



PROGRAM

OMSSA
MENTAL
HEALTH
FORUM

June 13-14, 2019

*Holiday Inn International
Airport Hotel, Toronto*

 **OMSSA**
ONTARIO MUNICIPAL SOCIAL
SERVICES ASSOCIATION

PROGRAM-AT-A-GLANCE

THURSDAY, JUNE 13

9:00 AM – 10:00 AM

OPENING PLENARY

What is a Mental Health Issue?: Expanding the Definition
(Speaker to be Announced)

10:00 AM – 10:30 AM

REFRESHMENT BREAK WITH EXHIBITORS

10:30 AM – 12:00 PM

BREAKOUT SESSIONS:

- 1.1** *Working to Overcome Client Barriers: Intensive Support to Ontario Works Clients*
- 1.2** *Approaches for Improving the Mental Health of Children*
- 1.3** *Trauma-Informed Practice Organization*
- 1.4** *Mobile Street Outreach Models: Best Practices*

12:00 PM – 1:00 PM

LUNCH

1:00 PM – 2:30 PM

BREAKOUT SESSIONS:

- 2.1** *Trauma-Informed Practice: Working with Indigenous Individuals*
- 2.2** *The Opioid Crisis: Safety Protocols for Frontline Staff*
- 2.3** *Improving Access to Mental Health Services: An Integrated Service Model*
- 2.4** *The Path to Resilience: Minimize the Cost of Caring, Build Resilience and Renew your Passion to Serve*

PROGRAM-AT-A-GLANCE

FRIDAY, JUNE 14

9:00 AM – 10:00 AM

OPENING PLENARY

Funny, You Don't Look Crazy

A Story about Mental Illness and Returning to Work

Victoria Maxwell

10:00 AM – 10:30 AM

REFRESHMENT BREAK

10:30 AM – 12:00 PM

BREAKOUT SESSIONS:

3.1 *Creating Psychologically Healthy Workplaces*

3.2 *Strategies for Working with Tenants with Mental Illness*

3.3 *Building Capacity for Staff Training + An Introduction to Skills for Effective Client Interactions*

3.4 *Information Exchange with the Office of the Public Guardian and Trustee*

12:00 PM – 1:00 PM

LUNCH

1:00 PM – 2:30 PM

BREAKOUT SESSIONS:

4.1 *Strategies for Supporting Clients During a Mental Health Crisis*

4.2 *Let's Talk Dementia: Approach Matters*

4.3 *Models for Strengthening Services: City Mouse, Country Mouse*

4.4 *Ready, Set, Recognize: Detecting Mental Health Issues in the Workplace and How to Help*

2:30 PM – 3:45 PM

CLOSING PLENARY

Mindfulness and Mental Health

Wendy Beales

More topics and speakers to be announced

DETAILED PROGRAM

THURSDAY, JUNE 13

9:00 AM – 10:00 AM **OPENING PLENARY**

Mental Health: Expanding the Definition

Speaker to be Announced

10:00 AM – 10:30 AM **REFRESHMENT BREAK with Exhibitors**

10:30 AM – 12:00 PM **BREAKOUT SESSIONS**

1.1 Working to Overcome Client Barriers: Intensive Support to Ontario Works Clients

Presenters in this workshop will provide an overview of the County of Wellington's Life Skills Team which consists of three specialized life skills workers who support clients to stabilize their lives when mental health and addictions are the primary barriers to moving forward. Delegates will also learn about how Wellington works with community partners in innovative ways to provide wrap around supports that generate positive outcomes for clients. The speakers will also discuss the results of a report that compiled local data on barriers experienced by OW clients, which the County now uses to inform its work. Throughout the session, speakers will provide practical insights and tips, and will distribute a summary of best practices after their presentation.

Speakers:

- **Krista Card**, Ontario Works Manager, County of Wellington
- **Lauren Voisin**, Life Skills Worker, County of Wellington

1.2 Approaches for Improving the Mental Health of Children

This session features three talks related to children's mental health. In the first presentation, cross-sectoral community partners discuss how they came together to start a conversation about infant and early years mental health and the systems-level improvements that occurred as a result of this collaboration. Next, attendees will learn about an integrated case management approach that uses existing staff resources to connect single parents of young children with services that improve health and quality of life. In the final presentation, attendees will learn about the online version of the evidence-based Triple P Positive Parenting Program, and how it can help address service gaps and long wait times, particularly in rural communities.

