



# Communication Protocol



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## Receiving Updates from the Initiative

Survivors would like to see a **website** link emailed to those who provided their emails, with the option to subscribe to the website and newsletters. A privacy statement will be provided to ensure security and agreement for use of the site. **Email** should only be used to provide updates on the website.

There should be the option of having **paper copies of the newsletter mailed** to Survivors. The newsletters should also be provided in both English and the language. A mailing list for distribution needs to be created.

An **information binder** could be put together to allow people to catch up on what is going on with the Initiative, especially if they are unable to attend gatherings or events. This binder can contain briefing notes, session summaries, print outs, questionnaires, and provide space to submit questions and should be accessible in both a physical and digital format.

**Social Media** should be used to get information on gatherings and other events out to all the communities, including the use of YouTube, and to provide an overview of what is happening in the Initiative. Social media can be used to help engage the youth of communities.

- There should be a strong social media policy put into place. This policy should be known to those part of the Initiative to avoid internal privacy breaches and help with risk management.
- Testimonials should have the option of being published anonymously on social media and the website, with “tier-levels” of privacy to allow for informed consent. The tier levels suggested were personal, internal, and external. Peer-approval bodies were also suggested following the order of survivors, communities, communications officer, and so forth. All content should also be labeled with a “sensitive content” disclosure to not retraumatize anyone. **Testimonials should not be shared on social media without prior consent.**

## Frequency of Updates

The community should be **updated biweekly for urgent matters or changes**.

**Newsletters** should be sent out **quarterly**.

**General communication** needs to be **ongoing** in between Survivors Working Group Sessions, especially about the search process. Working sessions, gatherings or workshops should be held in the 33 partner communities to allow more people, including Elders, to share their stories.

A **liaison between the community and the Initiative** was suggested to keep everyone up to date with the information being discussed and any important matters that Survivors should be aware of. To do so, natural communicators in each community should be identified.

- Emails, phone calls and newsletters could be used to communicate with Survivors.
- In-person visits can be arranged by the Liaison to provide community updates.

## Media/External Communication

There should be **newsletters that cover general information** about the Treaties, history, the history of the land, and general information about the various Indigenous communities, alongside the history of the residential school system. These newsletters should be available at airports and other public spaces to be seen by young people to help them feel accepted and not ashamed of who they are. All paper publications should have a translated option.

**Radio broadcasts** such as Wawateh Radio, should be used to reach other communities in the North or Survivors who are isolated. Simple terms should be used in broadcasts and individuals sharing information should speak slowly.

All media releases should be factual and not exaggerated. Survivors should be informed when information is going to be released to the media.

## Language and Education

*“Only when you come to my lodge, speaking my language, will there be truth and reconciliation”.*

Young people need to be informed and updated on the history of residential schools. Curriculums on residential schools should be provided for youth and external groups (i.e. NAN and communities in southern Ontario) including terms like:

- Colonization
- Repatriation
- Anomalies

Survivors would like to see the language, including specific dialects, being learned by the community's youth.

- Survivors have identified volunteers ready to teach the dialect and are requesting a medium to do so. These volunteers have not been contacted yet.

Translators should be available and additional funding should be secured to create a group of Native Tongue speakers within the existing group to utilize the communities' strengths.

**All technical terms be defined to simple English, Cree, Ojibwa, and Oji-Cree.**