

# LINC Program Networking Event & Professional Development Workshop

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## Stress and Trauma-Informed Care



## Territorial Acknowledgment

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As a provincial umbrella association, AMSSA acknowledges that B.C. is on the unceded homelands of First Nations who have stewarded this land since time immemorial. We recognize the privilege that we have as settlers on this land, and acknowledge that AMSSA's operations is on the unceded traditional territories of the x<sup>w</sup>məθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. As an organization, AMSSA is committed to creating a safe space for indigenous voices.

## Funder Acknowledgment

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This resource is funded by the Immigration, Refugees and Citizenship Canada (IRCC). Thank you to IRCC for funding this event and the support provided.

# About the Event

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AMSSA was pleased to be funded this year to host a LINC Program Meeting which included a networking session and a professional development workshop that focused on Stress & Trauma-informed Care with a pre-workshop video, a workbook, and post-workshop handouts. The January 31st, 2023 meeting included networking breakout sessions among BC IRCC-funded settlement service providers that offer LINC classes. It was open to program managers, program leads, instructors, program assistants, and any LINC support staff. In addition, it was also open to staff who support informal language classes.

## LINC PROGRAM MEETING – NETWORKING SESSION SUMMARY

### SUCCESSSES

During the discussion on successes, participants acknowledged that both students and instructors are even more comfortable working with technology. The increased digital literacy supports and resources and the variety of class format offerings continue to make classes more accessible to clients. In addition, nurturing internal and external partnerships has helped service provider organizations (SPOs) increase their knowledge and capacity for providing resources and support both for staff and the clients they serve. With diversity, equity, and inclusion at the forefront along with increased recognition of the importance of mental health and self-care practices, SPOs are finding ways to support their staff and clients. Please see the resources section below.

### SUPPORT AREAS

During the discussion on areas for more support, participants shared that they would like more support, training, and resources for students with developmental and learning disabilities, including those with hearing and vision challenges. Participants also discussed wanting additional support for instructor resources for referrals and instructional materials. Specifically, on how to apply best practices to online learning and how to manage multi-level classes. Please see the resources section below.

### STRATEGIES

Participants discussed many strategies to help manage work time and leisure time. Common threads were the need for movement and exercise, taking intentional breaks, and having leisure time free from work (e.g., not checking emails). A selection of strategies was journaling, mindfulness, more staff celebration events, and doing something nourishing after work. In addition, participants discussed the importance of getting feedback from staff to help maintain balance, keeping staff mental health a priority, and encouraging the setting of boundaries and sharing of self-care strategies.

#### **Participants discussed the flow of information and contributed the following strategies:**

- Reply to emails throughout the workday rather than the next workday
- Schedule sending emails during work hours
- Use of automatic replies
- Use of turning off notifications

## RESOURCES

### Instructional Resources

- Avenue.ca (<https://avenue.ca/>) – good modules, materials, assessments, LearnIT2teach, and live chatting.
- Learn to Use technology - MOSAIC (<https://mosaicbc.org/our-resource-type/learn-to-use-technology/>).
- West Coast Reader (<https://thewestcoastreader.com/>) *Note: requires a subscription.*
- Ellii (<https://ellii.com/>). *Notes: requires a subscription; formerly ESL Library.*
- Tutela (<https://tutela.ca/>) – includes CCLB Blended resources – H5P. *Note: free account required.*
- Liveworksheets (<https://www.liveworksheets.com/>).
- Teach-This.com (<https://teach-this.com/>).
- Real World Task resources:
  - Ottawa-Carleton District School Board Real World Assessment Task Bank (<https://realworldtasks.ca/>).
  - CCLB Multilevel Modules (<https://pblapg.language.ca/part-e-classroom-and-professional-learning/multilevel-modules-2/>).
  - TIES PBLA Module Bank (<https://www.immigrant-education.ca/resources/teaching-resources>).
- Google Classroom (<https://edu.google.com/workspace-for-education/classroom/>).
- Flip (<https://info.flip.com/>) – is helpful for speaking skill, clients can comment on each other's recording. *Note: formerly Flipgrid.*
- Free Office 365 course – Microsoft (<https://support.microsoft.com/en-us/training>).
- New Directions - Open Learning Centre (<https://www.newdirectionsschool.com/New-Directions-English-School-Services.aspx>) – flexible class scheduling and formats that can be helpful for those with spikey CLBs and varied works/family schedules.
- Dyslexia Canada online courses (<https://www.dyslexiacanada.org/en/online-courses>).

### MENTAL HEALTH RESOURCES

- Bow Valley College - Mental Health and Wellness Offerings (<https://bowvalleycollege.ca/student-resources/student-life/counselling/mental-health-training>) – online training in topics such as mental health first aid training, suicide prevention, trauma-informed practice, compassion fatigue, and strategies to limit vicarious trauma.
- VAST (Vancouver Association for Survivors of Torture) (<https://www.vastbc.ca/>) access to free counselling offered in multiple languages.
- Laughing Matters! Carol Ann Fried, Freedom Training and Coaching Services (<http://www.freedom.ca/index.php/contact-us> / [http://www.freedom.ca/pdf/new/Laughing\\_Matters.pdf](http://www.freedom.ca/pdf/new/Laughing_Matters.pdf)).

## SPEAKER BIO

### **Rochelle Galeski, Psychological First Aid Instructor**

Rochelle Galeski is a Psychological First Aid Instructor through the Canadian Red Cross and has 15 years of experience working with vulnerable populations including immigrants and refugees, individuals without homes, families living in poverty and incarcerated adults.

