

**WORKSHOP LISTINGS
MARCH 2010 TO AUGUST 2010**

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REGISTRATION DEADLINE AND COST**

ALL THE WORKSHOPS ARE LISTED ALPHABETICALLY BY TITLE

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Advanced Case Management**Instructor: Jim Cullen**

Building on the foundations of case management this course is designed to teach students more in depth skills in designing and implementing case management within social services agencies. Specific challenges will be addressed such as inter-agency conflict, limited resources and advocacy. Students are expected to bring case examples from their work to the class for discussion and analysis.

Target Group: All**Date Offered:** Wed. June 2, 2010**Time:** 9:00 a.m. (sharp) – 3:30 p.m.**Registration Deadline:** Wed. May 19, 2010**Cost:** THTC: \$57 Non THTC: \$67**Advanced Counselling Skills****Instructor: Jim Cullen**

Why are some people easier to work with than others? How can I better connect with challenging clients? Many of the answers to these questions can be found in how we communicate: the better our communication skills, the easier it is to work with personally and professionally challenging individuals and situations. Building on the content covered in the “*Introduction to Counselling Skills*” course, this workshop will focus on enhancing your communication skills, developing greater cultural competence, and managing conflict more effectively. The session addresses the key principles and strategies in effective communication, with a focus on giving and receiving feedback, non-verbal communication, and identifying areas for further professional development. This dynamic and practical course combines large group discussion, interactive small-group exercises and individual work. At the end of this course participants will be able to: assess communication strengths and areas for further development; apply strategies for giving and receiving feedback; recognize different types of non-verbal communication; resolve conflict more effectively; and identify next steps for continued enhancement of communication skills.

Note: Recommended participants attend Counselling Skills or consult with instructor.

Target Group: All**Date Offered:** Thurs. May 20, 2010**Time:** 9:00 a.m. (sharp) – 3:30 p.m.**Registration Deadline:** Thurs. May 6, 2010**Cost:** THTC: \$57 Non THTC: \$67**Advanced Skills in Motivational Counselling****Instructor: Marilyn Herie**

This session builds on the strategies introduced in the “*Motivational Counselling Techniques*” workshop. Motivational counselling skills can be “simple but not easy” to integrate into your regular counselling style – this highly interactive workshop is an opportunity to develop and practice these skills more extensively. An emphasis will be placed on case discussions and practice, so you are encouraged to bring your own challenging case examples for us to work with. Workshop content includes: reflective strategies revisited: the art of strategic reflection, dealing with resistance in groups and individuals, motivational counselling – when you only have 20 minutes and case consultation and role play.

Note: Recommend participants attend Motivational Counselling Techniques or consult with instructor.

Target Group: All**Date Offered:** Wed. May 12, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Wed. April 28, 2010**Cost:** THTC: \$57 Non THTC: \$67**Advanced Supervision****Instructor: Nancy Mayer**

This workshop is designed for those who have been supervisors for two years or longer. The material covered will examine issues that are important to the experienced supervisor and work with the participants’ current learning needs. The day will be interactive in nature and all participants will be required to sign a confidentiality contract so that participants can feel free to share their own experiences in order to make the material presented as practical and usable as possible.

As the schedule will be full, this workshop will require that participants be present for the entire workshop. A bibliography of helpful resource material will be made available to all participants. In this workshop we will address: effectiveness of performance appraisals; effective supervision; motivating staff and supervisor self care; leading staff through change; and holding staff accountable/handling staff discipline issues.

Target Group: Executive Directors, Managers and Supervisors**Date Offered:** Wed. July 28, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Wed. July 14, 2010**Cost:** THTC: \$57 Non THTC: \$67

Aladdin's Cave: Sorting Out the Hoarding Issue

Instructors: The Gatekeeper's Program, Catholic Family Services of Hamilton Outreach Program

Hoarding is usually considered a manifestation of Obsessive Compulsive Disorder affecting between 1 and 3 percent of the general population. Features of this mental health condition include extreme self-neglect, domestic squalor, and a tendency to accumulate excessively. People exhibiting hoarding behaviours and those having Diogenes Syndrome are often at risk of losing their housing due to the health and fire risks for both themselves and their neighbours. Loss of housing frequently leads to a downward spiral of mental breakdown, further isolation, and homelessness.

The purpose of this workshop is to provide training to identify, assess and intervene in cases of Diogenes Syndrome. The Gatekeepers Team, a Catholic Family Services of Hamilton outreach program, will review best practices they have developed over the past three years. Case scenarios, intervention strategies, problem solving techniques with clients while working as part of a multi-disciplinary team, as well as resources, will also be provided.

Target Group: All

Date Offered: Wed. April 21, 2010
Wed. August 4, 2010

Registration Deadline: Wed. April 7, 2010
Wed. July 21, 2010

Time: 9:30 a.m. (sharp) – 4:00 p.m.

Cost: THTC: \$57 Non THTC: \$67

Anti-Racism/Anti-Oppression Training – Advanced

Instructors: Wendy Komiotis and Kathleen O'Connell

This workshop will support front line staff and supervisors to critically examine their services, with a focus on program development, and work with individuals and groups using an anti-racism/anti-oppression framework. The impact of oppression including internalized oppression and internalized dominance will be explored with a view to creating programs and services that are more equitable, inclusive and responsive to marginalised groups. Participants will be exposed to a range of skills and analyses for working more effectively with diverse communities.

The goals of this session are: to increase participants understanding of the impact of oppression on marginalised communities, to review and discuss an integrated anti-racism/anti-oppression framework as it relates to individual counselling, case management, group work, program development and evaluation; and to explore strategies for developing more inclusive and equitable services and programs within the hostel/shelter systems. Participants are encouraged to bring examples from their workplace (program development, individual and group work) to discuss at the training. All participants will be required to sign a confidentiality contract, so that participants can feel free to share their own experiences.

Note: Recommended participants attend the Introductory Anti-Racism/Anti-Oppression Workshop prior or consult with instructor(s).

Target Group: All

Date Offered: Fri. July 9, 2010
Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Fri. June 25, 2010
Cost: THTC: \$57 Non THTC: \$67

Anti-Racism/Anti-Oppression Training – Introduction

Instructors: Wendy Komiotis and Kathleen O'Connell

This anti-racism/anti-oppression training has been designed to support front-line workers and supervisors in integrating an understanding of how various forms of power and oppression affect our work with communities. This workshop will focus on racism and its interconnections to other forms of oppression, in particular discrimination experienced by the l/g/b/t/q communities. Workshop participants will be exposed to a range of skills and processes for working effectively with diverse communities. The goals of this session are: to provide a non-judgmental framework for participants to discuss their own social locations relative to others, and to explore their own beliefs/biases and attitudes towards groups that experience marginalization; to increase participants' awareness of how various forms of power and oppression can affect our work as social service providers; to increase participants' understanding of the impact of stereotypes and systemic discrimination on the individuals, families and communities we work with; and to develop practical skills and increased understanding for dealing constructively with issues of prejudice, discrimination and diversity within shelters and other settings.

Target Group: All

Dates Offered: Fri. March 5, 2010
Fri. April 9, 2010
Fri. June 25, 2010
Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Fri. Feb 19, 2010
Fri. March 26, 2010
Fri. June 11, 2010

Cost: THTC: \$57 Non THTC: \$67

Behaviour Management

Instructor: Doug Dunlop

This interactive workshop will provide participants with a more accurate understanding of the precipitating factors and causes of challenging and difficult behaviour in children and youth. Course outcomes will include: useful techniques for recognizing and responding to children with behavioural, social and emotional difficulties, as well as adapting programs to the special needs of children and families living in shelters. This workshop is designed for staff working directly with children and youth, and will provide practical information and hands-on skills to enable you to respond to situations effectively. Topics to be discussed will include: theories and factors for presenting behaviours; looking beyond the behaviour; children and youth with special needs; techniques for the redirection and modification of disruptive or unsafe behaviour; use of consequences; and practical strategies for dealing with challenging behaviours.

