

# BUILDING ON SUCCESS

PROMISING PRACTICES IN BC'S CHILD,  
FAMILY, AND COMMUNITY SERVICE

October 11–12, 2017

SHERATON VANCOUVER AIRPORT HOTEL  
751 Westminster Highway, Richmond, BC



THE FEDERATION  
of COMMUNITY SOCIAL SERVICES of BC



Ministry of  
Children and Family  
Development

# PRESENTATION DESCRIPTIONS

## **Ending Violence Against Women—The Power of Partnership**

*Tracy Porteous*

The “Be More Than a Bystander” campaign is a ground-breaking, award winning, community mobilizing, gender based violence crime prevention program, born right here in BC through a partnership between the Ending Violence Association of BC (EVA BC) and the BC Lions Football Club. The Bystander campaign brings together the expertise of EVA BC and the celebrity status of the BC Lions and teaches people, especially men and boys, that they can speak up in the face of violence and abuse and that when one person speaks up, it paves the way for others to do the same, thereby fostering social and behavior change in whole communities. The program is about making violence against women socially unacceptable by giving people the skills and the courage to speak up by knowing what to say in a variety of different scenarios. The message is that respecting women and girls is “cool”.

This keynote presentation will feature the thoughts and lessons learned by the creator of the program and also provide video footage of BC Lions players speaking up and teaching people how to be more than a bystander. Tracy will speak about the power and importance of men speaking up on a subject that has historically been seen as a women’s issue and has also shrouded in silence since time began.

**9:45–10:45 Wednesday October 11**

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## **Panel: Making a Lasting Difference Together**

*Lisa Hedrick, Simone Maassen, Cindy Brown, and Rebecca Tice (Moderated by Amanda Fenton)*

A panel consisting of MCFD and social services sector staff will offer reflections on a successful collaboration between MCFD, Abbotsford Community Services, and other community groups. Learn how together, partners rallied to address a community need and build the Autumn House team. Hear how the collaborative team (despite weathering a few storms) significantly contributes to the success of young people transitioning to independence through the Autumn House program.

**11:15–12:00 Wednesday October 11**

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## **Breakout 1a: Developing your Personal Leadership Capacity**

*Caitlin Frost*

It is inspiring and exciting to see what is possible in our work and leadership, and to set goals for success in both how we work and what we are able to accomplish. Whether we are in a recognized leadership position or not, all of our leadership is needed and called on as we engage the complex challenges of our work environments and the larger context we work in serving children and families in BC. Personal leadership practices that give us tools to shift our own limiting patterns and blind spots and access creative new ways of thinking are crucial as we navigate and often

changing landscape. Join Caitlin Frost for an engaging presentation on developing your personal leadership capacity while navigating the inevitable challenges along the way. She will share some stories, tools and insights.

**13:00–14:30 Wednesday October 11**

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### **Breakout 1b: Working in Uncertainty**

*Chris Corrigan*

Facing uncertainty and complexity is challenging for social services. How do we manage in emerging and rapidly changing contexts such as the fentanyl crises, changing demographics, or shifting policy imperatives and funding requirements?

In this workshop you will learn some simple frameworks to help you understand complexity and uncertainty in your organization to make choices about designing new initiatives. You will also learn new tools and processes for working with your staff and partners for strategic decision making and adaptive planning.

**13:00–14:30 Wednesday October 11**

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### **Breakout 2a: Protecting Mental Health at Work when Protecting Others— Resiliency tools for client-serving staff & their leaders**

*Seia Roots*

People working with children, youth and families put in more than just hours on the job—they also give their empathy and compassion. This work can be hard on the mental health of those staff and can show up as stress, burnout, substance use problems or staff leaving. Starting with an awareness of trauma and stress, this session will introduce leaders and supervisors to the information needed to safeguard their staff, recognize signs of a mental health problem in your staff and how to reach out.

**15:00–16:15 Wednesday October 11**

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### **Breakout 2b: Nurturing Mindfulness in Children, Youth and Families**

*Stephanie Curran*

This session will review how mindfulness can help build resiliency and enhance the well-being of children and youth. Mindfulness approaches can be taught to children, adolescents, and their parents/care providers to improve self-regulation, particularly in response to stress. We will review the latest research related to mindfulness-based programs and have an opportunity to experience a mindfulness practice first-hand.

