

Get Job  
Ready in Just  
6 Months!



LINKS INSTITUTE



CERTIFICATE CATALOGUE

# LINKS Institute

Community Support Worker: Mental Health Certificate.  
Be career ready in just 6 months – courses are online!

**LINKS Institute** is Manitoba's newest Private Vocational Institute. Created in direct response to the educational landscape forged by Covid-19, LINKS welcomes students from across Manitoba and beyond by minimizing the barriers to further education.

- Complete a Community Support Worker: Mental Health (CSWMH) Certificate in just 6 months.
- No need to relocate: classes are offered online. Complete a practicum in your community.
- LINKS Institute is approved by the Manitoba Registration and Accountability Office.

Many people choose to study a certificate program prior to going to University of College, as it prepares students to find employment in a short time frame. Studying a certificate program also allows you to decide if you would like to commit further time to your field in the form of a degree or diploma. Save time, get working faster!

## How does it work?

The CSWMH Certificate consists of 4 terms of 6 weeks each. Students will take a total of 9 classes plus a 6-week practicum in a health or social service setting that meets their career interests.

## What will this certificate do for me?

Graduates of the CSWMH program will be well-prepared to apply for a variety of support roles in the social services field including mental health proctor, residential support worker, support worker, shelter support worker, and more. Although taking the certificate does not guarantee you employment, LINKS Institute will support your job search through resume services and more.

## What courses will I study?

LINKS is owned and operated by industry experts, so we know what skills Support Workers will require in the health & social service fields. We designed these courses with these skills in mind, to give you an edge in the market when you have finished studying.

### CERTIFICATE COURSE DESCRIPTIONS


## Community Support Worker: Mental Health (Online)

### The Basics of Helping Relationships

In mental health fields, there are important differences between a normal relationship and a helping relationship. Special skills such as reflective listening and being solution focused will make a difference in the lives of clients that you work with. Support workers must also understand the ethical obligations they have as members of the team.

#### Learning Outcomes

- Differentiate between a helping and a regular relationship
- Become competent in key interpersonal helping skills
- Understand and demonstrate the qualities of empathy, respect & client autonomy
- Demonstrate the understanding and practice of active listening
- Demonstrate the understanding and practice of responding therapeutically
- Demonstrate the understanding and practice of probing and summarizing skills



 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

### The Basics of Mental Health Challenges

Because support workers often spend the most time with clients of anyone on the team, it is important they have a good general knowledge of common mental health concerns. Understanding how people live with anxiety, depression and other concerns will help the support workers be present for clients in a way that is effective and safe.

#### Learning Outcomes

- Conceptualize and describe mental health concerns
- Discuss biological theories of mental health
- Discuss social theories of mental health
- Have a basic understanding of types of mental health concerns
- Have a basic understanding of the treatment of mental health concerns
- Understand the role of support workers in mental health settings






 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

### The Basics of Substance Use Disorder

Many people who are living with a mental health concern also live with an addiction. Sometimes, it can be hard to know which condition happened first. Clients living with addiction and mental health concerns need support staff who understand issues such as cravings, withdrawal, and risk for overdose.

#### Learning Outcomes

- Conceptualize what a substance use disorder (addiction) is
- Discuss different theories of substance use disorder
- Discuss, and understand the difference between substances
- Demonstrate a basic understanding of how drugs work on the body
- Understand the role of support workers with individuals with an addiction
- Identify and discuss personal attitudes towards addiction

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Indigenous Health

Typical Western approaches to health care might not match the needs of Indigenous people. Support workers must understand the interplay between Indigenous approaches to health and Western ones. The impact of colonization, the residential school system and other ongoing intergenerational traumas are important to understand in the context of health seeking behaviours for Indigenous people.

### Learning Outcomes

- Discuss different First Nations & Indigenous groups in Manitoba
- Understand the impact of colonization on First Nations & Indigenous people
- Understand cultural competency, sensitivity and safety
- Discuss mental health among First Nations & Indigenous peoples
- Compare Indigenous and Western approaches to knowledge
- Understand First Nations & Indigenous health issues

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Social Determinants of Health

What if your personal choices mattered less when it came to your health, than factors such as the impact of our environment and socioeconomic status? Support workers should understand the way that factors that might be outside of a client's control impact their physical and mental health. This includes the impact of poverty, the availability of food and more.

