

"Crisis: We Are All At Risk"

CWSO CONFERENCE 2017

June 14, 15, 16 Sheraton Hotel, Hamilton,
Ontario

Keynote Speakers:

Mark Henick

Dr. Lori Triano-Antidormi

Dr. Margaret McKinnon

Marina Nemat

Dr. Suzanne Stewart

**Crisis Workers'
Society of
Ontario**

- **Breakout sessions**
- **Networking Opportunities**
- **For more information, please
visit www.cwso.com**

@CWSO_2017

SPEAKERS

Mark Henick

Informed by his direct experience with stigma and the mental health care system as an adolescent, Mark dedicated his life from an early age to opening minds and creating change. He has served as the youngest president of a provincial Canadian Mental Health Association division in history. He is currently the youngest-ever board member for the Mental Health Commission of Canada. He continues to use his personal experience to provide insight into mental illness, and his TED talk is the highest viewed of the 2013 Toronto conference with over 3 million views.



Dr. Lori Triano-Antidormi

Dr. Lori Triano-Antidormi is a Registered Psychologist in the province of Ontario. She obtained her Ph.D. from York University in 1998. Dr. Triano-Antidormi currently works in private practice in Hamilton Ontario. Her two-year-old son, Zachary, was fatally stabbed by a mentally ill neighbour. She has particular interest and expertise in the area of grief and trauma, providing treatment to individuals who have been impacted by a violent crime, a traumatic incident, and/or who have experienced a significant loss. She is currently the Professional Consultant to Bereaved Families of Ontario, South Central Region, and she sits on the Standing Committee on Police Interaction with People in Crisis. For her personal and professional advocacy in promoting social justice for those living with mental illness, Dr. Triano-Antidormi was the recipient of the 2013 Outstanding Achievement Award, presented by the Schizophrenia Society of Canada.



Dr. Margaret McKinnon

Dr. McKinnon's research focuses on the interplay between cognitive and emotional processes at the neural and behavioural level. Three weeks after surviving a near-death event 39,000 feet over the Atlantic Ocean, Dr. McKinnon returned to Toronto with a bold plan to launch an innovative study of the disaster. She is particularly interested in how emotion and cognition relate to autobiographical memory and social cognition, two areas of function commonly affected by neurological illness or insult. Dr. McKinnon received her Ph.D. in Psychology from the University of Toronto in 2003 and subsequently completed her postdoctoral fellowship at the Rotman Research Institute.



Marina Nemat

Marina Nemat was born in 1965 in Tehran, Iran. After the Islamic Revolution of 1979, she was arrested at the age of sixteen and spent more than two years in Evin, a political prison in Tehran, where she was tortured and came very close to execution. She came to Canada in 1991 and has called it home ever since. Her memoir of her life in Iran, *Prisoner of Tehran*, was published in Canada by Penguin Canada in 2007, and has been published in 28 other countries. It is an international bestseller. Marina has also published other books, and is internationally recognized. She is a recipient of several international awards, and a famous speaker. In her keynote address, Marina will share her experiences in Iran as a political prisoner, her torture, and how she reclaimed her life after such a traumatic experience.



Dr. Suzanne Stewart

Dr. Stewart is a member of the Yellowknife Dene First Nation and a registered psychologist. She is Director of the Waakebiness-Bryce Institute for Indigenous Health, and Associate Professor in Social and Behavioural Health Sciences at the Dalla Lana School of Public Health, University of Toronto. Dr. Stewart's keynote address will be on "Indigenous knowledges and healing intergenerational trauma". She will share Indigenous perspectives on intergenerational trauma, Indigenous knowledges, cultural identity, and integrations of Indigenous and western solutions, based on her research, models, and emergent helpful practices, that will provide concrete/practical guidelines for counsellors, social workers, psychologists, and other social service and health professionals.



BREAKOUT SESSIONS

Wednesday June 14th Morning 10:45am-12:30pm

BREAKOUT 1

Title: Crisis Intervention Team Training -- Safer Crisis Response for all.

