

FIRST NATIONS WELLNESS/ADDICTIONS COUNSELLOR CERTIFICATION BOARD



**CERTIFICATION STANDARDS AND PROCEDURES GUIDE
FOR INDIGENOUS WELLNESS/ADDICTIONS WORKERS**

2012

CERTIFICATION STANDARDS AND PROCEDURES MANUAL FOR INDIGENOUS WELLNESS/ADDICTIONS WORKERS

INTRODUCTION

This Guide provides information on the specific standards and procedures related to the certification of **Certified Indigenous Wellness/Addictions Workers (CIWAW)**.

The Certified Indigenous Wellness/Addictions Worker (CIWAW) is a basic certification level, offered by FNWACCB from mid-January 2012. This certification is designed to recognize workers who are currently employed in the wellness/addictions field, who have a valued level of education, training, knowledge and skills, but who have not yet reached the level of requirements for the Indigenous Certified Addictions Specialist¹ Certification Level I (ICAS I).

Applicants for the CIWAW certification have two options: 1) they can either choose to remain at this level and renew it every two years or 2) choose to upgrade to Indigenous Certified Addictions Specialist Level I (ICAS I).

ABOUT THE FIRST NATIONS WELLNESS/ADDICTIONS COUNSELLOR CERTIFICATION BOARD

The First Nations² Wellness/Addictions Counsellor Certification Board (FNWACCB) was created at the direction of the Association of BC First Nations Treatment Programs. The intent driving the creation and development of FNWACCB certification process is to match and exceed existing competitive standards in the field, as well as to meet the increasing accountability required by the federal government.

The First Nations Wellness/Addictions Counsellor Certification Board provides a specialized process for certifying Aboriginal wellness & addictions Specialists that incorporates indigenous peoples culture, traditions and healing philosophies and that meet or exceeded certification standards in Canada and internationally.

Our Board certifies qualified Aboriginal addictions workers who are employed in Aboriginal addiction treatment centres and in community-based programs throughout Canada. Our certifications attest to the professional qualifications and competence of certified counsellors.

Our standards for certification are compliant with 11 International Boards and 70 US Districts, including alcohol/drug groups and authorities in most Provinces, and the U.S, First Nations alcohol/drug programs as well as various foreign alcoholism commissions, branches of the military and the First Nations Health Services.

AUTHORITY

The authority of the Certification Board is derived from knowledgeable, experienced, and skilled Board members and staff who are dedicated to the wellness of counsellors and trainers working in the field of wellness/addictions, and of the individuals, families and communities that are

¹ Information on FNWACCB certification **Indigenous Addictions Specialists** certifications is provided in the 2012 Certification Standards and Procedures Manual for Indigenous Addictions Specialists.

² The term First Nations embraces Inuit, Metis and First Nations

benefiting from their services. This authority is embodied in the Corporate By-Laws of our Certification Board, that include and advocate First Nations culture and philosophies. Health Canada's First Nations and Inuit Health Branch (DGSPNI) has designated FNWACCB as the organization to operate as the National certification body for Aboriginal addictions workers.

The credibility of this certification is derived from the maintenance of standards, which the Counsellors reflect in their daily practice, and from the performance of the Certification Board itself. The Certification Board is governed by approved By-Laws and is incorporated under the laws of the Province of British Columbia. Members of the Board serve without remuneration. Provincial, federal and international agencies require certification. Individuals seeking certification choose to do so of their own free will and understand that granting of certification rests fully with the authority of the FNWACCB.

GOALS OF CERTIFICATION

In the establishment of a system for the Certification of Indigenous Certified Addictions Specialists, the FNWACCB recognizes the need to define the role of the addictions counsellor in a manner that is distinct from others who may provide additional services to the same client population.

The FNWACCB believes that addictions is a chronic, progressive, and potentially fatal disease, that effects the total person physically, psychologically, socially, culturally, and spiritually, and is characterized by tolerance, withdrawal, physical dependence, loss of control, denial, and pathological organ changes, (DSM IV).

The primary responsibility of the Indigenous Certified Addictions Specialists is to deal with the relationship between a person's use of alcohol/drugs, and the problems experienced as a consequence of such use. Therefore, the Indigenous Certified Addictions Specialists goals are centered around the following:

1. Assist the client to recognize that his/her use of alcohol/drugs is a primary and chronic illness rooted in bio-psycho-social impairment;
2. Assist the client and the family in gaining insight and motivation to make a commitment to resolve problems by taking appropriate action relative to the use of alcohol/drugs;
3. To provide experienced, culturally appropriate, professional guidance, assistance, and support for the client's efforts to establish a new lifestyle and value system which is designed to achieve the fullest possible recovery from addiction, which requires:
 - a) Total abstinence from all mood altering drugs;
 - b) Replacement of self-defeating behavior and attitudes with healthy ones;
 - c) Treatment of physical deterioration;
 - d) The learning of healthy personal social skills;
 - e) Re-entry into society with a sense of self respect and personal well-being;
 - f) The spouse, children and individuals close to the addicted person whom have been affected by the addiction need also be provided with care and treatment;
 - g) Resolution of cultural, traditional, and spiritual conflicts.
 - h) The principles of harm reduction where appropriate.

4. To recognize problem areas which are beyond the scope of his/her training, skill or competence, and assist the addicted individual or his/her family in accessing and utilizing professional assistance appropriate to their identified needs.

Such activities will, of necessity, cover a broad range of activities equal to the infinite variety of the addicted person's problems such as physiology, age, sex, religion, spirituality, education, culture, economics, and social status.

HOW TO APPLY FOR CERTIFICATION

This **Certification Standards and Procedures Guide for Indigenous Wellness/Addictions Workers** can be used to help you identify the work experience, qualifications, education/training and skills you possess, that might enable you to meet the criteria for certification.

1. Start by reading this guide to verify your eligibility. If after reading, you believe that you meet the requirements for certification, download the application package from our website (www.fnwaccb.ca) under Publications.

If you are not able to download the application package, please contact our office and request a printed copy (a \$10.00 fee is charged).

