



As with any team experiencing growth, processes have evolved over time at Frontenac Community Mental Health & Addiction Services. Established in 1976, FCMHAS has grown steadily over the years from an affordable housing program to what is now a full service agency. FCMHAS recently realized they needed to train some of their staff. Enter St. Lawrence College's Corporate Learning and Performance Improvement.

FCMHAS Program Support Assistants are required to take minutes during meetings. As an official record of the organization's activity, these minutes need to be consistent, and must stand up to scrutiny if FCMHAS or their Board receives a request for information via provincial privacy legislation. Finding themselves without internal resources to train their team to produce professional and consistent minutes, FCMHAS approached St. Lawrence College.

Katie Spoljaric with the Human Resources team coordinated the project. From the beginning, she found CLPI easy to work with. "Not only did they take and incorporate our feedback, the whole training process was an easy one. The instructor delivered the training on-site at FCMHAS – and came with the equipment and tools required to deliver the training properly and efficiently!"

When working with a client, CLPI matches their training needs to a skill set of an experience faculty member. These instructors are skilled, qualified and have practical experience. As Katie notes; "having an experienced instructor execute the training was a trouble-free and straightforward way to develop our employee's skills."

Asked if there was anything that St. Lawrence College did particularly well in working with FCMHAS, Katie commends CLPI for their program follow-up. "CLPI produced additional distance training via a PowerPoint presentation with imbedded videos. This added touch further supported employees that needed additional help. The training St. Lawrence provided exceeded our expectations and was more than we could have offered to our staff with our resources."

Corporate Learning and Performance Improvement

Toll Free: 1.866.274.2298
Phone: 1.613.544.5400 ext.1608
E-mail: corporatelearning@sl.on.ca
Twitter: @SLCCLPI

