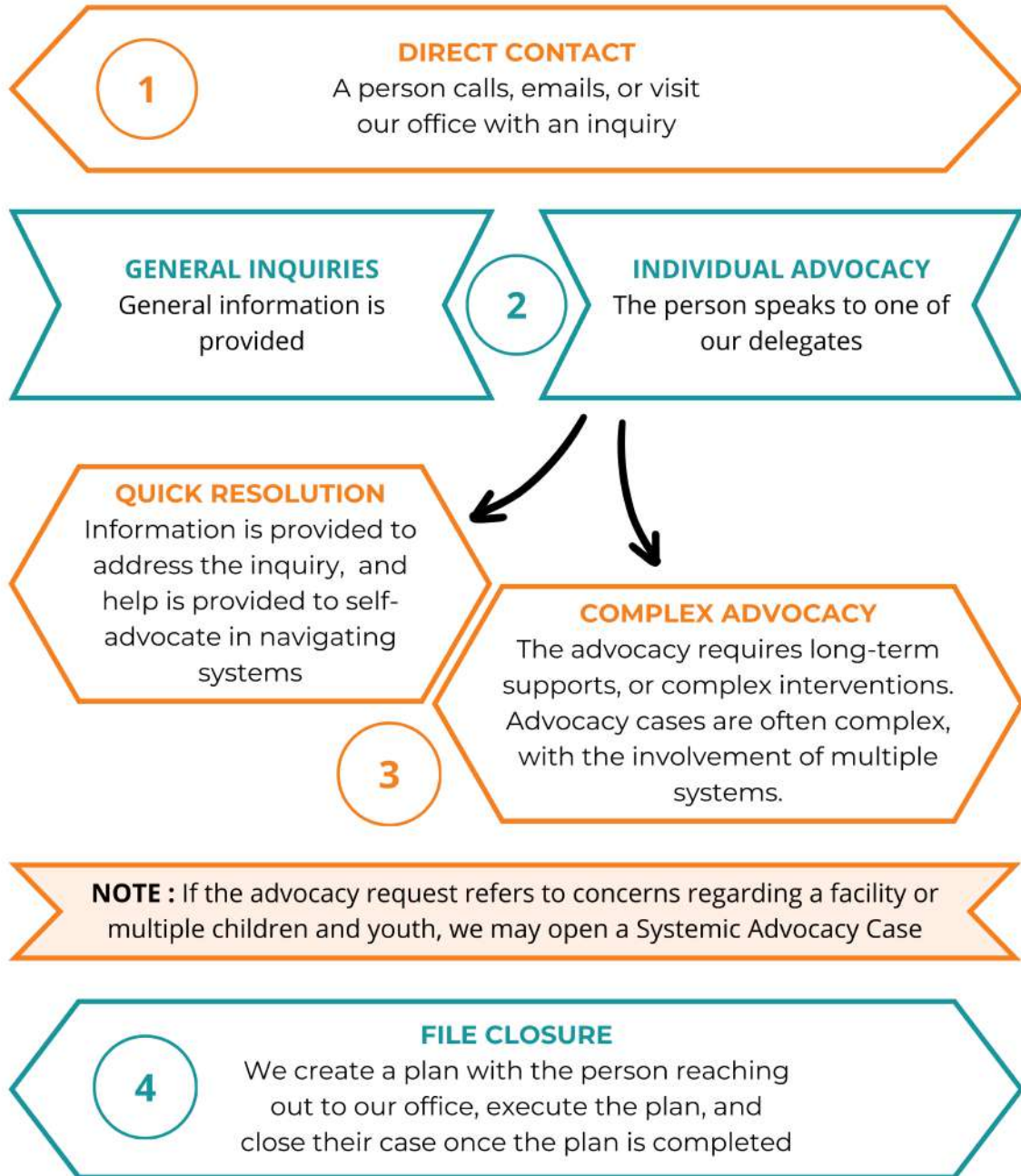
**4**  
Systemic Reports

**8+**  
Workshops /  
Youth Engagement  
Sessions

**5**  
Major Education to  
the Public Events

# 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

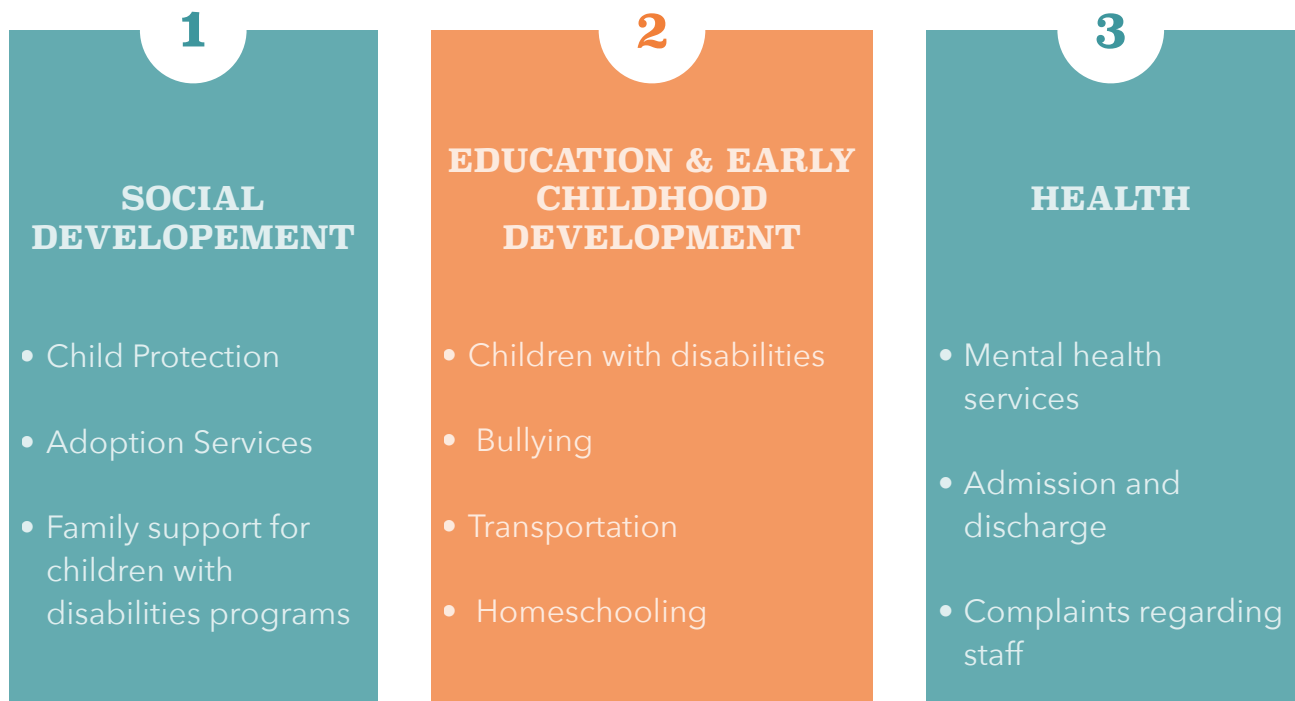
The majority of advocacy requests to our office come to us by telephone, followed by requests received by email.

The table below shows the repartition of the 2,590 advocacy requests received by our office during the reporting period - April 1, 2018, to March 31, 2022.

<b>2018-2019 fiscal year:</b>	<b>779 advocacy requests</b>
<b>2019-2020 fiscal year:</b>	<b>685 advocacy requests</b>
<b>2020-2021 fiscal year:</b>	<b>495 advocacy requests</b>
<b>2021-2022 fiscal year:</b>	<b>614 advocacy requests</b>

**TOTAL: 2,590 ADVOCACY REQUESTS**

The trends below are based on the 2,590 advocacy requests received by our office between April 1, 2018 and March 31, 2022 and showcase what government departments are the most common advocacy requests related to.



