

Reorg 2.0

At the beginning of 2018, New Directions undertook its biggest reorganization in 135 years.

"Two years ago, we grouped programs that were similar together in more functional ways," explains CEO Dr. Jennifer Frain. The reorganization streamlined the agency, "going from 16 silos into two main service areas."

"In 2020 the federal government passed Bill C-92, which gave Indigenous peoples the right to exercise jurisdiction over child and family services involving Indigenous families and communities. The Bill changed the landscape for all social service agencies, including New Directions, in how services were delivered and funded. In the years prior we began an effort to be responsive to the Truth and Reconciliation Commission—Calls to Action and to align our services more with what Indigenous children and youth are asking for most often: the opportunity to go home and to stay home!"

"Simultaneously, Community Living disAbility Services (CLdS), Department of Families, was reorganizing its priorities and structure which in turn had implications for our service delivery. Again, our wish was to find the best way forward to offer person centred responsive resources to every person we support in the community."

In response to federal and provincial changes Re-Org 2.0 was launched in March 2020. Now there are three main service areas: child home services, adult services, and culture, education and training services. As well, we added a Multidisciplinary Assessment and Consultation Centre (MACC) that provides a wide range of services including assessment, therapy, consultation, and training. It includes a multidisciplinary team of professionals from diverse specialties: Psychology, Occupational Therapy, Therapists, Social Work, Psychiatry, Pharmacy, and Traditional Knowledge Keepers.



The accompanying chart outlines how each service area fits into the new structure with Dr. Alicia Ordóñez as Senior Director of Child Home Services, Deaf Services and Clinical Services, Dr. Charmayne Dubé as Senior Director of Adult Services, and Darlene Daniels as Senior Director of Culture, Education and Training Services.

The Way We Work *continued pg. 2*



In working through the plans for the latest reorganization, Charmayne says they relied on a philosophy outlined in the document called “The Way We Work” which has evolved organically out of various discussions and meetings over the period of many months.

Moving Forward at New Directions— The Way We Work

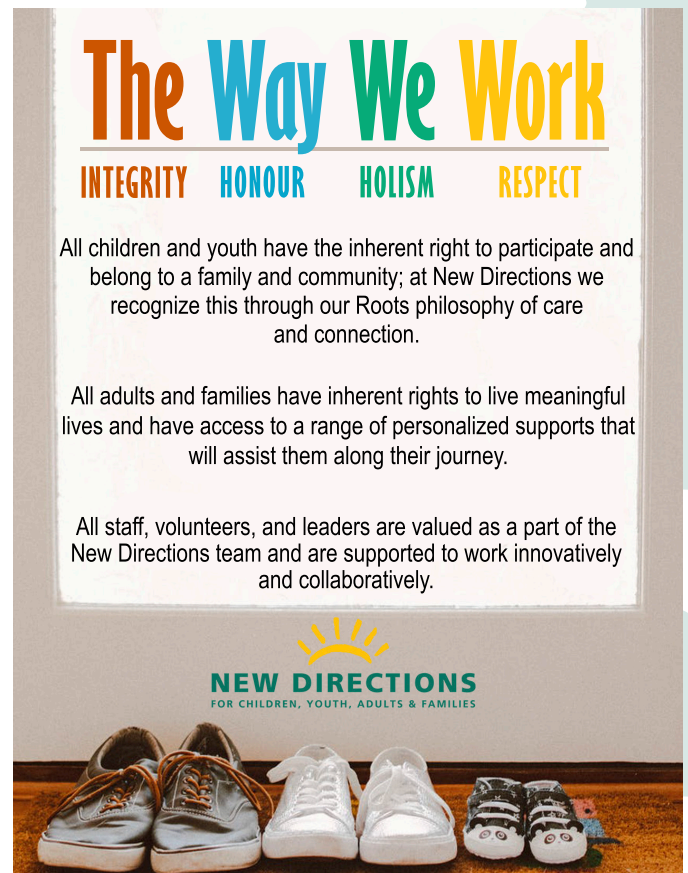
Dr. Jennifer Frain, CEO of New Directions explains that “The Way We Work” outlines our core principles that define HOW we work and engage with families and individuals as members of New Directions and the community.