Target Group: Staff, Agencies working with families, children and youth

Date Offered: Wed. June 9, 2010

Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Wed. May 26, 2010

Cost: THTC: \$57 Non THTC: \$67

Board Governance

Instructor: Consulting Matrix

In this two consecutive evening training session on Board Governance participants will learn about: role and purpose of a Board of Directors; legal obligations for boards of purchase-of-service shelters; and the executive director/board relationship. Participants will engage with the instructors and each other in lively discussions on various related topics such as conflict of interest, and receive useful tools such as an annual planning calendar and a monthly reporting checklist.

Target Group: Executive Directors, Managers and Board Members

Date Offered: Wed. & Thurs. June 2 & 3, 2010

Time: 6:00 p.m. (sharp) - 9:00 p.m.

Registration Deadline: Wed. May 19, 2010

Cost: THTC: \$57 Non THTC: \$67

Building and Maintaining Successful Groups

Instructor: Evelyn Mitchell

Creating a new group for people can be a challenge. There are many possible stumbling blocks, some of which may not be obvious ahead of time. The goal of this workshop is to assist staff in identifying and successfully navigating the potential impediments and difficulties in setting up a new group. In addition, the workshop will assist in other major aspects of developing and maintaining a group, including doing a written proposal and work plan, group facilitation, engaging members in the development and structure of the group, and evaluating group projects.

Target Group: All

Date Offered: Wed. July 21, 2010

Time: 9:00 a.m. (sharp) - 4:00 p.m.

Registration Deadline: Wed. July 7, 2010

Cost: THTC: \$57 Non THTC: \$67

Case Management

Instructor: Jim Cullen or Sheryl Lindsay or Poullette Marshall

This training day is designed to strategize and share opportunities from a Case Management model in working with hard to serve clients. Participants will be required to bring their own professional expertise and case questions to the training day. Teaching is interactive and all attendees will be required to participate. Learning Objectives: understanding what exactly case management is in the context of social services; the case management meeting: strategies and concerns; information sharing – what to edit? Documentation; goal setting and role of case management and advocacy – how to target.

Target Group: All

Dates Offered: Mon. March 15, 2010

Tues. May 25, 2010

Fri. July 23, 2010

Mon. August 23, 2010

Time: 9:00 a.m. (sharp) – 3:30 p.m.

Registration Deadline: Mon. March 1, 2010

Tues. May 11, 2010

Fri. July 9, 2010

Mon. August 9, 2010

Cost: THTC: \$57 Non THTC: \$67

Challenges for New Managers—Management Structure, Perspective and Advocacy

Instructor: Susan Clancy

Individuals will develop 'soft' skills in learning how to position oneself within a management structure. New managers will be offered the opportunity to understand the importance of shifting their perspective; to function differently; and how to advocate for staff and clients. For existing managers, learn to work effectively within challenging organizational structures, and an organizational culture that may be shifting. For individuals considering a move into management, the workshop will stimulate self-reflection on whether being a manager is the desired next step.

Target Group: Executive Directors, Managers and Supervisors

Date Offered: Wed. June 30, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Wed. June 16, 2010

Cost: THTC: \$57 Non THTC: \$67

Client Support Services Framework (CSSF)

Instructor: Toronto Hostel Services Staff

The Client Support Services Framework (CSSF) was developed from the Toronto Shelter Standards, as a guide for all shelter workers in their day-to-day work with clients. It provides the structure to ensure consistent, quality service as well as the effective and efficient use of resources. By using the Framework, shelter workers can: identify and address the needs of the individual client or client family; work together in setting goals and measuring outcomes; tailor goals to meet individual client circumstances; and allow for a case plan that helps homeless people return to the appropriate long-term housing. This half-day session will provide an overview of support services/case management within the shelter system, background information on CSSF, review its key elements and clarify expectations related to its implementation and use.

Target Group: Counselling, Case Management Staff

Dates Offered: Wed. April 28, 2010

Wed. August 25, 2010

Time: 9:30 a.m. (sharp) – 12:30 p.m.

Registration Deadline: Wed. April 14, 2010

Wed. August 11, 2010

Cost: City Funded Shelter: Free **No Show/Charge Back Fee:** \$21

All Others: THTC: \$22 Non THTC: \$32

Cognitive Behavioural Techniques

Instructor: Jim Cullen

As service providers struggle to learn and use practical approaches in working with clients, certain approaches have been proven to work throughout social service and mental health history. This workshop provides an overview of one of these approaches; cognitive behavioural techniques. The well documented history, development and outcome research that supports CBT will be provided. This is an experiential workshop that involves case analysis and provides participants with practical techniques and skill strategies. Participants are asked to come prepared with actual cases from their practice.

Target Group: All

Date Offered: Wed. April 7, 2010

Time: 9:00 a.m. (sharp) – 3:30 p.m.

Registration Deadline: Wed. March 24, 2010

Cost: THTC: \$57 Non THTC: \$67

Communicable Diseases

Instructors: Public Health Representatives

Presenters from Toronto Public Health will discuss communicable diseases. Hepatitis, TB and STI's including HIV/AIDS will be discussed. Recommendations for protecting and promoting health for yourself and your clients will be explained.

Target Group: All

Date Offered: Wed. May 12, 2010

Time: 9:00 a.m. (sharp) – 1:00 p.m.

Registration Deadline: Wed. April 28, 2010

Cost: THTC Free Non THTC: Free **No Show/Charge Back Fee:** \$21

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**Competent Supervisor Under the Occupational Health and Safety Act
Includes Reasonable Precaution, Due Diligence and Bill C-45
Instructor: Mike Fronte**

Under the Occupational Health and Safety Act if any employer is convicted of an offense, they could be subject to a fine up to \$500,000. Individuals, if convicted of an offense, can be fined up to \$25,000 or jailed for up to one year or both. Under Bill C-45 the new amendment to the Criminal Code, in your organization, all persons who direct how work is performed, or have the authority to do so, are all at risk if they breach the new Occupational Health and Safety duty to take “reasonable steps” to prevent bodily harm in the workplace. Avoid becoming the subject of a criminal charge. This course will enable you to effectively understand the supervisor’s responsibilities for health and safety in the workplace, develop a level of “supervisor competency” as defined under the Act, practice due diligence through training and auditing, notification, reporting and record keeping obligations, documentation, monitoring, feedback and acting to correct health and safety problems, as well as developing an understanding of how to manage work refusals and work stoppages.

Target Group: Executive Directors, Managers, Supervisors and Board Members

Date Offered: Fri. June 25, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Fri. June 11, 2010

Cost: THTC: \$57 Non THTC: \$67

Concurrent Disorders

Instructor: Jim Cullen

Many service providers struggle in working with clients who live with an addiction and mental health concern (concurrent disorder). This workshop will define the term **concurrent disorder** and review the historical development and knowledge base of the clinical literature. Participants will learn practical approaches in working with clients living with a concurrent disorder and are asked to bring cases from their own practice for discussion. This is an experiential workshop where participants will be asked to apply new knowledge to their own service centres.

Target Group: All

Dates Offered: Mon. March 29, 2010

Time: 9:00 a.m. (sharp) – 3:30 p.m.

