

*The Alberta Association for Community Living*

*The Alberta Safeguards Foundation  
and  
Community Rehabilitation and Disability Studies Program, University of Calgary*

Present a ½ day workshop on:

## **Dilemmas of Serving for Pay Upon People in Need**

Presented by **Susan Thomas** of the Training Institute for Human Service  
Planning, Leadership & Change Agency, Syracuse University

**Monday, March 12, 2012**

**1 pm - 4:30 pm**

Registration from 12:30 pm – 1 pm

Kensington Legion (Chinook Room)  
1910 Kensington Rd. N.W.  
Calgary, AB

**Cost \$50.00 (includes refreshments)**

The vast majority of human services provided today to people in need are formal, organized, paid services. The service is offered by an organization such as a private agency or the government and therefore, it is subject to many rules and regulations. All this raises many questions because formalization and payment for service introduce problems. These problems have to do with the nature of the service, its capacity to address the needs of the people who receive it, the motives of the people rendering the service and the ultimate results of the service. Many people involved in contemporary human services are rarely ever told of these dilemmas; nor are they told how these dilemmas might be addressed. This ½ day lecture style presentation will explore the dilemmas of paid human services and some ways these dilemmas may be addressed.

### **Presenter:**

Susan Thomas is a native of Pittsburgh, Pennsylvania, and received a bachelor's degree (cum laude, in psychology) in 1973, and a master's degree (in special education) in 1979, both from Syracuse University in Syracuse, New York. She has worked since 1973 at the Training Institute for Human Service Planning, Leadership, and Change Agency at Syracuse University, which was founded by Dr. Wolf Wolfensberger in 1973 and which he directed until his death in early 2011. She has had a great deal of experience in teaching Social Role Valorization (SRV) and its predecessor normalization, in teaching other topics relevant to the welfare of devalued people, and in the evaluation of human service quality. With Wolfensberger, she is the co-author of the PASSING service evaluation tool, and numerous articles. She has also authored numerous articles on her own.

Ms. Thomas' service experience has been primarily in informal, voluntary engagements with people in need and with services to them, in the roles of friend, advocate, and mentor for devalued people.

## Registration:

Registration Fee: \$50.00 (includes refreshments)

Fee reductions are available. Please contact Registrar, Ashley Frame at 403.717.0361 for more information.

Register online at [www.aacl.org](http://www.aacl.org) or complete the following by mail, fax or email at [mail.calgary@aacl.org](mailto:mail.calgary@aacl.org)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Organization (if applicable): \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ PC: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Visa     MC     AMX     Cheque     Cash

Credit card# \_\_\_\_\_

Signature \_\_\_\_\_ Exp Date: \_\_\_\_\_

Please forward registrations to:

Alberta Association for Community Living  
Suite 211, 4014 Macleod Trail SE  
Calgary, AB T2G 2R7  
Phone: 403.717.0361  
Fax: 403.228.2132



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