## CASE STUDY

*(Identifying information has been modified to respect confidentiality)*

### Situation:

Isabelle contacted the Office of the New Brunswick Child and Youth Advocate as she was struggling with her mental health, which consequently affected her options for schooling. This youth struggled with high anxiety that is in part caused by her diagnosis of Obsessive Compulsive Disorder.

At a young age she realized that the traditional school setting was not meant for her and at 16 years old she was accepted, with the help of our Office, to be part of the General Educational Development (GED) program. Although individuals must be 18 years old to enroll in this program, an exception was made and she was accepted.

Her next step was to write her final GED exam. However, to receive the appropriate accommodations, an updated psycho-educational assessment was required.

Both the District and the GED program felt that the other department should pay for the assessment.

### What we did:

After several conversations with the District, the Department of Education and Early Childhood Development and the Department of Post-Secondary Education, Training and Labour, arrangements were made to cover the cost of the psycho-educational assessment.

### Result:

Isabelle completed her GED and is now on her way to further her education in a post-secondary setting.



# REPORTS & PUBLICATIONS

2018

**2018 State of the Child Report**  
*Special Focus : Identity and Minority Rights*

2019

**Behind Closed Door : A story of Neglect**  
*Advocate's Review of a a severe case of child neglect*

**2019 State of the Child Report**  
*Special Focus : Education Rights*

2020

**Defending Child Rights in Schools and through Education**  
*Submission in response to the Green Paper on Education Reform*

**2020 State of the Child Report**  
*Special Focus : Protecting Child Rights in Times of Pandemic*

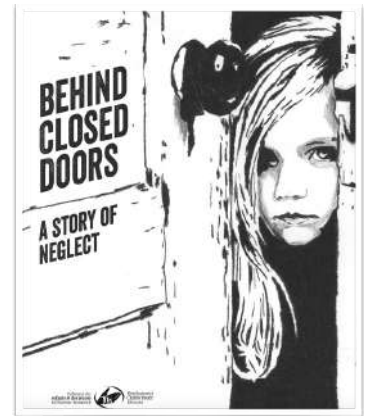
2021

**A Matter of Life and Death**  
*Interim Report and Recommendations from the Advocate's Review of Youth Suicide and Mental Health Services*

**No Child Left Behind**  
*First Nations Advisory Council Report from the Advocate's Review of Youth Suicide and Mental Health Services*

**The Best We Have to Offer**  
*Final Report and Recommendations from the Advocate's Review of Youth Suicide and Mental Health Services*

**2021 Child Rights Indicator Framework**  
*Statistical Portrait of Children and Youth in New Brunswick*



# EDUCATION, AWARENESS & OUTREACH

## INTERNATIONAL SUMMER COURSE ON THE RIGHTS OF THE CHILD

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 being.

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.



*Summer Course 2018*

**2018 Edition**  
Education and Early Childhood:  
Toddlers and Their Rights

**2019 Edition**  
The Right to Education for All:  
Inclusion and Children's Rights

**2020 Edition**  
The Right to Education in Times of  
Pandemic: Education in Danger

**2021 Edition**  
Child's Rights in Times of Pandemic:  
Placing the Best Interests of the  
Child at the Heart of the COVID-19  
Response



*Summer Course 2019*

## CHILD RIGHTS EDUCATION WEEK (CREW)

CREW is celebrated annually during the week surrounding National Child Day on November 20th to promote, educate the public about, and engage Canadians in activities and conversations that highlight children's rights and ensure that they are reflected in our laws, policies, and practices in government, communities and at home.

Over the reporting years, our office has engaged in CREW activities with the Advocate's traditional State of the Child Breakfast, youth panel discussions, lectures in Universities, and school visits with the Advocate.





