



Cognica

CCA - The Canadian Counselling Association's Newsletter

WINTER

Vol. 39 No. 1 January 2007

A FRESH FACE FOR CHANGING TIMES

Ask any Canadian about national identity. Who are we? What separates us from other nations? What "face" do we present to the world?

As a national organization approaching its 50th anniversary of service to counsellors across the country, The Canadian Counselling Association has considered its identity in the new millennium and updated the logo you have seen for the past 17 years. We have a fresh face greeting the world and

welcoming counsellors through our new visual image.

The visual image of any organization is the first "face" you meet. First impressions are so important. As an organization with a lengthy history, CCA recognizes the importance of retaining a sense of history and tradition while addressing change and innovation. Give a fond farewell to our prior logo and meet our new logo that is our fresh face to the world.

1989 LOGO



The Sun Symbol:

The sun configuration is used as a natural orientation guide reflecting the role of counsellors in assisting others in their journey through life.

The Triangles:

The strength of professional counsellors, represented by the triangles located side-by-side, act as a support and guide to the individual, represented by the inner circle. The seven triangles represent the grouping of the Association with its different points united despite the expanse of our country.

The Acronym:

The acronym for both CCA and ACC are presented horizontally, sharing the A, representing the association.

2006 LOGO



The Sun Symbol:

The natural orientation guide has been retained and is now rotated to balance on the lowest triangles to represent the supportive foundation that CCA has now provided for counsellors for the past 42 years.

The Triangles:

The triangles, representing the strength of professional counsellors, are retained in the symbol. To reflect the increasing variety of counsellors, counselling forms, and CCA chapters, the monochromatic blue of the 1989 logo has been adjusted to gradations of colour.

The Acronym:

The 'CC', representing Canadian counsellors, is supported by the A, representing the strength achieved by the greater association of all counsellors working together with the Canadian Counselling Association. The symbol in the centre of the image may be viewed equally as ACC and/or CCA, allowing both Francophone and Anglophone viewers to recognize the acronym as consistent with the full name of their association.

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CCA Conference 2007

Mark these dates on your calendar! **May 22-25, 2007**

Mark this place on your map! **Vancouver, British Columbia**

Theme: **CONNECTING WITH OUR CLIENTS : Counselling in the 21st Century**

NEW CCA CHAPTER

The CCA Board approved the formation of the "Counsellors for Social Justice" Chapter for the Association at our meeting in Ottawa in November 2006. This means that we can now continue to work on the mandate for the chapter and the creation of a constitution for the chapter. I would like this to happen sooner rather than later.

From this point on, I will only correspond to those of you who have indicated that you would like to join this Chapter, and/or who added your name as a signatory to the formation of the chapter (thanks). I have created a list serve for the chapter that will eventually be taken up by the CCA office once members start officially signing up for this chapter.

If you would like to be informed about developments for this chapter, please send me an email and I will add your name to my list. If you would like to be active in the formation of this chapter, please let me know as well. There is work to be done.

In closing, thanks again to all of you who sent me emails and offered your support on the formation of this chapter. I look forward to talking to some of you in Vancouver.

Ron Lehr
ron.lehr@acadiu.ca



PUBLICATION GUIDELINES

Cognica's mandate is to "reflect the current status of counselling across Canada".

Cognica is published 4 times per year. The submission deadlines for articles and advertising are: December 1, March 1, June 1, September 1

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Except where specifically indicated, the opinions expressed in *Cognica* are strictly those of the authors and do not necessarily reflect the opinions of CCA, its officers, directors or employees.

All submissions are welcome for consideration. Those accepted will be subject to editorial review prior to publication.

TRIBUTE TO OUR BOARD

I want to begin this message by encouraging every CCA member to register for the conference this spring in my home province of British Columbia. We have never had a more enthusiastic organizing committee, a better organized conference program, or a more engaging social agenda. The best possible three words will come to describe this momentous event:

I WAS THERE!!

My thanks to President Bev Abbey and our partners from the British Columbia Association of Clinical Counsellors for agreeing to host what is shaping up to be a splendid national event for Canadian counsellors.

By the time this goes to press, nominations will be in for our next President-Elect and Board members who will serve with President Maria De Cicco. It is probably a fitting time for me to pay tribute to our Board who have ably served the association over my two-year term as president. Kindly permit me to say a few words about each of our hard-working CCA Board Members.

Bruce Bailey began and will end his term on the board as Treasurer. When he took over, we were experiencing successive years of growing deficit. He will leave the position with our first surplus of the millennium. There are many suggestions on ways to spend the money, and Bruce has been careful to remind us of the implications of our spending plans.

Mona Chevalier is a member who demonstrates strong convictions and a clear sense of direction. She has worked very hard to help CCA realize our aspiration towards bilingualism and full inclusion of francophone members. Mona has engaged her constituents from the province of Ontario in discussions regarding the Ontario Coalition while serving on both the Membership Services Committee and the Bilingualism & Biculturalism Committee.

Maria De Cicco has been an excellent President Elect who has chaired the Membership Services Committee with passion and energy. The two editions of the Student Newsletter attest to her commitment to reach out to new members. She has also worked extensively with Janice Tester and other members of the Board to finalize the Counsellor Mobility Document, and consult on the possibility of a mentorship program. Maria's tremendous enthusiasm for our members and this Association will serve all of us in the coming years.

