



THE PARTNERSHIP  
TOOLKIT

New resources to build on your skills

# Fall 2009

## Educational Forum and Networking Day

**November 5 & 6, 2009**

Crowne Plaza Niagara Falls - Fallsview  
5685 Falls Avenue, Niagara Falls



**distress  
centres**

ontario

MOVING FORWARD THROUGH PARTNERSHIPS

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## 2009 EDUCATIONAL FORUM AND NETWORKING DAY

Educational Forum Sessions are held in conjunction with the Niagara Suicide Prevention Community Coalition – Finding Hope and Support in Difficult Times Conference.

### Educational Forum: Thursday, November 5th

Registration Opens (breakfast/coffee)		8:00 am
Welcome and Opening Comments		8:45 am
What is Working, What is Hopeful... Developing Strengths-Based Strategies <i>David Masecar, M.A.C. Psych. Assoc.</i>		9:00 am
Refreshments		10:00 am
<b>Skills-Based Sessions*</b>		
Suicide Risk Assessment 101 <i>Victoria Kehoe, DC Durham and Dee Tyler, DC Niagara</i>	<b>A</b>	10:30 am or 1:30 pm
Bullying / Mobbing in the Workplace <i>Mary Barzyk and Elaine Edmiston, Certified Mental Health Works Trainers CMHA, Niagara</i>	<b>B</b>	10:30 am or 1:30 pm
Mental Health 101 <i>Denise Wligora, Consultant/Facilitator</i>	<b>C</b>	10:30 am or 1:30 pm
Financial Panel <i>Kathleen Batstone, Credit Counselling Kim Penwarden, 211/Information Niagara Rick Prior, King Prior Financial Services</i>	<b>D</b>	10:30 am or 1:30 pm
Understanding Compassion Fatigue <i>Jane Bradley, Certified Compassion Fatigue Specialist</i>	<b>E</b>	10:30 am or 1:30 pm
Working Towards a CURE <i>Dave Masecar, M.A.C. Psych. Assoc.</i>	<b>F</b>	10:30 am or 1:30 pm
Luncheon		12 noon
Closing Remarks		3:30pm

### Networking Day: Friday, November 6th

Registration Opens (breakfast/coffee)	8:00 am
Welcome and Opening Comments	8:30 am
Suicide, Confidentiality & Family: Are there lessons for the Crisis Community? <i>Rex Roman, Ethics for Life</i>	8:45 am
Refreshments	9:45 am
“One Call Away” Distress Line Promotion and Volunteer Recruitment Campaign Launch <i>Doug MacMillan, MacMillan Marketing + Volunteer Management Committee</i>	10:00 am
SIOM Project Project Protocols and Data Collection Schema <i>Neil McKechnie, iCarol + SIOM Committee</i>	11:00 am
Luncheon	12 noon
Learning Forums Web access to training and educators from anywhere in the province Website/Forum Launch <i>Liz Fisk + Education Committee</i>	1:00 pm
Refreshments	2:00 pm
Accreditation & Best Practices CARF Accreditation update and working session on developing Best Practices <i>Accreditation Committee</i>	2:15 pm
Raffle and Closing Remarks	3:30 pm

\*Skills-based Sessions A,B,C,D,E,F are repeated in the morning and afternoon. On your registration form (page 6), please select one to attend in the morning and another for the afternoon. Please also select an alternate since space is limited and assigned on a first come, first serve basis.

## SESSION DETAILS – EDUCATIONAL FORUM – THURSDAY, NOVEMBER 05, 2009

(Presented in partnership with the Niagara Suicide Prevention Community Coalition – Finding Hope and Support in Difficult Times Conference)

### What is Working, What is Hopeful...Developing Strengths-Based Strategies

Our collective approaches to suicide prevention and many social and health challenges are going through radical changes. There is emerging evidence that increasing protective factors, rather than reducing risk factors results in a quicker reduction of suicidal behavior and its impact. Based on the publication, "What is Working, What is Hopeful... Supporting Community Based Suicide Prevention Strategies within Indigenous Communities", this presentation discusses how adopting a strengths-based approach, focusing on what a community has rather than what it does not have can assist in developing effective prevention strategies. This is equally true for a number of health and social challenges across many communities.

