Crisis Services: Innovative and Collaborative Approaches

31st Annual Crisis Workers Society of Ontario Conference

June 11-12, 2015

Four Points Sheraton
Kingston, Ontario

Conference Registration Package

Presented by:
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Who Should Attend:

- Mental Health and/or Addiction Service Providers
- Developmental Service Providers
- Police / Military Personnel
- Consumers
- Advocates for Persons with Mental Health Issues
- Hospital Front-Line Staff & Managers
- Members of the Crisis Workers Society of Ontario
- Researchers & Academics in Mental Health and/or Addictions Fields
- Students in Mental Health and/Addiction
- Correctional Service Staff

The City:

Everything you need to know about Kingston is featured on their tourism Kingston website!

http://tourism.kingstoncanada.com

Visit this comprehensive site for information on:

- Where to eat;
- What to see and do;
- Where to shop;
- Calendar of events and seasonal adventures;
- Special deals;
- Maps, virtual tours, featured neighbourhoods;
- On-line Official Visitor Guide

The Hotel:

The team at the Kingston Four Points Sheraton will help make your visit to Kingston a success. The downtown Kingston hotel features luxury accommodations, and is located just minutes from local corporate offices and attractions such as the world-famous 1000 Islands, Fort Henry, Grand Theatre, and the Kingston Trolley Tour. During your visit make sure to enjoy the local dining, entertainment, and shopping in downtown Kingston, or treat yourself to a cocktail or a delicious meal at King Street Sizzle Restaurant & Bar. This pet friendly hotel also has a pool, as well as a 24 hour fitness centre.

For more information, please visit: http://www.fourpointskingston.com

Conference accommodation rate of $169.00 per night has been negotiated for the CWSO Crisis Conference. Please contact the hotel directly at 1-888-478-4333 to book your room. You must say you are "a member of the Crisis Workers Society of Ontario" to get the special rate. Please note there is limited availability, book your room now!

Booking deadline: May 11, 2015
Crisis Services: Innovative & Collaborative Approaches

Thursday June 11, 2015:
Conference Day 1

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<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tr>
<td>7:00 - 8:30 am</td>
<td>Breakfast and Registration</td>
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<tr>
<td>8:30 - 8:45 am</td>
<td>Welcome</td>
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<tr>
<td>8:45 - 10:15 am</td>
<td>Keynote Speaker - Lieutenant-Colonel (Retired) Stéphane Grenier</td>
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<tr>
<td>10:30 - 12:00 pm</td>
<td>Concurrent Workshops (see page 4-5)</td>
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<td>12:00 - 1:30 pm</td>
<td>Lunch</td>
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<td>1:30 - 3:00 pm</td>
<td>Concurrent Workshops (see page 6)</td>
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<td>3:15 - 4:45 pm</td>
<td>Concurrent Workshops (see page 7)</td>
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<td>6:00 pm</td>
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Friday June 12, 2015:
Conference Day 2

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<tr>
<td>7:30 - 8:30 am</td>
<td>Breakfast and Registration</td>
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<tr>
<td>8:30 - 10:00 am</td>
<td>Keynote Speaker - Christine Hillis</td>
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<td>10:15 - 11:45 am</td>
<td>Concurrent Workshops (see page 8)</td>
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<tr>
<td>12:00 - 1:00 pm</td>
<td>Lunch &amp; Awards Ceremony</td>
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<tr>
<td>1:00 - 2:30 pm</td>
<td>Keynote Speaker - Heather Stuart</td>
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<td>2:45 - 4:15 pm</td>
<td>Concurrent Workshops (see page 9)</td>
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Keynote: **New Paradigms: Mental Health in the Workplace**  
**Speaker:** Stéphane Grenier, Lieutenant-Colonel (Retired), Canadian Forces; Mental Health Innovator

Grenier has challenged society’s traditional outlook regarding mental health for much of his career by redefining how we should care for and support those affected by mental health problems. His body of work began in his very own workplace, the Canadian Military, where he created and managed numerous employee driven mental health programs that have proven effective over the years and have been sustained since his departure. *(Speaker’s Spotlight)*

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**Concurrent Session 1-1:** **Health Sciences North Crisis Intervention Services: A Northeastern Ontario Community Model**  
**Presenters:** Robin Cheslock, RSW; Jodie Del Torchio, RSW; Susanne (Sue) Cronin, RN  
(Health Sciences North/Horizon Santé-Nord, Sudbury Mental Health and Addictions Centre)

Our Crisis Intervention model is rooted in the fabric of the Sudbury Community. Suicidality and Homicidality are the key pursuits of our service; our work flow process and service model assist with building the best rapport possible right from the onset. This speaks to both our Clinical and Clerical expertise.

