

# Connecting Voices

Newfoundland and Labrador Association of Social Workers



## Feature

# Social Work and Social Networking

BY NORA ENGLISH MSW, RSW

Is there a connection between social work and social networking? Should social workers be concerned about their use of social networking? Why or why not? At a recent meeting of the NLASW Professional Issues Committee, there was a lively discussion on the use of social networking and social work practice, resulting in this article.

Web sites define social networking as the grouping of individuals into particular groups – most popular online – and through sites such as Facebook, MySpace and Twitter. Social workers using social networks might be interested in knowing that the first reference to technology and social work was in 1917 when Mary Richmond noted the importance of using the telephone in social work practice. At that time, social workers were somewhat uncertain of telephone technology. How far have we come!

Many of us use social networking to share information with friends and family. Facebook is used by 400 million users worldwide while other networks such as YouTube boasts 100 billion users daily.

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## Mission Statement:

*"Excellence in Social Work"*

### NLASW Goals:

1. To regulate the profession of social work in Newfoundland and Labrador.
2. To promote the continuing professional education of social workers.
3. To promote public awareness of the profession and practice of social work in all regions of the province.
4. To engage in social policy analysis and advocacy.

## Editorial policy

Connecting Voices seeks to serve as a meeting place for social workers in Newfoundland and Labrador by publishing information about:

- the happenings of Newfoundland and Labrador social workers
- professional issues
- social and legislative issues
- books, journals and other media of interest to social workers
- continuing education and job opportunities
- social work research, theory, practice and education

The Editorial Committee is interested in readers' stories, poetry, anecdotes, thoughts and ideas. Cartoons, artwork, pictures and acknowledgements are also welcome. Written submissions and photographs should be in electronic copy.

The Editorial Committee reserves the right to reject any article or return it to the author for revision prior to publication, as well as to edit submitted material for clarity and conciseness. All published articles and advertisements must reflect the profession's ethics and values.

Advertising space is available. The Editorial Committee reserves the right to reject any advertising.

Publication does not imply endorsement by the NLASW.

Connecting Voices is published two times per year.

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# Editorial

## The Art of Communication

BY KAREN MOORES BSW, RSW  
CO-EDITOR

The most basic skill we learn as new social workers is communication. The ability to communicate with clients, co-workers and all of whom we have interactions is an invaluable skill in social work practice. In this issue of Connecting Voices there are several articles which reflect on the value of communication and the need to communicate effectively and in a timely manner.

Social workers need to always be clear when communicating. Ineffective communication may lead to missed opportunities to challenge social policy, to garner support or to enact change. An American political writer once said:

**"the art of communication is the language of leadership"**  
- James C. Humes

Social workers are leaders. Whether in the workplace, in the community or as a



volunteer, we point the direction and lead the way. In doing so, we need to ensure that the direction is indicated with clarity. Also in this issue, we extend congratulations to the social work graduates and newest members of the social work profession. May you now put into practice the skills you have been taught and the wealth of knowledge you have gained.

The Editorial Committee was delighted to receive an abundance of submissions for this edition. With your help, we

can provide a journal that is filled with current information that, we hope, will benefit your social work practice. I would like to thank the members of the Editorial Committee for their hard work and dedication to the publication of Connecting Voices. We are always interested in new ideas and welcome your comments and article submissions for the January 2011 issue. Thank-you for being a part of Connecting Voices!

Yours in Social Work,  
Karen Moores



# Administration

## MOVING?

If you have moved or changed your personal or employment information since registration renewal, please contact Adrienne Foley at (709) 753-0200 or by email at afoley@nlasw.ca.

## 2010 TAX RECEIPTS

The NLASW implemented a new method of issuing tax receipts and registration cards for the 2010 registration year. The

2010 tax receipts were issued with the registration card attached as individual renewals were processed. Please ensure you retain your 2010 tax receipt as a duplicate will not be issued.

## PROFESSIONAL DEVELOPMENT FUND

The NLASW Professional Development Fund is available to provide financial sponsorship for members to attend professional education and

development activities that meet the criteria established by the Professional Development Fund Committee. Deadlines for applications are September 16 and March 16 of each year. Application forms are available under the Continuing Education section of the NLASW website ([www.nlasw.ca](http://www.nlasw.ca)) or by contacting Adrienne Foley at afoley@nlasw.ca.



# Executive Director

## The Next Chapter: Bill 20 An Act Respecting the Practice of Social Work (2010)

### Executive Director & Registrar's Report

BY LISA CROCKWELL MSW, RSW

The beginning of this decade means a new chapter in the history of social work in this province. After almost 20 years, our profession is receiving a new act. Bill 20: An Act Respecting the Practice of Social Work has received first, second and third readings at the House of Assembly and a proclamation date of March 31st, 2011 is anticipated.

Social work regulation has a relatively short history in this province. Prior to 1993, anyone with any level of education or training could legally refer to themselves as a social worker. The public had no assurance that they were receiving a highly professional and accountable service; the profession was limited in its ability to advance. Individuals with social work education and a vision worked tirelessly for decades to achieve social work regulation. After years of lobbying and tragedies in the public system, the Social Workers Association Act received royal assent in 1992. The first social workers were registered to practice in 1993. Since then the profession has experienced continued growth in members. There were approximately 200 social workers prior to the implementation of mandatory registration. This number grew to around 650 in the mid 1990s and has more than doubled to 1340 today.

Similar to the Social Workers Association Act, Bill 20 continues to address

protection of the titles "social worker", "registered social worker" and the RSW designation. It also continues to address scope of practice but has expanded the definition of social work to include social policy practice and social work research. The new definition of social work is:

"...the assessment, remediation and prevention of psycho-social problems and the enhancement of the social, psych-social functioning and well being of individuals, families, groups and communities by:

- (i) Providing direct counselling and therapy services to a client
- (ii) Developing, promoting and delivering human service programs, including those done in association with other professions
- (iii) Contributing to the development and improvement of social policy
- (iv) Conducting research in the science, technique and practice of social work

The new legislation continues the dual mandate of NLASW as both a regulatory body and professional association. The objects outlined in Section 5 require NLASW to establish and maintain standards of professional conduct, to promote, increase and improve knowledge skill and efficiency, to regulate the practice and to promote public awareness of the profession and practice of social work. It explicitly states that "the association shall not undertake individual advocacy for members" as this is the domain of the unions representing

the individual interests of members. Social policy analysis and advocacy in the public interest will continue.

The new act aligns procedures with all other regulated professions in the province. Procedures that currently exist in other professions but are new to social work will include the ability to resolve complaints using alternate dispute resolution, the ability of the Complaints Authorization Committee to issue a caution and the requirement of the Discipline Panel to publish the outcomes of decisions following hearings.

The new Act will require this organization to revisit and revise all existing regulations, by-laws, policies and procedures to ensure compliance. This will obviously be a very resource intensive process.

The next edition of Connecting Voices will provide members with extensive updates regarding the details and directions of the new legislation. Information about the Social Workers Act as well as a link to the document will be available on our website at [www.nlasw.ca](http://www.nlasw.ca).

The NLASW Board of Directors remains committed to the mission of *Excellence in Social Work* and looks forward to working with registered social workers to advance our profession into the next decade.