#### **Keynote Speaker: David Masecar, M.A. C. Psychological Associate**

*David Masecar has a Masters in Clinical Psychology and is employed as a Psychological Associate. He has worked in child, youth, and family and community mental health programs and has taught university courses on psychology, human development, psychopathology and suicide. David has serviced on the OSPN and CASP boards; has contributed to the development of strengths-based community suicide prevention strategies, suicide intervention skills, trauma and attachment issues in youth; as well as the Community Police Mobilization Program (CPMP) and well as the CASP Blueprint for a National Strategy, and the Dreamcatcher Tour with Tom Jackson.*

#### **A. Suicide Risk Assessment 101**

**Presenters:** Victoria Kehoe, Distress Centre Durham and Dee Tyler, Distress Centre Niagara

This interactive workshop will help participants understand risk factors for suicide and to apply a suicide risk assessment model. Building a support network for a person at risk will be discussed.

#### **B. Bullying / Mobbing in the Workplace**

**Presenters:** Mary Barzyk and Elaine Edmiston, Certified Mental Health Works Trainers with Canadian Mental Health Association, Niagara

Most of us know bullying is violent behaviour that exists in school yards, the street and in some workplaces. Mobbing, however, is an insidious form of social isolation by a group toward a single target which can result in illness, absenteeism, reduced productivity, mental distress and suicide.

#### **C. Mental Health 101**

**Presenter:** Denise Waligora, Consultant/Facilitator

A brief overview of mood, anxiety, substance-related and psychotic disorders. Discussion will include how common mental health problems are and why education surrounding mental health is important.

#### **D. Financial Panel**

**Panelists:** Kathleen Batstone, Credit Counselling of Regional Niagara; Kim Penwarden, 211/Information Niagara; Rick Prior, King Prior Financial Services Inc.

Attend this workshop and find out more about financial resources in the Niagara community. Three speakers will present information on the services they provide and how to access them. There will be an opportunity for 'questions and answers'.

#### **E. Understanding Compassion Fatigue**

**Presenter:** Jane Bradley, BA Psychology, Certified Compassion Fatigue Specialist

If you care deeply about the work you do and the issues you process daily, you are likely to absorb some of the emotions experienced by your clients. Although unnoticeable at first, Compassion Fatigue can build up, impacting your quality of life. Anyone who works in the Caregiver professions is susceptible to Compassion Fatigue.

#### **F. Working Towards a Cure**

**Presenter:** Dave Masecar, M.A. C. Psychological Associate

This workshop provides a framework for organizing strengths based approaches. Continuing with the theme of the keynote presentation, this workshop reviews the CURE (Community, Understand, Respond, and Evaluate) framework for developing strengths based strategies.

## DCO NETWORKING DAY – FRIDAY, NOVEMBER 06, 2009

(Launching provincial programs, moving projects forward)

### **Suicide, Confidentiality & Family: Are there lessons for the Crisis Community?**

Suicidal individuals often strain the bounds of confidentiality of the medical practitioner. Part of that strain comes from the needs of the family to be involved in the care of the suicidal person. The law is not clear about a practitioner's duty when faced with a critical situation. In exploring these issues, we will ask whether any or all of the moral imperatives apply to the situation experienced by those staffing the phones in Crisis Centres.

#### **Learning Objectives**

At the end of this session the participant will:

1. Understand the ethical rationale of confidentiality
2. Be clear about the implications of PHIPA
3. Understand the place of ethics in any intervention

#### **Keynote Speaker: Rex Roman, Ph.D.**

*Rex Roman recently completed a Fellowship in Mental Health and Ethics with the Department of Psychiatry at Women's College Hospital. Prior to that, he worked for the Mississauga Halton LHIN leading a demographic study of mental health resource allocation. He has also been a Fellow with the Joint Centre for Bioethics. For a number of years he worked for the Ministry of the Attorney General and the Chief Justice's office. He holds a Ph.D. in philosophy from the University of Toronto.*

#### **"One Call Away"**

##### **Distress Line Promotion and Volunteer Recruitment Campaign Launch**

The province-wide distress line promotion campaign tools will be previewed, the program will be launched and members of the volunteer management committee will be discussing how you can use the toolkit to support your volunteer recruitment efforts.

*Doug MacMillan; MacMillan Marketing + DCO Volunteer Management Committee*

#### **SIOM Project**

##### **Project Protocols and Data Collection Schema**

All DCO member centres have been providing information on their data collection methodologies and the SIOM committee coordinated this information in support of developing a DCO province wide statistics, information and outcome measures reporting system. This project update will include provincial protocols, the suggested schema for reporting and the timeline review.

*Neil McKechnie, iCarol + DCO SIOM committee*

#### **DCO Learning Forums**

##### **Web access to training & educators from anywhere in the province**

The distress line movement has long discussed how to offer high quality in-service training to all volunteers throughout the province. The launch of the DCO Learning Forums website will provide all volunteers and staff of DCO member centres the opportunity to view 20 – 35 minute video vignettes on a variety of educational topics from either their centres or their homes. The launch of this program will include suggestions from the DCO Education Committee on how to integrate this program into your centre's in-service offerings.

