



CTSS CONNECTS

SUMMER 2022



Stephanie Ball
EXECUTIVE DEAN

Schools of Interdisciplinary Studies and
Justice & Emergency Services

MESSAGE FROM The Executive Dean - Stephanie Ball

Hello:

I am providing one final update before I retire on June 30 of this year. I have enjoyed working with the CTSS team over the many years they have taught in the program, and have also enjoyed the interaction with the students. Over the years, students have participated in mock trials, cross college mock disasters, mentoring opportunities, and Open Houses, to name just a few. Many graduates are now working in their field and they are amazing representatives from our programs.

I do want to add my appreciation to Debbie Miller, who has been a fantastic program coordinator, a great faculty member in Justice and Emergency Services, a wonderful role model to her students, and a strong mentor to other faculty and coordinators. I am leaving the program in strong and supportive hands, and appreciate having had the privilege of working with this team.

All the best for the future!

Stephanie D. Ball, B.A., LL.B.

***Executive Dean
School of Justice & Emergency Services and
School of Interdisciplinary Studies
Durham College***



MESSAGE FROM The Program Coordinator - Debbie Miller

The Court Support Services program was offered this past year in an alternate delivery mode. The pandemic seen many changes in delivery of programs across the college. Due to the changing public health guidelines respecting attendance at the college, this program was offered in a Hy-Flex delivery mode.

What is Hy-Flex delivery?

Hy-Flex delivery allows students to attend classes in a way that best fits their lifestyle and so they choose either to attend class in person on campus, attend class online and learn at the same time as those who are in the classroom or attend asynchronously by viewing the class recording and completing their own online tasks to enhance their learning. We truly believe that this alternate delivery style gave the Court Support Services the boost that it needed this year to run successfully during a difficult time for all!

Although students were not able to attend field placements, the feedback we received was very positive as students were able to observe live court proceedings each week via Zoom. They also were lucky to meet with presiding justices and counsel in break out rooms to further discuss what was happening in court that day. On days where students did not observe live court proceedings online, we were blessed to host Justice Devlin and Justice of the Peace Coopersmith from the Ontario Court of Justice. Students also had a much needed relaxing mindfulness session online with DC facilitator Andrea Leskowsky-Grupp. They ended the semester in this course by completing a one day "Conflict in the Workplace" workshop facilitated by graduate Alicia Klonowski.

Overall, the year went by quickly and the students were able to adapt very well to the Hy-Flex program. The faculty team is grateful to all of our 2021-22 students and for the resiliency and flexibility they contributed to the success of the program this year. We wish each CTSS student the best in their future endeavours and hope they keep in touch with us!

Debbie Miller

The capacity to learn is
a *gift*; the ability to
learn is a *skill*; the
willingness to learn is a
choice.

Brian Herbert



Stephanie Ball has been a huge support to the Court Support Services students and faculty in recognizing that this unique program could be the first ever program of its kind to be offered in the province of Ontario. Throughout the past 16 years that this program has run, Stephanie has continued to exemplify a leadership role to faculty that provided our team with gratitude, support, encouragement and guidance. On behalf of the Court Support Services team we sincerely thank Stephanie for leading this program.

We wish you all the best in your retirement!!!

CONGRATULATIONS GRADUATES CLASS OF 2022

WE'RE #DCPROUD OF YOU!!!



Graduation took place in person for the first time in 2 years!

Celebrating More Success!

**Highest Grade Point Average
Award Recipient for the 2021-22 year in CTSS**

is

Jyotsana North



The CTSS Faculty Team wishes to congratulate Jyotsana. We are very proud of your hard work and achievement in earning this award Jyotsana!

Jyotsana was unable to attend the graduation ceremony as her daughter was graduating from Kindergarten!! She has another great milestone to celebrate in her family!! We wish you all the best in your future career Jyotsana!



NEW NAMES FOR DURHAM COLLEGE SCHOOLS!

This message is being shared on behalf of Dr. Elaine Popp, executive vice president, Academic.

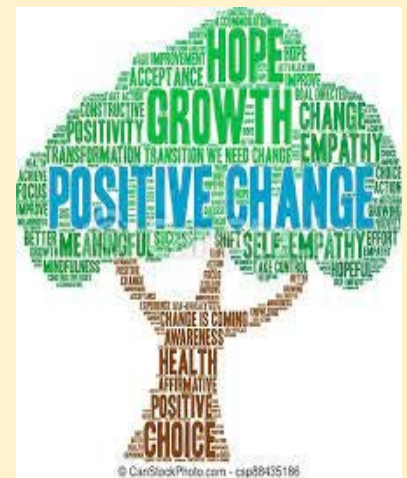
Last month, we announced exciting changes to the academic portfolio, including the realignment of our academic schools to streamline and integrate program clusters that reflect the modern world of work, as well as the adoption of the departmental term 'Faculty' in place of 'School'.

