Lynn's accomplishments make her a strong role model for future generations of social workers.

In September 2010, Lynn also received U of T’s Arbor Award. This award recognizes alumni and friends whose dedication and generosity have added substantially to the quality of the university experience for students, faculty, staff and alumni (see photo p. 6).

One of the biggest challenges in social work education is that students usually are taught theory in the university classroom, but learn to apply it in practice in their practicum. It’s hard to get good data about what students can and can’t do in the practicum because each practicum is unique and professors aren’t onsite with the students. “This just might be the biggest challenge in teaching professionals,” says professor Marion Bogo.

“How do university programs know that students are learning what we are trying to teach – how can we evaluate what they are able to do with the knowledge and skills they are taught?”

Increasingly, in the health professions, students’ ability to apply knowledge in skillful behaviour is assessed in simulated scenarios with highly trained actors. In a pioneering moment that has huge implications – and possibilities – for social work education, 1st year MSW students at the Faculty were evaluated for their December final assignment in the Social Work Practice Courses by using simulated standardized scenarios or OSCEs (Objective Structured Clinical Examinations).

“Simulations have been used to teach social work competencies for years but this is the first time that they have ever been used in evaluating the performance of graduate social work students,” says MSW program director Andrea Litvack.

What happened? Students interacted in a simulated environment with a highly trained actor for fifteen minutes in a scenario and setting much like the ones they might encounter as a social work practitioner. One scenario involved a new immigrant with a baby, another a senior dealing with loss. The students were then evaluated on their performance in the interview on a standardized scale, by instructors who didn’t know them. They also wrote a written reflection immediately afterwards, guided by specific questions. These two components linked their ability to do social work and the knowledge they used to guide their practice.

What makes this unique? Three things, says Bogo. (The students were participating in a pilot study based on extensive research conducted by Bogo and vice-provost Academic Programs Cheryl Regal.) “First, it was an exam. Second, it was a practice exam. And third, it linked practice to performance and reflection – and that doesn’t exist anywhere.”

The reason this is so exciting, Bogo explains, is because it goes to the very core of what the Faculty is trying to achieve. “Which is turning out the best social work practitioners we can, individuals who have integrated the knowledge and value base of social work and can skillfully demonstrate that in complex practice behaviour. Using the OSCEs in this way, gives us information we would never get otherwise about these educational outcomes.”

To Bogo, one of the most amazing things to emerge from this is that students reported learning within an exam framework. “That is totally consistent with the latest educational theory which tells us people learn through doing. Students reported increased confidence about entering their practicum. It’s also a terrific feedback loop for the teaching faculty regarding the curriculum. We can see whether and how students use, what we’re teaching.”

Lynn Factor’s Distinguished Career Honoured

Congratulations to Lynn Factor on being named to The Order of Ontario, the province’s highest and most prestigious honour. This award, given annually to approximately 25 extraordinary individuals, is a fitting acknowledgement of her outstanding contribution to education, community and public service. Driven by a profound commitment to social justice, she has worked tirelessly on behalf of vulnerable children in our society.

As a social worker, Lynn has had a distinguished career in child welfare, both on the front line and as a Children’s Aid Society supervisor. She has worked with the Ministry of the Attorney General managing all clinical, staff and administrative activities related to the Vicem Witness Assistance Program. She continues her social work practice currently as a child witness advocate at the Toronto Child Abuse Centre (BOOST) where she prepares children to testify in criminal court. She also devotes countless hours in leadership roles on various boards and committees. Her long-standing dedication to improving services and clinical, staff and administrative activities related to the Vicem Witness Assistance Program. She continues her social work practice currently as a child witness advocate at the Toronto Child Abuse Centre (BOOST) where she prepares children to testify in criminal court. She also devotes countless hours in leadership roles on various boards and committees. Her long-standing dedication to improving services and programs for disadvantaged children was summed up best in the words of her husband Sheldon, “lynn, by her example, has taught me there is no more noble profession than social work and no more noble cause than social justice.”