2. Some sections of the application package must be completed by yourself, other sections must be completed by other people. You are responsible for making sure all the sections (yours and those who must be completed by others) are gathered together before you send your application to us.

Once you have all of the completed sections, send the complete package along with your cheque or money order for \$200 to the Registrar at the address noted on the application package.

3. The review of your application can only start once we have received the complete application package and the Certification fee. This review will determine if you have met the qualifications for certification as well as the level of certification you can be granted.
4. If you qualify for certification you will be notified by the Registrar and a letter and certificate will be sent to you.
5. If you do not qualify for certification, the Registrar will send you a letter informing you of why you are not being awarded certification at this time. The letter will identify what you must do to complete your application or what additional education/training or work experience is required for you to meet the certification standard (work experience, training etc...).

Your certificate as an Certified Indigenous Wellness/Addictions Worker is recognized for two (2) years. The recertification process is explained in this manual, page 22.

STANDARDS FOR CERTIFIED INDIGENOUS WELLNESS/ADDICTIONS WORKERS

The FNWACCB standards for the Indigenous wellness/addictions worker certification serve to determine the following:

1. Work experience
2. Academic education
3. Education/training on topics specifically linked to the domain of professional practice
4. Skills acquired through the practice of the functions linked to the professional domain
5. Third-party evaluations of the knowledge, skills and professional attitudes

OTHER REQUIREMENTS

- Adherence to the FNWACCB Professional Code of Ethics
- Submission of a criminal Record Check
- Submission of a Wellness Plan
- Payment of the certification fee (\$200)

1. ADHERENCE TO THE FNWACCB PROFESSIONAL CODE OF ETHICS

As Indigenous Certified Addictions Specialists, our “Code of Ethics” defines our responsibilities to ourselves, our families, our colleagues, our clients, our Nations and the public. It guides us in the performance of our professional duties and responsibilities. It also clearly defines our legal, ethical and professional conduct. This “Code of Ethics” that we choose to live by is built on the cultural integrity of traditional First Nations’ healing philosophy.

All applicants must agree with and adhere to the principles and values expressed in the FNWACCB Code of Ethics and Standards of Indigenous Certified Addictions (see next page).

Adherence/commitment to the principles and values of the Code of ethics is assessed by means of the information provided in the Assurances form and other documents that applicants must provide with their application.

A signed copy of this code of Ethics will be required from all applicants who have been granted their certification.

FNWACCB Code of Ethics

- Recognize the concept that addictions are treatable and the primary goal is to maintain recovery and wellness of the client.
- Abstain from substance mis-use and process addictions during our tenure as Indigenous Certified Addictions Specialists.
- Strive to incorporate the spiritual teachings of our ancestors into our daily lives.
- Take personal responsibility for continued growth through education and training and a personal wellness plan.
- Show a genuine interest in serving persons with addictions issues, in helping them to help themselves and be dedicated to the concept of wellness, recovery and holistic healing.
- Honour cultural and traditional teachings that empower clients to choose a healthy lifestyle.
- Respect the client by maintaining an objective professional relationship at all times. Avoid dual relationships at all times.
- Recognize the therapeutic value of humour.
- Do not discriminate among clients, colleagues or other professionals on the basis of race, colour, creed, age, sexual orientation, cultural/spiritual practices.
- Respect the rights and views of other wellness/addictions workers and other professionals.
- Respect and protect the client confidentiality including all records, materials and communications.
- Make a total commitment to provide the highest quality of service possible, evidenced by continued personal effort, utilization of other health professionals and/or services to assist and guide the client to support her/his recovery and wellness.
- Assess personal and vocational strengths, limitations, biases, and effectiveness and be willing to recognize when it is in the client's best interest to refer or release them to other individuals and/or support programs.
- Respect institutional policies and cooperate with management functions, strive to improve institutional policies and management functions.

SUMMARY OF ELIGIBILITY REQUIREMENTS INDIGENOUS WELLNESS/ADDICTION WORKER CERTIFICATION (CIWAW)

Candidates who wish to apply for this certification must fulfil the following requirements:

1. one (1) year of experience or practice in substance use disorders in the required 12 core functions.
2. High school graduate or higher
3. 70 hours of training and/or education in **addiction-specific** studies
4. 10 hours of training in **addiction-related** topics
5. 70 hours in the 12 core functions
6. Satisfy other skills and competencies
5. Sign FNWACCB code of ethics (see application package)

EXPERIENCE

For the purpose of this certification level (CIWAW), experience is measured in terms of the practical application of the knowledge directly related to the certification level requirements. This means direct service to drug and addiction clients.

This experience will be evaluated, based on the detailed information provided by the applicant on the following:

- a) Work experience
- b) Experience acquired by means of a supervised practicum/internship, undertaken as part of a program of studies or an independent project

Work experience

One (1) year or 2000 hours. Work experience can be accumulated from the current and previous employments provided all the positions occupied are/were directly related to the wellness/Addiction field.

To be acceptable, work experience must be verified. Applicants will provide proof of employment (current employment and former employments), stating the place and dates of employment, the positions occupied, the contact information of the places of employment, including that of the contact persons.

Supervised practicum/internship

Minimum of 200 hours. Practicum demonstrating what knowledge in addiction-specific, addiction-related topics and 12 core functions has been acquired/deepened and how this knowledge has been applied practically.

The practicum/internship is not mandatory, but if an applicant has gone through and passed a practicum/internship in the context of a program of study or a personal/independent project, the hours dedicated to the practicum/internship can be counted as work experience.

However, these hours and the content directly related to wellness/addictions must be verified by means of a **practicum/internship report** that the applicant must, in this case, submit with his/her application.

For example, if an applicant submits a practicum/internship report showing 200 hours in activities directly related to wellness/addictions, these hours will be counted in the 2000 hours of required work experience.

This means that a person can apply for this certification when she has accumulated 1800 hours of permanent employment.

