



HSABC Course Catalogue

2026/2027



Building Knowledge. Strengthening Practice. Supporting Change.

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Welcome



Every day, people across British Columbia's homelessness services sector respond to complex situations with compassion, expertise, and resilience.

Whether you're welcoming someone into shelter, supporting a person through housing, responding to a crisis, leading a team, or advocating alongside your community, your work matters.

At HSABC, we believe professional learning should be practical, accessible, and grounded in the realities of frontline work. Our webinars, online modules, and regional learning events are developed in partnership with experienced practitioners, researchers, subject matter experts, and people with lived and living experience so that every learning opportunity reflects the challenges—and possibilities—of the work.

This Course Catalogue brings together every way you can learn with HSABC, making it easy to explore opportunities that fit your role, interests, and schedule.

About HSABC Learning

Every learning opportunity offered through HSABC is designed to strengthen knowledge, build confidence, and support better outcomes for people experiencing homelessness.

Our educational offerings are organized around five interconnected themes:



Across every format, our goal is to build knowledge, strengthen practice, and support staff.

Three Ways to Learn Online

Live Webinars

Join live, interactive learning led by experienced instructors and subject matter experts. Ask questions, participate in discussion, connect with colleagues from across British Columbia, and receive a certificate of completion.

Webinar Library

Continue learning whenever it works for you. The Webinar Library gives members on-demand access to recorded sessions covering practical topics across the homelessness services sector.

LearnHSABC

Build your knowledge through flexible, self-paced online modules featuring videos, reflection activities, downloadable resources, and practical tools designed specifically for BC's homelessness services sector.

Explore by Theme



Client Care & Advocacy

Communication, advocacy, documentation, trauma-informed practice, and person-centred care.



Decolonization & Anti-Oppressive Practice

Cultural safety, decolonization, gender inclusion, and equitable practice.



Homelessness & Health: Improving Safety

Harm reduction, health, safety, crisis response, and emerging issues.



Leadership, Emotional Intelligence & Managing Relationships

Leadership, supervision, communication, and ethical decision-making.



Self Care, Boundaries & Resilience

Professional wellbeing, boundaries, resilience, and psychological safety.



Client Care & Advocacy

***Supporting compassionate,
person-centred practice***

People accessing services deserve care that is compassionate, respectful, and centred on their goals. This learning theme strengthens the practical skills needed to build trusting relationships, navigate complex situations, and advocate alongside the people and communities you serve.

Grounded in evidence-based practice and real-world experience, these webinars provide practical tools that can be applied immediately in shelters, outreach, supportive housing, and community settings.

Advocacy in Practice: Stories, Support and Tools for Success

DESCRIPTION

Advocacy work can be deeply meaningful, but sustaining yourself in the role over time requires practical strategies, strong boundaries, and a clear sense of purpose. Drawing on his extensive experience as a poverty law advocate in rural and remote communities, This training explores how to prevent burnout, navigate challenging client relationships, get to the heart of complex issues, and work effectively within an organization while staying grounded in the values of advocacy.

Build practical skills to:

- Recognize and respond to burnout in advocacy roles.
- Set boundaries and say no while maintaining supportive client relationships.
- Navigate challenging client situations and identify underlying issues.
- Balance client advocacy with organizational roles and responsibilities.
- Develop strategies for sustaining yourself in advocacy work over the long term.



Advocacy Skills and Poverty Law in Rural & Remote Settings

DESCRIPTION

Advocacy in rural and remote communities comes with unique opportunities and challenges, from limited services and resources to navigating complex systems across geographic distances. This training explores practical approaches to effective advocacy, navigating poverty law issues, and supporting clients in rural and remote settings.

By the end of this session, you'll be able to:

- Identify and respond to common poverty law and advocacy issues.
- Navigate systems and services when local resources are limited.
- Apply advocacy strategies that reflect rural and remote contexts.
- Support clients experiencing barriers to legal and community services.
- Build confidence navigating complex systems alongside clients.

Case Planning

DESCRIPTION

Effective case planning is a collaborative process that centres each person's goals, strengths, priorities, and circumstances. Explore practical approaches to developing meaningful case plans, identifying achievable goals, coordinating supports, and adapting plans as needs and circumstances change.

Strengthen your approach to:

- Develop collaborative, person-centred case plans.
- Identify strengths, priorities, and achievable goals.
- Support client choice and self-determination throughout the planning process.
- Coordinate services and supports around individual needs.
- Review and adapt case plans as circumstances change.

Courageous Conversations: How to Talk with Everyone About Harm Reduction

DESCRIPTION

Through this interactive session, explore strategies for navigating difficult conversations about harm reduction with colleagues, clients, policymakers, and community members. Participants examine ways to address stigma, communicate evidence-based information, and build respectful dialogue without compromising harm reduction values.

By the end of this session, you'll be able to:

- Respond to common misconceptions about harm reduction.
- Use active listening and respectful communication in challenging conversations.
- Navigate differing viewpoints while maintaining professionalism.
- Build confidence discussing harm reduction with a variety of audiences.

Effective Document and Report Writing

DESCRIPTION

Clear, objective documentation supports continuity of care, accountability, and client dignity. Discover approaches to writing case notes, reports, and incident documentation using an anti-oppressive and person-centred lens.

Build practical skills to:

- Write clear, factual, and objective documentation.
- Recognize and reduce bias in written records.
- Document incidents using respectful, person-centred language.
- Strengthen ethical documentation practices.

Employment & Tenancy Law for Advocates: Tips and Tricks

DESCRIPTION

Employment and tenancy issues can be complex to navigate, particularly when clients are facing multiple barriers or challenges at once. This session explores key considerations in employment and tenancy law and provides advocates with strategies for helping clients understand their rights, identify options, and navigate legal and administrative processes.

Take away practical strategies to:

- Recognize common employment and tenancy law issues.
- Help clients understand their rights and available options.
- Identify appropriate next steps, resources, and avenues for support.
- Navigate common processes and systems more effectively.
- Strengthen advocacy when supporting clients with employment or tenancy concerns.

Intimate Partner Violence and Brain Injury

DESCRIPTION

Brain injury is an often overlooked outcome of intimate partner violence and can affect memory, communication, emotional regulation, decision-making, and a person's ability to navigate services and systems. Explore the connections between intimate partner violence and brain injury, and consider how frontline workers can recognize potential impacts and provide trauma-informed, responsive support.

Deepen your understanding of:

- The connections between intimate partner violence and brain injury.
- Common ways brain injury may affect communication, behaviour, and daily functioning.
- How brain injury can create additional barriers to accessing safety and support.
- Approaches to providing trauma-informed and person-centred care.
- Ways services can better respond to the needs of survivors living with brain injury.

Media Communication Tools for Advocates

DESCRIPTION

Media and social media can be powerful tools for building public support, challenging stigma, and advancing a cause. This training looks at how advocates can develop relationships with local media, use social media strategically, communicate compelling messages, and respond to NIMBYism and public opposition to housing, services, and supports in their communities.

Learn how to:

- Build relationships with journalists and local media.
- Use social media to strengthen advocacy and mobilize community support.
- Develop clear, compelling messages around a cause or issue.
- Respond strategically to NIMBYism, stigma, and public opposition.
- Use media attention to shift public conversations and build support for change.

Supporting Survivors of Brain Injury

DESCRIPTION

Brain injury can affect how people communicate, process information, regulate emotions, navigate services, and engage with support. Learn to identify the impacts of brain injury and practical ways frontline workers can support recovery and care within the homelessness services sector. Grounded in the experiences of brain injury survivors, this session also creates space to learn directly from people who have navigated systems and services following an injury.

