

# TEND Training & Services

## 2017 CATALOGUE



**Françoise Mathieu, M.Ed., RP., CCC.**

**Co-Executive Director, TEND.**

P: (613) 547-3247

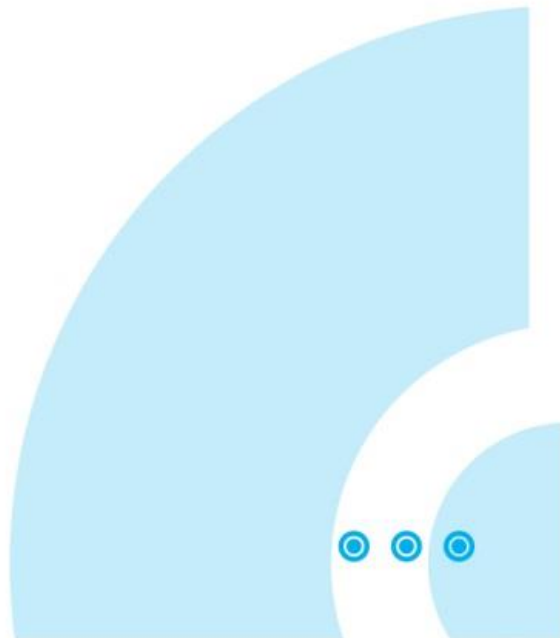
E: [mathieu@tendacademy.ca](mailto:mathieu@tendacademy.ca)

**Patricia Fisher, Ph.D., R.Psych., L.Psych.**

**Co-Executive Director, TEND.**

P: (613) 547-3247

E: [fisher@tendacademy.ca](mailto:fisher@tendacademy.ca)





## TEND Specializes in High Stress, Trauma-Exposed Workplaces

Over the past decade, there has been mounting evidence of the **high incidence rates of stress, secondary trauma and compassion fatigue in trauma-exposed workplaces** such as such as healthcare, the criminal justice sector, social and human services, emergency response, armed forces, education, child welfare, community mental health, non-profit organizations and related services.

It has also been demonstrated that **sustainable organizational health and workplace wellness initiatives** can have a **significant positive impact in decreasing rates of secondary trauma, work-related stress, absenteeism and attrition**, which can, as a result, lead to improved ability to meet the organization's mandate.

Our programs provide resources that support all individuals and provide the stage for a longer-term strategic response to workplace wellness and organizational health. We can also provide targeted interventions and support for a specific group who may be struggling with a current workplace challenge.

**We support managers:** Our programs focus on supporting and fostering the development of effective transformational leadership and management practices that take into consideration the highly complex and specialized challenges of supervising staff who work within high stress systems.

**We support staff:** Our programs also provide resources that support all members of trauma-exposed teams and provide the stage for a longer-term strategic response to workplace wellness and organizational health. We can also provide targeted interventions and support for specific groups who may be struggling with a current workplace challenge.

Our programs focus on fostering a collaborative approach among staff and management which, in turn, has been demonstrated to lead to improved outcomes with the individuals that we serve, lowered attrition rates, and increased collaboration among teams.



## Who we are

We specialize in sectors where the risk for stress, burnout and exposure to direct and secondary trauma is high. Our approaches are built upon the work of the Co-Executive Directors, Dr. Patricia Fisher, a clinical psychologist specializing in trauma-exposed workplaces, and Françoise Mathieu, a Registered Psychotherapist and compassion fatigue specialist. After over 30 years of combined work in this field, our two companies, *Fisher and Associates* and *Compassion Fatigue Solutions* joined forces in June 2015 to form *Tend*. This joint venture allows the new company, *Tend*, to combine the expertise of two thought leaders, providing an integrated suite of services to address the complex needs of high stress, high trauma-exposed workplaces.

Since 1998 our companies have been dedicated to providing comprehensive trauma-informed services to support employee wellness and organizational health in Healthcare, Criminal Justice, Social and Human Services, Emergency Response, Armed Forces, Education and other trauma-exposed sectors. We have developed evidence-informed training and resources addressing workplace stress, compassion fatigue, secondary trauma, burnout and self-care for helping professionals in trauma-exposed and other high stress organizations. We have worked with the health care sectors, Departments of Child and Family services across both Canada and the United States, Hospitals, Correctional facilities, Courtrooms and legal offices and many other similar organizations.

