

FSC NATIONAL NEWS

Newsletter for members of Family Service Canada



Message from the Board

I'd like to send out a special thanks to the Community of Learning Committee for hosting a very successful event on October 7th. The planning committee was Gregg Taylor and Simone Plusa from Greater Vancouver FS, Kim Morrison CFS of the Battlefords and Nancy MacDonald FS Eastern Nova Scotia. We had 44 participants and the feedback from the evaluations was extremely positive. There is certainly an appetite for gathering and thinking together. Stay tuned we will be setting up another COL Café in December and a full virtual COL for March 2021.

Heather Maughn, Executive Director from Family Plus St. John New Brunswick, will be retiring at the end of December. Heather as many of you know has been contributing to the work of Family Service Canada for over 30 years. She has served on the board on more than one occasion and held executive roles during that time. Heather has asked us to support Family Plus in their efforts to find a new CEO. Please feel free to pass along this information to your networks.

*Priority is proud to partner with our client, **Family Plus**, in their search for a creative and innovative **Chief Executive Officer** to join their dynamic team, based in Saint John, New Brunswick. The CEO reports to and is accountable to the Board of Directors. The ideal candidate will be a true advocate and thought leader for mental wellness in New Brunswick.*

Website job link:

<https://findingtherightfit.prevueaps.com/jobs/146204-8744.html>

LinkedIn job link:

<https://www.linkedin.com/jobs/search/?currentJobId=2183097462&geoid=101174742&keywords=chief%20executive%20officer&location=Canada>

Heather, you will be missed.

Pauline Smale
Board Chair

CEO Spotlight: Byron Chan and Jessica Williams, Catholic Family Service's Co-CEOs

Byron Chan joined Catholic Family Service in 2016. A lawyer by background, Byron adds a diverse skill set to the CFS Leadership Team. After several years practicing in the corporate sector, his passion for social justice and working with marginalized communities led him and his wife to Africa in 2012. While serving in the international non-profit sector, Byron gained a wealth of experience in program management and coordination and in utilizing community-based solutions to provide holistic and sustainable care. In 2015, Byron and his wife returned to Calgary with a renewed desire and commitment to help address vulnerability as it exists here at home.

Byron is passionate about connecting vulnerable individuals and families into the greater community and believes that true sustainability is built through the support structures that only authentic relationships can foster. He is inspired to be part of a team that shares this vision, and that seeks to make a real impact in their city.

Byron loves life as a husband and father of three. A serious foodie, Byron offsets his love of all “dirty foods” with an active lifestyle and a (not-so) slight obsession with sports.



Jessica Williams has been with Catholic Family Service since 2006. She has a Bachelor in Social Work (University of Victoria) and a Master's of Arts in Leadership (Royal Roads University). In her undergrad, Jessica learned about the systems and structures that create and sustain vulnerability and inequality; in her graduate program, she learned tools and strategies for leading social change.

Jessica is passionate about building strong families and has experience in many programs with CFS: Counselling intake, F&ST, Crew, Never Too Late, volunteer services, and fund development/communications. After working on the CFS mission for 11 years, Jessica took time off in 2017 to start building her own family. She and her husband are proud parents of a curious and free-spirited toddler. Jessica says her daughter teaches her every day about the importance—and joy—of family, the potential for learning by taking a risk, and how brave (and wise) it is to ask for help.



Jessica values excellence, courage, and compassion. She strives to tackle new challenges with both optimism and humility. Jessica is a firm believer in trying something new and learning by doing. She knows from experience that it is embracing the imperfections of our stories that teach us the most incredible things about ourselves and, without fail, show us the next step forward.

We want to know what is happening in your agency. Let us know about your successes, new initiatives, important changes in staffing, anniversaries, etc. We will include them in future issues of our newsletter.



Critical Incident Response Training Program

A Critical Incident is any actual or alleged event or situation that creates a significant risk of substantial serious harm to the physical or mental health, safety or well being of a person. A Critical Incident Response provides immediate support, debriefing and mental health first aid to assist impacted individuals to return to higher functioning levels. Many clinicians across our FSC and FSEAP network are trained in Critical Incident Response. Some of us received training many years ago through an American company named 3R Continuum and some of us received training in the “Mitchell Model” of critical incident response. Many of us have taken courses and continuing learning opportunities in responding to traumatic events. With the development of training by agencies like the Mental Health Commission of Canada on Psychological First Aid (PFA), there ceased to exist a standardized training program to assist clinicians and helping professionals to become competent in assisting individuals experiencing a traumatic incident. Family Service Canada looked at the work its member agencies were doing across the country and saw an opportunity to fill this gap. Working with the FSEAP program we embarked on the development of a wholly owned and operated CIR training program. We are pleased to announce that FSC thru FSEAP has established a vision to be the leader in critical incident response training and service delivery across Canada. Our goal is to maintain the largest list of trained CIR responders to allow FSEAP business members and Family Service agencies to be equipped to respond to workplaces as well as community-based disasters.

Our training series educates participants on best practices in critical incident response in the workplace to promote psychological safety, wellbeing, and resilience among employees and teams after experiencing a traumatic event. The training is applicable for community-based incidents. Staff will receive a certificate of completion and access to an annual refresher and ongoing training opportunities.

Critical incident responders aren't required to have expertise in behavioural health or counselling techniques as critical incident response isn't intended to be a clinical intervention in the workplace. While knowledge of behavioural health can be of value, the training is accessible to those without a clinical background as well. The only pre-requisite for the training is completion of a general Psychological First Aid course.

We will commence our first training and certification program training will occur November 24th and 25th.

Stay tuned for notices and information on this exciting new training. Together, we will ensure that Family Service agencies are prepared to assist Canadians during times of traumatic incidents.

For more information please contact:

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