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Make Clients Feel Important CAS Told

Effective help in seeing that established problems don't re-occur will not take place unless social workers view their clients as important and do not treat them in a derogatory fashion, nor as invisible, Dr. Brian Wharf, of McMaster University, told the annual meeting of York Region Children's Aid Society last week in Aurora.

The most important characteristics for social workers were honesty, openness, friendliness and backbone, Dr. Wharf said.
Most resented by their clients were workers who "looked down on them," used a lot of jargon and didn't take time to explain the policies and practices of the agency.

Also, to improve this level of preventive service, follow-up services to determine outcome and user satisfaction, should be instituted, the speaker said.
Dr. Wharf based his remarks on what he termed the "concept of prevention." He said the necessity to deal with constant protection crises relegated prevention to second place.

However, it was more advisable to "submerge protection into prevention." The three levels of prevention included the one already outlined, preventing problems from arising and early intervention before problems were fully formed.

EARLY INTERVENTION
There were two approaches to the first method; the first was accomplished through the identification of people prior to the onset of difficulties. The second consisted of the development of adequate institutional provisions for everyone, such as employment, income and housing.

Early intervention was achieved by having CA staff "highly visible in local neighborhoods," working out of "non-stigmatized, social utility type locations such as schools and libraries."
Dr. Wharf said that social workers must be accessible in terms of their approach and attitude toward the people and their problems.

"A partnership style of work between consumers and workers sets the tone of the helping relationship," he said.
Workers and clients must also develop informal resources within the area, such as temporary foster homes and home maker services, he said. These played an important part in preventing minor problems developing into major ones.

Dr. Wharf said he felt most of the required skills could be learned by CA workers and didn't have to be restricted to graduates of community work sequences.
The third level of prevention dealt with what the

client felt was an emergency and what the CA often dealt with as a routine occurrence.
"Routinization is then a defense mechanism which all professionals in the crisis business use to protect themselves," the speaker said.
This could lead to adverse effects, such as clients experiencing "some derogation of their worth."

SOCIAL CONSCIENCES
This "crisis orientation" wasn't one of the CA's choosing, Dr. Wharf said. However, the latter had contributed to it through staffing and service delivery, and centralizing services in terms of location. These seemed to militate against a service system where the staff became intimately familiar with an area and its prob-

lems.
Also, the agencies had been staffed with "one brand of professional and demanded that the non-professional pattern himself after the preferred social work model." This limited the possibility of having a variety of views on services and organizational structures.
Prevention at all levels is a CAS responsibility, Dr. Wharf said. And while the CAS shouldn't assume total responsibility, it could play a leadership role in documenting and forcefully communicating the need for new and more adequate institutional provisions.
It could also assist consumers to develop effective resources at the secondary level and improve its third line prevention services.

"I think we have come a long way, but perhaps not far enough, in recognizing that if the CAS does not organize itself to contribute on the basis of knowledge and the contacts it alone possesses, the community will never be ready to develop the required resources," Dr. Wharf said.

He said also, that what was needed was children's aid societies with "highly-developed social consciences, and a capacity to be self-critical and to tolerate, even welcome, criticism from a wide variety of resources."

ROCK TALK
By PAUL JONES
The Mickey Mouse Awards (Formerly The Grammy Awards)

The theme to this year's Grammy Awards seemed to be one of nationality instead of talent. Every major music award (except the Best Score For Motion Picture) was won by Americans. In a matter of fact, of the 75 nominees selected in the major categories of music for awards, only 3 people were not Americans. These were Anne Murray, Elton John, and Paul McCartney who himself was the only non-American to win a Grammy Award. McCartney, along with a producer, George Martin, won an award for writing the music score to the James Bond movie "Live And Let Die".

If the Grammy Awards were given only to American performers because they rightfully deserved them, there would be no reason for so many recording artists to

showed any decent form of the Awards. But as any follower of pop music can see, the Americans are only part of the music industry. Probably the main reason why the Awards are won only by Americans is that United States controls the major financial proportion of the music industry. Because of political scheming and of record companies buying up block votes for their own artists, the National Academy of Recording Arts and Sciences has tended to give some of the awards to artists who never should have been nominated in the first place.

It would be unfair to deny Stevie Wonder the recognition he deserves for his notable contribution to pop music, and in particular, to the field of rhythm and blues. He most certainly deserved the Best Male Vocal Performance Award in the Rhythm and Blues category, but the other three awards he won are not really justifiable. As for the poorly selected nominees in the Album Of The Year category, the only album which at all showed any decent form of intelligent lyrics, adequate arrangements and production was "There Goes Rhymin' Simon" by Paul Simon. But strangely enough the winner was a less significant production called "Innervisions" by Stevie Wonder. In the Best Male Vocal Performance category in the field of Pop, Rock and Folk, Paul Simon again should have won although Stevie Wonder did. In this category, single songs "And I Love You" by Perry Como, "Bad, Bad Leroy Brown" by Jim Croce, "Daniel" by Elton John, "You Are The Sunshine Of My Life" by Stevie Wonder and the entire album "There Goes Rhymin' Simon" by Paul Simon were nominated. Seldom is an album nominated to a category where singles are the nominees. But in this case, where it is, how can you give the Award to a simple love song ("You Are The Sunshine Of My Life") when an entire album, superbly written and produced by probably the best writer in Pop Music in North America, is in the same category?

It's a wonder that someone of Paul Simon's superior musical talent would even allow his presence to be seen at such a mickey mouse operation as the Grammy Awards. This could well be the reason why the Beatles minus Paul, when nominated in the past, had never bothered to attend the Grammys.

Even in the category, Best New Artists, such performers as The Pointer Sisters and Stealers Wheel were not even nominated. As you well know Bette Midler won this Award, if not because of her lusty character but because of her poorly selected lackluster opponents. In 1973, the Grammy Awards could hardly show as much ignorance as their selections of the top music awards. I suppose the only realistic way to calculate what is considered the best is to allow only the musicians and the public, the option to vote. But even so, one must remember that it isn't truly possible, after considering the enormous number of selections, to calculate what is truly best and what is truly not.

Named to the Society's board of directors for three-year terms were: Mrs. Atkinson, Newmarket; Mrs. Shirley Cruikshank, Woodbridge; Mrs. Terry Farquharson, Oak Ridges; Murray Smith, Newmarket; and Dr. Harvey Socol, Richmond Hill.
James Sellis, Georgina Township, was named to a one-year term.
None of the York Regional Council representatives — Mayor Margaret Britnell, King; Mayor William Lazenby, Richmond Hill; Councilors Harry Crisp, Markham; and Robert Pollock, Georgina Township, attended the meeting.
The meeting also paid tribute to Mrs. Ellen Smith, Richmond Hill, a member of the board of directors, who will be moving to Toronto with her family, her husband, Dr. Robert Smith, having accepted the position of senior minister at Eglinton United Church



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