As a long-time trauma specialist, Dr. Fisher has focused her attention on the impact and mechanisms of workplace stress in trauma-exposed workplaces. A leader in the field, Dr. Fisher has consulted widely with organizations to develop solutions to the complex organizational challenges that accompany high stress and trauma-exposed sectors. As a result, she has developed a host of research-based training programs, assessment tools and solutions for agencies, provincial, state and federal government bodies to develop policy and solutions to the complex organizational challenges that often accompany these work sectors. Dr. Fisher has authored numerous reports and research papers and her new book, *Resilience, Balance & Meaning: Supporting our lives and our work in high stress, trauma-exposed workplaces*, was released in December 2016, while, *Building Resilient Teams: Facilitating Workplace Wellness & Organizational Health in Trauma-Exposed Environments*, was published in 2015. Dr. Fisher is a frequent and highly regarded speaker at international conferences.

Françoise Mathieu is a specialist in crisis intervention and psychological trauma who has developed highly successful and comprehensive educational programs on compassion fatigue and secondary trauma. She is the author of the *Compassion Fatigue Workbook*, which was published by Routledge in 2012. Ms. Mathieu has developed one of the only Compassion fatigue train the trainer programs in existence in North America and has consulted extensively with organizations on topics such as employee burnout, compassion fatigue, wellness, change leadership and trauma. She recently developed and implemented a capacity-building compassion fatigue training program for Mount Sinai Hospital in Toronto and with the Florida Department of Children and Families. She is a highly sought-after keynote speaker.



## Our Services

Along with our team of highly qualified trainers, we provide a full range of training programs, evaluations, recommendations and interventions.

### **Obtaining Staff Engagement and Buy-in**

In our many years of experience in working with high stress, trauma-exposed workplaces, we have found that the first and most important step in obtaining buy-in from staff and supervisors is to see senior leadership involvement. To that end, we recommend that leadership participate in a training session that provides the framework to implementing capacity-building programs that are designed to address wellness, resiliency and vicarious trauma.

## Delivery Modes

TEND offers a wide range of training options: Live Training, Online Courses, Books and Workbooks, which contain assessment tools and hands-on activities, and Custom Blended Learning Experiences.



## Course Catalogue

### Leadership Training

High stress work creates a unique climate with increased risk for negative health outcomes and burnout and can lead to a rise in sick time, low morale, lack of team cohesion and high turnover. These consequences can, in turn, seriously limit a team's ability to work effectively and efficiently. As leaders, managers and supervisors can play an essential role in mitigating the effects of stress and increase the resilience of their staff. Our leadership programs support managers and supervisors to be effective leaders and to build strong, resilient and productive teams.

#### **(L001) 1-day training: Organizational Health ESSENTIALS: Understanding the critical role of leadership in Trauma-exposed Environments**

*Developed by Dr. Patricia Fisher, R.Psych., L.Psych.*

This course will support managers and supervisors to be effective leaders and to build strong, resilient and productive teams by:

- Introducing and applying the Organizational Health Model
- Exploring the vital role of supervisors and managers in Organizational Health
- Discussing the risk and resiliency factors driving your Organizational Health profile
- Understanding the unique properties of trauma-exposed work and the critical need to enhance individual and team resiliency
- Apply the Complex Stress Model of Workplace Stress, which includes both the system-based stresses and traumatic stresses (vicarious trauma and direct trauma)
- Evaluating your team's current risk and resiliency profiles
- Understanding the essential role of supervision and mentoring in trauma-exposed work
- Reviewing the three key functions of successful supervision and mentoring
- Defining your team's current strengths and challenges with supervision and mentoring
- Defining the ecology of your workplace and prioritizing your current needs

**Cost:** \$5,000.00-\$7,000.00 for 1-day course plus \$85 per participant (plus shipping) for the Participant Booklet and the resource book, *Building Resilient Teams: Facilitating Workplace Wellness & Organizational Health in Trauma-Exposed Environments*, plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$7,000.00 for Dr. Fisher and F. Mathieu and \$5,000.00 for associates)



**Note:** This course is also now available for individual use as an online course or as a customized blended learning experience for teams. Details on these options are available online under TEND Training.

