00:00:08:12 - 00:00:49:26

Dwayne Nashkawa

It's really important on many levels. And one is we need to do a better job of, you know, supporting people and families to... to solve multidimensional problems. And so, you know, I think it's important that we promote that kind of thinking that where we bring whatever resource we need to the table be that a person or, you know, some training or external supports from outside the community.

00:00:50:08 - 00:01:11:07

Dwayne Nashkawa

We need the problem solvers to get together to try and help. And when we're not thinking that way, we're really just prolonging the problem. Like we're not getting at actually solving it. We just push the problem around. We push it off our plate onto someone else's.

00:01:11:17 - 00:01:41:26

Brenda Restoule

So in our conversations, we talked about that we need to be able to come from a place of helping each other in a way that supports people to get their needs met and to help them to build a good quality of life. And I think Wiidooktaadyang also gets competent service delivery just by the notion of everybody in Nipissing in terms of working for Nipissing are trained on

00:01:41:26 - 00:02:08:14

Brenda Restoule

Wiidooktaadyang, on that service delivery model, that aspect of “No Wrong Door,” our trauma informed. Helping people where they're at instead of saying like, “What's wrong with you?” It's “What happened to you and how can I help?” Right? So not creating that non-judgmental portion that we heard our Elders talk about, like there was no judgment. We came in with caring and we did what we could to help people as best as we could.

00:02:08:22 - 00:02:30:01

Brenda Restoule

So I think it came from that as well. And just the whole notion that Nipissing took this on and said, we've just got to do this, that's that whole community development and ownership, that this is ours, we're going to do it this way and it's going we're going to figure out how to make the best use of our resources to help people.

00:02:30:01 - 00:02:57:21

Karen Auger

We support community in the wrap around bundled approach. So really just based on community needs when they're coming in and when they have multiple service needs, the approach or model is really neat as we have all staff and department trained on the model. So from health and social services to our education, employment, right down to our facilities and maintenance.

00:02:57:21 - 00:03:23:06

Karen Auger

So it's... kind of accessed this “No Wrong Door” approach. So when community members are in need of services, we have all of our staff trained, so they know how to do the intakes and kind of how to direct our community members to the services that will be in place for them. You know, we work as teams in supporting community members.

00:03:23:06 - 00:03:51:17

Karen Auger

So again, based on community needs, we will assemble a team to work with community members. And so when we're working with individuals, it's kind of a “one stop shop.” So if clients have multiple service needs, we're bringing those in. And if there's, you know, items that come up, different instrumental supports needed, we're making sure that those are met as well.

00:03:52:08 - 00:04:19:27

Karen Auger

Sometimes, you know, the needs of our community members don't really fall within a specific department, but we work as a team to make sure that those gaps are filled and that, you know, maybe if it's something that we can't specifically provide, you know, we'll walk that person through, you know, a referral or, you know, go with them to certain places to make sure that they have those.... those needs are met. You know, we tend to bring together internal departments, but there's always that option.

00:04:20:25 - 00:04:42:05

Karen Auger

You know, if there are outside service providers that are needed, we can definitely bring them in as part of the team. They may not sit in, say, the full service integration team meeting, but maybe to kind of tackle those specific tasks that were, you know, don't have those specifics services in community for. So we'll bring in those.

00:04:42:05 - 00:05:03:18

Karen Auger

And you know again it's opportunity for us to build those relationships with outside service providers as well. So any instances, yeah, we will definitely work with those service providers and you know, gives them an opportunity as well to learn about the programs that we offer here and, you know, kind of those additional steps that we're taking to make sure that we're supporting community.