Lorne Flavelle is the Dean of the CCA board. He is currently serving as past president, and will be leaving the Board at the end of this term. It is impossible to list the many contributions that Lorne brings to the table. He recently flew to New Brunswick to ably represent the interest of CCA in a legal matter. Lorne's experience and guidance is generously shared with all members and all committees.



DR. DAVID PATERSON

Connie Gerwing served with Bruce on the Finance Committee and demonstrated a solid understanding of Association finances along with a fine attention to detail. Connie demonstrated impressive dedication in offering to host an upcoming CCA national conference in her home province of Saskatchewan. This offer was made in Connie's first weeks of service to the CCA Board.

Corrine Hendricken-Eldershaw has served for four years as our Ethics Committee Chair. So much of the work of an Ethics Chair is either confidential or behind the scenes advising our membership. Corrine has been a model of organization, attention to detail, and fine professional judgment in this capacity.

Réal LeClerc is actively involved in the run-up to the upcoming CCA conference in New Brunswick. He has also served as a member of the Advocacy, Sustainability and Liaison Committee and has taken on the Chair of the Bilingualism and Biculturalism Committee.

Ron Lehr has been a former Ethics Chair and President of the Counsellor Educators Chapter. His extensive experience on CCA Boards has made him a tremendous asset particularly in the areas of policy development, certification, counselling ethics, and counsellor education. Ron is one of the four authors of the newest edition of CCA's casebook entitled *Counselling Ethics: Issues and Cases*. Ron is currently forming a new Social Justice Chapter.

Lorna Martin is a consummate team player. She is always organized and prepared and exudes professionalism at the board table. She has a brilliant eye for detail and has assisted the Board with this skill on many occasions. Among her accomplishments as chair of the Advocacy, Sustainability, and Liaison Committee is our new CCA logo, displayed for the first time on this edition of *Cognica*.

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PRESIDENT'S MESSAGE cont'd

■ Continued from page 3

Barbara MacCallum understands and fully engages in her role with the Board as Executive Director. Our efforts of focused decision-making rest on the shoulders of excellent staff work and support. Barbara lends support to every committee and all board activities. She does this with precision, dedication, and attention to detail. One of the best things about working on the CCA Board is having the opportunity to work closely with Barbara.

Maxine MacMillan brings a rapier sharp wit to the board table that is unleashed at always the right time. She serves on the very busy Membership Services Committee and is looking forward to playing a major role in the upcoming CCA National conference in Moncton.

Janice Tester moved from president of our affiliate (QCA) to her current position as Anglophone Director from Quebec. Among her first responsibilities was to assist with the volunteers at the CCA/ACA International Convention held in Montreal. Janice is a very active board member and has served on the Membership Services Committee. As a member of that Committee she spearheaded the Counsellor Mobility document that is published on the CCA website.

Michel Turcotte has served as chair of the Certification Committee in, what have been by all accounts most interesting times. He brings maturity and judgment to the table that is tempered with a keen sense of fairness and due process. Michel's knowledge of legislative matters gleaned from his position as president of L'Ordre has been a tremendous benefit to our board.

Loralee Warren brought her Chapter President experience forward in her service to the Board. She chaired the Awards Committee, served on the Certification Committee, and was among the first Provincial Directors to initiate a regional listserv in her province.

Hope Wojcik has been a key liaison between the Board and CCA National Headquarters with respect to the Ontario Coalition and provincial legislation that is currently being reviewed in that province. Hope has played an active role on the Membership Services Committee as well as on the Awards Committee.

Lynda Younghusband began her mandate at a CCA conference in her home province. She used that occasion to open her home to the CCA Board and many of us first met on this occasion. She has been a fine board member and served on the CCA Ethics and Membership Services Committees.

Your CCA Board last stood together in 2006 at the Remembrance Day Ceremonies at the War Memorial in Ottawa on November 11th. It was a special time to be in the Nation's Capital and to be managing the affairs of a helping profession. I want to offer my public thanks to each of the above-mentioned Board Members for the service they provided to CCA over the two terms they have been in office. In the July 2007 issue of *Cognica* you will have a chance to read the wrap-up reports detailing activities of the Board Standing committees.

It is my hope and wish for the Association that those who are eligible to stand for election again have chosen to do so. For those board members who are moving on, please accept my thanks and congratulations for your many contributions.

The CCA Board is piloting a new program to make it easier for student volunteers to attend CCA conferences. We will begin this new program by providing incentives for students who agree to assist with the Moncton conference to attend Conference 2007 in Vancouver. Then, if the program is carried forward, students from Saskatoon will be encouraged to attend Moncton, and so on. I believe this program promises to be an exciting new way to encourage student participation at CCA conferences.

Lorne Flavelle has offered to take his extensive CCA conference experience and examine again the advantage of central planning for a conference versus what can be done with a local committee. If you have suggestions on this matter, kindly connect with Lorne directly.

Michel Turcotte has facilitated a discussion about how to handle CCC applicants who have been practicing for years but do not have a supervised counselling practicum. Concrete suggestions have been put before the board about how to handle this and also whether or not we wish to implement a leave of absence for CCC.

We can expect a "soft launch" of our new website early in the new year. Please have a look and let us know what you think.

Please look forward to ongoing news about the CCA Accreditation Council to be regularly communicated through *Cognica*. The CCA Board is extremely proud of our Accreditation initiative.