In this session, you'll explore:

- How brain injury can affect behaviour, communication, memory, and daily functioning.
- Ways brain injury may shape a person's experience of homelessness and service systems.
- Practical approaches to supporting people living with brain injury.
- Strategies for creating more accessible and responsive services.
- Insights from brain injury survivors about navigating systems, recovery, and care.

Supporting Survivors of Sexual Violence

DESCRIPTION

How we respond when someone discloses an experience of sexualized violence can have a significant impact. Recognize how attitudes, behaviours, and beliefs can shape our responses, and develop practical approaches to responding to disclosures with care, respect, and compassion. This session also explores available supports and resources for people who have experienced sexualized violence.

Strengthen your ability to:

- Respond supportively and effectively to disclosures of sexualized violence.
- Reflect on attitudes, beliefs, and assumptions that may influence your response.
- Use respectful, survivor-centred approaches when someone shares an experience.
- Recognize the importance of choice, autonomy, and emotional safety.
- Identify appropriate supports and resources for survivors.

Supporting Refugees and Newcomers in Shelter Settings

DESCRIPTION

Refugees, immigrants, and asylum seekers navigating homelessness may face additional barriers to accessing housing, services, and community supports. Examine the local and global context shaping newcomer experiences in shelters and homelessness services, along with practical approaches to creating inclusive, culturally responsive environments and connecting people with appropriate settlement and community resources.

In this session, you'll explore:

- The local and global context influencing newcomer homelessness.
- Barriers refugees, immigrants, and asylum seekers may face when accessing services.
- Approaches to creating inclusive and multicultural service environments.
- Ways to connect newcomers with settlement services and community supports.
- Strategies for providing welcoming, responsive support across cultures and experiences.

Trauma-Informed Practice: Foundations in Frontline Work

DESCRIPTION

Interpret trauma-informed practice beyond checklists by examining how trauma is shaped by structural violence, systemic oppression, and lived experience. Participants are encouraged to reflect on approaches that foster dignity, safety, and accountability.

You'll leave with practical strategies to:

- Apply the principles of trauma-informed practice in frontline settings.
- Recognize the impact of structural and systemic trauma.
- Strengthen person-centred, relationship-based practice.
- Reflect on opportunities to reduce harm in everyday service delivery.

Trauma-Informed Practice: From Unhoused to Home

DESCRIPTION

Understand the emotional, psychological, and practical transition from homelessness to housing. Participants examine how workers can support housing stability through realistic, compassionate, and trauma-informed approaches.

Gain tools and strategies to:

- Recognize common barriers people face when transitioning into housing.
- Support housing stability through trauma-informed practice.
- Respond with flexibility to individual needs and readiness.
- Strengthen person-centred approaches to housing support.

Decolonization & Anti-Oppressive Practice

Building more equitable, culturally safer services

Decolonization and anti-oppressive practice are ongoing commitments that strengthen relationships, improve service delivery, and create more equitable systems. This learning series encourages participants to reflect on the impacts of colonialism, challenge systemic barriers, and develop approaches that foster cultural safety, inclusion, and meaningful change in homelessness services.



Anti-Oppressive De-Escalation

DESCRIPTION

Through this interactive session, learn practical de-escalation strategies that centre dignity, relationships, and equity. Participants examine how power, oppression, and self-awareness influence interactions while learning approaches that reduce harm and support safer outcomes for everyone involved.

Build your understanding of how to:

- Apply anti-oppressive approaches to de-escalation.
- Recognize opportunities to prevent escalation before crises develop.
- Use self-regulation techniques during challenging interactions.
- Strengthen relationship-based approaches that promote safety and trust.

Gender-Affirming Housing Services and Programs: Strong Practices for Supporting Gender Diverse Clients

DESCRIPTION

Transgender, non-binary, Two-Spirit, and other gender-diverse people continue to experience disproportionate barriers to housing and homelessness services. Explore approaches to creating safer, more welcoming, and more inclusive programs through respectful language, affirming practices, and relationship-centred service delivery.

This session will help you:

- Recognize common barriers experienced by gender-diverse people accessing services.
- Use respectful and inclusive language in everyday practice.
- Strengthen policies and practices that support gender inclusion.
- Build confidence creating welcoming housing and shelter environments.

Introduction to Decolonization Series (Four-Part Series)

DESCRIPTION

This interactive four-part series provides a foundation for understanding colonization, its ongoing impacts, and the responsibilities individuals and organizations have in advancing decolonization. Guided by reflection, discussion, and shared learning, participants discuss Indigenous rights, systemic barriers, accountability, and opportunities for meaningful change.

Apply practical approaches to:

- Describe the ongoing impacts of colonization on individuals, communities, and systems.
- Reflect on personal and organizational responsibilities in decolonization.
- Recognize systemic barriers that perpetuate inequity.
- Identify practical actions that support ongoing learning and meaningful change.

Practicing Cultural Safety in Frontline Work

DESCRIPTION

Cultural safety is built through humility, accountability, and genuine relationships rather than expertise alone. Drawing on real world frontline experience, this webinar explores how workers can create environments where people feel respected, valued, and safe while recognizing the impacts of colonialism, trauma, and systemic barriers.

Take away practical skills to:

- Recognize what cultural safety looks like in everyday frontline practice.
- Build trust through respectful, accountable relationships.
- Respond to bias and systemic barriers with greater awareness.
- Create more welcoming and culturally safer services.

Peer-Led Non-Violent Crisis Intervention

DESCRIPTION

Build your capacity to prevent, navigate, and repair crisis situations through relational, collaborative, and trauma-informed approaches. Rooted in harm reduction and peer support values, this interactive online session offers frontline workers, peers, and Persons With Lived and Living Experience (PWLLE) practical strategies for responding to crisis in ways that prioritize connection, dignity, and safety.

Explore approaches to:

- Recognize and respond to escalating situations.
- Use relational and collaborative strategies during moments of crisis.
- Apply trauma-informed and harm reduction principles to crisis response.
- Support connection, dignity, and safety throughout challenging interactions.
- Repair relationships and rebuild trust following a crisis.



Continue Your Learning

Many of these topics are explored further through HSABC's Webinar Library and LearnHSABC. Participants interested in deepening their practice are encouraged to explore Anti-Oppressive De-Escalation, Peer-Led Non-Violent Crisis Intervention, Trauma-Informed Practice, Understanding Trauma, Complex PTSD and Somatics, and related LearnHSABC modules.

Homelessness & Health: Improving Safety



Responding to complex health and safety challenges

Frontline workers regularly respond to evolving health, safety, and social issues in increasingly complex environments. This learning series builds practical knowledge in harm reduction, de-escalation, and emerging issues affecting homelessness services, helping participants strengthen confidence while providing compassionate, evidence-based care.

7 Tips for Reducing Risks for Women* in Shelter Settings

DESCRIPTION

Safety in frontline shelter settings extends beyond physical environments to include emotional, mental, and spiritual wellbeing. Discuss seven practical strategies for reducing risk and consider how they can be applied within your own service setting, with particular attention to the experiences of women, Two Spirit, gender-diverse, non-binary, and trans people who may face increased risks of violence and safety concerns.

Explore practical ways to:

- Apply seven strategies for reducing risk in frontline shelter settings.
- Consider physical, emotional, mental, and spiritual dimensions of safety.
- Recognize how gender and gender identity can shape experiences of safety and violence.
- Identify opportunities to strengthen safety within your own service environment.
- Create more inclusive and responsive spaces for people at increased risk of violence.