In September 2010, Lynn also received U of T’s Arbor Award. This award recognizes alumni and friends whose dedication and generosity have added substantially to the quality of the university experience for students, faculty, staff and alumni (see photo p. 6).

Lynn’s accomplishments make her a strong role model for future generations of social workers.

One Giant Leap Forward
for Social Work Education

What each of us can do to make a difference

December 6th, 2010 was the 21st anniversary of the murder of fourteen women students at l’Ecole Polytechnique in Montréal. For the first time, the Faculty hosted the memorial at U of T’s St. George campus. This moving and eloquent event appealed for individual and collective actions to end the cycle of violence against women.

Status of Women Officer Connie Suberman opened the ceremony by saying that people had come together to mourn, remember and work for change, “This day is a call to action, a day for building community,” she said.

Speakers included the Honourable Laurel Broten, Minister Responsible for Women’s Issues, who said December 6th was a defining moment in her own life. Associate professor Ramona Aalgaard called for “the importance of not only naming, but speaking out, and the obligation of not being a bystander.”

The impetus for holding the memorial at the Faculty arose from some offensive images Aalgaard discovered in October in the student engineering newspaper Tikle Dike. “The images, which were about...
Continuing Professional Development further equips professionals to respond to emerging issues and concerns in our rapidly changing environment of human service provision.

Active community engagement matters to all of us

The Sharon and Larry Enkin Community Leadership Award

Reinforcing the core value of community engagement is one of the primary goals of the Sharon and Larry Enkin Community Leadership Award. Since 2009, the award has been given annually to a student who demonstrates active volunteerism and outstanding leadership in the community.

The intent, according to Larry Enkin, who set up the award with his late wife, Sharon, is to honour students who are engaged in the community, while encouraging them to continue in this vital work. “The award is meant to lead by example,” says Enkin. “It is designed to say to students that we acknowledge and applaud what you are doing. And to serve as an additional link between the Faculty and the community.”

Larry Enkin knows first-hand the kind of effect social workers can have. The French word “animateur” is closest to his ideal of community advocacy. “An animateur, like an agitator, is someone who gets things moving around a common cause, so you accomplish your goals and move on.”

Looking into the community, he sees talent and skills, needing only the right catalyst or vehicle to emerge. “Community means people in a broader universe, not just the social work community, not just profession or academics. I want this award to say we are all part of one another.”

That kind of attitude has a far-reaching and infectious power. The Faculty is enormously appreciative and grateful to Larry and Sharon Enkin for creating an award like this which promotes positive change, while students find it to be exciting and valuable since it highlights the importance of the work that they are doing.

What each of us can do to make a difference (continued)

Physical ill health and physical ill health leads to a circular relationship. Mental ill health leads to depression.

“Inequality in mental health is caused by inequality in mental and physical health services. By identifying these groups, Gadalla hopes that more attention can then be paid to them, through diagnosis, treatment and policy intervention.”

Mental health disorders, says Gadalla, remain underdiagnosed and undertreated. There is a strong need to educate the general public about mental health and available resources through increased outreach programs.

“Inequality in mental health is caused by inequality in the distribution of coping resources, like social support, sense of mastery, sense of control over one’s life. Unfortunately, coping resources are not equally distributed.”

The IMAGINE clinic – the first interprofessional student-run clinic for the homeless in Toronto – opened its doors in downtown Toronto on October 16th. The clinic operates out of a space in the Central Toronto Community Health Centre Queen West, providing free health services for people without ID or OHIP. Its clients are homeless people, refugees and immigrants. Interprofessional teams of students are supervised by preceptors from each profession.

A completely interdisciplinary creation, all planning and development was done by a group of students from nine health professional programs, including social work. For MSW student Jess Barnes who sits on the Executive Committee and is one of a number of social work students involved with the clinic, it is the interprofessional aspect that particularly excites her. “Everyone’s talking about this but IMAGINE is actually doing it.”