Rochelle owns Little Rock Professional Development which provides consultation and facilitation for trauma-informed approaches to systems, processes and people. Utilizing her extensive background in human services with an education in Business Administration, Human Resources and Labour Relations, she works in public and private school divisions, community adult learning programs, College and University Institutions, the private sector and community service agencies in customized professional development that promote psychologically safe workplaces for all.

## WORKSHOP

### **This workshop helps practitioners, instructors and staff to develop supportive practices to implement in their work.**

Stress and trauma does not only affect the individual experiencing it. They influence how an individual engages with others in their personal lives, with coworkers, clients, and students, in the classroom and more broadly in communities.

Participants explored connection and community collaboration including factors that prevent re-traumatizing and further stress. Participants examined the breadth and depth of the impact of trauma by learning about the 5 core principles of trauma-informed practice. This workshop supports participants develop an understanding of how stress and trauma can affect their ability to ask for help and to cultivate trusting relationships. Developing knowledge of the importance of connection to self helps reduce further stress or traumatization for themselves and the individuals they serve.

## PRE-WORKSHOP VIDEO AND PPT

- Video: <https://youtu.be/KsZkz1H2mxo>
- PPT - English: [https://www.amssa.org/wp-content/uploads/2023/03/Pre-WorkshopPresentation\\_EN-1.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Pre-WorkshopPresentation_EN-1.pdf)
- PPT - French: [https://www.amssa.org/wp-content/uploads/2023/03/Pre-WorkshopPresentation\\_FR-1.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Pre-WorkshopPresentation_FR-1.pdf)

## WORKSHOP RECORDING, WORKBOOK, AND PPT

### **Recording:**

- English: <https://youtu.be/vZnr3cX55K4>
- French: <https://youtu.be/OGngHWvt5tM>

### **Workbook:**

- English: [https://www.amssa.org/wp-content/uploads/2023/03/Stress-and-Trauma-Informed-Care\\_workbook\\_AMSSA\\_EN.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Stress-and-Trauma-Informed-Care_workbook_AMSSA_EN.pdf)
- French: [https://www.amssa.org/wp-content/uploads/2023/03/Stress-and-Trauma-Informed-Care\\_workbook\\_AMSSA\\_FR.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Stress-and-Trauma-Informed-Care_workbook_AMSSA_FR.pdf)
- PPT - English & French: [https://www.amssa.org/wp-content/uploads/2023/03/LINC-Program-Networking-Event-PD-Workshop\\_AMSSA\\_EN-FR\\_FINAL.pdf](https://www.amssa.org/wp-content/uploads/2023/03/LINC-Program-Networking-Event-PD-Workshop_AMSSA_EN-FR_FINAL.pdf)

### **POST-WORKSHOP RESOURCES AND MATERIALS**

- Workbook - English: [https://www.amssa.org/wp-content/uploads/2023/03/Stress-Trauma-Informed-Care-AMSSA-Post-Workshop-Resources-and-Materials\\_EN.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Stress-Trauma-Informed-Care-AMSSA-Post-Workshop-Resources-and-Materials_EN.pdf)
- Workbook - French: [https://www.amssa.org/wp-content/uploads/2023/03/Stress-Trauma-Informed-Care-AMSSA-Post-Workshop-Resources-and-Materials\\_FR.pdf](https://www.amssa.org/wp-content/uploads/2023/03/Stress-Trauma-Informed-Care-AMSSA-Post-Workshop-Resources-and-Materials_FR.pdf)

# About AMSSA

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AMSSA is a unique province-wide association that strengthens over 80 member agencies as well as hundreds of community stakeholder agencies who serve immigrants and newcomers, and build culturally inclusive communities, with the knowledge, resources and support they need to fulfill their mandates.

## OUR VISION

A just and equitable society in which everyone benefits from social and economic inclusion.

## OUR MISSION

AMSSA facilitates collaborative leadership, knowledge exchange, and stakeholder engagement to support member agencies that serve immigrants and build culturally inclusive communities.

## OUR PURPOSE

AMSSA's purpose is to co-create the conditions of success for our members to build better lives for immigrants and newcomers to BC.

AMSSA's 2020 - 2025 Strategic Plan is an impact-driven strategy focusing on four pillars:

- 1 SUPPORT OUR MEMBERS**
- 2 STRENGTHEN THE SECTOR**
- 3 DISRUPT SYSTEMS**
- 4 EXCEL AS AN ORGANIZATION**

## WE VALUE

**EQUITY** and strive to be the catalyst for change which disrupts systems promoting racial and social injustice.

**INCLUSIVENESS** and work with our members and stakeholders to place voices that have been marginalized in positions of influence, creating space for all perspectives.

**INTEGRITY**, striving to always work to the highest standards, encouraging innovation, risk taking and leadership; we are always open to new thoughts and maintain accountability in our work.

**DIVERSITY**, recognizing our own individual biases and engaging members and stakeholders in meaningful ways that promotes inclusion of all voices and perspectives.

**MUTUAL RESPECT** by respecting what everyone has to offer within their own context of life experiences, opening our hearts and minds to always listening and learning.

**COLLABORATION**, engaging in equitable partnerships, mindfully exploring old and new ideas to advance the work of AMSSA and our members.

**SUSTAINABLE TRANSFORMATION**, engaging in continuous individual and organizational reflection and collaboration.

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