

Connecting Voices

Newfoundland and Labrador Association of Social Workers



Feature

Clients' Right to Make Poor Choices

BY HENRY KIELLEY MSW, RSW & HAROLD GUZZWELL BSW, RSW
PROFESSIONAL ISSUES COMMITTEE

It happens so frequently, every day of our lives, that we scarcely are consciously aware of it. It pervades our work, play, family life, private life, and its presence and assurance is an overwhelming assumption on our part. And for the most part, that assumption is a safe one. Then, there are situations and circumstances when it gets taken away – usurped by another who presumes to know best. The matter at hand? Self-determination, the right to choose, the right to make decisions that affect every minute detail of our lives – from the most complex to the most mundane.

We learn in kindergarten or by listening to The Rolling Stones that we can't always get what we want, but we presume that we will be able to make choices within the parameters of our individual reality; in other words, we figure we will always have some degree of control over what we do with what we got. Ever read or see one of those Choose Your Own Adventure books?

[SEE FULL STORY ON PAGE 10](#)

Inside

January 2011 • Vol. 15, No. 1

Dementia: Are We Prepared to Care?
..... Page 5

Supporting Seniors Mental Health. Yes You Can!
..... Page 8

Social Workers Making Queerness Visible
..... Page 13

Proud to be a Social Worker!
..... Page 14

The Montreal Massacre: Reflections
..... Page 26

This issue of Connecting Voices is dedicated to the memory of the 14 women who were murdered in Montreal on December 6, 1989.



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"Excellence in Social Work"

NLASW Goals:

1. To regulate the profession of social work in Newfoundland and Labrador
2. To promote public awareness of the profession and practice of social work in all regions of the province
3. To engage in social policy analysis and advocacy

Editorial policy

The editorial committee is interested in :

- the happenings of Newfoundland and Labrador social workers
- professional issues
- social and legislative issues
- books, journals and other media of interest to social workers
- continuing education and job opportunities
- social work research, theory, practice and education

The Editorial Committee is interested in readers' stories, poetry, anecdotes, thoughts and ideas. Cartoons, artwork, pictures and acknowledgements are also welcome. Written submissions and photographs should be in electronic copy.

The Editorial Committee reserves the right to reject any article or return it to the author for revision prior to publication, as well as to edit submitted material for clarity and conciseness. All published articles and advertisements must reflect the profession's ethics and values.

We request that general articles be kept to 750 words, while commentaries at 500 words.

Advertising space is available. The Editorial Committee reserves the right to reject any advertising.

Publication does not imply endorsement by the NLASW.

Connecting Voices is published two times per year.

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Editorial



Getting Involved

BY MEGHAN HILLIER BSC, BSW, RSW

I am very excited to be the new co-chair of the Editorial committee to contribute to the Connecting Voices Newsletter. I have always looked forward to reading it in the short time I have been in practice in order to inform me of what is going on in the social work world of Newfoundland and Labrador, and to help me reflect upon relevant issues in my everyday practice. The committee would also like to welcome back Annette Johns, as she has returned from maternity leave and is resuming her position as co-editor of Connecting Voices, and welcome new member Jorge VanSlyke.

As many of you are aware, the NLASW recently conducted a Membership Engagement Survey, which elicited feedback from social workers regarding the different aspects of being a member of the NLASW. We received responses from 336 people and are very happy to report that we received nothing but positive feedback about the Connecting Voices Newsletter. 86.1% of respondents read the newsletter and 52.5% expressed interest in writing an article for the newsletter. Therefore, we encourage all of you who are interested in writing an article to please do so; if you have any questions about this, please contact a member of the editorial committee, as we would be happy to discuss it! Over 50% of respondents like the fact that the newsletter is sent by mail; however, it is also positive that anyone can view the newsletter on our website

to ensure that it is easily accessible to anyone interested in reading it. Other positive feedback received regarding the newsletter is that people were happy with the amount of diversity and relevance of the articles that contribute to their social work practice. Annette Johns will provide a further analysis of the feedback received in this issue of Connecting Voices. Thank you so much to those who responded to the survey— we will continue to utilize the positive and constructive feedback provided to the committee to continue providing an informative and enjoyable read!

This edition of Connecting Voices covers a multitude of topics such as leadership, violence against women, long-term care, seniors mental health, promotion, ethics, LGBYQ youth, and various initiatives happening around our province. Mona Romaine-Elliott helps us to remember and reflect upon the Montreal Massacre and how violence against women is continuing to be an overwhelmingly critical issue 21 years later. We have been informed of the exciting graduation of social workers in Labrador who completed the Bachelor of Social Work Post Degree Program in partnership with St. Thomas University, Labrador-Grenfell Health and the Nunatsiavut Government. Jorge Van Slyke shares the learning she experienced since beginning her work in long-term care, and Rob Sinnott provides an informative overview of some LGBTQ youth initiatives happening in our province.



Reading articles pertaining to all of the initiatives happening in the community has made me think about what I can do to contribute to the world around me aside from my day-to-day job. Reading about Priscilla Corcoran Mooney's incredible involvement in her community has caused me to reflect upon all of the skills and passion that social workers have to offer to their respective communities. My area of practice is Child, Youth and Family Services; the work schedule with this program can be quite demanding and it can often be difficult to commit to volunteering or participating with various initiatives or programs. However, I think it is quite important for us to have involvement with projects or initiatives outside of our job that further develop our skills and knowledge in other areas. Becoming involved with projects about which we are passionate can be great for mental health, as we are doing our part to give back to the community and the people in it.

The committee hopes you continue to enjoy Connecting Voices and encourages you to consider submitting an article to be published in a future edition.



Executive Director

Executive Director & Registrar's Report On Arrogance, Truth, and Regulation

BY LISA CROCKWELL MSW, RSW

Last September I was on my way to the airport in Winnipeg after finishing three days of national registrar's meetings when my cell phone rang. As I finished the call, the driver (a social worker whom I had just met) turned to me and stated "you must have taken english as a second language". When I looked puzzled by his remark, he proceeded to say that he understood what I was saying! An attempt at humour?...maybe. Did I take this as arrogance?...definitely. While many of us from this province have endured similar experiences, it led me to think of a recurring theme. There are many aspects of our culture, our language and our approach that are unique and of that I am justifiably proud.

One element of uniqueness was our approach to the federal Agreement on Internal Trade. Did you know that in 2005, the NLASW was the only social work organization in Canada not to sign the mutual recognition agreement for social work? The Board of Directors made this decision because of a strongly held affirmation that the Bachelor of Social Work degree should be the minimum standard for entry to the profession in this province. To sign at that time would have meant that those registered on the basis of college diplomas and certificates in other provinces would have to be registered in Newfoundland and Labrador. Was this viewed by the rest of the country as arrogant?...maybe. Was this right for our

province?...definitely.

A letter was received from the Honourable Jerome Kennedy, Minister of Health & Community Services in September 2010 stating that the NLASW proposal for exception to labour mobility under the Agreement on Internal Trade was approved. In his letter, Minister Kennedy stated "I trust this exception will assist the Newfoundland and Labrador Association of Social Workers carry out its public protection mandate by ensuring that applicants for registration have, at a minimum a Bachelor of Social Work degree".

March 31, 2011 is the date of implementation of the new Social Workers Act. The legislation has been anticipated for several years as all professional acts in the province have been amended to include uniform procedures. As part of the process of revising the Act, there were several sections pertaining to registration that were strengthened. One was the inclusion of social policy in the definition. The new definition of social work follows:

Section 2(f) "social work" means the assessment, remediation and prevention of psycho-social problems and the enhancement of the social, psycho-social functioning and well-being of individuals, families, groups and communities by

- (i) Providing direct counselling and therapy services to a client;
- (ii) Developing, promoting and delivering

human service programs including those done in association with other professions;

- (iii) Contributing to the development and improvement of social policy, and;
- (iv) Conducting research in the science, technique and practice of social work.

Did you know that most social work acts across the country have not given the profession control of both the title "social worker" and the scope of practice of the profession?

Another aspect of strength has been the focus on education. Section 18(a) clearly outlines the educational requirements as "a bachelors, masters or doctoral degree in social work from an accredited educational institute approved by the board". Generally, Canadian regulatory bodies in social work are required to examine combinations of education and experience as equivalent for entry. American regulatory bodies have been clearer as individuals are required to have a bachelor of social work degree to write the entry to practice exam.

Being a regulated profession is about recognizing the knowledge, skills and abilities that those who are registered/licensed to practice bring to the public. Social work in Newfoundland and Labrador has acquired legislation which is among the strongest in the country. An arrogant statement?...maybe. Truthful?...definitely.



Clinical

Dementia: Are We Prepared to Care?

BY JORGE GERONIMO VANSLYKE, RSW

When I volunteered to write an article about the challenges that our aging global society is experiencing, my first thought was to use an “expert” voice and critically analyze this trend and its impact on our profession. But I don’t think my less than two months of experience in long term care would aid me in this lofty endeavour so I decided to be more realistic and start where I really am - a novice social worker in the field of gerontology.

The Alzheimer’s Society of Canada (2009) released a study entitled *Rising Tide: The Impact of Dementia on Canadian Society* forecasting the population health and economic impact of dementia over the next 28 years. The projection was based on a 30-year period from 2008 to 2038 and it stated that by year 2038, there will be 257,800 new cases of dementia per year or 1 new case every 2 minutes. Alzheimer’s is the leading form of dementia and right now, dementia costs Canadians \$15 billion a year, a figure expected to grow ten times to \$153 billion by 2038.

Staggering figures, staggering consequences. Contrary to some belief, dementia is not a normal part of aging. I have had the opportunity to observe a handful of residents afflicted with this disease. They get confused to the point that their safety and well-being is compromised. Families are usually overwhelmed with guilt for not being able to look after their loved ones and for their feelings of helplessness seeing them so lost and disoriented, a mere



shadow of their former self.

