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President's Message

Building Our Professional Community

Recognize that the road to become a professional community is dotted with many tempting parking places.

-Author Unknown

Cool autumn nights have ushered in the end of long hot summer months and it is time to look ahead to the next academic year. As I contemplate my wish list for my last year as President, one theme stands out – continuing to build CCPA as a professional community – a group of professionals that engage in activities that provide learning, development, scholarship, and community building. In *The Different Drum: Community-Making and Peace*, Scott Peck argues that the almost accidental sense of community that exists at times of crisis can be consciously built; however, the most challenging aspect is maintaining this sense of community in the modern world. A critical part of the art of sustaining community is the integration of task and process. Task is striving to accomplish our mission or purpose. In the case of CCPA, our purpose is *the promotion of the profession and its contribution to the mental health and well-being of all Canadians. As the profession's advocate, we strengthen our mandate to remain the leading association for counselling and psychotherapy in Canada. We strive to increase awareness about the role of the profession in all healthcare, educational and industry sectors.*

Process, on the other hand, refers to working individually and collectively to build and sustain community. Not easy to do when we live in a country that spans a vast, diverse territory and brings together a multiplicity of backgrounds and differences. As a Board we are encouraged to build community within our own geographical regions and through our work as liaisons with our 14 Chapters. As President, I am tasked with maintaining a larger picture – to envision how the different aspects of our association hold together to support our members who bear a heavy professional responsibility. In this message, I will update you on some of our newer initiatives that I see as key to strengthening and nourishing our community.

A new initiative is the regional funding to encourage and support the development of the counselling and psychotherapy profession across Canada. The goal of the **Regional Development Fund (RDF)** is to increase the regional capacity and professional development of the counselling and psychotherapy profession in Canada by building on our members' competencies and networks. Fund priorities may include, but are **not limited to**,

- increasing awareness of the counselling and psychotherapy profession in various regions of Canada; and
- using regional ideas to facilitate new professional development opportunities for CCPA members.

If you belong to a CCPA Chapter or an Ad-hoc group(s) of CCPA members in good standing, consider applying! This fund helps our members develop professional communities through a number of activities including: *leadership capacity building, local professional development, advancing the profession, advocacy and outreach, building relationships/supportive networks, and the development of counselling/psychotherapy related resources.* Contact the National Office to see if your idea fits the criteria - info@ccpa-accp.ca.

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Awards serve many purposes including re-energizing our community and providing recognition for innovative work and professional commitment. As we celebrate our 50th anniversary in Niagara Falls, CCPA is offering, **for this year only**, 12 conference travel awards (6 valued at \$500 and 6 valued at \$1000) and 8 student travel awards (4 valued at \$500 and 4 valued at \$1000) to bring together individuals who might not otherwise be able to attend the celebration without a little assistance! This year CCPA will also be accepting nominations for the following biennial awards:

- *The CCPA Counselling Resources and Training Materials Award*
- *The Counsellor Practitioner Award*
- *The Robert Langlois Award for Bilingualism*
- *The CCPA Practice-Based Counselling and Psychotherapy Research Award*

So, I encourage you to strengthen our community by applauding colleagues who have made a positive professional impact. Perhaps you know someone who just completed their thesis or dissertation; both of these awards are available this year. In addition there are special awards (e.g., *The CCPA Professional Contribution Award* or *The Lorne Flavelle Award for Outstanding Volunteer Service*) or a Chapter award (e.g., *Dr. R. Vance Peavy Travel Bursary* sponsored by the Career Counsellors Chapter or the *Doctoral Student Dissemination Award* sponsored by the Counsellor Educator Chapter). Don't be bashful, you can self-nominate too! Remember nominations must be received by CCPA no later than midnight of December 15, 2014.

Community building occurs when we continue to develop as professionals through viewing professionally-focused videos, completing course work, and taking part in webinars. The **Mental Health Academy (MHA)**, available through CCPA, offers high quality and affordable pre-approved learning opportunities for continuing education credit. Premium level membership for just \$39/month (US) gives you:

- Unlimited access to over 80 specialist courses
- Unlimited access to over 40 videos
- Videos presented by international experts
- New programs released every month
- Extremely relevant topics
- Online, 24/7 access.

