



SASKATCHEWAN SOCIAL WORKER

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“Strengthening Individuals, Families & Communities”

June 2015 Edition

President’s Message



I hope this edition of the *Saskatchewan Social Worker* finds you enjoying the lovely spring season. We are lucky to live in Saskatchewan especially when the days become longer and we can enjoy all that the great outdoors has to offer (such as weeding and hilling potatoes at the farm – my favorite pastime!).

Spring time is an incredibly busy time for SASW. There are the CASW Annual General Meeting and National Meetings for CASW, the spring session for ASWB in Seattle, and preparations for our own AGM, Conference and council planning day, all occurring in May and June.

Council presented several by-law amendments to our membership at our AGM held on May 27. While there are no major changes, many of the proposed amendments will assist the SASW to work even better. The AGM led into what I think was a very stimulating conference with a number of concurrent sessions facilitated by Saskatchewan social workers. I know the conference planning committee worked hard to put together a fantastic program and it’s clear upon perusing the program that our profession is dynamic, varied, and has considerable impact on the health and wellbeing of Saskatchewan society.

By the time this newsletter is published many of these events will have passed and we will have a fuller update in the next edition.

Social Work Week was well celebrated in March with a number of branches having successful events.

The theme this year was **Social Work: A Profession of Choice**. This theme promotes our profession as the first choice for those who turn to services at a time of need, as well as highlighting the variety of career options (or choices) available to social work professionals.

After our February Advisory Board meeting the SASW met with Minister June Draude. We discussed several joint initiatives under way, including our new by-laws granting the ability for social workers to seek an advanced practice endorsement to diagnose. These by-laws are still moving through the proclamation process. While this process has taken much longer than we first anticipated, all seems to be on track and we will have a robust process to support members seeking endorsement and a strong regulatory process to guide competent practice with regards to diagnosis. We also discussed several social justice initiatives that SASW has been tracking for the last couple of years and provided feedback and suggestions for the Poverty Reduction Strategy that the Government of Saskatchewan announced earlier this year. This was a productive meeting and Council is interested in meeting regularly with the Minister of Social Services to advance initiatives important to social work.

I hope you all have a fantastic spring and are in the midst of planning some restful holiday time with your families this summer, so that you can have a chance for relaxation and rejuvenation in order to continue your profession of choice.

Warm regards,

Submitted by:
Kirk Englot, MSW, RSW (SK)

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- ADVOCATE FOR SOCIAL JUSTICE
- PROMOTE THE PROFESSION
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- SUPPORT FOR ETHICAL PRACTISE

Executive Director/Registrar's Message



Those of you who have read our annual report will recall that I provided some information about what we have learned from the new database about our members' continuing education activities. I also promised to provide additional information in this newsletter. For those who did not read the annual report I am including

some of the information again here.

First, I want to share some of our experience with the on-line registration and renewal system:

- Over 90% of the SASW membership successfully completed the on-line renewal process in the fall.
- Sixty members who have a full or part-time private practice are advertising their services on our website free of charge. They are searchable by name or practice specialization.
- Members now receive a single email with listings of multiple events rather than multiple emails listing single events.
- Communicating with all members or groups of members is quick and easy. We can select based on several different criteria, enabling us to target information to the people who need it.
- Because we are no longer waiting for cheques to clear the bank, we can process applications quicker.
- Creating and completing surveys is a simple process. Watch for opportunities to give your input on a variety of relevant topics.

Members raised two issues of concern: First, the requirement for everyone to pay for renewal directly on-line was frustrating for people who have had their fees paid directly by their employer and those who do not have a credit card. This was somewhat alleviated by the ability to print a receipt for reimbursement immediately after making payment and the availability of prepaid credit cards. The second problem related to web browsers, some of which are not compatible with the In1Touch system. In some cases, members were able to download a different browser while others had to use a different computer.

Over time, on-line renewal and electronic communication will reduce our costs for data entry, postage, and a variety of other services. We will continue to work toward increased user-friendliness and look forward to other improvements in the future. If you have any suggestions please share them with us.

Now the information about continuing education.

These numbers may be a little off as we are still developing the reporting mechanisms but here is some of the data on the number of hours our members participate in continuing education activities in 2014:

Overall Average Hours of Continuing Education

	Full Time Practice	Part Time Practice	Non-practicing**
Category A	38	24	35
Category B	25	28	24
Category C	19	21	18
Total Hours*	85	73	80

* Some people only entered the total number of hours so this number is not a simple addition of the number of hours per category.

** These numbers only reflect those who entered CE information. It is not required for non-practicing members.

It is clear that meeting the requirement of 40 hours is not a problem for SASW members. The recognition of a broad range of learning formats helps, but it is apparent that most social workers still view formal learning (Category A) as their primary source of continuing education.

Another picture emerges when we look at the number of hours based on the highest social work education the member holds. While the number of RSWs with a doctorate is relatively small it is clear that social workers continue to add to their knowledge and skills regardless of the level of their formal education. It is also interesting to note that those with a certificate tend to have fewer hours overall. This may be a reflection of the type of employment available to people without a degree.

Average number of hours by education level:

	CISW	Bachelor	Master	Doctorate
Category A	25	37	35	28
Category B	18	27	21	38
Category C	18	19	18	26
Total Hours*	64	86	77	92

Looking at the hours by length of time in the field is also interesting. The most recent graduates have the highest level of traditional CE while those who have 10 to 20 years of experience have the highest number of hours in teaching and mentoring, as well as the highest number of hours overall.