EDUCATION/TRAINING

Requirements

70 hours of core addiction knowledge, 10 hours on topics related to addictions and 60 hours in the 12 core function, acquired/verified through one or a combination of the following means:

- Successful completion of a formal educational program in an educational institution
- Certificates acquired through informal/continuing education (workshops, seminars etc..) demonstrating the required hours in addiction-specific and addiction-related topics and in the 12 core functions
- Documented on-the-job training in the required 12 core functions

Documentation required

- Formal Education:** Transcripts showing Program title, titles of courses and description of course content and number of class hours
- Informal Education:** Copies of certificates, with name of training institute/organisation, name of participant, title of session, name/signature of trainer, and number of training hours/days.
- On-the Job Training:** Employment verifications, Job description and Supervisor's Evaluation

CORE ADDICTION KNOWLEDGE

The requirements for this level of certification are **70 documented hours (minimum)** of **addiction-specific** knowledge in the following topics (see table below), within an overall Aboriginal perspective

ADDICTION SPECIFIC TOPICS	70 Hours
Introduction to Addictions - Overview of addiction-related topics, - Theories on Addictions	10
Dynamics of Addictions - How they Work, - Their Effects on individuals, family, community	10
Pharmacology - Basic principles, definitions - Physical and psychological effects of drugs	10
Human development - Dynamics of human development - birth to adulthood - Consequences of maladaptive behavior on this process	10
Addiction Interventions - Theories, treatment approaches and models of recovery - Relapse prevention	10
Self, Health and Wellness - personal care and individual responsibility for the practice of basic stress management as it relates to service delivery	10
Ethics/cultural values	10

Documentation required

Transcripts from your formal education certificate, accompanying the copy of your certificate/diploma obtained through a formal program of studies, and mentioning the following:

- Title of program
- Title of successfully completed courses
- Description of the courses successfully completed
- Total class hours (not credits)

Or/and

Copy of certificates for training sessions on addiction specific-topics, and mentioning the following:

- Name of the training institute/organization
- Name of participant
- Title of session
- Session hours/days completed
- Name/signature of the trainer

ADDICTION-RELATED KNOWLEDGE

The requirements for this level of certification are **10 documented hours (minimum)** of **addiction-related³** training in any or several of the following topics, within an overall Aboriginal perspective

- HIV/AIDS
- Conflict management
- Grief work
- FASD
- Trauma work
- Residential School and intergenerational trauma
- Suicide
- Prevention
- Mental health
- Co-occurring disorders
- Western and Aboriginal therapeutic approaches
- Specific drugs/substances
- Selfcare

Documentation required

Transcripts from your formal education certificate, accompanying the copy of your certificate/diploma obtained through a formal program of studies, and mentioning the following:

- Title of program
- Title of successfully completed courses
- Description of courses related to Addictions
- Total class hours

³ The examples in this list are not exhaustive

Or/and

Copy of certificates for training sessions on addiction specific-topics, and mentioning the following:

- Name of the training institute/organization
- Name of participant
- Title of session
- Session hours/days completed
- Name/signature of the trainer

KNOWLEDGE AND PRACTICE OF THE 12 CORE FUNCTIONS*

At this certification level, applicants will have to demonstrate 70 total education/training hours in the 12 core functions, which must include a minimum of 60 hours in the priority core functions PLUS a minimum of 10 hours in the other functions indicated in the table below.

These 70 hours can be acquired through formal education (educational institutions) or through training in other formats (workshops, courses, seminars etc..) or through documented on-the-job training (when exercising the functions are part of the job description)

*For a description of the 12 core functions see page 13

CORE FUNCTIONS (Priority core functions in bold)	70 Hours
Screening	10
Intake	
Assessment and evaluation	
Treatment Planning	7.5
Counselling: Individual, Group and Significant others	20
Case Management	5
Client Education	5
Referral	7.5
Reports and Record Keeping	5
Crisis Intervention	10
Orientation	
Consultation With Other Professionals	

Documentation required

Transcripts from your formal education certificate including the 12 required core functions, with

- Title of courses related to the 12 required core functions
- Description of the 12 core function courses (Content)
- Total class hours (not credits)

Or/and

Copy of certificates for training sessions the 12 core functions, and mentioning the following:

- Name of the training institute/organization
- Name of participant
- Title of session
- Session hours/days completed
- Name/signature of the trainer

Or /and

Number of hours in the required core functions acquired on the job, supported by a job description and accompanied by a Supervisor's evaluation. **Formula:** number of hours per week dedicated to the required core functions X number of weeks in the current job.

SKILLS/GENERAL KNOWLEDGE

Applicants for this certification must possess some basic set of skills, acquired through either formal, informal or on-the-job education/training or through practical experience (practicum/internship, current job).

The requirements include

- One (1) mandatory skill - Communications
- Secondary skills: (any one of the following): Group facilitation skills; Interviewing skills; Conflict resolution

Documentation required

Transcripts from your formal education certificate related to the required skills listed above, or/and copy of certificates for training sessions in the skills required or/and a Supervisor's evaluation in regard to these skills

Communication

Possess sufficient communication skills to communicate effectively with clients and resources, whether First Nations or non-First Nations. Such skills may include fluency in a First Nations language.

Oral and written communications

- a) Knowledge of cultural differences in verbal and nonverbal communication
- b) Ability to apply culturally and linguistically responsive verbal and non verbal communication styles and practices
- c) Ability to write reports and records
- d) Knowledge of how age, developmental level, culture, and gender affect communication

Group Facilitation

- a) understanding the role of group facilitation in treatment process
- b) understanding the principles and methods of group facilitation
- c) capacity to match facilitation strategies to needs of groups
- d) direct experience in group facilitation

Interviewing Approaches and Techniques

- a) Understanding the role of interviewing in gathering relevant information
- b) Knowledge of effective interviewing approaches and techniques
- c) Capacity to use a style of interviewing best able to establish good rapport with client, to motivate client and elicit information
- d) Knowledge of privacy, confidentiality protocols and regulations and client rights
- e) Ability to keep clear and accurate records from interviews

Conflict Resolution

- a) knowledge of sources of conflict
- b) knowledge of conflict management approaches and practices
- c) experience with conflict management
- d) knowledge of resources to call on in situation of conflict

OTHER COMPETENCIES

For the purpose of this Certification level, the competencies defined below relate to the professional and personal characteristics necessary to work efficiently and effectively with clients, colleagues and others, as evaluated by supervisor and references.