CCA has joined with the BC Task Group for Counsellor Certification to translate and distribute the competency

■ Continued on page 5

PRESIDENT'S MESSAGE cont'd

■ Continued from page 4

profile that has been developed in that province. We have committed to help underwrite a national validation of this profile. Our members received information about this project in December 2006.

The Canadian Journal of Counseling will be switching from paper to electronic format.

We will be in a position to propose another balanced budget for Board ratification in January 2007.

I have served on the national board for seven consecutive years. Over this time we have experienced startling change and tremendous renewal. In May 2001 we had 1,839 registered members. By the next Cognica I expect we will be able to announce that number to have reached 3,000.

I hope everybody likes our new CCA logo!!



David Paterson

MESSAGE FROM THE PRESIDENT-ELECT

A TIME OF REFLECTION, RENEWAL

Welcome to another year with CCA. It is hard to believe how quickly the holiday season has gone by. It is already January 2007! On behalf of the Executive and Board of Directors, I extend warm wishes to you and your loved ones for a healthy, bright and prosperous 2007.

A new year is upon us and with it comes new aspirations and new challenges. For many of us, the start of a new year represents a time of reflection and renewal. It is a time when we look back at our past achievements (personal and professional) and look forward to contemplate new endeavours. As many of us pause to reflect on this, we have many things in our lives for which to be thankful...health, family, friends, and colleagues, to name but a few. In keeping with this spirit, I will take this opportunity to thank my friends and colleagues on the Board of Directors, the office staff under the capable leadership of our Executive Director, Barbara MacCallum and of course my many friends and colleagues in CCA for their support and friendship.

Since joining the CCA Board in 2005, it has become increasingly apparent to me that it is imperative that we continue to work together, if we are to serve the counselling needs of Canadians across the country. In my opinion, by working together we will continue to meet new challenges



MARIA DE CICCIO

and embrace changes, thereby making CCA and the counselling profession stronger and better, for our benefit and that of our clients.

You, as our members, are a valuable resource to CCA and its continued growth and success. This is your association. I hope that CCA can continue to count on your support. I would like to take this opportunity to encourage you to maintain your membership in CCA and to participate in CCA sponsored activities. By doing so, you are investing in the legacy of counselling across Canada and in your association. For this, I thank you.

As you contemplate the year ahead, I would like to personally encourage you to invest in networking opportunities, to participate in professional development activities and to take good care of yourselves! Let CCA help by providing you with some opportunities. Contact your provincial-territorial director, get in touch with an interest – regional Chapter, write an article for one of our publications and of course, make it a point to attend our annual CCA conference. This spring, we will be co-hosting the conference with BCACC in beautiful Vancouver. I am looking forward to meeting many of you in Vancouver. See you soon.

Maria



NEWS FROM NOVA SCOTIA

On Saturday, November 15, 2006 members of the Nova Scotia Association of Professional Counsellors met to consider a resolution to change the name of the association to the **Nova Scotia Association of Counselling Therapists**. I am pleased to report that the resolution passed with a resounding YAY, both by those in attendance and those who had mailed in their vote.

The impetus for this change was twofold. First, there was a need to address the confusion in Nova Scotia resulting from the Counsellor Training Institute conferring the title "Registered Professional Counsellor" for their graduates. This was the same designation used by counsellors of our association who had met the rigorous criteria of both CCA and NSAPC to be Registered Professional Counsellors. Henceforth, members who meet the requirements will use the designation '**Registered Counselling Therapist**.' Secondly, in addressing the need for change, we looked to the planned use of the term 'counselling therapist' in British Columbia when a College of Counsellors (Counselling Therapists) is designated by the Ministry of Health through legislation. We firmly believe that a common title for counsellors across Canada would do much to enhance our

profile and provide greater ease of understanding for the general public, as well as contribute to labour mobility.

In addition, counsellors in Nova Scotia, along with Prince Edward Island and New Brunswick, have just completed the competency survey as developed by David Cane, Survey Analyst, and first used with B.C. counsellors. The report from Mr. Cane suggests that there is tremendous accord among B.C. and Maritime counsellors. This competency profile defines the entry-level competencies required for a generalist practitioner, and is another way for our profession to establish a national standard recognizable and portable across Canada.

We are excited about our name change and the completion of the competency survey. An enthusiastic public relations and public education campaign to announce our new name and to inform government, consumers, and relevant service agencies about the depth and breadth of our capacities and professionalism is planned for early in the new year.

*Linda Wheeldon, Chair
Nova Scotia Association of Counselling Therapists*

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As many of you know, a second edition of the Student Newsletter was produced in the Fall of 2006. For this edition, we had asked students and educators to share their “pearls of wisdom”, their survival tips, their knowledge and experiences on how to “Survive Graduate School”.

We received so many articles that we decided rather than wait for next year for the third edition of the Student Newsletter, that we would have a Student Corner in Cognica to host these articles over the next few issues. It should be noted that some of the articles received were considered for future editions of Cognica, since they dealt with information that could be useful to all members. Enjoy!

Maria De Cicco, M.Ed.,c.o.,CCC

Graduate School Survival Tips

Trying to “maintain balance” is often heard echoing in the halls of schools as we try to complete the papers, assignments, transcripts and process what we are learning. Add ons like the unexpected events such as car repairs, lost keys, finding funding, or even having to move can easily throw us off balance. It is perhaps the struggle to maintain balance that can cause us the most stress. We are studying to be counsellors, yet can have trouble practicing the very things that we want to help our clients achieve.