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Carole Bryant Nominated for CASW Award



SASW is pleased to nominate Carole Bryant, BA, BSW, MSW, MBA, CMA, of Regina for the CASW Distinguished Service Award because we know her to be the perfect example of an unselfish professional who has made a significant contribution to the social work profession.

Carole has unique qualifications, professional experience in social work and an impressive slate of volunteer commitments. Carole's 39 year

career is founded on several credentials – BA (Sociology), BSW, MSW, MBA with a certified management accountant designation.

Carole has contributed strongly to the social work profession over the years and has done so at local, national and international tables. In the past, she has served

as the chair of the SASW Professional Conduct Committee, SASW president and editor of *The Saskatchewan Social Worker*. As well, Carole has served on a number of SASW Council sub-committees.

In 2014, she assumed the chair of the SASW Volunteer Development Committee and became a member of SASW Finance Committee.

Within the local community, Carole has served as president of the Regina and District Food Bank, as a board member of the Regina Legal Assistance, and a member of the Saskatchewan Coalition Against Racism.

Carole is currently the treasurer of ASWB. In June of 2014, Carole was recognized by the Rotary Club at the district level with the World Community Service Award for her work in Africa.

Carole is currently employed at the Ranch Ehrlo Society as the Vice President of Administration. "The Ranch," as it is known locally, is a large corporation delivering community, education, clinical, and residential treatment services to young persons.

It would appear to be very clear that Carole possesses a deep sense of commitment to her profession locally, nationally and internationally. She readily shares her time, energy and leadership within the professional and in the wider community. If her assistance is needed, Carole most often steps up to serve. Carole is frequently to be found in the chairs of leadership once she has committed herself to an organization or cause. All of this has been recognized by her other profession, the Certified Management Accountants of Saskatchewan, and by the Rotary Club. SASW believes it is time for the social work profession to recognize Carole's solid contributions to this profession and to the wider community.

Executive Director/Registrar's Message, continued

Average number of hours by year of graduation from highest social work degree:

	2005-2014	1995-2004	1985-1994	1958-1984
Category A	40	35	28	25
Category B	23	33	24	14
Category C	18	21	19	20
Total Hours*	84	92	76	65

These numbers could be open to a variety of interpretations. It is good, however, to note that on average social workers are recording more than twice the number of hours that is required by policy. We also now have information that we can compare on an annual basis to see whether the patterns change over time, which may help us to develop more understanding of issues related to accessibility.

In future editions of the newsletter, I will share other information from the database so you can have a "picture" of social workers in Saskatchewan. If there is anything in particular that you would be interested in knowing about please let me know.

I hope you all have a happy, safe and warm summer.

*Submitted by:
Alison MacDonald, MSW, PhD, RSW (SK)*

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Article Section

The Hub Model Directs Resources to Those at Risk

Introduction

The Saskatchewan Hub model began in 2011 in Prince Albert. Since then the model has been adopted in communities throughout Saskatchewan. There are currently twelve Hubs in the province with more interest being expressed. So what exactly is the Hub model and what is the buzz all about? This article outlines how the Hub model fits with the cross government strategy, Building Partnerships to Reduce Crime (BPRC), how the process meets privacy expectations under the Interim Information Sharing Guidelines and how the model is applied in practice using the four filter approach to connect families and individuals to services.

Identified as one of four cross government strategies under the Saskatchewan Child and Family Agenda (SCFA), BPRC is the province's strategy directed toward building safer and healthier communities throughout the province by breaking down silos and bringing police and human service agencies together to work towards innovative, unique and research-based approaches.

Currently and historically, Saskatchewan has one of the highest crime rates in Canada. In 2008, the province commissioned the Future of Policing (FOP) Project, "A Province-wide Policing Strategy to Reduce Crime, Build Safe Communities, and Secure the Future for Saskatchewan." In addition to other recommendations, the report stated that the province needed to embrace a new cross-government approach to reducing crime and victimization, as attempting to address these through investments in policing alone would be ineffective and unsustainable.

The BPRC approach began in 2010 when nine ministries joined with the province's eight largest police services in making a chartered commitment to the BPRC, a cross-government approach to crime reduction and safer, healthier communities.

Through the implementation of innovative projects across the province, the BPRC's goal is to work with communities to drive change in the way crime and victimization are approached: to look at it not just as a policing issue but as a social wellness issue.

Hub Model

The Hub represents the strongest model under the BPRC approach. Hub implementation is premised on the fact no one agency has the resources or expertise to effectively respond to the increasingly complex social issues facing many Saskatchewan individuals and families.

The Hub process mobilizes cross-sector resources for immediate, coordinated, risk driven and pre-emptive response to individuals and families experiencing acutely elevated levels of risk, as recognized across multiple service providers.

At the Hub, a team of designated staff from community agencies and government ministries meet weekly to address specific situations regarding individuals facing elevated levels of risk. The Hub develops immediate, coordinated and integrated responses through the mobilization of resources.

The Hub is not a service delivery mechanism. It is a new way of utilizing and mobilizing those systems and resources already in place to address specific situations of elevated risk, for which an integrated approach is required. The Hub process operates from a risk driven response rather than an incident driven response.

The Hub does not perform case management, nor does it have cases. Its purpose is to mitigate risk within 24 to 48 hours and connect individuals and families to services. Case management functions remain with the most appropriate agency.

Privacy

Confidentiality is an important ethical consideration for all agencies involved in the Hub. In order to ensure privacy obligations are met, the Interministerial Information Sharing Issues Working Group (ISIWG) developed the Interim Information Sharing Guidelines. These guidelines are intended to prevent the unnecessary sharing of identifiable information, support an integrated approach

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The Hub Model Directs Resources to Those at Risk, continued

to service delivery and enable effective mobilization of supports and services by public sector and service provider organizations.