Presenter (s):

Natasha Lemieux, Director of Operations & Director of Clinical Education,
Homewood Health Centre

This session will discuss:

- Key aspects of crisis work that contributes to trauma, PTSD and psychologically unhealthy workplaces.
- The Crisis Intervention Team Training (CIT) model of education that assists in responding to behavioral crisis rooted in addiction and mental health & how CIT is effective in assisting responders to:
 - Recognize and lessen the effects of trauma and PTSD
 - understand early warning signs
 - de-stigmatize addiction and mental health concerns
 - develop tools, techniques and a cultural workplace shift toward resiliency and early supportive interventions

BREAKOUT 2

Title: Engaging an Emotionally Distressed Individual under Difficult Conditions

Presenter (s):

Werner Müller, Sergeant, OPP GHQ

Andrew Halliday, Provincial Constable, OPP Burlington

On the 21st of April 2013, a distraught female climbed over the guiderail at the top of the Burlington Skyway Bridge with the intention of jumping into the canal below. Upon receiving information, OPP officers attended the scene and opened a dialogue with the female. Utilizing numerous approaches which included switching from a male to a female negotiator under difficult weather and location conditions, the officers were able to close the distance and apprehend the female as she let go of the guiderail. The female was subsequently taken to St. Joseph's Hospital for assessment.

BREAKOUT 3

Title: Collaborative Risk Management in Long Term Care

Presenter (s):

Alison Johnston, Social Worker

Cheryl Balog, Director of Program Services

Based on the core values of Peoplecare, we have created a tool, known as Stabilization Plan, which clearly identifies strategies and available resources (internal and external) to support and adult with complex responsive behaviors living in Long Term Care. This tool is a roadmap for staff, management and community resources working together to support and provide positive interventions to decrease responsive behaviors.

BREAKOUT 4

Title: Trauma-informed supports for people with Developmental Disabilities in Crisis

Presenter (s):

Keith Anderson, MSW, RSW

Liz Froese, MSW, RSW

Research suggests that people with intellectual/developmental disabilities are more likely to have experienced trauma in their lifetime. Research also demonstrates that they are also more likely to have need of crisis supports such as EMS; police; plus mental health crisis services. General understanding of adapted trauma informed practice can help to promote more positive outcomes during and following a crisis.

BREAKOUT 5

Title: "Limitations of 'Safety Contracts', Suicide Risk Assessment & Suicide Risk Assessment Tools: What the evidence base has to tell us"

Presenter (s): Dr Christopher Bryniak, MD, FRCPC, Forensic Psychiatrist, Homewood Health Centre & Private Practice

- Review of the scope of the issue (suicide)
- Review of the evolution in the past 50 years of how perceived suicide risk is assessed and managed
- Review of the evidence base for "safety contracts" and derivations thereof...and why these continue to be so frequently used in clinical practice
- Review the **general** underlying principles of suicide risk assessment
- Review of recent metanalyses which raise some valid questions regarding the predictive validity of our current form of suicide risk assessment



Wednesday June 14th Afternoon 3:15pm-5:00pm

BREAKOUT 1

Title: The Elephant in the Room: How Suicide Affects Us

Presenter (s):

Catherine Kovacich, MSW, Bridge to Recovery Program

The impact of suicide in our field of work does affect professionals. We know this and it is a subject not fully addressed for a variety of reasons: blame, shame, judgement, stigma of suicide/mental illness/discomfort with the topic, lack of resources.

Through my work as a therapist at the Bridge to Recovery Program, as well as in my personal life, I have been affected by death from suicide. My hope to discuss the personal impacts and share experiences on how to use the experience to help others in the field as well as in your personal life and work.

BREAKOUT 2

Title: My Three Selves – A Journey To “Happiness”

Presenter (s): Jason J Pitre, Director and Head, Emerging Markets Rates Trading, Scotiabank

This presentation will be one with humour, sadness and as much transparency and personality one could imagine. I will discuss what I went through and the steps I took to find a semblance of myself once again. I call it "My 3 Selves" (Physical Self, Thinking Self and Observing Self) - terms borrowed from a book that saved my life, "The Happiness Trap: A Study in A.C.T." (Acceptance & Commitment Therapy). I read this book and take notes from it continuously in my eternal rehabilitation. I have taught myself how to think with awareness, focus and presence (with help from my doctors, family and friends).

BREAKOUT 3

Title: Using Acceptance and Commitment Therapy to Promote Change

Presenter (s):

Megan Hemlow, MSW, RSW, St Joseph's
Bartley Campbell, Crisis Triage, COAST

Acceptance and Commitment Therapy has gained notoriety recently for being an accessible alternative to some of the more rigid modalities. This session aims to review ACT and how it can be used in a concurrent population to promote healthy and positive changes. Strategies will be reviewed that can be used on the ground level with clients, but also used for self-management strategies for workers. Through exercises, handouts and interactive conversation, participants will leave the session feeling more confident in utilizing ACT with clients in crisis.