One of the sayings that we hold dear to is this: “We have to know a little about a lot!” And this is the essence of our Crisis Intervention Program.

Our model is inclusive of all and is provided consistently 24/7/365. There is no answering service. In fact, most of the collateral agencies in our jurisdiction have our contact information on their answering machines. We have committed to provide our community with a Live Voice and response for Crisis Situations.

**Concurrent Session 1-2:** **Flexibly Guided CBT for Crisis and TCM Clients**  
**Presenter:** Dr. Rupinder Johal *(Queen’s University/FCMHAS)*

CBT has been found to be effective for common mental disorders and has been delivered in self help and guided self help formats. Currently CBT is recommended by national guidelines both in the USA and in Canada. Crisis and TCM services play a vital role in managing patients in acute mental health crises, however, there is no evidence of any psychological intervention being tried in this setup. Patients in crises can be perceptive to change and help through psychological
therapies. It therefore makes it an ideal situation for CBT using guided self help to be tried in this setting.

Concurrent Session 1-3: Providing Long-Term Services within a Short-Term Service Model: Where Shelter Services and Mental Health Crisis Teams Intersect

Presenters: Carrie Anne Marshall, OT Reg. (Ont), PhD (Candidate) (Queen's University); Brooke Phillips-Janisse (CYW) (Home Base Housing)

Crisis and shelter services both support persons who experience homelessness and are designed to provide short term supports. A subset of these clients, however, live in a state of crisis on a chronic basis. Some of these clients no longer have a relationship with long term supports. As a result, they rely on both crisis and shelter services in the long term. Because these services are designed only to provide support in the short term, their effectiveness may be limited. This session will open a discussion around this phenomenon, and will include small group discussions to problem-solve around this issue.

Concurrent Session 1-4: Kingston Drug Treatment Court

Presenters: Kristin MacLeod; Tamara Cicciarella (FCMHAS)

Join us to discuss Kingston drug treatment court, which was launched in June 2014. This presentation will discuss a variety of effective behavioral modification strategies and techniques in addressing client’s complex needs including substance use, symptoms of mental health, and trauma. We will discuss the use of rewards and sanctions to effect behaviour change in a drug treatment court atmosphere. Presenters will discuss specific case studies and treatment modalities utilized in the field.

Arriving Early?

Join us from 7-9 pm on Wednesday June 10th at the Old Stones Dining Room located in the Four Points Sheraton for a great networking get-together!
Thursday Afternoon: June 11, 2015

1:30 - 3:00 pm Concurrent Workshops
3:00 - 3:15 pm Break

Concurrent Session 1-5: The YTP: Transitioning Youth into Adult Services
Presenter: Chris Sullivan (CAMH)

This didactic presentation will explore the development and implementation of a protocol to confirm agreement between agencies regarding methods to help youth make the transition from youth mental health and/or addictions services to adult services using a coordinated team and an individualized plan to ensure ongoing success for the young person. The Youth Transitioning in KFL&A Protocol (YTP) was developed using the TRACK Study as the primary evidence base. It will improve service provider connectedness and system flow between the child and youth mental health and addictions sector, the adult mental health and addictions sector, and allied sectors.

Concurrent Session 1-6: Yoga & Ayurveda as Tools for Self-Care
Presenter: Mona L. Warner (Janati Yoga School)
A discussion on how to build resilience to the effects of stress using the tools of Yoga & Ayurveda - specifically the appropriate use of movement, breath work, meditation, mindfulness, and daily routines for self-care. This session will include lecture with PowerPoint presentation, experiential, and Q&A. The lecture component will discuss Yoga & Ayurveda, and how these tools affect the autonomic nervous system (sympathetic & parasympathetic), and how they can support us in our self-care. The experiential component will offer the opportunity to try basic breathing techniques, meditation and mindfulness. The session will end with time for questions from the participants.