The following principles provide direction for sharing information about children, youth, adults and families at the Hub:

Respect for Privacy — The right to individual privacy must be respected. Only the minimum and necessary amount of information may be shared and only with those service providers that must be engaged in order to effectively address the acutely elevated risk factors.

Consent Based — Consent to share personal information is a central component of access and privacy legislation. Consent may not always be able to be obtained at the outset because cases are ones where acutely elevated risk is the driving issue necessitating the sharing of information.

Coordinated Services and Supports — Clients are better served when services and supports are provided in an integrated manner that considers the needs and resources required in a coordinated approach, rather than in isolation.

“Need to Know” — Agencies should only disclose and collect personal information on a “need to know” basis. A basic operating principle should be to only disclose or share the minimal information related to the risk factors.

Clarity — Children, youth, adults and families should understand why and how their information will be shared and how services will be provided as a result of the information being shared.

Right of Access and Correction — Individuals whose personal information is collected by government institutions, local authorities or health trustees, have a right of access to those records and can request that corrections be made.

Four Filter Approach

The four filter approach must be applied in all Hub discussions in order to meet privacy expectations. This approach allows only situations of acutely elevated risk to be discussed, minimizes disclosure of identifiable personal information and limits the agencies to which the information is disclosed. Outlined below is a description of the four filter process.

Filter 1 – Agency Screening

Screening is applied at the agency level using internal processes. Agencies consider the following:

- Are the risk factors beyond the agency’s scope/mandate to mitigate risk?
- Were the agency’s traditional options exhausted?
- Are the risk factors higher than what can reasonably

be considered the norm?

- Is there a reasonable expectation of probable harm if nothing is done?
- Would that harm constitute damage or detriment and not mere inconvenience to the individual?
- Is it reasonable to assume that disclosure to the Hub will help minimize or prevent the anticipated harm?

Filter 2 – De-identified Discussion

The referring agency presents the discussion in a de-identified format. The Hub table then decides if the discussion meets the threshold of acutely elevated risk. Acutely elevated risk combines both the degree of probability of harm involved in the situation and the degree to which the risk factors cross multiple human service disciplines. Decisions at the Hub table are consensus based. If the discussion does not meet the threshold of acutely elevated risk then it ends without sharing identifiable information. If the discussion does meet the threshold it proceeds to filter three.

Filter 3 – Disclosure of Personal Information

The referring agency discloses the personal information of the individual or family. Personal information is limited to information relevant to the current risk factors. Agencies involved are identified and the Hub table determines if a connection to services exists. Only the involved agencies record personal information.

Filter 4 – Offer of Supports

The offer of supports is a collaborative client centered approach to connecting individuals to services. The agencies involved have a discussion following the Hub meeting to determine a plan for offering supports/services. The offer of supports occurs within 24 to 48 hours and is most commonly completed through door knocks. Hub members go to the client’s residence to express their concern and ask how they can help. The main focus is determining how agencies can best meet the needs of the individual. Following the offer of supports, agencies decide if the acutely elevated risk has been mitigated. Once they are satisfied that the risk has been mitigated, the discussion ends and is closed at the Hub.

Conclusion

The BPRC approach has supported communities in implementing the Hub model. Through this model, agencies are working together to mitigate acutely elevated risk among individuals and families. Community driven and provincially supported, this model can be adapted to best meet the needs of communities while ensuring that privacy expectations are met using the four filter approach. Hubs in

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Effective Communication: Remembering Practice Rooted in Self-Awareness and Inner Knowing

Effective communication begins with an inner knowing and awareness of our styles and strategies of communication. This inner knowing refers to awareness of our own stories and perceptions, as well as awareness of our needs, our feelings and our desires. Our self-awareness determines our openness towards others and ultimately dictates how we communicate and connect with others. In this article, communication models that reflect this idea will be discussed, including Rosenberg's nonviolent communication model (NVC), Albrecht's SPACE model and Reznick & Isaacs' Creative Training Solutions. These theories, along with supportive writings, are analyzed and tied to practice in the social work profession. Further consideration on what holds us back from effective communication and what drives us to become better at it will be suggested. This article is offered as a reminder and a refresher for new and seasoned social workers about the importance of communication skills in social work practice.

Nonviolent communication (NVC), according to Rosenberg (2003), requires the communicator to be consciously aware of his/her own deeper needs in order to respond to the needs of others. When experiencing our own consciousness, it is common that we may observe negative messages within ourselves. By transforming these messages into specific feelings and needs, we can work towards creating a healthy internal environment (Rosenberg, 2003). Through the NVC process, we can learn to be re-acquainted with ourselves. NVC's four components: Observe, Feel, Need and Request, help us to succinctly identify our own needs and then express and receive from others (Rosenberg, 2003). This process helps to create a healthy and successful flow of communication

The Hub Model Directs Resources to Those at Risk, continued

Saskatchewan range from small rural communities to large urban centres. Beginning in Prince Albert, the Hub model has grown over the past four years as communities adopt a collaborative approach to connecting clients to services. Building relationships is one of the greatest impacts of the Hub model. Agencies are not only connecting with clients, they are connecting with each other. The BPRC approach is changing not only the way that supports are offered to clients, it's changing the way that government ministries and community agencies are doing business.