This remarkable project is the brainchild of Sagar Dugar (Med class, 2012) who is a co-director with Ryan McGuire (Pharmacy class, 2011). The goal is to get students engaged with marginalized and vulnerable populations and learn how to provide care for them.

Save The Date: May 25th, 6 – 9 pm
Alumni Association 2011 AGM, Spring Reunion & Book Expo

Don’t miss this year’s AGM, Spring Reunion and Book Expo at the Faculty which promises to be a dynamic evening. The Book Expo features discussions of recently published books by faculty and professors, sororities, presentations by alumni on leading social work practices and a wine and cheese reception. For more information, contact Cheryl Mbrit at cheryl@cherylmbrit.com.

“Without a sense of caring, there can be no sense of community.”

Anthony Burgess

The Oxford English Dictionary defines it this way: The strong effect of one thing, person, action on another; an influence; an impression. Here at the Factor-Inwentash Faculty of Social Work we define having an impact in many ways.

It’s a release a report like professor David Hulchanski’s that gives us a whole new picture of the city we live in. It’s Lynn Factor receiving Ontario’s highest honour by being named to The Order of Ontario. It’s workshops at The Book Expo that give us a whole new picture of the city we live in. It’s students organizing campaigns to raise awareness of social assistance inequities and opening a clinic to help the homeless. It is professor Marion Bogo and vice-provost Academic Programs Cheryl Regnier’s pioneering use of OSCEs to evaluate graduate MSW students.

It also means associate professor Tahany Gadalla’s re- search into mental health and associate professor Char- maine Williams’ belief in the power of working with communities to start conversations that matter. It’s a powerful memorial on the 21st anniversary of the women murdered at l’Ecole Polytechnique in Montreal. It’s the remarkable commitment and passion driving our nine first year PhD students. And the curiosity and compassion underlying the cutting-edge research of our five first faculty mem- bers and some of our Status Only faculty.

Having an impact means setting up scholarships and bursaries that make it easier for future generations of students to become social workers. It’s alumni president Ramona Alaggia and her students creating a Facebook group called “We Are Everyone” where items related to violence against women, bullying and homophobia are posted. Next, is a campus media watch. Alaggia says this is an exciting moment. “Social networking is such a powerful thing when used in these situations. I want to get a formal going and turn this idea, of how safe people feel on campus, into action.”

The real point is that giving people a voice and a way of expressing feels is the way forward.”

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What each of us can do to make a difference (continued)

Who is IMAGINE?

IMAGINE is a student clinic where the bottom line is the bottom line: if you’re hungry, you’re fed. IMAGINE is, in fact, the first student-run clinic in the city for homeless people. The clinic is unique in terms of its patient population, which is typically what’s offered and show how people can work together for positive outcomes by teaching students to interact with one another,” says McGuire. “Each student learns not only how to work on a team, but about the other professions as well. The social and complex needs of the patients require an interprofessional approach.”

To Barnes, working with the clinic gets to the heart of why she wants to be a social worker: “It highlights the psycho-social aspect of health. That’s something I can see when I’m there. Social work really brings something, by asking questions about mental health and resources. The role of the social worker can be to make the client feel safe.”

What does it take to be a great leader?

find out at www.socialwork.utoronto.ca

MSW/ADVANCED DIPLOMA IN SOCIAL SERVICE ADMINISTRATION

Tahany Gadalla’s Measurement Challenge

Associate professor Tahany Gadalla, who received tenure this past June, uses measurement of various educational and psychological constructs to determine who is at greater risk of mental ill health. The challenge, she says, is to find a way to accurately measure a concept like depression, that you can’t touch with a ruler or a scale.

“It’s important to use measuring instruments appropriate to different populations. We can’t take questions developed in the West and simply translate them for use with Canadian ethnic populations. The questions wouldn’t capture depression as they experience it. Instead, we develop a different way of asking questions, by targeting the symptoms people experience with depression.”