MHA now partners with Alexander Street Press, one of the world's leading publishers of academic and educational videos for mental health professionals. For a list of newly released and upcoming videos please visit <https://www.mentalhealthacademy.net/ccpa/>. CCPA has also been recruiting webinar presenters to offer a variety of topics including disorders and the DSM-V. Upcoming webinars are varied and include *Using Strengths-Based Resources to Enhance Counselling Effectiveness*; a series on Mindfulness; *Seeing Clearly: the Art in Managing Conflict Competently and Respectfully*; and *Cyber Addictions* to name a few. If you would like to present on a topic that you are passionate about, contact the CCPA National Office for support.

In order to promote and advance the profession, CCPA is engaged in publishing Canadian authored books. In 2015 an updated version of the *Canadian Counselling and Psychotherapy Experience: Ethics-Based Issues and Cases* will be available in the same format as in the past but in a new electronic format as well, and with new chapters including working with clients using electronic platforms, working in rural and remote settings, working with clients with diminished capacity, and working with LGBTQ clients. Keep an eye out for the *Canadian Handbook of Counselling*

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and Psychotherapy edited by Nick Gazzola, Marla Buchanan, Olga Sutherland, and Simon Nuttgens. The *Supervision of the Canadian Counselling and Psychotherapy Profession* edited by Blythe Shepard, Lorna Martin, and Beth Robinson should also be available sometime in 2015. An additional benefit to co-authoring chapters and co-editing books are the professional relationships that are formed across our association.

Did you know that CCPA strives to increase awareness about the role of the profession by reaching out to the general public with information about mental health issues? The Public Facing website (www.talkingcanhelp.ca) assists the public in understanding the role of counselling and psychotherapy in supporting individuals, families, and groups about issues related to career, education, family, mental health, and mental illness etc. The website also provides the public with information about the profession, how to locate a counsellor, and what to expect from counselling etc.

If you would like to play a central role in further developing a community of counselling/psychotherapy practitioners, then I would encourage you to consider putting your name forward to be a board director or a member of the Executive (<http://www.ccpa-accp.ca/en/governance/boardofdirectors/>). The due date for applications is **December 15, 2014**. One of the draws for me to become involved was the opportunity to work with Directors who represent all provinces/territories of Canada and to learn about the state of the profession through different regional lenses. Working on the Executive, comprised of the President, President-Elect, Past President, Treasurer and the Chief Executive Officer (CEO), was a way for me to understand the inner workings of the Association –how the National Office functioned, the intricacies of the budget, opportunities for, and potential risks faced by the Association. I encourage you to apply! If you would like to know more, CCPA also offers free webinars on aspects of the association such as the certification process, how to become a director, and how to be an effective member of the ethics committee.

As your president, I continue to be thankful for the myriad of ways that I am supported in this role by my Executive, Board, National Office staff, and CCPA members who send me such kind messages. Remember, *No one can whistle a symphony. It takes a whole orchestra to play it.* ~H.E. Luccock

Thank you, Merci, Meegwetch!
Blythe Shepard,
President CCPA

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President-Elect’s Message

Greetings

As we collectively head into the fall season, I wish to share my reflections on the importance of recognition within the Canadian Counselling and Psychotherapy Association (CCPA). Rewards and recognition often serve as catalysts for reinforcing and motivating members and celebrating their positive contributions to their given profession. Recognition has the potential to create an atmosphere of appreciation and trust which contributes to career satisfaction, pride in one’s work, the promotion of empowerment and involvement as counselling and psychotherapy professionals in Canada. In our roles as counsellors and psychotherapists, we have the opportunity to serve as champions for our professional discipline and our respective areas of specialization through action, education, consciousness-raising and advocacy.

To support and recognize our members, the CCPA Board of Directors recently made changes to the Awards Program which includes, but is not limited to, increasing the number and value of conference travel awards in celebration of our upcoming 50th anniversary as an Association. For more information, visit <http://www.ccpa-accp.ca/en/memberbenefits/awards/>. The deadline for submitting an award application/nomination form is December 15, 2014.

Another way to respectfully acknowledge and showcase our roles as leaders in the counselling and psychotherapy profession is becoming a CCPA Ambassador. The diversity of backgrounds, cultures and philosophies makes our profession rich in terms of the creativity, thoughts, and perspectives that we share with one another in growing a vibrant Association. In order to encourage professional networking across the provinces and territories, I encourage you to consider sharing your work and achievements with the CCPA membership. Alternatively, you can write about other CCPA members and their accomplishments as champions for our Association. For more information about becoming a CCPA Ambassador, visit <http://www.ccpa-accp.ca/en/ambassadors/>.

