

Poppy Lynn Zieman

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Skills & Qualifications

- NVCI (Non-Violent Crisis Intervention) Certified
- CPR/First Aid Red Cross Certified
- ASIST (Applied Suicide Intervention Skills Training) Certified
- Currently building CASAC (Credentialized Alcohol and Substance Abuse Counselor) hours
- Proficient in multiple Microsoft Operating Systems, Windows 7
- Knowledgeable of agencies and resources available
- Excellent communication skills in all areas: reading, writing, speaking, listening
- Valid Ontario Driver's License
- Non-smoker

Education

- **Community Services Worker Diploma- Honours (Magna Cum Laude)**, triOS College - Hamilton, ON, **2010**

Areas of study include:

~Mental Health ~Community Services in Canada ~Life Span Psychology and Development ~Sociology
~Group Work /Human Relations ~Counseling ~Addictions ~Criminology ~Research/Populations at Risk

Internship: A.D.D.S. (Alcohol & Drug Dependency Services, Inc), Buffalo, NY

Contact: Carmen Sims, CASAC. 716-855-0163

Detox/Primary and Medical Care, Inpatient and Rehab, Records and Quality Control, Half-way Housing, Supportive Living Services-Supporting residents in their efforts to maintain abstinence and reduce the probability of relapse.

~Provided supervision to residents in their development of independent living skills.

~Assisted primary counselors in coordinating and supporting residents' efforts to obtain economic independence and self sufficiency.

~Assisted in Case Conferences, Intake Assessments, Treatment Planning and various other duties in all levels of care.

Evaluation Comments included: "Natural Professionalism", "Great 'streetology'", "Open and willing to the dictates of this profession", "Listens and interacts well. Good people reader", "Overall performance is excellent".

- **Psychosocial Rehabilitation Certificate Program**, Mohawk College - Hamilton, ON

Completed 3 credits, supporting training for CMHA

- **Building Environmental Controls Certificate**, Sheridan College - Oakville, ON

HVAC, plumbing design, electrical systems

Employment History

Floor Check Inspections of Canada, Auditor

2006 – Present

- Work with lending companies such as banks and automotive lenders.
- Confidentiality and attention to detail are paramount.

Burlington Bereavement Resource Council, Bereavement Liaison

2004

- Provided bereavement support and services to families of residents of the hospice.
- Dealt with anticipatory and post event grief, maintained library, worked providing in-services to staff at hospice.

CIBC/CIBC-DC Commerce Court, Preventative Maintenance Administrator/Engineering

1997-2000

- Property management; worked closely with engineering and corporate teams and hired contractors.

Community Activities

HOPE (Halton Organization for Pride and Education), Halton Region/Burlington, ON **2008-2011**

- Provide Positive Space Training: bringing awareness into schools, educating authority figures on acceptance, tolerance and the appropriate approach to have towards sexuality.
- Various board duties such as organizing dances and fundraisers, General Member Meetings, etc.

Black Rock West Side Housing Service, Buffalo, NY **2010-present**

- Communication Committee, responsibilities include Blogging and Maintaining Web Presence, Preparing Press Releases, Assisting with Community Events, Community Clean Ups, Collecting and analyzing Door-to-Door Census information, working with a Team to help create more effective Marketing Strategies, Gala and Special Event organizing. Board of Directors, Director at Large

Terry's Evergreen Addiction Recovery Services, St. Catharine's & Hamilton, ON **2010-present**

- Provide supportive outreach and awareness for Sex-trade Workers in St Catharine's.
- Support hospitals and institutions in accepting 12-Step programs within their structures.
- Food and kitchen organization, cooking, donation coordinator

Cdn. Mental Health Assn. (CMHA), Halton Region/Oakville, Milton, Burlington, ON **2004-2006**

- Facilitated groups in Anger Management, Bi-Polar and Depression, Divorce and Separation Support and facilitated seminars for various Community Awareness and Health Information events.

Additional Outreach and Volunteering

- Provide **Therapeutic Touch** to individual clients and various organizations (and/or offered gift certificates) such as: Juvenile Diabetes, Halton District School Board, Royal Bank, Cystic Fibrosis, Canadian Cancer Association, Breast Cancer Support Services, Make a Wish Foundation.
- Past President of the **Board of Directors at Applemead Co-op** (2009-2010). Responsible for governance by various committees, provincial and federal agencies and from co-op members. Negotiations, Robert's Rules, confidentiality and compassion.
- Worked as department **United Way representative for CIBC-DC**. Increased donations within my area by 1100% over the previous year and was asked to represent CIBC-DC greater Toronto area for the next two years. Appeared on CTV News and various CIBC in-house newsletters. Responsible for organization of volunteers and volunteer supervisors.
- **Resident Care** Volunteer at the Carpenter **Hospice** – Burlington, ON. One-on-one resident care and counseling in anticipatory grief.

Professional Memberships

- Registered Member of TTNO (Therapeutic Touch Network of Ontario)
- Current member in Good Standing of Canadian Mortgage and Housing Corporation (CMHC):
- Applemead Town Homes, former President of the Board
- HOPE, Community Liaison, Positive Space Training Presenter/Workshop Host
- Black Rock Neighborhood Housing Service, Director at Large

References Available Upon Request