### Learning Outcomes

- Describe an understanding of the social determinants of health
- Describe the impact of poverty on health
- Describe the impact of the environment on health
- Describe the impact of occupations on health
- Discuss how support workers can help clients influence their determinants of health
- Describe how health is a human right

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## The Canadian Healthcare System and Policies

How does the government decide what sort of mental health programs should exist in Canada? If private companies operate mental health services, will that lower the quality of those services that are available? Knowledge is power. Support workers should understand the way decisions are made in the healthcare system, and how policies can be influenced by everyone who has an interest in those issues.

### Learning Outcomes

- Discuss the healthcare system in Canada
- Discuss the healthcare system in Manitoba
- Understand the way healthcare policies affect the provision of services
- Discuss healthcare reform in Canada
- Discuss healthcare reform in Manitoba
- Discuss the role of support workers in the healthcare system

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Motivational Interviewing

There is a science to communication in helping fields. Motivational interviewing is an important technical skill used in the mental health, addiction and related fields. Support workers will take their interpersonal skills in the helping fields to the next level by understanding the basics of motivational interviewing, including reflective listening and understanding client motivation.

### Learning Outcomes

- Describe what motivational interviewing is
- Understand the 4 processes of motivational interviewing
- Demonstrate an understanding of open-ended questions, affirmations and reflections
- Demonstrate an understanding of sustain talk and change talk
- Understand how a support worker might implement motivational interviewing techniques
- Understanding the difference between MI approaches and non-MI approaches

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Basic Pharmacology in Mental Health

Many clients in mental health settings are prescribed psychiatric medication. Support workers often supervise clients who self-administer their medication. It is important for support workers to have a good general knowledge of the different types of psychiatric medication and how they work to help treat mental health conditions.

### Learning Outcomes

- Discuss why psychopharmacology is important
- Understand the role of support workers and psychiatric medication
- Understand basic concepts of neurobiology
- Understand neurotransmitters involved in emotions
- Understand the categories of medication used in mental health
- Understand specific mental health concerns and their treatment

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Psychosocial Rehabilitation

Many people live with severe mental health conditions which last their entire lifetime. These can include but are not limited to schizophrenia, bi-polar disorder and depression. Psychosocial rehabilitation involves understanding a person's motivations, goals and preferred ways of seeking wellness. Support workers play an important role in the lives of people with severe and persistent mental illness.

### Learning Outcomes

- Demonstrate an understanding of psychiatric rehabilitation
- Demonstrate an understanding of severe and persistent mental illness
- Understand the role of support staff in psychiatric rehabilitation
- Understand the goals, values and principals of psychiatric rehabilitation
- Understand health and wellness for individuals with a severe and persistent mental illness
- Understand employment for individuals with a severe and persistent mental illness

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes



## Professional Courses

Courses designed to be relevant and applicable to health & social service settings in Manitoba.



## Skilled Lecturers

Our instructors are specialists in health & social service provision and have hands on, practical experience in the things they are teaching you.



## Online Resources

Study your courses online from the comfort of your own home without having to relocate.

## Our Instructors are Pros!

LINKS Institute is different: we insist that all of our instructors either already have or are studying at the Master's degree level. You can rest assured you will be getting the highest level of instruction possible at a support worker level.

## What will I have to do?

Students will attend over 20 hours of live classroom time online and will be required to spend additional time each week completing readings, online discussion postings, and other assignments.

## How does tuition work?

LINKS Institute offers flexible payment options including paying up front prior to starting class, or breaking down payments into easier to manage amounts over time. There is a non-refundable registration fee. There are provisions under the Private Vocational Institute Act that ensure you receive a tuition refund for any unused amounts.

## Textbooks

Students will be required to purchase the prescribed textbooks for each of the courses in the CSWMH Certificate.

## I'm Interested! Now what?

Great! The first step to securing your place in an upcoming Community Support Worker: Mental Health program is to book an obligation free phone call with a registration advisor. We will chat with you and make sure you are eligible to study in our program, and get you started as soon as possible!



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- LINKS Institute is approved by the Manitoba Registration and Accountability Office.

Many people choose to study a certificate program prior to going to University of College, as it prepares students to find employment in a short time frame. Studying a certificate program also allows you to decide if you would like to commit further time to your field in the form of a degree or diploma. Save time, get working faster!

## How does it work?

The CSWHR Certificate consists of 4 terms of 6 weeks each. Students will take a total of 9 classes plus a 6-week practicum in a health or social service setting that meets their career interests.

## What will this certificate do for me?

Graduates of the CSWHR program will be well-prepared to apply for a variety of support roles in settings which require knowledge and skills in principles of harm reduction and substance use disorder. Although taking the certificate does not guarantee you employment, LINKS Institute will support your job search through resume services and more.