Through programs and initiatives such as the CCPA Awards program and CCPA Ambassador initiative, our Association has the opportunity to acknowledge and celebrate the collective contributions being made by our growing membership. In the words of writer/philosopher, Voltaire, “Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well.”

Thank you/Merci/Meegwetch,
Natasha Caverley, PhD, CCC
President-Elect, CCPA

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EMPATHY

A Poem Written by a Client*

Submitted by Dr. Glenn Sheppard

The space between is long and wide,
But still she wants to run and hide.
Her head hangs down, she turns away,
Go sit beside and wait today.

The space between is shorter now,
She wants to speak but doesn't know how.
You catch her eye, she turns away,
You know she hurts, but cannot say.

Just wait again and sit beside,
Her pain and fear no longer hides.
Her hands are fine, she holds one out,
Thanks and joy your heart will shout.

The first step reached and she looks up,
You gladness overflows the cup.
No words are said but now you know,
Through the path of healing both will go.

**This poem was written by one of his adult clients who was just beginning to deal with her childhood sexual abuse and is published with her permission.*

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Snapshot of What’s Happening in BC/ Yukon

By Ashley Phillips, CCPA BC/YK Director, 2014-2015

CCPA has been involved with the creation of a regulatory college of counselling therapists in British Columbia since 1997. The group that led the regulatory efforts was called The BC Task Group. In March of 2014 the BC Task Group approved the creation of the Federation of Associations for Counselling Therapists in BC (FACTBC - <http://www.factbc.org/>). FACTBC consists of 9 counselling associations including the BC Chapter of CCPA. The goal of FACT-BC is to advance the case for regulation under the Health Professions Act. Beginning in the summer of 2014, FACT-BC organized an intensive lobbying campaign with regard to regulation. Meetings have occurred or are being planned with local MLAs. A number of CCPA members have been involved in this initiative.

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A Brit's Experience of the International Association for Counselling Conference in Victoria

In May this year the International Association for Counselling (IAC) 2014 Conference took place in Victoria on Vancouver Island, and as a Brit on my first visit to Canada, I was looking forward to not only the conference itself, but also to visiting this special part of the world.

Even weariness from a 10-hour flight couldn't diminish the natural beauty of the location. Dramatic lake-studded forests flanked the route from the airport to the historic coastal city of Victoria which, with its older worldly flower lined streets and quaint harbour, has a distinctly 'on vacation' feel. It is also the base of the distinctive seaplanes, for which the inner harbour is a designated 'airport'. Pleasure boats, planes, and whisky harbour seals share the water space in perfect synchronicity, with boats (and presumably seals) yielding to planes as they take off and land on the liquid runway – an exhilarating sight, though, when you're not used to it, one that takes a bit of getting used to.

The conference took place at the harbourfront Victoria Conference Centre, and ran for five days, immediately preceding and sharing the same venue as CCPA's 2014 Conference. Many delegates had come to take part in both conferences.

It was a packed five days, with delegates observably relishing the opportunity to network with other counselling and psychotherapy professionals from around the world. Emails were exchanged, conversations took place over coffee and croissants during breaks in the programme, and professional links – and friendships – were forged, as counsellors working in diverse environments connected with peers in a relaxed environment. Keynote speeches and a programme of interactive round table workshops, backed up by poster sessions, made up the formal structure of the conference.

There were some powerful keynotes. Justice Murray Sinclair, Chair of the Truth and Reconciliation Commission of Canada, gave a powerful and moving account of the work of the Commission in hearing testimony from the survivors of the former Residential Schools system in Canada. Andrew Samuels, Professor of Analytical Psychology at the University of Essex and a past Chair of the UK Council for Psychotherapy, spoke engagingly of collective emotional distress, and a need to support psychological and political resistance and rebellion in clients' relationship to the world. David Paterson, Associate Dean (Administration) in the Faculty of Education and Academic Coordinator for the Counselling Program at Simon Fraser University, and Executive Vice President of the British Columbia Association of Clinical Counsellors, talked about the importance of building a community for counsellors, and the affiliative dimension to joining a counselling organisation, such as opportunities for students and experienced practitioners to come together at conferences like this. Dr Gabor Maté's keynote, which closed the IAC Conference and opened the CCPA conference, was titled **Illness and Health in a Toxic Society**, and was an exploration of the link between illness, addiction, and people's emotional and psychological experiences and social environment. Dr Maté discussed how a society dedicated to material pursuits, rather than genuine human needs and spiritual values, undermines healthy child development and dooms many to chronic illness.