# Clinical

## Using Macro Social Work Practice to Affect Change

BY LISA ZIGLER MSW, RSW

The profession of social work gives us many opportunities to work in a wide variety of settings and to practice on a number of different levels. While many social workers are engaged in micro level work with individuals and families, some are involved in facilitating groups and working with various communities. Others are engaged in system change work.

While my previous social work experience has been varied, I spent most of my time working for change at the community level. In fact, I found that I was hesitant to become



involved in larger systems. I always thought that change needed to come from outside of these systems. I now find myself working for one of these large organizations, and as the project coordinator for NAVNET, I have been given an opportunity to use my skills and experience to help make change from within the systems themselves.

NAVNET is an initiative that resulted from one of the recommendations of the Navigators and Networks Report released in March 2008 which examined the systems response in St. John's for those with "complex needs". These individuals often have multiple issues in their lives such as mental health, addictions, developmental challenges, involvement with the criminal justice system etc. which leads them to require services from a range of large systems which tend to function as silos.

Unfortunately the access to these services is often difficult as those with "complex needs" face a number of system wide barriers, including obtaining information about what kind of support is available to them, inflexible policies, lack of coordination among service providers and other gaps.

NAVNET, which is focused in St. John's, formed in February 2009 and is made up of directors from Eastern Health and several Provincial Government departments, representatives from the community sector as well as from those whose practice focus is on the front line of service delivery.

My work with NAVNET reflects a macro level perspective. This level of social work involves initiating, implementing, and assessing social service and social action policies, programs, and organizations (Epstein & Tripodi, 1979). The work often includes

policy change and capacity building. While front line clinical work is vital to our work as social workers, so too is working for systematic change. In fact, I believe that direct practice sometimes does result in larger system change. It is however at the macro level where social workers can focus on work that will affect the lives of many individuals and groups at the same time. For example, a change in policy for one person, will often impact many others in similar circumstances.

Social workers engaged in macro social work practice in this province can be found working in various government departments and are often focused on helping to ensure that the policies that guide many of our government programs are working well for those they are intended to help. If they are not, social workers can become engaged in a process of working with others to make necessary changes. In the community sector, social workers with an interest in this level of work often become managers and executive directors in a wide variety of settings.

The work that NAVNET is engaged in has meant that I work with both the government and the community in ways that will improve the capacity of our systems to work with those with "multiple and complex" needs.

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# Leadership

## What's Hope Got to Do With It?

BY JODY-LEE FARRAH MSW, RSW

I was inspired to consider the role of hope in social work practice while participating in a course on community capacity building. During this particular session, the topic of discussion was social justice. As I listened, I expected to hear a somber lecture about the many social oppressions plaguing Canadian society today: poverty, domestic violence, crime, racism, homelessness, unemployment, or child abuse. Much to my delight, the lecture took an unexpected twist as the professor began to talk about hope. She gently reminded the class that we can't forget about hope and its place in social work practice. After all, social workers believe in hope...don't we?

While contemplating hope and social work practice, I wondered what it means to hope. Hope is "a desire of some good, accompanied with an expectation...or a belief that something is obtainable; confidence; pleasing expectancy". Another source defined hope as a want or a wish for something to happen or be true...Considering these definitions, hope consists of a confident desire and a belief in the likelihood of success.

Although the described aspects of hope are desirable characteristics often found throughout the social work profession, there are times in social work practice that hope may seem lost. Social workers may feel disheartened and wonder if their work is making a difference. In fact, social workers may even feel a little hopeless.



During the class on social justice, the professor posed the question; how can hope be maintained in social work practice? The list of ideas from my classmates was uplifting and inspiring. Here are a few suggestions from social workers on how to maintain hope in practice:

- Celebrate successes
- Contribute to hopefulness
- Grab hold of hope from others and share it
- Exercise a sense of humor
- Believe in the impossible
- Be the change you want to see, change allows us to have hope
- Share stories
- Love people, believe in people

In their book, *The Leadership Challenge*, Kouzes and Posner (2007) address

the role of hope in leadership. When describing secrets to success in life, they state, "leaders must keep hope alive, even in the most difficult of times. Without hope there can be no courage – and this is not the time or place for the timid. This is the time and place for optimism, imagination and enthusiasm. Leaders must summon their will if they are to mobilize the personal and organizational resources to triumph against the odds. Hope enables people to transcend the difficulties of today and envision the potentialities of tomorrow. Hope enables people to bounce back even after being stressed, stretched and depressed. Hope enables people to find the will and the way to unleash greatness" (p. 349-350). How applicable for today's social worker!

While listening to that lecture, I was reminded that hope is inherently present in the individuals, families and communities that social workers serve. At times when hope is not seen or felt, be rest assured that it's there. Hope is all around. It is during times of feeling hopeless when our belief in the resiliency of the human spirit is most crucial. When in doubt, hold out hope and remember the eloquent words of poet Emily Dickinson (1861):

"Hope is the thing with feathers  
That perches in the soul  
And sings the tune without  
the words And never stops at all."



# Perspectives *60*

## A Reflection

BY HELEN HANDRIGAN MSW, RSW

As I approach retirement from the profession of social work, I am able to put a reflective lens on the many wonderful opportunities that I have experienced throughout my career of 35 plus years. While I started out in the traditional settings and held the same ideals as many social workers, I was fortunate to have been on the cusp of innovative and exciting modes of practice in often very non traditional settings.

My career took me to many areas from hospital social work in Corner Brook to the development of a social service component in the newly created Unified Family Court in St. John's to community development with the Newfoundland and Labrador Housing Corporation (NLHC) and then to the administration and delivery of non profit housing for the City of St. John's. The opportunity in each of these settings was exciting but I would like to give you a glimpse into the work at NLHC.

In 1983, my career took an exciting turn when I was hired to implement a Tenant Relations program with Newfoundland and Labrador Housing Corporation. The corporation was carrying out major capital improvements to their social housing program and wanted to take the corporation in a new direction in relation to the stigma attached to social housing. They wanted to increase communications and set up new mechanisms to listen to the tenants and they looked to a social worker to help carry out this vision. The use of



community development was the logical path to follow in order to meet the goals and objectives of the program that NLHC had envisioned to promote and encourage tenant involvement.

In the early 80's, although community development was a recognized social work method, it was not given the attention and status in social work curriculum that casework and group work received; but that didn't hold us back. We knew we had to use community development concepts to reach our goals. To say that we were slightly ahead of our time was an understatement! We hit the ground running, forged new ground and successfully used community development to put a face on tenant involvement across Newfoundland and Labrador. The Tenant Relations Program planted the seed and the tenants, housing areas, neighbourhoods, tenant associations and community centres blossomed. They are still blossoming 25 years later, thanks to the skills of social workers.

Fresh from my community development role at Newfoundland and Labrador Housing and the subsequent devolution of my role to the regions, I joined the City of St. John's to administer and manage their complex housing portfolio. Social work skills in this role were a definite asset and during my work with the City I had the opportunity to get involved in applicant/tenant issues and to work with the broader housing community to address housing needs. Regular contacts with various government and community partners have broadened my perspective on the housing needs in our community. The opportunity to contribute to housing solutions for various people has been a learning experience. We always need to learn to keep our work fresh!

