



Pacific Library Partnership
Staff Development Committee

COMPASSIONATE PATRON ENGAGEMENT: THE PANDEMIC, HOMELESSNESS AND MENTAL HEALTH

Presented by The Pacific Library Partnership Staff Development Committee (PLPSDC)

Virtual Workshop on Zoom
Thursday, April 8, 2021
9:00 a.m. – 12:45 p.m.

Same-day registration link:

https://us02web.zoom.us/webinar/register/WN_gqX9VchOS3mzqveVeHr4YA

9:00 am

WELCOME

- Tamecca Brewer, PLP Staff Development Committee Member
- Carol Frost, *CEO, Pacific Library Partnership and Executive Director, Peninsula Library System*

9:10 am

ICE BREAKER, OBJECTIVES, AGENDA

9:20 am

PART 1: UNDERSTANDING TRAUMA

- Leah Esguerra, LMFT, *Social Service Team Supervisor, San Francisco Public Library*
 - Brain on Trauma
 - Impacts of Trauma
 - Looking through the Trauma-Informed Lens
 - First Person Language
 - Empathy and Compassion

10:30 am

BREAK

10:45 am

PART 2: HUMANIZING HOMELESSNESS

- Ida Abolins, *Health and Safety Associate (HASA), San Francisco Public Library*
- Cary Latham, *Former Health and Safety Associate (HASA), San Francisco Public Library*

11:45 am

PART 3: PRACTICAL APPLICATIONS

- Real Life Scenarios
 - Working with patrons with mental health challenges
 - Working with patrons who use substances
 - Conflict resolution

12:15 pm

PART 4: SELF-CARE, RESILIENCY AND HEALING

12:30 pm

Q & A

Please complete the evaluation form online at:
<https://www.surveymonkey.com/r/Q8BXQV5>

Committee members want to thank and acknowledge Pacific Library Partnership staff for their support of this event.

Sign up to get notified about future professional development opportunities through the PLP Staff Development listserv: <https://forms.gle/9EtdrFUs8RiRDA637>

For information (including videos!) on past workshops, visit: <https://www.plpinfo.org/fall-conference-archive/>

Thank you for attending! We hope to see you at an upcoming Brown Bag discussion to further connect on the topics covered today.