



**CAPACITY BUILDERS**  
TRAINING • RESOURCES  
MANAGEMENT SUPPORT

We realize the potential of  
your organization.

## Capacity Builders' PSW Training Catalogue 2019-2020



Since 2001, Capacity Builders has been providing affordable training and management support to a wide-range of community health organizations across Ontario. We build the knowledge and skills of support workers and their managers, supervisors and team leaders, so they are well-equipped to provide quality service.

For about the same cost as off-site, off-the-shelf training, Capacity Builders can provide learning solutions tailored to your specific needs, at your location, and at a time that fits your schedule.

Capacity Builders is a division of the [Ontario Community Support Association](#).

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# Palliative Care Workshops

## **An Introduction to Palliative Care**

*3-hour workshop*

This session focuses on the palliative care abilities required of a support worker and the context in which palliative care is provided. We'll discuss the many facets of the process of dying, the impact on the client's family/friends, the impact personal beliefs have on a worker's ability to provide support, and the fundamental skills to providing optimal support.

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## **Common Symptoms in the Person Who is Dying**

*3-hour workshop*

Pain may not be the most significant symptom to the palliative client. This session will introduce participants to the use of the Edmonton Symptom Assessment System (ESAS) to identify non-pain sources of discomfort/impairment and their impact upon the client. PSWs will also learn helpful strategies to promote comfort with these specific symptoms, as well as methods to share these strategies with others in the support team.

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## **PSW Role in Pain Assessment and Management in Palliative Support**

*3-hour workshop*

PSWs can play a valuable role in assessing a palliative client's pain and how well it is managed. This session will provide participants with observation, assessment, reporting and documentation skills that will allow them to identify and relate the client's experience of pain, potential causes and effective responses with the overall aim of increasing client comfort. Participants will discuss what is meant by the terms acute and chronic pain, explore common pain measurement instruments and their use, and better understand some of the myths and misconceptions about pain management.

*Our most popular sessions are 3-hours long. However, any of the sessions in this catalogue may be blended to provide a 6-hour, or longer, workshop to address specific needs or provide additional skill practice.*

## **Practical Strategies to Promote Comfort and Well-Being in Palliation**

*(formerly Non-Medicinal Pain Reducing Techniques)*

*3-hour workshop*

This session focuses on the use of non-medicinal pain reduction techniques appropriate to the PSW working with a client receiving palliative support. It will include diversion techniques, comfort measures, supporting nutrition to reduce discomfort as well as pain monitoring and other techniques.

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## **The Final Journey: When the Person with Dementia is Dying**

*3-hour workshop*

The last stages of life are different when a person has dementia. Cognitive and physical changes in the last stages make it difficult for the person to share what they are experiencing—and make it difficult for PSWs to respond. This workshop will highlight common symptoms people experience, how they may present and how PSWs might best respond to the needs identified. We will also discuss the ethical and support challenges when providing support to the dying client with dementia.

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## **PSW Role in Supporting the Client Who Has Chosen Medical-Practitioner Assisted Death**

*3-hour workshop*

This session focuses on the role of the PSW in supporting a client who has applied for and received permission to undertake medical-practitioner assisted death. While PSWs cannot participate in the actual process, they may be called upon to support the person up to or at that time. In addition to the role, the session will assist workers in exploring their own personal responses within the context of their role.

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## **How to Offer Meaningful Support to Clients and Families Facing Late and End-Stage Illness**

*3-hour workshop*

Supporting people with late and end-stage illness can be very challenging. This practical and interactive workshop will help PSWs build their skills and confidence to communicate with clients and families during difficult circumstances.

# Mental Health Workshops

## **Introduction to Mental Illness: From Myth to Understanding**

*3-hour workshop*

This session provides an overview of mental health, mental health issues and mental illness. It's aimed at PSWs and other support workers who have not had recent training in mental health and will address fundamental support techniques useful in working with clients with mental health issues

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## **Bridging the Trust-Gap: Establishing Rapport with Clients Who Have Mental Health Issues**

*3-hour workshop*

More and more, PSWs are asked to work with clients who have conditions that may make it difficult for them to trust others. Yet, trust and rapport are fundamental to support work. This session will focus on the skills and approaches useful for PSWs when building a relationship and sense of connectedness with clients who have mental health issues. Focus will be on establishing rapport that can be built upon as service progresses.