Registration Deadline: Mon. March 15, 2010

Cost: THTC: \$57 Non THTC: \$67

Conflict Resolution and Negotiation Skills Instructor: Doug Dunlop or St. Stephen’s Conflict Resolution Service

Conflict is inevitable in all workplaces, but the way in which it is handled will determine whether satisfactory outcomes are achieved and positive relationships developed. Dealing ineffectively with conflict can cause tensions, increase stress in the work environment, and take up precious time. This practical workshop will provide an array of tools and techniques to add to your competence in negotiating and resolving conflicts. This workshop will help you: understand the dynamics of conflict escalation, make people feel heard, clarify situations for constructive dialogue, approach people and raise concerns in ways that won’t lead to defensiveness and use principled negotiation to generate win-win solutions. **Note:** *This course does not cover Anger Management or Defusing Hostility. These topics are covered in other workshops in this calendar.*

Target Group: All

Dates Offered: Wed. April 28, 2010

Tues. June 8, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Wed. April 14, 2010

Tues. May 25, 2010

Cost: THTC: \$57 Non THTC: \$67

Critical Incident Response Program—Peer Team Development Level I

Instructor: Bill Tibbo

Traumatic events can and do occur in our workplaces, regardless of what we do for a living. Whether we are speaking of a sudden death, a violent incident or assault, or even a natural disaster; as human beings we are all vulnerable. The provision of a critical incident support service can not only help the individual(s) at the moment, but also guards against potential secondary injury. In this one day workshop participants will learn about the impact that events of this nature have on all of us, the needs that follow and how they can provide immediate support to their colleagues. The facilitator will guide the group through the important skills of “defusing”, as they learn to identify, listen, support and educate their peers after difficult experiences. The formation of a Critical Incident PEER Responders Team ensures that the employees of any work place have immediate access to support, after having witnessed or experienced a traumatic event, and therefore becomes a virtual “Emotional CPR Program”.

Target Group: All

Date Offered: Tues. March 30, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Tues. March 16, 2010

Cost: THTC: \$57 Non THTC: \$67

Cross Cultural Mental Health

Instructor: Gulshan Allibhai, Canadian Mental Health Association (CMHA)

In Toronto there is now a demand for service providers who are aware of cross-cultural issues such as resettlement stress and the influence of culture on the way mental illness is perceived and experienced, and, thus, how mental health support is sought. This workshop focuses on how migration impacts mental health. It also discusses different worldviews of mental illness and touches on alternative methods of healing from various cultures.

Target Group: All

Dates Offered: Thurs. April 29, 2010

Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Thurs. April 15, 2010

Cost: THTC: \$57 Non THTC: \$67

Cultural Diversity—An Introduction to the Dynamics of Culture and Diversity

Instructor: Kike Ojo

This workshop will introduce participants to the dynamics of culture and diversity and how they are experienced in society. Participants are led to identify the dominant culture and consider the ways that cultural dominance is maintained. Participants will also consider their own identities, and their own behaviours and values in relation to difference. In the end, participants will reflect on providing culturally sensitive services to their diverse clients.

Target Group: All

Date Offered: Fri. April 30, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Fri. April 16, 2010

Cost: THTC: \$57 Non THTC: \$67

Defusing Hostility – Crisis Intervention with the Hostile and Aggressive Individual

Instructor: Canadian Training Institute

Staff and supervisors are increasingly intervening with people who are angry, hostile, aggressive and violent. This intensive two-day training program will provide you with the knowledge, self-awareness, and skills to verbally defuse hostility and aggression, work more effectively as a team, and manage the stress often experienced through such encounters. This workshop will help you to: understand the dynamics of anger and hostility; manage and defuse yourself through a journey of self-exploration of early learning about anger and hostility and personal value conflicts; effective verbal/non-verbal skills for de-escalating anger, hostility and resistance; a holistic approach to utilizing the “individual in crisis” to guide the intervention and de-escalation process; and understand the impact, causes and symptoms of compassion fatigue and traumatic stress.

Target Group: All

Dates Offered: Thurs. & Fri. March 25, 26, 2010

Mon. & Tues. May 10, 11, 2010

Thurs. & Fri. June 17, 18, 2010

Mon. & Tues. August 16, 17, 2010

Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Thurs. March 11, 2010

Mon. April 26, 2010

Thurs. June 3, 2010

Mon. August 2, 2010

Cost: THTC: \$75 Non THTC: \$85

Documentation Skills—Introduction

Instructor: Lina Medaglia

Are you interested in the essentials of documentation and record-keeping? Do you want to know what guides the structure and content of writing for counsellors and advocates? While practicing various aspects of documentation, participants will review basic guidelines for documentation and record-keeping; examine general legal and ethical issues that guide documentation; and evaluate simulated writing samples for accurate, complete, and non-biased content. At the end of the workshop, participants will have a clear idea of the principles that guide best practices in documentation.

Note: This workshop is a technical writing workshop and does not directly address legal issues.

Target Group: All

Dates Offered: Thurs. March 11, 2010

Thurs. April 15, 2010

Thurs. June 17, 2010

Thurs. July 8, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Thurs. Feb 25, 2010

Thurs. April 1, 2010

Thurs. June 3, 2010

Thurs. June 24, 2010

Cost: THTC: \$57 Non THTC: \$67

Documentation Skills—Advanced**Instructor: Lina Medaglia**

Following from the Documentation Skills Introduction session, this workshop will begin by summarizing the general principles that guide best practices in documentation, and the policy and legislation that inform the way we collect information in social service agencies. The rest of the workshop will focus on participants' written work in response to various simulated, live interviews, and work situations. Participants will also have an opportunity to examine their own work and reflect on areas of improvement. Those who wish specific feedback on their own writing, can submit a written sample of their work to the facilitator. Lina will read the sample over lunch, and comment privately, in written form. **Note:** *This workshop is a technical writing workshop and does not directly address legal issues. Recommend participants attend Documentation Skills Introduction or consult with instructor.*

Target Group: All**Date Offered:** Thurs. August 19, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Thurs. August 5, 2010**Cost:** THTC: \$57 Non THTC: \$67**Drop-In 101****Instructor: Evelyn Mitchell**

Drop-ins are a unique, valuable, and complex service provider in many communities. Working within a drop-in centre serving people who are homeless and marginally housed is both rewarding and challenging. Staff and volunteers need to engage people facing difficulties related to living in poverty, including substance use and mental health problems. This workshop provides an overview of the history of Toronto drop-ins, discusses the diversity of their approach to service and will assist those new to drop-in concepts. Participants will be introduced to different types of drop-ins, the range of difficulties faced by people who access drop-ins as well as other challenges in providing service. In addition, workshop participants will also be introduced to the concepts of roles and challenges within a drop-in and confidentiality.

Target Group: All**Date Offered:** Wed. March 17, 2010**Time:** 9:00 a.m. (sharp) - 4:00 p.m.**Registration Deadline:** Wed. March 3, 2010**Cost:** THTC: \$57 Non THTC: \$67**Drop-In 201****Instructor: Evelyn Mitchell**

This workshop will assist more experienced staff in programs serving people who are homeless and marginalized in considering broad-based issues relevant to service provision. Participants will broaden their knowledge regarding drop-ins in the context of society's responses to poverty and the overall influences on drop-in service provision. In addition, this workshop will consider constructive neighbourhood relations, privacy and confidentiality implications, with a quick look at dealing with the stresses of working with people in difficult circumstances.

Target Group: All**Date Offered:** Wed. April 14, 2010**Time:** 9:00 a.m. (sharp) - 4:00 p.m.**Registration Deadline:** Wed. March 31, 2010**Cost:** THTC: \$57 Non THTC: \$67**Dynamics of Culture and Diversity—Advanced****Instructor: Kike Ojo**

Building on the *Introduction to the Dynamics of Culture and Diversity*, this course will lead participants through a process of self reflection and organizational change strategizing using the framework of cultural competence. Participants will also use current challenges in their work to engage in problem solving using the cultural competence framework. Participants will: learn about cultural competence as a framework for individual change as well as organizational change; reflect on their actions and attitudes and evaluate their level of competence as well as that of their work environments; use their work experiences as case studies for the purpose of discussion and problem solving.