Cultural competencies

- Ability to respect, implement and incorporate First Nations culture, beliefs, values and traditions in treatment, including separate and combined Sweat Ceremonies, Coming of Age Ceremonies and all other cultural/spiritual ceremonies.
- Ability to support and assist client participation in traditional and cultural aspects of spiritual recovery.

Professional integrity

- a) Ability to maintain confidentiality of all records, materials and communications concerning the identity of clients.
- b) Ability to work under supervision and to cooperate with other personnel as well as function effectively with minimal supervision.
- c) Evidence of a genuine and authentic interest in supporting the addict and dedication to assist that individual to ultimately help themselves.
- d) Ability to share the assessment personal process to identify and support persons thorough relapses, personal crises and/or problem solving to reclaim sobriety, and when to seek support and help.

Professional responsibility

The personal and professional attitude, qualities of mind and spirit that enhance an addiction worker's relationship with himself, his family, his clients, his peers and superiors and his community.

These professional and personal aspect are demonstrated by the application of the following abilities :

- The ability to know and take care of oneself (wellness plan)
- The ability to maintain a warm, compassionate, healthy and balanced relationship with clients
- The ability to be a team player, to do one's part of the work and to be able to resolve conflicts
- The ability to be a role model

DESCRIPTION OF THE KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED IN THE 12 CORE FUNCTIONS

All applicants must demonstrate knowledge and/or experience in the 12 core functions as defined in this section, through documented training/education and work experience.

Assessment of this requirement will be made through a review of the course descriptions and hours, transcripts, the job description, the Supervisor evaluation, and the reference and endorsement letters.

The competencies documented through this review are then assessed according to a competency scale, which is part of the certification level determination process.

The twelve Core Functions of the Chemical Dependency Counsellor

1. Screening

The process by which a client is determined appropriate and eligible for admission to a particular program. Through this process, the counselor, client and available significant others determine the most appropriate initial course of action, given the client's needs and characteristics, and the available resources within the community.

Education/training/experience required for this core function:

- a) knowledge and understanding of the role of screening
- b) knowledge of screening methods, tasks and tools to gather data systematically from the client and other sources to assess if a client is ready for treatment (screening instruments)
- c) knowledge of methods/approaches to screen for psychoactive substance toxicity, intoxication, and withdrawal symptoms; aggression or danger to others; potential for self-inflicted harm or suicide; and coexisting mental health problems.
- d) capacity to interpret the results of screening.
- e) ability to establish rapport and motivate clients
- f) ability to intervene with clients assessed to be at risk to harm themselves or others
- g) ability to facilitate brief interventions with clients
- h) knowledge of resources for clients's referral

2. Intake

The Administrative and initial assessment procedure for admission to a program.

Education/training/experience required for this core function:

- a) capacity to communicate clearly and sensitively
- b) knowledge of data gathering tools related to admission (forms, filing procedures)
- c) knowledge of interviewing techniques
- d) knowledge of protocols regarding the gathering and storing personal client information (confidentiality, clients legal rights)

- e) capacity to listen, offer choices, respect client preference and make client feel valued
- f) capacity to assess clients' needs and to prioritize these needs
- g) knowledge of services that will respond to these needs (internal or external services)
- h) knowledge of necessary administrative procedures for admission to treatment

3. Orientation

Describing to the client the general nature and goals of the program, rules governing client conduct and infractions that can lead to disciplinary action or discharge from the program; in a non-residential program, the hours during which services are available; treatment costs to be borne by the client, treatment costs to be borne by the client, if any; and, client rights.

Education/training/experience required for this core function:

- a) communications/interpersonal skills to communicate effectively with clients
- b) knowledge of rules, protocols, costs and financial assistance available
- c) knowledge of clients' rights

4. Assessment and evaluation

Procedures by which a counsellor/program identifies and evaluates an individual's strengths, weakness, problems and needs for the development of the treatment plan.

Evaluation and assessment skills insure that appropriate services meet client needs and include the ability to evaluate and assess client needs, and the ability to evaluate and assess the needs and problem stage level of the counseling recipient.

Education/training/experience required for this core function:

- a) knowledge of the role of assessment as an important component of a client-centered plan
- b) knowledge of the assessment methods, tasks and instruments
- c) ability to interpret assessment results
- d) knowledge of human growth and development, stages of recovery and strategies related to client motivation.
- e) knowledge of family dynamics and interactions, with particular emphasis on the unique differences among First Nations families and communities.
- f) knowledge of environmental and sociocultural aspects as they relate to First Nations, including:
 - early, middle and late signs and symptoms of addictions and/or polydrug abuse.
 - signs and symptoms of problems needing other medical/psychological and/or social assessment.
 - characteristics of family dysfunctions.

5. Treatment Planning

Process by which the counsellor and the client:

- identify and rank problems needing resolution;
- establish agreed upon immediate and long-term goals, and;
- decide on a treatment process and the resources to be utilized.

Treatment planning or case planning assures healthy participation of individuals and families in the counseling/treatment process, Counsellors should involve their clients in the counseling/treatment process of planning and individualized treatment programs.

Education/training/experience required for this core function:

- a) knowledge of treatment approaches and long range rehabilitation processes, including management of the new and emerging problems attendant to the stages of change, of barriers and readiness for treatment
- b) awareness of needs for medical care, post treatment crisis and support to forge and maintain a wellness lifestyle.
- c) capacity to translate assessment information into treatment plans with clear goals and outcomes
- d) ability to involve clients in the process of planning individualized treatment, admission and discharge.
- e) ability to share evaluation findings with the clients and their families and in working through their reactions and/or resistance to this evaluation.
- f) knowledge of and ability to participate in various comprehensive treatment processes, knowledge of their rationale, relationship to other methods, and their strengths, limitations and appropriateness for treatment.
- g) ability to make treatment recommendations based on information obtained from relevant instruments (ex: screening and assessment results) and matching treatment to clients needs, ability and preferences , including clients legal rights
- h) ability to assist clients to accept and resolve financial responsibilities including acquiring financial knowledge and where appropriate, paying for treatment and Counselling
- i) writing skills and documentation to effectively communicate necessary information to clients, management, co-workers, colleagues, and other agencies.

