

CLIENT WELCOME GUIDE

áy swéyál ʔəm 'i ce:p kwətɁwíləm (hello and welcome)!

Thank you for your interest in working with us at Len Pierre Consulting (LPC). We are very excited you have found us and we look forward to exploring how we may be able to help you and your team in your work. To help you familiarize yourself with our process and work at LPC, we have prepared this Welcome Guide to address any preliminary questions you may have before our initial consultation meeting.

At LPC, we are a multidisciplinary team of consultants and facilitators who advise and train teams and organizations on Indigenous Cultural Safety, reconciliation, decolonization, and anti-racism.

We believe in challenging the status quo for reconciliation and Indigenous Cultural Safety and Humility in organizations. We challenge the status quo by offering meaningful learning experiences to educate the heart, mind, and spirit of everyday working professionals. Everything we do is an invitation to enhance your professional practice by embedding applicable strategies into your work to ultimately move towards systemic transformation where organizations are culturally safer, equitable, and transformative.

OUR ROLE AND COMMITMENT TO YOU

- Create safe, respectful, and reciprocal learning environments for all participants.
- Deliver foundational learning objectives to support clients on their beginning stages of their learning journey for decolonization, reconciliation, and Indigenous Cultural Safety.
- Provide participants with meaningful, thought provoking, and applicable ideas and strategies they can embed into their professional practice.

OUR SERVICES

LPC has three service streams for clients:

1. **Education & Training:** Our team has over 40 workshops and courses available to teams and organizations in every professional sector. This includes education for Indigenous Cultural Safety, reconciliation, decolonization, leadership training, lateral violence training, cultural awareness, and motivational speaking for Indigenous youth. To see our full range of workshops available, please see our workshops section.

2. **Indigenous Cultural Advising:** LPC offers cultural services for clients in the form of cultural advising, cultural openings for events, Elder services, and cultural workshops like cedar twining, Coast Salish weaving, medicine walks, etc. To view our full range of cultural workshops, see our workshops section.
3. **Consultation services for systemic transformation:** Our team supports organizations who are embarking on organizational transformation for reconciliation, cultural safety, or decolonization. These services include, but are not limited to, project advising, project coordination, policy development, program auditing, facilitating focus groups, and facilitation services.

LPC WORKSHOPS

Workshop/Course (Duration 0.5-3.5 hours unless otherwise stated)

1. INTRODUCTION TO INDIGENOUS CULTURAL SAFETY

This session introduces the practice of Indigenous Cultural Safety as a safety initiative for teams and organizations. This is a foundational workshop session that includes:

- Defining key Indigenous terms and culturally safe ways to use these terms
- Discussing the origins of anti-Indigenous racism in colonial Canada
- Assembling pragmatic strategies for embedding ICS into organizations

2. INDIGENOUS TRAUMA & EQUITY INFORMED PRACTICE

This session aims at expanding our social perceptions on the missing context not usually covered in other 'trauma-informed' workshops. This session will centre Indigenous perspectives on the change needed and required to go beyond being "informed" and lead towards culturally safer and equity-oriented organizations and services.

Main learning ideas:

- Explore the relationship between colonialism, state violence against Indigenous peoples, and Indigenous-specific trauma today
- Identifying common trauma-responses in the workplace environment
- Assembling list of strategies to respond to trauma in a culturally safe way
- Embedding equity-oriented approaches to working with Indigenous peoples

3. DECOLONIZING SUBSTANCE USE

This course will explore the link between colonialism and Indigenous health and social inequities with a focus on the toxic drug crisis and its impact on Indigenous communities today. Participants will discuss the origins of prohibition in Canada, strategies to address stigmas associated with substance use, examine culturally safer language, and Indigenous perspectives on harm reduction.

