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# Making Connections



## ECDSS UPDATES

ISSUE 1, VOLUME 7  
SEPTEMBER 2009

As summer draws to a close, we hope many of you took some time to unwind, disengage from the hustle and bustle of busy lives and enjoy the fresh air and warm weather that never sticks around quite long enough!

We are looking forward to a busy autumn with a full line-up of professional development courses.

The October 20 all-sites meeting is a practical one-day course that everyone should attend! The more participants we have, the better we can brainstorm together and pool our resource knowledge. Register soon while spots are still available. We are looking forward to seeing you there!

### Making Connections For Our Children's Future (the Survivor Addition)

This all-day session will provide an opportunity to connect with a number of resources in the region in a fun and interactive way. This conference is more than just a resource fair, it is a resource simulation. It will provide opportunity for program staff to network with each other and pool their knowledge about available resources in the region. We are looking forward to seeing you there. Lunch is provided.

**Date:** October 20, 2009  
9:00 a.m.—3:30 p.m.

**Location:** North Pointe Community Church,  
10425—167 Avenue, Edmonton

**Cost:** \$15.75 (GST included)

Register online at [www.ecdss.ca/events.php](http://www.ecdss.ca/events.php)

### Early Intervention (EI) Sector Meeting Cancelled

The September 16, 2009 EI sector meeting has been CANCELLED. The next meeting will be held in December 2009.

### Save the Date for Dr. Bruce Perry

Dr. Bruce Perry, M.D., Ph.D. is a clinician and researcher in children's mental health and the neurosciences. Dr. Perry is an internationally recognized authority on children in crisis. He will join us again at our February 25, 2010 spring conference for an all-day presentation on "Working with Traumatized Children". Mark your calendars, you won't want to miss this one!



*"Working together for our children's future."*

# UPCOMING PROFESSIONAL DEVELOPMENT

Register Online  
[www.ecdss.ca/events.php](http://www.ecdss.ca/events.php)

## Kids Have Stress Too

Research shows that even young children can learn to manage their stress effectively. Participants who complete this course are qualified to present workshops to parents and caregivers on how to recognize stress in children, identify stressors, and teach age-appropriate stress-management techniques. Participants are provided with materials to teach the workshops.

Date: October 22, 2009

Cost: \$78.75

## Relationship Based Practice —Level I (Formerly known as Core Home Visitation Training)

This session focuses on building the knowledge and skills of relationship based practitioners, exploring values and beliefs, and gaining practical strategies for reaching, engaging and supporting hard to reach families. This training will increase awareness and knowledge of child abuse, duty to report, establishing and maintaining healthy boundaries. Practitioners will explore communication strategies, safety practices for working alone, confidentiality and self-care.

Date: September 21-25, 2009 (5 days) or ←**Sold Out**  
December 7-11, 2009 (5 days)

Cost: \$255.00

## Relationship Based Practice —Level II

This session focuses on deeper exploration of relationship based practices. Participants will explore interdisciplinary practices and how to collaborate with other professionals. Participants are challenged to look at their own values and beliefs and to explore the impact on their ability to support families. Participants will drill deeper into the topic of maintaining healthy boundaries, case-note writing, ethics and leadership.

Date: November 30– December 1, 2009 (2 days) or  
February 18-19, 2010 (2 days)

Cost: \$105.00

## Kouzes and Posner Leadership Challenge

Backed by 25 years of original research and data from over three million leaders, The Leadership Challenge® is a leadership development program by bestselling authors Jim Kouzes and Barry Posner. Approaching leadership as a measurable, learnable, and teachable set of behaviors, this proven leadership model proclaims Leadership Is Everyone's Business.

Date: October 1-2 and 30, 2009 (3 days) ←**Sold Out**  
or March 4-5 and 26, 2010 (3 days)

Cost: \$472.50

## Ages & Stages Questionnaire (ASQ) and Ages & Stages Social/Emotional (ASQ-SE)

This session provides the essentials of using the ASQ and the ASQ:SE tools. These questionnaires are flexible, culturally-sensitive systems for screening infants and young children for developmental delays or concerns in the crucial first five years of life.