Perhaps it’s time to discard the idea of **balance**. The concept of balancing the scale implies using opposing or reducing force on one side of the equilibrium point. A better model presented is the life wheel of spirit, body, mind and community. But even this model doesn’t fit well in graduate school. Your wheel has a huge lump on one side called graduate school that causes it to turn in a wobbly manner, always seeming to be out of balance — but recognizing this time as a temporary stage in your career and personal growth is important to your mental, emotional and spiritual health.

During graduate school, most of us don’t have a full hour that we can put aside — yet a few minutes of restoration each day can do wonders. Here are some guidelines you can follow that helped me immensely while in graduate school. I still use these concepts today as a teacher.

Eat Well, Rest Well, Exercise Well

At any time in your life, it is a good practice to eat well, get some exercise and rest appropriately. This is also very true during graduate school. Select your groceries well and prepare nutritious meals for yourself. Schedule some rest time during the day, and try to exercise even if it’s only moderately. It will help you immensely to maintain better health during and after this process.

Create a Personal Shrine

It is helpful to create a small space in your dwelling that will help you focus on your goals and help centre yourself. Include a picture of religious or spiritual significance to you, a book that inspires you, photos of friends and significant relationships, and an item that represents your goals. A few seconds of stillness each day to focus on these items can help reduce stress and keep you focused.

Soothing Behaviours

With the stress of a graduate program, plus the fact that I had moved to a new city, I found myself stressed and needing a recharge. My head was so full of the things that I had to do that I felt overwhelmed. A friend asked “what do you do to soothe yourself?” I could not come up with any answers. I have since learned that my stress level gets lowered when I set aside some time for relaxation - even if it is only a few minutes. During this time, I do one or two things that I have discovered to be soothing behaviours. I sing, play my guitar or spend time with my cat. Of course, the behaviours that you find soothing are personal and may reflect your own interests and hobbies. Develop a sense of what works for you!

Just as many of us have different interests, the things you do to relax vary as well. Since I did not want to list only my soothing behaviours, I posted a message on the Internet asking people what soothing things they did. Here are some of the suggestions:

- gardening: transplanting, feeding, watering and nurturing
- playing a musical instrument
- playing with a pet (pets are non-judgmental)
- singing
- listening to music
- talking to a (real) best friend
- drawing
- a warm bath, with the bathroom lit by candles
- watching a favourite TV show or movie with a friend or pet
- lie on a blanket in the backyard or park with a book
- go to the library, bookstore, arboretum, museum or art gallery
- cook or bake
- read a good book
- journaling
- drink a cup of tea, hot chocolate or steamed milk
- exercise (even just walking is fine)
- volunteer at a place that provides a sense of community
- make a list of things you like about yourself
- get away to nature
- cuddle up with a teddy bear
- have some chocolate (this was a common response!)
- take a yoga class
- laugh!

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STUDENTS CORNER cont'd

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Breathe!

Most people don't know how to breathe. Take deep diaphragm breaths. The clearing of the lungs of stale air and replenishing with fresh air has profound healing and stress reducing benefits. Learn to bring energy into your body from your breath. For more information you can read *The Science of Breath*. It's a free e-book available at healingresources.org.

Halt

Recognize the warning signs. There is a saying in twelve step groups: Hungry? Angry? Lonely? Tired? H.A.L.T! If people are telling you to slow down or are showing concern, listen to them. I remember a professor telling me that I looked really tired. "Can you take a break in any way?" he asked. I took a three hour ferry ride over to a local island, stayed at a hostel, did some reading and came back the following day. Getting out of the city helped clear the cobwebs and rejuvenate me.

Humour

Most importantly, have a sense of humour! One day a fellow student asked me, "What are you taking this term?" I replied Prozac! After the laughter around us subsided, we talked about the courses we were both taking. Appropriate humour builds bridges. Be able to laugh!

© 2006 Mark Linden O'Meara, author of *The Feeling Soul - A Roadmap To Healing and Living*

What's In A Name?

As you are aware, that last two editions of *Cognica* have requested input on whether to change the name of this publication. The feedback that we received was varied and interesting. A few felt that the name should be changed. However, the majority of respondents were in favour of keeping the name as is.

Thanks for your feedback!



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Site Visits: A Core Element in the Accreditation Process

The process of seeking accreditation by Masters level counsellor education programs at Canadian universities involves several steps. A program seeking accreditation begins with a self-study, using the standards and procedures developed by CACEP, which leads to the creation of a self-study document that is submitted to CACEP for review. If the document seems to be complete with respect to addressing all of the CACEP standards a site visit is arranged. Site visitors are counsellor educators from Canadian universities who have participated in a site visitors training workshop offered by CACEP. The three site visitors selected to visit the program seeking accreditation are each provided with a copy of the self-study documents. They compare what the program has provided in the self-study materials with the standards developed by CACEP in preparation for a two-day visit to the program.

The site visit has several purposes. Site visitors meet with all levels of university administration to ensure that the university supports the accreditation of the program. They also meet with program faculty, students and staff members, as well as members of the community who assist with practica and employ graduates of the program. Each of these meetings is designed to check to see whether the people with whom they meet corroborate what has been put into the self-study. At the end of the visit, the site visitors compare what they have read in the self-study documents and the information they have gained during their meetings at the University with the standards for accreditation developed by CACEP. Following the visit, they write a report in which they outline the ways that the program meets the standards and areas that might need further development. This report is forwarded to CACEP for review, and is then forwarded to the program in order that errors in fact can be corrected and to provide the program with the opportunity to address any issues that the site visitors raised with respect to ways in which the program did not fully meet some of the standards. The self-study materials, along with the site visitors report and the response from the program are used by CACEP to make a decision regarding the accreditation of the program.