**This presentation covers risk mitigation for individuals or groups who experience marginalization due to their gender or gender identity including women, Two Spirit, gender-diverse, non-binary and trans people. All of these valued community members are statistically at higher risk for violence and safety concerns in frontline settings and this presentation is built on the foundation that whether you are assigned female at birth or self-identify as a woman, your identity is valued, accepted and respected.*



Addictions: Supporting People to Make Changes In Their Lives

DESCRIPTION

Supporting someone to make changes related to substance use can be challenging, particularly when change is not linear or does not happen on the timeline we expect. Drawing on current research into addiction, this session examines the science behind substance use and behaviour change, and how that understanding can shape more realistic, compassionate, and trauma-informed approaches to support. These strategies can be applied when supporting clients, colleagues, friends, or family members.

Develop a deeper understanding of:

- The science of addiction and how it influences behaviour and decision-making.
- Why change is often a gradual and non-linear process.
- How expectations can affect our relationships with people making changes.
- Evidence-informed and trauma-informed approaches to supporting change.
- Ways to offer meaningful support while maintaining realistic expectations and boundaries.

Drug Poisoning Response and Aftercare

DESCRIPTION

Drug poisonings are an unfortunate part of the workday due to the ongoing toxic drug crisis in shelters, outreach programs, and supportive housing. Gain practical guidance on recognizing and responding to opioid and stimulant drug poisonings while also addressing the emotional and operational realities that follow a critical incident.

Participants will explore how to:

- Recognize the signs of opioid and stimulant drug poisoning.
- Respond using naloxone, rescue breathing, and current best practices.
- Support individuals, peers, and colleagues following a drug poisoning event.
- Apply harm reduction principles during and after critical incidents.

Harm Reduction: Current Events and Updates

DESCRIPTION

Stay current with emerging drug policy, public health initiatives, and evolving harm reduction practices across British Columbia and Canada. This webinar examines how policy changes influence frontline work and what they mean for people accessing services.

By the end of this session, you'll be able to:

- Describe current developments in harm reduction policy and practice.
- Assess how policy changes affect frontline service delivery.
- Identify emerging trends influencing homelessness services.
- Support evidence-based conversations about harm reduction.

Harm Reduction: Social Media, Misinformation and Moral Panic

DESCRIPTION

Social media increasingly shapes public understanding of substance use and harm reduction. Recognize how misinformation spreads, why moral panic develops, and strategies for responding with credible, evidence-based information.

Participants will learn how to:

- Identify common forms of misinformation about harm reduction.
- Respond confidently to inaccurate or misleading information.
- Navigate conversations influenced by social media and AI-generated content.
- Promote evidence-based harm reduction messaging.

Harm Reduction: The History of Prohibition in BC and Current Applications

DESCRIPTION

Drug prohibition in BC is rooted in histories of colonialism, racism, and moral panic that continue to shape drug policy and health outcomes today. Trace the development of prohibition and its disproportionate impacts on Indigenous and marginalized communities, while exploring the evolution of harm reduction as a response to systemic barriers and inequities.

Connect history to current practice by:

- Understanding the historical context and drivers behind drug prohibition in BC.
- Examining how moral panic has influenced past and present drug policy.
- Recognizing the disproportionate impacts of prohibition on Indigenous and marginalized communities.
- Connecting historical policies to current health and social outcomes.
- Exploring the role of harm reduction and advocacy in challenging systemic barriers.

Methamphetamines and the Brain

DESCRIPTION

Understanding how methamphetamines affect the brain and body can help frontline workers respond with greater knowledge, compassion, and confidence. Through a harm reduction lens, explore the physiological effects of methamphetamine use, including the role of neurotransmitters in overamping and psychosis, as well as what happens in the brain when someone reduces or stops using methamphetamines.

Apply the science behind:

- How methamphetamines affect the brain, body, and neurotransmitters.
- The physiological processes involved in overamping and psychosis.
- How these effects may influence behaviour and interactions.
- What happens in the brain when methamphetamine use is reduced or stopped.
- How this knowledge can inform compassionate, harm reduction-based frontline responses.

Naloxone: Theory and Practice

DESCRIPTION

Build the knowledge and confidence to recognize and respond effectively to drug poisonings in the context of an increasingly complex unregulated drug supply. Explore the different substances contributing to the current crisis, including opioids and non-opioid sedatives, how they affect the body, and what these differences mean for an effective response. This session also examines the role of naloxone and how it works to reverse opioid poisoning.

Develop a deeper understanding of:

- Substances commonly found in the unregulated drug supply.
- How opioids and non-opioid sedatives affect the body differently.
- Signs and symptoms of drug poisoning and how to respond.
- When and how naloxone can support an effective poisoning response.
- How naloxone works in the body to reverse opioid poisoning.

Palliative Approach to Care in Homelessness & Harm Reduction Settings

DESCRIPTION

People experiencing homelessness can face significant barriers to accessing palliative and end-of-life care, including challenges related to housing, healthcare access, stigma, isolation, and navigating complex systems. Explore the unique needs of people who are unhoused and approaching end of life, and consider how frontline workers can provide compassionate, person-centred support during this tender and deeply human time.

Participants will explore how to:

- Barriers to accessing palliative and end-of-life care while experiencing homelessness.
- How homelessness and systemic inequities can shape experiences of illness, dying, and care.
- Ways to support dignity, choice, comfort, and connection at end of life.
- Approaches to navigating healthcare and community services alongside clients.
- How frontline workers and services can provide compassionate support to people, their chosen families, and communities through dying, death, and loss.

Pet Overdose and Harm Reduction in Community

DESCRIPTION

Companion animals are an important source of connection and support for people experiencing homelessness. Learn how to recognize potential overdose exposure in pets, respond appropriately, and support both people and their animals with compassion.

Strengthen your ability to:

- Recognize common signs of overdose exposure in pets.
- Respond safely while maintaining trust with pet owners.
- Connect people with appropriate veterinary resources where available.
- Apply practical harm reduction approaches in pet-inclusive settings.

Practical Tips for Frontline Workers: How to Handle Harm Reduction Approaches in Complex Settings

DESCRIPTION

Putting harm reduction into practice can be complex when navigating crises, safety concerns, organizational policies, and competing needs. Explore evidence-informed approaches for applying harm reduction in challenging and unpredictable environments while balancing safety, autonomy, and trauma- and violence-informed practice.

Put harm reduction into practice by:

- Applying harm reduction strategies in high-pressure and unpredictable situations.
- Using trauma-informed and person-centred communication to build trust and minimize harm.
- Balancing individual autonomy with safety considerations.
- Navigating tensions between harm reduction principles and organizational policies.
- Adapting your approach while staying grounded in dignity, choice, and connection.

Substance Use Awareness and Safety Training

DESCRIPTION

Understanding how different substances affect the brain, body, and behaviour can help you respond with greater confidence and compassion. Drawing on current research, explore the physiological and behavioural effects of substances including hallucinogens, depressants, stimulants, anabolic steroids, and cannabis, along with practical strategies for supporting people who may be under the influence.

Build confidence in your ability to:

- Recognize how different substances can affect behaviour and functioning.
- Identify signs that someone may be under the influence of different types of drugs.
- Assess substance-related concerns using a harm reduction approach.
- Recognize and respond to critical drug-related emergencies.
- Apply harm reduction best practices and connect people with appropriate resources and supports.

When a Companion Animal Is Part of the Story: Pet-Inclusive Shelter and Housing Practices

DESCRIPTION

Companion animals can be an important source of connection, safety, and emotional support for people experiencing homelessness or housing insecurity. Explore the role these relationships can play in wellbeing and survival, the barriers people with animals may encounter when accessing shelter, housing, and services, and how homelessness services can support both people and the animals they care for.