6. Counselling: individual, groups and significant others

The utilization of special skills to assist individuals, families or groups in achieving objectives through:

- exploration of a problem and its ramifications;
- examination of attitudes and feelings;
- consideration of alternative solutions, and;
- decision making.

The counselling and treatment process relates to the primary direct delivery of service. Counselling constitutes a major portion of treatment: and therefore requires a deepened level of skills and knowledge.

Education/training/experience required for this core function:

Knowledge and skills in individual and group Counselling methods, including cultural techniques for including spouses, families, and other significant individuals or groups.

- a) knowledge of addictions counseling theories and practice
- b) ability to use Counselling models, techniques, to educate, elicit feelings, facilitate self-understanding, and motivate the client to Wellness.
- c) ability to establish and maintain a genuine, warm, respectful, and empathic therapeutic relationship with a client.
- d) familiarity with the philosophy and process of recognized and accepted self-help groups such as: Alcoholics Anonymous, Al-Anon, Codependency Anonymous, Adult Children of Alcoholics, Al-A-Teen, Parents Anonymous, Gamblers Anonymous, Sexual Addiction Anonymous, Narcotics Anonymous, Over-Eaters Anonymous and recognition about the importance of these supports for long term rehabilitation.
- e) knowledge of and skill in goal setting, contracting, and problem solving.
- f) ability to recognize denial defense behaviors and mechanisms. And to motivate clients to achieve their treatment goals
- g) ability to locate and/or develop and utilize informational support systems, such as:
 - materials, pamphlets, literature, films, videos, research reports, workshops, etc.
 - consultation services, such as traditional/cultural, medical, psychiatric, legal, vocational, etc.
- h) Ability to recognize own professional and personal limitation

7. Case Management

For each client, the continuum of substance abuse treatment ranges from case finding to treatment planning and treatment implementation to aftercare that responds to his/her particular needs. Case management supports a client as he moves through the recovery continuum and reinforces treatment goals.

The difference between substance the treatment function and the case management function is that treatment involves activities that help clients recognize their problems, that inspire their motivation and offer them tools to stay abstinent, and to use these tools.

Case management focuses on helping the substance abuser acquire needed resources. It includes a range of activities which bring services, agencies, resources or people together within a planned framework of action toward the achievement of established goals. It may involve liaison activities and collateral contracts.

Education/training/experience required for this core function:

- a) knowledge of case management models
- b) knowledge of treatment options
- c) capacity to develop, evaluate, adjust, treatment plans as appropriate

- d) knowledge of methods to assess client's progress toward treatment goals
- e) ability to match clients and most appropriate available services
- f) knowledge human resources (self-help groups, agencies, crisis intervention programs, other professionals, governmental entities, and the community-at-large etc..) to address needs and ensure appropriate referrals,
- g) ability to establish and maintain helping relationship with clients, family members, co-workers and external colleagues
- h) ability to advocate for clients
- i) ability to work as part of a team

8. Crisis Intervention

The services able to respond to an alcohol and or other drug abuser's needs during acute emotional and/or physical distress.

Education/training/experience required for this core function:

- a) knowledge and understanding of what constitutes a crisis and ability to recognize a client in crisis
- b) knowledge of the principles of crisis intervention
- c) ability to use effective verbal and non verbal communication to deal with a client in crisis
- d) capacity to develop and implement a plan for resolving a crisis
- e) knowledge of counseling techniques for individuals in crisis in order to ensure safety and promote positive change
- f) knowledge of community resources and supports that may assist in the management of the crisis

9. Client Education

Provision of information to individuals and groups concerning alcohol and other drug abuse, on risks and implications related to psychoactive substance use, as well as available prevention, treatment and recovery resources and the available services.

Education/training/experience required for this core function:

- a) ability to provide appropriate (culture, age, gender, individual, family etc..) information that raise awareness and support substance abuse prevention/treatment/recovery processes
- b) knowledge of alcohol and other drugs, their signs, symptoms and their effects on the individual and families
- c) knowledge of principles and philosophy of prevention, treatment and recovery
- d) ability to offer information to the client through formal and/or information processes.
- e) knowledge about available alcohol and other drug services and resources
- f) understanding of health and behavior problems related to substance abuse, including transmission and prevention of HIV/AIDS, FASD

10. Referral

Identifying the needs of the client that cannot be met by the counsellor or agency and assisting the client to utilize the support systems and community resources available.

First Nations clients and their families have a multitude of needs that may require a multidisciplinary approach. Appropriate community agencies must be utilized by the Counsellor in order to meet and serve a wide spectrum of needs

Education/training/experience required for this core function:

- a) understanding of the role and scope of outreach services
- b) knowledge of and access to community support sources, their eligibility requirements, treatment philosophies, administrative contact and service procedures.
- c) ability to interpret the needs of individuals and families with drugs and alcohol related problems and to determine appropriate referrals referral and educational resources (other types of Counselling and services, such as traditional cultural, spiritual, pastoral church counseling, public assistance, and vocational or occupational counseling)
- d) ability to contact and contract with other agencies, persons or groups, including those with different treatment philosophies.

11. Reports and Record Keeping

Charting the results of the assessment and treatment plan, writing reports, progress notes, discharge summaries and other client-related data.

Education/training/experience required for this core function:

- a) knowledge of accepted principles of client record management (components of client records, including release forms, assessments, treatment plans, progress notes, and discharge summaries and plans).
- b) ability to prepare reports/records that comply with regulations (ie: screening, intake, assessment reports, plans and other documents).
- c) capacity to analyse and summarise information
- d) knowledge of technologies in use for client records
- e) ability to protect client rights to privacy and confidentiality in the preparation and handling of records
- f) ability to record progress of client in relation to treatment goals

12. Consultation With Other Professionals In Regard To Client Treatment/Services

This core function involves relating with our own and other professionals to assure comprehensive, quality care for the client. It involves the administrative, clinical, and evaluative activities that bring the client, treatment services,

community agencies, and other resources together to focus on issues and needs identified in the treatment plan.