I would like to encourage all social workers to try new career paths; the opportunities in our community are endless. Your social work skills are unique and can impact how services are delivered in the best interests of all the people we serve.



# Health Promotion



## Social Worker's CARE

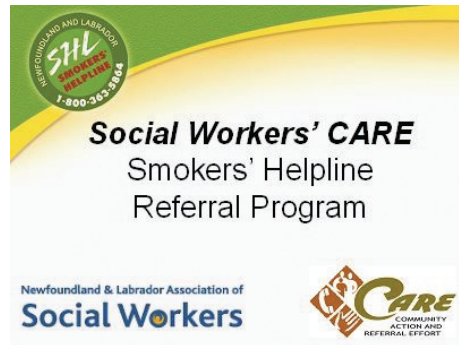
BY NATALIE IVANY BA, BSW, RSW  
AND MARY LYNN PENDER,  
ACTING DIRECTOR

A joint effort of the NLASW and the Newfoundland and Labrador Smokers' Helpline, the Social Workers' CARE Program is a proactive way to connect individuals who use tobacco with help to quit.

**"Anyone in Newfoundland and Labrador can call the Smokers' Helpline to receive free information and resource materials, or to speak to a qualified cessation counselor for advice, support, and motivational counseling while working towards being smoke free."**

Tobacco use is a deadly addiction and is a serious community concern. In our province, tobacco use is linked to about 1100 deaths each year; this includes about 100 deaths from secondhand smoke. Tobacco use continues to be the number one cause of preventable death, contributing to a variety of devastating illnesses including cancer, heart disease, stroke and more. A significant study of the health risks of smoking concluded that about half of all long-term smokers are killed by their habit, a quarter while still in middle age (35-69 years).

The good news is that there are effective supports available.



The Smokers' Helpline is a free, confidential, telephone-based service. The Smokers' Helpline is well known for offering a very comprehensive and integrated service, and has been recognized nationally and internationally for its work in cessation. Anyone in Newfoundland and Labrador can call the Smokers' Helpline to receive free information and resource materials, or to speak to a qualified cessation counselor for advice, support, and motivational counseling while working towards being smoke free. The Smokers' Helpline understands there is no one way to quit smoking so the individual may choose from a variety of supports.

The CARE Program highlights the fact that the devastating effects of tobacco use are indeed a community concern. Everyone can get involved to support smokers in quitting. Health professionals, in particular, are making the effort to address tobacco use. CARE was launched with social workers in January 2008.

The CARE program was designed to be quick and simple for both health professionals and patients.

The following steps outline the referral process:

1. Ask your client if they have used tobacco products within the last six months.
2. If the individual answers yes, then offer a referral to the Smokers' Helpline for free support in quitting and/or staying tobacco free.
3. If the individual agrees, complete the CARE Referral Form and fax it to the Smokers' Helpline secure fax line. A trained counselor will then call the individual to provide free specialized support and counseling.
4. If the individual disagrees, provide the Smokers' Helpline toll-free number (1-800-363-5864) and website ([www.smokershelp.net](http://www.smokershelp.net)) and encourage them to call when they are ready.

Individuals referred through the CARE Program receive helpful, proactive, individualized counseling to assist them with quitting. A Smokers' Helpline Counselor calls the individual within 3 days and offers the individual a variety of options to choose from including a free information kit, telephone counseling, group programs, email counseling, and self-help information through the Smokers' Help Online website. All services are free.

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# Issues

## The Lens of Vulnerability: Risk & Resilience

BY DENEICE NOFTALL MSW, RSW

Why is the prospect of accessing therapeutic services such a daunting one for social workers and other helping professionals? This question has remained with me over recent months and has been influenced by a recent change in my employment. I have moved into a position as an Employee Assistance Program (EAP) coordinator, providing services for a variety of professional groups. Further, Amy Sheppard's article Practice What You Preach, published in the last issue of Connecting Voices, has had a profound effect on me. It left me realizing I would not have been able to open myself up to accessing EAP services if I were in a similar situation. I would need more information on how the EAP program would benefit me. More to the heart of the issue, I would need a sense of the expected reaction from an EAP provider, to me as a colleague, who is seeking services.

It has been my experience that the decision for a helping professional to seek therapeutic services is often an extremely complicated one. Does accessing services call into question one's sense of confidence and identity as a professional? Part of the complexity surrounding this decision involves fears of being judged by other professionals and an internal struggle with ideas of professional ethics and competency. What does it say about me as a professional if I need the services that I often provide for others?

As professionals seeking help, we are impacted by a "problem saturated" view of counseling. Is there an implicit fear that we will become defined by the "problem" or that this is how others may define us? I believe this fear is heightened when the decision becomes one of whether to seek services in relation to the impact of our work - coping with the demands of the job, issues in the workplace etc. Is there a hidden hierarchy of "acceptable problems" and reasons to seek services?

**"It has been my experience that the decision for a helping professional to seek therapeutic services is often an extremely complicated one. Does accessing services call into question one's sense of confidence and identity as a professional?"**

Within the context of the social work role, clients are encouraged to focus on their preferred view of self in relation to problems. A narrative therapy perspective may provide a helpful model for social workers in reflecting on the following: What would be our professions preferred story in response to social workers seeking services? How do we begin to normalize and even hold the choice to access services in esteem? What does it say about me, as a person and a professional, if I am willing to engage in services? What

does it suggest about what I value? If I am willing to access services, what might it let others know about the professional standards I uphold?

Throughout my career, I've been aware of EAP services and supervisors have communicated the option to access the program if needed. In my experience, being informed about the existence of an EAP is not sufficient to facilitate utilization of these services. What may be more helpful is to have a colleague, who has personally experienced EAP services, spend time with fellow employees to address fears, expectations and perceptions of the professional who seeks EAP services. It is my perspective that within EAP's, there is a dominant story of professionals seeking services, which highlights values of self awareness, personal and professional integrity, self-care and a high standard of professionalism. Coming to this realization has been energizing and empowering for my personal and professional life.

There is an implicit acceptance that professionals' lives are often filled with competing demands, priorities and challenges. It makes good sense to implement professional supports to buffer and safeguard individuals and their families affected by these very common challenges.

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# Innovation

## The Justice Project

**BY HEIDI EDGAR MSW, RSW,  
JILL PECKFORD BSW, RSW,  
AND JILL RICHARDS BSW, RSW**

The Justice Project, an initiative of the Canadian Mental Health Association, is breaking new ground both provincially and nationally by working with those who are most vulnerable and complex within the correctional system. This initiative serves to address the needs of 25 individuals with a mental illness who come into conflict with the law and have complex needs. The intent of the Project is to provide in-reach mental health services to clients diagnosed with an AXIS I mental illness, using that time to establish a therapeutic relationship and assess individual needs upon release. Through an active planning process, services to support and assist clients in the community will be identified and all attempts will be made to have an individualized plan in place prior to release. The project follows clients upon release, "meeting them at the gate", and then accompanying them into the community with the intent of continuing to provide service and insuring identified needs are being met. This will allow for continuity of care from institution to community. The overarching goal of the project is a reduction in recidivism.