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## **Communicating with Clients Who Have Mental Health Issues**

*3-hour workshop*

Many PSWs work with clients who have a variety of mental health issues. This workshop will provide a framework to help PSWs enhance their ability to communicate with clients who have mental health issues and identify various approaches that may enhance communication.

**We asked PSWs to tell us what they'll do differently after attending one of our mental health workshops:**

- *"I'll try to be more supportive to clients/people who have depression or mental health issues."*
- *"I'll change the way I use my words to better support my clients with mental illness."*
- *"I'm going to take the time to find out the story behind the behavior."*
- *"Keep calm and be supportive."*
- *"Know that what they are dealing with is real to [the client]."*

## **Supporting a Client Who Has Symptoms of Depression**

### *3-hour workshop*

This interactive workshop will provide PSWs with the knowledge and skills needed to support clients with depression. Your support workers will learn about the condition, its symptoms and causes, and understand ways in which depression affects clients' lives. We'll provide lots of opportunity for your staff to discuss their own experiences and learn new techniques and approaches to better identify and support clients with depression.

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## **Supporting Clients with Anxiety and Affective Disorders**

### *3-hour workshop*

This session will help your staff gain current general knowledge of anxiety and other affective disorders and gain insights into common struggles for clients. Participants will explore and challenge myths about anxiety and other affective disorders and better understand how these misunderstandings may affect how the worker supports the client.

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## **Supporting a Client with Addiction**

### *3-hour workshop*

Your PSWs support a wide-range of clients and may work with individuals who are addicted to alcohol, prescription medication, or other substances. This interactive workshop will provide support workers with the knowledge and skills needed to support clients who are experiencing dependency or addiction. We'll cover the differences among substance use, misuse and abuse, and how these relate to dependence and addiction. Through small group activities and case scenarios, PSWs will explore their own feelings about addiction and learn new strategies to support clients.

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## Specific Diseases/Chronic Conditions

### **Supporting Clients with Diabetes**

*3-hour workshop*

Diabetes is one of the most common chronic conditions among older adults. This session provides an overview of the condition, addresses common myths and provides practical information on supporting the client with diabetes.

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### **Supporting Clients Who Have Had a Stroke**

*3-hour workshop*

This session focuses on the various types of stroke and the individuality of impairment that may arise as a result of the stroke type and location. It includes an overview of key support approaches that are useful when supporting a client who has had a stroke. Note: Because of the wide range of impairment and support responses, this session does not generally cover communication impairments.

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### **Communicating with Clients Who Have Had a Stroke**

*3-hour workshop*

This session focuses on communicating with clients who have dysarthria, apraxia, aphasia and dysphonia as a result of a stroke. We'll discuss these conditions with a focus on communication strategies and aids that can make meaningful communication easier.

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### **Supporting Clients with Communication Barriers**

*3-hour workshop*

Nothing is more frustrating than an inability to communicate. This interactive session will introduce four common barriers to communication: hearing loss, no common language, aphasia, and cognitive impairment. For each, the session will introduce ways in which the PSW can address barriers and support the client's communication.

***Our most popular sessions are 3-hours long. However, any of the sessions in this catalogue may be blended to provide a 6-hour, or longer, workshop to address specific needs or provide additional skill practice.***

## **Supporting Clients with Parkinson's Disease**

### *3-hour workshop*

This session focuses on approaches that may be useful when supporting a client with Parkinson's disease. It includes a brief overview of the condition and explores common myths. Support workers will better understand the variety of ways Parkinson's Disease may impact a client's functioning and identify condition-specific approaches to support client function

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## **Supporting Clients with Multiple Sclerosis**

### *3-hour workshop*

This session focuses on support approaches that may be useful when supporting a client with Multiple Sclerosis. It includes a brief overview of the condition and explores common myths. Your staff will better understand the variety of ways Multiple Sclerosis may impact a client's functioning and identify condition-specific approaches to support client function.

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## **Supporting Persons with Spinal Cord Injury**

### *3-hour workshop*

This session discusses the various ways in which a spinal cord injury may affect a person. It will cover physical impacts, as well as working with a client who directs her/his own support. Your staff will better understand the concepts of self-directed and self-determined support, and apply these to real-world case examples

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## **Assisting Persons with an Acquired Brain Injury (ABI)**

### *6-hour workshop, or 3-hour workshop that will cover selected topics*

This session focuses on the ways in which an acquired brain injury may impact upon the person and the ways in which an ABI may impact a client's cognitive, physical and behavioural functioning. It will cover the role of the support worker in providing day-to-day support.