Learn to:

- Recognize the importance of human-animal relationships in people's lives.
- Understand barriers to shelter, housing, and services for people with companion animals.
- Respond with empathy to the needs of people and their animals.
- Reduce barriers while balancing safety and operational considerations.
- Take actions that help keep people and their companion animals together whenever possible.

Working with Hoarding in Frontline Settings

DESCRIPTION

Explore hoarding in housing settings with a practical focus on safety, housing stability, and dignity. Participants explore why punitive responses are often ineffective and how harm reduction approaches can reduce risk while respecting tenant autonomy.

Use these skills to:

- Recognize safety risks associated with hoarding.
- Differentiate between hoarding and clutter.
- Apply harm reduction approaches that support housing stability.
- Collaborate effectively with housing providers and community partners.



Leadership, Emotional Intelligence & Managing Relationships

Leading with integrity, curiosity, and connection

Strong leadership is built through relationships, self-awareness, ethical practice, and effective communication. Whether you supervise a team, coordinate services, or lead from the frontline, these webinars provide strategies for navigating complex decisions, supporting colleagues, fostering collaboration, and creating healthier workplaces.



Bullying and Harassment in the Workplace for Essential Workers: 101

DESCRIPTION

Everyone deserves to work in an environment where they feel safe, respected, and supported. Identify what bullying and harassment can look like in frontline and essential-work settings, how workplace dynamics can contribute to harmful behaviour, and practical ways to respond when you experience or witness it.

Develop practical tools to:

- Recognize different forms of workplace bullying and harassment.
- Understand the difference between workplace conflict and bullying or harassment.
- Respond when you experience or witness concerning behaviour.
- Communicate concerns and maintain appropriate workplace boundaries.
- Contribute to a safer, more respectful workplace culture.

Bullying and Harassment 201: For Managers and Supervisors

DESCRIPTION

Leaders have an important role in preventing workplace bullying and harassment and responding effectively when concerns arise. Building on foundational knowledge, this session addresses the complexities of addressing complaints, navigating challenging workplace dynamics, supporting staff, and responding in ways that are fair, consistent, and grounded in respectful workplace practices.

Take your leadership practice further by:

- Recognizing and addressing bullying and harassment within teams.
- Responding appropriately when concerns or complaints are brought forward.
- Navigating complex interpersonal dynamics while maintaining fairness and professionalism.
- Supporting staff affected by workplace bullying, harassment, or conflict.
- Fostering a workplace culture grounded in respect, accountability, and psychological safety.

Conflict, Communication & Listening

DESCRIPTION

Conflict is a natural part of working with people, but how we communicate and listen can shape what happens next. Navigate disagreement, strengthen communication, and listen with curiosity and intention. This session considers how our own communication patterns influence conflict and offers tools for building understanding, reducing tension, and maintaining respectful relationships.

Explore ways to:

- Recognize communication patterns that can contribute to or reduce conflict.
- Use active listening to build understanding and connection.
- Communicate clearly and respectfully during difficult conversations.
- Respond to disagreement without escalating tension.
- Navigate conflict while maintaining boundaries and relationships.

Creating Neuro-Affirming Spaces in Shelters & Social Services

DESCRIPTION

Creating an equitable workplace means recognizing that people think, communicate, process information, and experience their environments in different ways. Designed for leaders and supervisors, this workshop explores neurodiversity and practical ways to create environments where neurodivergent people can participate, contribute, and thrive. Consider how changes to communication, physical spaces, workplace practices, and expectations can reduce barriers and benefit everyone.

Create more inclusive workplaces by:

- Building an understanding of neurodiversity and diverse neurodivergent experiences.
- Recognizing workplace practices and environments that may create barriers.
- Adapting communication and expectations to support different needs and working styles.
- Making physical and sensory environments more accessible.
- Implementing meaningful changes that build trust, equity, and belonging.

Emotional Intelligence in the Workplace

DESCRIPTION

Emotional intelligence shapes how we communicate, navigate challenges, and build positive relationships at work. Learn the social and emotional skills involved in recognizing and regulating your own emotions, understanding the perspectives and experiences of others, and using this awareness to support constructive workplace interactions. Particular attention is given to how leaders and supervisors can bring emotional intelligence into their relationships with staff.

Develop skills to:

- Recognize and regulate your own emotional responses.
- Tune into the emotions and perspectives of others.
- Use emotional awareness to guide communication and decision-making.
- Navigate workplace interactions with greater empathy and intention.
- Apply emotionally intelligent approaches to leadership, supervision, and team relationships.

Ethical Decision Making

DESCRIPTION

Explore practical frameworks for navigating ethical dilemmas in shelters, outreach, supportive housing, and homelessness services. Through realistic scenarios and reflective discussion, participants examine how values, responsibilities, and competing priorities influence everyday decisions.

Employ the skills to:

- Apply ethical decision-making frameworks to complex frontline situations.
- Balance the needs of clients, colleagues, organizations, and communities.
- Recognize how values, bias, and power influence decisions.
- Approach ethical dilemmas with greater confidence and accountability.

Low Impact Debriefing

DESCRIPTION

Debriefing can either strengthen teams or unintentionally increase stress. Explore approaches to low-impact debriefing that support emotional regulation, reflection, learning, and workplace wellbeing on different levels of intensity, from check-ins to formal critical incident processes.

Strengthen your ability to:

- Recognize the difference between low- and high-impact debriefing.
- Facilitate conversations that support learning and emotional regulation.
- Reduce the risk of compassion fatigue through everyday debriefing practices.
- Build team connection following challenging situations.

Low Impact Debriefing for Managers

DESCRIPTION

How leaders approach debriefing can shape team wellbeing, connection, and capacity over time. Explore what effective debriefing is — and what it isn't — including the difference between low-impact and high-impact approaches and how leaders can create space for staff to process challenging frontline experiences without adding to emotional strain.

In this session, leaders will explore how to:

- Recognize when and how to offer a supportive debrief.
- Distinguish between low-impact and high-impact debriefing approaches.
- Facilitate debriefs that support emotional regulation, clarity, and connection.
- Avoid common debriefing practices that can unintentionally increase stress.
- Integrate practical debriefing strategies into everyday supervision and team support.

Managing High Stress Situations

DESCRIPTION

Stress and anxiety can affect how we think, feel, connect with others, and move through our work and daily lives. Drawing on current research in psychology and neuroscience, Dr. Hillary McBride discusses what happens in our minds and bodies during periods of stress and offers practical, accessible strategies for finding calm and responding to anxiety in the moment.

Explore ways to:

- Understand how stress and anxiety affect the brain and body.
- Recognize your own responses to stress and overwhelm.
- Use evidence-informed strategies to support regulation and calm.
- Respond to anxiety with greater awareness and self-compassion.
- Apply simple tools in everyday life and challenging moments.

Motivational Interviewing Part 1: Practical Conversations for Frontline Work*

DESCRIPTION

This introduction to Motivational Interviewing (MI) helps frontline workers move away from the “fixing reflex” and toward collaborative, person-centred conversations. Participants explore how trauma, readiness, stress, burnout, and neurodivergence influence engagement and capacity.

You'll leave with the ability to:

- Describe the core principles of Motivational Interviewing.
- Recognize the “fixing reflex” in frontline practice.
- Adapt conversations based on readiness and capacity for change.
- Build stronger therapeutic relationships through curiosity and collaboration.

****Recommended Pre-Learning***

Completion of Motivational Interviewing Part 1 is required before registering for Part 2. Participants are also encouraged to explore related webinars in Trauma-Informed Practice, Workplace Boundaries, and Low Impact Debriefing to further strengthen leadership and communication skills.



