



October 30, 2024

Heather P. Jones  
Chief Coroner for the Yukon Territory  
PO Box 2703 (J-10A)  
Whitehorse, YT  
Y1A 2C6

Dear Chief Coroner Jones,

While continuing to reflect on the complex challenges and profound pain highlighted by the Inquest into the deaths of Cassandra Warville, Myranda Tizya-Charlie, Josephine Elizabeth Hager, and Darla Skookum, Connective has been working diligently to implement its recommendations.

As we reach the conclusion of the implementation period, I want to offer an update on our progress and reaffirm our ongoing commitment to building a legacy of meaningful change from the deaths of those we mourn.

On behalf of Connective, I am pleased to confirm that we have taken the necessary steps to fulfill the jury's eight recommendations. Some actions were completed internally, while most benefitted from the valued perspectives and contributions of local partners. Since the Inquest recommendations were issued in April, we have met weekly with staff counterparts in Health and Social Services to share updates and collaborate. Where the Yukon Government was tasked with leading recommendation responses, we have facilitated their work to the best of our ability. Please find attached to this letter a summary of our work addressing the recommendations.

In completing this work, we have embraced the opportunity for engagement and dialogue and want to express our sincere gratitude to all those who shaped our recommendation responses. Everyone from our staff, service users, and partners at CYFN, to the leadership of Yukon First Nations who directly engaged with us and a wide variety of community social services providers delivering harm reduction and health services, have helped build a stronger program at 405 Alexander, and in turn, a healthier and more resilient Yukon. We look forward to continuing to build on this

dialogue and expand engagement to connect with those who were unable to within these timelines.

Throughout the implementation process, as challenges or gaps arose, we were proactive in communicating them to our funders at the Yukon Government. This transparency reflects our understanding and appreciation that ultimately, this work will be ongoing. Community needs and service landscapes continue to evolve, and we must continue to listen, learn, and adapt to new realities. We are ready and willing to do so, and remain committed to making ongoing improvements to service delivery at 405 Alexander.

While we are proud of the progress we have made these last six months, the Inquest made clearer that the challenges we face as a community – everything from addiction and homelessness to mental health crises and chronic housing shortages – are too complex for any single organization to resolve.

Solutions will require widespread engagement and collaborative action that is led by the Yukon Government and inclusive of multiple partners, including Yukon First Nations, community organizations, and most importantly – service users themselves. Only through this whole system approach can we hope to achieve the kind of stability these complex challenges demand.

In closing, I would like to thank you for your ongoing attention to this important process. We are committed to building on the progress achieved so far to creating a safe, healthy, and inclusive community for all.

Sincerely,



Chris Kinch  
Vice President – Service Delivery of Northern BC & Yukon  
Connective  
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# Inquest Recommendations

## IMPLEMENTATION UPDATE

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### 1. Policy Review

We have reviewed and updated program policies and procedures with input from an external policy analyst, as well as feedback from service users, community organizations, partners, and staff. This process included a thorough analysis of Canadian shelter design, operation, and best practice, and review of the newly published [Human Rights-Based, Gender-Sensitive National Standards for Emergency Shelters](#).

**Looking Forward:** We will continue to assess policies and procedures, revising as needed to meet evolving community needs.

### 2. Training Review

We reviewed training using the same collaborative approach as with our policy review. An annual training plan has been developed, offering expanded training opportunities for staff. Additionally, new proposals—such as Cultural Humility Training led by CYFN—have been submitted to the Yukon Government for consideration.

**Looking Forward:** We will continue to assess training needs and explore further opportunities to support staff in delivering quality, person-centred and culturally safe services.

### 3. Staffing Priorities

We have revised hiring practices to prioritize Yukon First Nations and other Indigenous peoples in Canada, which is clearly reflected in our job postings. This initiative is supported by a working group with CYFN, to help ensure continuous improvement.

**Looking Forward:** We will continue to refine our approach based on feedback and the results of our ongoing data collection, and will work with partners to explore opportunities for increased Yukon First Nations representation at 405 Alexander.

### 4. Evaluation

The Yukon Government is leading the response to this recommendation. To support their initiative, we have collaborated closely with our partners at Health and Social Services, meeting weekly over the last six months to discuss progress and challenges.

**Looking Forward:** We will continue to support the Yukon Government's efforts, as needed.

## **5. Independent Critical Incident Review**

We expanded our approach to this recommendation by thoroughly reviewing our incident reporting procedures and establishing a standardized reporting format to Yukon Government's Health and Social Services. An external review process will be led by Yukon Government, and we have provided feedback on its development.

**Looking Forward:** We will continue to support the Yukon Government's efforts, as needed.

## **6. Grief & Loss Supports for Communities & Staff**

The Yukon Government has taken the lead in connecting with communities impacted by the Inquest. Where requested, we have met directly with First Nations and are grateful for their candid feedback, which has informed our approach.

We have also implemented access to in-person counselling for all Yukon staff, alongside existing remote service options and those available through our employee benefit programs.

**Looking Forward:** We are eager to continue building relationships and engaging in meaningful dialogue with Yukon First Nations, and will continue to seek ways to enhance supports for Connective staff.

## **7. Communication**

Monthly Connection Meetings have been implemented, fostering valuable dialogue and feedback from shelter users. Included among these was the idea to convert a first-floor lounge into a permanent programming space, expanding opportunities for external programming and allowing service users to influence available offerings.

Our shift exchange process was also revised, following the collection and analysis of staff feedback.

**Looking Forward:** We will continue to operate Monthly Connection Circles, have scheduled a follow-up shift exchange survey and feedback session for November, to evaluate the changes made to date.

## **8. Safe Spaces**

We have made progress toward enhancing safety through the revision of our policies, procedures, and training. While we have sought additional input from local organizations, more time has been requested for further engagement.

**Looking Forward:** We remain committed to continuing this engagement work, and to collaborating with local partners to strengthen the network of service providers and supports available to those in need.