## What courses will I study?

LINKS is owned and operated by industry experts, so we know what skills Support Workers will require in the health & social service fields. We designed these courses with these skills in mind, to give you an edge in the market when you have finished studying.

### CERTIFICATE COURSE DESCRIPTIONS

## Community Support Worker: Harm Reduction (Online)

### The Basics of Helping Relationships

In mental health fields, there are important differences between a normal relationship and a helping relationship. Special skills such as reflective listening and being solution focused will make a difference in the lives of clients that you work with. Support workers must also understand the ethical obligations they have as members of the team.

**Learning Outcomes**

- Differentiate between a helping and a regular relationship
- Become competent in key interpersonal helping skills
- Understand and demonstrate the qualities of empathy, respect & client autonomy
- Demonstrate the understanding and practice of active listening
- Demonstrate the understanding and practice of responding therapeutically
- Demonstrate the understanding and practice of probing and summarizing skills

📅 Lessons	24
📖 Topics	6
📝 Quizzes	1
🕒 Duration	6 weeks
✅ Assessment	Yes

### The Basics of Mental Health Challenges

Because support workers often spend the most time with clients of anyone on the team, it is important they have a good general knowledge of common mental health concerns. Understanding how people live with anxiety, depression and other concerns will help the support workers be present for clients in a way that is effective and safe.

**Learning Outcomes**

- Conceptualize and describe mental health concerns
- Discuss biological theories of mental health
- Discuss social theories of mental health
- Have a basic understanding of types of mental health concerns
- Have a basic understanding of the treatment of mental health concerns
- Understand the role of support workers in mental health settings

📅 Lessons	24
📖 Topics	6
📝 Quizzes	1
🕒 Duration	6 weeks
✅ Assessment	Yes

### The Basics of Substance Use Disorder

Many people who are living with a mental health concern also live with an addiction. Sometimes, it can be hard to know which condition happened first. Clients living with addiction and mental health concerns need support staff who understand issues such as cravings, withdrawal, and risk for overdose.

**Learning Outcomes**

- Conceptualize what a substance use disorder (addiction) is
- Discuss different theories of substance use disorder
- Discuss, and understand the difference between substances
- Demonstrate a basic understanding of how drugs work on the body
- Understand the role of support workers with individuals with an addiction
- Identify and discuss personal attitudes towards addiction

📅 Lessons	24
📖 Topics	6
📝 Quizzes	1
🕒 Duration	6 weeks
✅ Assessment	Yes

## Introduction to Indigenous Health

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### Learning Outcomes

- Discuss different First Nations & Indigenous groups in Manitoba
- Understand the impact of colonization on First Nations & Indigenous people
- Understand cultural competency, sensitivity and safety
- Discuss mental health among First Nations & Indigenous peoples
- Compare Indigenous and Western approaches to knowledge
- Understand First Nations & Indigenous health issues

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Harm Reduction I

Harm reduction (HR) is a set of values and practices intended to help minimize negative consequences of activities such as (including but not limited to) substance use and sexual activity. In part 1 of this 2-part overview, students will gain knowledge related to HR for alcohol, cannabis, and illicit substance use. This course is intended to help students develop the knowledge to work in settings that implement principles of HR, and to provide leadership skills in a support worker role.

### Learning Outcomes

- Understand and describe basic principles of harm reduction
- Discuss the ethical values and history of harm reduction
- Demonstrate an understanding of interpersonal approaches in harm reduction
- Understand and describe harm reduction approaches for alcohol use
- Understand and describe harm reduction approaches for cannabis use
- Understand and describe harm reduction approaches for illicit substances use

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## The Canadian Healthcare System and Policies

How does the government decide what sort of mental health programs should exist in Canada? If private companies operate mental health services, will that lower the quality of those services that are available? Knowledge is power. Support workers should understand the way decisions are made in the healthcare system, and how policies can be influenced by everyone who has an interest in those issues.

### Learning Outcomes

- Discuss the healthcare system in Canada
- Discuss the healthcare system in Manitoba
- Understand the way healthcare policies affect the provision of services
- Discuss healthcare reform in Canada
- Discuss healthcare reform in Manitoba
- Discuss the role of support workers in the healthcare system

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Motivational Interviewing

There is a science to communication in helping fields. Motivational interviewing is an important technical skill used in the mental health, addiction and related fields. Support workers will take their interpersonal skills in the helping fields to the next level by understanding the basics of motivational interviewing, including reflective listening and understanding client motivation.

