



Debbie's IncreDeble Edibles: treat for the eye and mouth



Delicious fruit bouquets made for any occasion.

By Jordan Standup

Debbie's IncreDeble Edibles has been serving the freshest and tastiest fruit bouquets to Kahnawake and the surrounding area for two years.

The flourishing business has grown quickly in that time.

"My business is making fresh fruit bouquets, chocolate covered strawberries and themed bouquets for children," owner Debbie Phillips explained.

She creates mouth-watering

bouquets for any occasion, including birthdays, graduations, anniversaries and small get-togethers.

Phillips talked about how she came up with the idea for such a unique business.

"I got the idea by looking at Pinterest and since my family does like fresh fruits, I said 'I can make these'," she said.

She began to get a lot of attention when she started posting photos of her wonderful creations online.

"I started to make them and posted them on my page and everyone fell in love with them," Phillips said. "They started to ask if I can make them to sell so I decided to give it a try."

The requests started pouring in. She is very pleased with the feedback and business she has received.

"So far it has done very well," Phillips asserted.

She was quick to admit that there were a few challenges along the way.

"There were a few challenges, like trying to find someone to make home deliveries for my fruits and wondering how long they would

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Tourism

Celebrating Kahnawà:ke's 300th Anniversary



Cultural Day celebration.

By Kimberly Cross

Kahnawà:ketourismhas had a busy and exciting first quarter, preparing and celebrating Kahnawà:ke's 300th anniversary in our current location. In partnership with the Kanien'kehá:ka Onkwawén:na Raotitióhkwa language and culture center, Kahnawà:ke tourism organized four cultural celebration days. The events took place at the green space by the golden age club. The events consisted of cultural demonstrations by local artisans displaying their crafts and offering demonstrations to interested visitors, local food vendors were on site offering their take on traditional Kanien'kehá:ka food, such as moose meat tacos and spicy three sisters soup. The first cultural celebration

day on May 27th attracted 60 + visitors, and the second celebration attracted 55+ visitors, though it should be noted that two schools groups from Kahnawà:ke visited the first celebration day.

Also in celebration of Kahnawà:ke's 300th Anniversary and in partnership with the Kanien'kehá:ka Onkwawén:na Raotitióhkwa Language and Culture Center, the Mohawk Council of Kahnawà:ke, and the Kahnawà:ke Education Center, a plaque was unveiled at the Kahnawà:ke Survival School commemorating the location of Kanatakwenke, the last location from which we moved in 1716.

The Welcome Center has experienced a rise in tour requests, in the first quarter we received

thirteen (13) requests for various tours of the community, this is exceptional considering that in 2015 we received an annual total of eight (8) tour requests and in 2014 we received fourteen (14) for the entire year.

The Welcome Center also has many walk-ins, visitors from all over the world who come to Kahnawà:ke to see what the community has to offer. In the first quarter we received a total of 196 visitors stop into the center for information. This number is slightly lower than last year's 1st quarter which saw 374 visitors for a difference of 178 visitors. This difference can be attributed to the Welcome Center being closed during the weekends. In 2015 Tiawentí:non Canadian was

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Kahnawà:ke Summer Student Employment Program at Tewaohnhi'saktha

By: Jordan Standup

The Kahnawà:ke Summer Student Employment Program offered 59 jobs this summer to all full-time high school, CEGEP and University students. In order to prepare students for their hunt for a summer job two Resume, Cover Letter & Interviews skills workshops were offered. One at Tewaohnhi'saktha on April 27th; the other at Kahnawà:ke Survival School on May 11th.

Once students secure their summer job, they are invited to attend additional workshops that will help them with their career objectives. A professionalism and customer service workshop was offered, a CPR first Aid and an insightful workshop on social impact. The jobs will wrap up in August just before students head back to school. Great job to all students who continue to work hard and succeed!

Summer Students reflect on their working experience at Tewaohnhi'saktha

Employment & Training Division: Heads Up Program



Name: Katsistohkwi:io Jacco
Program of study: Political Science
Class of: 2017

I worked at Tewa last summer for Tourism at the Welcome Center and really enjoyed it!