## **(L002) 2-day Training: Organizational Health INTENSIVE: Understanding the critical role of leadership in Trauma-exposed Environments**

*Developed by Dr. Patricia Fisher, R,Psych., L.Psych.*

This intensive course is an extended in-depth version of our 1-day *Organizational Health in Trauma-exposed Environments* course (L001), and supports participants to map out an action plan for their ongoing work with staff. Over the 2-day intensive training we will cover four main areas:

1. Understand the unique properties of trauma-exposed work and the critical need to enhance resiliency
  - Apply the Complex Stress Model of Workplace Stress which includes both the system-based stresses and traumatic stresses (direct trauma and vicarious trauma).
  - Recognize the impact of chronic stress on individuals, teams and organizations.
  - Understand the cause and effect relationships between the risk for systemic and traumatic stress, self-care strategies and stress-related outcomes
  - Evaluate your team's current risk and resilience profiles
2. Explore the vital role of managers and supervisors in trauma-exposed work
  - Introduce and apply the Organizational Health Model
  - Explore the essential role of managers in Organizational Health
  - Discuss the risk and resiliency factors driving your Organizational Health profile
  - Use assessment tools to identify areas that are most challenging for managers and supervisors
3. Supporting Managers and Supervisors as effective leaders
  - Define and prioritize your most critical leadership tasks
  - Identify the supports you need to be an effective manager/supervisor need
  - Use self-assessment tools to discover your areas of personal strength and challenge as a leader
  - Develop practical plans to meet your leadership needs
4. Develop your own sustainable and effective supervision & mentoring program
  - Define the ecology of your workplace and prioritize your current needs
  - Identify the three key functions of a supervision and mentoring program
  - Evaluate your team's current strengths and challenges with supervision and mentoring
  - Review our unique toolkit for leaders in trauma-exposed work
  - Plan a realistic and effective supervisory/mentoring program for your team

**Cost:** \$10,000.00-\$14,000.00 for 2-day course plus \$85 per participant (plus shipping) for the Participant Booklet and the resource book, *Building Resilient Teams: Facilitating Workplace Wellness &*



*Organizational Health in Trauma-Exposed Environments*, plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$14,000.00 for Dr. Fisher and \$10,000.00 for associates)

## **Training for all Staff**

### **Level One Compassion Fatigue and Secondary/Vicarious Trauma**

#### **(A001) 1-day workshop: Compassion Fatigue and Secondary Trauma Essentials**

*Developed by Françoise Mathieu, M.Ed., RP., CCC.*

We pay an emotional price for doing the work that we do: Some of us hear difficult stories daily and are frequently exposed to traumatic details from the cases we are working on. We are also not always able to help everyone who comes to us for help - the demand often outweighs what we can offer. What is the impact of this work on our own emotional well-being, on our personal life?

This evidence-informed session integrates the most recent research on trauma-exposed, complex stress workplaces. It is a highly interactive one day workshop, incorporating a combination of solo, small group and whole group activities, exploring solutions to moral distress, compassion fatigue, traumatic stress and burnout.

**Cost:** \$5,000.00-\$7,000.00 for 1-day course plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$7,000.00 for F. Mathieu and \$5,000.00 for associates)

**Note:** *Walking the Walk* is also available as an online course and a half day training.

### **Level Two Compassion Fatigue and Secondary/Vicarious Trauma**

#### **(A002) 1-day workshop: Compassion Fatigue, Secondary Trauma and Moral Distress - Proven Strategies that Work**

*Developed by Françoise Mathieu, M.Ed., RP., CCC.*

There is now over two decades of research proving that working in high stress, trauma-exposed professions such as community mental health, law enforcement and health care carries elements of risk to the care provider: compassion fatigue, secondary trauma and burnout can take a cumulative toll on us as individuals and as teams. What can professionals do to protect themselves from the difficult stories that they work with on a regular basis, limited resources and high volume of work, while remaining effective and compassionate?



This interactive, evidence-based and trauma-informed presentation is suitable for novice and experienced participants alike. Using the most recent research in the field, it will explore assumptions about compassion fatigue and vicarious trauma, the organizational and personal barriers that professionals face in their daily lives, and offers new and creative approaches to transforming these occupational hazards.

Participants will learn:

- Key Factors that increase risks of compassion fatigue, burnout and secondary trauma
- Early intervention strategies
- Workplace strategies: what works?