Many families do try to care for their loved ones at home but there comes a point when safety becomes an issue and long term care is imminent. Which brings us to the crux of the matter - long term care facilities are getting hard-pressed from the burgeoning demands for admission. How are we preparing in terms of physical infrastructure? Are we getting more funding to build more long term care facilities or increase our bed capacity? If prevention is where we are gearing towards, how are we equipping communities and families to support the seniors longer and how do we recruit and train home support workers as they provide home care? How about our local, provincial, and federal policies? Do we see an attempt to formulate an integrated response that is not only reactive but proactive as well? Are we fully realizing how the increased number of population over the age of 65 will affect our labour force, our economic situation, our milieu of interventions and the very standard of practice as we know it?

The saddest realization on my part was before I worked with seniors, I did not really give this much thought. All my experience was around children, youth, and families, and I never thought that I would be faced with my own lack of understanding for the needs and issues facing our seniors. It was an eye-opener for me to see such need, to realize that ensuring quality of life is not just for people below 60. I wonder how many social workers out there who were like me, who once said, “I’ll never be able to work with seniors.”

Rising Tide outlines five components for a comprehensive National Dementia Strategy and they include 1) an accelerated investment in all areas of dementia research, 2) a clear recognition of the important role played by informal caregivers, 3) an increased recognition of the importance of prevention and early intervention, 4) greater integration of care and increased use of chronic disease prevention and management, and 5) a strengthening of Canada’s dementia workforce.

These five recommendations are top-down approaches, something that we in the frontline don’t need to wait for before we start becoming involved, before we start to care. Just by being informed of what is out there, learning to be advocates even though our field is “un” related, and using our voices to affect policy changes can make a big difference in how our quality of life in later years will be.



Leadership



Who Cares? Priscilla Corcoran Mooney Cares.

WHO CARES?

This article appeared in the Charter on November 4, 2010. It has been reprinted with permission from the NL Voluntary and Non-Profit Secretariat.



Voluntary and Non-Profit Secretariat

Mayor, business owner, social worker, Ms. Corcoran Mooney has been volunteering in her home community of Branch since her high school days at Fatima Academy editing the school's newspaper and helping out with its Green Team Recycling Program.

Since that time she has earned three degrees from Memorial University - Bachelor of Science, Bachelor of Arts and a Bachelor of Social Work.

True to her rural Newfoundland roots, both of the work terms she completed while studying social work at Memorial were at the Placentia Health Care Centre. You're supposed to do one rural and one urban work-term but I fought to do two rural," the 34-year-old says.

During her years studying at the university, Ms. Corcoran Mooney wore many volunteer hats – from sitting with Alzheimer's patients at Hoyles-Escasoni Complex in St. John's to hosting an Irish-Newfoundland show at the university's radio station CHMR. Ms. Corcoran Mooney is vice-chair of the Friends of Cape St. Mary's. She has also served as secretary for the Cape Shore Area Development Association



and treasurer of the Branch Recreation Committee.

Ms. Corcoran Mooney has received numerous accolades for her volunteer work through the years including Flare magazine's Community Volunteer Award. "It was a different experience to be among other women who were doing a lot of volunteer work. It was very humbling," she says of travelling to Ontario to accept the award. The award no doubt dearest to her heart is the Alumni Horizon Award which she received from Memorial University in 2009. The award recognizes and honours young alumni who have realized extraordinary achievements before the age of 35. "It felt really good to be recognized in my home province and to share it with everyone around me," she says.

According to the provincial government, there are approximately 197,000 volunteers in this province

who contribute 35 million hours a year of valuable unpaid time to their communities and community organizations.

Ms. Corcoran Mooney comes by her passion for volunteering naturally. The youngest in a family of eight, her parents were vibrant members of their community. "I remember sitting at the kitchen table with my books and Mom (now deceased) would be on the phone trying to get work for somebody or trying to get services for Branch. That was a constant go in our house," she says.

Ms. Corcoran Mooney says her parents always taught her to be proud of her home community of Branch and to do whatever she could do make it a great place to live. "They always instilled in me a very strong sense of: this is where you're from; this is where your roots are." Ms. Corcoran Mooney encourages others to volunteer. "It gives you a strong sense of community. You get to know what's happening at a lot of levels in your community. It's good for your mental health and it's an opportunity to meet other people," she says.

Ms. Corcoran Mooney is Mayor of Branch. Her husband Chris also serves on council. It's volunteer work that, she says, brings with it many rewards.

CONTINUED ON PAGE 15

Perspectives *60*

Social Work and Leadership – Where’s the Fit?

BY PATTI ERVING MSW, RSW

To look at leadership and social work, we have to consider what similarities are shared such as characteristics, traits, skill sets, abilities, etc. There is so much written and so much to say, bear with me as I try to draw the comparisons in one article!

As professional social workers we are obligated and duty bound to do the best we can, in helping our clients, patients and residents achieve the best outcomes. How do social workers do this? We bring a solid foundation of skill sets, values and knowledge.

We use our knowledge of oppression, human development, social problems, social justice, change, relationship dynamics, self awareness, code of ethics, standards, theories, therapies, models, tools and so much more. We combine that knowledge with skills of interviewing, assessment, contracting, writing, focusing, empathy, interpreting, summarizing, questioning, paraphrasing, and, again the list goes on. A significant aspect of these skill sets rests with clear communication which is, in and of itself, another skill!

A good social worker in a professional capacity combines and applies these skill sets, values and knowledge, with deliberate purpose. We use them for empowerment, motivation, improvement, change, to help others see future possibilities, and to challenge the status quo. The use of our knowledge and skills also involves an element of power. As professionals we recognize and use caution with this



power, particularly when we work with vulnerable people.

There are numerous frameworks for effective leadership. Personally, I like the Blake and Mouton Leadership Grid (1985) on which I base part this article. They offer two dimensions in defining what makes a good leader. With the first dimension, there has to be concern about the people. Sound familiar? I liken this dimension to “relationships”. The second dimension is concern about the results. I liken this dimension to “outcomes”. Outcomes typically infer a change or no change. A good leader needs to be strong in finding the balance in relationships and outcomes. Again, sound familiar?

People need relationships in all aspects of life. People, who look to professionals or leaders for change, want to be guided by someone they can respect, someone who also has a clear sense of direction and can convey

this direction with knowledge, purpose and clarity. Like any discipline, the respect develops from the relationship. And how do we develop the relationship - by acting ethically and by using our knowledge and skills set to define that relationship. People who are identified as ethical are those who are characterized as honest, fair, and competent; those who demonstrate integrity and knowledge; people who have a commitment to helping; and who take ownership for their actions and accomplishments. In essence, ethical conduct is the foundation of professional relationships as these ethical characteristics build trust. With trust in the relationship, comes a willingness to move forward.

Positive outcomes are typically what people hope for when they enlist the help of a professional. However, if there is too much emphasis on the outcomes, then there is too little focus on the relationship.

If we focus solely on the outcomes, we might as well tell clients what to do and how to think and erroneously expect that they will. We all know where that will end. However, too much emphasis on the personal relationship, and the responsibilities and accountabilities to the outcomes are jeopardized in a potential dysfunctional relationship. If a social worker spends too much time in the relationship we have to ask ourselves why that is.

CONTINUED ON PAGE 9

Health Promotion



Supporting Seniors Mental Health – Yes, You Can!

BY MONICA BULL MSW, RSW

Most of us will work either directly or indirectly with older adults in the course of our social work careers and all of us will experience our own aging and that of our family members and neighbors. Similarly all of us are in social work roles that enable us to, either directly or indirectly, promote and support mental health and well being. That comes with our profession. Recent statistics indicate that mental health problems affect 1 in 5 people in this country. These are issues that impact us all.

It is expected that within ten years almost 22 per cent of the population of Newfoundland and Labrador will be over age 65 and more than 45 per cent over age 50. These changing demographics have significant implications for social work practice and social workers can play an important role in promoting the overall health and well being of older adults.

Mental health is the capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections and personal dignity (Public Health Agency of Canada, 2009).

Supporting mental health of seniors

does not require that you be a specialist in mental health or employed in a mental health setting. Take a moment to consider how you currently support older adults and how this may impact healthy aging, including mental health. You will likely agree that you are in a position to in some way support the mental health and well being of seniors whether you work in the community, a hospital or long term care facility or policy/program planning. If we agree that we all can play a role in ensuring that as citizens of our province age they can continue to enjoy a high quality of life and sense of positive well being, let's talk about how.

Mental health promotion is a positive, effective approach involving any practice or policy that enhances capacity for good mental health for the whole population through action at the individual, community and societal levels. If you are working in a community setting, or if you volunteer in your own community, here are just a few examples of activities that help promote seniors mental health:

- Conducting an age friendly assessment of your community. (see Age Friendly Rural and Remote Communities Guide: http://www.health.gov.nl.ca/health/publications/afrrc_en.pdf)
- Looking at supportive housing options and programs such as meals on wheels;
- Organizing senior's recreation

programs such as an indoor walking program at your local school or community centre;

- Establishing a volunteer group to provide transportation to community events, shovel snow, etc.;
- Developing events and activities to support caregivers, and;
- Recognizing violence against older persons when it occurs in any form, acknowledging its impact on mental health, and taking action to prevent it.

According to an article published in the Canadian Journal of Geriatrics (2006), about 20% of those 65 years and older are living with a mental illness. A recent report by the Canadian Institute for Health Information (CIHI) indicated that one study which looked at a sample of seniors in residential care facilities found nearly 44% had symptoms or diagnosis of depression. The Canadian Coalition for Seniors Mental Health (CCSMH) cites reports of prevalence of mental disorders in LTC as high as 80 – 90%. It is a myth to think that mental illness is just a normal part of aging and that it is any less of an issue because you are an older person. It is also a myth to think that lifelong mental illnesses are less of a concern when people get older, in fact, care and support needs may become higher when mental illness combines with other physical health concerns. On a positive note, mental illness in seniors can be prevented and effective treatments are available.