There were six round tables available to attend, on broad-ranging themes including cultural diversity and social justice; Aboriginal, pastoral and school counselling; career, family and couples counselling; and counsellor

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education and supervision. This meant that delegates could choose their preferred area of focus for the conference and immerse themselves in that area, taking part in interactive round table discussions, before each round table formulated its collective conclusions and reported back, at a final panel session on the IAC mission and vision, towards the end of the conference.

The IAC conference brought together nearly 200 delegates from 15 countries, and those I spoke to all seemed to feel that the Conference had been enjoyable and professionally had provided a valuable opportunity to meet and collaborate with others from the international counselling community.

My final memory of the 2014 Conference was from high above as I looked down on a sunlit turquoise sea, dotted with tiny, forested islands, on the way back to Vancouver. The conference, the location, and the warmest welcome from Canada will no doubt stay with me for a long time.

Jacqui Gray,
Managing Editor, British Association for Counselling and Psychotherapy

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Notebook on Ethics, Standards, and Legal issues for Counsellors and Psychotherapists: Some Breaches of Privacy and a Groundbreaking Decision

By Dr. Glenn Sheppard

The protection of privacy in Canada is regulated, in part, by a number of provincial and federal regulatory statutes. For example, the federal legislation *The Personal Information Protection and Electronic Documents Act (PIPEDA)* entrenches a right to the maintenance of confidentiality of private personal information as well as a right of individuals to access records of such information. Also, all provinces have freedom of information and protection of privacy acts and personal health information legislation. These various statutes are intended to protect individuals against inappropriate privacy invasions by health care authorities and other public agencies as well as by those who work in commercial enterprises including in professional private practices. The fiduciary duty of counsellors and psychotherapists to maintain client confidentiality is also grounded in common law and is clearly expressed in our professional codes of ethics.

Despite all of these protective provisions and ethical obligations, some breaches of privacy continue to occur. For example, in Newfoundland and Labrador, the public health authorities during the last several years have disciplined a number of employees who inappropriately accessed patient health records. In July 2012, five employees were fired for accessing health records they had no right to see – this included a nurse who saw 122 such records. In September of that year, the authorities publicly disclosed that patient records were accessed by two hospital clerks – one resigned and the other was fired. The authorities, once again, publicly announced in May 2014 that an administrative employee resigned after being accused of unwarranted access to 20 private health records. In all these cases, patients were informed of these breaches. Similar breaches have occurred in provinces across the country.

Fortunately, these public agencies were able to act decisively with well established authority. However, until a recent 2012 groundbreaking decision of the Ontario Court of Appeal there appeared not to be a provision for an individual to sue another for a privacy violation (*Jones v. Tsige, 2012, ONCA 32*). This case involved two employees who worked at different branches of the Bank of Montreal. Winnie Tsige had a common law relationship with the ex-husband of Sandra Jones. Tsige and her partner experienced some financial difficulties and she began to access Jones' bank account. When Jones discovered that Tsige had invaded her private banking information on 174 occasions over four years she sought to be awarded damages for a breach of fiduciary duty. Justice Sharpe of CONA found Tsige liable for a breach of Jones' privacy and awarded Jones her \$10,000.00 in damages. In doing so, the Justice invoked a legal concept from American tort law called "Intrusion into Seclusion". In this decision, the Court stated that its action was based on the following: *"One who intentionally intrudes, physically or otherwise, upon the seclusion of another or his private affairs or concerns, is subject to liability to the other for invasion of his privacy, if the invasion would be highly offensive to a reasonable person"*.

The Court also outlined the conditions to be met when judging liability for privacy breaches under the "Intrusion into Seclusion" provision:

- 1) that the conduct must be intentional, including recklessness,
- 2) the conduct must be an invasion of a party's private affairs or concerns without lawful justification; and
- 3) the conduct must be reasonably regarded as highly offensive causing distress, humiliation, or anguish.

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This type of privacy violation applies to such matters as: private correspondence, sexual practices and orientation, private health and financial records, and private employment information.

This court decision and the privacy breaches involving health records does serve as a reminder of our fiduciary duty to protect the private information entrusted to us by our clients and to allow only ethically and lawfully permitted access and disclosures. (The Jones v. Tsige court decision can be examined at www.canlii.org).