*Submitted by:
Anna Robinson, Consultant, BRPC
Ministry of Justice*

in our relationships. In the practice of social work, NVC is very valuable. In order to observe our client's pain, anger, depression, and other emotions from a perspective that is free of judgment, we can tap into NVC techniques to look deeper at their needs. In listening to their stories, we can become skilled at uprooting these deeply hidden needs and help our clients to uncover these in themselves as well. Communication from this place encourages a connection based not only on empathy and compassion, but also on empowerment for the client.

Similarly, Karl Albrecht, in his book *Social Intelligence: The New Science of Success*, discusses how our social intelligence is a key component of insight (2006). He suggests that in order to develop our social intelligence, we need to explore five dimensions: Situational Awareness, Presence, Authenticity, Clarity, and Empathy (S.P.A.C.E.) (Albrecht, 2006).

Situational Awareness refers to the environments in which we engage with others. Having good situational awareness means knowing how to read social contexts and become in tune with others' needs and interests within that context (Albrecht, 2006). This type of awareness is a valuable skill when it comes to working with clients because we are able to shift the focus off ourselves, and move to a place of empathy for the client who may be feeling oppressed or threatened in their encounter with us in the social work context. This practice helps to shift the power differential within our worker-client relationships, which is essential in building trust.

The second dimension, Presence, is two-fold. It refers to how we present ourselves in a given situation. This presence includes how we carry ourselves and includes our mood, our body language, and our facial expressions (Albrecht, 2006). Presence also refers to our own state of being. By having presence, we engage in a grounded approach that allows us to be fully and completely in the moment with our environment and the people in it (Albrecht, 2006). Our presence determines how others see us and if they feel comfortable engaging with us and being open with us. As social workers, building rapport and trust with our clients is crucial to a healthy helping relationship. By being present and focusing on our presence when we are with them, we can work more from a place of authenticity thereby creating an environment of comfort and ease for our clients.

Authenticity refers to genuineness. We experience and connect with our authenticity when we are living in the present moment. The quality of genuineness comes from perceiving ourselves as valuable and acting accord-

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Effective Communication, continued

ing to our own needs and priorities (Albrecht, 2006). When we are not acting from our authentic place, we allow others to manipulate us or we may manipulate others. We may even feel disrespected or unloved because we are relying solely on other's acceptance of us. This dimension is paramount in the work we do as social workers but it is also a tricky one. We need to communicate with others authentically in the sense that we are operating from our own personal values; however, we may need to be prepared to set these values aside when working with a client who lives within a different value system. It becomes a fine balance, then, to practice authenticity in the work place and still practice being judgment and value-free in order to meet the needs of our clients.

The "C" dimension represents Clarity. Clarity refers to the ability to articulate our thoughts and opinions clearly (Albrecht, 2006). Language is very powerful. By building on our language skills including our vocabulary, our flow of speech and our ability to listen to others, we

can become much more effective and clear communicators. Again, skill in this dimension allows others in our presence to feel at ease and to feel confident in our abilities in a professional setting.

The last dimension, Empathy, applies to how we connect with others and how considerate we are of others (Albrecht, 2006). By placing ourselves in the shoes of another person and viewing their situation from their perspective, we can truly experience empathy. If successful, we can then build a connection. Attentiveness, appreciation, and affirmation, Albrecht tells us, are ways in which we can build empathy (2006). When engaging with clients, we can show attentiveness by showing interest in their story, by practicing body language that communicates we are interested and open, and by using reflective phrasing. We can show our appreciation for others by acknowledging their human right to live in the world even if it's not in the way we do (Albrecht, 2006). Affirming others means to show them that they are valuable, respectable, loveable and capable (Albrecht, 2006). These three practices of empathy will surely help us to be successful in our helping relationships.

Despite all of these attempts at effective communication, sometimes barriers may arise. The reasons may be due to several factors including place, time, language, culture, and relationship (Creative Training Solutions, n.d.). At this point, Reznick & Isaacs (1989) advise us to shift the conversation from one with emphasis on listening, as in the helping relationship, to emphasis on gathering information. In order to do this, Reznick & Isaacs (1989) suggest probing, which involves asking both open ended and closed-ended questions (www.creativetraining.com). Active listening is still required when gathering information as is responding. When responding, we want to do this in a way that is supportive and encouraging to others feelings and thoughts which helps them to develop confidence. In particular, when we are helping clients who come from different cultural backgrounds, engaging in these types of practice help to break down the walls of cultural difference. A great practice in our helping profession is to listen with the intent to learn which is advice taken from McKay, Davis & Fanning (2009). Listening in this manner encourages an attitude of curiosity whereby we can listen from a place of value and judgment-free thinking, similar to how a young child might observe the world.

When working with people of diverse cultures, beliefs, backgrounds and languages, we must also remember to practice effective body language to help to break down cultural barriers. For example, eye contact is expressed differently in various cultures. Several sources report the importance of appropriate eye contact. One can be

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Request for French-speaking Social Workers

In partnership with the College of Medicine, department of Community Health & Epidemiology, the Saskatchewan Network for Health Services in French/ Réseau Santé en Français de la Saskatchewan (RSFS) is in the process of updating the directory of health professionals who are willing to speak at least some French in their provision of health services.

We are also seeking to add professionals who are new to the province, recently graduated or simply newly interested. Professionals are added to the directory on a volunteer basis and there are no legal obligations associated with being listed.

If you would like more information or are willing to be listed please contact **Katie Pospiech** at katie.pospiech@usask.ca or **(306) 966-1270**.

Thank you very much.