**Cost:** \$5,000.00-\$7,000.00 for 1-day course plus travel and accommodation expenses plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$7,000.00 for F. Mathieu and \$5,000.00 for associates)

## **Becoming a Resilient Practitioner**

### **(A003) 1-day workshop:**

#### **Resilience in High Stress, Trauma-exposed Workplaces - ESSENTIALS**

Developed by Dr. Patricia Fisher, R,Psych., L.Psych.

This workshop will provide a solid framework to understand the mechanisms of stress and resilience within trauma-exposed environments, and will introduce practical, best-practice approaches to increasing resilience and enhancing individual wellness and organizational health.

This program supports participants by:

- Exploring the unique properties of trauma-exposed work and the critical need to enhance resilience.
- Applying the Complex Stress Model of Workplace Stress which incorporates both the system-based stresses and traumatic stresses (direct trauma and vicarious trauma).
- Recognizing and normalizing the wide range of physical, mental, behavioral and relationship responses to chronic stress.
- Understanding the cause and effect relationships between the relative risk for systemic and traumatic stress, self-care strategies and stress-related outcomes.
- Identifying the personal changes participants have experienced during their time in the field (areas of growth and areas of concern).
- Applying the workshop learning to each participant's personal experience and future planning.
- Considering the workshop information as it applies to participant's workplaces, organizations and occupational sectors.





**Cost:** \$5,000.00-\$7,000.00 for 1-day course plus \$85 per participant for the Participant Booklet and the resource book, *Resilience, Balance & Meaning: Supporting our lives and our work in high stress, trauma-exposed workplaces*, plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$7,000.00 for Dr. Fisher or F. Mathieu and \$5,000.00 for associates)

**Note:** This course is also now available for individual use as an online course or as a customized blended learning experience for teams. Details for these options are online under TEND Training.

## Strategies for Resilient Practitioners and Resilient Teams

### (A004) 2-day workshop:

### Resilience in High Stress, Trauma-exposed Workplaces - INTENSIVE

Developed by Dr. Patricia Fisher, R,Psych., L.Psych.

This intensive course is an extended and enhanced version of our 1-day *Resilience in High Stress, Trauma-exposed Workplaces* course (A003). The workshop provides a more in-depth opportunity for participants to develop both personal and team-based resiliency plans.

This program supports participants by:

- Exploring the unique properties of trauma-exposed work and the critical need to enhance resilience.
- Applying the Complex Stress Model of Workplace Stress which incorporates both the system-based stresses and traumatic stresses (direct trauma and vicarious trauma).
- Recognizing and normalizing the wide range of physical, mental, behavioral and relationship responses to chronic stress.
- Understanding the cause and effect relationships between the relative risk for systemic and traumatic stress, self-care strategies and stress-related outcomes.
- Evaluating the team's current risk and resiliency profiles for systemic and traumatic stresses.
- Introducing practical, best-practices approaches to increasing resilience and enhancing individual wellness and organizational health.
- Exploring the essential role of employee wellness in Organizational Health and defining the risk and resiliency factors driving the team's Organizational Health profile.
- Exploring the team's current strengths and challenges and developing practical strength-based plans for moving forward.
- Applying the workshop learning to each participant's personal experience and future planning.
- Developing team-based strategies to support personal and group resilience.



**Cost:** \$10,000.00-\$14,000.00 for 2-day course plus \$85 per participant for the Participant Booklet and the resource book, *Resilience, Balance & Meaning: Supporting our lives and our work in high stress, trauma-exposed workplaces*, plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$14,000.00 for Dr. Fisher and \$10,000.00 for associates)

## Essential grounding and debriefing skills for front line staff

### **(A005) 1-day workshop: WTF and other Strategies to Keep You Grounded in High Stress Situations**

Developed by Diana Tikasz, MSW., RSW.

The pace, content and competing demands of the modern workplace has left many of us operating in constant stress and overdrive. Frequently this elevated stress state is challenged further with added pressures and trauma exposure. Eventually we can find ourselves shutting down and numbing out because our bodies are not built to function in this high-energy state for extended periods of time. As a result, we see many negative physical, emotional, behavioural and relational consequences in the workplace.

WTF stands for “Window of Tolerance Framework”. This one-day training provides skills to move helping professionals out of states of reactivity or avoidance and into the place of possibility where we are centered amongst the chaos and can choose how we wish to respond. It is ideally suited for front-line workers and others working with forensic evidence, investigations, court, with witnesses and victims and those working with individuals who have experienced difficult and traumatic experiences.