Date: October 14, 2009 (1 day) or  
February 17, 2010 (1 day)

Cost: \$47.25

## Child Development

This session explores child development within the context of relationships. Participants will learn the basic concepts of brain development, relationship development and how interactions between child and caregiver create the crucial foundation for healthy development. Participants will explore the roots of challenging behavior and learn strategies to positively engage children in ways that build relationships.

Date: November 16-17, 2009 (2 days) or  
January 19-20, 2010 (2 days)

Cost: \$105.00

## Can't Find the Course You Are Looking For?

We offer additional courses. Please visit our professional development webpage [www.ecdss.ca/course\\_listing.php](http://www.ecdss.ca/course_listing.php) to view our complete course listing. If you request a course, we will contact you as soon as we schedule the next session.

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# PROGRAM PLANNING

September is a busy month for most of us. It's the time of year when many programs are starting their new sessions and kids are heading back to school. It is the month for reconnecting with colleagues and the families we serve.

It's a busy time with staff meetings and planning sessions now that everyone is back in the office from various summer vacations. Before planning this year's sessions, make sure you take a moment to celebrate previous successes. Acknowledging success reminds us how far we have come in our efforts. From these successes, we can start planning how we can improve our programs to run more effectively and efficiently.

As you focus on program planning, some topics to discuss with colleagues are:

- Engaging and retaining clients
- Effective client/program partnership building
- Positive program promotion
- Making time for reflection

## Effective Client Engagement

Effective client engagement involves many techniques and skills. In order to engage reluctant clients, practitioners should focus on their ability to:

- tune in to self and others, ask clients what they need and would like to improve
- involve clients in the planning of services
- focus on listening, seek to understand the clients point of view
- identify and support client strengths
- provide clear and accurate response to client questions
- clarify roles and purpose, connecting agency goals with client goals
- show honesty and respect and dependability
- apply culturally sensitive practice
- invest in client success and provide regular feedback
- provide outcome-oriented practice.

## Building a Collaborative Partnership with Clients

One of the ways to ensure we are doing everything we can to engage and retain our clients is to ask them what they need. We can effectively provide services to families by involving them in the program planning process.

Make it a usual practice to include potential clients or past clients as partners in the design of programs. Ask them to attend planning meetings, and encourage them to contribute at the meetings. It may take some revamping of the usual planning process, but this partnership is highly effective.

Keep in mind, from the agency perspective, it's important to:

- Show resistant staff how clients can participate.
- Allow sufficient time and support to help staff learn to collaborate.
- Encourage staff to ask clients what they think.
- Encourage clients to share their perspectives when new ideas for programs and services are being presented.
- Be honest and share concerns/fears with the participating client.

From the client perspective, it's important to:

- Offer to contribute your skills in addressing the issues.
- Educate providers as to what you need and why. Write out your stories and those of others and share them.
- Work through your own frustrations about services and channel your energies into becoming an advocate.
- Follow through with commitments.
- Participate in professional development opportunities that teach team building skills, negotiation skills, and group decision making skills.

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*We don't see things as they are,  
we see things as we are.*

**Nin, Anais**

## Promoting Your Program

It's not usually hard to find clients who need some assistance. Many of the programs in our area are full and have waiting lists. Occasionally however, we may need to do some recruitment to fill a few empty spaces or promote a new program. To ensure the advertising you use is effective in reaching the right participants and to keep marketing costs to a minimum, consider the following:

- Promote the program in terms of personal gain for the participant, rather than a lengthy description of the services provided. Tell the participants what positive changes they may experience by getting involved.
- Use strength-based marketing. Avoid presenting programs as a way of rectifying parent deficits. Instead frame it in terms of an opportunity to raise successful children and families.
- Reach those in the community by having print materials or a display at school parent nights , at church social events, or at cultural centres.