Motivational Interviewing Part 2

DESCRIPTION

Building on Part 1, this interactive webinar focuses on developing practical MI skills using realistic scenarios from shelters, outreach, supportive housing, and other homelessness-serving settings. Participants practice OARS skills and strategies for responding to resistance while supporting meaningful change.

Gain tools and strategies to:

- Use open-ended questions, affirmations, reflections, and summaries (OARS).
- Respond to resistance without escalating conflict.
- Support change-focused conversations using MI techniques.
- Apply Motivational Interviewing skills in everyday frontline practice.

Trauma-Informed Practice: Intake, Systems and Environment Management

DESCRIPTION

Explore how organizational systems, intake processes, and physical environments influence people's experiences of care. Participants examine practical ways to reduce barriers, promote dignity, and create welcoming services through trauma-informed and person-centred approaches.

Develop the confidence to:

- Recognize how organizational systems can unintentionally create barriers.
- Apply trauma-informed principles to intake and service delivery.
- Identify opportunities to create safer and more welcoming environments.
- Strengthen organizational practices that promote dignity and inclusion.

Walking Alongside PWLLE: Peer Staff Support Essentials

DESCRIPTION

Peer support brings valuable knowledge, connection, and lived expertise to homelessness services. Designed for both Persons With Lived and Living Experience (PWLLE) and those working alongside them, this session explores the foundations of trauma-informed care through the lens of homelessness, substance use, and mental health, while examining the unique strengths and challenges of peer support work.

Together, you will learn how to:

- Apply trauma-informed approaches within peer support relationships.
- Recognize and amplify the expertise of PWLLE.
- Build trust and strengthen supportive, respectful relationships.
- Navigate the unique opportunities and challenges of peer support roles.
- Create environments that support meaningful peer leadership and peer-led initiatives.



Self Care, Boundaries & Resilience

Sustaining yourself while supporting others

Working in homelessness services is meaningful, demanding, and emotionally complex. This learning series focuses on strategies that help workers maintain their wellbeing, navigate risk, establish healthy professional boundaries, and build resilience for long-term practice. Rather than promoting self-care as an individual responsibility alone, these webinars recognize the impact of systems and the importance of supportive workplaces, reflective practice, and psychologically safer

Dealing with Compassion Fatigue and Burnout: Applied Skills for Essential Workers

DESCRIPTION

Working alongside people who have experienced trauma can have emotional and physiological impacts on helping professionals over time. Explore how compassion fatigue and vicarious trauma can show up in both personal and professional life, along with evidence-informed strategies for sustaining wellbeing, connection, and hope in the work.

Leave with tools to:

- Recognize signs of compassion fatigue and vicarious trauma.
- Understand the emotional and physiological impacts of trauma-exposed work.
- Identify personal and professional factors that can contribute to overwhelm.
- Use practical strategies to support regulation and wellbeing.
- Sustain connection, hope, and capacity for the work over time.

Personal Safety in Practice: Navigating Risk, Racism, and Violence in Frontline Work

DESCRIPTION

Frontline and outreach workers regularly navigate complex environments where personal safety is influenced by immediate risks as well as systemic factors such as racism, misogyny, and other forms of structural violence. Explore approaches to assessing risk, preventing harm, and making informed decisions that support both worker wellbeing and ethical, person-centred care.

This session will help you:

- Recognize early warning signs and assess risk in dynamic situations.
- Apply strategies that improve personal safety and situational awareness.
- Understand how identity, power, and systemic oppression influence safety.
- Respond confidently to challenging interactions while maintaining person-centred practice.

Processing Grief in the Context of Homelessness

DESCRIPTION

Grief and loss are an ongoing reality in homelessness services, where workers may experience the deaths of clients, repeated losses, and the cumulative impact of caring for people through difficult circumstances. Explore how grief can show up in frontline work, ways to acknowledge and process loss, and approaches that support individual and collective wellbeing while honouring the relationships at the heart of the work.

This session offers space to:

- Recognize the different ways grief and cumulative loss can affect workers and teams.
- Understand how repeated exposure to loss can shape frontline practice.
- Explore ways to process grief while maintaining personal and professional boundaries.
- Develop practices for acknowledging and honouring loss in the workplace.
- Support one another through grief while sustaining connection to the work.

Psychological Coping: Improving and Maintaining Your Mental Health in Essential Work

DESCRIPTION

High-pressure work requires more than resilience—it requires practical tools. Explore realistic approaches for coping with uncertainty, stress, anxiety, and emotionally demanding work while supporting long-term wellbeing for both frontline staff and leaders.

Learn to:

- Use strategies to manage stress and uncertainty.
- Differentiate between perceived and actual risk when making decisions.
- Apply values-based decision-making and other evidence-based coping tools.
- Support psychological wellbeing within teams and workplaces.

Self Care: Resilience in Practice

DESCRIPTION

Self care is often presented as the answer to burnout, but meaningful self care goes far beyond bubble baths and candles. Explore the history of self care as a practice and movement, the barriers that can make caring for ourselves difficult, and what it means to build a more supportive relationship with ourselves. Through discussion and experiential activities, participants will consider ways to tend to their own wellbeing while sustaining long-term caregiving and helping roles.

Through reflection and practice, you'll:

- Explore the history and deeper meaning of self care.
- Reflect on your relationship with yourself and your own needs.
- Identify barriers that can make meaningful self care difficult.
- Explore practices for tending to and nourishing yourself.
- Develop approaches to self care that support sustainable caregiving and helping work.

Workplace Boundaries

DESCRIPTION

Healthy boundaries create safer, more ethical, and more sustainable workplaces. Through this interactive session, understand how professional boundaries influence relationships with clients, colleagues, supervisors, and volunteers while providing practical tools for navigating common boundary challenges in homelessness services.

Take away skills to:

- Recognize why professional boundaries matter in frontline work.
- Respond confidently to common boundary dilemmas, including self-disclosure, dual relationships, and gift giving.
- Maintain ethical relationships with clients, colleagues, and community partners.
- Strengthen sustainable workplace practices that reduce burnout and role confusion.

Understanding Trauma, Complex PTSD and Somatics

DESCRIPTION

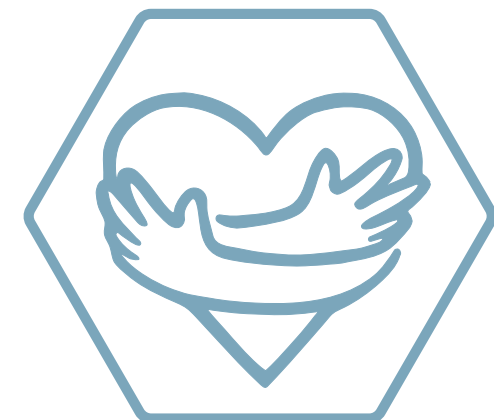
Trauma can shape how people experience their bodies, relationships, emotions, and the world around them. Explore the impacts of trauma and Complex PTSD through a somatic lens, including how experiences of trauma can be held and expressed in the nervous system and body. This session introduces approaches that move beyond understanding trauma only through thoughts and behaviours to consider the role of the body in healing, regulation, and connection.

Deepen your understanding of:

- How trauma and Complex PTSD can affect the brain, body, and nervous system.
- The connections between trauma, emotions, physical sensations, and behaviour.
- What a somatic approach to understanding trauma can offer.
- How nervous system responses may show up in everyday interactions.
- Ways trauma-informed and body-aware approaches can support safety, regulation, and connection.