It also involves collaboration with the client and significant others, coordination of treatment and referral services, liaison activities with community resources and managed care systems, client advocacy, and ongoing evaluation of treatment progress and client needs.

Education/training/experience required for this core function:

- a) ability to gather information about client and client's treatment process to identify consultation needs
- b) knowledge of internal and external resources able to provide assistance in regards to client's needs
- c) ability to summarize client's personal and cultural background, treatment plan, recovery progress, and problems inhibiting progress for purpose of assuring quality of care, gaining feedback, and planning changes in the course of treatment
- d) Understand terminology, procedures, and roles of other disciplines related to the treatment of substance use disorders
- e) Knowledge and respect of confidentiality protocols, regulations, and clients rights
- f) Respect and non-judgmental attitudes toward clients in all contacts with community professionals and agencies.

APPLICATION PROCEDURES

- a. Submit an application for certification using the Application package posted on our website www.fnwaccb.ca under Publications.
- b. Give consent to the Certification Board to seek specific information, which will help to clarify the applicant's qualifications. The Board may, without further permission from the applicant, approach the individuals who made personal and professional references for additional information.
- c. Complete all required forms and mail to the Certification Board for approval.
- d. Submit a current criminal record check & payment of the certification fee

RESPONSIBILITIES OF THE CERTIFICATION BOARD

- a. When a candidate's application is received and is incomplete, the registrar's office will inform the applicant about what documents are missing.
- b. The Registrar will review an application only when it is complete, including the payment of the certification processing fee.
- c. When the application is complete, the Registrar will finalise the review within twenty (20) working days and will either grant or decline the certification.

Applicants who are granted certification will be sent a letter accompanied by their certificate.

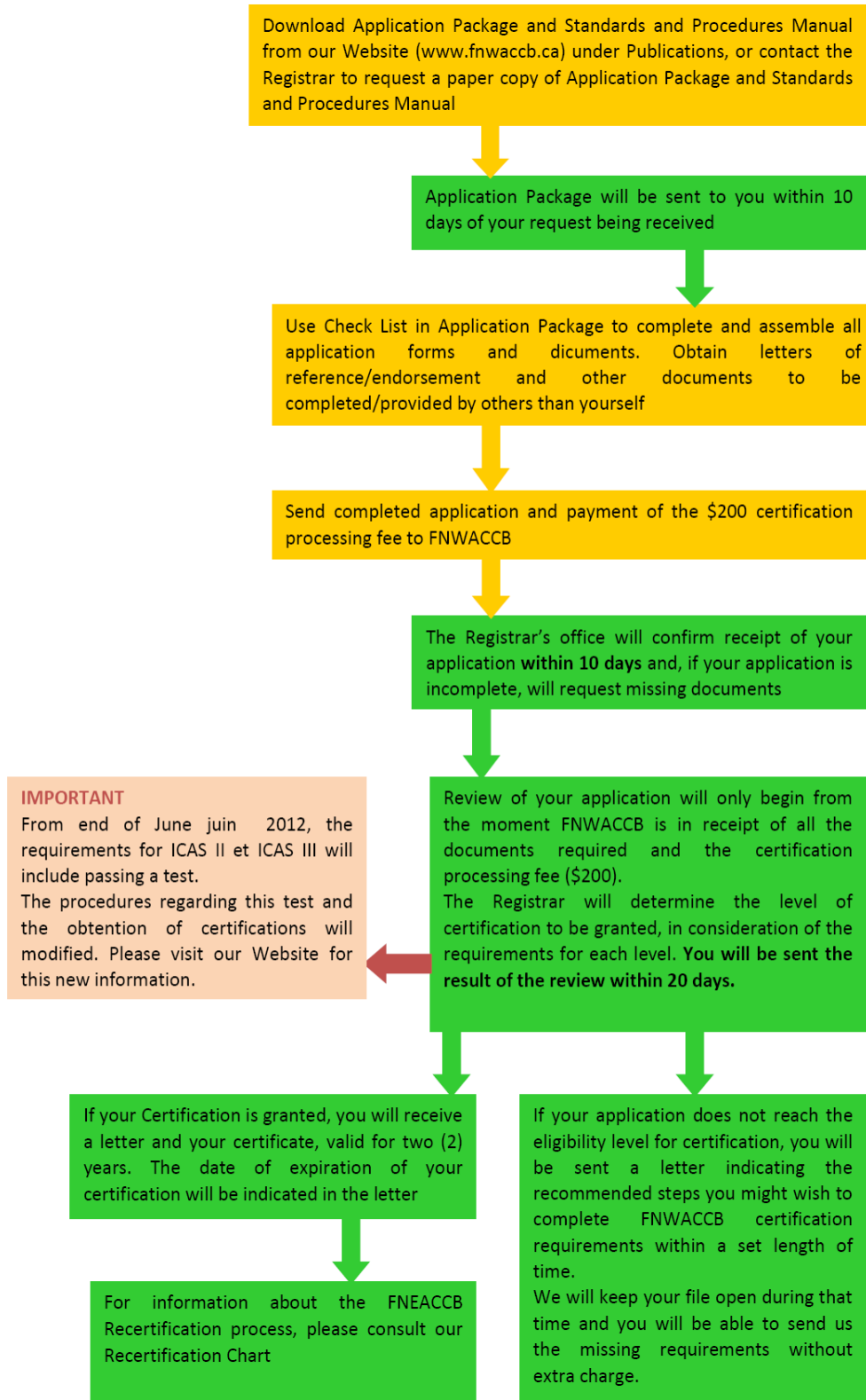
- d. Candidates whose application have been declined will be sent a letter with information about the steps they can take to obtain their certification or make an appeal
- e. When a certified worker or specialist does not submit the required application for the renewal of his/her certification before/at the prescribed date , the Registrar’s office will send a notice of renewal

RESPONSIBILITIES OF THE APPLICANT

In addition to the Specific Procedures outlined for the applicant to follow in making application, the following guidelines are provided to help the applicant.