### Learning Outcomes

- Describe what motivational interviewing is
- Understand the 4 processes of motivational interviewing
- Demonstrate an understanding of open-ended questions, affirmations and reflections
- Demonstrate an understanding of sustain talk and change talk
- Understand how a support worker might implement motivational interviewing techniques
- Understanding the difference between MI approaches and non-MI approaches

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Harm Reduction II

Harm reduction (HR) is based on human rights and does not require that people stop using substances or change their behaviour. In part 2 of this 2-part overview, students will gain knowledge related to HR for people engaged in high-risk sexual behaviour, for people living with HIV, and for tobacco use. Additionally, students will learn about cultural, mental health and policy considerations in HR.

### Learning Outcomes

- Understand and describe harm reduction approaches for people living out high risk sexual behaviour
- Understand and describe harm reduction approaches for people living with HIV
- Understand and describe harm reduction approaches for tobacco use
- Discuss the importance of cultural considerations in harm reduction
- Understand and describe considerations for mental health and harm reduction
- Understand and describe policy considerations for harm reduction


 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Crisis Intervention

Sometimes people accessing harm reduction services might be experiencing a crisis such as a mental health emergency, the experience of trauma, or feeling suicidal. Support workers need the skills to respond to and support people experiencing crisis, for the safety of the individual, the worker, and others using services. In this course, students will receive an overview of crisis intervention with a focus on issues that clients in a harm reduction setting might be experiencing.

### Learning Outcomes

- Demonstrate an understanding of what constitutes crisis
- Discuss crisis assessment & intervention at an overview level
- Differentiate types of crises and discuss appropriate responses
- Understand the importance of multicultural awareness in crises
- Demonstrate an understanding of issues related to suicide and suicidality
- Describe and discuss violence risk & understand appropriate responses

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes



## Professional Courses

Courses designed to be relevant and applicable to health & social service settings in Manitoba.



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## What will I have to do?

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## How does tuition work?

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## Textbooks

Students will be required to purchase the prescribed textbooks for each of the courses in the CSWHR Certificate.

## I'm Interested! Now what?

Great! The first step to securing your place in an upcoming Community Support Worker: Harm Reduction program is to book an obligation free phone call with a registration advisor. We will chat with you and make sure you are eligible to study in our program, and get you started as soon as possible!



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CERTIFICATE CATALOGUE

# LINKS Institute

Mental Wellness & Harm Reduction Worker Diploma.  
Be career ready in approximately 9 months – courses are online!

**LINKS Institute** is Manitoba's newest Private Vocational Institute. Created in direct response to the educational landscape forged by Covid-19, LINKS welcomes students from across Manitoba and beyond by minimizing the barriers to further education.

- Complete a Mental Wellness & Harm Reduction Worker (MWHR) Diploma in approximately 9 months.
- No need to relocate: classes are offered online. Complete a practicum in your community.
- LINKS Institute is approved by the Manitoba Registration and Accountability Office.

Many people choose to study a certificate program prior to going to University of College, as it prepares students to find employment in a short time frame. Studying a certificate program also allows you to decide if you would like to commit further time to your field in the form of a degree or diploma. Save time, get working faster!

## How does it work?

The MWHR Worker Diploma consists of 5 terms of 6 weeks each. Students will take a total of 12 classes plus a 6-week practicum in a health or social service setting that meets their career interests.

## What will this certificate do for me?

Graduates of the MWHR Worker program will be well-prepared to apply for a variety of support roles in the social services field including mental health proctor, residential support worker, support worker, shelter support worker, and more. Although taking the certificate does not guarantee you employment, LINKS Institute will support your job search through resume services and more.

## What courses will I study?

LINKS is owned and operated by industry experts, so we know what skills Support Workers will require in the health & social service fields. We designed these courses with these skills in mind, to give you an edge in the market when you have finished studying.

### CERTIFICATE COURSE DESCRIPTIONS


## Mental Wellness & Harm Reduction Worker Diploma (Online)

### The Basics of Helping Relationships

In mental health fields, there are important differences between a normal relationship and a helping relationship. Special skills such as reflective listening and being solution focused will make a difference in the lives of clients that you work with. Support workers must also understand the ethical obligations they have as members of the team.

#### Learning Outcomes

- Differentiate between a helping and a regular relationship
- Become competent in key interpersonal helping skills
- Understand and demonstrate the qualities of empathy, respect & client autonomy
- Demonstrate the understanding and practice of active listening
- Demonstrate the understanding and practice of responding therapeutically
- Demonstrate the understanding and practice of probing and summarizing skills



 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

### The Basics of Mental Health Challenges

Because support workers often spend the most time with clients of anyone on the team, it is important they have a good general knowledge of common mental health concerns. Understanding how people live with anxiety, depression and other concerns will help the support workers be present for clients in a way that is effective and safe.

