

# Registration

**Rate: \$55.00 (taxes included)**

*Registration fee includes continental breakfast, refreshment breaks and hot buffet lunch.*

## Payment:

Cheque to be made payable to Kennedy House Youth Services Inc.

Online PayPal option available at [www.kennedyhouse.org](http://www.kennedyhouse.org)

## To Register:

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

Online: [www.kennedyhouse.org](http://www.kennedyhouse.org)

Fax: 416-299-3912

Phone: 416-299-3157

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

## Register Today

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

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

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

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

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

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

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

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

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

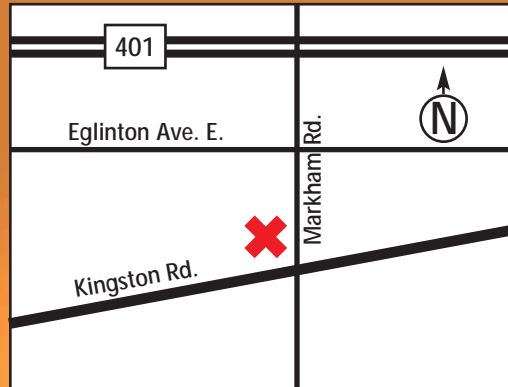
**Date: Wednesday May 12th, 2010**



## Location:

QSSIS Banquet Hall  
3474 Kingston Road  
Toronto, Ontario

- Free Parking
- TTC Accessible
- Conveniently located in East Scarborough



Presents the Second Annual  
Ed Blazo  
Lecture Series

# UNDERSTANDING DIVERSITY

**Achieving Cultural Competence  
in the Social Services**  
*A forum for service providers*



**Toronto – Wednesday, May 12th, 2010**  
Call 416-299-3157 for information or visit  
[www.kennedyhouse.org](http://www.kennedyhouse.org)

*The Ed Blazo Lecture Series was established by Kennedy House Youth Services Inc. in tribute to Ed Blazo, a founding director.*

*Subsidised by Kennedy House Youth Services Inc. Kennedy House is a not for profit charitable organization providing therapeutic care to troubled youth.*

## Program

8: 30am	Registration and Continental Breakfast
9:00am	Opening Remarks
9:15am	"Beyond Cultural Competence: Working through Differences with Emotional Intelligence" Dr Leeno Karumanchery
10:45am	Break / Refreshments
11:00am	"Self, Personal & Organizational Assessment" Bernice McLeod
12:00pm	Lunch (Hot Buffet Lunch Provided)
1:00pm	Culture Counts: You, Me & Thee-(Part One) Dr. Suzanna Waters-Castillo
2:15pm	Break / Refreshments
2:30pm	Culture Counts: You, Me & Thee-(Part Two) Dr. Suzanna Waters-Castillo
3:30pm	Closing Remarks

## Program Description

### Beyond Cultural Competence: Working through Differences with Emotional Intelligence

While Diversity has always been looked at in relation to the differences between people, we are now starting to understand that the major barriers that arise in organizations and in communities in relation to diversity are actually driven by the similarities that exist among individuals, their brains, emotions and behaviour. With this presentation we will develop an understanding of how emotions drive behaviour, and in turn, how some emotions can and do drive our behaviour in ways that are ultimately self-defeating and potentially problematic for both our personal and professional lives. We will move beyond standard discussions of cultural competence and political correctness to explore how brain chemistry and physiology act as crucial pieces in the diversity puzzle.

We will examine your effectiveness as a leader in a Diverse Workplace. Even if you do not hold a "power position" in your organization, this assessment will determine how well you motivate and manage both yourself, as well as the people around you, to perform at their peak to attaining their potential as leaders in a diversifying workforce.

### Self, Personal & Organizational Assessment

In order to provide inclusive accessible services it is essential that organizations increase their capacity to be culturally competent. For human service professionals this enables them to be more successful providers and advocates for the diverse populations being served. The use of an evaluation tool can provide an opportunity for self assessment at a personal, professional and organizational level by recognizing what accomplishments have been achieved and by designing a course for further improvement.

## Speakers

### Dr Leeno Karumanchery, PhD

A dynamic speaker and an acclaimed author, Dr. Karumanchery, is an expert in the areas of diversity and equity-based organizational development. Having spent the better part of two decades studying and working in these areas, Dr. Karumanchery is widely respected in the subjects of equity based reform and diversity theory. He has co-authored critically acclaimed texts, including *Removing the Margins* and *Playing the Race Card*. Dr Karumanchery is the founder of Diversity Solutions Inc. (DSI). His company helps dedicated leaders, staff and stakeholders move beyond the standard rhetoric of cultural competence and political correctness. Today, DSI is recognized as one of Canada's most innovative diversity consultancies focusing on managing equity based organizational change.

### Bernice McLeod

Committed to creating inclusive and accessible communities, Bernice McLeod, has worked as a social service professional for over 25 years. Currently, Bernice is the Central Region Area Manager for the Ontario Trillium Foundation. Previously, she held a senior director level position in the child development and mental health field. Bernice is also currently a professor at George Brown College in Toronto. She is the co-author of three organizational evaluation tools aimed at developing cultural competence for the use of agencies funded by the Ministry of Children and Youth Services. These evaluation tools have been presented both locally and nationally. When she is not working, Bernice dedicates her time to community volunteer opportunities. She currently sits as the Chair of the Board of Directors of the Four Villages Community Health Centre.

## Feature Presentation

### Suzanna Waters-Castillo, PhD, MSSW

International lecturer, Dr. Castillo, specializes in the areas of cross cultural care, late life mental disorders and care management systems. Currently as a Faculty Associate with the Department of Professional Development & Applied Studies at the University of Wisconsin-Madison, Dr. Castillo conducts research and lectures in her specialties to professionals in the health and human services field. Recent lecture and seminar presentations include the 2009 International Association of Psychiatry Conference, the 30th Annual Research Colloquium at University of Wisconsin, The Grass Roots Empowerment Project, Wisconsin Association of Family and Children's Agencies and Family Services Inc.

### Culture Counts: You, Me & Thee

Participants will be introduced to the engaging process of cultural competency.

Emphasis will be on learning about the principles and practice of cultural competency in human services through application of the ASK Model of cultural competency. The ASK Model requires recognition of the world view, values, history and orientation of each client. To do so we must become aware of our own cultural beliefs in order to then develop culture specific knowledge and skills that facilitate culture specific care. Participants will have the opportunity to identify their own level of cultural awareness as an initial step in providing culturally appropriate services. Learning objectives will include understanding the definition and meaning of cultural competency, identifying components of the ASK Model, recognizing and evaluating the distinct levels of cultural competency, and valuing ethnicity as a core component of individual identity.