Gadalla’s research emanates from the interaction between physical and mental health. “It’s a circular relationship. Mental ill health leads to physical ill health and physical ill health leads to more mental ill health. The combination is very detrimental to individuals and society.”

Her research presents the population most at risk of developing depression; anxiety or eating disorders, as well as groups with uneven access to mental health services. By identifying these groups, Gadalla hopes that more attention can then be paid to them, through diagnosis, treatment and policy intervention.

“Mental health disorders, says Gadalla, remain under-diagnosed and undertreated. There is a strong need to educate the general public about mental health and available resources through increased outreach programs.

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Alaggia and her students created a Facebook group called “We Are Everyone” where items related to violence against women, bullying and homophobia are posted. Next, is a campus media watch. Alaggia says this is an exciting moment. “Social networking is such a powerful thing when used in these situations. I want to get a formal going and turn this idea, of how safe people feel on campus, into action.”

“Oh, and I have to say, that’s the most important thing: that people feel safe.”

What each of us can do to make a difference (continued)

“Without a sense of caring, there can be no sense of community.”

Anthony Burgess

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LEARNED TODAY

WHA T YOU TELL ME
Kenta Asakura, MSW (Smith College), had a Seattle-based clinical practice at an outpatient counseling centre and a LBGTQ youth program completed. Since finishing his postgraduate training at the Seattle Psychoanalytic Institute, Asakura wants to contribute to the field through research, teaching and clinical practice. His research focuses on knowledge construction at an emerging age of a LBGTQ youth in a homophobic environment and relationship-based social work practice. “It’s really about enjoying learning with such a wonderful group (even if leaving his practice and support system was harder than anticipated).”

Sarah Beatty, MSW (York University), worked in child welfare as a child protection worker and research project coordinator. She loves research and this is an incredible opportunity to delve into community-based collaborative work with a community-based collaborative team answering research and evaluation questions. Her research focuses on the experiences of foster parents’ own children within the child welfare system. Beatty finds the expertise and knowledge of her classmates and professors and her biggest challenge is that of a five-hour round trip commute. Jessica Carriere, MA (York University), works for Social Planning Toronto and the United Way, Toronto as a policy consultant and researcher. She’s here because of the interdisciplinary focus and the breadth of research and community work available through the Faculty and its affiliates. “I look at the transnational/translocal discursive circulation of targeted (or place-based) neighbourhood and community policy.” She employs interpretive policy analysis, drawing on the British tradition of institutional critique. “It was a very nice surprise to discover that I was to be part of a group of doctoral students who support one another at the level that we do.”

Gigi Gozy, MSW (York University), worked as a child protection worker. Gozy wants to create a space for real social change and hopes to develop knowledge based in the reality of communities being researched. “I want to promote and teach critical thinking and analysis of the structural barriers that organize our world. The focus of my research is how institutional racism, sexism and class in education organize the mental health and well-being of black women.” Gozy is enjoying the camaraderie among the students, is a member of the Collective Hands Committee (which aims to meet the needs of black youth in care at Durham Children’s Aid Society).

Rhonda Hackett, MSW (U of T), has worked in agencies and institutions as a social worker with people from diverse communities. She’s here to learn how to do research. “Having practiced for a long time, the next question is how can practice be supported by research?” Hackett wants to experience being research-experienced in the context of Toronto’s Caribbean population. She’s enjoying the opportunity to revisit old issues in new and wide-ranging ways. The biggest challenges so far are time and funding – the PhD challenge. Shira Hadad Moolam, MA (York University), chose the Faculty because of its strong commitment to students’ academic growth and excellence, its clinicalancias academic trajectory and the breadth and depth of faculty and their research. Haddad believes: “If you promote and research expertise breeds intellectual stimulation, she believes. Moolam was the director of a New York City-based centre for older adults, she hopes to create improved and better services for the aging and use spiritually and alternative healing with uncomplicated populations. She feels fortunate to be developing her “embryonic” social worker identity alongside classmates with such bright, fertile minds and to be learning to be a researcher with individuals of all kinds and kind. Kaitlin Schwan, MA (Art History), BA (Philosophy), is committed to social justice and believes that the Faculty is too. As a social activist she participates in ongoing struggles by fighting beside the marginalized and oppressed. Her arts-based research project is about stigma management and resilience in youth living on the street. Schwan spent last year in Seattle, developing her activism and art. Balancing her academic life with activism, she lives in an artist/activist communal house based on environmental sustainability and community development. What’s she enjoying? Most the knowledge and passion of her colleagues.