If you are a social worker in a primary or acute health care setting you are in an ideal setting to help identify and provide early intervention and support to seniors (and their families) who are experiencing mental health concerns. Among the most common, mental health problems experienced by seniors are depression, delirium and dementia. Increasing your knowledge and skills in recognizing the signs and symptoms of these common mental disorders is very important. Receiving help such as supportive counseling or information early before problems become more severe can prevent the need for more intensive treatment and can help people get back on a healthier track to enjoying life and living to their full potential. In some cases it may be necessary to refer to, or consult with, a specialist from a mental health treatment service but in doing so don't underestimate your own ability to have a positive impact.

If you are a social worker in a LTC setting, you can support the mental health of residents using social work psychosocial assessment skills and other social work interventions such as individual and family counseling. As a social worker you have the ability to gather detailed life history and enable the entire team to get to know who this person is and how the team can help them adjust and thrive in their new place of residence. The importance of this process cannot be overstated and for many seniors the transition to a long term care facility can be traumatic and lead to feelings of isolation and depression. Social workers can help seek creative ways to help residents settle in that are considerate of their uniqueness

as individuals. Part of this process involves working with family members and significant others.

Resources for Practice:

- The Canadian Coalition for Seniors Mental Health (CCSMH) has materials that you can access free of charge. Please visit www.ccsmh.ca for more information and to sign up for regular updates.
- Memorial University has recently launched a new online Continuing Medical Education (CME) program dealing with the Behavioral and Psychological Symptoms of Dementia (BPSD) http://mdcme.ca/cmecourse_info.asp?Id=92
- The Canadian Mental Health Association of NL has developed an educational DVD on depression in seniors in LTC; see <http://www.cmhanl.ca/edu.asp#aging>
- The Seniors Mental Health Policy Lens <http://www.bcpqa.bc.ca/sponsored.html>
- The Seniors Policy Handbook http://www.health.gov.nl.ca/health/publications/seniors_policy_handbook.pdf
- Guidelines for Seniors Mental Health Services (a new document to be released by the Seniors Advisory Committee of the Mental Health Commission of Canada in early 2011) <http://www.mentalhealthcommission.ca/English/Pages/Seniors.aspx>



PERSPECTIVES CONTINUED FROM PAGE 7

Perhaps we're over-identifying, or lacking knowledge in the area we need for this relationship (did I mention reflection as a skill!). Similarly, if a leader is more focused on the personal nature of a work relationship then the professional relationship can be compromised. Examples of this could include wanting to be liked, favoritism, or not holding a team member accountable for poor performance or decision-making which leads others having to take up the slack and potentially feeling disrespected. The list goes on.

"Good leaders develop through a never ending process of self-study, education, training, and experience" (Concepts of Leadership, nwlink.com). Good social workers develop through self-reflection, on-going education (a requirement for registration), training, and experience. So what does social work have to do with Leadership? Everything. The teachings and on-going learning in social work provide us all the ingredients necessary to be a good leader. As social workers, we have the knowledge and the skills. We have a choice. We can either lead today or follow tomorrow (SSWLHC).

References:

1. Society for Social Work Leadership in Health Care (www.sswlhc.org)
2. Blake and Mouton Leadership Grid (1985) (<http://nwlink.com/~donclark/leader/leadcon.html>)
3. Characteristics of Leadership (www.strategies-for-managing-change.com)



Feature

CONTINUED FROM COVER

They were on the go mainly between 1979 and 1998, with some of them being republished. "If you would cross the gorge, turn to page 73. If you would battle the knights, turn to page 44." And that's the way we live our lives. But for some of our clients, it isn't that way. Why not? How is it that some of our clients find themselves faced with a loss of control in this area? What constitutes or precipitates a removal of one's right to choose?

When first presented with this topic, our thoughts went to back to many situations when, as social workers, we encountered clients who seemed to gravitate towards making "poor" decisions. Who hasn't sat in session with a client and wished we could blurt, "Just do X and that will address the problem. No, don't do Y, what are you thinking?" But our training leads us to work with clients to inform them of all available options, and then support them in the decisions they make, even when those decisions are contrary to our own values and beliefs. How do we do this? What are the limits?

We have tools at our disposal to assist us when clients make decisions that are ultimately harmful to themselves, such as our Code of Ethics, the Mental Health and Addictions Act, the Neglected Adults Act and, of course the Criminal Code of Canada. We can also employ ethical consults at times when we need validation that we are helping our clients pursue the path that is correct for them. Consultations with colleagues are also extremely important as we draw on the experiences of others.

Yet, there are still circumstances whereby our efforts hit a brick wall. Recently, once

such case came to light in which another factor came to the forefront of this debate...our own morals.

Let us provide you some background; Alice* is a divorced mother living with her adult child. Prior to the child turning 18, they had been living as well as could be expected from the Income Support system. That is, they survived on the amount of money available to them as an adult plus one child as well as the Child Tax Benefit. While this could not be described as a comfortable existence by any means, they supported themselves by augmenting their food with regular visits to the food banks, selling some craft items at local sales, and they also received a little support in terms of food from the ex-husband.

A big change came about at the child's 18th birthday when he was dropped from the parents file and the Child Tax Benefit also ceased. Now, suddenly, you had two adults trying to live on the Income Support amount deemed necessary to support one adult. Normally in these situations, the adult child opens up their own file and begins to receive benefits, but this did not happen. Referrals are also made to Career and Employment counselors to try and help young people break away from the cycle of dependency.

The estranged husband turned out to be a strong advocate for his family. Recognizing the stress the family was in, he tried to ramp up his support and also started a letter writing campaign to try and have someone become aware of the plight this family was in.

Based on the information we had in hand, a home visit was quickly arranged. Mom agreed to meet with us but was

very wary of what we wanted. She very quickly established strict conditions that we were not to have any contact with the ex-husband, and that they did not require any financial assistance. Over the next couple of years, this case was kept in view and we watched the family income dip below \$100 per month after rent / utilities were paid. No other means of income was ever discerned ... yet repeated attempts to offer financial assistance were rebuffed. "You can't make us take the money" was the phrase often repeated.

Various consultations were held with professionals. An ethics consult indicated all efforts to assist should be continued but not be too intrusive. The father kept writing letters and advocating for help.

Finally...Mom called for assistance. The house had been sold and they needed help to move. Here was our chance to do the right social work thing! We could help. In we went!

Turns out...assistance with moving expenses was all that was needed. You see...the family had been living very well...thank you very much. On the surface, it defied logic how anyone (or two) could live on so little. Yet, with a small but vibrant bartering system alive and well, access to NL Freecycle, a local web site where you can pick up almost anything for free, prudent use of foodbanks and other well developed skills...this family had lived very well.

Where had we gone wrong? Well, despite all our acts and well meaning intentions, we did not keep our own morals and belief systems in check. What we saw as a family sinking into despair and making poor choices, was actually a family who had simply decided to make their own

choices. The choices made were and still are correct for them. They know the assistance is there whenever they need... but until that time comes, it is up to us to leave well enough alone.

Before we judge people for poor choices, we need to take an in-depth look at the results of those choices. You may be surprised on just how good those poor choices really are!

Let's consider, for the sake of comparison, some ridiculous examples from our everyday lives. Let's suppose you went in to buy your next car. You had saved up, knew exactly what you wanted – even the colour. However, the sales pitch goes a little something like this: "Well, yes, I see you've selected the 2011 Random Car for your next purchase – an exhilarating choice! However, having reviewed your driving record and the number of speeding tickets you got last year, and the high-density traffic area in which you live, we'll actually be selling you the 2011 Other Random Car. So sorry. Be more careful next time." Or, how about going onto some travel site

and booking your next vacation to sunny, Random Destination. As you click your way through your choices and finally click "confirm" a message appears on the screen: "We see you're trying to book a vacation to Random Destination. We regret that we must redirect you to Other Random Destination as the political and economic climates in Random Destination are far too tenuous to allow you to proceed." Pretty ridiculous, yes? How is it any different for our clients when "we" (meaning individual social workers or systems or policies) sit in judgement of our clients and their choices?

Yes, there is a legislated, as well as a morally and professionally mandated need to intervene where there is a risk of harm to self or others (e.g., children in need of protection), but other than that, what exactly are we doing? Whose interest are we serving? Whose comfort zone are we trying to stay inside? Is there a tipping point at which the client's right to self-determination must be taken away because the system knows

better? How do we come to terms with the constant balancing act of being an advocate for our clients and an 'agent of the state?'

Big-ticket moral issues are a little easier to spot, but we constantly have to keep ourselves in check. It's very tempting sometimes to put on the white hat and come to the rescue. It's hard to not rush in and fix it. We're social workers, and we're caring people. But does that necessarily mean we're fixers? A social worker in Twillingate, Notre Dame Bay, facilitating a young social work student's first field placement some years ago said, "social workers don't give advice." So if we're not giving advice, what are we doing? Just listening and being neutral? What's too neutral? The fact that we have our own moral codes is irrefutable. How we apply that code to our daily practice is measurable, by us, on a case-by-case basis. And we owe it to our clients and ourselves to find that honesty.

* Not real name.



CLIENT RIGHTS:

Self Determination and Living with Risk: Practice Dilemmas

Challenging our professional & personal selves

Date: Tuesday February 22, 2011

Time: 2 - 4 pm

Location: Main Auditorium, Health Sciences Centre, St. John's

This event is offered free of charge. No registration required. This session will also be available through audio conferencing (province-wide) and video conferencing (select sites). Watch for additional details.

PANEL PRESENTERS:

Fern Brunger, PhD, Division of Community Health & Humanities, Faculty of Medicine

Henry Kielley, MSW, RSW, Office for Aging and Seniors

Janet Grant, MHSA/LLB, Stewart McKelvey, Barristers, Solicitors and Trademark Agents

Happenings

Atlantic Canada Oncology Network

**BY BILL HAYNES MSW, RSW AND
ELAINE HOLDEN MSW, RSW**

We would like to introduce a new Atlantic initiative called the Atlantic Canada Oncology Network (ACON). ACON is a broad group of cancer care providers from across the four Atlantic Provinces. Started in the summer of 2008, this group came together with the shared recognition that they lacked a common mechanism for communicating and supporting each other in their day to day work. Some of the common challenges identified with regards to gaps in cancer care included disparity in services such as travel assistance, medication and portability for drug coverage, patient navigation, psychosocial support and continuity of care.