**15:00–16:15 Wednesday October 11**

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## **Getting to What Matters: How to evaluate and communicate your impact**

*Steve Patty*

All of us who work with people need a way both to prove and to improve our impact in the lives of those we serve. We need data to demonstrate what we are doing is making a difference. We also need data to illuminate areas where we can get better and to show us how to get better. Too often we are influenced by a singular anecdote, or an idea like program satisfaction, or superficial metrics that miss the deeper, more durable, more meaningful aspects of human progress and development. We need better ways to evaluate what really matters. This workshop will show us how.

Based on the work of over a decade of capacity-building with hundreds of programs and agencies across North America, Steve Patty Ph.D. will bring to us innovative thinking and proven technique to help us prove and improve our impact.

**9:00–10:30 Thursday October 12**

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### **Breakout 3a: Application of the CCI Therapeutic Model in Residential Care—A Case Study**

*Chuck Geddes, Jennifer Hanrahan, and Christina Cabrera*

The Complex Care and Intervention model (CCI) is a collaboration between Complex Trauma Resources and St. Leonard's Youth and Family Services. It's a developmentally sensitive, trauma-focused intervention planning tool for children and youth in foster care and adoption. CCI was designed for children and youth who have experienced significant trauma or maltreatment, including those caused by parental addictions, mental illness, loss, neglect, family violence, and physical, emotional, or sexual abuses.

The goal is to apply knowledge about the developmental challenges arising from complex trauma in order to better inform assessment and intervention planning. This presentation will introduce the CCI model and describe how it has been used in the care of one high risk youth in residential care.

**10:45–12:15 Thursday October 12**

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### **Breakout 3b: How Early Life Trauma and Neglect Impacts Brain Development and Attachment**

*Jan Ference*

How does this information relate to your work? How can it assist your clients to begin the healing process from a neurobiological perspective? How does our society and culture ignore our greatest biological gifts, that are the potential key to lasting change? Lastly, but most importantly, how can we find hope in our work?

When a person is exposed to chronic stress, trauma, violence and/or neglect, brain development is impacted in a significant way. This in turn influences daily function, and the ability to develop in a typical manner.

Science is teaching us that adversity has a direct correlation to both emotional and physical health that can be passed onto future generations. We are also learning that the quality and nature of the early attachment relationship is more imperative than we ever understood.

**10:45–12:15 Thursday October 12**

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### **Breakout 4a: Practicing with an Indigenous Worldview**

*Kendra Gage*

Worldview has a major impact on the manner in which we practice and outcomes for the people we serve. This workshop will take you on a journey of exploration and discovery. You will have an opportunity to learn a different perspective on the work and the manner in which this perspective can improve outcomes for all families. The workshop will explore how an Indigenous worldview informs the work at Hulitan, the journey the organization has taken over the past seven years to improve our services and truly represent our values of humility, respect, connectedness and integrity.

**13:00–14:00 Thursday October 12**

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### **Breakout 4b: Best Practices for Diversity Management**

*Elisabeth Cooke*

Elisabeth Cooke's presentation will address best practices relating to sexual orientation and gender identity when working with children, youth and their families. The presentation will review our roles as service providers, funders and employers, as well as reflect on the backdrop of the human rights framework in British Columbia. Participants can expect to learn from case examples and discussion.

**13:00–14:00 Thursday October 12**

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### **The Opioid Epidemic: Helping Families Prevent Overdose—or Deal with the Aftermath**

*Candace Plattor*

As anyone working with addiction knows, death from opioid overdose is occurring much faster than anyone expected - showing no real signs of slowing down and taking its devastating toll on the families of its victims, as well as on those of us whose clients are dying in this way.

People do not become addicted in isolation, nor do they recover in isolation. Therefore, it becomes imperative for all of us to know how to help the families and other loved ones when treating addicted clients. Until this happens, the addiction continues.

When the loved ones of your addicted clients can recognize the intrinsic differences between "helping" and "enabling," as well as how vitally important it is to be able to identify, set, and maintain appropriate, self-respecting boundaries with the addicts in their lives, the entire dysfunctional system can begin to heal itself - and the number of overdoses can then be minimized.

Whether your client is the spouse, partner, parent, child, or friend of an addict, this talk will explore how we can be of assistance in ways that actually promote systemic healing from addiction, thus substantially decreasing the vast number of drug overdoses we are currently experiencing.

**14:15–15:45 Thursday October 12**

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## **Helping Hands for FASD: An Example of Integrated Partnership**

*Darla Rasmussen and Allison Pooley*

This session will describe the Through an Aboriginal Lens (TAL) Project, an integrated partnership between Native Courtworker and Counselling Association of BC and the Asante Centre. TAL supports Indigenous youth referred for an assessment for fetal alcohol spectrum disorder through the Centre's Youth Justice FASD Program, using a culturally-driven approach to reduce the number of youth with FASD entering into ministry care and the criminal justice system. Staff further support youth to reconnect with birth families, communities and cultures.

