

HEALTH AND SOCIAL SERVICES

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HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES
FAMILY AND CHILDREN'S SERVICES

SUPPLEMENTARY INFORMATION

Family Support Services ^{Note 1}

- Under s. 10 of the *Child and Family Services Act* (CFSA), Family and Children's Services provides a range of supports to families that have child protection concerns. The specific services provided are determined on an individual level, but can include services for children, counselling, in-home support, out-of-home care, homemaker services, respite care, parenting programs, and services to support children who witness family violence. These services are facilitated by the Family Services Units in Whitehorse and in rural communities.

Number of Child Protection Reports ^{Note 2}

- Number of Child Protection Reports includes all of the reports from across the territory that a child may be in need of protective intervention under the CFSA that Family and Children's Services receives and must respond to.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Family Support Services				
Number of Child Protection Cases ^{Note 3}	370	344	382	414
Number of Family Enhancement Cases	18	28	29	44

Child Protection Reports

Number of Child Protection Reports Requiring Responses	710	675	691	735
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Note 1. What was previously reported as "Agreements for Family Support Services" in prior fiscal years has been restructured as "Family Support Services" to provide a more accurate and detailed description of the services provided, as there has been a transition away from using ASSFs as the sole method of supporting families. Instead, families are not required to sign an agreement that could limit the scope of supports provided and is incorporated into the case planning process on Child Protection and Family Enhancement files.

Note 2. What was previously referred to as "Child Protection Services" in prior fiscal years has been renamed as "Responses to Child Protection Reports" to provide a more detailed description of the statistic that is reported.

Note 3: As FCS' data quality and reporting capabilities continue to improve, and caseloads fluctuate year-to-year, the numbers reported here may show some significant changes. For example, the number of open child protection cases in the 2023-24 FY to the forecasted number in the 2024-25 FY show a 8% decrease - however, these numbers are trending up once more (see 2025-26 estimate).

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES FAMILY AND CHILDREN'S SERVICES Child Placement Services Adoption Services

SUPPLEMENTARY INFORMATION

- Adoption services are provided within Child Placement Services in Whitehorse and by Regional Services personnel in rural communities.

		Comparable		
	2025-26 ESTIMATE	2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Number of Adoptive Homes ^{Note 1}				
Whitehorse				
Approved Homes ^{Note 2}	5	5	10	5
Completed Home Studies ^{Note 3}	3	3	7	1
Awaiting Home Study	20	20	8	12
Rural Communities				
Approved Homes	2	1	1	1
Completed Home Studies	1	1	0	0
Awaiting Home Study	1	1	0	0

Note 1. In previous years, FCS reported on the number of approved adoptive homes and the number of adoptive homes waitlisted for placement. For the 2024-25 budget call, this was restructured to better reflect the work done in this area as the number of approved homes and number of homes waitlisted for placement are essentially the same numbers (i.e., all approved homes are open/awaiting placement, as homes are made inactive when a child is placed there). Instead, the number of approved homes, homes with completed home studies, and homes awaiting home studies are reported, as this is more reflective of the work done in this area.

Note 2. The number of approved homes in 2025-26 is not anticipated to increase due to the resources/capacity currently available to do this work.

Note 3. The fluctuation seen in the number of completed home studies over the three periods is because the completion of home studies is dependent on the staff/resources available to do this work. Currently, Adoptions does not have a designated/fully staffed team.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES FAMILY AND CHILDREN'S SERVICES Child Placement Services

SUPPLEMENTARY INFORMATION

Children in Care

- Services to children in the care and/or in the custody of the Director of Family and Children's Services and pursuant to the *Child and Family Services Act* are provided by the Family Services Unit in Whitehorse and by Regional Services personnel in rural communities.

Fostering Services

- Fostering services are provided by the Child Placement Services Unit in Whitehorse and by Regional Services personnel in rural communities.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Children in Care				
Total Children in care	110	105	91	82
Location				
Whitehorse	77	76	65	56
Region	33	29	26	26
Extended Family Care ^{Note 1}	80	89	94	110
Fostering Services				
Number of Approved Homes				
Whitehorse	42	37	41	36
Rural Communities	16	12	7	9

Note 1. Children in Extended Family Care Agreements do not go under the care of the Director. In 2023-24, the number of children in Extended Family Care were quite high and showing an upward trend - however, the actual number of children in Extended Family Care has been trending down since. That being said, the numbers reported are monthly averages and caseloads fluctuate month-to-month, so the actual for 2024-25 may end up looking quite different from the forecast.