The goal of ACON is to improve quality and access to cancer care and community resources in Atlantic Canada through communication,

collaboration, and information sharing. This network is for front line workers such as social workers, physicians, nurses, pharmacists, dietitians, occupational therapists, physiotherapists, psychologists, patient navigators, and other health care providers. Instead of working in individual silos and doing the best we can, this is a great opportunity to learn from each other, share information and subsequently improve patient care.

ACON has recently launched their new website: www.acon-atlantic.ca. The purpose of this is to share information among practitioners specifically about programs and resources in Atlantic Canada, as well as information about who delivers cancer care. The names of practitioners will be password protected (i.e. you need to be an ACON member which you sign up for on line) and will have email addresses and general phone numbers only. The website will have webinar capability

for education sessions and a password protected area for working documents and so on! The intent is that this will be accessed by health care providers to optimize communication and patient care. The general public will be able to access some information such as programs and resources.

The website will be a practical and useful tool to enhance the quality and access to cancer care provision. However, we are just getting started and invite you to consider becoming a member to help. There is no fee and you can decide to be a core or corresponding member. Our goal is to have as many members in the four Atlantic regions in both community and facility based organizations sign up and help populate the website with useful information. For more information, check out ACON at www.acon-atlantic.ca. We hope you take a look.



Announcements



Congratulations to Brenda Halley and Susan Greene on the birth of their twins Lilly and Michael.



Congratulations to Jody-Lee Farrah who accepted the position of Associate Registrar with the NLASW in September, 2010.



Melanie Murphy and her husband Steven Young welcomed their third child, David Gordon Murphy Young, on May 22, 2010.



Congratulations to Carolyn Jones and her husband on the birth of their baby boy, Eli, who was born on October 31, 2010.



Initiatives

Social Workers' Making Queerness Visible

BY ROB SINNOTT MSW, RSW

That's so gay! Faggot, dyke, sissy, butch...there are many names and terms that lesbian, bisexual, gay, transgendered, queer or questioning (LGBTQ) folks continue to hear. Many queer folk continue to experience violence and exclusion, despite advances in human rights in the last two decades. We know the impacts on one's mental health can be great. Media has highlighted recent suicides, and we have been witness to many appeals including the "It Gets Better" videos by celebrities and others. The negative impacts of homophobia, biphobia or transphobia, heterosexism and gender oppression are not new phenomenon. While we can appreciate the encouragement and awareness such appeals provide, there is a need to take action now so folks don't have to wait for things to get better.

Planned Parenthood - NL Sexual Health Centre as well as those connected to youth continue to hear stories of homophobia, bullying and discrimination in schools. Folks also share how there is little to no inclusion of queer positive material in the curriculum. Last year Egale Canada conducted the first National Homophobia Survey in Canadian schools. Please check out www.egale.ca for updates on survey results. Education and awareness are keys to change; creating opportunities for conversations and to examine and unlearn the social messages, heterosexism, gender stereotypes, and homophobia that are ingrained in all of us.

We know that everyone's experience is unique, and the more support and acceptance the better. How do we create safer communities and ensure that everyone is included? We start with ourselves and find opportunities for change on all levels: within our families, workplaces, schools, communities...

"I am not alone and there are many others like me."

Last year we highlighted the role social workers can play in 'joining with', building and creating safer communities for LGBTQ and straight allied youth. We highlighted three such projects with Planned Parenthood - NL Sexual Health Centre, where social workers are involved as partners and volunteers in creating visibility and inclusion. Given the recent media attention and ongoing issues, I wanted to update you on these initiatives.

The LGBTQ Youth Group in St. John's continues to offer monthly social events and meetings for folks who are aged 16-25. The group has been operating since October 2007 with the kind support of three core social workers volunteering their time. With current grant funding from the Wellness Coalition - Avalon East and space from Community Connections, Eastern Health, we are able to offer a "safe place" and various activities, all free of charge. The opportunity to meet so many youth, who in turn make connections with others, has been such a rewarding experience. We have participated in everything from arts-based activities, movie nights,

bowling, seasonal outings...and the list goes on! We have a Facebook group (LGBTQ Youth Group – St. John's) where folks and youth can learn about upcoming events.

The second initiative I would like to highlight is the Making Queerness Visible: Creating Safer Communities presentation. Last year this presentation was launched on the West Coast and Northern Peninsula of NL. The development of this presentation was made possible by a Provincial Wellness Grant from the Department of Health & Community Services. The presentation is now a permanent and evolving resource of Planned Parenthood - NL Sexual Health Centre that can be requested by schools and other interested groups. It focuses on homophobia, gender awareness and safety. The Education Coordinator has received requests from schools across NL.

The third project I would like to highlight is Camp Eclipse: OUT in the Woods. Several of us social workers, queer and straight alike, have been involved as planners and adult mentors at Camp 2009 and 2010! This leadership retreat for LGBTQ and straight allied youth ages 16-24 has again been made possible by various granting agencies. Camp has been such a powerful experience, as we meet youth from all over the province and even a couple from Nova Scotia.

CONTINUED ON PAGE 15

Promotion

Proud To Be a Social Worker!

BY NLASW PROMOTION OF THE PROFESSION COMMITTEE

On May 28th, 2010, Wanda Burt walked proudly across the stage of the Bison Centre at the University of Manitoba, to receive her diploma after 9.5 years of study through distance education. Wanda jokingly states she is a slow learner, but the reality was that she completed one course per semester, including electives and a required math and English course, which made the journey to becoming a social worker a long one.



While studying part time, Wanda worked full time with The Salvation Army as the Divisional Director of Community and Family Services. Her work involved community and social program development in rural and metro, project management of the Wiseman Centre Men's Shelter redevelopment and Executive Director at New Hope Community Centre. Core to her work was the ability to network and build partnerships with community agencies and government departments to enhance capacity building and funding opportunities through proposal writing for the many programs, projects and services, which were developed under her leadership.

Wanda acknowledges that it took a lot of self-discipline, support of family, friends and co-workers and a stubborn will that lead her to achieve her goal of becoming a social worker, even at this late stage of the game. "I didn't have time to sit in a classroom and study at home too, so the distance program worked for me. Every course I completed amazingly fitted in with my work at the time. I was even able to do my two field placements within my own organization because I was seconded to a new position as project manager of the Wiseman Centre Redevelopment," Wanda explains.

Wanda's son, Mitchell, was three when she started her studies and had just turned 13 as she completed her BSW. He has many memories of his mom at the kitchen table behind the books and laptop working on assignments, or in her study chair in the bedroom, studying for exams. "While I may have missed out on some play time during his childhood, I tried to balance things as best I could. Mainly though I wanted him to see how important this was to me and that everyone needs to achieve their goals in life. My proudest moment was when I walked across the stage to receive my degree and my son was cheering for me in the bleachers. When I met him after the ceremony, he said, 'Mom, I'm proud of you'. That made it all worthwhile for sure. Mission accomplished!"

Wanda's main interest and passion over the past several years has been in the area of homelessness and housing and trying to effect change for individuals deemed homeless within our city and province. She has been involved with several community committees including the St. John's Advisory Committee on

Homelessness and the NL Housing and Homelessness Network. Currently Wanda works at Choices for Youth, as the Shelter Coordinator/Manager. Her work involves management of shelter staff and she is working more frontline these days with youth who access the emergency shelter services. "This is great social work practice," Wanda claims, "and gives me even further insight into the real challenges youth face and the need for affordable supportive housing within the city and province to address the need. I am proud to be a social worker and hope my contribution to the lives of individuals and community will make a difference."

Wanda's story reminds us of the pride we all felt in obtaining our social work degree(s) (BSW and/or MSW). The NLASW Promotion of the Profession Committee encourages you to think about the day you received your degree(s) and reflect with colleagues. The Committee would also be interested in hearing your stories. If you have a story to share, please e-mail Stephanie Mealey (Chair) at stephanie.mealey@easternhealth.ca or Annette Johns at ajohns@nlasw.ca.

In 2008, the NLASW Promotion of the Profession Committee and Board of Directors sent all registered social workers our new RSW pin. All new registrants with the NLASW also receive this pin. The RSW pin represents a shared identity and connects all registered social workers throughout Newfoundland and Labrador. It is an honor to be part of a regulated profession, and we hope that you continue to wear your RSW Pins with Pride!



INITIATIVES

CONTINUED FROM PAGE 13

Camp includes opportunities for campfires; talent nights and art-based activities; sweet grass ceremonies; nature hikes, workshops on such things as heterosexism, how to start QSA's (Queer-Straight Alliances) in schools, LGBTQ history, advocacy; and shared meal times, building relationships and communities.

I would like to share one example of how powerful Camp Eclipse has been. At this year's Camp two youth who attended the first Camp presented on how to start a Queer-Straight Alliance and/or Diversity Club in schools. Each of them set up such groups in the year following their attendance at the first Camp. We were so impressed with the level of advocacy they took on, including overcoming hurdles, their organizational skills, gaining support of their schools and successfully running their respective groups. They helped raise awareness and bring people together, making their schools a safer place for all. These youth are my mentors as well!

"...camp has definitely made me stronger and more accepting of myself, and has helped me overcome many a wall since then."

As social workers we are in a privileged position to help ensure LGBTQ people are included and safe in their communities. We are in key positions to create change and invite others to initiate change, including our community partners and employers. You can check out Planned Parenthood's website www.nlsexualhealthcentre.org for details about all three projects.

"I am going to be okay no matter what because I have a community, an amazing strong community that I know will always be there for me."

Notes: Camp Eclipse: OUT in the Woods was named by the youth who attended the first camp. The Eclipse represents many things the camp stands for. Solar eclipses are monumental and unifying events. During an eclipse the moon (representing minority queer youth) lines up with the sun (representing the majority). Despite the moon's relatively small size, it becomes visible and empowered.