**Cost:** \$5,000.00 for 1-day workshop plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days.

*Please note:* This training is only delivered by Diana Tikasz, MSW., RSW.

## Conflict Management

### **(A006) 2-day workshop: Managing Conflict, Change and Uncertainty in the High Stress, Trauma-Exposed Workplace**

Developed by Meaghan Welfare, B.A. Certified Mediator.

Our work landscape is changing rapidly – many agencies are currently facing new policies, mandates and organizational upheaval which can contribute to environments fraught with stress, uncertainty, transformation and conflict. In addition, staff who work in social services, health care, law enforcement



and related fields spend their days addressing individuals' problems, hearing difficult stories and being exposed to secondary and primary trauma. With so many competing demands, stressors due to workplace conflict are often overlooked and minimized yet when compounded with the stress of the work, conflicts can have disastrous effects on the health of an agency and its staff. This workshop will explore the ever-present topic of workplace conflict and its unique aspects within the helping professions. Participants will leave this workshop with a solid understanding of the importance of workplace conflict and how to harness it for creativity, productivity, and lasting relationships.

Learning Points:

- How to manage compassion fatigue and burnout in the high stress, high trauma workplace
- Why is conflict so important?
- How can we harness conflict
- Five tools for making conflict work

**Cost:** \$10,000.00 for 2-day workshop plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days.

*Please note:* This training is only delivered by Meaghan Welfare, BA.

## **Trauma Informed Practice with High-Needs, High-Risk Clients**

### **(A007) 2-day workshop: Working with High-Needs, High-Risk Clients**

#### **An Intensive Course for Staff working in High-Stress, Trauma-Exposed Workplaces**

Developed by Dr. Patricia Fisher, R,Psych., L.Psych.

*Working with high-needs, high-risk clients* is a course designed for staff working in high stress, trauma-exposed environments such as healthcare, the criminal justice sector, social and human services, emergency response, armed forces, education, child welfare, community mental health, non-profit organizations and related services.

Clients in these sectors often present with high risk profiles and complex needs and this course is designed to support service providers in their interactions with this client base and to increase their capacity to better serve people impacted by trauma and to improve the outcomes for those individuals. The workshop will provide a best practice approach to trauma informed practice by identifying the connections between trauma symptoms and adaptations and integrating an understanding of trauma into every interaction with clients.

Over the 2-day intensive training we will cover three main areas:

1. Understand the unique properties of trauma-informed practice
2. Equipping service providers to work safely and effectively with complex clients



### 3. Developing internal and sustainable supports for service providers

**Cost:** \$10,000-\$13,000 for 2-day course plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$13,000.00 for Dr. Fisher or F. Mathieu and \$10,000.00 for associates)

## Compassion Fatigue Train the Trainer Program

### **(A008) 2-day Intensive: Compassion Fatigue Train the Trainer**

Developed by Françoise Mathieu, M.Ed., RP., CCC.

This train the trainer program is aimed at individuals who have successfully completed our *Compassion Fatigue Walking the Walk* course and who wish to acquire the tools to bring this training back to their agency or to their community. During this train the trainer course, you will be provided with all the resources that you need to offer this training in either a full day, half day or one hour formats. We will provide power point templates, handouts, workbooks, training videos and many other training resources to assist you in customizing this training to your specific needs.

This Train the Trainer program will cover:

- The 17 educational goals of the compassion fatigue workshop
- Establishing safety and an optimal learning environment
- Developing a hook to engage audiences
- Key psychoeducational Tools
- How to present strategies and experiential activities
- Developing different delivery modalities
- Dealing with resistance and pushback, Obtaining buy-in
- How to incorporate Organizational Health concepts
- Action plan for designing your own training

Audience size: Participants limited to 20 max.

#### ***How to obtain the prerequisite training?***

Having completed our Level 1 Compassion Fatigue training (A001) or the online equivalent. Please contact us for more information on how to access this training.

**Cost:** \$10,000-\$16,000 for 2-day course plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days. (Speaker's fees are \$16,000.00 for F. Mathieu and \$10,000.00 for associates) plus \$50.00 materials fee per participant plus shipping.



## Mental Health: Awareness, anti-stigma and helping skills

### (A009) Mental Health: Awareness, anti-stigma and helping skills

Developed by Mike Condra, Ph. D., C.Psych.