Main learning ideas:

- Identify the link between substance use harm and prohibition policies in Canada
- Discuss the root causes of addiction and substance use among Indigenous peoples
- Discuss Indigenous perspectives on harm reduction, de-stigmatization, and compassionate responses to the toxic drug crisis

4. **INDIGENOUS ALLYSHIP AND ANTI-RACISM TRAINING**

Being an ally is not a static identity, it is not a badge of honor, it is a sign of privilege. Allyship is also not declared but based on the context in which you ACT. This course unpacks the similarities and differences for being an ally to Indigenous peoples in relationship to other ally contexts.

Main learning ideas:

- Define allyship, solidarity, and anti-racism
- Explore examples of allyship in the Indigenous context
- Identify strategies for talking about racism and cultural safety with teams

5. **TWO-EYED SEEING**

Two Eyed Seeing (2ES) refers to the interweaving of western and Indigenous worldviews. This course is to help Indigenous and non-Indigenous participants develop or enhance their ability to interchange their professional lenses to better understand and support Indigenous peoples and programs.

2ES is about learning and adopting Indigenous knowledge and values in their frameworks of professional philosophy, policy, and practice.

Main learning ideas:

- Define Two-Eyed Seeing in the context of your professional domain: health, education, social services, justice, etc.

- Explore similarities and/or differences between western and Indigenous worldviews
- Conceptualize the value and importance of incorporating a 2ES approach to bringing about social change and transformation

6. **LONGHOUSE EXPERIENTIAL LEARNING SESSION**

This session brings participants into the context of Indigenous culture and community. Workshops take place in the longhouse setting with ceremony, food, songs, and open dialogue among participants.

Together we explore Indigenous societal values and structures before colonization and discuss the devastating effects of violence against Indigenous communities and its lasting impacts today. Participants will draw connections between state violence and contemporary Indigenous health and social inequities such as poverty, trauma, mental health, and substance use.

Session outcomes:

- Visit, learn, and understand the significance of the First Nations longhouse as a traditional dwelling and cultural symbol of learning and healing today
- Witness and participate in a ceremonial opening and community feast
- Engage in peer dialogue on the impacts of state violence against Indigenous peoples and its implications for Indigenous health, wellness, and connection today

Duration: 4 hours

Participant size: 20-50 total

Cost: Approximately \$10,000.00 All Inclusive

7. **ANTI-LATERAL VIOLENCE TRAINING (7.5 hours min)**

This session aims to expand teams' shared understanding of what lateral violence is, what it looks like, how it is sustained, and how to address it, with the goal of establishing cohesive teams to support communities in healthier ways.

Main learning ideas:

- Define lateral violence and identify common behaviours that sustain it
- List pragmatic strategies for healthy communication and conflict resolution
- Co-create strategies for workplace self-care and community-care to enhance professional practice

8. TRANSFORMATIVE LEADERSHIP TRAINING

This training is designed for team coordinators, supervisors, managers, directors, executive directors, leaders, and human resources staff. This session will equip participants with professional tools for embedding equity into their leadership style as well as creating culturally safe processes for leading teams and organizations.

Main learning ideas:

- Compare and contrast equality vs. equity in workplaces
- List strategies for talking about racism with teams and team members
- Discuss decolonial approaches to leadership and organizational processes

9. DECOLONIZING EDUCATION & INSTITUTIONALIZING CULTURAL SAFETY

Canadian education systems are inherently colonial systems. In a time of Truth and Reconciliation, Decolonization, and Indigenization, many academic institutions are aiming to decolonize or reconcile their organizations. Establishing Indigenous Cultural Safety within the institution will set a strong foundation for future advancement of decolonization and reconciliation in higher education. In this session, we will examine the context for colonialism in higher education, how to address it, and embed Indigenous Cultural Safety in pedagogy, practice, and policy.

CUSTOM WORKSHOPS

We are a team of knowledge keepers, subject matter experts, storytellers, and facilitators. We are happy to design custom workshops for teams and organizations that deliver the learning and experiences you wish to offer your team. This can include any topic of relevance to your organization but not otherwise listed in our workshops. The fee structure would remain the same. To inquire about custom workshops, please email our clients services team with the workshop topic(s) you are interested in and they will connect you with the most appropriate consultant.

