
How does Service Integration end?

Different circumstances may terminate Service Integration:

- client reaches their goals
- client stops participating in meetings
- client withdraws from the process

If Service Integration ends, a team debrief is scheduled to review the process and reasons for termination. A brief report is shared with the management table and the client's file is returned to the originating program or department for ongoing monitoring and support.

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:

Service Integration has planned for an appeal process if a client does not agree with the decisions or the outcome of this process. The appeal entails review by managers from the Community Services Sector and may be initiated at any time during the process. The first point of contact is the manager of the originating department or program.

Your Role as Advocate:

In order to take on a role in supporting clients in a Wiidooktaadyang Service Integration, any provider can:

- Become more informed about Wiidooktaadyang
- Participate in Wiidooktaadyang training
- Encourage clients to consider Wiidooktaadyang
- Screen potential clients who are eligible for Wiidooktaadyang
- Participate in Wiidooktaadyang Service Integration tables
- Support clients and colleagues in the Wiidooktaadyang Service Integration approach

The goal is to help clients reach their goals in improving their (or their family's) wellbeing.

Nipissing First Nation

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

Office Hours:

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



Wiidooktaadyang

We are helping one another

PROVIDER INFORMATION about Service Integration

Made in Nipissing

A "no wrong door" approach

Nipissing First Nation

April 2017

What is Wiidooktaadyang Service Integration all about:

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

Wiidooktaadyang Service Integration is a culturally based approach incorporating all NFN services and programs.

Wiidooktaadyang Approach:

The approach is based on:

- Strong Nipissing cultural values
- Meeting the client where they are at
- Using a cultural foundation and applying a holistic lens to address mental, emotional, physical, spiritual, social and economic wellbeing
- Establishing client-centered, wrap around services

Benefits:

This approach:

- May uncover more options than a single department can offer alone
- May offer departments more flexibility in working together.
- Engages clients as equal partners in the process

Criteria for Service Integration

Service Integration is not appropriate for clients who are presenting in crisis. The crisis is best managed by the appropriate NFN department. The client may then transition to service integration. Clients must first consent to Service integration and are screened eligible according to the screening checklist which focuses on the following:

- Clients have needs involving 2 or more NFN department programs or services
- Clients whose needs may be chronic (recurring and long lasting)
- Clients whose needs impact others besides themselves
- Clients whose needs are acute or may have imminent impacts

Invoking Service Integration:

Clients may self-refer to a program at Nipissing First Nation. Each department or program can identify or refer a client based on their circumstances for Service Integration using a Service Integration checklist.

Based on the screening checklist and a brief summary of information, the Management table will determine if Service Integration is appropriate and may also determine programs/staff to be involved.

Service Integration Process

Client cases are screened for eligibility. If appropriate for service integration, they are brought to the Management table for consideration. A team comprised of staff from the appropriate departments is assigned along with a team leader.

Based on client consent, a Service Integration team will be convened which may include:

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

And if you wish:

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

The team will work with the client to establish goals and develop a plan of care which will be monitored at regular intervals.