Following decisions made by the CCA Board in 2002 and 2003 to approve the standards and procedures proposed by

CACEP for accrediting Masters Programs in counsellor education in Canada, CACEP immediately began to develop an infrastructure that would support the accreditation process. A key part of that development was the training of site visitors. The first site visitors training workshop, offered by Dr. Sharon Robertson and Dr. Bill Borgen, was held at the CCA conference in Halifax in 2003. These workshops have been offered at every subsequent CCA conference. In 2006 at the joint CCA/ACA conference held in Montreal, we had the opportunity to offer a joint site visitors training workshop with CACREP, the Council for the Accreditation of Counselling and Related Educational Programs in the United States.

The site visitor-training workshop typically lasts for six hours and focuses on the ways in which site visitors can determine the extent to which programs meet accreditation standards. The workshop begins with a review of the standards using the checklist provided by CACEP and involves a discussion of several practical scenarios and examples that can be challenging for site visitors. It also includes some experiential exercises to help site visitors get a feel for some of the interactions they might have during a site visit. The development of these workshops has relied heavily on the experience that Dr. Robertson and Dr. Borgen have had in being members and site visitors for the Accreditation Panel of the Canadian Psychological Association, and their experience with CACREP. The result of these workshops has been the training of 11 counsellor educators who can act as site visitors in support of the CACEP accreditation process.

Site visitors must: (a) be a member of CCA, (b) be a recognized counsellor educator for a program at the Masters level at a Canadian university, (c) submit a current curriculum vita, (d) have completed a site visitor training session on CCA accreditation procedures, (e) have no conflict of interest with the program under review, and (f) be approved by the Council on Accreditation. It is anticipated that a site visitor's training workshop will also be offered at the CCA conference in Vancouver in 2007.

William Borgen, PhD
Sharon Robertson, PhD
Co-Chairs, CACEP



Does *Your* Workplace Need “Awakening”?

Kathy Glover Scott and Adele Alfano

The North American workplace is constantly evolving and the same rules from years ago do not apply today. People want a sense of spirit—not the “rah-rah” cheerleader kind of spirit—but rather the sense that they belong to something special and are contributing to it daily in a meaningful way. People, regardless of personal religious affiliations, are searching en masse for a sense of fun, camaraderie, and higher purpose in their daily lives.

Awakening the Workplace, brings together 16 leading experts on workplace issues, each of whom addresses the issue of spirit in an innovative way. Contributing author Paul Huschilt, a renowned workplace humorist, explains that while the idea of fun in the workplace may traditionally have been confined to the office Christmas party or summer barbecue, laughter and fun at work are no longer radical ideas. In Huschilt’s experience, in fact, laughter is an “over-the-counter solution to all workplace ills.” His advice: *Laugh more at work and you will spread this socially acceptable spasm. Turn your workplace into a jungle gym of chemically induced camaraderie. How welcome a little more laughter would be in the workplace—if only to wake some people up! Laughter will not wipe away the hard stuff, but it will help to keep things in perspective.*

Values such as the pursuit of high productivity at all costs, and the measuring of self-worth by long hours worked, are no longer the ones that motivate people. These values are being replaced by deeper, internally driven ones that are congruent with who we are as individuals. While exploring spirituality in the workplace may still be a foreign concept to some, experience now shows us that it is an integral part of charting new paths. Spirit in the workplace is not about religion, but rather having a sense that there is a *soul purpose* to being at work. Sandra Greenough, a career coach and contributing author to *Awakening the Workplace*, adds that the benefits of a spiritually awakened workplace are very real in terms of dollars and cents:

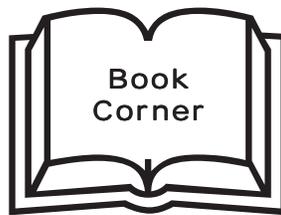
Each day, more and more business people are helping to create a better world by being more socially responsible in how they treat people and the environment. They are proving that spirituality helps rather than harms, the bottom line.

Work and life are not separate, independent sectors of our lives. We now know that energy, focus and productivity flow when there is a congruency between our personal and work lives. When we are aligned with who we are, we bring enlightenment to our workplaces. Individual by individual,

we create a workplace where each person brings all their strengths and abilities and expresses them for the greater good of the organization. As Beth Page, author and founder of Victoria-based Dream Catcher Consulting, cites: “You are the greatest resource for your personal success at work. True choices are made from a place of personal power. Power is discovering *your voice* and using it to express the wisdom of your heart.” From this flows naturally a sense of higher purpose and commitment to your organization.

Spirit in the workplace might best be defined as a sense of vibrancy and purpose that flows from and between people, with the result of purpose and success. Expanding fun and camaraderie, accepting spirituality in the workplace and helping people identify the higher purpose in their work will enable outcomes well beyond current visions and expectations.

Make a promise to yourself now, that you will become more awake to the influence you have over others, and that you will be a leader who brings out the best in yourself and others.