Target Group: All**Date Offered:** Thurs. August 12, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Thurs. July 29, 2010**Cost:** THTC: \$57 Non THTC: \$67**Effective Stress Management****Instructor: Bob Bercovici**

Stress is a fact of life. It can be a positive force contributing to vitality, creativity and a zest for life and work. However, excess stress and poor stress management can endanger health and undermine the capacity to function productively. We can learn to respond to stress in new and more effective ways. In this workshop, participants explore new definitions of stress; individual differences in stress responses; and habits that promote stress hardiness. Participants examine their strengths and vulnerabilities when coping with distress. They identify their sources of stress and learn ways to improve health and performance. "Stress Hardiness" means improving habits for coping effectively.

Target Group: All**Date Offered:** Mon. June 21, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Mon. June 7, 2010**Cost:** THTC: \$57 Non THTC: \$67

Employability as a Pathway out of Homelessness

Instructor: Joseph Stalteri

The objective of this one-day workshop is to introduce shelter staff, supervisors, and managers to a framework for assisting homeless individuals make sustainable transitions to employment. By exploring the role of employability in the overall service provision to homeless individuals, participants will acquire an enhanced understanding of how employability support can offer their clients a practical pathway out of homelessness. Topics covered will include: Principles of Homelessness Programming; Reintegrating the Homeless: A Comprehensive Service Model; Employability Support Strategies.

Target Group: All

Dates Offered: Wed. March 31, 2010
Wed. May 26, 2010
Wed. August 18, 2010

Registration Deadline: Wed. March 17, 2010
Wed. May 12, 2010
Wed. August 4, 2010

Time: 9:00 a.m. (sharp) - 4:00 p.m.

Cost: THTC Free Non THTC: Free **No Show/Charge Back Fee:** \$21

Engaging the Suicidal Individual

Instructor: Rosemary Hardwick

This full-day session will utilize case study, active involvement and role play in a simulation opportunity with a “standardized patient,” as vehicles to refine the participant’s skills in the areas of risk assessment, intervention strategies, and post-crisis follow-up with the suicidal individual. The importance of attitudes and self-care strategies for the crisis worker will also be discussed.

Target Group: All

Date Offered: Thurs. May 27, 2010
Time: 9:00 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Thurs. May 13, 2010
Cost: THTC: \$57 Non THTC: \$67

Enhancing Communication Skills Through Assertiveness

Instructor: Bob Bercovici

Communicating with confidence and tact is not always easy. Many people confuse assertiveness with aggression. As communicators we are often unaware of our tendency to be too passive or aggressive during challenging situations. Ideally we want a style that is respectful of ourselves and of others. The objective of this workshop is to teach communication techniques that help participants be more effective in their dealings with others. The goal of this full-day course is to assist each participant in developing a core competency of assertive communication skills and how to use forethought and strategy during challenging situations. Issues related to supervision, conflict resolution, client contact and peer relationships are integrated into the workshop.

Target Group: All

Date Offered: Mon. March 8, 2010
Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Mon. Feb 22, 2010
Cost: THTC: \$57 Non THTC: \$67

Enhancing the Client Experience

Instructor: Ontario Municipal Social Services Association (OMSSA)

The relationship you have with your clients is critical and requires careful consideration. Fast service can be at the expense of a quality service. This may mean missed opportunities to enhance the customer experience or provide extra information that could help the client and exceed expectations. Every employee must be aware of their agency’s client care values and must be empowered with the knowledge, resources and skills to provide excellent customer experiences. The only way agencies can effectively accomplish an outstanding relationship with their clients is through their employees. This workshop will provide practical ways to: define quality service; define who the customer is; empathize with customers and identify their service expectations through listening and questioning; develop techniques that assist us in dealing with challenging customers; keep customers’ trust when things go wrong; take-charge (be proactive) and utilize problem solving.

Target Group: All

Date Offered: Mon. March 29, 2010
Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Mon. March 15, 2010
Cost: THTC: \$57 Non THTC: \$67

WHAT ARE YOUR TRAINING NEEDS?

The Training Centre offers a wide variety of topics that will be of interest to every level of your organization.

Exploring Urban Aboriginal Issues**Instructor: Peter Menzies**

Despite economic, social, and political gains by First Nation peoples many Aboriginals across Canada are experiencing high rates of addiction, mental health issues, incarceration, suicide, and poverty compared to the national average. Migrating to urban centres provides little relief or opportunity, as First Nation peoples encounter high levels of unemployment and homelessness. Studies show that Aboriginals are the biggest consumers of the social service industry, despite being under 3% of the total Canadian population. Researchers have presented many reasons for this “national disgrace.” These reasons range from First Nation people’s historical and current relation with all levels of government to First Nation peoples unwillingness to participate in the dominant society. Racism, prejudice and discrimination have also been offered as explanations. This session will allow participants to explore this complex topic through dialogue and group discussion. Weaved throughout the session the instructor will provide intervention and strategies for allying with First Nation peoples.

Target Group: All**Date Offered:** Fri. August 6, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Fri. July 23, 2010**Cost:** THTC: \$57 Non THTC: \$67**Financial Fundamentals for Shelter Managers****Instructor: Lois Fine**

This course will provide shelter managers with the basics in financial management. You will learn how to: read financial statements; understand balance sheets; know what accounts to watch; prepare reports for your funders and board members; understand the nature of cash flow; understand the difference between cash and accrual accounting; prepare budgets; monitor your budgets and understand variance reporting; situate your shelter and agency in the context of the charitable and non-profit sector; manage some of the common organizational pitfalls related to financial management; and much more...

Target Group: Executive Directors, Managers, Supervisors and Board Members**Date Offered:** Mon. June 14, 2010**Time:** 9:30 a.m. (sharp) – 4:30 p.m.**Registration Deadline:** Mon. May 31, 2010**Cost:** THTC: \$57 Non THTC: \$67**Food Handler Training****Instructor: Toronto Public Health**

The Food Handler Training includes a full-day of instruction on the following topics: Restaurants and Public Health Law, Food Poisoning and Foodborne Illness, Safe Food Handling, Sanitation and Quality Assurance and Hazards Analysis Critical Control Point (HACCP). Participants will receive a course manual. Upon successful completion of the course and examination, a certificate will be issued. **Note:** You *must be prompt and present for the entire full-day course. Any time missed may result in certificates of completion not being issued.*

Target Group: Supervisors and/or individuals directly involved with food preparation**Dates Offered:** Mon. March 22, 2010

Mon. July 12, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.**Registration Deadline:** Mon. March 8, 2010

Mon. June 28, 2010

Cost: THTC: \$75 Non THTC: \$85**Foundations to Criminal Justice****Instructor: Rosemary Hardwick**

The Criminal Justice System in Ontario can be complex and challenging and understanding the processes and procedures can lead to a more successful outcome for all concerned. This detailed and interactive workshop will give participants a comprehensive overview of how the Ontario legal system functions. Topics covered will include The Criminal Code, The Mental Health Act, Fitness to Stand Trial, Court Decorum, 102 Mental Health Court, Drug Treatment Court, Legal Aid, Plea Court, Bail Court, Bail Hearing, The Bail Program, Surety, and PARS, among others. Also discussed will be the roles of Judges, Justices of the Peace, Police, Lawyers, Duty Counsel, Defence Counsel, Court Officers and Court Clerks. A glossary of relevant terms will also be included.

Target Group: All**Date Offered:** Tues. August 24, 2010**Time:** 9:00 a.m. (sharp) – 4:30 p.m.**Registration Deadline:** Tues. August 10, 2010**Cost:** THTC: \$57 Non THTC: \$67**Impact of Trauma****Instructor: Nancy Mayer**

Clients using our shelter system frequently show signs of symptoms of trauma. Trauma can be exacerbated when new traumas are experienced or when experiences remind them of old trauma. This full day workshop is being made available to staff to: help staff understand trauma; understand the connection between behaviour and trauma; look at ways that troubling world events may impact clients; and have the opportunity to share experiences of how residents’ trauma effect us.