Upon release from Her Majesty's Penitentiary, the Justice Project will provide intensive case management in the community. Intensive case management promotes independence and quality of life through the

coordination of appropriate services and the provision of constant and on-going support and counseling. Case Managers ensure that basic needs, such as housing, food, and services appropriate for each individual client are provided. The development of a caring, supportive relationship between the case manager and the individual are integral components of the intensive case management process.

**"The project follows clients upon release, "meeting them at the gate", and then accompanying them into the community with the intent of continuing to provide service and insuring identified needs are being met."**

Our clients must overcome the stigma of mental illness as well as having been incarcerated in order to move forward in their lives. There are currently two case managers with the Justice Project and one coordinator. The Justice Project is responsive to the individual's multiple and changing needs, and plays a pivotal role in coordinating required services from across the mental health system as well as other service systems (i.e., criminal justice, developmental services, health and addictions). The case managers' work toward building a trusting and productive relationship with the individual and to provide the support and resources that they need to achieve goals, stabilize and

improve the quality of clients lives. They advocate within systems to ensure services are fully accessed. The barrier that most often presents itself is housing. The current housing market in St. John's, depicting a low vacancy rate and high rental rate, make it very difficult for individuals with complex needs to secure appropriate and safe housing.

Space has been provided on site at HMP, which provides an opportunity for clients to leave the prison and come to a new, clean, bright building. This space allows for the provision of multiple services including educational programs, groups and addictions programs provided by an addictions coordinator.

Since the start of the Project, links have been forged with several community agencies and relationships have been fostered with the staff at Her Majesty's Penitentiary. The Justice Project, under its mandate, will continue to focus upon fundamentals such as the social determinants of health, and implementing a client-centered approach incorporating both the recovery and strengths-based models, within CMHA's framework of support. Looking forward, CMHA-NL is anticipating the expansion of the Justice Project to the other correctional institutions in this province. The correlation between mental illness and criminogenic behavior can no longer be ignored and overlooked.



# Feature

## Social Work and Social Networking

### CONTINUED FROM COVER

The everyday use of this technology brings with it the need for a heightened awareness of ethical responsibilities to practitioners and to the profession. We need to be aware, for example, that while we may set our privacy settings so personal information is not readily available to the public, other network participants with whom we communicate, may not be so attentive.

"Social work is a profession based on relationships. We need to learn how to embrace the Internet and appreciate the value it can bring to our personal and professional lives."

Inadequate understanding and use of privacy protection can increase that risk of self disclosure and can affect relationships between a social worker and client. If our personal details become accessible to clients, it may cause us to feel exposed. Troubled clients may access personal information that can compromise a clinical relationship.

Social workers often play public roles and this is particularly evident in rural Newfoundland and Labrador. Working in a small community makes us visible

but the world of global technology can put all of us under a microscope. If your social networking profile portrays a different person than your professional persona, this could interfere with your ability to do your job.

Imagine you are working with a client who has a substance abuse issue. It might be very confusing to this client to see pictures of you at a party where alcohol or drugs are prevalent. How will that client view you the next time you have a therapy session? Would the provision of such information affect the client's view of the professional relationship? Issues of privacy and confidentiality arise if clients ask us to be their friend on a site. How do you deal with this? Perhaps an in person conversation with the client about boundaries might be appropriate.

Conversely, social workers need to be respectful of the privacy of their clients. We all wonder about past clients. How could it be a problem to look up their information to see how they are doing? We need to ask ourselves the purpose of this exercise and remember that all clients, current and past, have the right to privacy. We need to consider the ethical implications of searching social networking sites to find information on clients. A much better approach is to ask the client for information you feel you may need.

The use of the internet has allowed

for the provision of online clinical services to clients that have forced the profession to develop new ethical standards related to informed consent, confidentiality and client protection. Frederic Reamer, a social work professor in Rhode Island, has written on this issue. He reminds us of how social work has had to think differently around disclosure of confidential information when confronted, for example, with HIV and Aids.

There are a multitude of professional sites online, some of which are used by social workers to develop or establish professional contacts. We need to keep social and professional networking separate. And the use of social networking during work time should be discouraged unless you are using it as part of your work.

Social work is a profession based on relationships. We need to learn how to embrace the Internet and appreciate the value it can bring to our personal and professional lives. But we need to be conscious of our role in the lives of our clients, our communities, and be aware of our responsibilities to our profession.

*\*Nora English is a member of the NLASW Professional Issues Committee*



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# Initiatives

## New Endeavors: Stella Burry Community Services Supportive Housing Program

BY MELANIE HICKEY BA, BSW, RSW

The Brian Martin Housing Resource Centre, located at 84 Prescott Street at Rawlins Cross officially opened its doors to the public on September 28, 2009, becoming the permanent site for Stella Burry Community Services' (SBCS) newly established Supportive Housing Program.

"The supportive housing program provides services to adults living with personal challenges by helping to find and maintain housing through ongoing support to address mental health and substance abuse issues."

In November 2009, the supportive housing team was quite busy preparing for a royal visit! His Royal Highness, Prince Charles officially opened the Brian Martin Housing Resource Centre and the entire housing services community came out to celebrate.

The supportive housing program provides services to adults living with personal challenges by helping to find and maintain housing through ongoing support to address mental health and substance abuse issues. The team also provides support to encourage improvements to physical health and the development of positive daily living skills. Many of the individuals we assist have experienced persistent homelessness; poor housing histories; struggle with mental health issues;



have had significant involvement with the criminal justice system; have a developmental/intellectual disability; have experienced long periods of hospitalization and institutionalization; and have minimal familial, professional or social supports.

In addition to individualized programming for tenants within SBCS, the housing staff delivers a series of monthly events geared to help people maintain housing. The Resource Centre is also open for "Housing Help" from 1:30-3:30 daily. During that time a resource person is assigned to the resource centre to assist with housing searches, answer questions or assist with any housing related enquiries.

The most recent addition to our housing portfolio is eighteen one-bedroom apartments located above our offices at

Rawlins Cross. We continue to develop relationships with landlords in St. John's to access vacancies on behalf of the growing number of adults in need of housing. Currently the very low vacancy rate coupled with escalating rent costs means that most private apartment rents exceed what individuals on income support can afford. SBCS is working with Newfoundland and Labrador Housing to provide rental supplements to tenants and these are offered as an incentive to potential landlords. In addition, the Housing Resource Centre is slowly cultivating affordable housing for low income earners in the Stella Burry community.

For more information about Stella Burry Community Services Supportive Housing Program, contact 738-0457 or email [info@stellaburry.ca](mailto:info@stellaburry.ca).



# Stella Burry Inclusion Choir

BY ROB MCLENNAN BSW, RSW

The Inclusion Choir, a hugely popular "extra-curricular" activity for people associated with Stella Burry Community Services, brings together participants and staff, motivated by nothing other than the desire to sing and make music. The group meets weekly to rehearse with choral leader and volunteer, Helen Murphy. The choir has been in existence since the fall of 2007 and has 30 full time members with a growing roster of others who join in from time to time.

"The Inclusion philosophy is that choir is a place of acceptance and an opportunity to be a part of something bigger. It's a metaphor for being included and part of a community."