BREAKOUT 4

Title: Global to Local: Bridging Awareness and Support

Presenter (s):

Michelle Lewis, Executive Director, Powerhouse

Globally, young carers are a hidden population who are rarely identified and supported in a systematic way. Within the global context only one country, the United Kingdom, systematically identifies and supports young carers (Becker, 2007). In Canada, awareness is in the beginning stages, hence there are no current policies in place to support the recognition of their role. This presentation will examine the challenges with identifying young carers and will address the growth of the awareness of young carers within Canada over the past 10 years. The first Canadian young carer support program, Powerhouse Project, will be discussed along with recommendations for enhancing identification, awareness, and understanding within community-based settings.

BREAKOUT 5

Title: Community Treatment Orders (CTOs): An Examination of Potential Benefits in Individuals at Risk of Being in Contact with the Law

Presenter (s): Lisa Whittingham, Brock University; Gale Melligan, St. Joseph's Healthcare; and Kyle Landry, St. Joseph's Healthcare

Many professionals are conflicted about the use of Community Treatment Orders (CTOs) to reduce hospitalization of persons at risk of frequent and intense hospitalization. One area of very little consideration and examination is with individuals diagnosed with a psychiatric illness and in frequent contact with the criminal justice system. Based on the experience of a CTO coordinator and Assertive Community Treatment (ACT) team member, the goal of this panel discussion is to explore the different perspective on the use of CTOs, including the research, community, and institution perspective.

Thursday June 15th Morning 10:45am-12:30pm

BREAKOUT 1

Title: Twenty Ways to Make Your Mental Health Training Program A Success

Presenter (s):

Sarah Burtenshaw, Senior Mental Health Worker, Mobile Crisis Rapid Response Team

Judy Alton, Acting Staff Sergeant, OPP

Are you looking for ways to make your mental health training program for police more interesting? This workshop is packed with videos, exercises and materials which you can take back to enrich your training. Trainers, mental health workers and officers will enjoy this interactive, engaging workshop which includes exercises and videos to enhance understanding of mental health.

BREAKOUT 2

Title: 'On the Other Side of Broken - Surviving PTS With Your Partner and Family'

Presenter (s): Brian Knowler, Consultant and Trainer - Knowler Consulting
Cathy Knowler, Consultant and Trainer - Knowler Consulting

In 2004, Brian was the first officer at a collision in which a close friend, who died while Brian was performing CPR, was the driver. For eight years, undiagnosed PTS caused Brian to spiral professionally and personally, almost losing his marriage, family, and career before diagnosis. In their session, Brian and Cathy jointly present on the critical role that family / partners have in PTS recovery. They tell their story from two perspectives, with a brutally honest picture of how relationships can be affected by both undiagnosed and diagnosed PTS, emphasizing the importance of self-care for the caretaker.

BREAKOUT 3

Title: Whatz Up, YSUP?

Presenter (s):

Jessica Ward, Program Manager, Good Shepherd Youth Services, Notre Dame House

Loretta Hill-Finamore, Director, Good Shepherd Youth Services

This workshop will outline the history, development, process and outcomes of the Youth Substance Use Program (YSUP). The Youth Substance Use Program is an innovative approach to providing support to youth using substances. From triage to connection to treatment the program assists youth in all stages of substance use. This workshop will demonstrate the links between Crisis and Substance Use and how the Youth Substance Use Program decreases risk for youth through triage, collaboration and care. Using practical and outcome based strategies, this presentation will demonstrate how YSUP could be adapted to meet the diverse needs of other populations.

BREAKOUT 4

Title: Practical Skills for Working Through Trauma and Stressor's at Work

Presenter (s): Bria Sherwood, Psychotherapist, Addictions and Mental Health Services – Kingston Frontenac Lennox and Addington

Examining trauma encountered at work through the Occupational Stress Injury Model developed by the military. Definition of trauma (big T and little t trauma), the impact of each, and overt and silent symptoms. Reviewing the 4 stages of functioning in the OSI model (1. Optimal functioning, 2. Stress responses, 3. Persistent distress, 4. Illness) and the supports for each level (1. Self-care, education, and training, 2. Peer, family, and agency support, 3. Medical intervention, doctor, psychotherapy, 4. Active treatment) respectively. A breakdown of practical supports at three levels: self, peer-family-friend, and agency. Closing with increasing overall satisfaction at work by exploring autonomy, meaning, and purpose.