Speakers:

- **Wanda St. Francois**, Executive Director, Affiliated Services for Children & Youth
- **Julie Gross**, Research Coordinator, Offord Centre for Child Studies, McMaster University
- **Karen Davis**, Honours Human Behaviour Early Childhood Education Academic Program Coordinator, McMaster University & Early Childhood Education Academic and Practicum Coordinator, Mohawk College
- **Jennifer Emes**, Public Health Nurse, City of Hamilton
- **Gail Hamelin**, Implementation Consultant, Triple P Canada

THURSDAY, JUNE 13

10:30 AM – 12:00 PM

BREAKOUT SESSIONS *(continued)*

1.3 Trauma-Informed Practice Organization

In this workshop you will learn about the impact of trauma-informed practice for your clients and your organizational culture. This includes how professionals engage with clients and colleagues, how programs are planned, implemented and evaluated, and the impact on organizational culture as a whole. Trauma can be defined as a single experience or multiple experiences that completely overwhelm an individual's ability to cope. Trauma can affect individuals, as well as whole communities and generations creating lasting impacts in one's life. In this session you will learn about the core principles of trauma-informed practice, build knowledge and awareness of the effects of traumatic stress, and about how to incorporate trauma-informed practice into organizational culture, policies and procedures and client service delivery.

Speakers:

- **Rosanra Yoon**, NP, MN, PHD (CAND), Trauma Informed Practice Consultant
- **Angelina Cheung**, RN, BScN, Trauma Informed Practice Public Health Nurse, York Community and Health Services Department, York Region Public Health
- **Tiffany Beeston**, RN, BScN, MN, Public Health Mental Health Promotion Team Lead, York Community and Health Services Department, York Region Public Health

1.4 Mobile Street Outreach Models: Best Practices

This session highlights two approaches to mobile street outreach teams. Windsor's Mobile Outreach and Support Team Pilot Project (MOST) was created to establish a credible presence in high-risk neighbourhoods in order to conduct structured assessments and make/receive referrals with the overall goal of improving the health and well-being of homeless individuals. The Brantford Downtown Outreach Team (BDOT) was established in response to the severe impact of the opioid crisis and seeks to improve access to primary care, mental health, and addictions services by directly intervening in service gaps experienced by street-involved individuals. Delegates attending this session will gain a clear understanding of how to successfully implement similar models in their own communities.

Speakers:

- **Rob Moroz**, Integrated Director, Community and Outpatient, Hotel-Dieu Grace Healthcare
- **Tatum Dault**, Program Coordinator, Family Services Windsor Essex
- **Abe Salame**, CTO Case Manager, Canadian Mental Health Association
- **Laura Almeida**, Community Development Coordinator, Brantford Downtown Outreach Team
- **Brad Smith**, Community Development Coordinator, City of Brantford

12:00 pm – 1:00 PM

LUNCH

THURSDAY, JUNE 13

1:00 PM – 2:30 PM

BREAKOUT SESSIONS

2.1 Trauma-Informed Practice: Working with Indigenous Individuals

Presenters will discuss why a trauma informed practice approach is of critical importance to service providers working with Indigenous clients, share Indigenous perspectives on service delivery and use case studies to demonstrate the successes of a trauma informed practice approach to service delivery and how it can be delivered across sectors.

Speakers:

- **Dominique Legacy**, *Transitional Case Manager, Southwest Ontario Aboriginal Health Access Centre*
- **Sarah Newton**, *Nurse Practitioner, Southwest Ontario Aboriginal Health Access Centre*
- **Lisa George**, *Integrated Care Manager, Southwest Ontario Aboriginal Health Access Centre*

2.2 The Opioid Crisis: Safety Protocols for Frontline Staff

A panel of experts will share perspectives on the opioid crisis and discuss how frontline staff can effectively respond with limited or reduced resources and in light of recent changes to supervised consumption services. Attendees will learn practical skills including how to recognize the signs and symptoms that an individual is high or overdosing, how to apply emergency response strategies in different social services settings, and how to debrief after a critical incident. They will also leave with an understanding of the historical trends, systems and policy developments that led to the crisis.