# Dementia Care Workshops

## Introduction to Cognition and Dementia

*3-hour workshop*

This session introduces the concepts of normal cognition, age-related changes, and changes that are not within the norm. We'll examine dementia as a syndrome that may be caused by a wide variety of conditions, and as having changes that are reversible/non-reversible and/or progressive/non-progressive. The ways in which cognition may be affected will be discussed, as will general approaches to client support.

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## Understanding Dementia from Your Client's Perspective

*3-hour workshop*

This highly interactive workshop will help support workers step into the shoes of the client with dementia and better understand the world in which they live. Participants will gain insight into the effect of sensory impairment on persons with dementia, and how those impairments affect perception of their surroundings. The goal of this workshop is to sensitize support workers to the effects of changes in mobility, vision, hearing and tactile sensation.

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## Communication in Dementia: From Confusion to Understanding

*3-hour workshop*

Impairment in memory and thinking can make it very difficult for clients to communicate – which can be frustrating for the person with dementia and challenging for the PSW providing support. In this interactive workshop, PSWs will better understand the world of the person living with dementia, learn common changes in communication ability, and learn how to respond to best support communication. Support workers will learn key questions to ask clients to encourage conversation, the role of body language, the uses of life story information and how all this can be used to provide better support.

**We asked PSWs to tell us what they'll do differently after attending one of our dementia care workshops:**

- *"Be more aware of my body language."*
- *"Not take things the client says personally."*
- *"I will ask about their past life so that the client may feel (happier)."*
- *"When they ask to go home, I'll redirect their attention."*

## **Responding to Challenging Behaviours: Meeting Your Organization's Specific Needs**

### *3-hour workshop*

This workshop will help PSWs understand that there is meaning behind challenging behaviours and develop useful skills to prevent or de-escalate these behaviours. Your workshop will include an introduction to understanding client behaviours and then we'll focus on 2-3 specific behaviours that pose challenges for your staff, as determined by you and our trainer in a pre-session consultation call. Your staff will learn about triggers and warning signs for the specific behaviours they find challenging and gain numerous strategies to effectively respond to those behaviours.

Common behaviours include:

- resistance to care
- exist seeking
- repetitiveness (physical and verbal)
- wandering
- sundowning
- appearing to live in the past or looking for people who are no longer alive
- rummaging through possessions
- collecting/hiding items/guarding

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## **Responding to Socially Inappropriate Behaviours in Dementia**

### *3-hour workshop*

Dementia reduces the filters that adults develop to shape what is considered appropriate in social situations. Socially inappropriate behaviours may range from largely insignificant to those that negatively affect people around the person (sexual overtures, voiding in public, etc.). This session will focus on sexual disinhibition as well as other socially inappropriate behaviours and explore potential triggers and productive responses for support workers.

## **Physical and Verbal Challenging Behaviours in Dementia** *(formerly called Aggression in Dementia)*

*3-hour workshop*

This interactive session focuses on aggression in clients with dementia, its causes and how to respond to it. We'll examine situations that may spark aggression, including those related to environment, approach and perspective. Your staff will have the opportunity to apply problem-solving processes to real world aggression situations and to gain skill in responding to aggression in their clients with dementia.

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## **Supporting Caregivers of People with Dementia**

*3-hour workshop*

Caregivers often have difficulty assisting a person with dementia, especially when they encounter behaviours that are difficult to understand. This workshop focusses on the important role PSWs have in providing support to those who care for a person with dementia.

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## **The Final Journey: When the Person with Dementia is Dying**

*3-hour workshop*

The last stages of life are different when a person has dementia. Cognitive and physical changes in the last stages make it difficult for the person to share what they are experiencing—and make it difficult for PSWs to respond. This workshop will highlight common symptoms people experience, how they may present and how PSWs might best respond to the needs identified. We will also discuss the ethical and support challenges when providing support to the dying client with dementia.

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# Clinical Skills Workshops

## Mobility and Handling Skills Certificate Workshop

*6-hour workshop*

Today's PSWs must master a high level of mobility and handling skills to help ensure quality of life and optimum function for clients—as well as reduce personal injury. This refresher is intended for PSWs who have completed previous training and wish to sustain and enhance their skills. The maximum number of participants for this workshop is 12.