Target Group: All**Date Offered:** Mon. April 19, 2010**Time:** 9:00 a.m. (sharp) – 4:00 p.m.**Registration Deadline:** Mon. April 5, 2010**Cost:** THTC: \$57 Non THTC: \$67

Introduction to Empowerment and Recovery

Instructor: Rosemary Hardwick

In this interactive workshop on Empowerment and Recovery, the ten fundamental components that comprise The Recovery Model will be explored in comparison to The Medical Model, as well as in relation to the question “can people with serious mental illness live in recovery and wellness?” Also covered will be the principles of empowerment, the barriers to recovery, stages of change, relationship and communication building, the consumer’s role in their recovery, and mental health recovery concepts, skills, and strategies, including WRAP and resources. Also Included in this session will be a first person account of how recovery has supported people as they’ve moved through the recovery process and gone on to leading rich and full lives.

Target Group: All

Date Offered: Tues. July 20, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Tues. July 6, 2010

Cost: THTC: \$57 Non THTC: \$67

Introduction to Mindfulness Meditation & Mindfulness Based Stress Reduction (MBSR)

Instructor: Kathleen O’Connell

In this interactive workshop, participants will develop an understanding of some of the key concepts of mindfulness meditation and of the mindfulness based stress reduction program (MBSR). There will be opportunities to experience a number of mindfulness meditation practices and learn how these practices can be useful in individual counselling/support work, group work and in our personal lives. The benefits of mindfulness meditation include increasing our ability to cope with stress, changing our relationship to stress, improving mood, increasing self awareness and self confidence. The MBSR program developed by Dr. Jon Kabat-Zinn and his colleagues at the Stress Reduction Clinic at the University of Massachusetts Medical Centre teach mindfulness meditation. This technique has been beneficial for people experiencing high stress levels, chronic pain anxiety, depression and related difficulties. The MBSR model is being used and adapted in a variety of community based health and social service settings working with youth and adults. Please wear loose, comfortable clothing and if possible bring a mat.

Target Group: All

Date Offered: Fri. March 19, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Fri. March 5, 2010

Cost: THTC: \$57 Non THTC: \$67

Introduction to Solution Focused Counselling

Instructor: Heather Fiske

Solution-Focused counselling is a respectful, strengths-based approach that highlights what people are able to do in spite of life difficulties and challenges. This workshop will provide participants with practical skills they can apply to optimize the usefulness of even very brief conversations. Taped and scripted case examples, demonstrations and practice exercises will be used. Participants will: understand the difference between problem-focused and solution-focused approaches to helping people; view and practice solution-focused listening skills; view and practice solution-focused conversational skills such as compliments and scaling.

Target Group: All

Date Offered: Thurs. April 22, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Thurs. April 8, 2010

Cost: THTC: \$57 Non THTC: \$67

Introduction to Supervision

Instructor: Nancy Mayer

This workshop is designed for those who have become supervisors in the last couple of years or who are interested in considering becoming supervisors. The material will cover the basic skills that are essential to becoming an effective supervisor. The day will be minimally interactive in nature; however, all participants will be required to sign a confidentiality contract so that participants can feel free to share their own experiences as it relates to the material that will be taught. As the schedule will be full, participants are required to be present for the entire workshop. A bibliography of helpful resource material will be made available to all participants. In this workshop we will address: theory of supervision; ethics of being a supervisor; roles and responsibilities; a model of supervision – Interactional Supervision (Shulman); dynamics of power – issues of being hired from within or from outside; leadership skills; how to begin a supervisory position; and issues of discipline.

Target Group: Executive Directors, Managers and Supervisors

Date Offered: Mon. May 17, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Mon. May 3, 2010

Cost: THTC: \$57 Non THTC: \$67

Legal Responsibilities and Best Practices When Reporting Suspected Child Abuse

Instructor: Pearl Rimer, Boost For Kids

This workshop, presented by Boost For Kids, will assist participants in the early identification of and effective intervention with children who have been abused, or are at risk for abuse. Legal and moral responsibilities with respect to reporting suspicions of child abuse will be highlighted. This will include assisting participants in understanding when a call to a Children's Aid Society is necessary. Strategies that assist staff in overcoming their fears of reporting will be emphasized, as well as suggestions for how to maintain the client relationship when a report to child protection authorities has been made. The information and discussion shared in this workshop will support agencies in developing proactive policies and procedures for responding to children and families when abuse and violence are suspected.

Target Group: Youth Workers, Children's Advocates, Family Shelter Workers, Supervisors and Managers

Date Offered: Thurs. June 3, 2010

Registration Deadline: Thurs. May 20, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Cost: THTC: \$57 Non THTC: \$67

Managing and Leading on Diversity

Instructor: Kwasi Kafele

This interactive, experiential workshop will provide opportunities for managers and leaders to enhance their diversity awareness, build cultural competence and organizational leadership. The session will provide tools to assist in building an inclusive sensitive, representative work environment and in offering excellent services to an increasingly diverse clientele. Participants will engage in activities focusing on critical self-reflection, dynamics of power, working with differences, delivering services in a culturally competent manner, how to ensure policies and organizational culture appropriately reflect diversity and key elements in diversity planning. There will also be opportunities to explore the socio-cultural realities of diverse communities in Toronto.

Target Group: Executive Directors, Managers, Supervisors and Board Members

Date Offered: Wed. June 9, 2010

Registration Deadline: Wed. May 26, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Cost: THTC: \$57 Non THTC: \$67

Mental Health – An Overview

Instructor: Celine Bart, Canadian Mental Health Association (CMHA)

This practical and interactive workshop is designed to provide a practical overview of mental illness for people who work with the public but don't specialize in mental health. It assists front-line workers in recognizing the signs and symptoms of major mental illness: schizophrenia, mood disorders, anxiety disorders and personality disorders. You will acquire pragmatic ways of working with people with a mental illness that are both effective and supportive. Each participant will receive a resource reference binder.

Target Group: All

Dates Offered: Tues. March 2, 2010

Registration Deadline: Tues. Feb 16, 2010

Tues. May 11, 2010

Tues. April 27, 2010

Thurs. June 24, 2010

Thurs. June 10, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Cost: THTC: \$57 Non THTC: \$67

Motivational Counselling Techniques

Instructor: Marilyn Herie

Do you feel restricted in helping clients and shelter residents with questionable motivation? Are the concepts of motivation, resistance, ambivalence and compliance confusing? This course examines motivation as an interactive process between client/resident and counsellor, providing a variety of practice tools to address key issues in counselling and support situations. Special emphasis is placed on working with people who are more "resistant." This approach has been successfully applied in the area of addictions. Workshop content includes: principles of motivational interviewing; building motivation for change; dealing with resistance; and understanding strategic tools that can be used in brief interventions.

Target Group: All

Dates Offered: Tues. March 9, 2010

Registration deadline: Tues. Feb 23, 2010

Tues. April 13, 2010

Tues. March 30, 2010

Tues. June 29, 2010

Tues. June 15, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Cost: THTC: \$57 Non THTC: \$67

New Directions Seminar on Immigration and Refugee Law

Instructors: Organized by Raquel Amarna Moscote

This information-packed, full-day session will include discussions on most of the following topics:

Humanitarian and Compassionate Applications: Includes: definitions; how to apply; consideration of children; long-term *de facto* residents; sponsorship breakdown; accessing immigration files; and criminality, bonds and guarantors.

Refugee Claims in Canada: Includes: notification of claim; personal information forms; children as claimants; collecting evidence to establish a claim; expanded grounds; hearings; eligibility for legal aid; lawyer selection; refused refugees; pre-removal risk assessment; and more.

Access to Services: Includes: rights of children to attend school; OHIP, IFH and community health clinics; Ontario Works; ESL; work permits; SIN cards; and more. A valuable resource manual is included in the cost of this workshop.

