

52 NTHSSA Improvements in 52 Weeks

For the next 52 weeks, the NTHSSA will be celebrating one improvement each week! These weekly reports are one way we're working to recognize some of the staff-led initiatives, that are making a real difference across the organization for both staff and clients. It's all part of our commitment to being responsive, showcase innovation, and demonstrate progress we're proud to be making together.

Week 26 of 52 (Week of December 22, 2025): Child and Family Services, Welcoming Station

Change Driver: Staff working with the Child and Family Services (CFS) team are always looking for new improvement initiatives to ensure their work and environment reflect their commitment to cultural safety and hospitality.

Link to System Vision: This links to 'Best Care' by improving the experience of clients, who in this case are usually families visiting the space.

Improvement Initiative: This staff-led initiative focused on meeting the commitment of the team, while also ensuring families were provided a warm and inviting environment while they wait in the lobby, in the Yellowknife office.

This small change, which included the introduction of a new coffee station in the lobby is enhancing the experience for families visiting the space. By offering a simple gesture of comfort, the team aims to make the office feel more welcoming and supportive for everyone who walks through our doors.

