

## BEHAVIOURAL SUPPORT ROUNDS

Thursday February 15<sup>th</sup> 2024 | 2–3 PM EDT

### PRESENTATION TITLE:

Crisis Management

### PRESENTERS:

**Iris Castillo, MSW, RSW (She/her)**

**Social worker, Crisis Outreach Support Services for Seniors (COSS)**

Iris, started her career as a child and youth worker, working with children and adolescents. She then took on a role as a supervisor in a group home setting working with teens struggling with mental health. My love and commitment to children/adolescent mental health led to a career as a counselor. After this wonderful long career, Iris continued supporting children and families through court-appointed supervised visits with clients and their children.

The love for social work continued by working with adults struggling with mental health and addictions. Shortly after, Iris proceeded to obtain her Master's Degree continuing her work with older adults experiencing various psychosocial issues. Hence, this led to obtaining a career with Woodgreen Community Services, as the social worker for the crisis team.

**Natalia Allendes, MSW, RSW (she/her)**

**Psychogeriatric Specialist - Full Circle Team**

Natalia has diverse experience working with individuals from all walks of life. She cares deeply about supporting older adults and seniors experiencing various psychosocial issues and is humbled by opportunities to make a positive impact in their lives.

Some of Natalia's work experiences include working with refugees, unhoused populations, victims of motor vehicle accidents, as well as teaching abroad in Shanghai, China. Most recently, Natalia spent two years on Woodgreen's Crisis Outreach Service for Seniors/COSS team. She currently works on Woodgreen's Full Circle team where she provides long-term support to adults and seniors in the community.

### LEARNING OBJECTIVES:

By the end of the presentation, participants will be able to:

- What were some of the techniques used in this case scenario
- Any alternative strategies that could be used

### HOW TO PARTICIPATE:

- **Register in advance [here](#).** After registering, you will receive information about joining the webinar
- If you have any questions about these rounds or wish to be included on the distribution list, please contact Bianca Figueira at [BFigueira@baycrest.org](mailto:BFigueira@baycrest.org)
- If you have Zoom Webinar questions, please contact Agnes Cheng Tsallis at [achengtsallis@baycrest.org](mailto:achengtsallis@baycrest.org)

### HOW TO OBTAIN A CERTIFICATE OF ATTENDANCE:

After having attended, complete the evaluation survey and enter an email address to request your certificate.

These sessions are open to all healthcare professionals and students to provide a learning forum to review leading practices in assessing and managing personal expressions, as demonstrated by individuals who live with dementia.

*These Rounds are co-sponsored by the Behavioural Support for Seniors Program, and the Ontario Centres for Learning, Research and Innovation in Long-Term Care at Baycrest*