Concurrent Session 1-7: Responding to Chronic Suicidality...Again!
Presenters: Dr. Juliet Darke; Kathy Southmayd, RN (Providence Care)
Helping suicidal individuals is one of the most frightening situations facing mental health workers; however, helping chronically suicidal people can be both frightening and frustrating. This workshop will explore the management of chronic suicidality, common reactions of service-providers, and why the typical crisis intervention model may not be helpful. Didactic presentation and scenario work will be used.
Concurrent Session 1-8: **Enhancing Cognition and Everyday Functioning in Mental Illness**  
**Presenter:** *Dr. Christopher Bowie (Queen's University)*  
A review of how cognition is related to disability and how improving cognitive skills improves everyday social, work, and recreational functions.

Concurrent Session 1-9: **Management of Psychosis in Crisis Patients Using a CBT for Psychosis Approach**  
**Presenter:** *Dr. Farooq Naeem (Queen's University/FCMHAS)*  
There is a strong evidence base in favour of CBT for psychosis and it is recommended by the national guidelines in UK, USA and Canada. This interactive session will briefly cover the theory and empirical-basis of cognitive behaviour therapy for patients with schizophrenia. The main focus will be discussion of the basic techniques and strategies. Topics covered will include formulation, normalization, working with delusions, working with hallucinations and working with negative symptoms. The focus of the talk is to highlight the use of these techniques in clients attending crisis services. It will include brainstorming session and role plays.

Concurrent Session 1-10: **Crisis Team’s Interface with the Mental Health Services**  
**Presenter:** *Dr. Tariq Munshi (Queen's University/FCMHAS)*  
This will be an interactive session with some case study reviews. These will range from clients with severe mental illness to those who present in a crisis due to certain life stressors in the emergency department. The role of the crisis services will be highlighted in how they were able to provide input at both ends ie: services provision keeping in view the social systems theory and liaising with the hospital services in certain high risk cases. In addition to this we will be highlighting what services are available to clients with mental health issues and the referral pathways.
Keynote: **Turning an Uncomfortable Topic into a Comfortable Conversation**  
**Speaker:** Christine Hillis, Founder/Mental Health Conversation Facilitator; Seeing Through the Label

Through using my experiences as someone living with mental illness and as the founder of a multimedia mental health initiative, I will be talking about how to encourage conversations on mental health. Christine will incorporate videos and photos from a recent journey around Canada talking about mental health. She will also talk about how to remove some of the taboo surrounding mental health by utilizing positive, open, and casual dialogue. Christine will also encourage discussion within the group including how to have conversations about mental health outside of work while maintaining work/life balance.

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Concurrent Session 2-1: **Let's Write a Song About It: CBT-Based Music Group**  
**Presenters:** Rich Tyo; Chris Trimmer (FCMHAS)

In the treatment of anxiety and depression, music can be an effective therapeutic intervention despite its continued ‘non-traditional’ status in hospital and community care mental health settings. It is also a great resource for reducing stigma and building connections between mental health professionals and clients. The presenters will discuss their CBT-based music group therapy program targeted at adults with symptoms of depression and anxiety, and will review the initial findings from their randomized control sample study. This is the first intervention of its kind. The presentation will be a mix of lecture, discussion, and interactive musical activities.

Concurrent Session 2-2: **The Journey of Creating a Joint Partnership**  
**Presenters:** Tracy Miles (Barrett Centre for Crisis Support); Lisa Whittingham (Hamilton Brant Behaviour Services)

Demonstrate the importance of cross sector partnerships in providing evidence-based informed client care. The presentation will demonstrate the value of knowledge transfer to support competence in staff in both Mental Health and Developmental Services. This project has focused on incorporating the tenets of applied behavioural analysis into the delivery of crisis services. This partnership has increased staff’s clinical capacity and understanding in providing care to the Dually Diagnosed (Mental Health Diagnosis with an Intellectual Disability) clientele.
Concurrent Session 2-3: The Older Adult in Crisis
Presenter: Dr. Maria Hussain (Queen’s University/Providence Care)

The presentation will begin with an overview about crises in older adults, and will be linked to mental health issues commonly seen in this population. The presentation will primarily be interactive, and case presentations will aid in discussion. Additionally, participants will become aware of the mental health resources for older adults that are present in the community.

What better way to wind down after a great day of learning?

Why not dinner and entertainment?

You are invited to join us on Thursday June 11th for a wonderful dinner!

