

Heidi Boivin . MSW, RSW

YOUTH COUNSELLOR - SOCIAL WORKER

- 14 Years as Medical and Community Social Worker
- Autism and Aspergers Instructor & Counsellor
- Kids Grieve Too: Bereavement Training Certificate
- Crisis Prevention and Intervention Training Certificate



CONTACT INFORMATION

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 @Heidi.Social.Wellness

SKILLS AND APTITUDES:

- Able to work in collaboration with community partners and as part of a multidisciplinary team to develop and implement effective plans to assist patients.
- Able to work under pressure in a fast-paced environment.
- Capable of handling a large patient case load of patients.
- Strong time management, interpersonal, as well as communication skills
- Critical thinker, problem solver, flexible.
- Bilingual, enthusiastic hard worker, professional, reliable, ethical, and loyal.

Certifications

Attending ongoing seminars and webinars to further my education and networking skills via **Pallium Canada & Hospice Palliative Care Ontario & St. Joseph's Care Group Indigenous Health Department**

Annual Indigenous Health Forum
March 2021, Indigenous Health Circle, Ontario Health

KIDS Grieve Too!
Good Grief! Bereavement Healing Services

Crisis Prevention and Intervention Certificate
June 2017

EDUCATION: Masters of Social Work, June 2012
York University, Toronto, Ontario

Bachelor of Social Work, April 2010
Ryerson University, Toronto, Ontario

EXPERIENCE:

June-2015 – current
Palliative Care Coordinator

Ontario Health atHome
Newmarket Office

- Assumed a patient-centered approach to care management
- Performed psychosocial counselling to patients and their loved ones experiencing social and emotional conflict
- Empathetic and sensitive to patients and families coming to terms with life limiting illnesses such as cancer, long term ventilation, palliative care, and ALS
- Provided grief and bereavement counselling as well as coping strategies to families
- Mitigated any conflict situations that arose among families and community team members
- Expertly conducted difficult conversations with patients and their loved ones around advanced care planning
- Conducted comprehensive in-home evaluations and assessments
- Collaborated with a multidisciplinary team consisting of physicians, oncologists, OHTs, hospital professionals, and other community stakeholders
- Determined the best plan of action for the patients based on their specific needs.
- Informed patients of services available to them as they experienced deteriorating health
- Knowledgeable in numerous legislative acts (e.g. Mental Health Act, Long Term Care Act, Retirement Home Act, Health Care Consent Act, Substitute Decision-Makers Act, etc.).
- Encouraged patients to reflect on their end-of-life goals and wishes over the coming months such as dying at home, DNR, Medical Assistance in Dying, among others
- Complete applications to long term care facilities, Adult Day Programs, ADP funding, and financial assistance services
- Linked patients to appropriate resources in the community
- Worked collaboratively with the Hospice Palliative Care Team, Odette Cancer Centre, Temmy Latner Centre, Sunnybrook, and various Hospices in York & Simcoe Region.

September 2013 – 01 June 2015
Hospital Care Coordinator

Community Care Access Centre
Mackenzie Richmond Hill Hospital

- Worked in collaboration with clients, family, and hospital interdisciplinary team
- Utilized a standardized assessment tool to assess eligibility for CCAC services
- Facilitated safe discharge plans with appropriate services such as in-home care
- Demonstrated conflict resolution skills, understanding of consent and capacity legislation.
- Achieved a system navigation role by linking clients to community resources
- Developed safe and individualized care plans in collaboration with clients, family, physician, hospital interdisciplinary team, and service providers
- Provided information to clients and families on alternative living options such as Home First, Convalescent Care, Long Term Care, Retirement Homes and Assistive/supportive housing

- Completed complex Home First, Convalescent Care, and Long-Term Care Referrals.
- Participated in community and hospital team meetings as required

August 2012 to September 2013.
Intensive Care Unit and cardiology

Southlake Regional Health Centre
Newmarket, Ontario

- Worked extensively in the Intensive Care unit and covered Cardiology and NCIU Social Workers
- Provided client-centred assessments of emotional, physical, social, cognitive needs and capabilities of the patients and their families; individually and as part of a team
- Prioritized and managed multiple complex cases
- Involved in patient discharge
- Developed clinical specialties in grief, crisis, trauma, palliative care, loss, and mental health.
- Utilized clinical and community service knowledge through linking and referring clients to resources and services
- Demonstrated social and multicultural sensitivity while working with diverse, multicultural client groups
- Committed to continuing professional development

FIELD PRACTICUM EXPERIENCE:

January to May 2012
Intensive Care Unit and Medicine Unit

Mackenzie Health
Richmond Hill, Ontario

- Worked extensively in the Intensive Care unit and Medicine Unit at Mackenzie Health Hospital.
- Shadowed the NICU and Emergency Department Social Workers
- Provided client-centred assessments; individually and as part of a team
- Developed clinical specialties in grief, crisis, trauma, palliative care, loss, and mental health.
- Consulted and liaised with community partners
- Implemented intervention and treatment plans to meet the needs of clients and their families
- Utilized a variety of interventions, counselling services, psycho social assessments, individual and group knowledge and experience
- Provided palliative care approach, support, and education

Fall 2009 – March 2010

Geneva Centre for Autism
Toronto, Ontario

- Interacted with adults on the autism spectrum such as: Autism and Aspergers syndrome.
- Provided a supportive & coaching role.
- Aided adults with special needs to develop and utilize coping and life strategies when in difficult anxiety provoking situations.

- Understood the ethical considerations in the work place including: confidentiality, understanding boundaries, comprehending the release of information, and the duty to report, as well as safety concerns for clients and self.
- Advocated for and on behalf of the clients in the community.
- Understood client obstacles as well as fostered obstacle removal through person-centered approach and strength-based approach.
- Developed and facilitated activities and community outings for clients
- Attended agency meeting and orientation to other programs such as behaviour interventions, the Social Work Services department, and Foundations courses.

Fall 2008 – Spring 2009

Ontario Early Years
Willowdale, Toronto

- Worked with children and infants aged 0 to 6 years.
- Co-facilitated and organized mothering program.
- Interacted with children and parents from multicultural backgrounds.
- Performed intake and registration for the centre, referrals, and linked parents to community resources.
- Attended agency meetings.
- Participated in outreach to schools, OEYC locations, parenting programs

Summer 2010, 2009 & 2008 (Full-time)

Special Needs Counsellor
Town of Richmond Hill

- Worked extensively one-on-one with children aged 4-12 with special needs, primarily Autism and dual diagnosis.
- Patient and sensitive to children's feelings, needs, and emotions.
- Assisted children with expressing their needs using words, pictures, and sign language
- Integrated them into regular camp settings and activities while promoting a safe environment
- Discussed the children's progress and needs with their parents and with their case managers from Reach from the Rainbow Association.
- Trained on issues such as surrounding autism and developing age specific skills and strategies.

Summer 2007, 2006, 2005

Camp Counsellor
Full-time

Town of Richmond Hill

- Planned and organized activities for children ages 3 to 12.
- Discussed with parents any problems and concerns.
- Monitored and helped children with the activities.
- Promoted a safe environment for all.
- Aided with any first aid requirements such as an Epi-Pen and medication.

References: To be provided upon request.