Effective Communication, continued

highly socially intelligent but lack knowledge of proper eye contact. This alone can cause discomfort and mistrust when not done in a culturally appropriate way. For example, in Western societies, it is generally acceptable for people to maintain frequent eye contact while listening but look away slightly more often when speaking (14 Very Effective Communication Skills, n.d.).

Even with the skills required as social workers to communicate effectively by listening, using appropriate body language, responding, and reflecting, there are times where we may be required to express. Expressing is important in certain contexts, for example, when advocating for clients or when taking part in social activism or in debating issues. When we have to disagree with others for example, Albrecht (2006) recommends that we first acknowledge the other party's right to think the way they do, and then offer our views respectfully. He suggests we try using questions rather than confrontation to invite others to change their minds (Albrecht, 2006). I find this advice to be very useful. For someone that likes to avoid confrontation, I can see the benefit of responding first to the other person as a way of acknowledging and respecting their thoughts and feelings, and then expressing my own thoughts and feelings in a way that is engaging and inclusive through the use of open questioning.

Of particular interest to me is the idea that when communicating with others, it is important we appear to have a slightly higher energy level than the other person (14 Very Effective Communication Skills, n.d.). In our helping profession, this practice may need to be considered contextually, however, I know that I am personally drawn to those that uplift me and could see this as being a great addition as a helper. I would need to draw this increased level of energy from my own internal space. So again, the need to build inner awareness and a vibrant inner life are key to practicing professionally and being able to influence and inspire our clients.

Self-disclosure is also an important consideration in our profession. There are times where some disclosure may be required in order to build rapport and level the playing field. Clients may feel threatened or uncomfortable at having to disclose their own information. One of the best ways to earn someone's trust is to reveal ourselves as openly as we can. Although as social workers we need to be diligent about maintaining confidentiality as well as practicing with integrity, we can disclose with clients through story telling about interesting events from our lives or other everyday life experiences (14 Very Effective Communication Skills, n.d.). This type of disclosure reveals genuineness about ourselves as helpers in all our humanity.

This idea of communication as emerging from the inside out is both seemingly complex and yet simple. Inner

study and awareness takes time and compassion. It is a journey of self-discovery that cannot happen overnight. By peeling back the layers of the self, we reveal our true nature, but this revelation only comes with dedication to presence and inner listening. This is a practice that we have been cultured to ignore. By busying ourselves in our day-to-day lives with our work, our families, consuming, and keeping up our homes, we have trained our brains to be in thought processes all day long. This way of living pulls us away from awareness of how we communicate that might be effective or ineffective, as well as from being fully present. The simplicity of this practice is the other side of the coin. When we do finally come to a place where we are taking the time to be present and aware, our organic self is invited to emerge and we may become more conscious of our communication styles and strategies. From this place, we can know authentically how to connect with others and consciously plan for strategies to enhance our communication skills.

By building our social intelligence, we are able to draw on this inner knowing in order to focus on the needs and feelings of others. By feeling connected to ourselves, our feelings, our needs, our desires, we can work from a place of presence, authenticity, and genuineness. We are able to have increased self-awareness about our own social location, stories, and perceptions and in turn we are able to place ourselves outside of those stories when communicating effectively with others. By communicating in these ways, we are contributing to living and communicating non-violently and wholeheartedly in our lives and in our social work practice.

Submitted by:

Jacinda L. Scott, BSW Student,
University of Regina

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Multiple Roles & Services With Clients

In recent years, social workers have taken training on methods that use body work, such as integrative body psychotherapy, and alternative health models such as naturopathic medicine in efforts to meet the needs of clients. Questions arise as to whether there needs to be additional ethical considerations when using body methods or when trained in an alternative area of health care. Indeed, additional ethical considerations apply specifically related to boundaries, informed consent and competence in alternative methods. Taking courses in alternative methods does not necessarily mean the social worker has achieved the desired competence to practice these methods independently. In addition, as the social work profession moves more towards evidence-based approaches, it is often difficult to determine whether non-traditional approaches are indeed evidence based or effective. Methods of intervention that are effective with one client may not be effective with others.

Can social workers ethically offer complimentary techniques such as naturopathic services, homeopathy, Reiki or other body based techniques in conjunction with regular counselling? To answer this question, the social worker needs to carefully consider the needs of the client, and the potential for harm. The client always has the right to informed consent for all services offered, or to refuse services.

Firstly, it is the ethical responsibility of the social worker to establish boundaries of services. Section 2.0 of the Guidelines for Ethical Practice (CASW, 2005) provides the following direction: "It is the responsibility of the social worker to establish the tenor of their professional relationship with clients and others, and to ensure that the relationship serves the needs of clients, and others to whom there is a professional duty, over the needs of the social worker." This section clearly points to social workers' responsibility in setting the course of the relationship between the social worker and client by fully advising them of the services you offer as early as possible in the professional relationship.

By providing alternative treatments, the social worker may be advancing their own practice and interests over the needs of the client in that the social worker could benefit by providing alternate services through word of mouth referrals that serve to increase the social worker's practice. In effect, the social worker would be referring clients to themselves in the role of an alternative health practitioner. Section 2.2.1 states "social workers do not exploit professional relationships for personal benefit, gain or gratification". This is followed by 2.2.2 that states: "Social workers do not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political or business interests." Clearly, these sections highlight the importance of providing services that meet the client's needs or services that have been proven to be effective with the presenting problems.