*Youth Panel - CREW 2019*



*Norm Bossé, Advocate  
State of the Child Breakfast - CREW 2019*



*Visit of the Advocate in a NB school  
CREW 2019*

## **YOUTH ENGAGEMENT**



*Youth Voice Committee - Press Conference  
State of the Child Breakfast 2019*

### **Youth Voice Committee**

The Youth Voice Committee is the opportunity for youth aged from 12 to 18 to be involved in different activities with our office, one of them resulting in a provincial survey on the Dress Code Policy for which we collected over 4000 responses from students, helping to inform the recommendations from the Advocate to the government. Youth Voice Committee members also participated in diverse youth panels, interactions with the media and events in relation to children rights.

In 2020, a new logo, website and Facebook page have been created for the Youth Voice Committee.



*Youth Voice Committee  
Summer Course 2019*



*Youth Voice Committee - Youth Panel - Summer Course 2019*

## Shaking the Movers & Parlons Jeunes

**2019 Shaking the Movers Edition:**  
Education, Diversity and Children Rights

**2021 Parlons Jeunes Edition:**  
Civic participation as a tool to develop strategies and intervene in the world

**2022 Shaking the Movers Edition:**  
Building the tools of Advocacy in partnership with the Imagine NB Program

Shaking the Movers is an initiative developed by the Landon Pearson Resource Center to provide a forum for youth aged between 10 and 18 to learn about their rights. Parlons Jeunes is a similar activity launched by the AOMF in the francophone community.

A variety of knowledge-sharing activities were organized as part of these two initiatives to encourage discussions among the young participants and develop recommendations which were then shared with the Advocate.

The purpose of these events is to 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.



*Presentation to the NB Legislative Assembly of the 2018 Shaking the Movers Report and Recommendations*



*Shaking the Movers 2019*



*Shaking the Movers 2019*



*Parlons Jeunes 2021*



*Shaking the Movers 2022*

## **Youth Consultation on the Family Services Act Law Reform**

In 2021, the Advocate launched a province-wide youth consultation on the *Family Services Act Law Reform*.

An online survey was circulated through schools, as well as several focus group discussions and one on one interviews have been realized to collect youth voices on the matter, including voices from a majority of youth with lived experience, and inform the Advocate's recommendations.

## **Youth Advisory Committee on the Advocate's Review of Youth Mental Health and Suicide Prevention Services**

As the Advocate launched their review of the Youth Mental Health and Suicide Prevention Services in New Brunswick, different Advisory Committees have been created, including a Youth Advisory Committee composed from 2 youth co-chairs, and 15 young members. In addition to their own meetings, the Youth Advisory Committee participated in joint meetings with the adults Advisory Committee to validate the scope and plan of the review, meet with the independent experts, and validate both the interim and final reports and recommendations.

### **« Les jeunes donnent la parole aux aînés »**

« Les jeunes donnent la parole aux aînés » is an intergenerational project that combines both sides of our mandate. More information on this project is available on page 28.

## **NEWSLETTERS**

The COVID-19 pandemic gave our office the chance to reinvent itself and think of new ways to reach the public and carry out our education and outreach mandate.

To this end, the Advocate started a monthly newsletter to promote the activities of the office, as well as of its community partners and share other resources and information to better inform the public in relation to child rights.