Songs are selected for their messages of social justice, inclusion, empowerment and community building. The music speaks to issues and ideas, which are part of the experience of members and often resonates with audiences who have heard them perform. Selections come from a wide variety of performers ranging from the socially conscious bands of the sixties including Pete Seeger, Peter, Paul and Mary, Bill Withers and Cat Stevens to music more contemporary from Susan Aglukark, U2 or even Newfoundland artists like Buddy Wasisname and the Other Fellers. Also, as a group, Inclusion is known for writing their own lyrics to familiar melodies. The choir's best known song, "If I Had a Grant", is such an example. It contains original lyrics about affordable housing and social justice but is set to the tune,

"If I Had a Hammer" written by Pete Seeger and best known as performed by Peter, Paul and Mary.



Inclusion describes itself as a group of people coming together to make joyful noise. There are no "tryouts", or required number of rehearsals or performances to attend. Instead the emphasis is on the joy and fun of singing as opposed to notions that you have to be a professional singer to be in a choir. Most important, anyone who wants to sing is welcome, including those who say they're tone deaf or that they can't sing. The ability to read music or know music theory is not a prerequisite. The Inclusion philosophy is that choir is a place of acceptance and an opportunity to be a part of something bigger. It's a metaphor for being included and part of a community. Choir and other social activities increase connections for people and can be great first steps to other activities. There are times when

there is a real sense of coming together such as starting and finishing a song as one. It's like being one instrument where

the sum is greater than its parts.

The Choir performs at conferences, meetings, seminars, in services, annual general meetings with government and community agencies, events and with organizations that work and promote issues around mental illness, affordable housing, employment and literacy. Recently, the Choir performed for Prince Charles during His Majesty's visit to St. John's, as well as at the From The Outside In Conference in front of an audience of 270 people. If you would like to book Inclusion for your event, or have any other questions or interest in this community choir, please contact Max Jacobs at Stella Burry Community Services at 738-7046 or [m.jacobs@stellaburry.ca](mailto:m.jacobs@stellaburry.ca) or Rob McLennan at 738-7027 [r.mclennan@stellaburry.ca](mailto:r.mclennan@stellaburry.ca).



# Community

## Grassroots Promotion

BY TROY MITCHELL BSW, MHS, RSW



*"Poverty is not having sufficient... human necessities like clean water, food, clothing, health care and schooling... So, now that you know how to help poverty, it's time to make the decision, will you? I hope you do, because you wouldn't believe how wonderful it feels to actually help someone who is suffering from poverty! I have done it. Imagine the vibrant look on a child's face if you*

*give them just a can of food or a small shelter to protect them from the weather. It's a really great thing to help the victims of poverty. Now you've got the change to help! Don't just feel bad, get up and do something about it!"* writes Emily Baker, winner of the very first Social Work Award sponsored by the Clarendville Area Social Workers.

A decision to host an essay contest came during a gathering of social workers on March 16, 2010. The luncheon and education event was organized by Evelyn Tilley, Eastern representative for the NLASW. On that day social workers considered how local poverty issues could be addressed collaboratively across organizations and with the inclusion of community partners. The group also decided that promoting the social work profession locally was important and we would have to take some

ownership of an initiative. During March the grade seven Social Studies curriculum includes a focus on poverty and social issues. The Clarendville Area Social Workers invited the grade seven classes of two local schools to participate in a 500-word essay contest about poverty.

The grade seven student of Balbo Elementary was one of the many students who submitted entries to an essay contest which marked Social Work Month. Emily received a certificate and cash prize of fifty dollars. The contest spurred a good level of participation from both Balbo Elementary and Clarendville Middle School. All entries were thoughtful and well written. Emily's essay stood out with its clarity and focus on how society might respond to issues of poverty.



## CLINICAL CONTINUED FROM PAGE 5

Since many of these individuals have issues in their lives that make it very difficult for them to access these services, NAVNET has recognized that it is now time for the systems themselves to change.

I am using my social work skills to help move this process forward and to affect change on this macro level. My work has involved research, conference planning, service model development, committee work, community

engagement, policy gap identification, making presentations, strategic planning, evaluation and many more activities.

My commitment to social justice; to fairness and equality and for working to affect change is the primary reason that I choose social work as life's work. My current job continues to bring me rewards and challenges and it has provided me with a unique opportunity to engage in macro social work practice

with a focus on the bigger picture. We will always need social workers who work front line in clinical roles. We also need workers to become involved in larger macro change work. The profession of social work offers many opportunities to affect change from both outside and from within the systems themselves.

For more information about NAVNET, please contact:  
Lisa.Zigler@easternhealth.ca



# Social Work Month

## Sir Thomas Roddick Hospital Celebrating National Social Work Month

BY JOANNIE COFFIN BSW, RSW

Standing on the sidelines of your child's hockey league game, have you ever wondered who might be missing? Certainly, you've thought about the costs of enrolling a child in a high end sport. League sports are an example of how the privileged are separated from those that aren't. Maybe you're one of those parents who can't afford to place your child in the leagues, or maybe you sacrifice far more than you'd care to mention to keep up with the expenses. One of the hardest things for a parent to see is the look of disappointment in their child's face or to see them excluded by their peers. Might you be one of the working poor?

Poverty takes many forms. My first thought is the heart wrenching images in the media of families in other countries whose lives have been shattered by earthquakes, floods, famine, tornadoes, or the devastation of war and violence. All are real depictions of human suffering in its rawest form.

In our own country, there are other images of poverty, just not as revealing. There are those on the streets whose self worth may be in their boots. The only high in the day is the weather – if it's warm and sunny. There are those living on fixed incomes, who either don't know how to get off the broken track or don't have the capacity to do so. 15.5% of



children in this Province are considered poor, products of families whose hourly wage is less than \$10.00 per hour. Then there is a huge pocket of individuals who are so far in debt, they have no idea how they got there, and it no longer matters. They're just there, and the challenge is to stay afloat. According to the Canadian Council for Policy Alternatives (2006), 49% of Canadians agree they are always just a missed paycheque or two away from being poor. The Provincial Strategy to Reduce Poverty states that working does not necessarily mean people are not poor – some people make low wages; others have very high expenses. Many fall into the working poor category.

March was National Social Work Month. The theme was poverty costs – financially, emotionally,

physically and spiritually. Social Work Staff at Sir Thomas Roddick Hospital in Stephenville organized various opportunities to raise consciousness on issues related to poverty. A multimedia display was set up near the cafeteria at the hospital depicting symbols of a privileged society and one that is rooted in poverty. The representational piece of a broken face made of artist's clay with lifeless, detached eyes demonstrated complete apathy – poverty at its worst. The eyes are indeed the mirror of the soul. The acrylic piece of beautifully painted colored lollipops alongside a pretty sand bucket filled with child's play tools symbolize privilege – things we tend to take for granted.

**CONTINUED ON PAGE 21**

# Distinguished Service

## The CASW Distinguished Service Award Winner: Myrtle Barrett BSW, RSW



The recipient of the 2010 CASW Distinguished Service Award for Newfoundland and Labrador is Myrtle Barrett BSW, RSW. This award recognizes her significant contribution to the profession of social work and her desire to enhance the quality of life of individuals, groups, communities and populations.