Target Group: All

Date Offered: Mon. April 26, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Mon. April 12, 2010

Cost: THTC: \$57 Non THTC: \$67

Non-Violent Crisis Intervention – CPI

Instructors: Shola Alabi, Eytayo Dada, Trish Robinson and/or Kathy Wong

This interactive workshop will focus on prevention techniques on how to intervene with an escalated individual. The first day will introduce you to basic crisis intervention techniques. Learn to recognize warning signs that allow for early intervention, plus how to use verbal and nonverbal techniques to avoid a violent confrontation. The second day of the workshop trains participants in safe physical intervention procedures, including personal safety – when and how to intervene safely. An effective team approach to intervention will also be included. A certificate of participation will be issued upon successful completion of the two-day course.

Note: You must be prompt and present for the entire two-day course. Any time missed will result in certificates of participation not being issued. Please wear comfortable clothing and running shoes.

Target Group: All

Dates Offered: Tues. & Wed. March 23, 24, 2010

Wed. & Thurs. April 21, 22, 2010

Tues. & Wed. May 4, 5, 2010

Wed. & Thurs. June 23, 24, 2010

Wed. & Thurs. August 4, 5, 2010

Time: 9:30 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Tues. March 9, 2010

Wed. April 7, 2010

Tues. April 20, 2010

Wed. June 9, 2010

Wed. July 21, 2010

Cost: THTC: \$75 Non THTC: \$85

Nutrition Standards in Shelters and Hostels

Instructors: Zenaida Benedicto and Keri Marcoux

This half-day training session is designed for those directly involved with food handling and will focus on nutrition throughout the life cycle and nutrition for persons with diverse dietary needs. Using Canada's Food Guide as a foundation, participants will learn new and creative ways to apply healthy eating and nutrition strategies within their shelter and/or hostel. Menu development will be explored to help plan nutritious meals while meeting the Nutrition Standards.

Target Group: Cooks, Individuals who handle and/or prepare food

Date Offered: Wed. May 26, 2010

Time: 9:00 a.m. (sharp) – 12:00 p.m.

Registration Deadline: Wed. May 12, 2010

Cost: THTC: Free Non THTC: Free **No Show/Charge Back Fee: \$21**

Nutrition Standards in Shelters and Hostels, Menu Planning

Instructors: Zenaida Benedicto and Keri Marcoux

This half-day workshop is designed for those directly involved with planning or modifying the menu for their establishment. We will focus on planning the menu based on the Nutrition Standards and Canada's Food Guide, keeping in mind the nutrition needs of our homeless clientele. Ideas to incorporate religious-specific and culturally-diverse components into menus will be shared. Participants will learn how to read a nutrition label, find out how to choose products for those with Halal and Kosher restrictions, and discuss how to incorporate donated foods. Please bring to this session at least one quantity recipe (25-50 servings). Recipes will be copied and shared.

Note: Recommend participants attend the Nutrition Standards in Shelters and Hostels or consult with instructor.

Target Group: Cooks, Individuals who handle and/or prepare food

Date Offered: Wed. August 11, 2010

Time: 9:00 a.m. (sharp) – 12:00 p.m.

Registration Deadline: Wed. July 28, 2010

Cost: THTC: Free Non THTC: Free **No Show/Charge Back Fee: \$21**

Ontario HIV and Substance Use Training Program—Two Day Training

Instructors: Nick Boyce and/or Charles Shames

Day I consists of three topics: HIV 101, Harm Reduction and Hepatitis C. Workshop content includes: overview of the virology of HIV/AIDS, testing and treatment issues; and the basics of harm reduction and Hepatitis C. Day II consists of three topics: Substances 101, Stigma and Discrimination and Counselling Issues. Workshop content includes opportunities to share counselling experiences and strategize effective responses.

Note: You must be prompt and present for the entire two-day course. Any time missed will result in certificates of participation not being issued.

Target Group: All

Dates Offered: Thurs. March 11 & Thurs. April 8, 2010
Wed. & Thurs. July 14, 15, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.

Registration deadline: Thurs. Feb 25, 2010
Wed. June 30, 2010

Cost: THTC Free Non THTC: Free
No Show/Charge Back Fee: \$21

Partnership Development

Instructor: Susan Clancy

This workshop will stimulate the ownership of staff in implementing partnerships, taking responsibility for nurturing these relationships, despite challenges. Strategies will emerge to stimulate ingenuity in identifying potential partners for their organization. Elements covered will be: how to enhance existing partnerships; how to manage the challenges; and how to champion new initiatives.

Target Group: All

Date Offered: Fri. May 21, 2010

Time: 9:00 a.m. (Sharp) – 12:30 p.m.

Registration Deadline: Fri. May 7, 2010

Cost: THTC: \$42 Non THTC: \$52

Personality Disorders

Instructors: Patricia Robinson and/or Kathy Wong

Managing the care of a client with a personality disorder can be a challenging and frustrating experience for both the client and the care provider. With this population, typical behaviours such as suicide threats and hostility can not be successfully mediated through traditional approaches to care. This interactive, experiential workshop will provide an understanding of the psychodynamics involved when working with an individual with a personality disorder. Practice exercises using role clarification and effective limit setting will assist participants to gain confidence in their ability to communicate clear, supportive messages. In this way, participants will also learn to avoid the pitfalls resulting from unclear relationship boundaries and inconsistent expectations.

Target Group: All

Date Offered: Tues. June 15, 2010

Time: 1:00 p.m. (sharp) – 4:30 p.m.

Registration Deadline: Tues. June 1, 2010

Cost: THTC: \$42 Non THTC: \$52

Policy Development

Instructor: Ontario Municipal Social Services Association (OMSSA)

Policies and procedures are vital to a well-run non-profit organization. Further, policies and procedures that meet Shelter Standards are crucial for City-funded agencies. By attending this one-day interactive session, participants will learn policy and procedure design using methods, tools, templates and samples that have been developed with input from City staff and shelter operators. Upon completion of this session, participants will have the basic format and content to develop policies and procedures governing admission, discharge, service restrictions and complaint handling, meeting or exceeding the standards of phase two of the Quality Assurance Review. Resources will also be provided supporting any future type of policy and procedure development.

Target Group: Executive Directors, Managers, Supervisors and Board Members

Date Offered: Mon. August 30, 2010

Time: 9:00 a.m. (Sharp) – 4:00 p.m.

Registration Deadline: Mon. August 16, 2010

Cost: THTC: \$57 Non THTC: \$67

Presentation and Facilitation Skills

Instructor: Marilyn Herie

Presenting information to a group is an opportunity to motivate, inspire, persuade or communicate an important message. Yet even the most compelling messages can get lost in the “static” of an audience’s boredom, skepticism or apathy. Some presenters seem to have that “something extra” that captures—and holds—the attention of the group. This fun and interactive workshop explores what’s different about outstanding presenters, and gives you the essential tools to make your own presentation style more dynamic and engaging. Content includes: how to get—and hold—your audience’s attention; seven things anyone can do to become a better presenter; the art of flexibility—responding to the unexpected with poise and professionalism; planning a presentation that guarantees audience interaction; how to “tame” skeptical or difficult individuals and audiences; and dealing with “performance anxiety.”

Target Group: All

Date Offered: Mon. June 28, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Mon. June 14, 2010

Cost: THTC: \$57 Non THTC: \$67

Quality Assurance for Shelters

Instructor: Toronto Hostel Services Staff

Participants attending this half-day workshop will gain an in-depth understanding of how the Quality Assurance Review of shelters was developed and how it works. This workshop will be of great interest to Board Members of shelters, as they will learn Board responsibilities for Quality Assurance, and to shelter staff involved in the review of their shelter. The workshop will also be of interest to shelter staff who would like to learn what Quality Assurance means for their organization.

Target Group: Executive Directors, Managers, Supervisors, Shelter Staff and Board Members

Dates Offered: Wed. March 24, 2010

Wed. July 21, 2010

Time: 9:30 a.m. (sharp) – 12:30 p.m.

