00:00:09:03 - 00:00:35:11

Karen Auger

But yeah, I think, you know-- You know community members accessing the program, you know, like the idea that, you know, when we meet we're all, we're all sitting at the table, right? And again, we try to make it informal. So it's kind of like we're almost, you know, we're community or we're family and friends supporting each other and really try to, you know, build that relationship with community members so that they are, you know, comfortable when they meet with us.

00:00:35:11 - 00:00:48:16

Karen Auger

So, yeah, you can see those pieces coming together when we think of, you know, our families supporting each other and they're more than welcome to bring in family as well. But yeah, that's probably a nicer piece of the program.

00:00:48:28 - 00:01:25:04

Brenda Restoule

And so making sure that people have the capacity to go wherever they feel most comfortable talking to somebody and get services in a way that people are able to listen to help them identify what their needs are and to help them navigate where to go to get that support, and not just to say, “Oh, you need housing, I'll call up housing and send you there,” but that you become almost their support person because they've come to you for a reason.

00:01:25:04 - 00:01:53:29

Brenda Restoule

Maybe they trust you, maybe they have a previous relationship with you. Maybe they just know your services and nobody else's so that you're coming from a place of almost like being a being like an Aunty or an Uncle to them and helping them walk through services and helping them to establish relationships with other service providers so that you're building trust within the organization for people.

00:01:54:00 - 00:02:22:11

Brenda Restoule

Because we know not everybody comes into a service portion of our community feeling trust in every part. They might feel, you know, uncertain because they don't know the services or the people working there or because the services themselves are threatening, right? Like, think of child welfare. People are not comfortable to be involved with those services. So doing what we can to build relationships, we'll listen,

00:02:22:11 - 00:02:52:08

Brenda Restoule

and people might say something like, I do need some help with maybe my housing and employment, but I'm not quite ready to give up, maybe using a substance or drinking or taking a medication. And we can help people there. And we've heard good stories about developing relationships and sometimes existing relationships, starting with existing relationships, even if it has nothing to do with that person that they have the relationship and the trust with the individual that, you know?

00:02:52:23 - 00:03:18:23

Brenda Restoule

So I think from that, that's a competent service delivery because you're like, let's build relationships, let's use those relationships to link with other service providers and continue to build relationships. And ultimately, I think it's attempting to get people to a place of recognizing their strengths as service providers. For so long, we're about like fixing problems and seeing that people have problems and how do we fix them.

00:03:18:23 - 00:03:42:24

Brenda Restoule

And although those are still important, if we invest in people's strengths, we can see them improve more. So that comes from culture, but that also comes from, I think, that community perspective of everybody has something to contribute. And if we help people to see their contribution in the community, that helps them to improve their quality of life.

00:03:42:24 - 00:04:05:28

Cheryl Shawana

I think what makes Wiidooktaadyang unique is the premise behind it and the autonomy to really... it's not being prescribed to them or what to do but what they feel that they are capable-- I think it's you know, it comes from very strength space approach. So being able to nurture what gifts and strengths that they already bring.

00:04:05:28 - 00:04:16:19

Cheryl Shawana

And I think that's-- it's a model to be able to highlight that along the way and really support. Yeah. Nurturing their spirit.