The Way We Work presents 3 statements that encompass all that we do at New Directions. They are the bedrock/ foundation/ pillars that structure the support we collectively offer; they are our guiding principles.

“The first two statements emerged organically from our interactions with the individuals we support and the lessons we have learned from them in how to provide better service. These should just feel ‘right’ when you read them; that they fit with your understanding of how we do things at New Directions,” says Dr. Frain.

These 3 statements add to our central purpose “to provide responsive and individualized services that foster the hopes and dreams of people and their communities” and to our “Vision” a community where all people have well-being, are honoured, and can dream.” They are also wholly consistent with our values of Integrity, Honour, Holism and Respect.

They indicate HOW we strive to achieve our Vision.”Despite a second reorganization amid the unique challenges of a pandemic, New Directions’ services continue to support individuals in creative and innovative ways.



“I am always amazed at everybody here,” says Dr. Frain. “People have really risen to the occasion. They are unbelievably dedicated.” 🌞

ND Property Services—A Chance

Everyone deserves a chance. A chance to grow, a chance to work, and a chance to be a part of something.

But not everyone is given that chance. Many Manitobans experiencing poverty or those living with educational difficulties, mental health concerns, and disabilities do not have the same chances that many of us take for granted.

ND Property Services (NDPS) exists to give people that chance. They are a social enterprise lawn care and small general maintenance business that provides marginalized individuals with meaningful employment, hands on technical job training, and enhance employability through essential skills development.

Nelson Sumner is an example of someone who was not given the chance many take for granted. He decided he wanted to work after given the choice of going back to school or going to work.

After recently becoming a father, he made the choice to be there for his family and decided to continue his work with ND Property Services to support his family.

Nelson loves doing flooring work for ND Property Services’ clients where he specializes in removing and installing flooring and has done some painting for clients looking to do some minor renovations.



“I know what I am doing, and I can get it done fast,” says Nelson. “And painting walls is a cherry on top.”

He enjoys coming in to work every day and is constantly cracking jokes and having fun doing what he loves.

Peter Goosehead Ross is another young man utilizing the benefits of ND Property Services.

“I went from dumb nonsense and jail to being a dad of a boy and a girl,” says Peter.



Peter Goosehead Ross

On probation, Peter did not think he would benefit from working for a property maintenance business but was ordered to go into the program by his probation officer.

Once he started, he quickly changed his mind, and Peter has been able to make a lot of changes to his life that he wanted. He sees the benefits that ND Property Services has on his life, and he has not regretted his decision.

ND Property Services helps adolescents and adults in a variety of settings. These individuals may be at risk youth, individuals that may have an intellectual disability and/or physical disability and/or use American Sign Language to communicate.

Sheldon Guyer started with ND Property Services in June, after the lawn-care business From the Ground Up was shut down. He applied to NDPS because he already had the skills he needed.

His favourite part of NDPS is that he gets to just hang out with the guys.

"I really like the guys, getting along with them, being all part of a team and completing shifts," says Sheldon. "There's no stress and no pressure. You just have a good day at work."

Sheldon specializes in mowing lawns for the various ND Property Services clients.

Alex Guidry—Coordinator of ND Property Services, says he is impressed by a lot of the individuals that come to work every day for ND Property Services.

"They choose to come in every day and work. They want to be here and be a part of something" says Alex.

Michael Kozler is another of NDPS' newest lawn-care experts. He heard about ND Property Services when the Sara Riel Inc. program asked if he would be interested in getting back to work and has been working since early July 2020.



Sheldon Guyer

"It's great because I am doing stuff, I feel comfortable with and there's not a lot of stress," says Michael.

Michael also likes that he can work shorter shifts with NDPS and still fit in appointments with his therapist.

He has an Environmental Science Degree from the University of Manitoba, and is hoping that one day, he can use his skills to get a job more in his field of study.

"This is definitely a step in between fully jumping back into work," adds Michael.

Michael is interested in pursuing a career with his environmental science degree, and is glad that ND Property Services gets him back into a healthy routine; waking up every morning, making a lunch, having a good breakfast and getting to work on time.