## Take Time to Reflect

Reflection is an invitation to think deeply about our actions so that we may act with more insight and effectiveness in the future. It is something we all do at times, we process, analyze, and integrate our past experiences. Recording our thoughts in writing or drawing, or discussing with others, can make us that much more aware. The benefits to reflection are numerous at the individual and team level. Reflection:

- gives meaning to our experience.
  - Did I accomplish a goal? How have others benefited from my actions? How is this related to the bigger picture?
- fosters life-long learning skills, developing our ability to learn from positive and negative experiences.
- provides an opportunity to establish individual or team expectations and to clarify goals.
- creates shared understandings, open communication, and better teamwork.
- relieves tension and provides re-energizing and renewal. This is especially important when work is emotionally challenging.
- creates a sense of accomplishment that is crucial, especially when there are limited external rewards.
- creates a sense of closure, important after a long service period, project, or emotional experience.

## LINKS TO PROGRAM PLANNING RESOURCES

[www.nationalserviceresources.org/files/legacy/filemanager/download/615/nwtoolkit.pdf](http://www.nationalserviceresources.org/files/legacy/filemanager/download/615/nwtoolkit.pdf)

- *Reflection Toolkit*, Northwest Service Academy, Portland.

[www.uvm.edu/~dewey/reflection\\_manual/index.html](http://www.uvm.edu/~dewey/reflection_manual/index.html)

- *Facilitating Reflection, A Manual for Leaders and Educators*, University of Vermont.

[www.communityscience.com/](http://www.communityscience.com/)

- Provides an integrated approach to building the capacity of organizations and institutions, helping to develop healthy, just and equitable communities.

[www.familyprocess.org/Data/featured\\_articles/59\\_fraenkel.pdf](http://www.familyprocess.org/Data/featured_articles/59_fraenkel.pdf)

- *Engaging Families as Experts: Collaborative Family Program Development Research*.

[www.eclkc.ohs.acf.hhs.gov/hslc/Professional%20Development/Organizational%20Development](http://www.eclkc.ohs.acf.hhs.gov/hslc/Professional%20Development/Organizational%20Development)

- *Early Childhood Learning and Assessment Centre, Organizational Development Resources*.

[www.pacwcbt.pitt.edu/Curriculum/301EngngClntsFrmAStrngthBsdSltnFc sdPrspctv.html](http://www.pacwcbt.pitt.edu/Curriculum/301EngngClntsFrmAStrngthBsdSltnFc sdPrspctv.html)

- *Engaging Clients from a Strengths-Based Solution-Focused Perspective*, Pennsylvania Child Welfare Training Program

[www.strengtheningfamiliesprogram.org/docs/EffectiveParentingInterventions.pdf](http://www.strengtheningfamiliesprogram.org/docs/EffectiveParentingInterventions.pdf)

- *Effective Parenting Interventions for the Prevention of Child Maltreatment*. This is a review of evidence-based family intervention

# LOW OR NO COST FAMILY EVENTS

## Downtown Edmonton Corn Fest

Families are invited to come out and enjoy some corn-on-the-cob or popcorn at the annual Downtown Edmonton Community League Corn Fest. This is a free event and is being held to promote safety in the downtown neighbourhoods. Various agencies from the City of Edmonton will have displays and can answer questions and provide safety information.

Date: Saturday, September 12, 2009

Time: 11:30 am- 2:00 pm

Location: Beaver Hills House Park  
105 Street & Jasper Avenue

For more information call 780-425-1432.

## Alberta Arts Days at the Museum

In celebration of Alberta Arts Days, admission to the Royal Alberta Museum is FREE on September 18-20, 2009.

- Join local artisans in the galleries as they create pieces reflecting their interpretation of our Alberta stories.
- Tours of Government House (on the museum grounds).
- Family-friendly walking tours of the art that surrounds the building and graces the grounds.
- U-22, Alberta's showcase of young, up-and-coming musicians, are performing in the theatre on Friday, September 18 and Sunday, September 20. A Music and Mentor Workshop is being offered on Saturday, September 19 (limited spots, pre-registration required).