Throughout her career, Myrtle has been employed in many areas. However, most of her experience lies in working with persons with intellectual and physical disabilities. She continues to work in this area, and is currently employed with Eastern Health in the Community Living and Support Services Program.

Myrtle is currently the President of the Canadian Hard of Hearing Association -Newfoundland and Labrador Chapter and is a Director on the National Board of this association. In her roles with both associations, Myrtle has been a

tireless activist for the hard of hearing population with a special interest in youth.

Myrtle proudly defines herself as a social worker. Her work has facilitated improved services and conditions for the hard of hearing community. Her support for those from other cultures has promoted respect for cultural and social diversity and bears example to the social work principals of equity, inclusion and justice for all people.

Myrtle Barrett is a mentor and friend to many social workers, spanning many program areas, departments and agencies. The CASW Distinguished Service Award honors her significant contribution to the social work profession. The following is an excerpt from Myrtle's inspiring acceptance speech which has been reprinted with her permission.

As far back as I can remember I wanted to be a social worker and to make a difference. I am sure that there are many of you here this morning who are just as deserving and I share this with you!

When I look back over my social work journey, I am proud to say I am a social worker. Have I made a difference? Do we as a profession make a difference? The answer to me is YES! I will share a story with you that give meaning to how we have an impact as social workers and how we often don't even know it. You all have stories like these and it is those stories that will keep you growing

as a social worker and indeed make a difference one life and one day at a time.

I was only practicing social work for 5 years when this story found me 25 years later!! Back a few years ago, I was at a social function and someone came up to me and said are you Myrtle Barrett? I said yes. He said you probably won't remember me and when he gave me his name I never. He told me a story that when he was 14 years old, his parents were in a domestic situation whereby the police and a social worker came to his house in the early morning hours. I was that social worker. He told me that after the police took his dad away, I stayed and talked to his mom a bit and then asked him to come out of his room. He said he was terrified that I was going to take him to a foster home. He told me that I sat down with him and talked to him. I told him, "your father is not who you are and he is not who you will be. You are a good boy and you will be a good man". He said he never forgot those words and at times when he was challenged he clung to them.

To my former professors at Memorial University School of Social Work, my fellow graduates, some of whom have remained lifelong friends, to past and present co-workers who have been and continue to be a part of my ongoing growth and all of the nameless clients who helped define me as a Social Worker. Thank you for helping me become the person who HELPS PEOPLE BE.



# Happenings

## SNAP<sup>®</sup> – A Unique Child Centered Approach

BY KEITH PARSONS MSW, RSW  
AND TIA MORRIS BSW, RSW

Canadian research suggests children who display criminal-like behaviour before age 12 are at risk to exhibit serious anti-social behaviour later in life. These children are potentially identifiable either before they are committing crimes or in the very early stages of criminality. It is at this point that interventions are most likely to succeed (Augimeri, Jiang, Koegl, & Carey, 2006, p. 4).

In 2007, the Community Youth Corrections Program of Central Health broke ground in Atlantic Canada by introducing SNAP<sup>®</sup> (Stop Now and Plan) in the communities of Grand Falls – Windsor and Botwood. SNAP<sup>®</sup> is a multimodal Program providing intervention to children under the age of 12 in conflict with the law. Originating from the Child Development Institute of Toronto, SNAP<sup>®</sup> is considered a best practice intervention. SNAP<sup>®</sup> teaches children and their families social skills, problem solving techniques, self-control strategies, and cognitive self-instruction. The following is a practical example of SNAP in action.

**Adam's Story:** Adam is 11 years old and has been caught shoplifting and vandalizing public property. Adam is referred to SNAP<sup>®</sup>. Adam's behaviours and life situation are thoroughly assessed by a SNAP<sup>®</sup> facilitator. Adam is deemed eligible for the program.

Adam attends a 12-week Children's SNAP<sup>®</sup> Group along with six other boys.

Adam learns the self-regulating SNAP<sup>®</sup> technique in relation to topics such as "dealing with angry feelings", "avoiding trouble", "handling peer pressure", and "stopping stealing". Adam's parents are contacted weekly by the facilitator in order to keep them updated on group topics and to discuss Adam's strengths and improvements. Specifically, his parents are asked to look for positive changes in Adam's behaviour. While participating in the program, Adam receives the following supports:

- Adam's parents have agreed to participate in SNAP<sup>®</sup> Parenting where they work with a SNAP<sup>®</sup> facilitator to develop appropriate discipline techniques and effective parenting skills.
- A SNAP<sup>®</sup> facilitator meets with Adam periodically for individual counselling where he rehearses what he has learned in group using examples from his real life experiences.
- Adam is supported in the school setting as SNAP<sup>®</sup> facilitators advocate on his behalf and update teachers on his progress and what he is learning in SNAP<sup>®</sup>.

Adam's completion of SNAP<sup>®</sup> is celebrated with his group. He receives a certificate and a therapeutic letter to highlight his accomplishments. Adam enters the aftercare phase of SNAP<sup>®</sup> where he and his family are supported by SNAP<sup>®</sup> facilitators through continued counselling, advocacy, and refresher group sessions.

Adam's story is reflective of many children who have been involved in the Central Health SNAP<sup>®</sup> Program. Our



internal Program evaluation has shown promising results. Retested following their completion of the Children's SNAP<sup>®</sup> Group, participants generally show marked improvements in externalizing and internalizing behaviour.

The benefits and value of SNAP<sup>®</sup> were further acknowledged when a substantial funding contribution was offered by the National Crime Prevention Centre to expand SNAP<sup>®</sup> regionally. Unfortunately, with the provincial transformation of Child Youth and Family Services, Community Youth Corrections could not move forward with a regional SNAP<sup>®</sup> Initiative.

Although our SNAP<sup>®</sup> Program is terminating, not lost is the experience and learning that has occurred for staff, and the effective intervention that has been provided to child participants and their families throughout the past three years. We have gained valuable knowledge, training, and skills from involvement with this project. These are now inherent in our social work practice. Families that have been involved in SNAP<sup>®</sup> have gained invaluable intervention which will positively affect their overall family functioning. Child participants have learned skills to aid them in curbing future anti-social behaviour.



# Tribute

## Lyndsey Anne Antle

January 20, 1983 – June 22, 2005

BY BARBARA LAMBE BSW, RSW



In this precious but temporary life of ours, tragedy can sometimes intrude upon our day-to-day living in unthinkable ways. Such was the case in the tragic passing of my beautiful niece, Lyndsey, following a car accident on June 19, 2005 which claimed her life just three days later. Lyndsey was 22 years old and had just finished the fourth year of the BSW program at Memorial University. Grieving her has been dreadfully painful – I miss her! However, in this article, I want to pay tribute to this precious young woman whom I was privileged to have as part of my family.

Who was she, this “budding social worker?” First and foremost, Lyndsey

was the beloved daughter of my sister Gwen, and Gary, and stepdaughter to Leo. She was the proud older sister of Courtney, and an equally proud member of the Lambe, Antle and Durnford families. Family and friends mattered deeply to Lyndsey. She loved to take pictures of special occasions; we’re now so blessed to have many pictures of her in those now ever-treasured moments in time. Lyndsey also made a point of giving expressions of her love to family and friends. A personal experience of mine was once when she sent me a thank you card written so appreciatively and eloquently that I had to send her a thank you card for her thank you.

