

john howard society

Waterloo-Wellington

Innovation and Resiliency:
Working Towards a New Normal in Service Delivery



Land Acknowledgment

We acknowledge that in the Kitchener-Waterloo region, we gather on the traditional territory of the Neutral, Anishinaabe and Haudenosaunee peoples situated on the Haldimand Tract - the land promised to the Six Nations that includes ten kilometers on each side of the Grand River.

We acknowledge that in the Guelph region, we provide support on treaty land that is steeped in rich indigenous history of the Mississaugas of the Credit First Nation of the Anishinaabek Peoples on whose traditional territory - these lands are connected by the Dish with One Spoon Wampum and continue to be home to diverse communities of First Nations, Inuit and Métis Peoples.

Acknowledging the land reminds us of our commitment to reconciliation with Indigenous peoples and lands.

ORGANIZATIONAL PIVOT

TO SUPPORT SERVICES IN THE CONTEXT OF THE COVID-19 PANDEMIC

Who We Are

Innovation

Quick Transition to Virtual Services

Service Delivery with Agency Partners

Equity

Online Program Strategies

Hidden Gems

Making Virtual Easy & Accessible

A New Normal?

Wellbeing



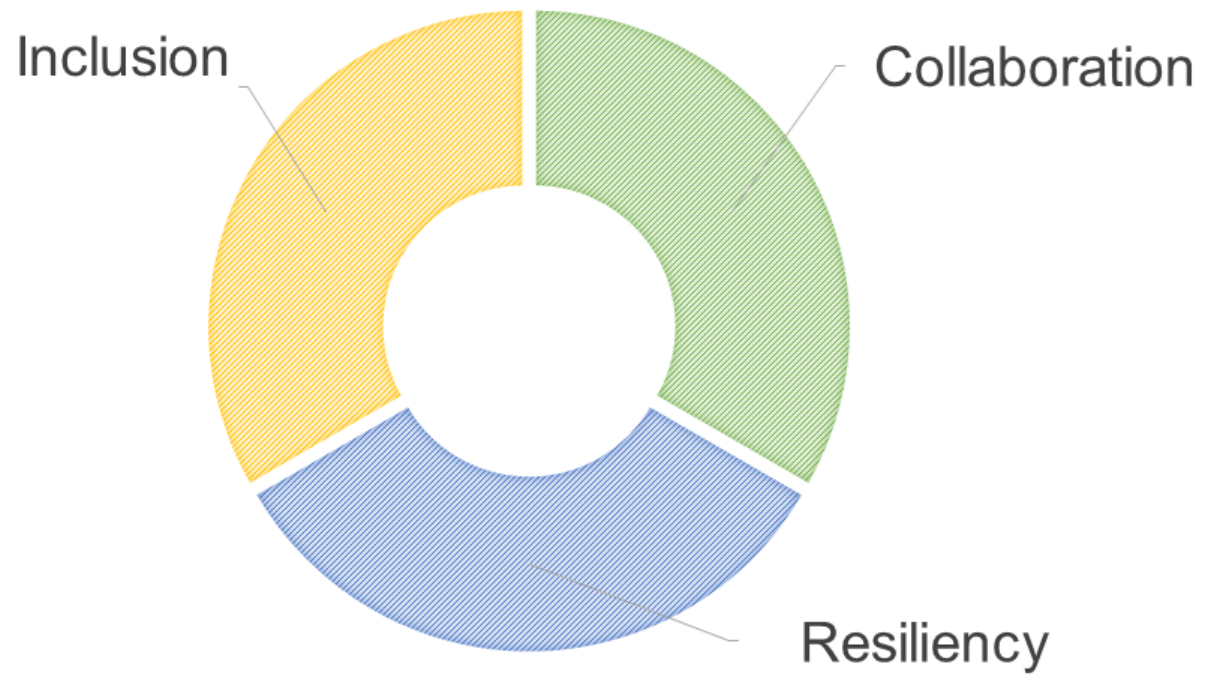
Our Story

Mission: Effective, Just and Humane responses to crime and its causes.

Vision: Healthy individuals and vibrant communities with minimal crime and the capacity to readily and positively address crime when it exists.



STRATEGIC PLAN: HOPE IN ACTION



Innovation

<https://youtu.be/UjpG4R3oIAU>

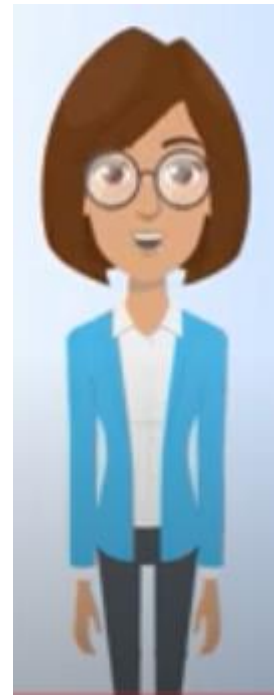
Check your Choices Video Series

A Social Competency building and bullying prevention video series from John Howard Society Of Waterloo-Wellington.

