

PSW TRAINING DAY SCHEDULE



CAPACITY BUILDERS
PSW TRAINING DAY
2019 OCTOBER 22

TUESDAY, OCTOBER 22, 2019

Hilton Suites Toronto/Markham • 8500 Warden Avenue, Markham

2019 PSW Training Day • capacitybuilders.ca

8:15 – 9:30	Conference Centre Foyer – Registration, Light Breakfast, Information Fair				
9:30 – 10:30	Main Conference Centre Welcome Remarks – Deborah Simon, CEO, OCSA & Government Representative The Importance of You – Jason Lye, Vice-President, Community Support Services, March of Dimes Canada				
10:30 – 10:45	Conference Centre Foyer – Break and Information Fair				
10:45 – 12:15	Butternut/Holly Understanding Dementia from Your Client's Perspective	Violet/Orchid Communication Do's and Don'ts: How to Offer Support to Clients and Families Facing Late and End-Stage Illness	Markham A Quality Client Support: You Make the Difference	Markham B Workplace Violence and Aggression: Prepare, Be Aware, Be Safe	Markham C SUPERVISOR SESSION Change Leadership: Managing the People Side of Change
12:15 – 1:30	Conference Centre Foyer – Lunch and Information Fair				
1:30 – 2:45	Butternut/Holly <i>(Repeated from A.M.)</i> Understanding Dementia from Your Client's Perspective	Violet/Orchid <i>(Repeated from A.M.)</i> Communication Do's and Don'ts: How to Offer Support to Clients and Families Facing Late and End-Stage Illness	Markham A <i>(Repeated from A.M.)</i> Quality Client Support: You Make the Difference	Markham B <i>(Repeated from A.M.)</i> Workplace Violence and Aggression: Prepare, Be Aware, Be Safe	Markham C SUPERVISOR SESSION Re-igniting the Passion in Your Team: The Key to Retaining Your Top Employees
2:45 – 3:00	Break				
3:00 – 3:30	Main Conference Centre Making a Difference - Tomorrow and After – Lynelle Hamilton				
3:30 – 3:45	Main Conference Centre – Scavenger Hunt Draw				

QUESTIONS?

Please contact us at **416-256-3010/1-800-267-6272, ext. 229** or email info@capacitybuilders.ca.
For more information please visit capacitybuilders.ca.