Continue Your Learning

These webinars complement other HSABC offerings, including Low Impact Debriefing, Ethical Decision Making, Trauma-Informed Practice, and Motivational Interviewing. Together, they provide a foundation for healthier workplaces, stronger teams, and more sustainable frontline practice.





LEARN HSABC

LearnHSABC is HSABC's online learning platform, offering expert-led, self-paced modules designed specifically for professionals working across BC's homelessness services sector.

Whether you're new to the sector or developing your leadership skills, LearnHSABC provides flexible learning that fits your schedule and supports ongoing professional growth.

Exclusive to HSABC members, modules combine text, videos, visuals, self-assessments, and downloadable resources. Most modules include certificates of completion that recognize your learning.





WHY LEARN HSABC?

- Expert-led content developed with skilled instructors and people with lived and/or living experience.
- Flexible, self-paced learning that fits your schedule.
- Certificates of completion for completed lessons and modules.
- Interactive content with videos, visuals, and self-assessments.
- Access from your computer, tablet, or mobile device.

Introduction to the Homelessness Services Sector

Twenty introductory courses covering trauma-informed practice, decolonization, emotional intelligence, harm reduction, communication, brain injury, burnout, boundaries, neurodivergence, disability awareness, effective documentation, and more.

Module Courses:

- Trauma Informed Practice, Somatics and PTSD
- Allyship in Practice
- Decolonization
- Cultural Dexterity for Frontline Workers
- Emotional Intelligence in the Workplace
- Brain Injury
- Substance Use Awareness and Safety Training
- Case Management
- Effective Communication and Listening
- Self Care
- Harm Reduction
- Burnout
- Professional Workplace Boundaries
- Secondary and Vicarious Trauma
- Anti-Oppressive Violence Prevention and De-Escalation
- Neurodivergence at Work
- LBGTQ2S+ Awareness: Equity and Inclusion
- Disability Awareness
- Effective Document and Report Writing
- Giving & Receiving Constructive Feedback

Levelling-up for New and Aspiring Managers

Designed for new supervisors and managers transitioning from frontline work. Topics include relational leadership, performance management, union environments, low impact debriefing, staff feedback, anti-oppressive leadership, and organizational culture.

Module Courses:

- Transitioning from Frontline to Management
- Decolonization for Managers Managing Performance
- Relational Leadership
- Best Practices for Union Environments
- Low Impact Debriefing
- Creating Safety for Staff Feedback
- Anti-Oppressive Leadership
- Influencing Organizational Culture

Welcome on Board: Governance Training

A four-part governance module exploring Indigenous governance, non-profit boards, governance responsibilities, and board self-management.

Module Courses:

- Transitioning from Frontline to Management
- Decolonization for Managers Managing Performance
- Relational Leadership
- Best Practices for Union Environments



Walking Alongside PWLLE Toolkit

Practical resources to strengthen collaboration with people with lived and living experience, including trauma-informed care, peer support, communication, collaborative case management, and resilience.

Module Courses:

- Understanding Trauma-Informed Care and Peer Support
- Trauma-Informed De-Escalation Techniques by PWLLE & Peers
- Effective Communication - Working Alongside PWLLE
- Enhancing Collaborative Case Management
- *Coming Soon:* Self-Care and Peer Support Networks: Nurturing Resilience in Front-line Work

Removing Barriers to Shelter Access

A practical toolkit featuring case studies and resources addressing shelter policies, diversion, service restrictions, overdose risk, belongings, pets, gender and safety, and hospital transfers. This course is different from the others in that there are no quizzes or certificates associated with it because not all programs will be facing the same challenges.

Module Courses:

- Policies
- Reducing Overdose Risk
- Gender and Safety
- Shelter Diversion
- Large Belongings
- Hospital Transfers
- Service Restrictions
- Pets

In-Person Workshops: ***Two Ways to Connect & Learn***

HSABC's in-person workshops bring instructors directly to organizations and communities across British Columbia. Designed for frontline staff, supervisors, peers, and leaders, these interactive workshops combine evidence-informed practices with real-world application to build confidence, strengthen skills, and support safer, more responsive services.

Our courses are rooted in trauma-informed, person-centred, and anti-oppressive approaches, with opportunities for discussion, reflection, and practical skill development that participants can immediately apply in their work.

In person workshops are exclusively for HSABC members.

What to Expect

- Interactive, facilitator-led learning in a supportive environment.
- Practical tools, case studies, and realistic scenarios.
- Opportunities for discussion, reflection, and peer learning.
- Workshops grounded in current research, frontline experience, and lived and living expertise.
- Certificates of completion for all participants.

Workshop Topics

Our in-person workshop catalogue includes topics such as:

- Ethical Decision Making
- Mental Health & Substance Use
- Drug Poisoning Response and Practical Skills
- Non Violent De-Escalation & Crisis Response

HSABC Regional Event Series

***Learning, connection, and community
across British Columbia***

HSABC's Regional Event Series bring professional development directly to communities across British Columbia. These full-day events combine expert-led workshops, local knowledge, peer connection, and opportunities to learn alongside colleagues working in shelters, drop-in, outreach, and related services.

Each event is designed to reflect regional priorities and create space to share promising practices, strengthen relationships, and build capacity across the homelessness services sector, while incorporating the voices of those with lived and living experience.

What to Expect

- Expert-led workshops on current and emerging issues.
- Interactive discussions and practical learning activities.
- Opportunities to connect with colleagues, local knowledge keepers, Elders and people with lived and living experience from your region.
- Networking over breakfast, lunch, and refreshments.
- Certificates of completion for workshop participation.



Typical Event Topics

- Mental Health and Substance Use
- Decolonization & Advocacy
- De-Escalation and Crisis Response
- Staff Support and Wellbeing

Stay Connected

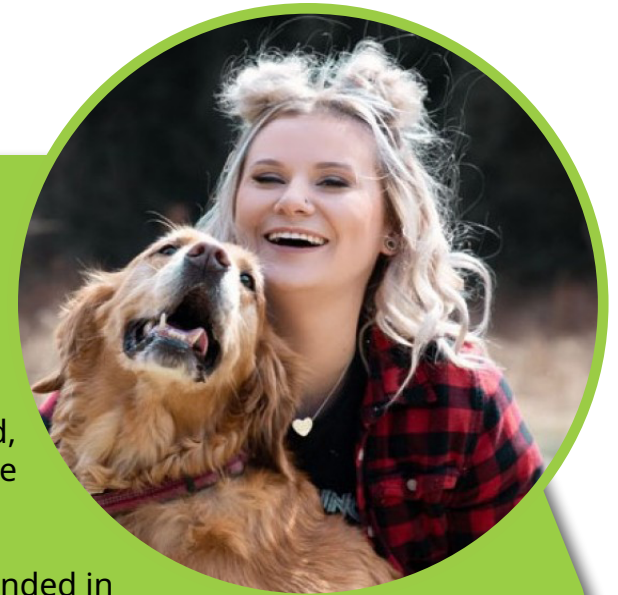
Regional Event Series are offered throughout the year in communities across British Columbia. Visit the HSABC website or subscribe to our newsletter to learn about upcoming locations, registration dates, and workshop announcements.

Meet the Instructors

DAWN CAMPBELL

Dawn Campbell (she/her) is a Registered Social Worker and Veterinary Social Worker with the Vancouver Humane Society, where she supports individuals and families facing financial hardship through the McVitie Veterinary Assistance Program, providing access to emergency veterinary care. She specializes at the intersection of social services and animal welfare, with a focus on trauma-informed, pet-inclusive, and community-based practice. Dawn has nearly a decade of frontline experience working in Vancouver's Downtown Eastside, where she has provided emotional support, advocacy, systems navigation, crisis support, and referrals for individuals whose companion animals are part of their care story. Her work is grounded in a deep understanding of the complex realities faced by people navigating homelessness, financial insecurity, and systemic barriers, and the strengths and resourcefulness people draw on in these circumstances.