# **SENIORS AND VULNERABLE ADULTS**



**1,078**

**Advocacy Requests**

**13**

**Public  
Recommendations  
to government**

**Advocate's**

**FIRST**

**Systemic  
Report**

**19+**

**Engagement Points  
with the  
Community**

**17**

**Professional  
Development  
Sessions for our  
Staff**

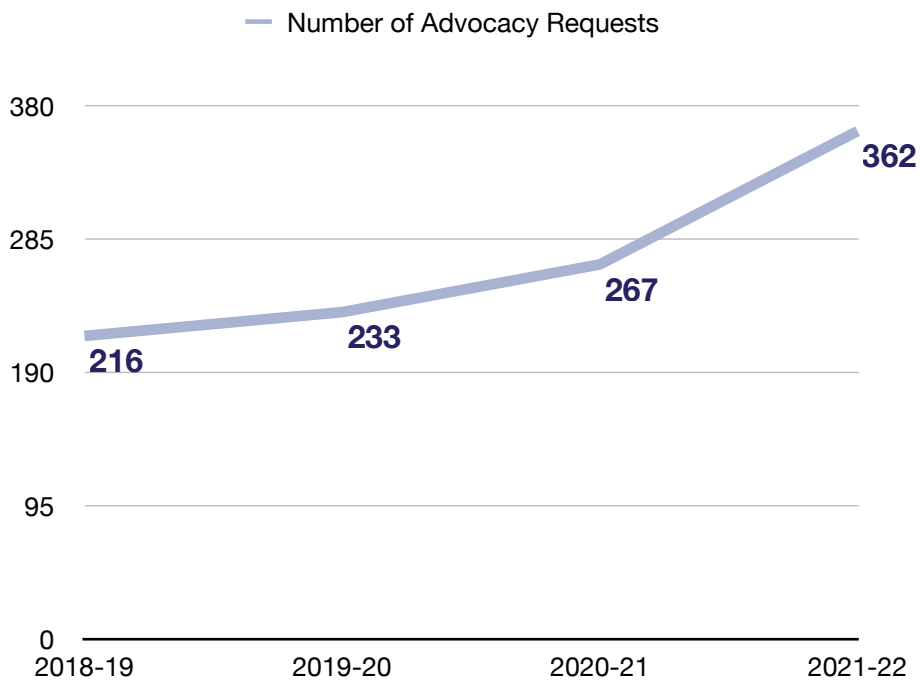
# INDIVIDUAL CASE ADVOCACY

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 14).

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

As demonstrated below, the number of advocacy requests for seniors and vulnerable adults received by our office has increased steadily since the creation of a specific mandate in 2017.

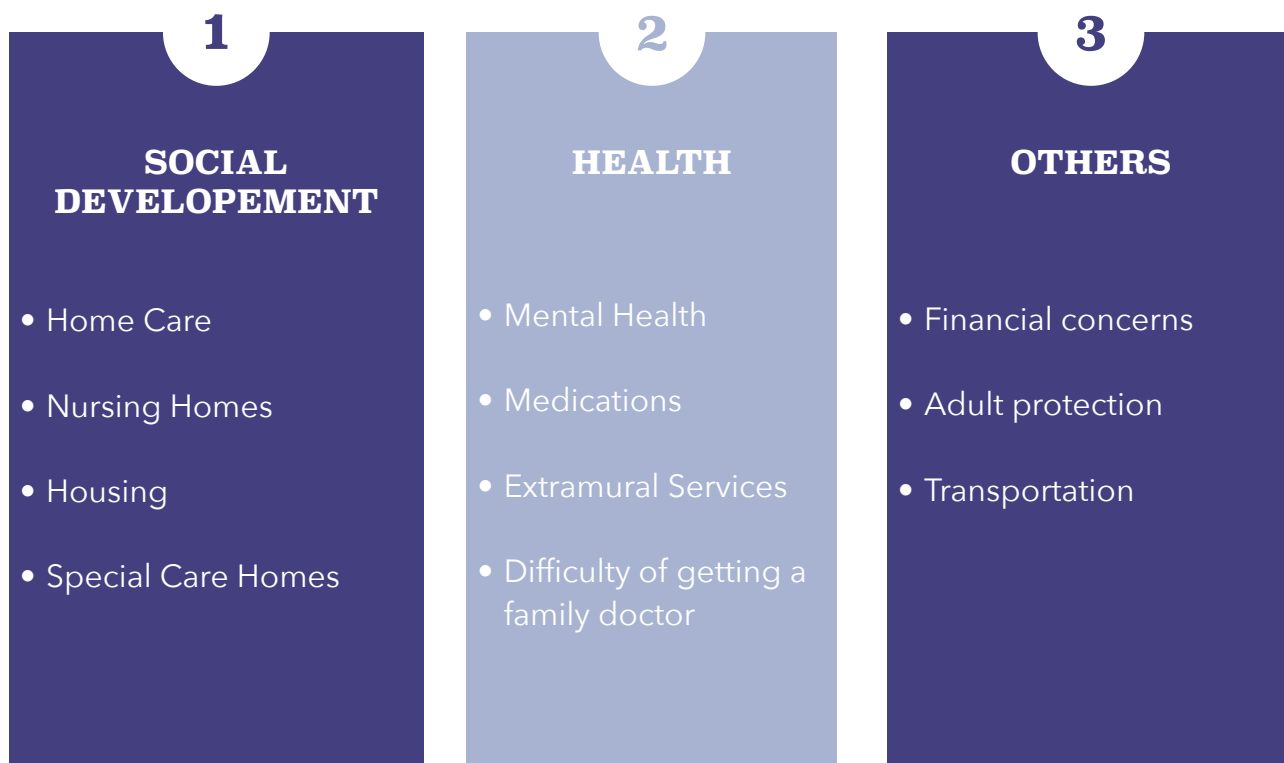
<b>2018-2019 fiscal year:</b>	<b>216 advocacy requests</b>
<b>2019-2020 fiscal year:</b>	<b>233 advocacy requests</b>
<b>2020-2021 fiscal year:</b>	<b>267 advocacy requests</b>
<b>2021-2022 fiscal year:</b>	<b>362 advocacy requests</b>
<b>TOTAL: 1,078 ADVOCACY REQUESTS</b>	