Section 2.4 of the Guidelines maintains that, "Dual or multiple relationships occur when social workers relate to

clients in more than one relationship, whether professional, social or business. Dual or multiple relationships can occur simultaneously or consecutively." (CASW, 2005) This committee believes that by providing counselling as a social worker and alternative treatment to the same client that indeed a dual relationship or dual role exists. This section goes on to say that, "While having contact with clients in different life situations is not inherently harmful, it is the responsibility of the social worker to evaluate the nature of the various contacts to determine whether the social worker is in a position of power and/or authority that may unduly and/or negatively affect the decisions and actions of their client." This section speaks to the power imbalance that exists between social workers and clients and the ability to anticipate or predict potential harms that may result. Further, the power imbalance has the potential for inadvertent coercion as the client may not believe they are in a position to refuse alternative methods of treatment. There is the possibility the client may not believe that they are in a position to decline the offer or end the social work service even when provided with full information about the alternative methods, which includes risks, benefits and the freedom to consider the choice without coercion. Clients often trust social workers and indeed, the better the social worker's relationship building skills, the greater they trust you. Because of this trust they may believe that the social worker is always acting in their best interests when providing alternative methods of treatment. In this regard, it is especially important that the client be given all information necessary to make a truly informed decision. If the client perceives there was harm as a result of the alternative methods, trust will be affected as well as the professional relationship.

In addition, dual relationships have the potential for a conflict of interest. The Guidelines Section 2.3 Declare Conflicts of Interest states: "Social workers avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgement. Social workers inform clients when a real or potential conflict of interest arises, and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary." One way to possibly avoid a conflict of interest is stated in Section 2.3, which maintains that in order to protect the clients' interests, the social work services be terminated and to refer the client to another professional. If alternative methods are used as part of a social work services, Section 2.3.3 could be considered: "Social workers consider carefully the potential for professional conflicts of interest where close personal relationships exist or where social, business or sexual relationships with colleagues are contemplated or exist." If a conflict of interest is apparent, the social worker is obligated to put the client's needs first and decline the additional roles. However, predicting the future is tricky business as not all factors that may affect the client can be anticipated.

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Saskatchewan Child Abuse Protocol 2014

The new Saskatchewan Child Abuse Protocol 2014 was announced this fall during Violence Prevention Week. The Protocol demonstrates a commitment by the Saskatchewan Government, police, professionals and organizations to prevent and investigate child abuse and provide support to child victims of abuse. The revised Protocol replaces all previous protocols, is more user-friendly, and clearly outlines roles and responsibilities. Please review the new Protocol at: <http://socialservices.gov.sk.ca/child-abuse-protocol.pdf>.

Child abuse is a serious issue and negatively impacts the health and well-being of children, their families and communities. It is everyone's responsibility to report suspected child abuse and the revised Protocol clearly states those responsibilities so that Saskatchewan children can be better protected. This will also help ensure that efforts to protect children from abuse and neglect are integrated, effective and sensitive to the needs of children. Each ministry and agency providing direct services to children and families,

including community-based and non-profit agencies have a responsibility to ensure the Child Abuse Protocol is operationalized through policies at the local level.

The Saskatchewan Child Abuse Protocol 2014 was developed in collaboration by the Provincial Child Abuse and Sexual Exploitation Committee, co-lead by the Ministry of Social Services and the Ministry of Justice with members from each of the other child serving ministries. It was signed off by all the Deputy Ministers and the Saskatchewan Association of Chiefs of Police in October 2014.

The revised Protocol is in line with the Saskatchewan Child and Family Agenda, promoting new ways to work together to achieve meaningful change and better outcomes for the most vulnerable members of our society. Please take the time to read this very important protocol and ensure that it is disseminated widely so that children can be safer and families get the support and interventions they need.

Submitted by:

Roxane Shurg, MSW, RSW (SK)

Multiple Roles & Services With Clients, continued

It is clearly the social worker's responsibility to ensure that client needs are met and that the social worker does not cause harm intentionally or otherwise.

A key ethical concern when providing social work services is the obligation of informed consent. As per Section 1.3.5 the client needs to know early in the relationship what services or treatment can be expected so that they can make informed decisions around what treatment options are available. Section 1.3.4. of the Guidelines states "Social workers, at the earliest opportunity, discuss with clients their rights and responsibilities and provide them with honest and accurate information regarding the following:

- the nature of the social work service being offered;...
- the purpose, nature, extent and known implications of the options open to them."

One way to reduce the potential for conflicts of interest might be if alternative methods of health or treatment were listed as separate services from social work services. It would be particularly important that the social worker has adequate training in alternative methods and, where appropriate, belongs to the relevant, recognized professional organizations. A vulnerable client might be negatively affected by the lack of clarity of boundaries and confusion by the same service provider alternating back and forth between the roles of social worker and using alternative methods. The client may be unclear of the boundaries between services and boundaries would need to be continually discussed. As stated in Section 2.1.1 of the Guidelines "social workers maintain appropriate professional boundaries throughout the course of the professional relationship and after the professional relationship." It could especially become con-

fusing if the social worker resumes their role as the social worker to the client, after alternative treatment or if the social worker vacillates between the various services they offer. This could contribute to blurring of boundaries.

In determining personal or agency policies, it is important to have clear definitions on the amount of body contact you would have with the client, the distinctions between services and the risks and benefits of each method. Legally the social worker is responsible if harm comes to the client, and having legal advice may be important in addition to ethical considerations. It would be important that the social workers have very specific and detailed policies and guidelines for services other than social work.