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Ethical Considerations for Animals Involved in Animal Assisted Therapy

By Ashley Oman, B.A., M.Sc., CCC. Executive Member of the Animal Assisted Therapy in Counselling Chapter (CCPA) - Animal Voice Coordinator

There is a plethora of information on the success and positive effects of Animal Assisted Therapy (AAT) on clients. However, there is little insight on what the animals gain, if anything, from the experience. More importantly are the animals being inadvertently harmed in the process?

The American Veterinary Medical Association (AVMA) lists some standards concerning welfare for therapy animals. These standards include having a veterinarian actively involved and monitoring any physical or behaviour changes in the animal; the promotion of regular vaccinations, parasite prevention, and screening for disease. As well the AVMA suggest that therapy programs including animals should be flexible to accommodate the needs of that particular animal. According to their guidelines dogs and cats should be at least six months of age before commencing AAT activities. While these standards provide a great start in addressing the best animal care in AAT, it is by no means comprehensive. It is imperative to investigate other considerations such as: (a) length of work day, (b) length and number of sessions per day, (c) number of breaks, and (d) any possible negative physical or emotional effects.

The Ontario Society for the Prevention of Cruelty to Animals Act states that no person shall cause an animal to be in distress. This is an ambiguous standard as accurately evaluating the level and factors responsible for causing distress in an animal can be complicated. However, practitioners of AAT should question whether they are causing the animal involved anguish and if so how they can limit or preferably eradicate their discomfort. A study investigating cortisol levels in dogs used in AAT found that cortisol concentrations were higher in dogs on days they were working in contrast to days where they were not involved in AAT activities. The investigators found cortisol concentrations were higher after the sessions as opposed to before the session. Additionally, cortisol levels were higher in morning sessions when compared to afternoon sessions, and higher in short sessions compared to longer sessions. This study provides some insights as to how to construct standards in AAT in order to ensure the animal’s comfort. However, while the results indicate situations when the dog was aroused it does not conclude that the stimulation is in fact negative. There is a need for further investigation as to what the ideal work day encompasses for an AAT animal to ensure they are being treated ethically and that their physical and emotional wellbeing is maintained.

Animal Assisted Intervention International advocates for the handlers of therapy animals to adhere to the following five freedoms:

- i. Freedom from thirst, hunger, and malnutrition- by ready access to fresh water and a diet to maintain full health and vigour.
- ii. Freedom from discomfort- by providing a suitable environment including shelter and a comfortable resting area.
- iii. Freedom from pain, injury and disease- by prevention and/or rapid diagnosis and treatment.
- iv. Freedom from fear and distress- by ensuring conditions that avoid mental suffering

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v. Freedom to express most normal behaviour- by providing sufficient space, proper facilities, and company of the animal’s own kind.

These standards much like those listed by the AVMA are a great start but require clarification and additional guidelines before professionals have an extensive resource to refer to in the ethical treatment of therapy animals. Questions such as how many breaks should an animal have and for how long; how many clients should be an animal’s maximum; and how many hours daily are ideal still remain unanswered and unregulated. Other factors AAT practitioners should consider for the welfare of therapy animals is the mode and length of transportation, the therapy room environment, and the connection between the animal and client. Animals used in therapy can enhance the experience for both the client and the professional; however, it is imperative to ensure this assistance is not at the expense of the animal. Even after passing the thorough screening process, over working an animal may have negative effects that could be detrimental to their involvement in helping an individual in therapy sessions.

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Stress

What is it and How do we Cope?

By Deborah DeCairos Grandmaître, M.Ed., CCC

We tend to use the word "stress" very loosely. It appears in our every day conversations. However, we rarely stop to think about what's really going on when we're "stressed."

Stress is a combination of things. Stress can transform our bodies, our minds, and our behaviours, when responding to a situation. For example, our palms may become sweaty. Some people will begin biting their nails or rubbing their hands together. Our whole being reacts.

Although stress does involve how we react to situations, the critical factor is our thoughts about these situations. How are we assessing the situation? Is it a positive event? Is it a terrifying event? How are we going to cope with our situation?

Everyone reacts differently to situations and every situation is different. But one thing is certain: stress can cause our everyday life to be chaotic and cause us to be unhappy. If we don't understand ourselves, and if we are not aware that we are under stress, it will be difficult for us to recognize our stress and begin coping effectively.

Try answering the following questions to see how you fair during a stressful situation:

When you are stressed, do you often: Eat poorly? Get angry easily? Make a big deal out of everything? Have a tough time making decisions? Keep everything bottled up inside? Stop exercising? Procrastinate? Think there is only one right way to do things? Reduce fun and relaxing things in your life? Complain a lot about the past?

