



**DEEP QUALITY: An In-depth Leadership Course
Optimal Individual Service Design
By Michael Kendrick, PhD**

<p>Dates & Times Monday, March 5 – Friday, March 9, 2018 8:30am - 4:30pm each day plus Early evening work for 3 nights AND Tuesday, April 3- Friday, April 6, 2018 8:30am - 4:30pm each day plus Early evening work for 3 nights</p>
<p>Location: Dunn Building, 440 Elgin Street, Brantford</p>
<p>Cost: \$1900 per person or \$1700 per person if 2 or more staff per agency Please advise if an Invoice is required. Substitutions Allowed Lunch and refreshments daily.</p>
<p>Make Cheque payable to: Community Living Brant, 366 Dalhousie Street, Brantford, ON N3S 3W2</p>

REGISTRATION INFORMATION:

NAME:
Agency Name: Agency Address:
Job Title:
Phone:
Email:
Fee:
Payment Type:
Dietary Restrictions:

Registration Deadline: Please confirm your agency staff attendance by **February 9, 2018** .
Submit Registration to: Wendy Matthews at wendymatthews@clbrant.com
or fax to Wendy at 519-756-7668.

If you are looking for **Hotel Accommodation**, contact the Best Western Brantford
19 Holiday Drive; Phone: (519) 753-8651/1-855-516-1090 - Bestwesternbrantford.com

Community Living Brant is thrilled to have Michael Kendrick return to the Brantford community to offer a 9-day **Optimal Individual Service Design** course. Michael is an independent international consultant in human services and community work with a focus on work in the United States, Canada, Australia, New Zealand, the Netherlands and the United Kingdom. His expertise includes leadership, service quality, the creation of safeguards for vulnerable persons, social integration, change, innovation, values, advocacy, personalized approaches to supporting people, and reform in the human service field.

This course is aimed at bridging the gap between what is hoped for and what is actually realistic for services to deliver through person-centred approaches.

- ✚ This course is an intensive 'hands-on' event that provides the opportunity to go through the actual stages of thinking, judgement and decision-making that is involved in creating genuine and meaningful person-centred results.
- ✚ A team of three people will meet and develop an individualized proposal for a person who has an intellectual disability and their support network. Evening meetings are with the person supported and their support network (possibly with staff, family, friends) at their home.
- ✚ It combines theory sessions with practicum work in small groups to develop a proposal, from scratch, for a person receiving supports.
- ✚ Participants in the course will also have to do a small amount of writing as a team in relation to formalizing their proposal work into a final document. This will likely involve writing a total of several pages per person on a team.
- ✚ There is a list of articles/materials that are given to you to read before the course starts.
- ✚ Each week, Michael will have a co-trainer working with him. Once the co-trainers have been confirmed, course participants will receive additional information on each person.

Attendance is required for all 9 days to successfully complete the course and gain the most knowledge and understanding.

If you have any questions or require further information regarding this course, please contact Debbie Cavers, Senior Director at debbiecavers@clbrant.com or 519-756-2662, ext. 205

Michael Kendrick Biography

Michael Kendrick is currently an independent international consultant in human services and community work with a focus on work in the United States, Canada, Australia, New Zealand, the Netherlands and the United Kingdom, as well as occasionally in other countries, e.g. Nicaragua, Honduras, Ireland, and Belgium. etc. His interests, involvements and writings have included leadership, service quality, the creation of safeguards for vulnerable persons, social integration, change, innovation, values, advocacy, the role of individual persons and small groups in creating advances, evaluation, alternatives to bureaucracy, personalized approaches to supporting people, and reform in the human service field, amongst others. He has most consistently worked in the disability, mental health and aged care fields for nearly thirty years, but has also occasionally worked in areas such as drug abuse, child protection and community education. In this work, he has occupied a variety of roles, including being the Assistant Commissioner for Program Development with the Massachusetts government, the Director for the Institute for Leadership and Community Development and the Director of the Safeguards Project. He is very active as a public speaker and trainer, as well as evaluator, consultant, and advisor to advocates, governments, agencies and community groups. His masters and doctoral work was in social work and sociology. He regularly teaches at various universities both here and abroad as time allows. He also writes quite extensively and his publications are available upon request. He resides in Massachusetts.