Social workers are primarily accountable to the Code of Ethics (CASW, 2005), and Standards for Practice (SASW, 2012). All relevant documents need to be reviewed in developing a policy, including the CASW Code of Ethics (2005) and the Guidelines for Ethical Practice (2005), SASW Standards for Professional Service (SASW, 2012) and Codes of Ethics for other professional associations (ex. NUPATH) to which the social worker may belong. It would be especially important to consider the sections contained within the Guidelines for Ethical Practice that address ethical responsibilities of the social worker, indirect benefits, dynamics of dual relationships, power imbalances, conflicts of interest, informed consent and boundaries. In addition, it is always important that all decisions are well documented including the social worker's reasoning for using alternative methods, client responses, details of information shared with the client and the results of any professional consultations.

Submitted by:

Practice Ethics Committee



CASW News Release

A “Robin Hood” Reversal – Budget 2015

OTTAWA, ON - The Canadian Association of Social Workers is deeply troubled that the Government of Canada’s ability to sustain a strong social safety net for Canadian families and seniors is being lost in a modern day “Robin Hood” reversal.

Providing small, targeted tax breaks and benefits, Budget 2015 continues making choices that erode current and future governments’ fiscal capacity, severely limiting national leadership and program support for a more equitable Canada.

“Budget 2015 reads like the tale of Robin Hood in reverse: providing tax breaks for Canadians least in need at the expense of middle and low income Canadians, and neglecting our long term future,” points out CASW President Morel Caissie. “Behind the numbers, there are real people trying to get by – something that social workers see every day.”

In regards to the Universal Child Care Benefit increase, while it does support all Canadian families, a more targeted program using savings to top up the income tested Canada Child Tax Benefit would go further to support children in need.

It is clear that a balanced budget is not necessarily an equitable one, as Budget 2015 continues to deepen wealth inequality and neglect Canada’s most vulnerable. In particular, the Tax Free Savings Account limit increase and the introduction of Income Splitting will serve as tax breaks for the most economically privileged Canadians while leaving the rest behind. “The Parliamentary Budget Officer himself pointed out that the TFSA increase will disproportionately benefit the wealthy” adds Caissie.

“CASW’s pre-budget submission, Promoting Equity for a Stronger Canada, makes achievable and fiscally responsible recommendations to support all Canadians” adds Caissie. “We urge the government to develop a targeted basic income to help support seniors,

as well as all individuals who are economically insecure and vulnerable.”

Finally, the expansion of Compassionate Care Benefits under Employment Insurance is welcome, but falls dramatically short of a comprehensive fiscal plan to accommodate Canada’s aging population: by 2036, those over 65 will make up a quarter of the population. Indeed, CASW believes that Canada needs to begin planning for that future now, and has joined the Canadian Medical Association as a Co-Chair of the Demand a Plan initiative, calling for a National Seniors Strategy.



SASW Student Award Fund

**Climb on Board....
Make a Difference**

What does your donation do?

- increases the amount of the award yearly; as the fund increases so does the award
- attracts students to the profession and to SASW while still in school
- an opportunity to pay back for support you received as a student
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How can donations be made?

- individual donations
- bequests from estates
- as a beneficiary of your life insurance policy
- through fund raising events

The SASW Student Award Fund is established through and managed by the South Saskatchewan Community Foundation.

Your donations can be sent to:
South Saskatchewan Community Foundation
 #2 - 2700 Montague Street
 Regina, SK S4S 0J9

Saskatchewan Association of Social Workers
www.sasw.ca



Committee, Branch & Task Team Section

Caring Canadian Award - Renu Kapoor, MSW, RSW (SK)

His Excellency, right Honourable David Johnston, Governor General of Canada, presented the Caring Canadian Award to Renu Kapoor, from Regina, during a ceremony at Rideau Hall, Ottawa, Ontario on April 14, 2015. Renu was one of the 49 recipients of this award from various sectors of society.

Renu Kapoor, who has already been honoured for her work in the community by the province and the university, received the Caring Canadian Award last week.

Gov. Gen. David Johnston presented the award to Kapoor and 48 others in Ottawa last week.

“It was really great to be honoured by the Governor General. That was very special to me,” Kapoor said.

To hear the list of projects Kapoor has been involved with over her 40-plus years in the city is almost exhausting. She currently serves on eight different boards and has helped organize charity events at the local, provincial and national levels.

“I believe in giving back to the community,” she said.

Originally from India, Kapoor came to Regina after receiving her master’s degree in the United States. She worked as a social worker with Mental Health and Addiction Services for more than 37 years professionally before retiring early to, in essence, volunteer full-time.

“My life is all volunteer work,” she said. “You see the difference you can make in someone’s life.”

She’s worked with the Regina Food Bank, SaskCulture, the Regina Public Library, the South Saskatchewan Community Foundation and the Regina chapter of Osteoporosis Canada — just to name a few.

“Every year I get involved with another big project,” she said. “People get to know you and they give you a call.”

Her commitments usually mean working on something every day of the week.

“It just gives me a lot more energy,” she said. “You meet so many special people.”

Kapoor traces her volunteerism back to her parents.

“My mom and my dad back in India were very much involved (in the community),” she said.



Renu Kapoor and Governor General David Johnston.

Kapoor has also been awarded the Diamond Jubilee Medal, the YWCA Women of Achievement Lifetime Achievement Award, the Flare Volunteer Award for Lifetime Achievement and the Queen’s Golden Jubilee Medal.

All those accolades don’t mean she is planning on slowing down her volunteerism anytime soon, though.

“You don’t do volunteer work to get awards. You do it for the passion for it,” she said.

Contributions to the newsletter are always welcome.

Read any good books lately?

Working on an interesting project?