Kathy Glover Scott and Adele Alfano are the publishers of Awakening the Workplace: Achieving Connection, Fulfillment and Success at Work, the most recent volume in their Experts Who Speak book series. You can find more about this innovative book at www.awakeningtheworkplace.com or at www.creativebound.com

In *Awakening the Workplace*, Greg Schinkel, president of Unique Training and Development in London, Ontario, offers seven tips to inspire the best in yourself and others every day:

1. **Be thankful and appreciate the gifts and blessings that surround you;**
2. **Say “thank you” to the people who serve you or do something for your benefit;**
3. **Avoid commiseration and stay positive;**
4. **Build others up by saying something positive about them;**
5. **Avoid sarcasm and replace it with positive, empowering statements;**
6. **Take a personal interest in others, their families, hobbies and interests;**
7. **Be a listening ear to the challenges that others face, and point out a positive they may not have considered.**

AN INDIGENOUS CHALLENGE TO CCA

I am writing my first ever submission to Cognica based on the kind and politically astute advice of the CCA president: Dr. David Paterson. I was asked to submit an article but due to time limitations must instead provide this letter to the CCA membership and leadership as a form of a challenge instead. Briefly, my challenge is for the CCA to take a pro-active stance in addressing the counselling needs of the indigenous peoples of this country. This is merely the challenge of one member and could very likely go the way of the short lived Aboriginal chapter of CCA. Admittedly, I have not had time to take any leadership role within CCA myself, and would probably not even have taken the time to write this letter had I not felt a cultural responsibility to do so. By way of introduction, I have been a CCA member and CCC practitioner for approximately 20 years. At present, I work as a counselling psychology professor (in a CCA accredited program) and as a consultant and mental health practitioner to numerous aboriginal communities and agencies. In addition, I am leading or co leading 7 national and international Aboriginal mental health research projects funded by our federal government in excess of 15 million dollars (hence my lack of time). Most importantly, I am an Aboriginal person. The nature of my frustration and of my challenge to CCA can be illustrated simply by referring to a recent copy of the CCA newsletter. I make no criticism of the newsletter editors/writers but am merely illustrating a matter of perception. In the most recent issue of the Cognica there were two references to Indigenous peoples. On one page there was a notice that that the association has the right to dissolve the aboriginal chapter if a new chapter president is not identified soon. It seems that the inaugural chapter president was not aboriginal, had not renewed his membership, and that the aboriginal chapter has suffered from a lack of membership in any case. On another page of the newsletter, there was an inexplicable advertisement for Inuit Inukshuk pendants for sale by special arrangement of CCA. This issue came to me not long after the CCA conference in Montreal where I had to co-incidentally and reluctantly address a major cultural oversight to the membership at our Annual General



DR. ROD M^CCORMICK

Meeting. As many of the attendees of this years' annual conference already know CCA/ACA neglected to provide even the smallest acknowledgement that the conference was held in the traditional territory of the Mohawk people. Despite the conference theme of culturally respectful counseling, the conference opened on Mohawk territory with a Hawaiian/South American styled cultural ceremony. Perhaps in deference to the Mohawk people the opening ceremony did seemingly use a much modified version of the traditional Mohawk thanksgiving address (unfortunately it was appropriated without acknowledgement). Despite what I can only assume has been good intentions of CCA administration to "accommodate" aboriginal members and encourage cultural understanding and sensitivity it seems, at least in my opinion, that CCA has a long way to go to be responsive, relevant, respectful, and responsible to the needs of indigenous peoples of Canada. It could be that there is not a perceived need, sense of moral obligation, or even interest by the non Aboriginal membership and leadership of CCA to address Aboriginal concerns. That is understandable given that the aboriginal membership of CCA is likely much less than 1 %. It could in fact be that most Canadians do not see the need to pro-actively address the health needs of its indigenous peoples. A recent poll of Quebecers for example reveals that two-thirds of the respondents believe Aboriginal People enjoy better, or similar, living conditions than the rest of the population despite considerable evidence Aboriginal people live in communities with a quality of life more similar to that found in Third-World countries. The Indian Affairs poll, conducted by Leger Marketing earlier this year, shows that 62% per cent of non-aboriginals hold a negative view of First Nations, Métis and Inuit peoples in Quebec, with only 36 percent having a positive one (Can West News Service 2006). In the same article it mentioned that our Prime Minister and his conservative government scrapped the five-year, \$5.1-billion Kelowna accord to improve native housing, while coming up with a two-year plan in its first budget worth about \$225 million a year in new expenditures to improve the water supply and housing on reserves, as well as education and socioeconomic conditions for aboriginal families.

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AN INDIGENOUS CHALLENGE TO CCA Cont'd

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Meanwhile, Assembly of First Nations Grand Chief Phil Fontaine conservatively talks of an Aboriginal housing crisis with 170 communities without safe drinking water or basic health care (Can West News Service 2006).