BREAKOUT 5

Title: Not Another Self-care Workshop

Presenter (s):

Robyn Ocean, Workshop Facilitator and Life Coach, Robyn Ocean Facilitation

Self-care isn't just about bubble baths and a glass of wine after work. The current conversation about self-care makes it seem like one more thing we don't have time to do. We need to understand our motivators and stressors in order to make informed choices about how to meet our needs. Participants will explore the roles people fill in their lives and will be encouraged to develop refreshing relationships. This workshop will be participatory and reflective, giving participants the opportunity to take 90 minutes for themselves and feel energized to move forward.

Thursday June 15th Afternoon 3:15pm-5:00pm

BREAKOUT 1

Title: Thriving and Surviving in a Crisis Setting

Presenter (s):

Tracy Miles, Clinical Manager, Barrett Centre for Crisis Support

Crisis work can be invigorating, highly rewarding and exciting. Research also shows that the primary caregiver is impacted as a result of the work. This presentation will highlight innovative approaches to providing exemplary client care while providing in depth support for the caregiver. Attendees will learn a model of care that can be replicated. This model will create a foundation of support and care for front line workers and the people they serve.

BREAKOUT 2

Title: Mobile Crisis Rapid Response Team

Presenter (s):

Sarah Burtenshaw, Senior Mental Health Worker MCRRT, St. Joseph's Healthcare, Hamilton

A/Sgt. Steve Holmes, Community Response Unit, Hamilton Police Service

Deb McGrath, Manager, COAST Hamilton, St. Joseph's Healthcare Hamilton

The Mobile Crisis Rapid Response Team is the first 911 responding police/mental health team in Canada. Mental Health Workers riding with uniformed officers in a marked police cruiser has resulted in decreased number of people in crisis from going to hospital and being connected to community services. Over 3800 individuals were serviced by this team in 2016. This is another innovative program developed by Hamilton Police Service and St. Joseph's Healthcare who developed the COAST program and CIT training and has been replicated by other police services in our LHIN.

BREAKOUT 3

Title: The Discretionary Decisions of Humanitarian & Compassionate Applications –An examination of the degree of psychological and social impacts on non-status persons

Presenter (s): Seema Nadarajah, Social Worker/Community Legal Worker, South Asian Legal Clinic of Ontario

Shalini Konanur, Executive Director/Barrister & Solicitor South Asian Legal Clinic of Ontario

This 'work in progress' study aims to understand the psychological and social impacts of non-status individuals in Canada who are pending a decision on their humanitarian and compassionate (H&C, permanent residence) application. Status is generally applied for outside Canada however individuals can request Immigration, Refugee, Citizenship Canada (IRCC) make an exception. Non-status persons in this category face unique difficulties due to lack of resources relative to those with status. This study further explores discretionary powers of the immigration officers in making a determination and support structures needed for non-status persons.

BREAKOUT 4

Title: Collaborative Assessment and Management of Suicide (CAMS) for Hamilton Youth

Presenter (s): Dr. Nicole Karki-Niejadlik DNP, MS-NP, RN(EC), BSN, BSc.

In this workshop you will be introduced to the CAMS model through a video presentation from the creator of CAMS Care Dr. David Jobes. Next there will be an overview of how the CAMS model has been implemented throughout the

Children's Mental Health Sector in Hamilton. Finally, a discussion about what adaptations are needed to the CAMS model to suit the adolescent population.

BREAKOUT 5

Title: Indigenous knowledges and healing intergenerational trauma

Presenter (s):

Dr. Suzanne L. Stewart, Associate Professor and Canada Research Chair in Aboriginal Homelessness and Life Transitions, University of Toronto

This breakout session will build upon Dr. Stewart's keynote address on Indigenous Knowledges and Healing Intergenerational Trauma. This presentation will further explore the impact of the failure to contextualize Indigenous mental health within the broad social determinants of health and to integrate Indigenous perspectives on health and healing, has led to limitations in explanatory frameworks and mental health interventions. It will tap on the dramatic potential of existing knowledge about Indigenous health and healing within and across Canada, and share Indigenous perspectives on intergenerational trauma, Indigenous knowledges, cultural identity, and integrations of both Indigenous and Western solutions. This interactive break-out session will allow participants to learn how to integrate these approaches in their own practice.