My experience so far working with the Employment & Training Division this year has been great, I'm having a lot of fun as the heads up facilitator



Name: Johnna Montour
Program of study: Pure and Applied Sciences at Marianopolis College
Class of: 2017

Tewaohnhi'saktha offers the community and its members a variety of opportunities for growth. I am personally partial to the youth oriented programs because many essential skills that the students and community youth will need in their future are not taught in school.

So far, working at Tewa has been a joy. There are so many lovely personalities around the office and

working with the Heads Up students has been very fun. Overall it has been a very rewarding experience.

Name: Joseph Jocks
Program of Study: Bcomm in Honours Accounting at the University of Ottawa
Class of: 2018

I wanted to work at Tewaohnhi'saktha because of the opportunities it provides summer students; Expanding their work experience and enabling them to take on new tasks which are both challenging and rewarding.

It has been a great experience working at Tewaohnhi'saktha this summer, the staff have been extremely welcoming and are always there to provide assistance.



Have a question? Email us!
kedc@kedc.biz

Summer Students reflect on their working experience

Office of CEO – Junior Economic Development Officer



Name: Keisha Tekahawà:kon
Goodleaf
Program of study:
Bachelor of Commerce, Major in
Management
Class of: 2018

I graduated from Champlain College St-Lambert with a DEC in Health Science; however, one of my main reasons for switching into the business field is because I wanted to have the opportunity to make a positive impact within our community; and I believe that working at Tewatohnhi'saktha has and will allow me to do exactly that.

I am really enjoying my time here at Tewatohnhi'saktha, the staff is very welcoming and friendly and the atmosphere is great! Everyone here has been so helpful in teaching and guiding me through any concerns I had. Working here has truly been a tremendous learning experience for myself. Fortunately, I had the opportunity to attend the IEDC 2016 Economic Future Forum in early June and was delegated the task of organizing the first ever annual Business Walk. I am going to

miss working here once my summer contract is over, but I hope to have the opportunity to work here again in the future.

Kahnawà:ke Welcome Center – Tourism Assistants



Name: Tiawentí:non Canadian
Program of study:
Master of History and
Philosophy of Religion at
Concordia University
Class of: 2017

This is my third summer working at the Kahnawà:ke Welcome Center. What first attracted me to working here was the chance to use some of my research skills and knowledge of religion in my job, I was most excited about leading tours of the mission. Three years later, what made me want to continue to work in tourism was the opportunity to spend my summer in a great office that's part of the larger Tewa family. This is a really interesting, very fast paced job and I have great co-workers. Plus, I really like meeting people from all over the world and I appreciate that I get to apply the skills and knowledge from my

studies into the workplace.

Working with the Welcome Center and larger Business Services team has been an incredible experience. I appreciate that my ideas are heard and often implemented. I feel like I'm really part of a team, making a difference to attract tourists into the community and educating them on our history and culture. I've gained invaluable experience in everything from office administration, special project planning, and proposal writing; all of which will serve me well in the near future.



Name: Kathleen Gilbert
Program of study: Arts and
Science majoring in Sociology.
Class of: 2017

I wanted to work at the Welcome Center to broaden my work experience and have an opportunity to meet new people.

It's been a great learning experience. Not only have I learned more about Kahnawà:ke but I have also gotten to meet so many people who visit the community. I look forward to meeting visitors every day. 🍵🍵

2015-2016 Vocational Graduates at Nova

By: Jordan Standup

A majority of Kahnawà:ke vocational students attend the Nova Career Center in Chateaugay and on June 3rd Nova held its annual graduation ceremony and the Employment & Training employment counselors were invited to attend. After months of hard work and dedication in their programs, this evening the vocation graduates received their diplomas. Graduates included were: Tawnie Lahahce-Morris in Home Care Assistance,

Lorraine Diabo in Hairdressing, Karennahiehne Delormier, Lacey-Jo Canadian, Jerilyn Horn, Leigh Ann McComber, Karahkwenhawe Montour-Jacobs, Alana Thomas and Helen Zacharie in Secretarial Studies. Graduates of the accounting program included Ronald Guimond, Anenharison Michael Kirby, Jodie Norton and Jessica Paul. On top of their achievements, three of our students received individual awards. Jerilyn Horn, received the Michelle Brisson award for the Secretarial studies program.