Information is reported on a monthly caseload basis and therefore, the above figures represent monthly averages, as numbers fluctuate from month to month.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES
FAMILY AND CHILDREN'S SERVICES
Early Childhood and Prevention Services

SUPPLEMENTARY INFORMATION

Family Resource Program ^{Note 1}

- Family Resource Program was created in 2019-20 by combining the Healthy Families Program and the Family Support Program to provide universal, barrier-free preventative services to all families in Yukon with children from pre-natal up to 19 years of age. Services include in-home assistance and parenting education, through home visits and group sessions, to support families in being the best parents possible.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Family Resource Program				
Clients in Family Resource Program	275	275	351	205

Note 1. The 2020-21 budget book reclassified "Healthy Families Program" as "Family Resource Program" to reflect the realignment of the Healthy Families program and Family Support Program.

Information is reported on a yearly basis.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE Mental Wellness and Substance Use Services Whitehorse

SUPPLEMENTARY INFORMATION

- Mental Wellness and Substance Use Services offers mental health and substance use prevention and treatment services in Whitehorse and throughout Yukon via regional hubs.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Child, Youth and Family Treatment ^{Note 1}	490	475	475	477
Severe and persistent conditions	150	95	100	150
Counselling Services	900	900	950	795
Intensive Treatment Program - Monthly admissions ^{Note 2}	20	20	15	18
Withdrawal Management (Detox) Admissions - Monthly Admissions ^{Note 2}	160	160	160	144
Forensic Complex Care Team - Active Clients per month ^{Note 3}	95	76	95	75
Referred Care Clinic & Opioid Treatment Services - Active Patients per month ^{Note 4}	900	820	820	816

Note 1: Information is reported on a monthly caseload basis and is reported by the number of unique individuals served / number of client visits.

Note 2: These numbers include clients coming to Whitehorse from regional hubs.

Note 3: Forensic Complex Care Team was formed in 2019.

Note 4: The Referred Care Clinic/Opioid Treatment Services Clinic are now under Mental Wellness and Substance Use Services. Clinics are provided by the same collaborative care team.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE Mental Wellness and Substance Use Services Regional Hubs

SUPPLEMENTARY INFORMATION

- Mental Wellness and Substance Use Services offers substance use and dependency prevention and treatment services in Whitehorse and throughout Yukon via Regional Hubs.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Child, Youth and Family Treatment - Number of clients served in a month ^{Note 1}	100	100	150	100
Counselling Services - Number of clients per month ^{Note 2}	500	450	450	480

Note: 1. Information is reported on a monthly caseload basis.

Note 2 : Number of counsellors are increasing in each area. Number originally decreased due to Many Rivers no longer providing services. Serious and persistent conditions being captured under counselling in communities.

Note 3 : Intensive Treatment and Withdrawal Management (Detox) are programs offered in Whitehorse only, individuals from the region come into Whitehorse to attend these programs. These numbers are reflected in the Whitehorse statistics.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE Emergency Medical Services Ambulance Services

STATISTICS

- Yukon Ambulance Services provides emergency transportation for residents and non-residents throughout the Territory. In Whitehorse, the ambulance stations are staffed 24 hours a day by ground and air ambulance practitioners. In communities, services are provided by on-call volunteers, and in Dawson City and Watson Lake with both paid and volunteer responders.

		<i>Comparable</i>		
	2025-26 ESTIMATE	2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Whitehorse (#)				
Total Ambulance Incidents	9,205	8,369	15,086	7,609
Rural Communities (#)				
Total Ambulance Incidents	2,049	1,863	1,539	1,694
Transport by Air Ambulance (#) *				
In Territory	797	725	750	659
Out-of-Territory	764	695	812	632
Total Medevacs	1,561	1,420	1,562	1,291
Total Annual EMS Incidents**	12,815	11,652	16,039	10,594
WES Clients Seen	4,316	3,924	3,976	3,568

No Statistics are reported by calendar year.

* Air Ambulance transport is used when responding to patients with critical medical needs. Transport by Air Ambulance includes both ground ambulance and aircraft movements.

