

CANADIAN HUMAN RIGHTS TRIBUNAL

BETWEEN:

**FIRST NATIONS CHILD AND FAMILY CARING SOCIETY OF CANADA
and ASSEMBLY OF FIRST NATIONS**

Complainants

and

CANADIAN HUMAN RIGHTS COMMISSION

Commission

and

ATTORNEY GENERAL OF CANADA
(representing the Minister of Indigenous Services Canada)

Respondent

and

**CHIEFS OF ONTARIO, NISHNAWBE ASKI NATION, and AMNESTY
INTERNATIONAL CANADA**

Interested Parties

WILL-SAY STATEMENT: LINDSAY HITCHCOCK

About Lindsay Hitchcock

Lindsay Hitchcock is the Executive Director of Jordan's Principle, situated within the Child, Families and Learning sector of Indigenous Services Canada (ISC), since January 2025.

Roles and Responsibilities

Lindsay's role involves leading on ISC's efforts to eliminate the Jordan's Principle request backlog.

Progress on Addressing the Backlog

Lindsay will provide an update on the backlog as it relates to requests awaiting original determination. She will describe ISC's progress on reducing the backlog, including the development of ISC's Six-Point Backlog Reduction Action Plan, along with measures to monitor and track the backlog.

Lindsay's update will include but not be limited to: progress to specifically address the backlog of urgent requests trends in the backlog since 2025 CHRT 6, and ISC's distinct approaches to addressing the backlog of individual and group requests, recognizing the different operational considerations associated with each.

The Evolving Composition of the Backlog since 2025 CHRT 6

Lindsay will provide evidence regarding the composition of the Jordan's Principle backlog and the factors that influence its management. She will describe the different categories of requests that make up the backlog, including requests awaiting intake, requests undergoing completeness review, and requests that are ready for adjudication.

Lindsay will also speak to the composition of the backlog, including urgent and non-urgent requests, as well as individual and group requests. Lindsay will speak to a range of challenges and the complexity of addressing the backlog. This evidence will include ISC's approach to obtaining missing necessary information and the impact of this information in managing the backlog.

What Canada is Doing to Reduce and Eliminate the Backlog

Lindsay will provide evidence regarding the measures ISC has implemented to reduce the backlog of Jordan's Principle requests. She will describe the Backlog Reduction Action Plan, including initiatives undertaken to support the timely determination of requests. Her evidence will address the implementation of the definition of "urgent" requests as it pertains to the backlog, including triage processes and efforts to identify and prioritize urgent requests for expedited review and decision-making.

Lindsay will speak to operational changes undertaken to address the backlog of requests including the expansion of regional decision-making authorities and updates to spending and financial delegations to clarify roles and responsibilities with respect to processing the backlog of requests. Lindsay will speak to operational monitoring and oversight of the backlog, including identifying pressures and process improvements underway.

Reporting on the Backlog and Data Analysis

Lindsay will speak to the data available to demonstrate progress on the backlog and illustrate the importance of assessing trends over longer periods of time to assess progress and impacts.

She will provide evidence on ISC's reporting activities to support operational decision-making, transparency, and backlog management.

In addition, Lindsay will explain ISC's ongoing efforts to produce and share data, analysis, and presentations with a range of partners and stakeholders, including the Parties, First Nations partners, provincial and territorial ministries, and regional partnership tables. She will describe how this reporting supports transparency, accountability, and informed decision-making.