- a. It is the responsibility of the applicant to meet all time deadlines.
- b. The applicant is responsible for alerting the person who are providing references to answer the questions in their letter of reference and to return these letters to the applicant as promptly as possible.
- c. If an applicant is know personally to a member of the FNWACCB Board, he/she may, if the Board member grants permission, use the Board member as one of their references.
- d. Applicants are advised that the Board members will abstain from voting on her/his application when the full board convenes. Applicants are advised that the Board members will abstain from voting on her/his application if the full board must convene on his/her case.
- e. Applicants are responsible for advising the Registrar’s office of the correct contact information such as addresses with full postal code, phone, email, of their references.
- f. The applicant's HOME ADDRESS will be used for all communications between the applicant and the FNWACCB, unless otherwise noted by the applicant.
- g. Once the completed application package has been submitted to FNWACCB any questions the applicant may have should be directed to the Registrar’s office at the phone number or address on page one (1) of this manual.

FNWACCB CERTIFICATION PROCESS



RECERTIFICATION

If an applicant opts to maintain his/her agreement as a certified Indigenous wellness/addictions worker, this agreement can be renewed every two (2) years, from the date the initial certificate was granted (anniversary date) so that it remains valid. To obtain your recertification, the following conditions apply:

- Your latest certification must still be valid when you submit your renewal application.
- You must, as a certified worker, remain in good standing with FNWACCB
- A \$25.00 fee will be required for late renewal (up to one month after the anniversary date of the latest certificate)

Training Requirements

- Provide evidence of 20 hours of **new** training/education, obtained since the award date of your initial certification or latest recertification (please provide copies of certificates and/or transcripts).
- Insure that these new training/education hours are on wellness/addiction **specific** or on wellness/addiction **related** topics

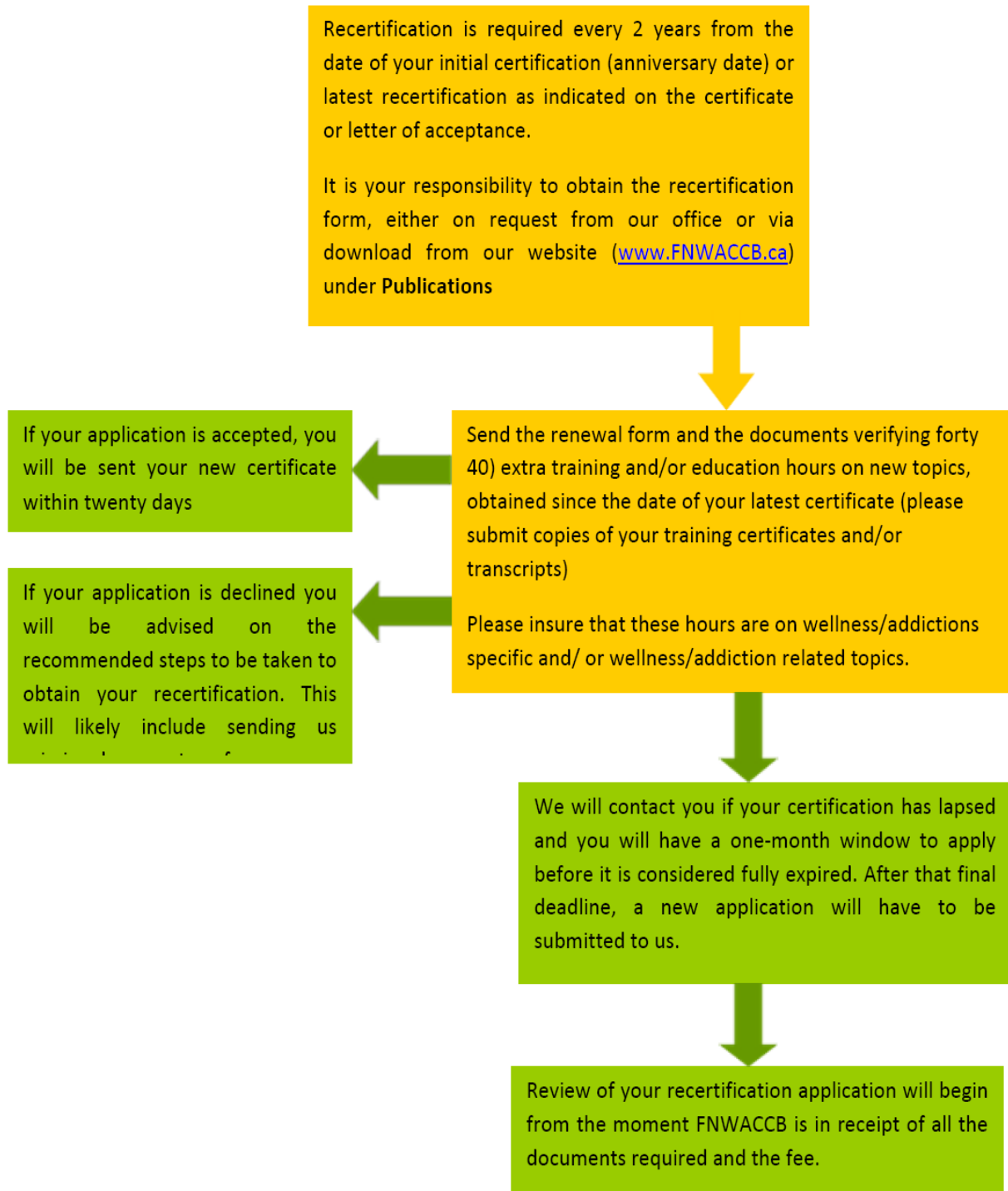
Training plan

Applicants or workers already certified (CIWAW) and who wish to progress towards the specialist level I certification will need to indicate this option to FNWACCB.