Lyndsey was deeply spiritual but minimally religious. The spirituality that fueled her was evident to all who came to know her. That “inner light” I believe to be so visibly apparent in this picture of her taken at my sister Lynette’s wedding just one month before her passing. Lyndsey had a “goodness” about her that elicited trust. She had a capacity for creating powerful connections with people. Her choice to study social work was no surprise to me – it was just a natural fit for the beautiful personal gifts with which she’d been blessed. She was young, yet she developed a maturity that blossomed into integrity and strength of character. She stood tall in her own truth and she lived her life with passion and compassion.

I was often moved by the depth of compassion I witnessed in her. She had an incredible sensitivity to the elderly and would spend hours sitting and chatting with my 85-year old mother whose wisdom she respected so much. She completed her 4th year placement at the Blue Crest Seniors Home in Grand Bank whereby she earned tremendous respect from residents and staff.

Lyndsey had her heroes, and one of them was little Mattie Stepanek whom many will remember from the Oprah Winfrey show. Mattie was a spiritual teacher in every sense of the word. His attitude, despite his incredible challenges, was one of viewing the glass as “half full” as opposed to “half empty.” Lyndsey adopted that same attitude and lived it! She was a realist, but where there was a positive to be found, she found it.

In keeping with her benevolent nature, Lyndsey had signed her driver’s license agreeing to be an organ donor. Four people have received the ultimate gift from her – the gift of life! I am so proud of her in this decision, and I am equally proud of Gwen, Gary and Courtney in how they carried out the agonizingly painful process of honoring Lyndsey’s wishes.

**CONTINUED ON NEXT PAGE**

Not everyone can do that, and I deeply understand and respect that process. In a 2007 ceremony, Celebration of Courage, held by Eastern Health to honor organ donors, I was inspired by a quote which appeared in the ceremony program: "I am only one, but I am one. I cannot do everything, but I can do something." Lyndsey's vision was to make a difference and that she did – in life and in death!

The great spiritual writer, Meister Eckhart once wrote, "become aware of what is in you. Announce it, pronounce it, produce it, and give birth to it." While only here for a short time, I believe that Lyndsey embraced a quality of life whereby she gave expression to all contained within Eckhart's directive, and she did so with humility! I am profoundly grateful for the legacy she has left to me and to

all who experienced the special gift of knowing her. My own spirituality leads me to trust that our Lyndsey lives on, on the other side. I look forward to that day when we will meet again!



## WANTED:

# FIELD INSTRUCTORS FOR THE BSW AND MSW PROGRAM

- Are you looking for something to spice up your work life?
- Do you want to share your knowledge, skills, and values with a student?
- Are you looking for a way to give back to the social work profession?

To explore the exciting opportunities awaiting you as a field instructor, please contact Sheri McConnell: [smconne@mun.ca](mailto:smconne@mun.ca) or 737-8381 or Sue Murray: [smurray@mun.ca](mailto:smurray@mun.ca) or 737-8101

## HEALTH PROMOTION CONTINUED FROM PAGE 8

Thus far, fifty social workers have participated in referring clients through Social Workers' CARE. The NLASW and the Smokers' Helpline encourage social workers to continue to refer smokers. Social workers are in a position to help. Working together we can improve the health and well-being of Newfoundlanders and Labradorians, helping people live longer tobacco-free.

Call the Smokers' Helpline (1-800-363-5864) or click on the Social Workers' CARE link on [www.nlasw.ca](http://www.nlasw.ca) for more information about the CARE Program and to receive a free CARE Kit.



**DEADLINE FOR SUBMISSION FOR THE NEXT EDITION  
OF *CONNECTING VOICES* IS NOV 15 • 2010**

# Commentary

## Do You Hear What I Hear:

### The Act of Communication from the New CYFS Department

**BY KAREN MOORES BSW, RSW**

*This is an opinion article and represents the thoughts of the author in response to the establishment of the new Child, Youth and Family Services Department.*

Communication is defined as a written or spoken process where we assign and convey meaning in an attempt to create shared understanding.

Typically, what we share is either not within one's knowledge, experience or understanding, or the information is presumed to be something the intended party does not have. Silence on the other hand, as communication, has an even higher probability for a much broader interpretation.

The process of communication requires a vast repertoire of skills in intrapersonal and interpersonal processing, listening, observing, speaking, questioning, analyzing, and evaluating. The use of these processes is developmental and transfers to all areas of life: home, school, community, work, and beyond. It is through communication that collaboration and cooperation occur.

A message has not been communicated unless it is understood by the receiver. A written communication can be full of words without any message

or meaning. In this case there's a failure to communicate and faulty communication causes most problems. It leads to confusion and can cause a good plan to fail.

For example, let's look at the communications thus far coming from the new Department of Child Youth and Family Services. While there is intent to communicate, the communications themselves are either repetitive or lacking in any substantive information. The press releases indicate a revitalized system with a stabilized workforce. But ask any Child Youth and Family Services social worker what they can expect from the new Department and the answer you'll get is "I don't know, nothing has been communicated". The press releases are examples of good "spin". This absence of communication creates rumors and unnecessary stress, and in this case, to an already stressed system. Communication is an exchange, not just a give, as all parties must participate to complete the information exchange. Where is the give or the exchange opportunity here? The press releases started coming in May 2009. At the time this article was written (May 2010) what has really been communicated? What has really

happened in the last year? Do you know?

Don't get me wrong, as noted in the press release of May 2009, "the creation of a new Department...is not about quick fixes, and there is a long way to go". And yes, those in the system (on both ends) know there are major systemic issues, gaps and shortcomings that have haunted this program and the staff trying to deliver it, for many years and these issues have all been well documented.

The staff providing the services of this new Department should be informed about how the existing programs and services are to be transformed and how they themselves fit into this transformation.

Confucius once said "When you know something, say what you know. When you don't know something, say that you don't know". We know what the people on the ground in CYFS don't know – and that is what's in the "plan". Perhaps it's time for those at the helm to truly communicate to those delivering the programs and services just what they do know.



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# Announcements



Nick Nash and his wife Darlene welcomed their first child, a baby boy, Aaron Patrick Nicholas, on August 5, 2009.



Niki Legge and her husband Dwayne welcomed their first child, a baby girl, Emma Nicole Anna, on March 23, 2010.



Congratulations to Andrea Mullett BSW, RSW (new MUN graduate) on receiving the 2010 NLASW Student Award.



Announcing the appointment of Pam Rodgers as president of the NLASW Board of Directors. Pam brings a wealth of knowledge and expertise in social work practice which will be a strong asset to the role of president.



Announcing the appointment of Joan Davis-Whelan as president elect of the NLASW Board of Directors. Joan brings a wealth of knowledge and expertise in social work practice to the Board of Directors. Welcome Joan!



## ISSUES

### CONTINUED FROM PAGE 9

For example, through an EAP, services can be accessed to help build professional confidence and identity, address stressors of the workplace environment, and foster personal growth and awareness. Managers can avail of consultation to support their awareness of the different aspects of the program. This may enhance managers' abilities to communicate

to their staff, a deeper understanding about what an EAP can provide and what the experience may be like for a professional accessing the program. Managers can also be supported with services to address some of the unique challenges inherent in their role, including dealing with issues of conflict and issues associated with the work environment.

