

THE PARTNERSHIP TOOLKIT

New resources to build on your skills

November 7 & 8, 2008

Travelodge Hotel & Conference Centre
1376 Carling Ave, Ottawa, Ontario

Our communities win when we work and learn in partnerships. These informative presentations are of interest to mental health service providers, community agencies, interested individuals and those serving people in distress. The DCO member agencies will be meeting on November 7th for networking and strategy sessions. All staff, board members and leadership volunteers are welcome. All other volunteers and interested parties are invited to attend the discussion groups.



distress centres

ontario

MOVING FORWARD THROUGH PARTNERSHIPS

Networking Day: Friday, November 7, 2008

STAFF, BOARD MEMBERS & LEADERSHIP VOLUNTEERS

VOLUNTEER MANAGEMENT COMMITTEE (VMC)

Members of the VMC are working diligently to better understand the various recruitment, retention and management issues in our sector. They will be sharing information from two online surveys completed by centre leaders and the information our volunteers have shared during the volunteer focus groups held throughout the province.

ACCREDITATION WORKING GROUP (AWG)

Members of the AWG have been reviewing numerous potential partners and models. Their intention is to suggest to the DCO membership which model is best suited to help all centres move towards a consistent level of service and be able to demonstrate to funders, partners and the community the best practices used.

VOLUNTEERS & INTERESTED PARTIES - DISCUSSION GROUPS

DEALING WITH CHALLENGING CALLERS AND VOLUNTEER DEBRIEFING STRATEGIES

A round table forum dedicated to discussing successful strategies amongst the members of various member centres and providing support and direction on how to be more effective with challenging callers.

DEVELOPING SUPPORT NETWORKS AND CRISIS PLANS WITH CALLERS

A sharing session moderated by volunteer leaders from the Durham Distress Centre which will provide practical and proven examples of how and when developing support networks and crisis plans is of benefit to callers. Examples and 'take aways' provided.

Keynote Address

WHAT HELPS CALLERS IN CRISIS?

RESULTS FROM STUDIES OF TELEPHONE HELPLINES WITH VOLUNTEERS & PAID STAFF

Brian Mishara will present results from three silent monitoring studies and their implications for telephone help to suicidal callers and callers in crisis. The U.S. study involved listening to 2,611 calls at 14 participating centres and the Canadian studies involved two investigations of the effects of different intervention approaches with suicidal callers in Quebec. Mishara is Professor of Psychology and Director of the Centre for Research and Intervention on Suicide and Euthanasia (CRISE) at the University of Quebec at Montreal. He is currently the President of the International Association for Suicide Prevention.

Educational Forum: Saturday, November 8, 2008

Join members of Distress Lines and Crisis Lines from throughout Ontario!

THE POWER OF OPTIMISM

Lucy MacDonald, who runs a virtual counseling practice, specializes in stress, burnout and anger management. The author of "Learn to be an Optimist" will illustrate that optimistic people have more fun, are healthier and achieve more of their potential. Optimistic thinking is a skill that anyone can learn. Discover how the power of optimism creates purpose, passion and possibility.

SUICIDE AND CULTURAL DIVERSITY

Suicide crosses all boundaries of age, gender, socio economic status, and culture. *Tracey Foster*, a certified ASIST trainer and the Manager of Program Support Services for VSO Canada will discuss the factors that are unique to suicide from a cultural perspective. She will also engage participants in how to best strategize prevention and intervention programs to be both culturally sensitive and relevant.

SELF CARE AND HEALTHY BOUNDARIES

It is important to recognize and understand the difference between stress and wellness; and to identify coping skills and learned behaviors which may or may not be working for you. *Patricia Collie*, a recognized stress and wellness consultant will lead an interactive workshop that will guide participants to recognize new behaviors and strategies/pathways which can move you to that healthy balance.

MOTIVATIONAL INTERVIEWING AND THE STIGMA OF MENTAL ILLNESS

Gilles Brideau, has been working in Addictions since 1992 and currently operates a private practice in Sarnia and is a Bilingual Program Consultant with the Centre for Addiction and Mental Health. This day long session will include a primer on motivational interviewing and how this technique is readily adaptable to the distress line model of care. The second component will focus on the stigma of mental illness and how it affects many of our callers, as well as practical approaches to providing empathic support to these individuals.

Registration information and forms available

on the website www.dcontario.org, by calling 416.486.2242 or emailing info@dcontario.org