#### Learning Outcomes

- Conceptualize and describe mental health concerns
- Discuss biological theories of mental health
- Discuss social theories of mental health
- Have a basic understanding of types of mental health concerns
- Have a basic understanding of the treatment of mental health concerns
- Understand the role of support workers in mental health settings






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 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

### The Basics of Substance Use Disorder

Many people who are living with a mental health concern also live with an addiction. Sometimes, it can be hard to know which condition happened first. Clients living with addiction and mental health concerns need support staff who understand issues such as cravings, withdrawal, and risk for overdose.

#### Learning Outcomes

- Conceptualize what a substance use disorder (addiction) is
- Discuss different theories of substance use disorder
- Discuss, and understand the difference between substances
- Demonstrate a basic understanding of how drugs work on the body
- Understand the role of support workers with individuals with an addiction
- Identify and discuss personal attitudes towards addiction

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Indigenous Health

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 Lessons	24
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## Basic Pharmacology in Mental Health

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- Demonstrate an understanding of severe and persistent mental illness
- Understand the role of support staff in psychiatric rehabilitation
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- Understand health and wellness for individuals with a severe and persistent mental illness
- Understand employment for individuals with a severe and persistent mental illness

 Lessons	24
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## Introduction to Harm Reduction I

Harm reduction (HR) is a set of values and practices intended to help minimize negative consequences of activities such as (including but not limited to) substance use and sexual activity. In part 1 of this 2-part overview, students will gain knowledge related to HR for alcohol, cannabis, and illicit substance use. This course is intended to help students develop the knowledge to work in settings that implement principles of HR, and to provide leadership skills in a support worker role.

### Learning Outcomes

- Understand and describe basic principles of harm reduction
- Discuss the ethical values and history of harm reduction
- Demonstrate an understanding of interpersonal approaches in harm reduction
- Understand and describe harm reduction approaches for alcohol use
- Understand and describe harm reduction approaches for cannabis use
- Understand and describe harm reduction approaches for illicit substances use



 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Harm Reduction II

Harm reduction (HR) is based on human rights and does not require that people stop using substances or change their behaviour. In part 2 of this 2-part overview, students will gain knowledge related to HR for people engaged in high-risk sexual behaviour, for people living with HIV, and for tobacco use. Additionally, students will learn about cultural, mental health and policy considerations in HR.

### Learning Outcomes

- Understand and describe harm reduction approaches for people living out high risk sexual behaviour
- Understand and describe harm reduction approaches for people living with HIV
- Understand and describe harm reduction approaches for tobacco use
- Discuss the importance of cultural considerations in harm reduction
- Understand and describe considerations for mental health and harm reduction
- Understand and describe policy considerations for harm reduction

 Lessons	24
 Topics	6
 Quizzes	1
 Duration	6 weeks
 Assessment	Yes

## Introduction to Crisis Intervention

Sometimes people accessing harm reduction services might be experiencing a crisis such as a mental health emergency, the experience of trauma, or feeling suicidal. Support workers need the skills to respond to and support people experiencing crisis, for the safety of the individual, the worker, and others using services. In this course, students will receive an overview of crisis intervention with a focus on issues that clients in a harm reduction setting might be experiencing.

### Learning Outcomes

- Demonstrate an understanding of what constitutes crisis
- Discuss crisis assessment & intervention at an overview level
- Differentiate types of crises and discuss appropriate responses
- Understand the importance of multicultural awareness in crises
- Demonstrate an understanding of issues related to suicide and suicidality
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Students will attend over 20 hours of live classroom time online and will be required to spend additional time each week completing readings, online discussion postings, and other assignments.

## How does tuition work?

LINKS Institute offers flexible payment options including paying up front prior to starting class, or breaking down payments into easier to manage amounts over time. There is a non-refundable registration fee. There are provisions under the Private Vocational Institute Act that ensure you receive a tuition refund for any unused amounts.

## Textbooks

Students will be required to purchase the prescribed textbooks for each of the courses in the MWHR Worker Diploma.

## I'm Interested! Now what?

Great! The first step to securing your place in an upcoming Mental Wellness & Harm Reduction Worker program is to book an obligation free phone call with a registration advisor. We will chat with you and make sure you are eligible to study in our program, and get you started as soon as possible!



# LINKS INSTITUTE

LINKS Institute is a registered business of 4 U Innovative Health & Social Service Solutions Incorporated, a company founded and operated in Manitoba



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