

# Culture Counts: Skill Building

For social service professionals who wish to extend their understanding of Diversity and Cultural Competence, Kennedy House Youth Services Inc. and Dr Suzanna Waters-Castillo will be presenting two supplementary "Culture Counts" workshops on Thursday May 13, 2010 as a follow up to her presentation at the "Understanding Diversity" forum.

**Conditions to registration:** Attendance at the "Understanding Diversity" forum and preregistration which is subject to confirmation of space availability as only a limited number of spaces is being offered.

**Thursday  
May 13th, 2010**

**Suzanna  
Waters-Castillo,  
PhD, MSSW**



**Seminar:**

## **Culture Counts: Skill Building**

**Session A 9am until 12pm (only 25 spaces available)\***

**Session B 1pm until 4pm (only 25 spaces available)\***

\*Sessions A and B have identical curriculum. Availability is in addition to spaces allocated for Kennedy House Youth Services Inc. employees.

In the social service field for care to be acceptable to clients, patients and their families, it must match expectations about their world view, values and expectations for assistance. Participants will learn about cultural distinctions including communication skills and styles common to collective cultural groups.

This seminar will facilitate understanding the obstacles to participation in human services and will provide insights to build improved cross cultural communication.

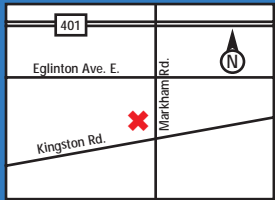
**Learning Objectives:**

- Understand the help seeking patterns of new immigrants
- Appreciate that there are culture specific meanings to illness
- Be acquainted with high and low context communication
- Realize how the meaning of authority and time vary in collective cultures
- Understand key elements of working effectively with an interpreter

# Learn with us

## Location:

Princess Room  
QSSIS Banquet Hall  
3474 Kingston Road  
Toronto, Ontario



# Registration

**Special Rate: \$25.00 (taxes included)**

Registration fee includes: continental breakfast for session A and a refreshment break for session B.

**Payment:** By cheque only, to be made payable to Kennedy House Youth Services Inc.

Confirmation of space availability, attendance at the "Understanding Diversity" forum and preregistration is required.

### To Register:

email: [KHYSconference@kennedyhouse.org](mailto:KHYSconference@kennedyhouse.org)

Fax: 416-299-3912

Phone: 416-299-3157

Mail: 10 Milner Business Court  
Ste. 404  
Toronto, Ontario  
M1B 3C6

## Pre-Register Today

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail \_\_\_\_\_