Registration Deadline: Wed. March 10, 2010

Wed. July 7, 2010

Cost: City Funded Shelter: Free **No Show/Charge Back Fee:** \$21

All Others: THTC: \$32 Non THTC: \$42

Reflective Practice in Social Services

Instructor: Jim Cullen

This participatory workshop will assist social service workers in reflecting on their practice through the various forums of supervision, self-reflective practice, and client feedback. It is intended as an introduction in which social service workers can build upon through further education, reading and supervision. The objectives of the workshop include: Understanding of boundaries and counter-transference; Reflecting on practice and integration of feedback from peers and clinical supervision; Development of an agency model to facilitate reflective practice in an ongoing manner; Integration of client feedback in a meaningful manner.

Target Group: All

Date Offered: Wed. July 7, 2010

Time: 9:00 a.m. (sharp) – 3:30 p.m.

Registration Deadline: Wed. June 23, 2010

Cost: THTC: \$57 Non THTC: \$67

Shelter Standards Training

Instructor: Toronto Hostel Services Staff

The objective of this one-day workshop is to provide a clear framework of industry standards. We will examine why it is important to formalize Shelter Standards and provide consistency across the system. You will learn the expectation of management, board members, front-line and all staff. Topics covered will include: standards of conduct and conflict of interest and the basic philosophy behind each; organization standards and accountability; standards of operation; health and safety; and food and nutrition standards. Each participant will receive a copy of the Toronto Shelter Standards. Registration priority will be given to staff employed by a shelter funded by the City of Toronto.

Target Group: Shelter Staff, Executive Directors, Managers, Supervisors and Board Members

Dates Offered: Fri. March 12, 2010

Fri. April 9, 2010

Fri. May 7, 2010

Fri. June 4, 2010

Fri. July 9, 2010

Fri. August 13, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Fri. Feb 26, 2010

Fri. March 26, 2010

Fri. April 23, 2010

Fri. May 21, 2010

Fri. June 25, 2010

Fri. July 30, 2010

Cost: City Funded Shelter: Free **No Show/Charge Back Fee:** \$21

All Others: THTC: \$32 Non THTC: \$42

Social Assistance System – Knowing Your Rights and Entitlements **Instructor: Melodie Mayson**

This full-day workshop will provide participants with an overview of Ontario Works and the Ontario Disability Support Program (ODSP) (who is eligible, how people apply, what ongoing requirements exist), as well as details pertaining to the special benefits provided for under Ontario Works and ODSP. The two-step appeal procedure, requiring a request for internal review and an appeal to the Social Benefits Tribunal, will be examined, as well as the particular role of front-line workers in protecting the appeal rights of applicants and recipients. This workshop aims to provide service providers with a working understanding of how to respond to issues such as, the specific problems encountered by refugee applicants, recipients who must travel outside the country; accessing the community start-up benefit; incarceration and FB /ODSP; and applying for ODSP, etc.

Target Group: All

Date Offered: Fri. May 28, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Fri. May 14, 2010

Cost: THTC: \$57 Non THTC: \$67

Standard First Aid and CPR Two-Day Certification **Instructor: ADET Inc.**

The Aquatic Development & Emergency Training (ADET Inc.) delivers the two-day Standard First Aid & CPR Program. This in-depth program is a full working session, directly applicable to the work environment and deals with potentially life-threatening situations as well as Secondary Victim Assessments. The **Standard First Aid** program, advanced in its' elective topics, allows ADET Inc. the ability to customize the program to fulfill the needs of the group, workplace, job related experience or personal interest. The **Bloodborne Pathogen** program and the **Heartsaver (adult & child) CPR** course is included in the Standard First Aid Program. **** Standards taught reflect the New CPR Guidelines and Standards released in November 2005 and approved by the HSFC and the AHA** and meet WSIB requirements. Topics include: unconsciousness, adult & child CPR, choking, bleeding, shock and severe life-threatening allergies, epilepsy, diabetes, head trauma and burns. These sessions are practically oriented, encouraging contributions from participants. Group interaction, practice and discussion are maximized.

Note: You must be prompt and present for the entire two-day course. Any time missed will result in certificates not being issued. Please wear comfortable clothing and running shoes.

Target Group: All

Dates Offered: Tues. & Wed. March 9, 10, 2010

Wed. & Thurs. April 14, 15, 2010

Thurs. & Fri. May 13, 14, 2010

Mon. & Tues. June 7, 8, 2010

Tues. & Wed. July 13, 14, 2010

Wed. & Thurs. August 18, 19, 2010

Registration Deadline: Tues. Feb 23, 2010

Wed. March 31, 2010

Thurs. April 29, 2010

Mon. May 24, 2010

Tues. June 29, 2010

Wed. August 4, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.

Cost: THTC: \$75 Non THTC: \$85

Standard First Aid and CPR Re-Certification **Instructor: ADET Inc.**

This in-depth one day working session, directly applicable to the work environment, will refresh and retrain those who are current with their "Standard First Aid & CPR" certificate. Recertifying the First Responder's knowledge and skills allows for the most recent standards to be introduced while solidifying those once acquired. **Participants must hold a valid Standard First Aid Certificate in order to attend this course. The most recent certificate must be no more than three years old. Those seeking to renew an expired Standard First Aid and CPR Re-Certification must take the Standard First Aid and CPR Two-Day Certification.** The Re-certification is valid for three years. Heartsaver CPR skills are refreshed annually. For First Aid and CPR criteria see page 6 of the training calendar. Please include a copy of your most recent Standard First Aid and CPR Certificate with registration.

Note: You must be prompt and present for the entire full-day course. Any time missed will result in certificates not being issued. Please wear comfortable clothing and running shoes.

Target Group: All

Dates Offered: Wed. April 7, 2010

Thurs. June 10, 2010

Time: 9:00 a.m. (sharp) – 4:30 p.m.

Registration Deadline: Wed. March 24, 2010

Thurs. April 27, 2010

Cost: THTC: \$57 Non THTC: \$67

ROOM RENTAL

The Training Centre also has rooms available to rent for meetings, staff development and training days.

Step Up—Career Planning
Instructor: Marie Heron

This full day career planning session is essentially designed for those that are employed in the homeless/social services sector and want to move up to their next career objective. This session will focus on: the personal assessment - assessing one's transferable hard and soft skills; resume writing - different templates and applicability to one's employment situation; cover letters - reasons for use, different types and applicability; the interview - most common interview questions, response strategies; and follow-up - the importance of thank you letters. Participants will also be given comprehensive employment resources for future reference.

Target Group: All

Date Offered: Tues. April 27, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Tues. April 13, 2010

Cost: THTC: \$57 Non THTC: \$67

Substance Use—Street Drugs & Pharmaceuticals—Introduction
Instructor: Richard Coleman

This workshop will provide participants with an increased level of expertise in the following areas: signs, symptoms and support techniques for people using various street drugs including solvents, cocaine/crack, alcohol, heroin, prescription opiates, ecstasy and other club drugs. Assisting clients in withdrawal, available resources and how to support people before, after and while they are in treatment. Interviewing skills, cultural considerations, special populations and techniques to help participants to best match their clients with available resources will also be discussed. We will cover the continuum of helping models from Harm Reduction to Abstinence over the course of the day.

Target Group: All

Date Offered: Wed. March 3, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Wed. Feb 17, 2010

Cost: THTC: \$57 Non THTC: \$67

Successful Information, Referral and Individual Advocacy
Instructor: Evelyn Mitchell

Staff in community agencies often work with people who have difficulty negotiating bureaucracies and need help negotiating satisfactory outcomes when in conflict with formal organizations. As a result, a large amount of time is spent assisting people with referrals to services and advocating on their behalf with government and other service agencies. An additional difficulty faced as an advocate is knowing when and how information can be shared. This workshop aims to develop skills used in successful referrals and in advocating on behalf of individuals facing difficulty accessing services. It will also assist participants in knowing when and how they may share information.

Target Group: All

Date Offered: Wed. June 16, 2010

Time: 9:00 a.m. (sharp) - 4:00 p.m.