The quotes included in this article are from youth who attended Camp Eclipse.

LEADERSHIP

CONTINUED FROM PAGE 6

Volunteers are the heart of every community, Ms. Corcoran Mooney says. Whether baking cookies for a fundraiser, selling tickets to help a child enrol in a particular sport or offering an ear to a lonely senior – volunteering is a great way to help others while helping yourself. It's an opportunity to learn new skills and to boost your self-confidence as well as your resumé.

Ms. Corcoran Mooney says there's no place she'd rather live than her home community of Branch. Being a community activist is something she plans to do for many years to come. "Chris and I both feel we are so blessed to be able to live in a community that we are both from, have a business here and be able to give back to the community."

Note: Who Cares is part of a marketing campaign of the NL Voluntary and Non-Profit Secretariat. For more information on this campaign visit: www.whocaresNL.ca



Send Us Your Feedback

The editorial committee would greatly appreciate any feedback you have on the newsletter. Comments can be e-mailed to Annette Johns: ajohns@nlasw.ca

Happenings

Social Workers in Long Term Care Professional Development Day 2010

BY ANGELA MOYSE BSW, RSW

For the second year in a row, the social workers in Long Term Care Clinical Practice Committee, Eastern Health, hosted a professional development day at the Free Mason Hall in Mount Pearl. On October 18, 2010, the committee provided long term care social workers from across the province with the opportunity to enhance their knowledge and skill base and to collaborate on solutions for issues impacting clients of long term care.

The planning committee consisted of five social workers from the eastern region, Maureen O'Keefe BSW, RSW, Danette Spurrell BSW, RSW, Jean Pike BSW, RSW, Lori Hann BSW, RSW and Angela Moyse BSW, RSW. Planning for the day began in May 2010 with the priority being to develop a day that would cover a broad range of topics relevant to social workers who work with seniors living in long term care facilities province wide.

The day began with a focus group moderated by Annette Johns MSW, RSW, Social Work Consultant with the NLASW. The purpose of the time spent

with Annette was to follow up on the 2009 professional development day focus group, giving the group up to date information on consultations with government in areas related to seniors, and as well to follow up on provincial teleconferences held by the NLASW during the past year.

Peter Barnes M. Div., D. Min., CCC followed with a presentation on 'Grief, Loss and Adjustment in the Care of Clients in Long Term Care'. Peter engaged the social workers present in a learning experience that provided knowledge about the importance of assisting with the resident's and family's adjustment to loss. He also facilitated a discussion regarding the importance of the use of self, self observation, and self awareness as it relates to death, dying, grief, and bereavement experienced by clients and families in long term care. Finally, Peter provided the group with an overview of additional resources to grief, loss, and adjustment experienced by seniors in long term care facilities.

The afternoon was used for self reflection as Lori Hewitt MSW, RSW provided those in attendance with the opportunity to examine stress management techniques,

personal resiliency, and opportunities for self care. Social workers present were able to examine their work-life balance, and take time to reflect on current stress management regimes, in hopes of making positive changes to a healthier self.

The day concluded with an opportunity for all to provide feedback and complete an evaluation about the relevance of the education day to front line practice. Over 90% of those in attendance thought the day rated very good to excellent. Suggestion for future professional development days included looking further at best practices in long term care social work, and providing more opportunities for skill/theory based learning.

If you are interested in developing and hosting a professional development day for social workers in long term care for 2011, please contact any member of the 2010 committee for further information. The committee is open to sharing its template and lessons learned to any interested group who would like to take on the planning for the upcoming year.



You Are Invited...

Did you work with Social Services prior to March 31, 1998? Interested in a fun reunion?

The date has been set – May 14, 2011 at the Elk's Club on Carpasian Road, St. John's. If you are interested or want more information, email socialservicesreunion@gmail.com by January 31, 2011.



Building A Strong Foundation

A Message from the Honourable Joan Burke,
Minister of Child, Youth and Family Services

There is a famous quote and it goes something along these lines...it is not so much where you stand right now but the direction in which you are going.

The need for change has been well-documented and, through this process, the work we do and how we do it is being fundamentally examined. We know many of you who work in CYFS programs are getting anxious to make the transition and we need your patience. We are also eager to have all our staff under one department. However, this is an unprecedented opportunity and we want to get it right. I strongly believe that we are on the best possible path and, while we have many issues to address, we will ultimately create a system that other jurisdictions will want to emulate.

The creation of a new department provides the opportunity to align resources on the frontline, allow more targeted attention on CYFS programs, introduce quality controls and create a culture of accountability and excellence across all regions and programs. Never before has there been a single department dedicated solely to key issues for children, youth and their families.

During the summer of 2009, I visited CYFS social workers across the province and your feedback very much informed our new organizational staffing model which focuses on supporting you, the social worker, to better serve our clients. As you know, we have been fine-tuning

this model with the regions for the past number of months. And, over the next year, we will be concentrating on the effective transition of staff to the direct management of the new department and the successful implementation of this structure – one that focuses on strengthening the department's core mandate: the protection and well-being of children and youth.

The new organizational model will see improved supports for social workers and more realistic caseloads. Staff will have more direct access to a supervisor, as well as more clerical and social work assistant support. There will be increased delegated authority for children in care with 13 zone managers as compared to five current Directors in Region. There will be dedicated zone managers for the Innu and Inuit zones, and a Labrador service delivery team has been established to specifically address regional challenges and cultural considerations. These are just some of the elements of the new model which will be rolled out across all CYFS program areas.

Last year, we commenced the work of building a strong foundation to ensure that we create a department which always puts children first. Much of this work has been completed behind the scenes. We developed a new Provincial Government departmental structure and we are working on a transition plan for over 600 employees involving numerous human resources and administrative

challenges. We reviewed and introduced new child protection legislation to make it more child-focused and to help ensure that every policy that is developed under the new department is rooted in best practice. We assessed CRMS and committed to replacing it with an improved computerized case management system. We introduced a new complaints mechanism to monitor queries and to better assist families. We are also starting the development of an early learning and child care strategy.

We are striving to be as open, consultative and transparent as possible throughout this process. CYFS staff across the province have been involved in both focus groups and workings groups on a series of important new initiatives which will boost the level of clinical practice and service delivery, including: a new on-call system for child protection; the departmental strategic plan; new child protection legislation; a work count exercise; a new risk management model; as well as a continuum of care strategy. Your opinion is very important and that is why we will continue to include social workers in all upcoming projects and significant policy developments.

"Your support will shape our success and allow us to move forward with a shared vision of building the best system in the country."

Certainly, this is an exciting time to be working in this field. The new organizational structure concretely addresses the key issues social workers raised with me during the office visits. We understand that we need to ensure that our frontline staff and managers - who are dedicated to caring for children and supporting families often in challenging circumstances - have the necessary tools to provide the best possible service to our children, youth and families.

Ultimately, your support will shape our success and allow us to move forward with a shared vision of building the best system in the country. Change takes time and brings many challenges and growing pains. But the status quo has not been working. Together, we share the responsibility of making this work.

Acknowledgements

Ceremony Held for Graduates of Labrador Bachelor of Social Work Program

BY ALLAN BOCK
COMMUNICATIONS MANAGER
LABRADOR-GRENFELL HEALTH

A ceremony was held on July 17, 2010 to honor the graduates of a program unique to Labrador. The Bachelor of Social Work Post Degree Program was a collaborative effort involving Labrador-Grenfell Health and the Nunatsiavut Government's Department of Health and Social Development.

"This is indeed a great day for Labrador," said Delia Connell MSW, RSW, COO - Central and North and VP Community and Aboriginal Affairs in praising the 22 graduates of the program. "A need was voiced to educate people here and it happened through a partnership with the Nunatsiavut Government and St. Thomas University in New Brunswick."

Recruiting and retaining qualified social workers in Aboriginal communities has been a challenge for Labrador-Grenfell Health. Research and groundwork for the program was facilitated by Cathy Jong and funding was secured from the Nunatsiavut Government and the Government of Newfoundland and Labrador. St. Thomas University, which had worked with First Nations groups, was contracted to deliver the program. The program, which commenced in September of 2008, involved employees of the partner organizations who had completed post-secondary education and had an interest in entering the field of social work.



Michelle Kinney, Deputy Minister of Health and Social Development with the Nunatsiavut Government, noted it wasn't easy for students to balance studies and family responsibilities, but pointed out they demonstrated perseverance, patience, sharing and humour.

One of the graduates who spoke on behalf of her fellow students, Jenny Lyall, said while the sacrifices were many, the resulting rewards were sweeter. "Our journey has been long, but at least we're here," she beamed. "We now have a door opened to us that had been closed before."

University professor and program director Sandra deVink said she learned much from the students about Labrador, its people and a unique way of life steeped in culture and tradition. She said the success which the students achieved was well-earned and added that Labrador-Grenfell Health and the Nunatsiavut Government were wise to recognize the need to

develop an undergraduate program. The graduates have completed work placements and are working in a variety of social work agencies.

Praise was also reserved for many individuals from the partner organizations and St. Thomas University who made the program a reality and saw it through to a successful conclusion. Among them was Zita White BSW, RSW, program coordinator, who described her association with the program as a great adventure and said it was a delight to get to know the students.

"They will be valued social workers in our communities."

Group photo: Graduates of the Labrador Bachelor of Social Work Program are: Front, l-r – Patricia Fitzpatrick, Gillian Michelin, Melvie Colbourne, Nicole Burton, Connie Dyson, Jenny Lyall, Lindsay Michelmore, Subhadra Patra, Cathey Earles; back – Hilary Blake, Josie McNeill, April Andersen, Mildred Montague, Jacqui Dibbon-Brockerville, Julia Whalen, Kristin Blake, Mary Ann Spearing and Cory Freake. Missing from photo are: Stephanie Mercer-Barney, Rebecca Rennison, Lisa Shaw and Lynne Gregory.