The Project is now in its 14th season, and both agencies have been learning and growing together in remarkable ways. Presenters will share the challenges, barriers, and especially successes the team has experienced through Project development, as well as ways we intend to move forward in coming seasons.

**15:45–16:30 Thursday October 12**

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## **NOTES**

# SPEAKER BIOS

## DAY 1 – WEDNESDAY OCTOBER 11

### CONFERENCE FACILITATOR



#### **Amanda Fenton**

*amandafenton.com*

Amanda Fenton is skilled in designing and facilitating participatory gatherings using methodologies such as The Circle Way, Open Space Technology, World Café, Collective Story Harvest and others to host and harvest conversations for thoughtful change, working with non-profits, churches, networks, and other organizations. She is a host and teacher of the Circle Way and the Art of Hosting, and enjoys integrating different modes such as dialogue, improv and visual facilitation to host space with life and energy. She lives in New Westminster. You can find her online at [amandafenton.com](http://amandafenton.com)

### KEYNOTE SPEAKER



#### **Tracy Porteous**

*Ending Violence Association of BC*

Tracy Porteous is a Registered Clinical Counsellor who for 35 years has been actively involved in a leadership capacity developing tools, resources, programs, collaborative strategies and delivering training to many sectors related to sexual assault, intimate partner violence and child abuse.

Tracy is the Executive Director of the Ending Violence Association of BC, a Provincial Association that supports 240 anti-violence programs across BC that specialize in responding to sexual and domestic violence, child abuse and stalking. She is also the Co Chair of the Ending Violence Association of Canada, the national entity that is working with the CFL on the development and implementation of it's new national Violence Against Women Policy.

Tracy is a three time Governor General of Canada medal recipient, the most recent in 2014 where she was honored with the GG medal in recognition of the Persons Case for 'exemplary contributions towards the equality of women in Canada'.

### PRESENTERS & SPEAKERS



#### **Lisa Hendrick**

*Abbotsford Community Services*

Lisa Hendrick has been involved in working with youth in various capacities and different Fraser Valley communities for 15 years. Currently she is one of 2 staff at Autumn House, an Abbotsford Community Services program. Lisa's practice reflects her belief that every youth is a unique individual and therefore services need to continually evolve and adapt to meet their individual needs. Lisa's passion for working with youth is matched by her passion for community partnerships and collaboration.

# DAY 1 – WEDNESDAY OCTOBER 11

## PRESENTERS & SPEAKERS



### **Simone Maassen**

*Abbotsford Community Services*

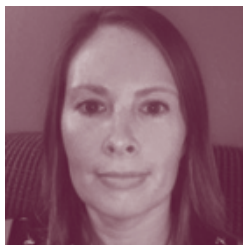
Simone Maassen has worked in Germany as a certified psychologist and has a wide range of experience working with children, youth and families in Germany, South Africa and Canada. She is currently the Manager for Youth Services at Abbotsford Community Services, where she has worked for the past 15 years. During this time she has been very fortunate to be involved in a variety of collaborative youth and community projects as well as evaluation and research.



### **Cindy Brown**

*Ministry of Children and Family Development*

Cindy Brown is a social worker with the Ministry of Children and Family Development, working on the Abbotsford Youth Team. Her responsibilities include supporting youth who are living independently, guardianship of youth in foster care, and supporting families of youth. She has been working as a social worker for 25 years, in Aldergrove, Langley and Abbotsford. Cindy's practice is youth focused and collaborative, and she believes that cooperation and collaboration amongst community professionals, family members, and youth leads to the best outcomes for youth.



### **Rebecca Tice**

*Ministry of Children and Family Development*

Rebecca Tice is a youth social worker with the Ministry of Children and Family Development. Her responsibilities include youth guardianship, family service and youth service. Rebecca has been part of the Abbotsford Youth Team for sixteen years and continues to be committed to working with youth and addressing youth issues. Rebecca's practice is youth focused and collaborative, believing that youth are best served when the community works together to support, guide and empower youth and their families.