CWSO 2017 CONFERENCE AGENDA

Tuesday June 13

CWSO Annual General Meeting

7:00pm: Social Event

Wednesday June 14

7:30 AM – 8:30 AM: Registration/Light breakfast

8:45 AM: Opening Remarks/Welcoming Statements

9:00AM – 10:30AM: Keynote Speaker: Mark Henick

Break/Light Refreshments

10:45AM – 12:30PM: Wednesday Breakout Sessions 1st block

12:30 – 1:30PM: Lunch/CWSO Awards

1:30PM – 3:00PM: Keynote Speaker: Dr. McKinnon

Break/Light refreshments

3:15PM – 5:00PM: Wednesday Breakout Sessions 2nd block

6:00PM: Dinner Cruise

Thursday June 15

7:30AM – 8:30AM: Registration/Light breakfast

8:45AM: Opening Remarks/Welcoming Statements

9:00AM – 10:30AM: Keynote Speaker: Dr. Triano-Antidormi

Break/Light Refreshments

10:45AM – 12:30PM: Thursday Breakout Sessions 1st block

12:30PM – 1:30PM: Lunch/CWSO Awards

1:30PM – 3:00PM: Keynote Speaker: Dr. Stewart

Break/Light refreshments

3:15PM – 5:00PM: Thursday Breakout Sessions 2nd block

Friday June 16

7:30AM – 8:30AM: Breakfast

9:00AM – 10:30AM: Opening Remarks/Panel Discussion

Dr. McKinnon – moderator

Brian Knowler

Gwen Piller

Dr. Triano-Antidormi

Marina Nemat

Break/Light Refreshments/Raffle Draws

11:00am – 12:30pm: Closing Keynote, Marina Nemat

12:30pm: Lunch/Raffle Draws

CLOSING REMARKS/END OF CONFERENCE

CWSO Conference 2017 Registration Form

Name: _____
 Position: _____ Organization: _____
 Address: _____
 City: _____ Province: _____ Postal Code: _____
 Telephone: _____ Email: _____

Method of Payment:
 VISA ☐ M/C ☐ AMEX ☐ CHEQUE ☐

Credit Card #: _____
 Exp: _____ CVV: _____

Please check all that apply:

Early Bird Rate (until May 19th):	Regular Rate (after May 19th):
<input type="checkbox"/> Registration Fee \$395	<input type="checkbox"/> Registration Fee \$425
<input type="checkbox"/> Group Fee (5 or more) \$375	<input type="checkbox"/> Group Fee (5 or more) \$405
<input type="checkbox"/> Daily fee \$200	<input type="checkbox"/> Daily fee \$200

Additional Events: Meet and Greet (Free, Tuesday June 13) Y ☐

Dinner Cruise (\$60, Wednesday June 14) Y ☐

Registration Total: _____

Please make cheques payable to Good Shepherd Non-Profit Homes Inc.

BREAKOUT SESSIONS – Select Top Two Choices for each session block below: (please place a 1 or 2 beside your preferred sessions)

WEDNESDAY		THURSDAY	
10:45 – 12:30	3:15 – 5:00	10:45 – 12:30	3:15 – 5:00
___ Burtenshaw/Alton	___ Kovacich	___ Lemieux	___ Miles
___ Muller/Halliday	___ Pitre	___ Knowler/Knowler	___ Burtenshaw/Holmes/ McGrath
___ Johnston/Balog	___ Hemlow/Campbell	___ Ward/Hill-Finamore	___ Nadaraja/Konanur
___ Anderson/Froese	___ Lewis	___ Sherwood	___ Karki-Niejadlik
___ Dr. Bryniak	___ Whittingham/Melligan/ Landry	___ Ocean	___ Stewart

- Session descriptions located on flyer and [CWSO website](http://www.cwso.ca)

Cheques payable to: Good Shepherd Non-Profit Homes Inc. and mailed with form to Dimah Khalid, 128 Emerald Street South, Hamilton, ON L8N 2V5. For credit card, fax to 905-529-3993 (secure fax line). For questions or more information, please call 905-529-4343 ext. 3 or email dkhalid@gsch.ca.

The CWSO Planning Committee has reserved a block of rooms with the Sheraton Hotel at 116 King Street West, Hamilton. Please see [their website](http://www.sheraton.com) for details on booking.