Once thought of as being rare, mental health problems are now recognized as being much more common, affecting one in five adults each year. The topic of mental illness is shrouded in stigma and a sense of shame, making acknowledgement and help-seeking very difficult.

This interactive one-day workshop will focus on three key areas:

**AWARENESS:** Developing an understanding of mental health and its impacts on behavior

**ANTI-STIGMA:** Types of stigma, how these affect all of us, and how we can play a part in stigma-reduction.

**HELPING SKILLS:** Straightforward things we can all do to help people with mental health problems

Participants will learn:

- Key facts about mental health:
  - Indicators of possible mental health problems
  - The continuum of mental health
  - Features of the most common mental health problems
- Stigma - what it is, how it affects us all, how we can reduce it
- How we all can help and support people with mental health problems

**Cost:** \$5000.00 for 1-day workshop plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days.

*Please note:* This training is only delivered by Mike Condra, Ph. D., C. Psych.



## Calming the Storm: Verbal De-escalation and Conflict-resolution skills

### (A010) Calming the storm: Verbal De-escalation and Conflict-resolutions skills

Developed by Mike Condra, Ph. D., C.Psych.

For many people in human service work, interacting with individuals who are dissatisfied and annoyed is a part of daily work. These interactions can leave workers feeling frustrated and “on edge”; in the longer run, dealing with disgruntled and angry people can lead to exhaustion and burnout. Learning the skills of conflict-resolution and de-escalation increases comfort in dealing with these situations and reduces the risk of negative consequences.

This interactive one-day workshop will focus on four skill areas:

- (i) Understanding the circumstances which are likely to trigger, promote or prolong verbal conflict
- (ii) Understanding the key principles in verbal de-escalation and conflict management
- (iii) Understanding the sequencing of processes in de-escalation
- (iv) Implementing de-escalation and conflict-management skills

Participants will learn:

- An understanding of the causes of conflict
- The four steps of effective verbal de-escalation and how to implement them
- Concrete strategies for de-fusing conflict
- The crucial role of organizational culture in de-escalation and in preventing conflict.

**Cost:** \$5,500.00 for one-day workshop plus travel and accommodation expenses and a \$95.00 per day meal and incidental per diem, including travel days.

*Please note:* This training is only delivered by Mike Condra, Ph. D., C. Psych.



## Organizational Health Assessment

This highly specialized assessment tool provides a unique and detailed diagnostic which guides specific and targeted recommendations. The assessment is designed to support and enhance the strengths in the system and effectively address the challenges. This assessment is highly scalable and adaptable – it can be used as a global measure or to compare data across different demographic sub-groups.

### **The 12-Factor Organizational Health Evaluation & Brief Self-Care and Stress Symptom Screen**

Developed by Dr. Patricia Fisher, R,Psych., L.Psych.

This evaluation report provides a current snapshot of your Organizational Health status, as well as the levels of individual self-care employed and stress symptoms reported.

All staff will be asked to complete the online 96 item, 12-Factor Organizational Health Survey and Brief Self-Care and Stress Symptom Screens. A representative sample of staff and managers will also participate in 90 minute structured interviews. Results of the online survey and personal interviews will be analysed to provide a detailed evaluation of the organization which will look at key strengths and challenges, identify critical needs and provide a concrete set of practical recommendations for action. The recommendations will be embedded within Dr. Patricia Fisher's 4-Tier, 12-Factor Organizational Health Model, as this provides a structured causal framework to address, prioritize, and organize the array of necessary responses. This research-based approach has been effectively employed in a range of high stress and trauma-exposed workplaces. Please note that individual confidentiality is maintained throughout the process and all data collection adheres to the APA code of research ethics.

**Cost:** To be determined depending on the complexity of the report and the number of structured interviews used.



## Our Team

### **Françoise Mathieu, M.Ed., RP., CCC.**

Compassion Fatigue Specialist

Co-Executive Director, TEND

Françoise is a Registered Psychotherapist in the province of Ontario and a Compassion Fatigue Specialist. Her experience stems from over 20 years as a mental health counsellor specializing in trauma and crisis intervention. She has worked as a clinician in community mental health settings and with the military, law enforcement and other first responders.

Françoise is co-executive director of *TEND*, whose aim is to offer consulting and training to helping professionals on topics related to self-care, wellness, burnout, compassion fatigue, trauma and organizational health. Since 2001, Françoise has given hundreds of seminars across North America to thousands of helping professionals in the fields of health care, mental health, addiction, child welfare, the criminal justice system and related professions.