** Does not include Whitehorse Emergency Shelter clients seen

Current Service Levels

based on the census

Community	Incident Volume (2024)	# of EMS Reponders as of January 2025	# of EMS Employees	Est Community Pop. (2022)
Beaver Creek	12	6	NA	78
Carmacks	137	17	NA	588
Carcross	118	12	NA	317
Dawson City	360	6	5	1,577
Destruction Bay	15	10	NA	40
Eagle Plains	3	0	NA	8
Faro	75	8	NA	440
Haines Junction	123	16	NA	688
Marsh Lake	31	10	NA	746
Mayo	146	7	NA	188
Pelly Crossing	90	8	NA	316
Ross River	110	6	NA	355
Tagish	20	4	NA	311
Teslin	15	11	NA	239
Watson Lake	718	5	7	1,133
Communities Total	1,973	126	12	7,024

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES SOCIAL SUPPORTS Disability Services Children's Disability Services

SUPPLEMENTARY INFORMATION

Disability Services (DS)

- CDS provides coordinated access to supports and interventions, early intervention to increase a child's lifelong potential and promotes inclusion of children with disabilities in community.
- ADS provides coordinated access to supports for clients with residential placements and day programming for inclusion and lifelong potential.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Disability Services				
Adult Disability Services Caseload	150	143	144	138
Child Disability Services Caseload ^{Note 1}	323	294	292	265
Adult Clients in Residential Placements ^{Note 2}	70	66	66	63
Adult Clients in Day Programming ^{Note 2}	42	39	39	40

Note 1. The caseload is increasing due to increasing referrals to the program, in part due to referrals from pediatricians as the profession has grown significantly over the past few years in the Yukon. The availability of other supports for children with disabilities (external to Disability Services) has also resulted in more families being able to manage their children's care needs in the Yukon rather than out of territory. While the program is voluntary, there is no cap to the number of children that can be accepted onto the caseload, as eligibility is based on presence of a disability that impacts daily functional ability.

Note 2. 2025-26 estimates are based on the waiting list.

Rationale: Increase in the caseload results as the Yukon population increases and more citizens are eligible for and in need of disability supports provided through the Government of Yukon.

'Note: Information is reported on a monthly caseload basis.

HEALTH AND SOCIAL SERVICES

SOCIAL SERVICES SOCIAL SUPPORTS Income Support Community Outreach Services

SUPPLEMENTARY INFORMATION

Income Support

- Income support provides financial assistance to Yukoners in Whitehorse and in every community.

Community Outreach Services

- Community Outreach Services provides individualized outreach and intensive case management supports to Yukoners who have experiences of mental illness, substance use or other vulnerabilities and need assistance with meeting their basic needs. Services are client-led and focus on developing independent living skills and connections to community supports.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Income Support ^{Note 1}				
Whitehorse	835	818	752	787
Region	146	141	134	133
Community Outreach Services				
Client Receiving Intensive Case Management	58	53	58	54
Supports Provided by Library Outreach Worker ^{Note 2}	N/A	N/A	25	N/A

Note 1. The social assistance caseload (Whitehorse and Region combined) is acknowledged to experience some seasonal fluctuations and to follow, generally, Yukon's population. However, the number of cases decreased for 2020-21 and 2021-22 due to the COVID-19 pandemic and availability of federal benefits. The caseload saw slight increases for 2022-23 and 2023-24, and this is forecast to continue for 2024-25.

Note 2. The outreach worker at the Whitehorse Public Library launched as a pilot program in fiscal year 2024-25. The program does not track the number of unique individuals served per month (as was included for the 2024-25 estimate). Going forward, the number of supports provided will be reported.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE INSURED HEALTH SERVICES

SUPPLEMENTARY INFORMATION

- Insured Health Services is comprised of Health Care Insurance, Hospital Insurance Services, Travel for Medical Treatment, Chronic Disease and Disability program, Pharmacare and Extended Health Benefits for Seniors.