School

News from the Memorial University School of Social Work

BY SUE MURRAY MSW, RSW,
NATHANIEL POLLOCK MSW, RSW, &
SHERI M MCCONNELL MSW, RSW

Greetings from all the students, staff, and faculty.

We live in a rapidly changing world - and the school reflects that reality! We have hired Alean Al-Krenawi (director); Ivy Burt (MSW Student Services & Continuing Education Coordinator); Brenda LaFrancois, Sobia Shaikh, and Raymond Neckoway (faculty); and Nathaniel Pollock is now the Nunatsiavut BSW Student Services Coordinator. By January, we also will have hired a BSW Student Services Coordinator and a Field Education Coordinator (to try to fill the shoes of Sue Murray who retired in December - much to our dismay!)

The end of the fall semester marks the halfway point for the first cohort of the BSW 2nd Degree program. The small, dedicated class will complete two semesters of field in January and May, graduating in October. The second cohort of 2nd degree students begins class in January. These students bring a wealth of diverse experience and insight to the program - and continue to make meaningful contributions to the school and community.

The Nunatsiavut BSW students have successfully completed their first

semester in the BSW program. The nineteen students worked tirelessly, with program coordinator Sandy Kershaw, cultural liaison Gwen Watts, and other staff alongside them. Courses have been taught by faculty members living temporarily in Goose Bay and by professors travelling to Labrador. Students, staff, and faculty have benefited from the participation of Inuit Elders and other community members. The program's Inuit content will be further enhanced when students take two Inuktitut courses in the spring. We look forward to further unique teaching and learning opportunities!

The on-line Field Instructors Course will be offered again beginning January 2011. To register, please contact Lisa Muise at lmuise@mun.ca. The deadline for registration for modules 1 & 2 is January 6th. We will also be offering a series of research presentations by faculty - which are open to the public and which will be accessible on the school website by summer.

A Warm Goodbye
from Sue Murray MSW, RSW

On December 31, 2010, after 18 years at Memorial's School of Social Work, I am retiring from my job as the field education coordinator. My feelings on leaving are somewhat bittersweet. While I am happy to be embarking on new adventures in my

life, I am saddened to be leaving all the wonderful people I have been so fortunate to meet in my role as field coordinator. Students, faculty, and staff at the School have enriched my life immeasurably and I have been very fortunate in my chosen career.

Since 1992, I have witnessed the amazing growth and expansion of the undergraduate, graduate, and doctoral programs, which have seen increased enrollments and hiring of new staff and faculty.

Most memorable to me has been the collegial and supportive environment shared amongst my colleagues. Their camaraderie and humour, especially evident during our coffee breaks and lunches, speak to the value of socializing and getting to know their personal and professional side.

I have valued the opportunity to work with all the social workers who took on the vital role of field instructor during my tenure. It is wonderful to see so many students graduate and gain the necessary work experience and confidence as social workers, as they begin to mentor the next group of new students in field education. Their enthusiasm and dedication is palpable!

CONTINUED ON PAGE 21

Membership

NLASW Membership Engagement Survey

BY ANNETTE JOHNS MSW, RSW & KIM BLAKE BSW, RSW

The NLASW recently completed an analysis of feedback provided by members from the on-line membership engagement survey. The purpose of this survey was to determine the effectiveness of our current membership engagement activities, and to provide direction in moving forward with future engagement initiatives and communications. Following is a brief summary of the key findings. Three hundred and thirty six (336) members responded to the survey. Members were asked about their awareness of current membership engagement activities. Figure 1 captures the percentage of those who were aware or strongly aware of our primary engagement activities.

In this article, we will discuss and highlight the membership engagement activities that the majority of members were most familiar with (Connecting

Voices, website, and social work month), and briefly update you on the next steps.

When it comes to awareness, Connecting Voices rated the highest. 86.1% of respondents indicated that they read Connecting Voices. 52.5% indicated that they would be interested in writing an article (the editorial committee would love to hear from you!). Members indicated that they liked the diversity of the articles and the relevancy to practice. People indicated that the newsletter helped to keep them updated on what was happening in the profession, while also creating a sense of community. The majority of respondents (62.8%) indicated that they were aware or strongly aware of the website, and more than 70% had indicated that they visited the website. Members had a lot of great ideas for improving the website and making it more relevant to social workers in practice. Recommendations included: providing links to journal articles;

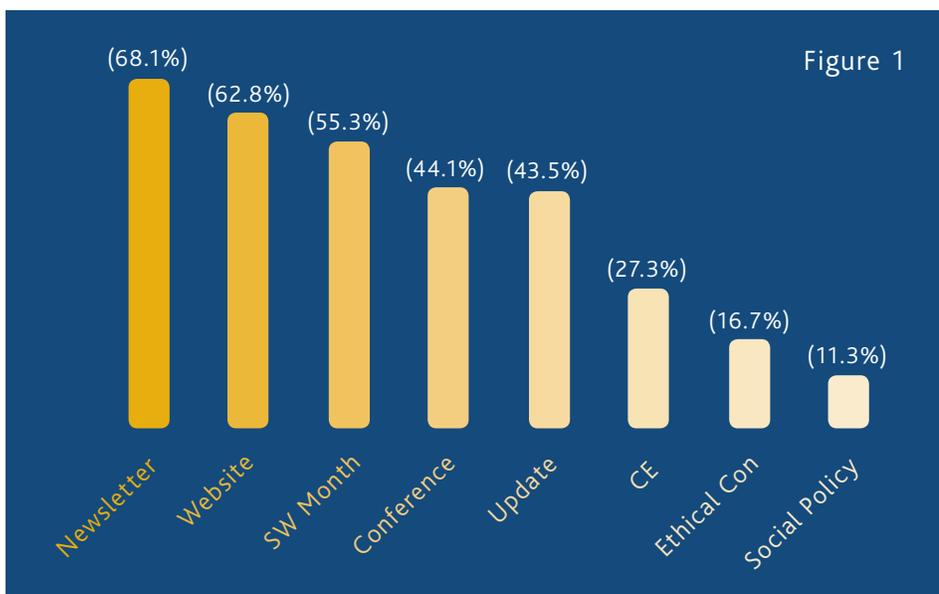
hosting a chat forum for social workers to share ideas and expertise; including information about social work month; and exploring the possibility of on-line services.

While a little over half of the respondents were aware or strongly aware of social work month, a number of recommendations were provided to increase members' knowledge of, and participation in, social work month activities. These recommendations included sending out public service announcements throughout the month, enhancing media/publicity, including more information on the NLASW website, visiting different worksites and meeting with social workers, and sending frequent e-mails to the membership.

The last question on the membership engagement survey asked respondents which membership engagement activity they saw as being most valuable. The newsletter (65%), continuing education (57.3%), and the conference (42%) were the top three activities. It was interesting to note that social policy was seen as the least valuable activity (23.4%). The low response may be directly related to the low awareness that respondents had of NLASW involvement in social policy analysis (11.3%).

So, where do we go from here? The Regional Board Representatives met on October 27th to discuss the findings from the membership engagement survey and to develop a plan of action. Several actions were decided upon. These actions included:

- Highlight results from membership



engagement survey in January 2011 edition of Connecting Voices.

- Share the results pertaining to continuing to education with the MUN School of Social Work Continuing Education Committee (the NLASW continues to be a member on this committee).
- Update NLASW website to include journal articles and information for practice (to aid in self-directed learning).
- Host NLASW Provincial Social Work Conference in Gander, with a focus on skill development.
- Continue to send NLASW updates on a monthly basis (these updates are sent to members electronically every month and contains information about, but not limited to, regulation/registration, social policy, social work month, professional development,

NLASW committee work, and general membership information).

- Continue to engage in social policy analysis, seek feedback from members, and share reports with members through the NLASW website. (NLASW has participated in recent consultations for a number of provincial strategies including Long Term Care and Community Support Services Strategy, Early Childhood Learning Strategy, Strategy for the Inclusion of Persons with Disabilities, and the Poverty Reduction Strategy. Written submissions to inform each of these strategies can be found on the NLASW website – www.nlasw.ca).

The NLASW would like to thank members who responded to the survey. Your feedback and suggestions were very helpful and informative. While the

survey is no longer available, please note that we encourage on-going dialogue and welcome your continued feedback. You may also connect with the NLASW Regional Board Representative in your region.

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Social Work Month 2011



In March 2011, social workers throughout Newfoundland and Labrador will be celebrating social work month.

The theme for social work month 2011 is: *Social Workers for Dignity and Inclusion: Upholding Human Rights.*



SCHOOL CONTINUED FROM PAGE 19

I truly believe field instruction is one of the most fundamental social worker roles, as it provides the critical foundation of values, knowledge, and skills to the next generation of social workers. It gratifies me immensely to see social workers take on this challenge time and time again.

A highlight for me was developing,

in conjunction with the SW FIA, the Awards of Excellence for field instructors who demonstrated dedication and commitment to field education and to the social work profession. Since 2001, I have been honoured to grant ten social workers this award.

On a humorous note, I am now seeing the next generation come through the School, many of whom are the daughters and sons of my social work colleagues. So I've decided not to wait

around for their grandkids!

To all the good people I have had the privilege of working with in all aspects of field education in social work these past 18 years, thank you for being so generous with your time and commitment. I feel it is timely for me to leave my position now with a sense of gratitude and accomplishment - and I extend a warm goodbye and my very best to all of you.



Commentary

Babies in Harm's Way

BY MELBA RABINOWITZ, RSW

This is an opinion article and represents the thoughts of the author in response to alternative living arrangements for children.

Is there anyone who has not heard that babies and toddlers in the St. John's area may be placed in Alternative Living Arrangements (ALAs) when protective intervention is required?

An ALA is an apartment or hotel room with rotating care givers on 12-hour shifts. Initially, this was an emergency response for two or three babies when foster homes were not available, but it has been going on now for three or four years. We do not know the formal count but the informal count is ten to twelve very young children this year, with some children remaining in this situation for up to nine months.