### **Caitlin Frost**

*caitlinfrost.ca*

Caitlin Frost is a highly experience facilitator, leadership trainer and coach working globally to support individuals, teams and organizations to step into their next level of leadership and collaboration. She is a committed founding member of the Leadership 2020 team and believes deeply in the power of personal and participatory leadership to transform the ways we engage the complex challenges we face. Her coaching work focuses on practices that transform limiting beliefs and mindsets to enable people to access their creativity, clear thinking, courage and ability to act wisely in the face of uncertainty, challenges and change.



# DAY 1 – WEDNESDAY OCTOBER 11

## PRESENTERS & SPEAKERS



### **Chris Corrigan**

*chriscorrigan.com*

Chris Corrigan has worked for more than 25 years in the field of facilitation and participatory leadership. He has worked across North America and Europe with organizations working to make their communities better. He is a co-leader of the innovative BC based non-profits leadership program called Leadership 2020, and The Art of Hosting. He works extensively with indigenous communities, non-profit organizations, faith communities and groups of people confronting complexity in their lives and work.



### **Seia Roots**

*CMHA*

Seia Roots is a community educator specializing in mental health. Since 2004 she's been part of CMHA Vancouver Fraser Branch's Community Outreach and Education team. Seia develops and delivers a range of workshops and presentations to promote awareness and strengthen communication skills when interacting with a person experiencing mental distress. Since 2015 Seia has been lead developer of the Resilient Minds Program, a partnership between CMHA and Vancouver Fire and Rescue Services. This program builds trauma-awareness, skills to mitigate trauma and build resiliency, as well as an action toolkit for responding to peers who may be struggling. Resilient Minds is currently training facilitators in BC for the peer-led 10-hour workshop. As an advocate for trauma-informed health settings, Seia sits on an advisory committee updating hospital policies, procedures and guidelines to incorporate trauma-informed concepts.



### **Stephanie Curran**

*Elements of Health Centre*

Stephanie Curran, a practitioner of Acupuncture and Chinese Medicine in Victoria, BC, is a long time practitioner of meditation. She has completed teacher training course work in Mindfulness-Based Stress Reduction (with Jon Kabat-Zinn), Mindfulness-Based Childbirth and Parenting, Listening Mothers and Mindful Schools. As a parent, Stephanie is deeply moved and inspired to share the benefits of mindfulness with families, children and her community. She facilitates 8 week MBSR courses for educators in local school districts and leads a variety of courses and presentations on mindfulness in the workplace, schools, community events and conferences.

## DAY 2 – THURSDAY OCTOBER 12

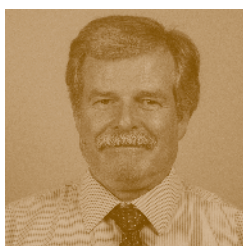
### PRESENTERS & SPEAKERS



#### **Steve Patty**

*dialoguesinaction.com*

Steve Patty is the founder of Dialogues in Action, a firm dedicated to helping leaders rethink the development of people. He holds a Ph.D. from Trinity International University and has been trained at Harvard's Kennedy School of Government. He is a former academic chair at Multnomah University and adjunct professor in the doctoral program of business at the International University of Monaco. He resides in Portland Oregon and consults, speaks, and facilitates courses with leadership teams throughout North America and Europe.



#### **Chuck Geddes**

*Complex Trauma Resources*

Dr. Chuck Geddes is the Clinical Director of Complex Trauma Resources. He completed his PhD at Colorado State University and has worked extensively in the fields of Child and Youth Mental Health and Child Welfare in BC over the past 15 years. Dr. Geddes became interested in the role of complex trauma in children's neurological development through the work of The Child Trauma Academy, Dr. Dan Siegel, and others. He developed the Complex Care and Intervention (CCI) program to embed a trauma-focused therapeutic perspective into the care of children in foster care, residential care, and adoption.



#### **Jennifer Hanrahan**

*St. Leonard's Youth and Family Services*

Jennifer Hanrahan is the Director of Operations and Residential Services for St. Leonard's Youth and Family Services. She has previously worked as Senior Manager for Youth Services with Family Services of Greater Vancouver and a Program Manager with PLEA Community Services. She is a member of the Homeless Partnering Strategy Community Advisory Board for Metro Vancouver and represented the RSCH at The National Meeting of Canada's Community Advisory Boards and Community Entities. She has worked in the areas of youth addictions, youth homelessness, is now dedicated to improving staffed residential programs through Trauma Informed Practices.



#### **Christina Cabrera**

*St. Leonard's Youth and Family Services*

Christina Cabrera has worked with St. Leonard's Youth and Family Services since 2010. She started off in the emergency placements as a Residential Youth Worker in Burnaby and Surrey before becoming the Program Coordinator of two trauma informed specialized resources in 2015. She is passionate about recognizing the complex needs many youth in care face and finding a collaborative solution that is relationship and non-punitive based.