Insured Health	2025-26 ESTIMATE	Comparable		2023-24 ACTUAL
		2024-25 FORECAST	2024-25 ESTIMATE	
Yukon Health Care Insurance Plan				
Subscribers (at March 31) (#) ^{Note 1}	49,000	48,000	48,000	46,138
Insured Services (#)				
Physician Services ^{Note 2}				
In Yukon	370,000	360,000	365,000	354,690
Out-of-Territory	69,000	68,000	63,000	51,226
Services Reimbursed to Members	150	140	150	146
Whitehorse General Hospital				
Patient Days (excludes newborns)	21,500	21,000	18,500	20,583
Patient Admissions	4,100	4,100	3,900	3,957
Outpatient Visits				
Emergency Room	39,000	38,000	38,000	36,838
All Others ^{Note 3}	91,000	90,000	89,000	89,104
Total	130,000	128,000	127,000	125,942
Surgical Cases				
Day Surgery	3,500	3,400	3,400	3,270
In-patient	1,000	900	900	840
Total	4,500	4,300	4,300	4,110
Yukon Resident Hospitalizations				
Hospital Days of Care (#)				
Out-of-Yukon Facilities	13,500	13,000	12,900	13,834
Average Length of Stay (days)				
Out-of-Yukon Facilities	10	10	10	10
Outpatient Visits				
Out-of-Yukon Facilities	19,400	19,000	17,400	20,273

(1) The Yukon Health Care Subscribers number is higher than the Yukon population due to subscriber migration throughout the fiscal year.

(2) Includes on call services (which were previously excluded) and excludes lab/diagnostic services and services not performed by a physician.

(3) Includes Magnetic Resonance Imaging (MRI) now available at Whitehorse General Hospital.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE INSURED HEALTH SERVICES (Cont'd)

Insured Health	2025-26 ESTIMATE	Comparable		2023-24 ACTUAL
		2024-25 FORECAST	2024-25 ESTIMATE	
Dawson Hospital				
Patient Days (excludes newborns)	680	670	525	667
Patient Admissions	90	85	85	72
Outpatient Visits				
Emergency Room	3,000	2,700	2,700	2,539
All Others	3,200	3,100	3,100	2,926
Total	6,200	5,800	5,800	5,465
Watson Lake Hospital				
Patient Days (excludes newborns)	865	860	750	848
Patient Admissions	120	120	110	119
Outpatient Visits				
Emergency Room	3,300	3,200	2,700	2,669
All Others	2,300	2,200	2,100	2,168
Total	5,600	5,400	4,800	4,837

Note: Dawson and Watson Lake Hospitals are not performing Surgical Cases.

HEALTH AND SOCIAL SERVICES

INNOVATION, QUALITY AND PERFORMANCE INSURED HEALTH SERVICES

SUPPLEMENTARY INFORMATION

- Travel for Medical Treatment numbers are reported per fiscal year based on the date of the service. This program does not include numbers for third party insured individuals, such as First Nation individuals who received benefit coverage through Non-Insured Health Benefits, Health Canada or individuals with a Yukon Workers' Compensation Health and Safety Board claim.

		Comparable		
	2025-26 ESTIMATE	2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Medical Travel				
Travel for Medical Treatment within Yukon				
Number of Cases- In Territory	4,865	4,791	4,722	4,716
Number of Mileage Claims Processed	6,106	5,986	3,701	6,090
Number of Scheduled Air Flights Processed ^{Note 1}	1,517	1,487	1,510	1,454
Number of In Territory Air Medevac Flights	585	573	528	593
Number of Medical Travel Subsidy Claims Processed	5,163	5,062	4,980	5,306
In Territory Total	18,236	17,899	15,441	18,159
Travel for Medical Treatment outside of Yukon				
Number of Cases-Out of Territory	5,243	4,544	4,685	3,845
Number of Mileage Claims Processed	472	463	399	462
Number of Scheduled Air Flights processed ^{Note 1}	15,250	14,121	11,727	12,290
Number of Out of Territory Air Medevac Flights	878	821	577	707
Number of Medical Travel Subsidy Claims Processed	6,649	6,332	6,200	5,744
Out of Territory Total	28,492	26,281	23,588	23,048

(1) Number of scheduled air flights processed In Territory are specific to one location, Dawson City.

HEALTH AND SOCIAL SERVICES

COMMUNITY AND PRIMARY CARE
Community Health
Environmental Health Services

SUPPLEMENTARY INFORMATION

- Environmental Health Services (EHS) promotes care for the environment in the interest of human health. Working in conjunction with the Chief Medical Officer of Health, Environmental Health Officers provide services to individuals, businesses and government. EHS provides consultation and educational services; and engages in inspection, surveillance, audits and enforcement activities in support of the regulatory program.

