



Michael Kendrick is an international consultant and the creator of the Optimal Individual Service Design course which is the most in-depth workshop currently in existence on “deep quality” in person centred practice. Dr. Kendrick writes and publishes extensively on these subjects, has presented to tens of thousands of people in over a dozen countries, consults widely on leading edge practice with governments, advocates, service providers and has evaluated many hundreds of services. He has over forty years of experience within the disability and mental health field and has worked in Ontario many dozens of times over four decades.

**DAFRS PRESENTS**

**MICHAEL KENDRICK**

**SUPPORTING  
PEOPLE WHO  
ARE SEEN TO  
HAVE  
UNCOMMON  
AND COMPLEX  
NEEDS**

**ONE PERSON  
AT A TIME**

One often sees people being described as being “difficult to serve”. This is a misleading depiction of the people, as the real difficulty is that the people supporting them are unsure of how best to support the person i.e. they are finding it difficult to meet the person’s needs. Consequently, **the problem is really one of strengthening their capacity to meet the person’s needs.**

Fortunately, there has been considerable learning and progress and in being able to effectively address uncommon and complex needs. This workshop will share some of the fundamentals that are involved in understanding people and what they may need, how to address personal vulnerabilities adaptively, the role of “imagining better”, the blending of formal and natural supports, establishing and maintaining “right relationship”, discerning and creating what is life fulfilling for a person and similar aspects of holistic support. This is an exploratory and topical workshop and is not intended as being equivalent more in-depth and demanding learning experiences on this subject. However, it will be a good opportunity to formulate and address the specific questions and concerns of those attending.

**Wednesday, November 22, 2017  
9:00am to 4:00pm**

**Register online here  
or by phone  
(905)436-2500 ext.2314**

**@ The Gathering Place  
20-850 King St. W, Oshawa, Ontario**

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