Imagine if you were a baby in a strange place, strange bed, sounds, smells and food, especially a baby switched from breast to bottle. Our brains are wired to be hyper vigilant, to arouse us when we sense danger. As the brain responds to a sense of unrest or danger, the fight/flight mechanism in the brain stem is drenched with

adrenaline, preventing the equilibrium and capacity needed to relax and absorb normal nurturing and caring. When babies are placed in ALAs, this can begin the basis of an attachment disorder that gains strength, hour by hour such that if a baby were to be returned to his family or transition to a foster home, or an adoptive family, he or she may already be so damaged that his/her brain simply stays on "red alert."

Dr. Bruce Perry, one of the foremost authorities on attachment in the world, delivered a public lecture in St. John's in March, 2008. He emphasized that "the capacity to form and maintain relationships is the most important trait of human kind for without it none of us would survive, learn, work or procreate." Imagine a baby with rotating care givers with no potential for sustaining attachment.

Minister Burke says that recruiting more foster families is one solution and this will be possible when the Department is re-structured and a new budget is in place. Another option was introduced by the State of Michigan in the mid-80's in response to a similar crisis. Families First was designed to

provide a 24/7 response to families in their homes and communities by trained, therapeutic workers, for 4 to 6 weeks immediately following a report of concern. As a result, eighty-five percent of the children remained with their families at the 12-month follow-up, with a significant cost savings.

Over twenty five years later, Families First reports that these same outcomes are sustained. Three thousand families used the FFP model in 2007-2008, with 85% of children remaining with their families at the 12 month follow-up (Simpson, 2010).

The Family Preservation model is now offered to all counties in the State of Michigan and is set in the legislation of 35 states in the U.S (North Carolina Family Preservation Legislation-2009). The Michigan FFP staff provides training in North America and there are several existing, well respected, non-profit family service agencies in the St. John's area that could implement a pilot FFP model fairly quickly in response to these children in crisis. Children have the right to family, cultural and emotional well being through constructive interventions and planning. 

References: (1) Lesley E. Simpson, FPP Specialist. March 16, 2010. E-Mail: Simpsonl1 (Michigan Gov.) (2) Intensive Family Preservation Services. PDF View. North Carolina Department of Health and Human Services. Goals, Values and Beliefs of the North Carolina Program. March 2009. (3) Lily Bursey, November 27, 2010. E-Mail: lilybursey@nf.sympatico.ca (4) Attachment: The First Core Strength by Bruce D. Perry. Scholastic Series. (5) The Impact of Abuse and Neglect on the Developing Brain. Dr. Bruce Perry. Scholastic Series. Google: Scholastic/ Bruce D. Perry. (6) The Power of Early Childhood. Bruce D. Perry. For more articles written by Dr. Perry, see GEMMA website. (www.gemma.nl.org) (7) 2005 CASW Code of Ethics & Guidelines for Ethical Practice

 **DEADLINE FOR SUBMISSION FOR THE NEXT EDITION OF CONNECTING VOICES IS MAY 15 • 2011**

Regulation

Strengthening the Profession through Regulation

BY JODY-LEE FARRAH MSW, RSW

In 1993 when regulation of the social work profession began in Newfoundland and Labrador, it has been the vision of the Newfoundland and Labrador Association of Social Workers (NLASW) to achieve Excellence in Social Work. In striving to achieve excellence, three goals have guided the way for the NLASW. These goals are:

- To regulate the profession of social work in Newfoundland and Labrador;
- To promote public awareness of the profession and practice of social work in all regions of the province; and
- To engage in social policy analysis and advocacy.

Each goal weighted in its own merit has strengthened and shaped social work into the vibrant profession that exists today. Of these, the goal whose objective is regulation will be the focus of this article.

The importance of professional regulation is best described by James T. Casey (1994) who states, "the Supreme Court of Canada has concluded that it is difficult to overstate the importance in our society of the proper regulation of our learned professions. The primary purpose of the establishment of self-governing professions is the protection

of the public" (Casey, J.T. (1994) cited in Adachi, R. & McDonald, A. (2001) p. 1). Furthermore, "self-regulation is a privilege delegated to a professional or occupational group by the Legislature only when it is clear that the public can best be served by regulating the profession or occupation" (Government of Saskatchewan (1990) cited in Schultz, R. (2006) p. 5). Throughout my social work career, I have often counted it a privilege to have met resilient people on a daily basis and also a privilege to do something to help those same people at their most vulnerable time. Regulation is recognized as a privilege, and it's one that has strengthened the profession through the ongoing and enhanced protection of the public.

According to the Canadian Association of Social Workers (CASW) Code of Ethics (2005), "the social work profession is dedicated to the welfare and self-realization of all people...and the achievement of social justice for all. The profession has a particular interest in the needs and empowerment of people who are vulnerable, oppressed, and/or living in poverty" (p. 3). In social work, members of the public that are often the concern of the profession are society's most vulnerable citizens. These are citizens that may be marginalized, disadvantaged or down-

trodden. Social workers strive to denounce societal ills such as poverty, racism and discrimination through the professions long-standing commitment to respect the inherent dignity and individual worth of all persons. By doing so, the goal of regulation to protect the public will be met and the strength of the profession will increase.

Regulation further strengthens the profession by enforcing adherence to particular codes of ethics and standards of practice. In Newfoundland and Labrador, social workers adhere to the Canadian Association of Social Workers (CASW) Code of Ethics (2005). According to the CASW Code of Ethics (2005), its purpose is to "set forth values and principles to guide social workers' professional conduct" (p. 2). Through adherence to a code of ethics, social workers embrace and impart such values as: respect for inherent dignity and worth of persons, the pursuit of social justice, service to humanity, integrity, confidentiality and competence in professional practice. As each social worker practices ethically, regulation is maintained, the public is protected and the profession continues to strengthen, one social worker at a time.



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2. Canadian Association of Social Workers. (2005). Code of Ethics. Ottawa, ON. CASW.
3. Schultze, R. (2006). What does it mean to be a Self-Governing Regulated Profession? A Discussion Paper. Regina, SK.

Community

Hurricane Igor Puts the Spotlight on Resilience

BY EVELYN TILLEY MSW, RSW



When I first entered MUN School of Social Work, my goal was to learn how to best help people. Since then I have come to realize that the social work profession is much more intricate than that, but the real premise is still in helping people. When Hurricane Igor happened on September 21, 2010, I saw so many social workers in action "helping people" that I returned to my original thinking about why I became a social worker.

I am going to share stories with you about some of the amazing social workers we have in our communities. When Igor happened many of our social workers, who live in rural and remote areas were cut off from us. The phones were out, the power was out, and many of the roads were impassible, looking like bombs were dropped on them. Although some social workers could not get into the office for work, they were anything but on a holiday...

Elizabeth (Liz) Peddle is a social worker who lives in Hodge's Cove. Liz spent her time volunteering by packing and distributing food with the local Fire

Dept. and the Lion's Club, and checking on elderly neighbors who may be living alone and in need of supplies or support. All the while she was pumping out her own flooded basement.

Jaspen Barker is a social worker who lives in Open Hall. Jaspen is a new social worker with a huge commitment to her work. Jaspen's community was also isolated. In order to get to work, Jaspen paid a local gentleman to bring her by boat to the nearest land where she could get a ride to Clarendville where she works. Jaspen stayed with a friend in the area so she could stay at work.



Liska Burt is a social worker who lives in Bonavista. Liska's family was hard hit by Igor; the basement of their home was flooded and they lost half of their living space. Despite her own loss, Liska came to work so she could ensure she was available for others who needed support.

Mona Romaine Elliott is a social work manager in Bonavista. Mona lives in Newman's Cove which was completely cut off by Igor. Mona traveled by quad and then hiked for miles over washed out roads in order to get to work where

she could offer support to others.

Laurie-Anne Connors is a social worker in Bonavista who also lives in Open



Hall. She was traveling home on Sept. 21st and could only get as far as Port Rexton. She was stuck in Port Rexton, sleeping in a community hall for several days, all the while keeping in contact with work by going to an office in a near by community to contact clients, and trying to arrange a route back to Bonavista.

These are only a few examples and I am sure there are many others. Social workers continue to 'help people' on a daily basis to deal with the aftermath of Igor. Even though we do not see the pictures circulating anymore, hear about the struggles people are having, or see the changed landscape in our communities, the lives of people continue to change and adapt to the aftermath of Igor. Our work is continuing...

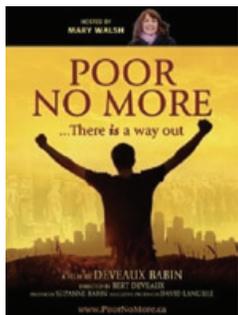
Photo's courtesy of the Fire and Emergency Services NL, and Government of NL.



Book Reviews

Poor No More...There is a Way Out

BY JODY-LEE FARRAH MSW, RSW



Poor No More is a documentary film by Deveaux Babin Productions that explores the lives of Canada's working poor.

Working poor is defined as "individuals and families who maintain regular employment but remain in relative poverty due to low pay and dependent expenses" (www.poornomore.ca). The film, hosted by

local television and film star Mary Walsh, takes an in-depth look at Canadians who are working to make-ends-meet with low wages, no benefits and job insecurity. It investigates elements of Canada's social safety net that are failing and exposes the relationship between corporate Canada and Parliamentarians.

The film takes us on a journey with three Canadians who travel with Mary to Ireland and Sweden to explore how those countries have confronted poverty. Their journey reveals Europeans enjoying free universal child care, free

university education and access to stronger unions; all while reducing poverty. Although it's completely moving, the viewer is left to wonder about those most vulnerable to poverty. How Ireland and Sweden might care for those with disabilities, mental illness or the aging is left unknown. This film will challenge every social worker to think beyond their current professional roles and consider the whole of society. This film is passionate and the message of Poor No More is clear: there is hope for a way out of poverty. The film Poor No More can be purchased online at www.poornomore.ca.



Online

BY CAROLYN JONES MSW, RSW

These websites may be useful to you in your daily social work practice. Happy surfing!!