Why do I believe that the CCA needs to be pro-active in meeting the counseling needs of the indigenous peoples of Canada? There isn't room in this letter to summarize the research illustrating the disproportionate mental health needs of Aboriginal peoples. Instead, I will provide a very brief overview of our needs via some socio-political context. It is a well-documented fact that Indigenous peoples of Canada experience an enormous gap in health status when compared to the general Canadian population. How many Canadians are aware that Canada was recently ranked by the United Nations as the number one nation on the planet in terms of overall quality of life, while aboriginal peoples living in their home communities were ranked 62nd in the world? Many Canadians are still not aware that between 1863-1984 the Canadian government and churches operated residential schools for Aboriginal children. It was mandatory for all children to attend. In an effort to seize Indian lands the government had to deal with the "Indian Problem". The following is a quote by Canada's first Prime Minister on the "Indian Problem" and the need to forcibly remove children from their homes: "I think we must by slow degrees, educate generation after generation, until the nature of the animal almost is changed by the nature of the surroundings." (Prime Minister Sir John A. MacDonald, 1884 before the House of Commons). For over 100 years Aboriginal children were forcibly removed from their parents and placed in these institutions where they suffered untold damage to their minds and spirits. My mother-in-law, for example, was forced to live in one of these schools away from her parents from the age of 5 until she was 18. The federal government and churches are currently trying to find a way to deal (or not deal) with the multi billion dollar lawsuits against them resulting from the mental, physical, emotional, sexual, cultural, and spiritual damage suffered by the thousands of Aboriginal children forced to attend these schools. Any therapist knowledgeable about the intergenerational transmission of trauma can attest to the

fact that the repercussions of these experiences have not stopped with the closing of the last school in 1984. It will take many generations to address this legacy of abuse and the disparate mental health needs of Indigenous peoples.

In two recent events in US history; 911, and the flooding of New Orleans, I witnessed an incredible response and resolve by my university colleagues to rush to the aid of American victims and their families. Similarly, at the 2006 CCA conference in Montreal many a delegate left the keynote address of Canadian statesman Stephen Lewis with tears in their eyes and a commitment to counsel AIDS victims in Africa. The challenge posed to delegates was to work together to address the needs of a forgotten and much neglected people by becoming "counselors without borders". These are indeed noble causes that I can fully support. What I cannot understand is why CCA has not acknowledged the counseling needs of Canada's own forgotten and much neglected population. Can CCA assume a role in advocacy, training, education, mentoring and supporting aboriginal mental health professionals? There are perhaps a thousand aboriginal mental health workers trying to band aid our people while fewer than 100 aboriginal people in Canada theoretically possess the minimum qualifications to obtain CCA certification (CCC). Can CCA also assume a political role in facilitating the provision of accessible, culturally relevant counseling services to the general indigenous population of Canada? Perhaps CCA needs to create a task force to see if there is any interest in addressing these needs. I am presenting CCA with the challenge to do something for indigenous peoples beyond advertisements selling Inukshuks and notices that the association has the right to dissolve the hastily formed Aboriginal Chapter due to an absence of leadership.

*All my relations,
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Mohawk Nation
Associate Professor
Counselling Psychology Program
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Confidentiality and the Counselling Relationship

Dr. David Smith
University of Ottawa

Confidentiality is a cornerstone of effective counselling, and counsellors are rightfully preoccupied with issues related to the proper safeguarding of client information. Confidentiality concerns the ethical obligation of counsellors to protect the privacy of clients' personal information that is gathered in the course of counselling, and privacy refers to the clients' right to be free of unwanted intrusions by others into their personal lives. Confidentiality applies to all client information, including the most basic information, such as whether or not an individual is receiving services from a counsellor. This obligation to clients holds even after their death.

Confidentiality derives from several ethical principles listed in the CCA *Code of Ethics*. One of these principles is "respect for self-determination", which recognizes that clients have the freedom to make autonomous decisions about personal matters. This includes decisions about when and to whom they will disclose personal information. Another principle underpinning confidentiality is "integrity in relationships", which refers to counsellors' fidelity and truthfulness to clients. Counsellors promise, and research shows clients expect, that personal information is confidential, and involuntary breeches of confidentiality constitute promise breaking under this principle (see Cullari, 2001). The principles of "responsible caring" and "not wilfully harming others" are also applicable to the issue of confidentiality. These principles underscore the fact that a positive therapeutic relationship is fundamental to counselling effectiveness, and this special relationship can only develop when clients can feel safe disclosing highly personal matters that could be embarrassing and stigmatizing if divulged to others. In short, clients' engagement in counselling requires tremendous trust in the counsellor, and confidentiality is the foundation on which this trust is built.

Despite the centrality of confidentiality to the counselling process, ethical codes and the law recognize that this obligation is not absolute. Sometimes rights conflict, and other rights, such as the entitlement to personal safety, trump privacy rights. Consequently, the *Code of Ethics* stipulates several conditions under which confidentiality may be broken without clients' consent: (a) to prevent imminent danger to the client or others, (b) when ordered by a judge to do so, and (c) when a child is in need of protection. While experience suggests that actual

involuntary disclosures of client information under these conditions are relatively rare, I know that counsellors are often concerned about how they can best manage confidentiality issues and at the same time protect the counselling relationship. These concerns are especially prominent when third-party requests for client information are made to the counsellor. Releasing information to third parties always entails risk, even when clients give their permission. It is incumbent on counsellors to take reasonable measures to mitigate the risks, and honour the ancient helping principle of *Primum Non Nocere* (above all, does no harm). Below, I present several clinical scenarios in which the counsellor is challenged to consider how the counselling relationship can be protected, while fulfilling third-party requests for information. I also illustrate how I believe the concerns may be reasonably addressed.