Helen Zacharie, received the Most Outstanding Student award. She received a certificate and a plaque for it. Michael Kirby, was named the valedictorian for the accounting class he was in. Congratulations to all. 🌸

Internal Client Satisfaction Survey Results

by Nancy Stacey
Director of Human Resources

Tewatohnhi'saktha regularly conducts a number of surveys, because we hold the belief that what gets measured gets improved. We survey our clients to gauge their satisfaction with our programs and services, we survey the community to measure the effectiveness of our communications and to get indicators on the community's economy, and recently we have even conducted a door-to-door Business-walk survey to get an idea of what is needed by our business community to help it thrive. All of this data doesn't go to waste, we have always analyzed and made changes based on the results of our surveys. (For an example see our Jan-Mar 2016 newsletter for the client satisfaction and communications survey results at www.tewa.ca/newsletters).

In addition to surveying our external clients, we also survey internally to gauge how effective our staff programs and services are,

and to make sure that our employees are happy, engaged, and as a result productive. That being said, here is some of the data that we gathered from our Internal Communications and Human Resources surveys.

HUMAN RESOURCES INTERNAL CLIENT SATISFACTION SURVEY

Results:

The survey was carried out by email, and employees responded online. 23 of 31 employees responded to the survey, giving a participation rate of 74.2%.

Highest-Rated Areas:

The employees' three highest rated services, policies, programs, or tools, were:

- providing information on employee benefits
- Personnel Policies
- Employee Resources available on our internal internet page.

Lowest-Rated Areas:

The employees' three lowest rated services, policies, programs, or tools, were:

- Processing of employee terminations *
- Performance Management Program
- Performance Management Training

**NOTE: 82.6% of respondents rated this question as non-applicable to them in their position.*

Actions:

Based on the survey questions and comments sections, the Human Resources Department has already invested significant time and effort on improving the Performance Management Program (PMP). The services of an independent consultant were secured to review our current PMP, interview staff and management to determine areas for improvement, and come up with recommended changes to our

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Tourism involved in several events celebrating culture



Visitors were educated in the different styles of basket and cradleboard making.

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working at the Welcome Center as part of the Skills Link Program and was there to keep the center open for extended summer hours.

Kahnawà:ke Tourism has also been involved in a food festival project, which is a collaborative effort by Tourism and local businesses. April saw the month long maple festival, participating businesses included McComber's Convenience, Aromatic Spirit, Robbie's Smokehouse & Burger Bar, and Iori:wàse. Strawberries are the theme for the June food festival, participating businesses include Eileen's Bakery, Dustin's

Convenience, Aromatic Spirit, Delectable Delights, Xavier's Steak and Wine, Sweety's homemade ice cream, and Kambry's Smoothies.

A project involving Kahnawà:ke Tourism, the Saint Francis Xavier Mission & Shrine to Saint Kateri Tekakwitha, and four other shrines along the St. Lawrence River officially launched on the 18th of May. The Saint Lawrence River Shrines tour is the culmination of more than a year's worth of planning and cooperation between five religious heritage sites, the tours take pilgrims and tourists to some of the provinces most historical and significant religious sites.

Information on the Saint Lawrence

River Shrines tour can be found at www.sanctuariesdufleuve.com.

Finally, the Kahnawà:ke Welcome Center is pleased to announce the hiring of two summer students for the 2016 season. Kathleen Gilbert, a sociology student at Concordia University was hired through the Kahnawà:ke Summer Student Employment Program, and Tiawentí:non Canadian, a religion student at Concordia University was hired through the Canada Summer Jobs program. Lacey-Jo Canadian recently completed her stage at the Kahnawà:ke Welcome Center as part of her Administrative Assistant program at NOVA Career Center.



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Internal Client Satisfaction Survey Results

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PMP to better suit the needs of the organization.

PUBLIC RELATIONS AND COMMUNICATIONS INTERNAL CLIENT SATISFACTION SURVEY

Results:

The survey was carried out by email, and employees responded online. 17 of 32 employees responded to the survey, giving a participation rate of 53.1%.