## TRENDS IN INDIVIDUAL ADVOCACY CASES

The trends below are based on the 1,078 advocacy requests received by our office between April 1, 2018 and March 31, 2022 and showcase what government departments are the most common advocacy requests related to.



### CASE STUDY

*(Identifying information has been modified to respect confidentiality)*

#### Situation

An elder New Brunswicker moved from New Brunswick to the Province of Québec where she was hospitalized and needed a placement in a Nursing Home.

She is now living in a Nursing Home in Québec but has received a bill for over \$6,000.00 for her hospital stay.

She was told she would be reimbursed by NB Medicare but they refused the reimbursement.

#### What we did

One of our delegates contacted the Department of Health and NB Medicare about the matter.

#### Result

A decision in favor of the client was made to reimburse the family for the total amount of the bill.

## REPORTS & PUBLICATIONS

In February of 2021, the Office of the Seniors' Advocate gave notice to the Department of Social Development of an investigative review following the death of a 91-year-old nursing home resident due to complications arising from a physical assault by another resident.

This investigation led to the first systemic report released by the Advocate since the appointment of his new mandate for seniors and vulnerable adults.

The report entitled *He Deserved Better - One Man's Final Days in Long-Term Care* is a call to protect nursing home residents from resident-to-resident violence and to improve the level of care and support provided to New Brunswick seniors.

To address these issues and several others that were identified upon an extensive review of files, the Advocate has made 13 recommendations in key areas including:

- Protection of nursing home residents
- Major incident reporting
- Complaint process
- Staff training
- Communication with family members of nursing home residents
- Adult Protection investigations in nursing homes
- Independence and oversight of reviews of geriatric deaths and critical injuries.



# EDUCATION, AWARENESS & OUTREACH

## VISITS TO KEY STAKEHOLDERS

During the second year of operations after the appointment of a new mandate specific for seniors and vulnerable adults, most of the education and outreach activities have consisted in visits to nursing homes and special care homes to introduce ourselves and share posters and pamphlets to inform residents of our mandate and how to reach out to our office if they required advocacy.

We also met with many community-based organizations and different stakeholders involved with seniors and vulnerable adults in our province.

## INTERNATIONAL DAY OF OLDER PERSONS

To mark international day of older persons on October 1st, members of our staff, including our Deputy Advocate, participated in a flag-raising ceremonies at the Fredericton City-Hall and the Legislature.



