

Complex Needs Newsletter

April 2017

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Past Learning Sessions

Paper Tigers
Documentary Film Screening
The film highlights complex trauma on brain development and presents the positive effects of trauma informed care and practices. This documentary film DVD is available in our AHS lending library if you are interested in hosting a screening. Contact:

complex.needs@ahs.ca

What attendees said:
"The importance of recognizing ACE's in people, and taking that [experience] into account for why they are reacting in a negative way."
– Calgary attendee

"Always remember that everyone has a story, there are things happening and that have happened that affect our day and how we view it. This is the same for others - be kind, have faith, be supportive and don't give up."
– Edmonton attendee

Learning Workshops—Complex Needs 2017

The Complex Needs Initiative is presenting a Learning Workshop Series focusing on important skills for frontline staff to deliver excellent services for individuals with complex needs. If you live outside of the presentation location arrangements have been made for most sessions to be available via videoconference – as many as 7 locations outside of the home presentations per session.

Upcoming Learning Sessions:

April 27: Cultural Competencies. *Enhance and develop skills to better understand and embrace cultural diversity in the community service sector.*

Presenter: Paul Holmes (Calgary)

May 18 and June 29: Helping a complex client past "no" – (in-person only). *Strategies and interventions using motivational interviewing methods when working towards change.*

Presenter: Crystal Cleland (Edmonton)

June 13: Trauma Informed Services for individuals with complex needs. *Learn a new paradigm to guide your work with clients who have experienced past trauma.*

Presenter: Dr. Karyn Harvey (Calgary)

July 6: Harm Reduction in a complex dual diagnosis population. *Harm reduction philosophy, techniques and strategies when engaging with at-risk complex clients.*

Presenter: Susannah Horgan (Calgary)

August 17: Recreation and leisure practices for complex clients. *Plan, promote and execute appropriate recreation and leisure opportunities for clients with complex needs.*

Presenter TBD (Edmonton)

September 15: Becoming a Behavioural Detective Workshop. *Skills and techniques to help distinguish between sensory, emotional and cognitive components of behavior. As well, develop treatment techniques, relationship building tools and dialoguing skills with complex clients.*

Presenter: Kim Barthel (Calgary)

October 19: Communicating with professional staff who provide clinical support. *Methods and techniques to enhance communication skills with clinical support staff. Based on the 'C.H.A.T.' method.*

Presenter: TBD (Edmonton)

November 15: Beyond the Birds & the Bees, supporting sexuality for people with disabilities *Healthy and positive peer relationships and the connection between safety and sexuality.*

Presenter: Becky Van Tassel (Grande Prairie)

[All session descriptions and registration details are posted on the Complex Needs Website.](#)

[The Complex Needs Initiative Website](#) available on www.albertahealthservices.ca

Links to register for future workshops are found under the Learning Workshop tab

- [Trauma Informed Care eLearning module](#)
- [List of Learning Resources \(Complex Needs\)](#)
- [Information and Data sharing training](#)
- [Suicide Prevention eLearning \(SPRAM\)](#)

[Intercultural Intelligence: A Handbook for Working with Cultural Diversity in the Community Disability Service Sector](#)

Alberta Workforce Essential Skills (AWES)
A handbook to raise intercultural awareness and build skills for people working in the Community Disability Services Sector. This material focuses on increasing the engagement and effectiveness of a diverse workforce.

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Have you connected with other Service Providers recently? In your own back yard or across Canada? David Hingsburger encourages all complex needs providers to communicate widely with each other. Try to connect with someone new today.

Supporting frontline knowledge

complexneeds initiative

Many service provider partners from across the province and other

experts in the field have agreed to work collaboratively with the Complex Needs Initiative to develop education materials to contribute specific and direct knowledge to those who work frontline with individuals with complex service needs.

All learning products created, recommended or provided will focus on building competency and skills that are specialized and intended for frontline staff.

Some resources will be delivered as eLearning modules aimed to provide better understanding of mental health and trauma. As well, topic specific workshops, train-the-trainer resources, lists of accessible free or low-cost resources and framework documents will also be developed and made available to help create consistency and best practices for complex topics.

This development work will continue until March 2018.

All learning resources will be posted on the [Complex Needs Website](#) as they are completed. Learning priorities and competencies will focus on six topic areas.

- Basic Mental Health knowledge
- Trauma Informed Care and Practices
- Sexuality
- Harm reduction
- Sensory Strategies
- Emotion Regulation

The intended audience for learning based activities and products include all levels of community support providers, educators, health care aides, community support workers, family caregivers, all members of care or support teams, administrators, clinical staff, police and law enforcement, and students.

Each uniquely developed product will include linkages to resources available for staff to self-direct continual learning.

Open Future Learning

Open Future Learning is a multimedia learning experience for frontline staff working with individuals with intellectual, developmental and/or learning disabilities. The online learning modules offer a variety of education topics and are engaging and easy to follow.

Open Future Learning allows your choice of a variety of modules to complete at your own pace in an interactive way with videos, note taking, and graphics. The material is developed by experts in the field of disability services and has new videos and education topics added on a regular basis. Once a module is completed a summary, certificate and learner feedback is made available at completion. Among the 30 topics are, Building Friendships in Community, Challenging Behaviours and Boundaries. The foundational material presented in this resource is vital when working with individuals with complex service needs but also with those who require support.

As part of the implementation of the Supports for Adults with Complex Service Needs Cross-Ministry Framework there exists an exciting opportunity for frontline Community Service Provider staff to access Open Futures Learning subscriptions at no cost. Talk to your regional Community and Social Services contract specialist for more information and details. Subscription costs will be covered from now until March 31, 2018.