"Sometimes you get in those bad habits, staying up till 5 a.m. and sleeping all day. They're not good."

ND Property Services has different benefits for each person that works there, but there are benefits none the less.

"I've had multiple cases where previous graduates of the program will come back looking for employees and will come to us to hire our guys," says Alex Guidry.

This has led to stable employment for several ND Property Services employees, Alex claims.

Without a chance to gain the skills and experience that ND Property Services gives people; many would still experience barriers to employment. 🌞

If you or someone you know might be interested in the work that ND Property Services provides, or that you believe could benefit from working for ND Property Services, please contact them at:

Email: NDPropertyServices@newdirections.mb.ca

Phone: 204-786-7052.

Board Member Lorraine Desmarais

Before she joined the board of New Directions in January 2020, Lorraine Desmarais had no first hand experience with the organization.

"I was approached by a former board member, (who has since left the board), and asked if I would be interested," she says. She was somewhat familiar with New Directions from her previous experience working within child and family services but had never dealt directly with the organization.

When the former board member left, Lorraine was thrust into her duties more abruptly than she expected. This coincided with starting her new job as an instructor with Assiniboine Community College (ACC) working with adult learners from Sandy Bay First Nation. And then in March 2020 the pandemic abruptly shifted her job to working remotely and connecting primarily online with students. Similar changes were necessary for the New Directions board in order to conduct their responsibilities. Despite these upheavals, Lorraine has enjoyed her introduction to the board.

"I am surprised at how big the organization is," she says, "and am impressed by the New Directions team." From her past experience

in social work, she has seen how large organizations can sometimes lose track of the mission and vision of an organization. "Without effective leadership there is potential for many things to be forgotten or disregarded. However, I have been very impressed with (Chief Executive Officer) Jennifer (Frain)," she says.

Lorraine says, "I became a certified group facilitator in 1999 in Saskatchewan and this training has played a big role in many of the jobs I have held over the years. One of my greatest experiences was working at an Adult Learning Centre from 1999-2005 as a Life Skills Instructor and Counsellor. Lorraine's social work background allowed her to expand her work experience into other positions in the social services field such as Employment and Income Assistance, Addictions, Education and Training and volunteering in a Youth Justice Committee (Probation Services)." Lorraine also has a background in HR and has held senior level HR management positions.

"However, in accepting the Instructor role with ACC in January I became aware that I had found my true passion once again," she says. "It is education and training, specifically



Lorraine Desmarais

with assisting Indigenous men and women in their personal and professional development. Education and training has been the most fulfilling work in my life. I have been able to reconnect with my passion through my current instructor role with ACC."

Lorraine is a proud Ojibwe from Sagkeeng First Nation and lives by the teachings of her culture which guide her in everything she does. She attends ceremonies as much as possible and follows the four-fold path to live her life. 🌟

Meet Michael Schroeder Chief Financial Officer

Thirteen years ago Michael Schroeder wanted a better life-work balance for himself and his family so he left Motor Coach Industries to become a financial analyst with New Directions.

"The overtime and the extra demands of working in the private sector were more than I wanted," he recalls.

After spending a decade or so using his Certified Professional Accountant training as a financial analyst with New Directions, he was named Chief Financial Officer with the organization.

"As CFO, I still have an appropriate life-work balance, though the responsibilities often mean spending time in the evenings dealing with emails and other correspondence," he says.

Michael's CFO responsibilities cover three main areas, he explains. "There are the traditional duties dealing with accounting, budgeting, proposals and payroll. There are duties covering facilities and leasing, the organization has 59 properties and numerous vehicles with a variety of leases and contracts. I also oversee the IT department, which is not a traditional duty for a CFO, but fortunately I am a bit of a computer nerd I so really enjoy it."

Away from the office, Michael spends much of his time organizing activities with his partner and their five children between the ages of 7 and 14. "We spent lots of time coordinating gymnastics and dance and other events," he says.

"We love the outdoors," he says. "We have a camper trailer that we use to head out to a campsite every other weekend to spend time in nature. When it is too cold to go camping, we go ice fishing in the winter." 🌟



Michael Schroeder

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