This workshop will help your staff:

- describe concepts relevant to mobility and handling e.g. gravity and equilibrium, posture, body mechanics, injury prevention, back care.
- describe and perform practical skills: proper use of mobility aids, techniques for assistance with sitting to standing, assisted walking etc.
- identify new directions in the PSW role related to mobility and handling skills e.g. restorative care, client centered practice, collaborative practice, dignity of risk.

This workshop is taught by an Occupational Therapist or a Physiotherapist and is customized to the needs of the agency. It includes in-process skill-testing of selected mobility and handling skills, as agreed-upon with the agency.

Upon successful completion of the workshop, participants will be issued a certificate. Maximum number of participants for this workshop is 12.

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## **Skin and Wound Care**

### *3-hour workshop*

This enhancement covers skills appropriately used by a PSW to assist a client recovering from a skin wound. Participants will learn the boundaries of their role as set out in legislation, as well as the essential care routines they may be asked to perform. Fundamentals of preventative skin care and prevention of pressure ulcers will be reviewed, as will observation, reporting and documentation.

This in-service workshop will help your staff better understand:

- the limitations of the PSW role in wound care as set out in the Regulated Health Professions Act (RHPA)
- fundamental physiology of the skin and wound care, including recognizing healing vs infection
- how to prevent, recognize and treat skin tears
- pressure ulcers - their prevention, causes, and symptoms

Also available: A 6-hour Skin and Wound Care Certificate Workshop which includes:

- Skill-testing
- Certificates, upon successful completion of the workshop

Maximum number of participants for the 6-hour certificate workshop is 12.

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## **PSW Role in Medication Administration**

### *6-Hour Certificate Workshop*

This workshop provides participants with an overview of the PSW's role in medication administration. It will discuss the scope of substances called medications/drugs and identify the applicable criteria for safe administration of medications within the PSW scope, as well as the requirements to administer medication by a controlled act.

This in-service workshop will help your staff:

- appreciate the range of medication assistance that a PSW may provide
- understand factors that affect the role a PSW may have with regard to medications
- describe the role of the PSW with regard to medications, as defined by legislation
- understand the importance of medication monitoring and accurate documentation

This workshop includes skill-testing and theory-testing. Upon successful completion of the workshop, a certificate will be issued. Maximum number of participants for this workshop is 12.

## Falls Management

### 3-hour workshop

Falls remain the leading cause of injury-related hospitalizations among Canadian seniors. This workshop covers how to take preventative steps to enhance safety for workers and clients. Participants will learn how to work with their supervisors and clients to problem solve and create a safer environment for the client and workers.

This in-service workshop will help your staff understand

- falls management and common factors that place people at risk for falls
- approaches to minimize/eliminate risk for falls
- appropriate techniques to assist a client who is falling and cannot be safely stopped
- appropriate techniques to assist a client who has fallen

Also available: a 6-hour Falls Management Certificate Workshop Which Includes:

- Skill-testing
- A certificate, upon successful completion of the workshop

Maximum number of participants for the 6-hour certificate workshop is 12.

## Elder Abuse

### Responding to Elder Abuse

*3-hour workshop (may be expanded or blended with other workshops)*

This workshop provides a framework for understanding abuse in general and elder abuse specifically. The session will explore the Support Worker's legal obligations and ethical responsibilities to the client. It will also discuss how workers may keep themselves safe in a work environment in which they may be forced to interact with a potential abuser.

***Our most popular sessions are 3-hours long. However, any of the sessions in this catalogue may be blended to provide a 6-hour, or longer, workshop to address specific needs or provide additional skill practice.***

# De-Escalation Workshop

## Crisis Aversion and Response Education (CARE)

### *6-hour certificate workshop*

This unique program in non-violent crisis intervention is tailored to the needs of staff working with clients/consumers and their families. CARE recognizes the role of the ongoing worker-client relationship and focuses on *averting* the crisis—through identification of ‘triggers’ and warning signs that crisis is developing. The workshop will also focus on de-escalation techniques that help a client regain balance and control.

This certificate program includes verification that your staff can apply the skills taught. The certificate is valid for two years, after which time a three-hour refresher is required to maintain certification.