*Liz Fisk, DCO + DCO Education committee*

#### **Accreditation & Best Practices**

As the DCO association membership moves towards accreditation, the need to develop solid best practices in the service and program delivery area intensifies. After a brief update and education session on making accreditation work in your centre, there will be a working table top session where the membership will provide input on the development of several sector-wide best practices. We look forward to your ideas and input.

*DCO Accreditation Committee*

## REGISTRATION INFORMATION

### Who should attend?

Our communities win when we work and learn in partnerships. These informative sessions are of interest and support the learning objectives of all members (staff and volunteers) of Distress Centres and Crisis Lines and our partner agencies. We also welcome and encourage participation from mental health service providers, those interested in suicide prevention, grief and isolation issues and seniors issues, and other community agencies or individuals.

We are very pleased to be partnering with the Niagara Suicide Prevention Community Coalition to bring you the very interesting and informative Thursday sessions.

### Location

All educational and networking forums will be held at the Crowne Plaza Niagara Falls–Fallsview located on Falls Avenue, part of the Falls Avenue Entertainment Complex directly across from Niagara Falls and the Rainbow Bridge.

### Address

Crowne Plaza Niagara Falls–Fallsview  
5685 Falls Avenue  
Niagara Falls, ON L2E 6W7

### Directions

Access the following link for personalised driving directions and GPS coordinates as well as Entertainment Complex and parking maps:  
<http://www.niagarafallscrowneplazahotel.com/hotelinfo-driving-directions.php?>

### Accommodations

Room Rates (Wednesday and Thursday): Traditional—\$69.95 CDN or Fallsview—\$89.95 CDN plus applicable taxes and fees  
Complementary self-parking for all guests.

### Accommodation Reservations

To book your room at the Crowne Plaza, call 1-800-519-9911 and request the special convention rate for Distress Centres Ontario. Please book your room by October 21, 2009 to receive the special group rate.

### Registration Methods

Please register for the conference no later than October 30, 2009. Please ensure you indicate which skills-based sessions you plan to attend on Thursday. Space for those sessions is limited and assigned on a first come, first serve basis. Please make cheques payable to Distress Centres Ontario.

By Fax 416-486-8405

By Mail Distress Centres Ontario, Suite 475A-700 Lawrence Avenue West, Toronto ON M6A 3B4

By Web <http://dcoeducationalforum2009.eventbrite.com/> if you wish to pay by credit card or PayPal

### Registration Fees

DC Centre Members, Board & Staff \$50 per day - \$100 both days

DC Centre Volunteers \$25 per day - \$50 both days

Community Members and Partners \$75 per day - \$150 both days

DCO subsidizes the attendance costs of the volunteers, staff and board members of its member centres.

### For further information

Please call 416-486-2242 or email [info@dcontario.org](mailto:info@dcontario.org)

## REGISTRATION FORM — FALL EDUCATIONAL FORUM 2009

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

TITLE \_\_\_\_\_

ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROVINCE \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

Please tell us about any special needs (e.g. mobility, food, etc.): \_\_\_\_\_

Are you a telephone volunteer? Yes  No

Have you attended a DCO Conference before? Yes  No

### Yes, I will be attending...

- DC Centre Members, Board and Staff**
- \$100 Both Days
  - \$50 Thursday only
  - \$50 Friday only
- DC Centre Volunteers**
- \$50 Both Days
  - \$25 Thursday only
  - \$25 Friday only
- Community Members and Partners**
- \$150 Both Days
  - \$75 Thursday only
  - \$75 Friday only

Payment by cheque or money order is enclosed

Please make cheque payable to **Distress Centres Ontario** and mail to Suite 475A-700 Lawrence Avenue West, Toronto ON M6A 3B4

### Attendees List

We will publish a list of participants to be included in your registration package, including your name, organization and email information only. Do you consent to having your information on our list? Yes  No

*DCO subsidizes the attendance costs of the volunteers, staff and board members of its member centres.*

### Skills-Based Sessions - Thursday

Skills-based Sessions A,B,C,D,E,F are repeated in the morning and afternoon. Please select one to attend in the morning and another for the afternoon. Please select an alternate since space is limited and assigned on a first come, first serve basis.

✓	10:30 am		1:30 pm	
	1st choice	Alternate	1st choice	Alternate
<b>A</b>				
<b>B</b>				
<b>C</b>				
<b>D</b>				
<b>E</b>				
<b>F</b>				