Have an area of interest that you would like to share
with other people?

Write to SASW Editor and see your name in print!

Deadline for the next newsletter is

September 15, 2015.

Social Worker Receives Saskatchewan Health Care Excellence Award

Kelly Pierson, RSW, and Dr. D. Oyeboode, chief psychiatrist, were recently awarded a Saskatchewan Health Care Excellence Award in the category of “Better Care.” This award was in recognition of the tremendous work Kelly and Dr. Oyeboode have been doing with their Maternal Mental Health Program with the Sun Country Health Region. It is exciting to note that Kelly was the only Social Worker to receive this award this year.

The Saskatchewan Health Care Excellence Awards (SHEA) recognize those individuals in health care who have shown excellence in their fields, commitment to their work and respect among their peers and the public. The mission of the SHEA program is to provide a venue to promote success in Saskatchewan health care, and to profile those individuals demonstrating excellence in their fields. Includes such categories as Quality of Work, Leadership, Innovative Treatment or Technology, Community Leadership.



Southeast Branch - Ethics Workshop

On St. Patrick's Day and in celebration of Social Work Week, the SASW Southeast Branch offered a Workshop on Ethics. Nuelle Novik presented “Crossing the Line: Ethical Challenges and Boundaries in Rural Social Work” to a full house with 35 in attendance. Issues such as multiple relationships and the special challenges in small, rural, remote and isolated communities and worker burn-out were covered. Nuelle gave an excellent presentation which was well received and positively reviewed by all.

*Submitted by:
Maureen Kraemer, SE Branch Member*



SASW Mentorship Program

The SASW Mentorship Program aims:

- To develop a formal network of experienced SASW members who would like to become associated with students and social workers new to the profession.
- To develop a supportive network that will enhance the professional identity of SASW members.
- To strengthen the social work profession through a mutual support system.

‘Mentoring comes from the Greek word meaning enduring. It can be defined as a sustained relationship between an individual (the mentor), usually older, always more experienced, who helps and guides another individual’s development (the mentee). This guidance is not done for personal gain.’

Who has the qualities of a good mentor?

Wondering about whether you could be a mentor?

A YES response to any of the questions outlined below will indicate that you DO have the qualities needed.

- Do you know what it’s like to have worries, frustrations or concerns about your work?
- Do people seek you out to talk about their worries, frustrations, and concerns?
- Has anyone helped you gain knowledge about how things work or how to get things done?
- Has anyone provided you with a quote that had great meaning for you? If it influenced your thinking or behaviour, did you pass it on to others?
- Has anyone encouraged you to find a way to deal with challenges in your life or work?
- Has there ever been anyone in your life who had a profound positive effect on you, but you didn’t realize it until much later in your life?
- Has anyone inspired you to shift the direction of your life in a constructive way?
- Have you ever had something you observed, read, or experienced have a profound effect on your strengths and abilities?

We can all contribute as a mentor if we can share our areas of experience and knowledge with others! SASW branches are always looking for social workers from a range of practise areas including: medical social work, mental health, child welfare, research and social policy, education, addictions, community development, private practise, corrections, advocacy, social justice and so on.

Those of us reaching out to social workers in the community are almost always met with a few of the same questions: What would I have to do? And how much time does it take? These are questions that don’t have finite answers because it is a matter of what you put into it will determine what you get out of it. However, I did some digging around and thought this outline might be most helpful to those just starting in the mentoring process.

Fostering successful matches includes:

- **Development**, that matures over time. Mentoring when it works taps into continuous learning principles that are a fundamental part of being a Social Worker. The benefits escalate as a result of ongoing events, experiences, observation, and interactions.
- **A joint venture**. Successful mentoring means sharing responsibility for learning between the mentor and mentee. Successful mentoring begins with setting out a specific plan for contact that both can agree with and work to achieve. Feedback consistently shows that the mentoring pairs who maintained regular contact fared the best. Not every contact need be lengthy or weighty. Brief messages containing small talk are as necessary for establishing a relationship as long, deep communications. Therefore, we strongly encourage you to maintain contact with one another at least two times per month. Email is the usual mode of communication, but it will be decided between the two of you.

When students and new professionals initiate discussion, it usually focuses on asking their mentor about their career experiences. There may be other topics that might prove fruitful for discussion. You may want to reflect back on your school experience and identify information that would have proven useful to you back then.

Sharing both failures and success are powerful teachers. Mentors, as leaders of a learning experience, need to share their “how to do it so it comes out right” stories. They also need to share their experiences of failure, *i.e.* “how I did it wrong.” Both types of stories are powerful lessons that provide valuable opportunities for analysing individual and organizational realities.

If you are interested in participating, or would like more information contact Angie Pollom at mentorship@sasw.ca

Submitted by:

A. Pollom, BSW, RSW (SK)

“The mind is not a vessel to be filled, but a fire to be kindled.”

- Plutarch

UPCOMING CONFERENCES, WORKSHOPS & EDUCATIONAL EVENTS

Somatic Experiencing Beg Level

Trainer: Linda Stelte

Location: Saskatoon, SK

Beg II Sept 18-21, 2015

Beg III Feb. 5-8, 2016

For more information contact: Susan

Risula srisula@sasktel.net or 306-631-6139

Saskatchewan Interprofessional Preceptor Conferences

Regina - September 24, 2015

Saskatoon - October 22, 2015

For more information and to register: www.saskhealthsciencesnetwork.ca/Preceptor-Conferences/

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**Upcoming events, news and workshops are regularly posted on the SASW website.
Please visit the website for more information.**