This in-service workshop will help your staff:

- support others to avert crises through the identification and manipulation of causative and contributing factors
- respond in an effective manner when a crisis does occur
- work with the person to debrief and review the crisis situation to provide closure as well as to identify additional causative/contributing factors
- maintain a positive relationship with the person during and post event
- address the needs of clients, whether or not the client has dementia

*\*For a 3-hour de-escalation workshop, see **Conflict Resolution and De-Escalation Techniques for PSWs** in the Communication and Interpersonal Skills Section.*

We asked PSWs to tell us what they'll do differently  
after attending one of our CARE workshops:

- *“give a client personal space when he/she is upset.”*
- *“try to understand the triggers so I don't escalate the problem.”*
- *“be aware of how I position myself in the room while having a conversation.”*
- *“improve my verbal and non-verbal communication.”*

# Supporting Specific Populations

## **Supporting Clients who are Lesbian, Gay, Bisexual, Transgender or Queer**

*3-hour workshop*

This session focuses on the issues LGBTQ clients may face when using support services--and the role of the support worker in creating a positive support experience. It will discuss myths about and personal reactions to LGBTQ clients and provide an opportunity for participants to examine personal beliefs and how those may have an impact on the support the worker provides. The workshop will focus on positive communication and support.

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## **Supporting Clients Aging with HIV**

*3-hour workshop*

This session explores the combined impact of HIV infection and the aging process on older adults living with HIV. We'll use case examples and interactive activities to enhance awareness of the potential care needs of people living with HIV, build empathy for members of marginalized communities, and provide practical skills for addressing challenges faced by people living with HIV.

Capacity Builders is very pleased to partner with Realize to make this highly interactive workshop available to PSWs provincially.

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# Communication and Inter-professional Collaboration

## **Assessment and Presentation Skills for PSWs**

*3-hour workshop*

More and more, care teams rely on the input of PSWs in the provision of excellent, client-centred support. This workshop will focus on the assessment, interpersonal and communication skills PSWs need to effectively communicate with others in the support team and identify participants' personal strengths and challenges in fully participating in the support team.

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## **Inter-professional Collaboration Skills for PSWs**

*3-hour workshop*

This session focusses on developing PSW confidence in expressing observations and assessments as a member of the support team. Your staff will develop skill in providing appropriate and relevant information to other members of the team, as well as in describing their support in a manner that encourages other members to recognize its value.

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## **Making Communication Work: Essential Skills for Front-Line Staff**

*3-hour workshop*

PSWs communicate every day—and with every client. As a member of the client's support team, they have a key role to play in building a trusting relationship with clients, family and peer caregivers, identifying needs and preferences, as well as relaying information and interpreting instructions. This workshop will focus on enhancing the skills of support workers to communicate positively, clearly and professionally with clients and caregivers. It will also provide techniques to deal with challenging situations where workplace conflict, gossip and toxicity damage trust.

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## **How to Have Difficult Conversations with Clients and Caregivers**

*3-hour workshop*

How do your support workers approach sensitive issues with clients and caregivers? Do you end up always having to intervene because delicate or uncomfortable topics were handled poorly? This session will cover techniques and tools useful in having difficult conversations, with the aim of establishing and maintaining a sense of goodwill with the client or caregiver. We'll cover the difference between reacting and responding, basic empathy and de-escalation skills as well as what to do when the situation is clearly beyond the role of the worker.

## **Conflict Resolution and De-Escalation Techniques for PSWs**

### *3-hour workshop*

What really works when it comes to de-escalating anxious, hostile, or challenging behaviour? Often, how an individual responds to the behaviour is the key to defusing it. In this workshop, PSWs will learn about the dynamics of conflict, understand how to get to the source of a problem, and develop their own personal de-escalation strategies that will allow them to 'step out' of situations and not take things personally.

Note: This workshop does not cover crisis intervention. See ***Crisis Aversion and Response Education (CARE)*** on page 15 for our session that focuses on supporting clients in or near crisis.

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## **Intercultural Communication**

### *3-hour workshop*

We live, and work, in a multicultural setting. Unfortunately, differences among us may lead to miscommunication and conflict. This interactive workshop encourages reflection about our experiences as members of diverse communities and workplaces and to help develop inclusive attitudes. Participants learn to appreciate what others bring to the table, while identifying ways to understand and meet mutual needs to attain a win-win outcome. Participants have the opportunity to practice skills, identify and overcome challenges through self-reflection, simulations, small group exercises and large group discussion.