Speakers:

- **Dr. Samim Hasham**, *Consultant, Rapid Access Addiction Clinics at CMHA Peel; Faculty, Adler College; Director of Professional Services, Urbancare*
- **Robb Johannes**, *Health Promotions Specialist, Community Mental Health Services, Fred Victor & Adjunct Lecturer, Factor-Inwentash Faculty of Social Work, University of Toronto*

2.3 Improving Access to Mental Health Services: An Integrated Service Model

"Clients in fully integrated services are more than twice as likely as those in less integrated services to find competitive employment" Cook, J. et al (2005) – *referenced in the Oct 18, 2018 CAMH Evidence Brief*. In this session, delegates will learn about the Region of Durham's integrated delivery of mental health and employment services to OW recipients which involve staff from partnering organizations in co-located services working collaboratively to provide seamless wraparound services to clients. Services include onsite access to a multidisciplinary team including employment skills training, resource room support, psycho-educational workshops, counselling/psychotherapy, mental health case management and other psychological services. The speakers will share best practices and lessons learned, and inspire delegates by describing the positive impact of Durham's model on clients with mental health challenges working toward independence and employment.

Speakers:

- **Kathleen Conway**, *Acting Manager, Employment Support Programs, Region of Durham*
- **Mark Grant, Manager**, *Family Services Division, Region of Durham*
- **Shaaron Del Vecchio**, *Supervisor, Income and Employment Support Division, Region of Durham*



THURSDAY, JUNE 13

1:00 PM – 2:30 PM

BREAKOUT SESSIONS *(continued)*

2.4 Born to Influence: How to sustain a life of impact

This empowering and thought provoking presentation is geared for all levels of leadership, management and staff. Melanie shares strategies that will help you create a thriving work environment where employees are committed, valued, and engaged. This session will ignite a fire in the audience to continue serving and making an impact in the world around them. It will motivate them to be the best version of themselves both professionally and personally.

- Underline the importance of self-care
- Look at the characteristics of a great leader
- Symptoms and causes of compassion fatigue and burnout
- Discover how we communicate affects moral and performance
- Eliminate the toxic attitudes and behaviors that will infect your team
- Explore how vulnerability and accountability are vital in the caregiver world
- Create a culture where loyalty, creativity and integrity are the fruit of your environment
- Learn to maximize your team's performance and draw the best out of each individual employee

Speaker: *Melanie Willard*, Professional Speaker and Author

DETAILED PROGRAM

FRIDAY, JUNE 14

9:00 AM – 10:00 AM

OPENING PLENARY



Funny, You Don't Look Crazy **A Story about Mental Illness and Returning to Work**

Victoria Maxwell

Funny, You Don't Look Crazy captures Victoria Maxwell's experience of employment before, during and after bipolar disorder, anxiety and psychosis. It helps people better understand mental health issues in the workplace and best practices for returning to work. The opportunity to comfortably and openly discuss mental illness, decreases stigma and offers solutions to challenging situations. Audience members will walk away enlightened, holding an expanded vision of not what's improbable, but instead of what is possible.

10:00 AM – 10:30 AM

REFRESHMENT BREAK WITH EXHIBITORS

10:30 AM – 12:00 PM

BREAKOUT SESSIONS

3.1 Creating Psychologically Healthy Workplaces

Children's Services has created an environment that supports the intersections of psychological health and equity to build a positive, respectful and inclusive workplace culture. Learn how to create a psychologically healthy workplace; the dynamics and principles for creating a culturally relevant, psychologically healthy workplace; how to use a trauma informed, equity lens to support employees in the workplace struggling with mental illness; and about available resources to develop your own psychological health and safety strategy in your organization.

Speakers:

- **Elizabeth Harripaul**, People Services Coordinator, City of Toronto Children's Services
- **Peter Ramjattan**, Health and Safety Officer, City of Toronto Children's Services
- **Tobie Mathew**, Workforce Development Consultant, City of Toronto Children's Services

3.2 Strategies for Working with Tenants with Mental Illness

One in four Canadians live with mental health issues. The challenges of supporting recovery from mental health issues seem compounded when an individual is unaware of their mental health issues and the symptoms of their mental illness impacts their ability to remain housed. In this session, the audience will learn how to support individuals who do not regard themselves as ill but whose housing is threatened by their highly symptomatic behaviours. This session will include the challenges presenting for support staff assisting tenants with co-existing condition such as hoarding disorder with depression, anxiety, schizophrenia and bipolar disorder.