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Client Contacts	10,800	10,800	10,800	10,800
Inspections/Audits	800	800	750	765
Water Tests	8,900	8,700	8,500	8,483
Sewage Permits/Finals/Retentions	350	275	300	331
Premises Permits	400	431	350	403
Health Education/Promotion Sessions	70	70	75	70

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community

SUPPLEMENTARY INFORMATION

	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
McDonald Lodge - Dawson City				
Number Beds Available	15	15	15	15
Average Occupancy Rate	64%	63%	75%	64%
Average Length of Stay (years)				
Permanent	4.4	3.8	4.3	5.0
Respite	0.0	0.0	0.5	0.0
Number of Permanent Admissions	2	4	1	0
Number of Respite Admissions ⁽¹⁾	7	7	7	7
Average Age				81
Thomson Centre				
Number Beds Available ⁽³⁾	39	39	51	51
Permanent	27	27	41	41
Respite/Reablement	12	12	10	10
Average Occupancy Rate ⁽²⁾	80%	80%	81%	80%
Average Length of Stay (years)	2.4	2.3	2.6	2.6
Number of Permanent Admissions	15	16	8	18
Number of Respite Admissions ⁽⁴⁾	56	56	25	79
Average Age				82

¹ Respite admissions are counted as "1" each time they are admitted to care.

² Thomson Centre has 12 respite/reablement beds. Occupancy rate is lower due to the turnover time for these beds.

³ Thomson Centre transferred 12 beds to Whistle Bend Place in July 2024.

⁴ Respite admissions are counted as "1" each time they are admitted to care.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community / Home Care

SUPPLEMENTARY INFORMATION

		Comparable		
	2025-26 ESTIMATE	2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Copper Ridge Place				
Number of Beds Available	96	96	96	96
- Permanent	88	88	88	88
- Respite	8	8	8	8
Average Occupancy Rate	94%	94%	95%	88%
Average Length of Stay (years)				
- Permanent	2.5	2.6	2.6	2.4
- Respite/assessment	0.03	0.06	0.04	0.00
Number of Permanent Admissions	37	26	16	48
Number of Respite Admissions ⁽¹⁾	22	20	11	23
Average Age				79
Home Care				
Whitehorse	478	464	600	360
Region ⁽²⁾	356	346	500	287
Total Caseload	834	810	1,100	647

¹ Respite are counted as "1" each time they are admitted to care.

² Includes Regional Therapies

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community

SUPPLEMENTARY INFORMATION

		Comparable		
	2025-26 ESTIMATE	2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Whistle Bend Place				
Number of Beds Available ⁽¹⁾	146	146	128	128
- Permanent	142	138	123	123
- Respite	8	8	5	5
Average Occupancy Rate	94%	90%	96%	89%
Average Length of Stay (years)				
Permanent	2.1	2.1	3.3	2.2
Respite	0.03	0.03	0.10	0.03
Number of Permanent Admissions	93	95	30	90
Number of Respite Admissions ⁽²⁾	51	35	21	66
Average Age				80

¹ Whistle Bend Place opened House 1 and transferred 12 beds from Thomson Centre to Whistle Bend Place in July 2024.

² Respite admissions are counted as "1" each time they are admitted to care.

HEALTH AND SOCIAL SERVICES

CONTINUING CARE Care and Community

SUPPLEMENTARY INFORMATION

Waitlist	2025-26 ESTIMATE	Comparable		
		2024-25 FORECAST	2024-25 ESTIMATE	2023-24 ACTUAL
Average Number of People on Waiting List:				
Intermediate Care ⁽¹⁾	6	4	5	7
Extended Care ⁽²⁾	5	5	2	5
Special Care ⁽³⁾	4	4	3	4
Personal Care ⁽⁴⁾	1	1	1	0
Average Number of Months on Waiting List:				
Intermediate Care ⁽¹⁾	1	1	1	2
Extended Care ⁽²⁾	1.2	1.2	1.0	1.2
Special Care ⁽³⁾	0.7	0.7	1.0	0.7
Personal Care ⁽⁴⁾	1	1	4	0

⁽¹⁾ Thomson Centre, Whistle Bend Place, Copper Ridge Place

⁽²⁾ Copper Ridge Place, Thomson Centre, and Whistle Bend Place

⁽³⁾ Whistle Bend Place and Copper Ridge Place

⁽⁴⁾ Personal Care is offered only at Alexander MacDonald Lodge in Dawson City.