



Employability Network
Presents:

A FREE Training Session for Front Line Workers

December 3rd, 2013 from 12:00 noon to 4:00pm
The Upper Canada Leger Centre for Education and Training
1500 Cumberland Street
Cornwall, Ontario, CANADA K6J 4K9
3 – Hour Long carousel style training sessions.

A FREE LUNCH will be provided by:
Job Zone d’Emploi

‘A Typical Client Journey’ at CSS of S.D.&G.

Presented by Susan Hess,
Counsellor at Counselling
and Support Services
of S.D. & G.

An overview of the current services changes and updates at CSS-SD&G as an accredited organization providing a range of support and services to children, youth, adults and families in the city of Cornwall and the counties. It is their goal to promote healthy relationships within the family, in the workplace and the community.

The presentation will include a mini-workshop where we will ask an audience member to participate through ‘A Typical Client Journey’ in the clinical services at CSS, including the intake process, first contact with a counselor and post-evaluation process.

TRANS- THEORETICAL MODEL

Presented by JoAnn Hickley –
Director of Program
Development, Job Zone
d’Emploi

Job Zone d’Emploi will provide a very quick overview of the Trans-Theoretical Model by Prochaska and DiClemente. The presenter will provide an overview of the Stages of Change and the roles of the counselor and the client. Included in the presentation are some basic tools, such as:

- Assessing Readiness to Change
- Decisional Balance Sheet

Literacy in our Community

Presented by Carolyn Eva –
Educational Assessor,
Tri-County Literacy Council

An overview of how low literacy levels impact clients accessing a variety of local agencies and how front line workers can help these clients. The presenter will provide information on the following:

- the definition of literacy
- signs of low literacy
- how to make referrals
- the assessment process
- a summary of services provided by Tri-County Literacy Council

Please RSVP to info@sdccornwall.ca or call 613-930-0211