# DAY 2 – THURSDAY OCTOBER 12

## PRESENTERS & SPEAKERS



### **Jan Ference**

*Comox Valley Child Development Association*

Jan has spent her entire career working with at-risk children. She completed her Bachelor of Education at the University of Victoria, and got her first teaching job in an inner city school. She completed a Master's in Counselling program at the University of Portland. Attending a three-day workshop on trauma, was Jan's first exposure to Dr. Bruce Perry's model. From that day on, she was inspired to change her practice and the systems that serve the most vulnerable children. Jan was lucky enough to work for two years at the NMT Canadian flagship agency, Hull Services, in Calgary, Alberta. As of April 1st, 2016, she has been leading a specialized, early intervention, Trauma team serving Port Hardy and the Comox Valley. Jan has also completed an Infant-Parent Mental Health Fellowship through University of California.



### **Kendra Gage**

*Hulitan Family and Community Services Society*

Kendra Gage is the Executive Director of Hulitan Family and Community Services Society. She has worked in the field of social services since 1996 in both Aboriginal and Non-Aboriginal not-for-profit organizations. Her career began in Alberta, working with under-privileged children and sexually exploited youth. In 2003, she was hired by Hulitan as the program supervisor where she continued to be promoted and was appointed as the Executive Director in 2010. Kendra is passionate about high standards of practice, CARF accreditation, accountability, youth issues, and most importantly, making sure the voice of the Aboriginal community is heard within the social services sector. Kendra also currently serves on the Board of Directors for The Federation and believes there is a need for an Aboriginal perspective on The Federation Board which is why she put her name forward.



### **Elisabeth Cooke**

*INCLUSIVITY*

Elisabeth Cooke is the Managing Director of Inclusivity. She provides diversity management and advice to organizations, corporations and government with over 20 years experience. After earning her B.A. in Human and Social Development at the School of Child and Youth Care at University of Victoria, Elisabeth went on to spearhead a groundbreaking programs developing vocational opportunities for disadvantaged and disabled youth. She then went on to earn her Juris Doctor of Law from the University of Melbourne, Melbourne Law School in 2011, with specializations in intellectual property, governance, and policy analysis. She combines her expertise in law, governance, policy and planning, corporate communication, emerging media, and strategy, with her expertise in working with vulnerable communities, including those with issues related to gender identity, sexual orientation, and mental health.

## DAY 2 – THURSDAY OCTOBER 12

### PRESENTERS & SPEAKERS



#### **Candace Plattor**

##### *Family Addiction Therapy Program*

Candace Plattor, M.A., R.C.C., is an Addictions Therapist in private practice. Candace specializes in working with the family and other loved ones of people who are struggling with addiction, in her unique and signature Family Addiction Therapy Program. Candace believes that everyone in the family is affected by addiction and everyone needs to heal. For more than 25 years, she has been helping both addicts and their loved ones understand their dysfunctional behaviours and make healthier life choices. You can visit her website and sign up to receive Chapter 1 of her book, *Loving an Addict, Loving Yourself: The Top 10 Survival Tips for Loving Someone with an Addiction*.



#### **Darla Rasmussen**

##### *Through an Aboriginal Lens*

Darla Rasmussen is the Program Manager of Through an Aboriginal Lens. This culturally influenced support helps reduce the number of youth with FASD entering into ministry care and the criminal justice system, and assists youth in reconnecting with birth families, communities and cultures.

Darla is a Red Butterfly Woman from Siksika, a Blackfoot Nation outside Calgary. She has lived her life in BC. Darla has two boys who are also rooted in Skatin (In-SHUCK-Ch Nation) and she has a loving partner from the Bridge River Band in Lillooet. Darla has worked in the helping field with Indigenous communities since 2004.



#### **Allison Pooley**

##### *Asante Centre*

Allison Pooley began working in the field of fetal alcohol spectrum disorder in northern BC, carrying almost 15 years of experience in supporting individuals and families with neurodevelopmental disabilities. She has been with the Asante Centre since 2009.

A certified teacher, Allison has worked in public, early childhood, and adult education. She has collaborated on initiatives addressing neurodevelopmental disabilities within family services, criminal justice, employment, and health systems.

Allison carries a passion for cross-sector collaboration and sustainable social programming. She is committed to integrating trauma-informed practices, cultural responsiveness, and expertise of individuals with neurodevelopmental disabilities into her work.