Highest-Rated Areas:

The employees' three highest rated services, tools, or activities were:

- Keeping employees informed about the organization's involvement and presence in the community
- Quarterly Key Success Measures presentation and reporting

- Minutes of internal communications meetings available.

Lowest-Rated Areas:

The employees' three lowest rated services, tools, or activities were:

- Communicating your team's, unit's or department's news to the rest of the organization
- Keeping you informed about client success stories
- The use of Twitter as a communications tool
- The use of Facebook as a communications tool

Actions:

Based on the survey questions and comments sections, this year the PR/Communications department has committed to focusing on the following changes to our internal communications procedures:

Our focus for this year is to increase the level of satisfaction with the three questions in the

Internal Communications Client Satisfaction Survey that had the lowest ratings

1. Coordinating, planning and producing a project or program related client activity
2. Updating client information on Web, Facebook and/or Intranet
3. Keeping you informed about success stories (clients' or organization's)

By working more closely with the divisions and sharing information more frequently with the employees we hope to make significant improvements to our internal communications.

We hope you are both interested and informed by our sharing these results with you, as they have been shared in an effort to become and remain more transparent to the community, who we are ultimately answerable to. 🙏

Phillips faced many challenges during learning process

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last," Phillips said. "Also, when getting all my supplies, I didn't know how much it would cost."

She said learning to balance her schedule was very important.

"Another challenge was learning how many orders I should take without getting overwhelmed because I am a perfectionist," Phillips noted.

Luckily, she has received a great deal of support from her family.

"I am the only one that makes the bouquets and my family helps me

with all the preparation," she said.

Her beautiful bouquets include a variety of fresh fruits, such as strawberries and pineapples, are a treat for the mouth and the eye.

"Tewatohnhi'saktha does a huge part by helping me advertise in our local papers and also purchasing my signs and business cards," Phillips said.

This support has helped her quickly spread the word about her growing business.

Since launching the unique business, which is located on Route 207 near the Mohawk Hills

Golf Club, Phillips said she has received business from people in Kahnawà:ke as well as some neighbouring communities.

"I get most of my support from Kahnawà:ke and from Mercier and Chateauguay," she said.

Debbie's Incredible Edibles shows no signs of slowing down and neither does Phillips.

She noted that as long as people are still interested in her beautiful bouquets, she will continue making them. 🙏

Employment & Training Success Story

Helen Zacharie embraces change after return to school



Photo credit Jordan Standup

Gene Montour, Employment Councillor, and Helen Zacharie.

By: Jordan Standup

Helen Zacharie admits that she wasn't one for change before she worked up the courage to go continue her education and go back to school.

Zacharie participated in the Tewaohni'saktha's Onontake

Program, which she described as a 'sister program' to the popular Career Building Skills program.

"After we finished school, we are currently doing a one month intense French course," Zacharie said. "My French has improved 100 percent. I am glad that they (Tewaohni'saktha) offered it."

A stage at a local beauty salon was the driving force in her decision to return to school.

"I did a six-month stage at Kakhotsi:io's Beauty Salon as Allison's (Diabo) receptionist," she explained. "It was one of the best experiences I had. That is what made me decide to go back to school."

Zacharie graduated from Nova Career Centre's Secretarial Program in June. She said that starting school was 'one of the most challenging things I ever did.'

"It was a big change for me. I was one that hated change. But after this course, I welcome change with open arms. I started this course with so many fears and left it a completely different person," she explained. "A person that is up for whatever life throws at me."

She said Tewaohni'saktha has been extremely helpful in all of this.

"Tewaohni'saktha helped so much," Zacharie asserted. "I really want to thank Eugene Montour for all the help. He believed in me when I didn't even believe in myself."

In addition, she also received plenty of support from her parents and family.

Zacharie offered a few words of encouragement to those considering continuing their education and seeking aid from Tewaohni'saktha.

"This was a journey and anyone who is thinking of going back to school, go for it!" she said. "I never thought I would have a high school diploma or a DEP in secretarial."

