

**THE CHALLENGE OF BEING A GOOD SERVER WHEN THAT IS NOT MADE EASY**  
Co-Sponsored by OCAPDD/Open Hands and The Southern Ontario Training Group

**TUESDAY FEBRUARY 25, 2020**

**9:00 am – 5:00 pm**

Ramada Inn Conference Room  
805 Brookdale Ave., Cornwall, ON

**Presenter:**

Susan Thomas, Training Coordinator of the Syracuse University Training Institute for Human Service Planning, Leadership, & Change Agency, Syracuse, New York, USA. She has a bachelor's and master's from Syracuse University, and worked for 38 years with Dr. Wolf Wolfensberger's teaching and the Training Institute.

**Description of the workshop:**

Direct service worker is where "the rubber meets the road": it is where the needs of people who are enrolled in human services of various types get addressed. But the realities of direct service work can get lost in all the other things that surround and impinge on direct service, such as laws and regulations, union rules, family concerns and demands, etc. This workshop is intended as an opportunity for direct human service workers and those who supervise them to reflect on the challenge of trying to be a good server to people in need when, for all sorts of reasons, that is not easy to do.

The workshop will lay out the different kinds of direct service, such as teaching, nursing, and helping people with daily living in their home. The workshop will explain how necessary and meritorious such direct service is. Then we will present some characteristics that distinguish "good" direct service from service that is harmful, bad, or even indifferent. The workshop will next present some of the most common obstacles these days to good service—in other words, why is it hard to give direct service in a way that would meet the characteristics of good service. The obstacles include: work, direct servers, and the people served, all being viewed as of low value; some kinds of direct service work seen as the last option for people who cannot get any other kind of work; and services being expected to do more than they can realistically accomplish.

The last part of the workshop will review some possible actions for direct service workers and those who supervise them to take in light of all that has been covered, though there is no implication that these actions will take care of all the problems that were reviewed. A number of these actions will require that service workers reflect on what kind of people they want to be.

**Format of the workshop:**

The workshop will be presented in lecture style, with extensive use of overhead transparencies and some slides. There will be time for questions and discussion at a few points during the presentation, and especially at the end.

**Tuition:**

The tuition is \$50.00 for one workshop or \$80 for both workshops (February 25 & 26). Cost for family members and students is \$20 for one workshop, or \$40 for both. Tuition includes handouts, lunch and refreshments.

**Cancellation:**

75% of fees will be returned with cancellation up to 7 days prior to workshop. There will be no refund if less than 7 days notification.

**Send registration and form(s) and payment to:** Open Hands c/o Diane Vallieres, 17383 South Branch Road, Cornwall, ON K6K 1T3. Note: if registering as a group, please complete one registration form for each person and send the forms together.

**For more information:** Please contact Reina McDowell, 613-933-0012 ext. 323 or email: [reina@open-hands.ca](mailto:reina@open-hands.ca)