SPECIALITY WORKSHOPS

The following workshops are owned and offered by LPC Associate Consultants. Full workshop descriptions and learning ideas are available as an appendix listed below:

1. **Appendix A: Cultural Workshops** offered by Richard, Candace, and Dennis.
2. **Appendix B: Professional Development Education Workshops** offered by Nadine
3. **Appendix C: Motivational Speaking Workshops** offered by Maddy and Andy.

FEE STRUCTURE (Virtual and in-person)

Service	Scope	Fees
Initial Consultation	<ul style="list-style-type: none"> • 30 minute meeting with Len or associate consultant • Discuss the project/event to see if there is alignment and capacity 	Free. Follow up sessions with consultants are subject to \$300/hr.
Consultation	<ul style="list-style-type: none"> • Hourly project/advising services provided by LPC consultant • Offered ad hoc or by contract basis as determined by client needs or requirements 	\$300/hr
Sessional facilitation <i>(Sessional fees are based on a block system, even if the presentation is 30 minutes or 1 hour the rate is the same at \$2,350)</i>	<ul style="list-style-type: none"> • LPC facilitates workshops or facilitates meetings for client • Based on ½ day and full day timeframes • Includes facilitator preparation and self-care time 	\$2,350/half-day \$3,700/full-day
Keynote address	<ul style="list-style-type: none"> • Conferences, AGM's, Special Gatherings, MC's, etc. 	\$6,000/per session

TRAVEL POLICY

LPC services rates listed above are subject to local regional services and services that can be delivered virtually. If travel is required by the client, we request that the client utilize their organization's budget and administration to coordinate travel arrangements and fees. This helps alleviate confusion on relaying important travel information to the corresponding consultant.

Exceptions to this policy occur when clients have entered into a longer term contract with LPC whereby both parties have agreed to travel terms and reimbursement to all travel needs for the agreed upon service.

Where no existing contracts are in place, we ask that clients prepay for consultant travel expenses, accommodations, and other related expenses for our services.

REMITTANCE POLICY

Once the LPC team member has had an initial consultation with the client and agreed to the LPC fee/rate, fees are usually collected after the service by LPC. LPC will invoice the client immediately following the service and the client can pay by electronic transfer, check, or credit card via our QuickBooks account. All invoices are to be paid in full upon receipt.

CANCELLATION POLICY

To maintain the integrity of our services and respect the time of our consultants, LPC has the following cancellation policy:

- **Cancellations made within 21 calendar days (three weeks) of the scheduled service** will incur a **\$350 cancellation fee** to cover administrative costs and scheduling disruptions.
- **Cancellations made within 5 business days of the scheduled service** will require full payment of the service fee, as LPC and our consultants have reserved this time exclusively for your organization.

Exceptions may be considered in cases of extenuating circumstances at LPC's discretion.

DEPOSIT POLICY

All LPC contracts and services exceeding \$5,000.00 will require a 50% deposit up front. This policy enables us to allocate the necessary resources and time to meet your needs effectively.

DECOLONIAL & CULTURAL SAFETY POLICY

The LPC team engages and leads discussions on anti-racism, oppression, trauma, and colonialism on a regular basis. Cultural safety is of the utmost importance to every LPC team member. We hold accountability, professionalism, respect, and kindness at the core of our approach to create safe work environments and kindly ask our clients and event organizers to reflect our approach to working together. This will require patience, humility, and some flexibility from time to time. We honour and protect the rights of our associate consultants to refuse unsafe work environments.

Our teaching and learning philosophy centers Indigenous ways of knowing and being. This means we embed storytelling, oral tradition, reciprocity, and respect in all our business operations at LPC. Our presentation styles vary because it is up to each consultant to embody and evoke their own cultural teachings into their practice.

Hay cx^w qə (thank you),

Once again, thank you for your interest in working together. We hope this guide has offered you some insight into how we like to work and collaborate as an organization. We look forward to meeting you at our initial consultation meeting to answer any questions you may have!

With respect,

LEN PIERRE & ASSOCIATES

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