

## **How to Access Services:**

If you believe that Wiidooktaadyang is something that can help you, you can speak with the staff member you are working with currently.

You can also contact Nipissing First Nation at (705) 753-2050 and ask about Wiidooktaadyang. You will then be put in touch with one of the Nipissing First Nation departments which are part of this overall service approach.

## **Criteria for Service Integration:**

A service integration approach is helpful for:

- Someone whose needs involve 2 or more NFN department programs or services
- Someone whose needs may be recurring and long lasting
- Someone whose needs impact others besides themselves
- Someone whose needs are acute (severe or serious)

## **Anonymity:**

In any small community, it is hard to guarantee a person's anonymity. What matters most is that a person needing help takes steps to seek help. However, you can be assured that your information is protected and confidential. No information about your reasons for seeking services will be shared unless you decide to share it.

## **Confidentiality & Protection of Personal Information**

Staff and workers involved provide confidential services. No information can be shared with anyone without your informed, voluntary and written consent.

The only exception to this is if there is:

- Suspected risk of harm to a minor child
- Risk of harm to yourself or others
- Records are subpoenaed by the courts

## **Appeal Process:**

If during Service Integration you don't agree with the decisions or the outcome of this process, you can appeal for review by managers from the Community Services Sector at any time during the process. The first point of contact is the manager of the department you initiated contact with.



# **Wiidooktaadyang**

We are helping one another

## **CLIENT INFORMATION** **about Service Integration**

### **Made in Nipissing**

A "no wrong door" approach

### **Nipissing First Nation**

36 Semo Road  
Garden Village ON P2B 3K2  
(705) 753-2050

### **Office Hours:**

8:30am - 4:30pm  
Monday to Friday

**Nipissing First Nation**

April 2017

## ***What is Wiidooktaadyang Service Integration all about:***

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"Wiidooktaadyang" is an Anishinaabemwin word that means: "we are helping one another".

Wiidooktaadyang is a way for NFN services and programs to work together with individuals to better meet their needs.

## ***Wiidooktaadyang Approach:***

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Our approach to working with people is based on:

- Strong Nipissing cultural values
- Meeting you, the client, where you are at
- Looking at the bigger picture of all of your needs (or your family's) in a bundled approach
- With a cultural foundation we will work to help address mental, emotional, physical, spiritual and social and economic wellbeing
- Involving you as an equal partner in deciding what to do; as well as your family or significant other if you wish.

## ***Benefits:***

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This approach:

- may uncover more options than a single department can offer alone
- may offer departments more flexibility in working together.

## ***What happens in Service Integration?***

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You will be asked if you are willing to participate in this process and who you agree to share your information with.

The Service Integration team may include:

- Health services
- Mental Health Services
- Social Services
- Child and Family Services
- Education
- Employment
- Housing
- Culture and Heritage Program
- External agencies and providers

And if you wish:

- A traditional resource or cultural support person
- Family or friends

Depending on your needs and preferences, a team of workers who may have services or programs that can help will come together to develop a plan with your input. They will meet with you at first to identify ways to address your needs and help you in setting some goals to work on.

They will be with you every step of the way to offer help as you work on these goals. The team will meet regularly with you to discuss your progress and help you to the next step.

## ***What do I need to do?***

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This process can only work if you are willing to participate and work with the team assembled to help you. It is very important that you:

- attend meetings that are set up
- complete the tasks or "homework" given at each meeting
- share your concerns and feelings about how it is going
- problem solve with the team as an equal participant

The goal is to help you to reach your goals in improving you or your family's wellbeing.

## ***How does Service Integration end?***

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Service Integration may end if your needs and situation improve and the goals you have set are met.

It may also end if you withdraw from the process and/or stop participating in the meetings and follow up. You will be asked for feedback as to how this process has served you.

If Service Integration ends, your file will revert back to the original program or department you started with for ongoing monitoring and support.