In addition to her role at the Vancouver Humane Society, Dawn is a Board Director with the BC Bereavement Helpline, where she is supporting the relaunch of their pet loss support program. She also operates a private counselling and consulting practice specializing in grief, trauma, the human/animal bond, and program and policy development. Dawn is passionate about strengthening cross-sector collaboration and building systems that honour the deep connections between people and their companion animals.



DR. HEATHER FULTON

Dr. Heather Fulton is a Registered Psychologist and leading expert in concurrent disorders, trauma-informed care, and evidence-based psychotherapy. With a PhD from Dalhousie University and over a decade of clinical experience in B.C., she teaches and supervises across multiple hospital and university settings, including Royal Columbian Hospital and UBC. Dr. Fulton is certified in CBT, Seeking Safety, Motivational Interviewing, and Brief Action Planning, and is widely recognized for her engaging training, consultation, and guest teaching on best practices in mental health and substance-use care. She has published and presented internationally on innovative approaches to treating concurrent disorders. Through Wayfinder Wellness Centre, she also offers limited private practice, helping clients navigate substance use, anxiety, trauma, and life transitions with a compassionate, evidence-based approach.



COREY RANGER

Based in unceded Quw'utsun Territory, Corey Ranger (he/him) is an uninvited settler on these lands. Corey is a registered nurse, educator, and health systems consultant with extensive experience in street outreach, community, and public health nursing. His work focuses on harm reduction, quality improvement, project management, and translating evidence into practice, policy, and systems change. He has worked in harm reduction since 2013, first in Alberta and now in British Columbia, with experience developing, implementing, and evaluating novel approaches to substance use care and harm reduction. Corey currently serves as President of the Harm Reduction Nurses Association and as the North American Representative on the Members' Advisory Council of the International Drug Policy Consortium (IDPC). He also works with Indigenous and community-based organizations, including Cowichan Tribes, on quality improvement, service development, and implementation initiatives.



RANDENE WEJR

Randene has been the Executive Director of Turning Points since 2017. Under her leadership, the organization has grown tremendously in staff, programs offered, geographical service area and clients served. Randene is deeply committed to collaboration and community building and has created strong connections in new communities. As such, she sits on numerous community committees and working groups spanning several communities, ministries, and multiple layers of government. For the past twenty-two years, Randene has worked in roles supporting and championing marginalized individuals within Federal and Provincial governments and non-profit organizations. She has worked as an executive director for several organizations in Canada and internationally (India). She worked in Northern BC for fifteen years, and during that time, she had the opportunity to work and develop relationships with numerous diverse communities. Randene holds a Master's in Social Work and a Master's in Business Administration. Both degrees focused on non-profit leadership; additionally, She's been accepted into the prestigious Wharton School of Business executive leadership program. Randene describes her experience growing up in Enderby as a member of the LGBTQ2S+ community and tragically losing a loved one to suicide as experiences that have changed her forever. She has a profound personal understanding of trauma, mental unwellness, and marginalization as a result.



SHARI MCKENZIE-RAMSAY

Shari McKenzie-Ramsay is a Registered Nurse specializing in Emergency Nursing and Forensic Nursing, providing trauma-informed care and assessments for people who have experienced sexual assault and interpersonal violence. She has worked across emergency, mental health, addictions, harm reduction, and wilderness medicine, and currently practices in the Comox Valley while also serving as a Clinical Practice Educator with JIBC. A long-time educator and co-owner of Spiritus Wilderness Medical Training, Shari is deeply committed to harm reduction, injury prevention, and compassionate, trauma-informed healthcare in both clinical and community settings.

SERAFINA CHRISTINE

Serafina is a collaborative and intuitive Human Resource Advisor with 7 years of human resource experience and with two coaching certificates (somatic-based). She loves to work in innovative and human-focused environments with health and well-being a high priority; where staff are supported to learn, grow and advance their careers. Her passion, curiosity, and lived experience have led her to become a resource on trauma for several organizations, including the CPHR, where she has been on several panels about Trauma in the workplace. Serafina combines her lived experience of being unhoused for five years, her work experience, and complex PTSD with the neuroscience behind the ways trauma impacts people's mind, body and spirit.



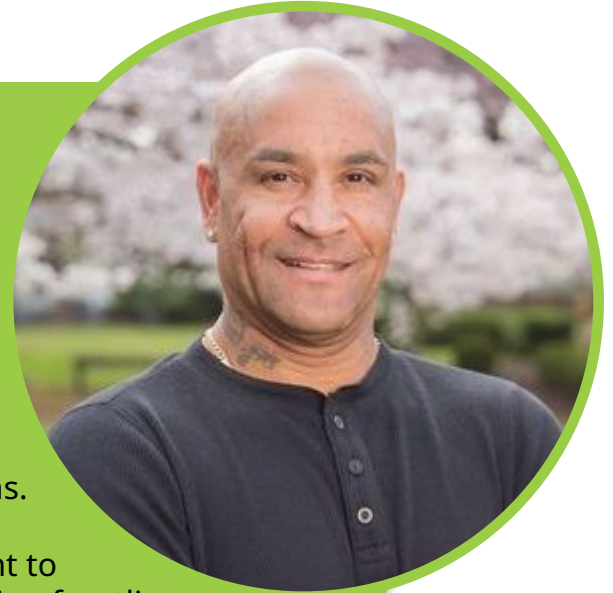
KENNEDY LEWIS

Kennedy Lewis is a trauma therapist with a Master's in Counselling from the University of Victoria, currently practising in Vancouver, BC. Alongside her private practice, she founded Extraordinary Workers to support frontline staff working in trauma-exposed environments. Drawing on her experience as a former support worker, Kennedy identified gaps in meaningful, relevant care and developed programming that centres worker sustainability and solidarity. Now in its fifth year, Extraordinary Workers engages support workers across British Columbia through workshops, groups, and trainings in a range of community settings. Kennedy approaches resilience by examining how workplace systems can better mitigate the impacts of trauma exposure, believing that when workers are properly supported, they are able to stay in their roles longer and build the stable, healing relationships clients need most.



KEVIN PARKER

Kevin is a Peer Support Specialist in Vancouver's Downtown Eastside with The Spencer Creo Foundation, with over 15 years of experience supporting marginalized and underserved communities. His work is rooted in direct frontline practice, including crisis response, overdose prevention, and day-to-day support for people navigating homelessness, substance use, and systemic barriers. Kevin brings more than a decade of frontline and leadership experience from RainCity Housing, where he held multiple roles supporting teams and residents through complex crises, including the toxic drug poisoning emergency. He also runs Parker & Assu Consulting, providing peer-led education, advocacy, and policy support to nonprofit and community-based organizations. Kevin's approach is grounded in lived experience, cultural responsiveness, and practical, relationship-based care. As a biracial Black man, he brings a deeply personal commitment to equity, dignity, and non-judgmental support. His work centers on building trust, supporting frontline workers and people who use substances, and helping unhoused individuals to access needed services.



KINGSLEY STRUDWICK

Kingsley Strudwick is a facilitator and speaker with over 17 years of experience, exploring topics such as gender diversity, intersectionality, bystander intervention, microaggressions, and transforming workplace culture. In 2016, Kingsley founded Ambit Gender Diversity Consulting, a company dedicated to improving experiences for transgender, non-binary, and other gender diverse individuals, families, and communities. On a local, provincial, and national scale, Kingsley has delivered over 500 professional development workshops, contributed to research and policy development, designed curriculum, and led community engagement initiatives. Through Ambit, Kingsley is dedicated to creating opportunities for self-reflection, connection, and building bridges across differences.