Françoise is an engaging and dynamic speaker who offers evidence-based solutions to helpers seeking validation and new strategies to remain healthy while working in this challenging and rewarding field. Her positive outlook and commitment to helping clients excel are hallmarks of her work. Françoise is fluently bilingual in English and French and can present in either languages. She is the author of "The Compassion Fatigue Workbook" which was published by Routledge in 2012 as well as several articles and publications.

### **Dr. Patricia Fisher, R.Psych., L.Psych.**

Specialist in Trauma-Exposed Workplaces

Co-Executive Director, TEND

Dr. Patricia Fisher is a clinical psychologist and specialist in organizational health and workplace wellness in trauma-exposed workplaces. As the founder of Fisher & Associates, over the past 20 years she has developed a host of research-based training programs, assessment tools and solutions for trauma-exposed workplaces and the staff and managers who work in them.

Dr. Fisher is now Co-Executive Director of TEND and in this role she continues to work with trauma-exposed organizations, and to develop new research-based training programs, resources, and evaluation tools for managers and staff working in these critical fields.

Dr. Fisher has worked extensively with agencies and organizations from the social services, healthcare, justice, legal, corrections, policing, and emergency response sectors as well as those from other trauma-exposed environments. She has authored numerous reports and research papers and 9 books addressing trauma-exposed workplace issues. Her new book, *Resilience, Balance & Meaning:*





*Supporting our lives and our work in high stress, trauma-exposed workplaces*, was released in December 2016, and her previous volume, *Building Resilient Teams: Facilitating Workplace Wellness & Organizational Health in Trauma-Exposed Environments*, was published in fall 2015 and is now being used in a wide range of trauma-exposed workplaces. As a leader in the field, Dr. Fisher has consulted widely with both private and non-profit organizations, and government bodies at the state, provincial and federal levels to develop policy and solutions to the complex organizational challenges that often accompany high stress and trauma-exposed sectors. Dr. Fisher is a frequent and sought after speaker at international conferences.

**Rebecca Brown, MSW, RSW.**

Compassion Fatigue Educator, TEND Associate

Rebecca Brown has a Master's Degree in Social work and her career has spanned 28 years including medical social work, child welfare and domestic violence. For the majority of her career Rebecca was a Child Protection Team Supervisor at the Children's Aid Society and was a founding member of the Critical Incident Debriefing Team for CAS staff following traumatic work events. She was a provincial trainer for the Ontario Association of Children's Aid Societies and taught the curriculum on Wellness and Self Care. Rebecca now has a particular interest in Lifestyle Medicine and Equine Assisted Therapy and incorporates this into her practice of Wellness Coaching. Rebecca has been working with Francoise Mathieu and delivering workshops and seminars on the topics of Vicarious Trauma and Compassion Fatigue to helping professionals in a variety of social settings to balance the impact of the cost of caring for those in need.

**Dr. Mike Condra, Ph.D., C.Psych.**

Clinical Psychologist, TEND Associate

Dr. Mike Condra is an Adjunct Assistant Professor in the Department of Psychology at Queen's University and has taught in the undergraduate and graduate programs in the Department of Psychology and in the faculties of Education and Law. For more than two decades he was the Director of the Department of Health, Counselling and Disability Services at Queen's. Aside from his clinical work, he has provided consultation and advice to the university's senior administration on issues involving mental health, students/employees at risk, and lethality. For more than a decade Dr. Condra was the Coordinator of the university's Threat Assessment Team.

Dr. Condra has extensive experience in providing public education, training workshops, and consultation on the topics of mental health, stigma-reduction, crisis-intervention, verbal de-escalation and suicide-risk assessment in Ontario and across Canada. He also co-developed the Queen's University Crisis Intervention Institute, which provides training and consultation on Crisis Intervention; he has presented at national and international conferences on the topics of mental health, risk-assessment, and compassionate self-care. Dr. Condra was Principal Investigator for two Ministry-funded research projects completed in 2016. One of these focused on providing academic



accommodations for students with mental health disabilities, and the other on peer mentoring for students with mental health disabilities in the postsecondary education system.