This is suited for children ages 5 through 12.

To find a playlist suitable for your child's age group, please [click here!](#)

Please click here for [Check your Choices Facebook](#) and [Check your Choices YouTube](#).



Quick Transitions for Virtual Service Delivery



Security
Platform Protocols
Consent Forms
Adobe Pro / DocuSign
Client login portal
Devices for clients
Combination of remote and onsite work

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SERVICE DELIVERY WITH AGENCY PARTNERS

Court supports/Partnership with Library for computer access

Small group in person intakes – virtual groups

Car to Agency Police Referrals

Communities of Practice



Equity



- Tips for involving interpreters in online program delivery
- ✓ Works well for interpreter to have a phone conversation with the client concurrently with being in program (the group isn't hearing the interpreter)
 - ✓ Less distracting
 - ✓ Review process & material ahead of time with interpreter if possible

ON-LINE PROGRAM STRATEGIES

Triple 10 Format – Present – Apply – Debrief

Shorter sessions than in-person (online fatigue)

Links to clients for taped on-line programs

Webinars for CSO clients



Hidden Gems

Our experience:



- ✓ New skills (e.g., use of tech, Zoom, polls, mural, etc.)
- ✓ Found efficiencies (e.g., use of email registration, use of PAR app registration)
- ✓ Leveraged and expanded reach and impact (e.g., Youth Justice Committees – parents outside our catchment area can participate, volunteers can coach other volunteers in other communities, etc.)
- ✓ Re-thinking risk in context of COVID-19 -> trying things we hadn't considered before (e.g., remote work, virtual programming)

Hidden Gems

Our experience - clients *like* virtual group because:



- ✓ No logistics challenges with travel to/from site
- ✓ Easier to fit programming into their schedules because no travel time, etc.
- ✓ Reduces likelihood of having to miss work to attend program
- ✓ Can participate from anywhere private not necessarily home (e.g., can participate from car)
- ✓ Can divide programming into shorter blocks/sessions rather than a full day(s) in person which is easier to plan to attend & more/shorter sessions gives more time to integrate learning (put learning into practice)
- ✓ For clients, especially in a COVID-19 context, many appreciate being in their own space/sense of comfort



Hidden Gems

Our practice wisdom suggests that you can accomplish groups that are just as effective virtually as in person

- ✓ Achieve client connectedness and mutual accountability in groups due to break out rooms, skills of facilitator, etc.
- ✓ Doing group programming virtually has the advantage of allowing practitioner to manage situation to prevent side conversations/disruptions
- ✓ Chat room enables minimizing one person monopolizing speaking in group; helps keep the group focused/minimizing going on tangents; allows people to share their thoughts in chat box, that would not otherwise speak up
- ✓ Can still build rapport virtually (through compassion & reflective listening)

Hidden Gems

Our experience:



- ✓ Reduced some expenses & incurred new ones
- ✓ Rethinking our longer term operations
- ✓ Successful student placements even during pandemic
- ✓ Promoting virtual program skills in hiring, student placements, welcome meetings for hires/students, etc. going forward
- ✓ Shifted to virtual programming as default with in person option (vs pre-COVID-19 model)

Hidden Gems

Our experience:



- ✓ Meetings are virtual; makes it easier to connect staff from across cities/sites
- ✓ Supported high team functioning via frequent team meetings (weekly vs monthly or quarterly pre-COVID-19)
- ✓ Greater cross training/cross coverage capacity across teams/programs vs pre-COVID-19
- ✓ Synergies from hybrid programming (concurrent in person and virtual sessions)

Making Virtual Easy & Accessible



FOR CLIENTS

- Built in website links to access service
- Review virtual platform instructions; provide practice session(s)
- Tech support available through group sessions
- Computer loans, tablets, phone cards

FOR STAKEHOLDERS

- Referral systems through data base or app
- One email address for each service to receive & respond to referrals

FOR STAFF

- Self-updating community resources, services links, government supports and COVID restrictions

A new normal?

Investment in tech -> continue evolving use of it

Team communication -> Slack TIPS, increased frequency of team meetings (virtually), accessing colleagues' calendars/schedules, etc.

Remote vs on site work

Continue with hybrid programming (few people in person while rest join remotely) instead of a return to large in person groups

Programming spread over more days/sessions when offered virtually vs fewer, longer sessions (i.e., full day) when done in person



WELLBEING

- ✓ Not to lose sight of need to for self care (break from screen time, mindfulness exercise, go for a walk) when providing services alternatively (virtual, phone) & staff working remotely much of the time
- ✓ Build impromptu wellness activities in programming with clients
- ✓ Virtual staff and client wellness & COVID resources on intranet to be referenced or shared