If you answered yes to even one of the above questions, it would be worthwhile for you to take a look at what stressors are in your life, and what you can do to reduce or eliminate them.

We briefly looked at the symptoms we might experience when we're faced with a stressful situation. Here are some other symptoms. Have you ever experienced the following due to stress?: Fatigue, anxiousness, difficulty remembering, getting sick with the flu or a cold more frequently, drinking more, smoking more? The danger of not addressing our stressful situation could mean "chronic stress", which can lead to long term problems such as heart disease, insomnia, and changes to our mental health, just to mention a few.

Now that you recognize your symptoms of stress, are you ready to take a look at the stressors in your life? Do you have a situation in your family that is causing you stress? Is there a situation at work that could get much worse if not addressed? Do you have a physical illness that worries you or seems to make life difficult? Earlier we said that how we think about our situation, how we perceive our situation is paramount to how we will cope. Here's a place to start: Prevention.

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When stress arrives at our front door, we need to be ready! Here are some ideas: Goals: Set attainable goals. We tend to get discouraged when we do not achieve our goals, but most of the time we have not attained our goals because we've set our goals too high. Set a SMART goal and achieve it!

S=Specific: Pick one specific goal; write it down. What are you going to do? Why? How are you going to do it?

M=Measureable: Can you count it or check it off a list? If you can't measure it, then you won't be able to manage it.

A=Attainable/Achievable: Is it realistic? Do I have the ability? Do I have the attitude? Do I have the money?

R=Realistic: The activity needs to be "do-able" and tied in directly to the goal. If I want to lose weight, then it probably means I need to eat healthy and exercise, not save \$5.00 per day for 1 month.

T=Timely. Give yourself a realistic amount of time to reach your goal. For example, losing 20 pounds in one week is unrealistic. Losing 2 pounds every month for 6 months is realistic.

What are other ways we can be ready when stress comes knocking at our door? Physical skills done on a daily and/or weekly basis are important such as:

1) Breathing – set aside at least 10 minutes in the morning, afternoon, and night, to practice relaxing breathing exercises. This can be done sitting or lying down.

2) Stretching – our bodies need stretching. Take at least 10 minutes in the morning, afternoon, and night to stretch. Stretching can be done sitting, lying down, or standing.

3) Go outside – a change in scenery, or just breathing the outdoor air can increase our energy, clear our mind, and reduce our stress.

4) Sleep – Go to sleep at the same time every night, and wake up at the same time, every morning. The amount of sleep can vary from person to person. Get at least 8 hours of sleep per night. If you nap during the day, it should be no more than 20 to 30 minutes.

5) Exercise – This can include swimming, or weight training at a gym or at home.

6) Eating – Food is our energy, just like a car needs gas. We should eat at least 5 times a day. Three main meals (breakfast, lunch, and supper) and two snacks (one after breakfast, and one after lunch). What we eat is crucial to providing us energy. For example, a lot of sugar can actually slow us down and make us feel fatigued all the time.

7) Heart and Soul - We also need to feed our heart and soul! This could mean feeding our spiritual side by attending church or a spiritual group, or praying on our own. It could also mean attending social gatherings. Laughing is essential to reducing stress! If you like to meditate, this is also a great option to relax and reduce stress. Have some fun! You deserve it!

In preventing stress, there are many approaches. Here are just a few tips:

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1) Make a list. When we have many things to do, having it floating around in our head can be very overwhelming. Make a list, and cross off each task after it's completed. Your lists should have no more than 5 items on it at any given time.

2) Avoid procrastination. Have a schedule. Write the schedule down on your calendar or agenda or put it in your phone calendar. Schedule in everything! From going to the store to picking up milk, to going out to see a movie. Scheduling in leisure time is important, so you don't resent all the "have to do" items.

3) Delegate. Learn to delegate items that you know other people can do for you. In fact, people like it when they are asked to help!

4) Seek assistance. Join a support group or seek counselling. It does a world of good to get things off our chests just by speaking to someone who has a neutral approach to our situation.

5) Learning. We can cope by learning. There are all kinds of resources out there, be it in the local public library, the community centres, or special interest clubs. Access the knowledge!

Please join me on a journey towards reducing stress; a journey filled with fun and insight to who we are!

SUMMARY:

1. Recognize your symptoms of stress.
2. Set attainable goals.
3. Prevent stress through self-care.