*Flag-raising ceremonies - International Day of Older Persons - 2018, 2020, 2021*



## NEWSLETTERS

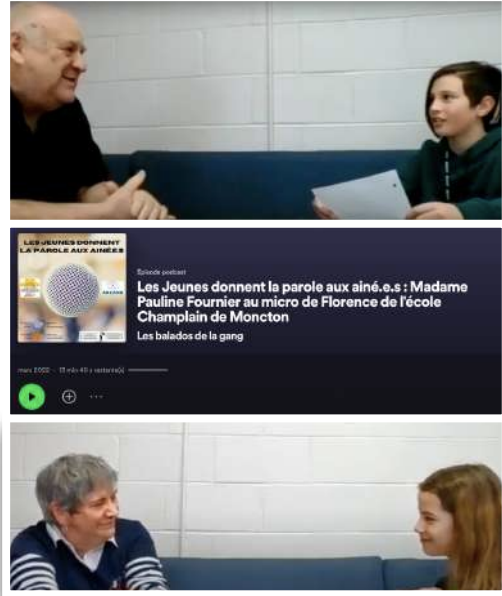
Similarly to what has been done on the Child and Youth branch, the Advocate started a monthly newsletter for the Seniors branch to promote activities of our office, as well as activities of our community partners and share other resources and information to better inform the public in relation to our mandate and seniors rights in general.

### « LES JEUNES DONNENT LA PAROLE AUX ÂÎNES »

« Les jeunes donnent la parole aux aînés » is an intergenerational project for which 11 young francophone New Brunswickers recorded interviews with 7 seniors in our province to discuss their daily lives and their interests, discover new perspectives and build relationships in their community.

The project has been designed to counter the negative effects of the COVID-19 pandemic, especially the isolation of our elder population.

The interviews have been broadcasted on the 10 francophone community radio stations of the province and are available on replay on Spotify.



« Les jeunes donnent la parole aux aînés »  
2022

# PROFESSIONAL DEVELOPMENT

With the creation of a specific mandate for seniors and vulnerable adults in 2017, the time period covered by this reporting period has been a time of re-organization of our office and a time of development for our staff.

As an office, we have organized a series of Lunch & Learns to meet with different stakeholders to learn about programs and services available to seniors and vulnerable adults and increase our general knowledge to keep increasing the quality of our work, in both our individual and systemic advocacy.

Below is a list of different Lunch & Learns attended by our staff, based on the most common areas of services identified in our individual advocacy work and case load.

1. **Adult Protection (DSD)** – Jamie Howie, Consultant

2. **Financial Abuse of Seniors** – Lisa Legere, Education Coordinator, Financial and Consumer Services Commission

3. **Long-Term Care (DSD)** – Alex Taylor, Consultant

4. **Disability Support Program (DSD)** – Rosalyn MacDonald, Consultant

5. **Nursing Homes** – Liena Roussel, Manager of Quality and Compliance and Stephanie Golding, Clinical Nursing Consultant

6. **Adult Residential Services** – Alesha Gaudet (program manager), Annie Leblanc and Elizabeth Laplante (ARF consultants)

7. **Alzheimer's Society** – Lauren Ogden

8. **Silver Alerts** – University of Waterloo

9. **Mapping of seniors services in NB** – Michelle LaFrance, University St. Thomas

10. **Coalition for Seniors and Nursing Home Residents Rights** – Cecile Cassista

11. **Motor Vehicle branch**, suspending seniors' license, Cynthia Reese,

12. **Residential Tenancies Tribunal** – Jessica Bernier, Chief Residential Tenancies Officer

13. **Extramural program** – Jennifer Elliot, Director for Home Health Care and Evangeline Hallam, Acting Director of Home Care Unit

14. **DSD Covid Dashboard** – Serena Ann Bradford (Covid Response Lead) and Melanie Comeau-Chase (Data Analyst)

15. **Coroner Services** – Michael Johnston (Acting Deputy Chief Coroner) and Emily Caissie (Supervising Regional Coroner)

16. **Provincial Complex Case Committee** (Black Belt Project with two new clinical consultants, Emily Forestell and Shane Good)

17. **Gender Diversity and Inclusion** (AJ Ripley, Women's Equality Branch)