Erin Michels Treff, MSW, Critical Social Work (York University), BA, Interdisciplinary Women’s Studies (U of T), just graduated. She’s frustrated by the injustices faced by so many individuals on a daily basis and hopes to enter the field while working towards her PhD. Her goal is to have an impact on social policy. Research, she believes, can effectively challenge society’s injustices and change through community intervention and involvement. “The learning experience so far has been stimulating and interesting; the challenges have all been good ones.”

**Do the Math, Eat the Math Campaign Highlights the Issue of Hunger**

Students at the Faculty spearheaded a “Do the Math, Eat the Math” challenge this past November, with some 75 students and faculty raising over $500 to live off a standard food bank hamper for a few days. The province-wide campaign was designed to raise awareness about the inadequacy of social assistance benefits. Participants were encouraged to take an online “Do the Math” survey as well as submit on the contents of the hampers for as long as they could. One organizer, MSW student Mark Woodnutt, whose placement is at The Stop Community Food Centre, said that he considered “the moment people realised they couldn’t do it anymore and stopped – that moment was a success. Because it showed how impossible it is to live like that.”

Another organizer, MSW student Jai-El Bradbury whose placement is at the Children’s Aid Society of Toronto, wanted to bring social awareness to the Faculty. “On a personal level – and in as respectful a way as possible, I wanted to have an experiential understanding of what some of the clients I’m working with go through. There’s a difference between hearing something like that and actually experiencing it yourself.”

**Meet Our Five Newest Faculty Members**

Charmaine Williams keeps starting conversations

When associate professor Charmaine Williams considers the work she does, she believes that its most direct effect is in starting conversations that wouldn’t happen otherwise. “Research gives people information and language and if it’s community-based, it creates venues for discussion,” says Williams, who is associate dean, academic and the Profess-Ferninand Chair in Social Work Health and Mental Health.

Williams takes her work out into the community by sitting on committees with service providers and users and by offering continuing education workshops. “Doing that has an effect on your research. You see what’s important, what’s making a difference in people’s lives and what their needs are.”

Another example is the recent research she’s done with associate professor Peter Newman on HIV vaccines and how they used the community launch forum to inform women about the low uptake of these vaccines by women are disproportionately at risk for HIV, so we sat down and talked to them, to the people who could benefit from this, as well as service providers and policymakers. “Researchers bring people together.”

Rupalema Bhuyan’s interdisciplinary background is in mental health, health psychology and social work. Integrating qualitative research and analysis in community-based participatory action research, her research is based around mental health and violence against women. Current research examines the links and correlates of domestic violence services for immigrants in crisis.

“Does what it do mean to be a citizen? Is it about participation or rights without these rights? Who gets included or excluded?” Bhuyan points to a recent policy victory to maintain safety for children accessing violence against women services by an order from the Canada Border Services Agency’s Toronto Region General/Director. Toronto area immigration officers may no longer enter violence against women spaces to enforce deportation orders. “We must work to provide services based on people’s humanity, not on legal status.”

Shelley Craig’s research focuses on the social determination of health for sexual minority youth. “This is a rich area of research for social workers: examining how social exclusion – perceived discrimination in bullying – leads to school and health problems,” she says. “And how social support or inclusion potentially leads to better health outcomes.” Craig works for years in health and mental health settings and her expertise is in delivering effective services to vulnerable populations. “I work with agencies to create programs to help young people improve their health, mental health and school performance.” She recently developed and implemented an extensive Mentor-based project bringing intervention programs for vulnerable youth and their families directly into schools.