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## **Through Other Eyes**

### **3-hour workshop**

*Through Other Eyes* is an experiential workshop which simulates age-related changes and common impairments in hearing, sight and touch. Through participation in everyday activities, participants experience the problems and frustrations seniors may experience in their everyday lives. We'll focus on the impacts on both function and communication—and what helps minimize those impacts.

# Professionalism and Service Excellence

## Quality Client Support: PSWs Make the Difference

### 3-hour workshop

The PSW role is unique and fundamental to excellent client support, and one that requires the ability to balance client needs with a list of tasks on a service plan. This interactive workshop will help PSWs better assess what really matters to their clients, tailor support to the client's preferences and bridge these needs with the tasks they're there to do. They'll also explore how to communicate their client's preferences, and their own expertise, to others.

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## Professionalism: Demonstrating Your Commitment to Service Excellence

### 3-hour workshop

We talk a lot about "professionalism" - but what does that actually mean in the day-to-day world of a Personal Support Worker? In this workshop, we'll discuss the concept of professionalism and what it asks of PSWs. Using real-life examples, we'll discuss trust, attitude and accountability and uncover ways PSWs can demonstrate their commitment to service excellence.

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## Documentation Basics

### 3-hour workshop

Clear, appropriate documentation that is properly kept ensures your clients get the service they require in an effective manner. It can also save your organization time, money and in some cases – embarrassment. This workshop will help your staff understand what a client record should contain (and what it should not contain!), steps to documentation that are clear and easy to understand and the importance of maintaining privacy when handling client information.

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## Building Successful Boundaries with Clients

### 3-hour workshop

It's sometimes difficult to say 'no' to a client, or to know where to draw the line between professional and personal relationships - particularly when those relationships span years. Through concrete examples, discussion and case scenarios, PSWs will identify common sources of boundary challenges. We'll cover why it is in the client's, the organization's and their own best interest to set and maintain professional boundaries—and how to do that while maintaining a positive relationship.

## **Customer Service in Human Service Organizations**

### *3-hour workshop*

For those working in human service organizations, customer service is much more than just being courteous. You need the skills of an expert problem-solver, communicator and mediator in order to match diverse client needs with agency resources. This workshop is very interactive – participants are encouraged to share their success stories and explore new ways to provide service that is responsive and client-focused.

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## **Putting Clients and Families First!**

### *3-hour workshop*

Helping people – it's at the core of why most individuals want to become PSWs. Meeting the everyday stresses of working in a fast-paced and challenging environment, when time and resources are often stretched to the limit, can cause even the most caring PSWs focus more on getting through a task list, rather than on meeting the individual needs and wishes of the client. This session will cover these issues as well as approaches designed to keep the "person" in "personal support".

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## **Critical Thinking for PSWs**

### *3-hour workshop*

Every day, PSWs are faced with numerous situations that require a variety of thinking skills. This workshop will help your staff to build their own skills to analyze situations objectively, weigh various options, identify problems and find workable means to address them within the scope of their role.

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## **Ethics Training for Direct Care Workers**

### *3-hour workshop*

This highly interactive workshop will define ethics, relational ethics and morality and look at how these present in the workplace. There will be many opportunities to explore ethics using real-life scenarios.

# Self-Care for PSWs

## **Stress Management: Positive Coping Strategies for PSWs**

*3-hour workshop*

The goal of this workshop is to help your staff recognize the signs of stress and burnout, and to learn how to channel energy into productive coping mechanisms. Participants will create a personal plan of action to create a healthy, balanced life style

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## **When Grief Comes to Work: Dealing with Grief and Loss**

*3-hour workshop*

For PSWs, dealing with loss is a difficult but expected “occupational hazard”, but it doesn’t mean that it doesn’t hurt. If ignored, the cumulative effect of grief and loss can result in reduced productivity and morale, an increase in absenteeism or even leaving the field. This interactive session will support staff in finding healthy ways to cope.

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## **Compassion Fatigue**

*3-hour workshop*

Personal Support Workers provide service to clients with increasingly complex needs, requiring compassionate care. Overtime, these demands can contribute to emotional, physical and mental exhaustion resulting in a drop-in morale, decreased job performance, absenteeism and an increasing reduction of the desire to help. This workshop will help your staff assess the impact of multiple demands upon caring for others and identify positive coping mechanisms.

## Thank you for supporting Capacity Builders!

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