Four Directions Teachings

www.fourdirectionsteachings.com

Four Directions Teachings celebrates Indigenous oral traditions by honouring the process of listening with intent as each elder or traditional teacher shares a teaching from their perspective on the richness and value of cultural traditions from their nation. The elders and traditional teachers who have shared a teaching on this site were approached through a National Advisory Committee of Indigenous people concerned with the protection and promotion of Indigenous knowledge.

The Homeless Hub

www.homelesshub.ca

Homeless Hub was created to address the need for a single place to find homelessness information from across Canada. Launched in 2007, the Homeless Hub is a web-based research library and information center representing an innovative step forward in the use of technology to enhance knowledge mobilization and networking. The Homeless Hub has emerged as a place where community services providers, researchers, government representatives, and the general public can access and share research, stories, and best practices.

Corporation for Supportive Housing

www.csh.org

The Corporation for Supportive Housing (CSH) is a national non-

profit organization and community development financial institution that helps communities create permanent housing with services to prevent and end homelessness. CSH advances its mission by providing advocacy, expertise, leadership, and financial resources to make it easier to create and operate supportive housing.

The Centre for Mental Health and Addiction

www.camh.net

The Centre for Addiction and Mental Health (CAMH) is one of the world's leading research centres for addiction and mental health. CAMH combines clinical care, research, education, policy, and health promotion to transform the lives of people affected by mental health and addiction issues.



Social Justice

The Montreal Massacre: Reflections

BY MONA ROMAINE ELLIOTT
MSW, RSW



December 6 marks the 21st anniversary of a grim, horrendous tragedy in Canadian history that jolted our complacent worlds and shocked the nation. On this day in 1989, a lone gunman, 25 year old Marc Lepine, walked into l' Ecole Polytechnique, Montreal's School of Engineering, and engaged in a shooting rampage. The cold, stark results were 14 young women murdered. The reason: because they were 'women'. He began his attack by entering an engineering classroom and separating the women from the men before commencing the shooting of nine women. He then roamed the corridors, the cafeteria and another classroom, leaving in his trail five other dead women, before killing himself. His claim was that he hated 'feminists'. In a suicide letter later released to the public, Lepine indicated that he blamed feminists for ruining his life and he expressed anger that feminists were trying to retain advantages of being women while trying to grab those of the men. Lepine had applied to the Ecole Polytechnique

but had not been accepted. Sadly, fourteen young women died that day because they had stepped out of their traditional roles and were pursuing careers in what had been a male domain. The question remains, How could this happen, and perhaps even more haunting is the question could it happen again?

The question of how could this happen has resonated many times over the past 21 years. There is a plethora of theories and interpretations ranging from individualist, to familial/ systems theories to structuralist and poststructuralist perspectives that seek to explain violence against women. The facts remain that Lepine's actions were deliberate and lethal and gender focused. Violence against women is a social problem, rooted in the inequality between women and men. The roots of violence are founded in many types of inequality and are an outcome of any power imbalance, which is the product of ability, age, creed, ethnicity, economic status, gender, race and sexual orientation (Government of NL, 2006). Violence against anyone is wrong but there is strong research to indicate that gender plays an important role in the context and outcomes of violence for women and men (Statistics Canada, 2006). It is reflected in the acts of Marc Lepine; in the dynamics of partner abuse; child abuse; elder abuse and dating violence. It is the product of complex social and environmental factors. It is reflected in the dominant stories of oppression and disempowerment that we hear as social workers everyday.

The Montreal Massacre reminds all of us that the personal is political. The facts are disturbing and while not as blatant or publicly daring as Marc Lepine's act of terror in a public place, the horror continues in this province. One only need to pick up a newspaper, watch the news on television or browse the internet and see disturbing prevalent narratives of child sexual assault, spousal assaults and spousal/ partner homicides. There is no doubt that women continue to be the victims of violence in our communities.

The statistical facts speak for themselves as reported in Measuring Violence Against Women Statistical Trends (2006):

- Women experience higher rates than men of sexual assault, stalking, serious spousal assaults and spousal homicide.
- Of the 217,900 women over age 15 residing in NL, approximately 108,950 (1 in 2) will experience at least one incident of sexual or physical violence throughout their lifetime.
- Women residing in Newfoundland and Labrador are most likely to experience victimization by a spouse or partner (70%), ex-spouse or ex common law spouse (9%), relative (7%), and others (5%). Only 5% of women are unable to identify their abuser.
- NL was the only jurisdiction between 1994 and 2004 to show an increase in spousal violence against women (a 2% increase).
- Aboriginal women are 3.5 times more likely than non Aboriginal women to

be victims of violence (343 per 1000 vs 96 per 1000 respectively).

- During 2005-2006, there were 1125 admissions of women and dependent children to shelters in NL.

As social workers, it is doubtful that these statistics are surprising. On the anniversary of the Montreal Massacre, we need to reflect on our own attitudes and theoretical perspectives. As agents of social control ourselves, we need to bring awareness of issues of power, racism, and privilege of society to our client - social worker relationships

(Greene, 1994). We need to recognize the power biases rooted in our own power status. We need to target change in the larger system rather than the individual client. We are dedicated as a profession to the achievement of social justice for all. We need to truly acknowledge the continuing existence of inequality and the impacts of power imbalances, as without a common understanding of the roots of violence, responses will be inconsistent and change will be impeded.

Since 1991, the anniversary of the

Montreal Massacre has been designated the National Day of Remembrance and Action on Violence Against Women. On this day women and men across the country hold organized vigils, marches and memorials. I urge each of you to light a candle this year for each of the women who lost their lives at Ecole Polytechnique on that ill fated day in 1989. As social workers, we have an ethical responsibility to lead the way, to shine a light for all the women in our lives. Let our reflections show us how.



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- "Theories Used to Explain Male Violence Against Women Partners" (2006). (<http://Scotland.gov.UK/Resource/Doc/925/0063072.pdf>)

Private Practice Roster



The NLASW has established a voluntary register of social work practitioners. The following social workers have elected to be included on the register. They meet the criteria for private practice in the profession of social work in Newfoundland and Labrador. Contact information for these social workers can be found under the membership information section of the NLASW website.

ST. JOHN'S REGION

Maureen Barry, MSW, RSW
 Bobbie Boland, MSW, RSW
 Mona Budden, MSW, RSW
 Agatha Corcoran, MSW, RSW
 Tammy Earle, MSW, RSW
 Darrell Hayward, BSW, RSW, M.Ed., CCC
 Dennis Kimberley, PhD, RSW
 Rosemary Lahey, MSW, RSW
 Denise Lawlor, MSW, RSW
 Louise Osmond, MSW, RSW
 Gladys Perry, MSW, RSW

Brian Kenny, MSW, RSW
 Jamielle Rivera, MSW, RSW
 Michelle Sullivan, PhD, RSW
 Lisa Zigler, MSW, RSW

EASTERN REGION

Lynn Burke Evely, MSW, RSW
 Wendy Cranford, MSW, RSW
 Wanda Green MSW, RSW
 Maxine Paul, MSW, RSW
 Murray Smith, MSW, RSW
 Ruby White, MSW, RSW

CENTRAL REGION

Valerie Elson, MSW, RSW
 Ruth Parsons, MSW, RSW

WESTERN REGION

Elaine Humber, MSW, RSW
 Barbara Lambe, BSW, RSW

LABRADOR REGION

Suzanne Wiseman-Felsberg, MSW, RSW





CTRI provides professional training and consulting services for individuals, communities and organizations affected by or involved in working with issues of crisis and trauma

NEWFOUNDLAND & LABRADOR PUBLIC WORKSHOPS

ADDICTIONS AND MENTAL ILLNESS

-Working With Co-occurring Disorders
St. John's, NL - April 11, 2011

Many people struggling with a mental illness are also struggling with an addiction. Recovery for people coping with both of these issues is complicated because they affect each other and are intertwined. Caregivers may often be at a loss for where to start - did the addictions cause the mental illness, did the mental illness cause the addictions or is there something else leading to both? This workshop provides a framework for working systematically with both issues at the same time.

SUBSTANCE ABUSE AND YOUTH

-Creating Opportunities for Change
St. John's, NL - April 12, 2011

Intervention attempts with youth who are struggling with substance abuse are often met with resistance. While some youth choose not to use substances or their use stays as experimentation, for others, their use quenches a much larger unmet need and a pattern of use and abuse develops. Participants of this workshop will examine the needs underlying youth's choices to use substances. They will also consider issues that make working with youth different than working with adults and explore short term and longer term intervention strategies.

DE-ESCALATING POTENTIALLY VIOLENT SITUATIONS

St. John's, NL - May 30-31, 2011

This workshop is designed to teach people to de-escalate potentially violent situations through assertiveness and interpersonal communication. Participants will leave the workshop with a clear understanding of how to assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.

1.877.353.3205 · www.ctrinstitute.com · info@ctrinstitute.com

Administration



MOVING?

If you have moved or changed your personal or employment information since registration renewal, please contact Adrienne Foley at (709) 753-0200 or by email at afoley@nlasw.ca.

TAX RECEIPTS

The NLASW implemented a new method of issuing tax receipts in January 2010. Tax receipts were issued with the registration card attached as individual renewals were processed. This process will continue for the 2011 registration year. Please ensure you retain your tax receipt as a duplicate will not be issued.

PROFESSIONAL DEVELOPMENT FUND

The NLASW Professional Development Fund is available to provide financial sponsorship for members to attend professional education and development activities that meet the criteria established by the Continuing Professional Education Policy. Deadlines for applications are September 16 and March 16 of each year. Application forms are available under the Continuing Education section of the NLASW website (www.nlasw.ca) or by contacting Adrienne Foley at afoley@nlasw.ca.

ONLINE CALENDAR

The NLASW online calendar is a great source of information regarding upcoming continuing education (CE) events that are offered by a variety of organizations and groups. You can access this calendar on the NLASW website (www.nlasw.ca). CE events posted in this calendar meet the NLASW Continuing Professional Education policy criteria.



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