Lin Fang’s research falls into two areas: substance abuse treatment among unengaged adolescent girls and the development of culturally-appropriate services for culturally relevant services. Lee is researching the settlement and integration experience of Toronto Korean women. According to the Toronto District School Board, 50% of all primary and secondary school international students are South Korean. Given the magnitude of this student body, Lang must help schools to communicate with these students. Her research focuses on the impact of immigration patterns on the family. “Building our knowledge of how these families develop and maintain their cultural practices can help prepare school communities to be responsive to the needs of students.”

Meet Our Five Newest Faculty Members

**Save the date**

May 25th, 6-9 pm - Alumni Association 2011 AGM, Spring Reunion & Book Expo. For more information, contact Cheryl Mini at cheryl@cherylmitri.com.

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Want to give back to your profession in a meaningful way? Have even a small amount of time to help a current student launch his/her career? See page 8.
The Marion Soloway Scholarship in Social Work Practice

Social worker Marion Soloway, MSW (U of T), has created a scholarship focused on a subject she is passionate about—clinical practice. “I’ve been in clinical practice my entire career. It’s what I believe in and what I trained for by the Faculty. It’s my passion. I’m delighted to help students who share my interest.” The Marion Soloway Scholarship in Social Work Practices will be awarded to students who show merit, financial need and interest in pursuing clinical social work in a social work setting.

Soloway has remained connected to the Faculty as a loyal friend for many years, in particular through her relationship with professor Marion Bogo. She always intended to do something for the school that did something for her. This intention was strengthened when she learned that the impact of her donation could be tripled through the Graduate Student Endowment Fund (GSEF), an Ontario government matching initiative.

We extend our warm thanks to Marion Soloway as a committed alumni for acknowledging the Faculty in this way by creating The Marion Soloway Scholarship in Social Work Practice.

The Ember Award

Our sincere thanks go to the representatives of the former Ontario College of Certified Social Workers (OCCSW) who have set up The Ember Award. We very much appreciate their generosity and foresight in creating this award which will provide financial aid to MSW students at the Faculty on an annual basis, in perpetuity.

The Ember Award was established in memory of Marion Soloway. In fact, it was at Ms. Soloway’s suggestion that the Professor Marion Bogo Chair in Social Work Practice was established. It is an honour to have professor Marion Soloway and her husband, Sheldon Inwantas, with whom we share a common mission, for the past sixteen years. Since 1990, the Foundation has provided five bursaries a year to students who are active in community work and an additional gift in 1996 allowed the Faculty to name the student lounge ‘The Ta-Chi Buddhist Lounge’.

The Tzu Chi Bursaries in Social Work

The Buddhist Compassion Relief Tzu Chi Foundation has been an esteemed and reciprocal partner, with whom we share a common mission, for the past sixteen years. Since 1990, the Foundation has provided five bursaries a year to students who are active in community work and an additional gift in 1996 allowed the Faculty to name the student lounge ‘The Ta-Chi Buddhist Lounge’.

An award ceremony to honour student recipients of the 2010 Tzu Chi bursaries and to report on the Foundation’s international work was held in that lounge on November 17th. Dean Mishna welcomed Mr. Fred Yuan and other members of the Tzu Chi Foundation by saying how deeply honoured the Faculty is by the relationship.

“We share the goals of the Tzu Chi Foundation to assist in humanitarian causes around the world. It is vulnerable and make our communities and society as a whole, healthier and stronger,” she said. Students at the ceremony expressed their gratitude to the Foundation for their generosity and for making a difference in their lives.

We very much appreciate the continued support of the Tzu Chi Foundation and look forward to strengthening this relationship in years to come.