Scenario 1: *A counsellor working in a community clinic is assisting a 13-year old girl, who had been brought to the centre by her mother for individual counselling, after being caught several times drinking liquor with friends on weekends. After the fourth counselling session, the client's mother phones the counsellor to ask for an update on her daughter's progress and specifically wants to know if her daughter has stayed "clean" since starting counselling. The counsellor wonders how much, if anything, she should reveal.*

This case presents a number of challenges. Clearly, the stakes are high for the counsellor and the client. If the counsellor answers the mother's questions, she may be breeching the confidentiality expected by her young client and cause irreparable harm to the counselling relationship. If, on the other hand, the mother is not somehow appeased she may decide to end her daughter's involvement in counselling. Both of these possibilities are likely to ruin any chance that the young client will benefit from the counselling experience and may in fact leave her worse off.

This case raises questions about the appropriate degree of confidentiality that minors can be afforded. When counselling minors, and especially adolescents, this issue should be discussed as part of standard informed consent procedures at the very beginning of the counselling process with the young client and the parent(s). The *Code of Ethics* and legal statutes in Canada recognize the concept of 'mature minor', which means that youth of minor age, who are competent, may give informed consent for counselling and therefore can be afforded a degree of confidentiality that

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is appropriate for their age and developmental level. In this case, the counsellor would be advised to raise the issue directly with the client and her mother in the first session and negotiate with them a degree of confidentiality befitting the 13-year-old daughter. The counsellor could begin by explaining the centrality of confidentiality to the counselling relationship and the ultimate success of counselling. She could then suggest that the mother be updated, in general terms from time-to-time, about how the counselling was progressing, however specific details about the counselling sessions would not be divulged. However, to address the mother's legitimate right to know about matters affecting her child's safety, the counsellor could promise to inform the mother if the daughter's situation worsened significantly. The details of such an agreement between the counsellor, client, and parent should be documented in the session notes.

What would happen if the client's condition did deteriorate as evidenced by increased drinking or other dangerous behaviour? How could the counsellor keep her promise to the mother yet limit the damage to the therapeutic relationship with the daughter? One approach to resolving this dilemma would be to involve the daughter, as much as possible, in disclosing these activities to the mother. For example, following a discussion between client and counsellor about the increase in dangerous behaviour, the counsellor could seek the client's agreement to invite the mother to a subsequent session at which the client, with the counsellor's support, could disclose the information herself to her mother. Such an approach permits the counsellor to turn her reporting obligation to the mother into an opportunity to advance the counselling process and deepen therapeutic ties with her client.

Scenario 2: *A counsellor in private practice is referred a 40-year male client by a case manager at an insurance company. The client is on short-term disability leave for "job burnout". The insurance company requires the counsellor to provide detailed written reports of the client's progress in counselling at monthly intervals. The case manager shares her impression with the counsellor that the client may be malingering to avoid returning to work, and the counsellor is required to answer questions like the following in her monthly reports:*

1. *Is the client cooperative and receptive to your interventions?*
2. *What progress has the client made this month toward achieving the goals of counselling?*
3. *When will the client be ready to return to work?*

This case highlights challenges that counsellors in private practice who receive third-party referrals (e.g., from EAPs or Workers' Compensation boards) often confront. In such circumstances, counsellors are normally obliged to file reports to the third party, requiring that they divulge confidential information from the client file. The potentially conflicting interests of clients and third-party payers complicate the counsellor's role in these cases. There is a risk in this scenario that the counsellor may be perceived by both parties as too closely aligned with the other party. For example, the case manager, who has a responsibility to protect the company's commercial viability, may think that the counsellor is not pushing hard enough for the client's quick return to work, while the client may believe that the counsellor is rushing him to return to work before he is ready. Clearly, neither situation is conducive to building a strong therapeutic alliance that is essential for the counselling to be effective.

The counsellor should consider at the very beginning of counselling how his role with the insurance company could affect the counselling relationship. I would suggest that informed consent procedures with this client include a thorough review of the conditions imposed by the insurance company on the counselling. This could include informing the client about the questions in the report, even showing him a blank copy of the report required by the company. The counsellor should get written permission from the client to release the information to the case manager. A standard release of information form prepared for this purpose would minimally include the client's name and signature, the name and address of the individual to whom the information is being released, and an expiry date for the release form. These are all key initial steps in the process of fostering a positive therapeutic relationship in this context, but more work lies ahead for the counsellor. At later points in counselling, it would be advisable to review with the client the contents of each report before it is forwarded to the case manager. This provides a valuable opportunity for the counsellor and client to assess progress in counselling. It also permits the client to have input into the assessment, and the counsellor and client to work out any divergent perceptions they might have about counselling progress. Not only does this collaborative approach represent a prudent way to manage the breach of confidentiality, it is known to have a positive impact on the counselling process (Finn & Tonsinger, 1992). Finally, I would argue that as a general rule there should not be any information in client files that clients would be surprised to read, should they ever request access to see file documents (which, of course, is their right). This means in practice that

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counsellors' assessments, as well as the counselling plan and goals, are openly discussed regularly in the session.

I hope I have illustrated in these examples, ethical decision making in situations when there are competing principles in play, is a complex task. Students who have taken my counselling ethics course know how I like to harp on the message that I will conclude with here: a well-informed ethical decision-making process begins with a solid knowledge of the ethical principles and an understanding of how they apply when particular dilemmas arise. Ethics codes and practice standards cannot replace counsellors' well-informed and sound judgment if satisfactory resolutions to these dilemmas are to be found.

Editors Note: If you have any comments about this column or if you wish to submit questions or comments about other ethical problems that you would like addressed in a future Ethics Notebook, please send them to dg@ccacc.ca

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