In this case, they will be able to obtain precise information that will assist in the development of a personal training plan. This training plan will allow them to progress towards the next level of certification as an Indigenous certified Addictions Specialist, Level I (ICAS I).

To submit an application, please complete the forms in the 2012 Application package for certification as an **Certified Indigenous Wellness/Addictions Worker, and ensure that you have sent all the required documents as well as the payment of the \$200 certification fee.**

RECERTIFICATION PROCESS



FILE REACTIVATION

When a certification has not been renewed after the stipulated time line or when an application remains incomplete 3 months or more past the date of its receipt (new certification, upgrade), the file will be considered inactive and will be archived.

In these cases, those wishing to reactivate their application will be able to do so by including, with their certification or renewal application, the reactivation form and the \$50.00 reactivation fee. These fees are in addition to the normal certification fees of \$200.

DECLINED CERTIFICATION

Applications are generally declined because requirements for a given level of certification are not yet fulfilled. In this case, applicants are sent a letter explaining the reasons and the measures that need to be taken to obtain the certification.

A declined application is never a rejected application. FNWACCB keeps files opened for a time so that applicants are encouraged to acquire what they are missing for full certification.

APPEAL PROCESS FOR DECLINED CERTIFICATION

An applicant can appeal a declined application or if he/she wishes to appeal the level that has been granted. In those cases, the applicant can send an appeal in writing to the Registrar, indicating the reasons why the application or level should be granted. Any new information that may strengthen an application should accompany the letter of appeal.

A final review of your application, taking the reasons contained in your letter and the new information you provided will be conducted, and a letter with the outcome of this review will be sent to you within 20 days from the receipt of your appeal letter.

If you are still not in agreement with the decision, you may send a final appeal in writing to the Executive Director of FNWACCB. On receipt of your final appeal, your application file and appeal documents will be passed on to the Executive Director, who will convene the appeal committee to process your appeal.

The decision of the Appeal Committee is final and binding, and will be communicated to the appeal applicant within 30 days of the receipt of the final appeal

SUSPENSION OR REVOCATION OF CERTIFICATION

Our Board shall be empowered to revoke or suspend an individual's certification(s) for just cause. Conditions for revocation or suspension shall include but not be limited to:

- a. Obtaining or attempting to obtain certification or renewal by deliberate misrepresentation.
- b. Conviction of a felony during the certification period.
- c. Mis-use and/or chronic abuse of alcohol and/or mood altering drugs.
- d. Violation of the Professional Code of Ethics, i.e., sexual harassment and intimacy, breach of confidentiality, gross negligence and reasonable care.

THIRD PARTY VIOLATIONS REPORTING PRINCIPLES AND PROCESS – SUSPENSION OR REVOCATION OF A CERTIFICATION

Third parties do communicate on occasion with FNWACCB in regard to violations committed by certain persons, in regard to the conditions that underpinned the granting of their certification, and that, in the view of the person or organization doing the reporting, should lead to the suspension or revocation of the violator's FNWACCB certification.

Principles underpinning the process of Suspension and revocation of certification

- Third parties wishing to report a violation to FNWACCB must have conducted an ethical investigation of the violation and substantiate the violation claims.
- Complaints for violations must first respect the complaint/conflict resolution protocols in place in organisations. In most case the means that the employer will be the one sending the report to the FNWACCB.
- FNWACCB will not accept requests for investigation of violations, but will, to both insure fairness, equity and respect of its integrity and its requirements give the opportunity, to those who have been reported for violations, to present their case once the report has been received.

Process for third party violations reporting

- a. The Violation Report must be sent by certified mail, deliverable to the FNWACCB Executive Director **ONLY**, at the FNWACCB's address, with return receipt requested. Only written and signed Reports will be recognized.
- b. FNWACCB Executive Director will inform the FNWACCB committee in charge of this process.
- c. The person charged with the violations will be sent a registered letter from FNWACCB, informing him/her of the charges and offering the opportunity to prepare and contest these charges at a formal hearing.
- d. A response indicating if the charges are to be contested or not, is required within 20 days from the posting date of the FNWACCB registered letter.
- e. If the charge is contested, a hearing day shall be established, not less than fifteen (15) days or more than ninety (90) days from the date when notification of contested action was received by FNWACCB. Notification of the hearing date, time and place will be sent in writing to the person concerned, who may hire an attorney to be represented.
- f. If the charges are not contested the individual in question will be revoked depending on Board decision or be suspended for a maximum of one year.
- g. The decision of the FNWACCB Committee in charge of the suspension and revocation process is final and binding, and will be communicated to the person having submitted the violation report and the person charged with the violations within 30 days of the formal hearing

INDEPENDENT APPEALS FROM PERSONS WHOSE CERTIFICATION HAS BEEN REVOKED OR SUSPENDED

- a. The person affected must make his/her appeal in writing to FNWACCB Executive Director and send it by certified mail deliverable at the FNWACCB's address, with return receipt
- b. This letter of appeal must be sent within thirty (30) days of the action of revocation or suspension.
- c. FNWACCB will respond, within two (2) weeks from the receipt of the appeal letter, with a written notification indicating the date, time and place of a formal hearing, to offer the person who has had certification revoked or suspended to present/contest his/her case.
- d. the person who has had certification revoked or suspended may hire an attorney to be represented
- e. The decision of the FNWACCB Committee in charge of the suspension and revocation process is final and binding, and will be communicated to the person within two (2) weeks of the formal hearing

RECIPROCITY

Our Certification Board recognizes the credentials of other IC & RC certified professionals.

FEES

- a. Application Packet \$10.00
- b. Application for Certification \$200.00
- c. Recertification \$200.00
- d. Duplicate certificate \$15.00
- e. Late renewal \$25.00
- f. Inactive status \$50.00
- g. NSF Check Fee \$55.00

CONTACT

Registrar, **FNWACCB**
#207 – 2735 East Hastings Street
Vancouver, BC.
V5K 1Z8
Phone: 604-874-7425
Toll free 1-877-974-7425
Email: Registrar@fnwaccb.ca
Website: www.fnwaccb.ca