Stay tuned! More details to come!
Keynote: **Overcoming Stigma in Mood and Anxiety Disorders: A New Psychoeducational & Behavioural Modification Course**

*Speaker:* Heather Stuart, PhD, Professor and Bell Canada Mental Health and Anti-Stigma Research Chair (Queen's University)

A psychiatric diagnosis can change their self-worth and definition of who they are. For people with a mental illness, it is more difficult to deal with than the illness itself. Stigma is highly prevalent and engrained in society. Removing prejudice and discrimination is a long-term task. In the mean time, stigmatized individuals must find ways to rise above these conditions and live healthy, productive lives. This presentation will outline the structure and content of a newly developed course designed to help people with mood and anxiety disorders designed to increase awareness of stigma and its consequences, reduce the psychosocial impact of stigma, improve their feelings of self-efficacy and empowerment, and promote recovery. The course is targeted to people with mood and anxiety disorders because they are among the most prevalent and there is evidence that experience of stigma differ depending on the diagnostic group. In addition to reviewing the course structure and the broad topics covered in this seven-module course, participants will have an opportunity to participate in its future development and evaluation in multi-site studies.

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Concurrent Session 2-4: **Dialectical Behaviour Skills for Clients in Crisis**

*Presenters:* Paula VanStrien; Michael Bruinx (Providence Care Personality Disorders Service)

Using DBT based tools as an approach with client who are frequently in crisis. Use of worksheets and concepts.

Concurrent Session 2-5: **An Innovative Partnership between Police and Mental Health (MCRRT)**

*Presenter:* Monty Dinally (Crisis Outreach & Support Team (COAST))

This session will be quite dynamic and will illicit a great deal of discussion around current trends and what seems to be the future and most innovative program in meeting the needs of individuals who are diagnosed with a chronic and severe mental illness. The most effective partnership between Police and Mental Health! In essence, we will look at how our MCRRT Team was developed; Statics since operational; the lessons we have learned; the benefits and downfalls of *MCRRT and how to start one in your community. *(MCRRT= Mobile Crisis Rapid Response Team)*
Concurrent Session 2-6: Harm Reduction
Presenter: Ron Shore, B.A., M.P.A. (Queen’s University)

This presentation explores the behavior of individuals within their social ecologies. Risky and problematic behaviors will be explored by understanding their roots in cognitive beliefs which are themselves grounded in formative experiences. The roles of families, culture and community, as well as known determinants to health, risk and protective factors will be discussed. Harm Reduction is presented as an evidence-based humanitarian approach to improving the health of individuals and communities. A radical revisioning of health services as community spaces will be presented.

WANTING TO SIGN UP FOR A NEW CWSO MEMBERSHIP OR RENEW YOUR CURRENT ONE?

Please visit the Crisis Workers Society of Ontario website at:

www.cwsontario.com/join-us

To sign up or renew!
Conference & Workshop Registration Form

First Come, First Serve! ! Limited Space Available!

Please complete the following form:

(A) General Registration

☐ Mr.  ☐ Ms.  ☐ Mrs.  ☐ Dr.  ☐ Other: ___________

First Name: ______________________________  Last Name: ______________________________

Title: ______________________________  Organization: ______________________________

Street Address: ______________________________________________________________________

City: _____________________________  Province: _______  Postal Code: __________________

Phone: ______________________________  Fax: ______________________________

Email: _________________________________________________

Please indicate how you would like to be identified on your nametag:

____________________________________________________________________________________

Important: Please indicate any special dietary requirements: _________________________________

Are you a member of the Crisis Workers Society of Ontario? ☐ Yes  ☐ No

Are you a presenter?  ☐ Yes  ☐ No

Would you be willing to be a room monitor for a concurrent workshop? ☐ Yes  ☐ No

Are you planning to attend the dinner on Thursday June 11th? ☐ Yes  ☐ No

(more details to be announced)

Payment:  ☐ Non-Member Conference Fee $395       ☐ Member Conference Fee $375

Total Amount: _________________________________

Membership fees to be paid to CWSO. Please visit the CWSO website at www.cwsontario.com/join-us for more details.
## Conference & Workshop Registration Form

*First Come, First Serve! Limited Space Available!*

### (B) Workshop Registration:

**Thursday June 11, 2015**

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**Friday June 12, 2015**

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Please email/fax/mail completed registration form (with cheque) to:

**Shauna Kingstone**  
2015 Crisis Conference Registrations  
552 Princess Street  
Kingston, ON  
K7L 1C7  
Email: crisisconference2015@fcmhas.ca  
Phone: 613-544-1356 xt 2403  
Fax: 613-544-5804

**Payment:**

- **Cheque** (made out to: Frontenac Community Mental Health & Addiction Services)  
  or:

- **Eventbrite:**  