HEATHER MCCAIN

Heather (they/them) is Executive Director of Creating Accessible Neighbourhoods, a non-profit they founded in 2005. Heather McCain (they/them) is founder and Executive Director of Live Educate Transform Society (LETS), a non-profit they started in 2005. Heather built LETS from a small grassroots organization to an organization that delivers workshops and adds their voice to projects and events across Turtle Island (colonially known as North America). Heather's own experiences as an asexual, disabled, neurodivergent, queer, trans person led them to become a well-known and respected advocate, educator, and speaker. Heather works to create equity, celebrate diversity, and educate about and implement accessibility. Heather recognizes that those within the disability community have intersecting identities and they work hard to ensure a multitude of voices and experiences inform their work and the work of LETS. Heather is committed to centering decolonialization, engaging in cross-movement organizing, and utilizing both an intersectional lens and disability justice framework. Heather is proudest to be called a Crip Doula. This is a community given Disability Justice term for someone who helps disabled people navigate our complex systems, providing resources, support, and building community. This title was gifted by community members who have felt the positive effects of Heather's work. Heather has been a consultant of Vancouver Pride Society since 2019. Based on Heather's accessibility audits and subsequent accessibility recommendations, Vancouver Pride changed the route of their parade and their festival location in 2023. For Heather's work in creating more accessibility at Pride for volunteers, vendors, and visitors, they were named the Grand Marshal of the parade.



HEATHER TUNOLD



Heather is a harm reduction educator, drug policy strategist, storyteller, and abolitionist organizer with lived and professional experience at the intersections of substance use, trauma, homelessness and systemic violence. Heather brings twelve years of frontline experience in harm reduction. Most recently working in health authority leadership, Heather has trained and socialized thousands of healthcare providers in critical harm reduction, prohibition, trauma-informed practice, and transformative justice. Her work resists carceral logic and centers the expertise of people most impacted by criminalization, colonization, and structural harm. Heather believes in speaking truth to power and intentionally speaks openly about her relationship with substances which has ebbed and flowed for twenty-one years. Despite professional and academic training, Heather's lived and living experience profoundly shapes the way she shows up to do this work. She is committed to building systems rooted in dignity, accountability, and care. Heather's heart lies in community organizing, collective liberation and reimagining the status quo.

MEENAKSHI MANNOE

meenakshi mannoe lives and works on the unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations in Vancouver, B.C. She is a social worker, educator, and community organizer with 15 years of frontline experience in healthcare, outreach, advocacy, and community education. Her work brings together health equity, social work, feminist, and anti-racist praxis, focusing on tangible care and harm reduction within existing health and social infrastructure.



PERSEPHONE LARKIN

Persephone is a Doctoral student in the Clinical Psychology (PhD) program at the University of British Columbia and holds an MA in Clinical Psychology. Her clinical approach is informed by her research background. She previously worked as a research assistant at the Frederick W. Thompson Anxiety Disorders Centre in Toronto, within the Intensive Residential Treatment Program for Obsessive- Compulsive Disorder, where she interviewed clients and families to better understand the challenges faced by those living with OCD. Persephone is currently completing her dissertation, which examines the impact of stigma on individuals with hoarding disorder, with a particular focus on how stigma shapes the use of large-scale interventions by community service providers.



RHIANNON BENNETT

Rhiannon Bennett (she/her) is Musqueam and a much-sought-after speaker who is well known for asking tough questions in a manner that encourages engagement and dialogue. She is actively working to create a more equitable world for all. She has been working with children, youth and families for over 20 years in a variety of roles. Professionally, she has worked with Indigenous youth and families with overarching themes of her work being Decolonization. After years of frustration with poor policies and funding cuts, Rhiannon was led to become more politically active. In 2014, she was the first Indigenous person elected to the Delta Board of Education. As a Delta School Board Trustee, Rhiannon focused on repairing and building stronger relationships with education partners. She was appointed to the B.C. School Trustees Association's Indigenous Education Committee and was named co-chair of the committee until the end of her term.



DUSTIN CARDINAL

Dustin Cardinal is the Creating Spaces Manager for the Ki-Low-Na Friendship Society. Dustin is an Indigenous outreach worker, community advocate, and facilitator whose knowledge comes from years spent supporting people experiencing homelessness, substance use, trauma, mental health challenges, and housing instability. His work is grounded in relationships, trust, and a deep commitment to walking alongside community members with dignity and respect. Throughout his career, Dustin has helped build and strengthen outreach, harm reduction, housing, and community support initiatives. He has worked directly with individuals navigating complex systems, supported frontline teams, contributed to program development, and helped create spaces where people feel seen, heard, and valued. Known for his practical approach and strong community relationships, Dustin brings frontline experience, cultural knowledge, and a deep understanding of the realities people face every day. He is passionate about strengthening communities, supporting workers, and creating responses that are rooted in compassion, accountability, and connection.



LEANNE TOMBE

Leanne Tombe is a Social Worker with nearly two decades of experience supporting people impacted by sexual exploitation and sexualized violence. She has held leadership roles with Calgary Communities Against Sexual Abuse, including managing the Calgary Sexual Assault Team and education programs supporting police, courts, and communities. Leanne is recognized for developing innovative prevention, education, and capacity-building initiatives that strengthen responses to sexual and gender-based violence.



SARAH KIFT

HSABC Training and Communications Coordinator & Webinar Host

Sarah is an educator, facilitator, and curriculum developer with over 20 years of experience in communications, social services, mental health, and frontline practice. She has worked at Carnegie Community Centre, served as a Mental Health First Aid Instructor with the Mental Health Commission of Canada, and has spent the past 10 years developing and facilitating training with HSABC. Having facilitated more than 500 webinars and many in person events and trainings. Sarah is passionate about accessible learning, disability justice, neurodivergent inclusion, and centering the wisdom of people with lived and living experience.



CAPRICE PYBUS

Membership and Information Services Coordinator

Caprice joined HSABC in February 2025 having recently completed their Master's in Library and Information Studies at the University of British Columbia (UBC) with specialization in the First Nations Curriculum Concentration (FNCC). Caprice brings a background in telecommunications and customer service along with their experience as an early career librarian to the role. While new to the non-profit sector, Caprice's work as HSABC's Membership and Information Services coordinator is guided by the pursuit of equity, access to information, and decolonization.

HSABC Membership



Invest in your team. Strengthen your organization.

Professional learning doesn't end with a single webinar. HSABC membership provides ongoing access to practical learning, sector resources, networking opportunities, and province-wide advocacy that help organizations build capacity and support staff throughout the year. Whether you're onboarding new employees, developing leaders, or investing in continuous learning, membership helps your organization stay connected to emerging practices and a community of professionals working across British Columbia.

Membership Benefits

- Free access to live webinars for staff.
- Unlimited access to the Webinar Library.
- Exclusive access to LearnHSABC self-paced modules.
- Discounted registration for regional learning events and free registration for in person workshops.
- Certificates of completion and ongoing professional learning opportunities.
- Access to sector resources, research, and practical tools.
- Networking with organizations across British Columbia.
- A stronger collective voice through provincial advocacy.

HSABC Membership

Professional Learning for Every Role

Whether you are a frontline worker, supervisor, manager, executive leader, board member, peer worker, or community partner, HSABC offers learning opportunities that support every stage of your professional journey.

Join HSABC

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