Speaker: **Megan Phillips**, Registered Psychotherapist

FRIDAY, JUNE 14

10:30 AM – 12:00 PM

BREAKOUT SESSIONS *(continued)*

3.3 Building Capacity for Staff Training + An Introduction to Skills for Effective Client Interactions

Frontline staff require a specialized skill set to assist the most vulnerable and marginalized people in Ontario. Providing staff with the necessary skills, training, resources and information equips them to provide effective support and services with better outcomes for clients. In this session, facilitators will provide an overview of their region's training programs and then introduce some of the foundational skills necessary for successful client interactions. These skills will include effective communication and building positive rapport, maintaining professional boundaries, increased self-awareness and empowerment-focused service navigation.

Speakers:

- **Terri Ann Witwicki**, *Manager, Program Integrity and Education, Regional Municipality of York*
- **Valerie D'Paiva**, *Manager, Child Health, Regional Municipality of York*
- **Wendy Beales**, *Family Therapist, Social Services, Region of Durham*

3.4 Information Exchange with the Office of the Public Guardian and Trustee

The Office of the Public Guardian and Trustee's core business is to protect the legal and financial interests of mentally incapable adults, and make healthcare (treatment) decisions for incapable individuals when no other person is available, capable or willing to act. In doing so, OPGT provides service to more than 30,000 Ontarians annually, investigates allegations of abuse, assists the courts by acting as litigation guardian of last resort, provides power of attorney kits, and appoints private guardians. During this special session, attendees will have the opportunity to ask questions and learn more about the role of the OPGT, and how it intersects with social service delivery.

Speakers:

- **Tanya Weber-Kinch**, *Director, Client Services, Office of the Public Guardian and Trustee*
- **Susan Fullerton**, *Counsel, Office of the Public Guardian and Trustee*

12:00 pm – 1:00 PM

LUNCH

1:00 PM – 2:30 PM

BREAKOUT SESSIONS

4.1 Strategies for Supporting Clients During a Mental Health Crisis

What can frontline staff do to assist clients in mental health crisis? Learn the practical steps in supporting a person in crisis, the most commonly used methods of crisis assessment, assessing for suicide ideations and supporting a client through safety planning and implementing an individualized crisis plan. Additionally, this session will offer the learner guidelines for culturally sensitive crisis intervention strategies.

Speaker: **Megan Phillips**, *Registered Psychotherapist*

FRIDAY, JUNE 14

1:00 PM – 2:30 PM

BREAKOUT SESSIONS *(continued)*

4.2 Let's Talk Dementia: Approach Matters

Do you work with people who live with dementia? Interested in developing your dementia awareness and knowledge and learning strategies to connect with people in a meaningful way by providing the right resources and support at the right time? If yes, consider attending this interactive workshop. You'll gain an understanding of the brain changes and corresponding behaviours associated with dementia, develop a philosophy of compassion, improve your interactions through self-awareness, and learn and practice skills that help persons living with dementia with connection and daily activities.

Speaker: **Janet Hart**, CEO, Navigating Dementia, Positive Approach to Care Mentor and Certified Trainer, Consultant and Engagement Leader

4.3 Models for Strengthening Services: City Mouse, Country Mouse

This session highlights how social services in a large urban centre and small rural communities are responding to the unique needs of OW clients in their respective communities. Toronto Employment and Social Services will provide an overview of key mental health and addiction initiatives, partnerships and opportunities, and include a discussion of resources and referral services that help clients navigate a maze of options in Canada's largest city. Speakers from Huron County Ontario Works and Choices for Change Alcohol, Drug and Gambling Counselling Centre will discuss how they formally partnered to provide collaborative wrap around services to OW clients experiencing addiction concerns. Among other practical takeaways, Huron's speakers will offer advice on how to leverage funding from existing budgets to provide clients with access to transportation.

Speakers:

- **Judy Kane**, Director, Toronto Employment & Social Services
- **Michelle Brait**, Manager, Program Support, Toronto Employment & Social Services
- **Lori Pozniak**, Intensive Case Manager, Huron County Ontario Works
- **Elise Metcalf**, Clinical Team Supervisor, Choices for Change Alcohol Drugs and Gambling Centre

4.4 Ready Set, Recognize: Detecting Mental Health Issues in the Workplace and How to Help

Combining her own 'been-there-done-that' experience of bipolar disorder, anxiety and psychosis, her successful return to work and knowledge as a mental health worker, Victoria offers a clear overview of mental illnesses, early warning signs and the associated risk factors. This workshop provides a concise framework to sensitively and effectively approach, talk, listen and support individuals who may be dealing with mental health issues in the workplace. Interactive group exercises and a case study will offer a safe low-risk environment to practice skills and highly engage workshop participants.

