00:00:09:04 - 00:00:46:10

Scott McLeod

At Nipissing, we have a program called “Wiidooktaadyang,” which essentially follows the philosophy of our Indigenous way of using all the knowledge to wrap around a client or a person that may need help from the community. And it's not an approach which typically you would get from the Western world, which is, you know, if you have a backache, you go see a chiropractor or if you have, you know, some other ailment, you would go see specific departments.

00:00:47:09 - 00:01:00:16

Scott McLeod

Whereas our approach would be to bundle all our knowledge together and use it to help the individual to get through whatever they may be suffering from.

00:01:00:17 - 00:01:36:00

Brenda Restoule

Wiidooktaadyang was sort of developed over a long period of time where we were trying to think about how to support people who had maybe had multiple needs or complex needs. And we started having conversations first, actually, about case management. And so we spent time exploring the concept of case management, looking at different case management models and trying to find a space for them to fit and how might they work

00:01:36:00 - 00:02:11:21

Brenda Restoule

in our community, as we talked more about it and decided to draw in the expertise of other community members, we brought in Elders, Community Knowledge Holders, Language Holders, and then some key people within the organization to have discussions about it. We started to move a little bit away from case management because it felt very structured...

00:02:11:21 - 00:02:40:26

Brenda Restoule

I guess maybe, and because it felt so structured, the conversations started to turn towards “what did we do, traditionally, when we took care of people?” And in that conversation, then we had to have a discussion about who was it we took care of. And so ultimately the final conversation was like, we took care of everybody. But sometimes people needed more support and more assistance.

00:02:41:09 - 00:03:12:28

Brenda Restoule

So we identified it as people who had needs that perhaps were not being fully addressed. And maybe that was because they had multiple needs or complex needs. We even tossed around the term “vulnerable” for a little while, like vulnerable community members. But we recognize that sometimes people just need more support and assistance, and they might not necessarily be vulnerable.

00:03:13:04 - 00:03:48:23

Brenda Restoule

So we tried to steer, I think, away from that concept of people who are vulnerable, who are more likely to fall through the gaps. But we knew that this the whole philosophy of Wiidooktaadyang was to reduce gaps. And I think a lot of the reason why we started with case management and ended up at Wiidooktaadyang was because services in our communities are just generally underfunded and there's not... under-resourced. There's not enough to support people.

00:03:49:04 - 00:04:40:15

Brenda Restoule

And we have to, you know, pull in and rely on outside or external services, and that's okay. But not everybody feels comfortable going to them and that we should do as much as we can within the community to support them so that they can have a good quality of life. And that if we have a philosophy within the organization that no matter where they come, that they could identify what their needs are and all staff or service providers, whatever you want to call them, have a general understanding that they are to be able to sit and support people where they're at.

00:04:40:15 - 00:05:07:05

Brenda Restoule

And so maybe in more of my terms, almost being trauma informed, recognizing that people are going to come with different needs and that we have to meet them where they're at. We can't say, well, when you're no longer, you know, in need of income, come back and see me and then I can help you. Or if you're not using substances, then come back that we had to make sure there was that “No Wrong Door” approach.

00:05:07:12 - 00:05:36:10

Karen Auger

And so Wiidooktaadyang is a Nipissing First Nation’s service integration model. Meaning we are helping one another. And that is exactly what this approach is. So it’s community driven. It's a client centered-approach. We really support the overall wellness of community from, you know, the emotional aspect physical, spiritual, social and economic well-being.