Registration Deadline: Wed. June 2, 2010

Cost: THTC: \$57 Non THTC: \$67

Team Development for Supervisors
Instructor: Gerda Sumner, The Hincks-Dellcrest Centre

Well-functioning teams are critical to the success of any organization that depends on team members working effectively with each other. The role of the supervisor/manager is to create a team "culture" that best supports the team's challenges. This workshop will focus on the key characteristics of team development; stages of team development; team empowerment; effective communication; and coping with conflict and change.

Target Group: Executive Directors, Managers and Supervisors

Date Offered: Thurs. August 5, 2010

Time: 9:00 a.m. (sharp) - 4:00 p.m.

Registration Deadline: Thurs. July 22, 2010

Cost: THTC: \$57 Non THTC: \$67

THE TRAINING CENTRE VALUES YOUR INPUT

Please contact us if you have any comments or suggestions on how we can further meet your individual and/or agency training needs.

Tenant and Landlord Law – Up to Date **Instructor: Federation of Metro Tenants Associations (FMTA)**

This workshop will focus on the basic legal rights of residential tenants. Some of the topics that will be covered include leases and what tenants should watch out for, rules around rent, privacy, maintenance and repairs, as well as evictions and the legal grounds for each type. The facilitator will also demonstrate legal and self-help remedies that are available to tenants. Using a problem and client-focused approach, the facilitator will deal with legal remedies available at both municipal and provincial levels. An important aspect of this workshop involves a discussion of the resources available to tenants and how they can be accessed as well as how the Tenant's Defense Fund works for the City of Toronto. Printed material will also be distributed at the workshop.

Target Group: Housing, Outreach and Front-line Shelter Staff

Date Offered: Mon. May 3, 2010

Time: 1:00 p.m. (sharp) – 4:30 p.m.

Registration Deadline: Mon. April 19, 2010

Cost: THTC: \$26 Non THTC: \$36

Time Management– Where Did The Day Go? Instructor: Ontario Municipal Social Services Association (OMSSA)

The demands of work and home can often be overwhelming. It is possible to structure your time effectively to minimize stress and anxiety which we may feel at the end or at the beginning of a work day. This workshop will explore effective time management strategies and techniques that may assist participants in reducing daily stress and work related anxiety. Practical tips, including some “aha moments” will be offered during this session. As well, the issue of personal responsibility and self-care will be discussed. The goal of this workshop is to assist participants in identifying and adopting effective time management and stress reducing strategies and techniques.

Target Group: All

Date Offered: Mon. May 10, 2010

Time: 9:00 a.m. (sharp) - 4:00 p.m.

Registration Deadline: Mon. April 26, 2010

Cost: THTC: \$57 Non THTC: \$67

Transgender/Transsexual Awareness for Shelters: Making Services Safe and Accessible

Instructors: Trainers from the Trans Community Shelter Access Project

This half-day workshop will provide front-line workers and supervisors with an introduction to the process of making shelters accessible to trans people. The trans community will be introduced in the first part of this session including definitions of common terms, trans history, transition, and myths. The second half will cover the experience of homelessness, trans-youth issues, sex work and effective policies and procedures. This training is designed to be very interactive giving participants the opportunity to ask difficult questions, understand and learn the information which will be most useful. We will also include practical exercises through brainstorming common scenarios and effective shelter responses. Ultimately, the goal of the workshop is to open up dialogue and assist shelters in moving through the accessibility process outlined in the Toronto Shelter Standards. Trans presenters of this workshop are part of a community development and skills-building program who are in-training to develop their capacity as facilitators and community workers.

Target Group: All

Dates Offered: Thurs. March 4, 2010

Thurs. May 13, 2010

Thurs. July 8, 2010

Time: 1:00 p.m. (sharp) – 4:30 p.m.

Registration Deadline: Thurs. Feb 18, 2010

Thurs. April 29, 2010

Thurs. June 24, 2010

Cost: THTC: \$26 Non-THTC: \$36

Understanding and Managing Aggressive Behaviour (UMAB)

Instructor: Hy'N'hancement Consulting Inc.

In this Understanding and Managing Aggressive Behaviour Orientation Program, participants will examine the parameters and theories of contributing factors, verbal/physical presentation to de-escalation, self-awareness, dis-engaging and self-protection skills. To effectively assess the situation and apply the appropriate strategies (least intrusive and least restrictive) with individuals who experience difficulties and at times express it in an unsafe manner. Successful participants will receive a card of recognition from Understanding and Managing Aggressive Behaviour (UMAB) Canada. **Note:** You must be prompt and present for the entire full-day course. Any time missed will result in certificates of participation not being issued. Please wear comfortable clothing and running shoes.

Target Group: All

Dates Offered: Mon. & Tues. April 12, 13, 2010

Mon. & Tues. May 17, 18, 2010

Mon. & Tues. June 21, 22, 2010

Mon. & Tues. July 26, 27, 2010

Time: 9:30 a.m. (sharp) – 4:30 p.m.

Registration deadline: Mon. March 29, 2010

Mon. May 3, 2010

Mon. June 7, 2010

Mon. July 12, 2010

Cost: THTC: \$75 Non THTC: \$85

Understanding Grief and Loss

Instructor: Melissa Axler

This workshop will provide individuals with an understanding of grief as a process. Emphasis will be placed on the importance of doing one's own grief work, and attendees will gain an enhanced awareness of their role in providing support to those who are grieving. The workshop will begin with a discussion of bereavement from a theoretical perspective, identifying different stages and manifestations of grief, with some discussion of the impact of sudden, violent death on the bereavement individual. Throughout the session, individuals will be given the opportunity to contemplate their own losses, and experiences with grief.

The second phase of the workshop will be dedicated to the application of the theory and knowledge learned in the morning and will include an opportunity to explore some of the assessment skills that are important when working with a bereaved person. This portion of the workshop will include an opportunity to discuss the support group option for individuals who are grieving. Attendees will be provided with both a thorough list of community bereavement resources as well as a bibliography. Participants will also have the opportunity to present their own case examples for discussion and further learning.

Target Group: All

Dates Offered: Thurs. May 6, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Thurs. April 22, 2010

Cost: THTC: \$57 Non-THTC: \$67

Values, Ethics and Boundaries for Supervisors/Managers

Instructor: Nancy Mayer

Managers who work in the homeless sector have several distinct challenges when it comes to boundaries and ethics. Understanding what boundaries and ethics apply as they move from a front line to a management position. How are they different than the values, boundaries and ethics of a front line worker? These issues can be further complicated by the divided loyalties and responsibilities that managers may experience towards their staff, the clients and the larger organization. Ensuring that staff are working professionally and ethically in their roles is another responsibility. This workshop will explore the basic values, ethics and boundaries that front-line staff need to know. Participants will examine ways that these applied skills can be taught to all workers and how well written policies are essential in providing clarity and accountability.

Target Group: Executive Directors, Managers, Supervisors and Board Members

Date Offered: Mon. May 31, 2010

Time: 9:00 a.m. (sharp) – 4:00 p.m.

Registration Deadline: Mon. May 17, 2010

Cost: THTC: \$57 Non THTC: \$67

WHMIS (Workplace Hazardous Materials Information System)

Instructor: Mike Fronte

WHMIS is a mandatory program which gives all workers the right to know about the hazards of materials used in the workplace. This course covers legislation, information delivery such as material safety data sheets and labels, occupational health and control of exposure to hazardous materials.

Target Group: All

Dates Offered: Fri. April 16, 2010

Thurs. May 20, 2010

Wed. June 16, 2010

Fri. August 6, 2010

Time: 9:00 a.m. (sharp) – 12:00 p.m.

Registration Deadline: Fri. April 2, 2010

Tues. May 6, 2010

Fri. June 2, 2010

Fri. July 23, 2010

Cost: THTC: \$42 Non THTC: \$52

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