Each of these Status Only faculty members is employed in a full-time position outside of the Faculty that is primarily research or education. Here’s a small selection of their cutting-edge activities. We’ll be profiling more Status Only and Adjunct faculty in the future.

Matching programs have the ability to make your funds go so much further.

Currently there exists a remarkable opportunity to leverage donations made in support of graduate student aid, through the Ontario Trust for Student Support program (OTSS), an Ontario government initiative. Contributions made to establish awards, bursaries and scholarships will be matched dollar-for-dollar, resulting in an endowment that is comprised of your gift and the matching funds. This unique matching program allows you to double the amount your investment will yield. By creating an endowed scholarship, you can make a huge difference in the lives of our students, by ensuring that a scholarship is awarded on an annual basis, in perpetuity. Contact Christine at fund.fsw@utoronto.ca to discuss establishing a scholarship.
She’s Our Tenacious Alumni President

When Alumni President Doreen Winkler received the National Distinguished Service Award from the Ontario Association of Social Workers in 2008, she told the assembled crowd, “I have changes from passive introspection onto what you do, your lifestyle not as good as other people who have the disability and you’re still much you accomplish, you still choose a career in helping others. “Among those abilities are and what stops service agencies and mental health workers from using them. “Among many other things, I learned how important it is to help people with problems in ways that ultimately develop their own self-determina- tion and personal empowerment.”

Therapy helped Winkler, who was born blind, deal with the stigma of her disability. “It’s important to work out personal problems that impede you in your work if you choose a career in helping others with theirs. I probably went through what anybody with a disability goes through. “You feel, no matter how much you accomplish, you still have the disability and you’re still not as good as other people who don’t have it. When you shift your self-image from what you cannot do onto what you can do, your lifestyle changes from passive introspection to productive activity.”

This “can do” attitude has been something of a theme for Winkler, the daughter of a forward-looking prairie mother who made sure her daughter got an education because she believed in one. Winkler has an MSW and PhD from the Faculty. As Alumni President, she has demon- strated repeatedly that same tenacity and enthusiasm, successfully bring- ing together graduates from different generations to further strengthen and build the organization.

Her remarkably varied career has taken her from working in family service agencies and mental health settings, to teaching, to a private practice focused on people grieving personal losses, to appointments to the Canadian Human Rights Commission and the Immigration and Refugee Board of Canada. These days, Winkler sits on the Ontario Review Board, dealing with people who have committed a crime and who, by reason of a mental disorder, may not be fit to stand trial or may not be criminally responsible for their crime. This appointment presents her with new and exciting challenges as the work is based in both the mental health field and the justice system.

Winkler believes that social work professionals can empower people to use abilities they may not even know they have. A basic element of assessment is finding out what those abilities are and what stops people from using them. “Among many other things, I learned how important it is to help people with problems in ways that ultimately develop their own self-determina- tion and personal empowerment.”

Not only a Toronto phenomenon, the trend is also oc- curring in the suburbs and across urban Canada. The big change, Hulchanski says, is a societal one. “We are no longer a middle income society that provides jobs with middle income wages. There are major implications here for social work. Huge policy changes need to happen in terms of affordable housing and income distribu- tion on the federal and provincial level. Then there’s a variety of small things that a city can do.”

Hulchanski considers his report a wake-up call to ac- tion. The segregation of the city by income and ethno- cultural origin is not inevitable or irreversible. Hulchanski says that we need to begin slowing and reversing this trend, by building towards a notion of one city in which the disparities are far less extreme. The report was commissioned by St. Christopher House, curious to see if they should continue to focus their services in the traditional service area south of Bloor. Using census tracts over a 35-year period to show how the average status of residents in each neighbourhood has changed led to some startling results. The area inhabited by St. Christopher House remains, despite gentrification, low-income and the need for social and immigrant settlement services remains strong. However, the need has also spread to areas once considered middle income – much of Scar- borough and northern Etobicoke – where few social service agencies exist.