For specific event times and additional information, visit the museum website at [www.royalalbertamuseum.ca/](http://www.royalalbertamuseum.ca/) or call 780-453-9100

For additional information on the Music and Mentor workshop, visit the website [www.u22.ca](http://www.u22.ca).

## Neighbour Day - A Community Showcase Fort Saskatchewan

This informative family event introduces visitors and residents to a multitude of community groups and programs in the fields of recreation, culture and social services. You will find engaging displays by local community groups, service organizations and sports clubs, with representatives eager to answer your questions. Take advantage of free public skating and shinny hockey, watch the kids enjoy balloon animals and burn energy in a jumpy inflatable and much more.

Location: Dow Centennial Centre, 8700 - 84 Street,  
Fort Saskatchewan

Date: September 12, 2009, 10:00 am-3:00 pm

For more information, call 780-992-6261 or visit the website at [www.fortsask.ca/](http://www.fortsask.ca/).

## City of Edmonton, Free Admission Day

The City of Edmonton invites you to enjoy a full day of fun with free admission to its attractions and selected recreation centres. It's Edmonton's way of saying thank you to it's citizens.

Date: Sunday, September 27, 2009

Time: 10:00 am to 6:00 pm

For more information, visit the City of Edmonton website at [www.edmonton.ca/](http://www.edmonton.ca/) or call 311.



## DID YOU KNOW...

### Fruit, Free for the Picking

Do you have an apple tree or a raspberry bush that is exploding with fruit and you just don't know what to do with it all? Or perhaps you are in need of fruit to make your favorite pies or jams.

Operation Fruit Rescue Edmonton (OFRE) is an organization that connects volunteers who want to pick fruit with residents who offer their harvest to the organization. One third of the fruit picked goes to the volunteer picker, one third to the homeowner (if they are interested) and one third to Edmonton's Food Bank. For more information, please visit the OFRE website at [www.ofre.wordpress.com/](http://www.ofre.wordpress.com/).

### Reduced Cost Dental Care in Edmonton

University of Alberta's Department of Dentistry offers a wide variety of dental services at reduced costs. Fees for dental services are reduced to approximately half of private practice providers. U of A is a teaching clinic, meaning that treatment is done by students while under supervision of qualified practitioners. The clinics are open from September to July.

For more information visit the website at [www.dent.ualberta.ca/patientclinic.cfm](http://www.dent.ualberta.ca/patientclinic.cfm) or call 780-492-4458 (Dental Hygiene).

NAIT Denture Clinic offers free assessment for denture procedures and the cost of dentures are billed on a cost recovery basis for materials. It costs around \$800 for a full set. Private practice can charge as much as \$2500. The clinic is open from August until February. Call 780-471-7786 for more information.

NAIT Dental Hygiene Clinic provides cleaning and fluoride treatments in May and June each year for patients 4 to 21 year olds. The cost is minimal at \$10 per client. During July and August, the clinic provides service for clients 13 to 25 year olds at a cost of \$20 per person. Call in April to book appointments at 780-471-8827.



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### Resources

Community Science. Principles for Engaging and Retaining Families in Services. [Online] Available [www.communityscience.com/pubs/PERF022005.pdf](http://www.communityscience.com/pubs/PERF022005.pdf), February 2005.

Statewide Parent Advocacy Network. Family-Agency Collaboration. [Online] Available [www.spannj.org/publications/familyagency\\_pub.htm](http://www.spannj.org/publications/familyagency_pub.htm), August 2009.

University of Pittsburg, School of Social Work. Engaging Clients from a Strength-Based Solution-Focused Perspective. [Online] Available [www.pacwcbt.pitt.edu/](http://www.pacwcbt.pitt.edu/)



Early Childhood Development Support Services is supported by funding through the Edmonton and Area Child and Family Services Authority (CFSA). This funding is provided to assist Early Childhood Development funded service providers with program delivery, program development, data collection, evaluation and training. Through ongoing collaboration with the CFSA, this newsletter is intended to provide information to service providers pertaining to these services.