Joining a program that supports the profession from within and promotes professional self care and personal growth has been a privilege and a gift at this point in my social work journey. As social workers, perhaps, it is time to raise the awareness and value of proactively seeking and accessing supports to maintain professional vigor and health.



## SOCIAL WORK MONTH

### CONTINUED FROM PAGE 15

Another opportunity was the Poverty Awareness Challenge, which consisted of a list of activities to choose from for a chance to win a prize. Activities included: donating an item to the local food bank; talking to a child about budgeting; going cash-only (not credit or debit cards) for two days; and keeping track of money spent on take-out/restaurant food for one week.

The person with the most activities completed won the main prize - lunch for two with the social work staff of STRH. A rousing conversation on matters of interest guaranteed!

Lastly, a presentation by a local, not-for-profit financial consultant titled: Where Does the Money Go? was offered. It provided an opportunity

to take a black glove view at how we spend. Enlightenment is a state of mind and timing is everything. For anyone ready to make changes to improve their own health and well-being or to help another in need - there is a way! Talk to someone you trust and find the resources you need. Help is out there.



# School

## News from the School of Social Work

**BY SUE MURRAY MSW, RSW  
MARY BETH HUTCHENS MSW, RSW  
& SHERI MCCONNELL MSW, RSW**

It's been another year filled with change - and celebrations! Many thanks to each of you who have been a part of growing and maintaining the School – by participating on committees, offering your wisdom to students in the classroom and in the field, reading applications, participating in research, and generally contributing to the success of our BSW, MSW, and PhD programs.

The School launched its new theme *unity in community* at its annual Social Work Month luncheon. Let us know if you would like copies of our new eye-catching posters for your workplace. Following the launch, fifth year students placed at the Red Cross gave a presentation focusing on poverty and its impact on the disaster in Haiti.

This year marks the 40th anniversary of the first convocation of BSW grads. In celebration of this milestone, graduates from the first few years (and each ensuing decade) were invited to a special celebration where they shared stories of their experiences as social workers with our newest graduates. Check out the list of 2010 graduates in this edition of Connecting Voices.

This past winter, students from Nunatsiavut began two semesters of academic preparation for an onsite BSW program. We hope to admit 20 students to the Nunatsiavut BSW

program in September. Some faculty have been travelling to and from Goose Bay, while others plan to live onsite for their teaching semester – and local social workers have been hired as sessional instructors. In May, Gwen Watts and Sandy Kershaw travelled to St. John's to provide an introduction to Labrador Inuit culture, history, and governance. Thus far, it has been an amazing learning experience for the students and for the School.

In May, the new BSW 2nd degree program was launched. Students were admitted this spring and will finish the program in four consecutive semesters; completing twelve social work courses and two field internships. We are excited by the high demand for this program and expect numbers to increase in the future.

Joining Sue Murray as Field Education Coordinator, Sheri McConnell is responsible for MSW and BSW field internships and Ellen Oliver will be coordinating BSW placements, once a new Director is in place. In the interim, Ellen will continue as acting Director. Ken Barter has been appointed as Associate Director of the undergraduate program and Ross Klein is chair of the MSW and PhD programs. We are pleased to welcome Brenda LeFrancois, Sobia Shaikh and Raymond Neckoway to the faculty.

We also welcome Ivy Burt to the position of coordinator of MSW student services. By the time you read this, we hope to have hired a Director

and a coordinator of Continuing Education. Welcome back to Donna Hardy Cox, Janet Fitzpatrick, and Sharon Taylor, who are returning from sabbatical, and to Shelly Birnie-Lefcovitch, who returns from leave following his term as Director. Many thanks to Nora English who has been busy managing MSW Student Services, admissions and developing new BSW field settings. Please join us in wishing a fond farewell to Michelle Sullivan and Nancy Sullivan who retire in August.

Our website has been redesigned by the Marketing Committee - with major support from Nathaniel Pollock. Check out our new faculty and staff pages - where you can learn about who is who at the school and what they are doing. Stay tuned to the School website as the upcoming year promises to be filled with change, excitement, and new adventures at the School! The School is found at <http://www.mun.ca/socwrk/home>.



# Membership

## 2010/11 NLASW Private Practice Roster

The NLASW has established a voluntary register of social work practitioners. The following social workers have elected to be included on the register. They meet the criteria for private practice in the profession of social work in Newfoundland and Labrador. Contact information for these social workers can be found under the membership information section of the NLASW website.

### ST. JOHN'S REGION

Maureen Barry, MSW, RSW  
Bobbie Boland, MSW, RSW  
Mona Budden, MSW, RSW  
Agatha Corcoran, MSW, RSW  
Tammy Earle, MSW, RSW  
Darrell Hayward, BSW, RSW, M.Ed., CCC  
Gladys Jackson, MSW, RSW  
Brian Kenny, MSW, RSW  
Dennis Kimberley, PhD, RSW  
Rosemary Lahey, MSW, RSW  
Denise Lawlor, MSW, RSW

Louise Osmond, MSW, RSW  
Jamille Rivera, MSW, RSW  
Michelle Sullivan, PhD, RSW  
Lisa Zigler, MSW, RSW

### EASTERN REGION

Lynn Burke Evelyn, MSW, RSW  
Wendy Cranford, MSW, RSW  
Wanda Green MSW, RSW  
Maxine Paul, MSW, RSW  
Murray Smith, MSW, RSW  
Ruby White, MSW, RSW

### CENTRAL REGION

Valerie Elson, MSW, RSW  
Ruth Parsons, MSW, RSW

### WESTERN REGION

Elaine Humber, MSW, RSW  
Barbara Lambe, BSW, RSW

### LABRADOR REGION

Suzanne Wiseman-Felsberg, MSW, RSW



## Grads

### BSW Students

#### Convocating in May 2010

Anderson, Meghan  
Bailey, Candace  
Barker, Jaspen  
Bennett, Stephanie  
Berglund, Katie  
Bolt, Tara  
Burton, Doris  
Chaulk, Mandy  
Clarke, Justin  
Collins, Sherri  
Daley, Erin  
Drover, Heather  
Emberley, Samantha  
Farrell, Lindsay  
Figueroa Fernandez, Teresa  
Ford, Michelle

Froud, Vanessa  
Haas, Shauna  
Hackett, Holly  
Haggett, Krista  
Hatcher, Stacy  
Hearn, Gail  
Hickey, Jillian  
Hounsell, Sherry  
Knight, Nichole  
MacAulay, Kelly Ann  
Mullett, Andrea  
Murphy, Allison  
Myers, Nicole  
Norman, Ashley  
O'Dea, Amelia  
Parsons, Richard  
Power, Stephanie  
Rose, Sheena

Senior, Melanie  
Simmons, Melissa  
Snow, Candace  
Soper, Lynsey  
Tremblett, Melissa  
Winter, Allison  
Yetman, Sarah

### MSW Students

#### Convocating in May 2010

Cull, Barbara  
Gray, Karen  
McCarthy, Theresa

### PhD Students

#### Convocating in May 2010

Wideman, Gail





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