Speaker: **Victoria Maxwell**, Creative Director, Crazy for Life Co.



FRIDAY, JUNE 14

2:30 PM – 3:45 PM

CLOSING PLENARY

Mindfulness and Mental Health

Wendy Beales, Family Therapist, Social Services, Region of Durham

Mindfulness is the developed ability to observe one's thoughts, emotions and physical sensations with a present moment awareness and attitude that encourages compassion and curiosity. The Region of Durham's Family Counsellors use mindfulness within their work with clients and workplaces as it contributes to positive mental health and wellbeing by assisting individuals to step out of reactivity and/or autopilot, including fight, flight and freeze responses, and instead cultivate increased self-awareness, emotional regulation, problem-solving and psychological flexibility. In this talk, the presenter will speak briefly about how and why mindfulness works along with the benefits of continued practice. Participants will have an opportunity to take part in a guided mindfulness exercise.

More topics and speakers to be announced.

VENUE & ACCOMMODATION

OMSSA's 2019 Mental Health Forum is taking place at:

Holiday Inn International Airport Hotel

970 Dixon Road
Toronto, Ontario
M9W 1J9

ACCOMMODATION

Book your room at the Holiday Inn International Airport Hotel on or before **May 22, 2019** to be eligible for the group rate of **\$149+ +/night** by calling **416-674-4363**, email groups@yyzia.com or [book on line](#).

OMSSA has a limited number of rooms in the group block. The group rate cannot be guaranteed after the block is sold out.

If you have any questions about booking your hotel or about the Forum, please email education@omssa.com.

FEES AND REGISTRATION

MEMBER RATES

Available to any staff member of an OMSSA member organization (one of the 47 CMSMs and DSSABs in Ontario).

	Member Early Bird Rate (By May 28)	Member Rate (After May 28)
Full Registration (June 13-14)	\$525 + HST	\$625 + HST
One-Day Registration (June 13 OR 14)	\$275 + HST	\$375 + HST

NON-MEMBER RATES

	Non-Member Early Bird Rate (By May 28)	Non-Member Rate (After May 28)
Full Registration (June 13-14)	\$630 + HST	\$730 + HST
One-Day Registration (June 13 OR 14)	\$330 + HST	\$430 + HST

NOT-FOR-PROFIT (NFP) AND STUDENT PASSES

For students or small, community-based agencies delivering human services. Student pass requires a current, valid student ID.

	NFP / Student Early Bird Rate (By May 28)	NFP / Student Rate (After May 28)
Full Registration (June 13-14)	\$325 + HST	\$425 + HST
One-Day Registration (June 13 OR 14)	\$175 + HST	\$275 + HST

SPEAKER RATES

Available only to those scheduled to speak at plenary or breakout sessions at the Forum.

	Speaker Flat Rate
Speaker Registration (June 13-14)	\$200 + HST

CANCELLATION AND SHARING POLICY

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than 10 business days prior to the event (on or before May 29, 2019). No refunds will be issued within nine business days of the first day of the event (on or after May 30, 2019). Forum registrations cannot be shared. A substitution will be accepted up to and including the first day of the event. OMSSA reserves the right to change or cancel the program without notice and will only be responsible for refunding the registration fee. OMSSA is not in any way responsible for travel or accommodation costs or losses related to the event.

SPONSORSHIP AND EXHIBIT OPPORTUNITIES

OMSSA offers a variety of sponsorship and exhibit opportunities. We provide our partners with the opportunity to engage with OMSSA members – they offer the ideal platform for developing and growing relationships with highly qualified current and prospective clients.

REACH KEY DECISION MAKERS: Forum delegates are senior decision makers and service providers in the sectors of housing, early learning and child care, community services, income assistance, and support for employment and training. Together, OMSSA members represent approximately \$9 billion in collective buying power.

SHOWCASE YOUR PRODUCTS, initiatives and projects in social service delivery: Get recognition as a key player in the municipal social services sector.

RAISE YOUR COMPANY PROFILE: Alignment with OMSSA demonstrates your commitment to human services and helps build your company's image in the municipal social services sector.

Access [Sponsor and Exhibit](#) brochures and pricing