**Valerie Spironello, MSW, RSW.**

Compassion Fatigue Educator, TEND Associate

Valerie Spironello has been a social worker for over 25 years working in a variety of settings including wellness counselling, health care, palliative care, family therapy, child welfare, family violence. Throughout her career, Valerie recognized the importance of addressing challenges holistically. She uses and teaches mindfulness in her clinical practice. Valerie is an Assistant Professor (PT) with the Department of Family Medicine, McMaster University, teaching and providing counselling for health-care providers, medical students and residents with an emphasis on developing self-care and work-life balance. She provides ongoing workshops and support to child welfare agencies as well as other social service groups.

**Diana Tikasz, MSW, RSW.**

Compassion Fatigue Educator, TEND Associate

Diana has been committed to trauma-focused work in the health care sector for the past 20 years. She has coordinated hospital based sexual assault/domestic violence treatment programs, which involved counselling those who have been traumatized by violence, teaching other professionals how to do this work effectively while staying healthy themselves.

Diana has also worked in Employee Assistance Program counselling where she has specialized in working with individuals who are feeling stressed by their personal and/or work life. Her passion is to assist people in creating personal changes that promote health. Diana has been trained in Mindfulness Based Stress Reduction and Mindful Self-Compassion. Participation on numerous community and provincial committees, research projects and educational endeavors round out her professional interests.

**Lori Tomalty-Nusca, RECE.**

Compassion Fatigue Educator, TEND Associate

Lori has been an Early Childhood Educator for over 25 years in the Hamilton community. Over the past 14 years, she has worked at McMaster's Children's Hospital in many capacities.

Currently she works as a Parent Therapist, Early Childhood Resource Specialist and Staff Educator in Children's Mental Health and Developmental Pediatrics at McMaster Children's Hospital. Having the opportunity to work with such a variety of people in the health care sector and speaking about Compassion Fatigue is not only a pleasure, but almost a necessity. Each workshop is not only an opportunity to learn about compassion fatigue, yourself and self care, but a fun opportunity for you to relax.



**Meaghan Welfare, BA. Certified Mediator.**

Compassion Fatigue Educator, TEND Associate

Meaghan Welfare is a conflict management practitioner with the Department of National Defence at CFB Kingston. She is also a Certified Compassion Fatigue Educator with the Green Cross Academy of Traumatology. She holds a degree in criminology and criminal justice with a minor in law, a graduate certificate in dispute resolution from York University and a certificate in family mediation from the University of Waterloo. Meaghan has many years of experience working in the field of conflict management in the workplace, community, family and criminal justice system. She began her career as a Program Coordinator with the Durham Community Mediation Program and Victim Offender Reconciliation Program in Ajax, Ontario. Meaghan has experience working in the many government departments including the National Parole Board, Veterans Affairs, Department of National Defence, Corrections Canada, and Canada Post. Meaghan has also worked with non-profit organizations and public companies.

Meaghan develops and delivers training in the field of conflict management, communication, workplace bullying, decision-making for board of directors and compassion fatigue and vicarious trauma, among other topics. She is currently a member of the Advisory Committee for ResolveKingston, a non-profit Program provided by K3C Community Counselling Centres, which provides mediation and victim offender reconciliation services to the Kingston and region community.

**Cambria Rose Walsh, LCSW**

Compassion Fatigue Educator, TEND Associate

Cambria Rose Walsh has worked in the field of child abuse and trauma for the past 14 years. She began her career providing training on domestic violence to child welfare workers in San Diego County. From there she moved into direct service arena and worked as a therapist in the Chadwick Center's Trauma Counseling Program for six years providing therapy services for children who were impacted by abuse and their families. Her current position at Chadwick Center is as the Project Manager of the California Evidence-Based Clearinghouse for Child Welfare (CEBC), a high profile and complex evidence-based practice (EBP) project with national and international significance. She is active on the National Child Traumatic Stress Networks' Secondary Traumatic Stress (STS) workgroup. She currently co-chairs the Stress Reduction subcommittee of the Hospital Wellness Committee at Rady Children's Hospital which is actively working on a "Caring for the Caregiver" initiative to address STS, Compassion Fatigue and burnout issues in staff across the hospital. She is coordinating the Secondary Traumatic Stress and Resiliency Track at the San Diego International Conference on Child and Family Maltreatment, working with local and national speakers on the issue of STS/VT. She has presented workshops to law enforcement, mental health, child welfare and other staff on recognizing the signs and addressing the impacts of STS/VT.