I am pleased to advise that these changes came into effect June 20th and, as a reminder, below is a list of the new faculties.

- Business
- Health Sciences (HS)
- Hospitality & Horticultural Science (HHS)
- Liberal Studies (LS)
- Media, Art & Design (MAD)
- Science, Engineering & Information Technology (SEIT)
- Skilled Trades & Apprenticeship (STA)
- Social & Community Services (SCS)

The School of Justice & Emergency Services will now be called the

Faculty of Social & Community Services (SCS).



Laugh of the Day!!



We are excited for this new progressive change at the college and meeting and welcoming faculty from other Programs!!!

Court Support Services Graduates are Getting Hired!!!

So far....8 graduates from the 2021-2022 year are working in Court Services in a court support position!!!



Message from 2022 Graduate Lynda Trotter:

As a proud graduate of the Court Support Services Program 2022, I can say that it has changed my life. The program was a door opening onto a new threshold of great things. I am now a Court Clerk with the Victoria Law Courts in British Columbia. My placement happened prior to my graduation. All of the hard work from the staff and assistance from my fellow students were all key in my success. At Durham College they say, "Success Matters", and it is a truthful statement. I am a perfect example of a true success story, and I would not be enjoying working in the courts without this program. If you give this program 100% of your passion for the law, your enthusiasm to working in the courtroom and your dedication to success, you will reap the rewards of a dynamic career in the Court Services Branch, not just in Ontario, but anywhere in Canada.





Message from 2022 Graduate Karen Nolan:

The teachers at Durham College are fantastic. They have worked in the field, have real time experience, and have delivered a program that is recognized by the courts. They are known by the court trainers and come highly recommended. I was able to secure a position as court reporter in the Ontario Provincial Courts. Thanks to Chantelle Quan-Vie, I was confident about the process and my training was a breeze. Thanks to the other teachers in the course, I have been able to assist the court clerks as well. It's really wonderful to work as a team. Would I recommend this program to others? Absolutely! The teachers always have time for you and answer all your questions. Is it a difficult program? As long as you take notes, review the videos, you will be successful. A big shout out to Debbie, Grace, Monique, Bernadette, Chantelle, Kathleen, and Ester. They gave me the tools for a successful career.



Highlights of the Court Support Services Program 2021-22

- The class observed live court proceedings each week in Zoom for the first time and they enjoyed it very much!
- Virtual mock interviews took place for the first time and were very successful;
- Graduate Resume Booklets were published and distributed to court managers across the province in electronic format;
- Court Support Services was one of several programs piloting the Hy-Flex delivery model to our students to provide flexibility and accessibility while keeping each other safe;
- Our students learned and adapted quickly to delivery and program changes and succeeded!

Court Support Services Program Advisory Committee
(PAC)

Many “Thank You’s” to All of the PAC Members and guests
who attended the virtual program advisory meetings in the Fall 2021 and Spring 2022.

We truly appreciate your support for the program and your advice, guidance and
suggestions to maintain the quality of this program for our students!



Our PAC members are so important to the growth
of this program
we need you to continue to support us and
We cannot thank you enough



Focus On Alumni



Jeff Cleary, Class of 2020

Hello. My name is Jeff Cleary. I graduated from the Durham College, Court Support Services program in 2020. Upon graduation, I was hired by the Ministry of the Attorney General as a Court Clerk Registrar. I currently work in the Ontario and Superior Courts of Justice in Peterborough, in the Central East Region.

I have always been interested in the justice system and in the workings of the courts in particular. I wanted to become involved. I wanted to contribute. However, I knew very little about the structure of the courts in Ontario, the types of proceedings and legal terminology in general. The Court Support Services program at Durham College taught me all I need to know. Through the personal instruction from experienced professors, along with the assignments, scenarios and in court observation and field placement, I left the program prepared and confident to perform the role of a court support worker.

I highly recommend this program to prepare people for working in the courtroom or to prepare and expose people to other career possibilities within the legal and justice system in Ontario. The program was great fun and I met some great people. Jeff is currently working in the provincial offences administration office & as a clerk/monitor in Northern Ontario.



Alicia Klonowski, Class of 2016

The time I spent in the Court Support Services Program I would not change for the world. It was an amazing life experience and really prepared me for being a court clerk within the Ontario Court of Justice. Not only did the program assist in giving me the knowledge I need to accomplish my job to the fullest but it also gave me the ability to practice everyday tasks which are required from an employee within the Ministry of the Attorney General. The professors are outstanding in their field, as well as continuously helping you succeed. The Court Support Services Program is truly a great experience and really prepares you for your future as well as being the face of justice. Alicia is currently working as a Court and Client Representative in Court Services.

Stay connected with the Durham College Community by joining the Alumni Association!!

<https://www.facebook.com/durhamcollegealumni>

Did You Know??

Court Support Services students and graduates are On Facebook!!

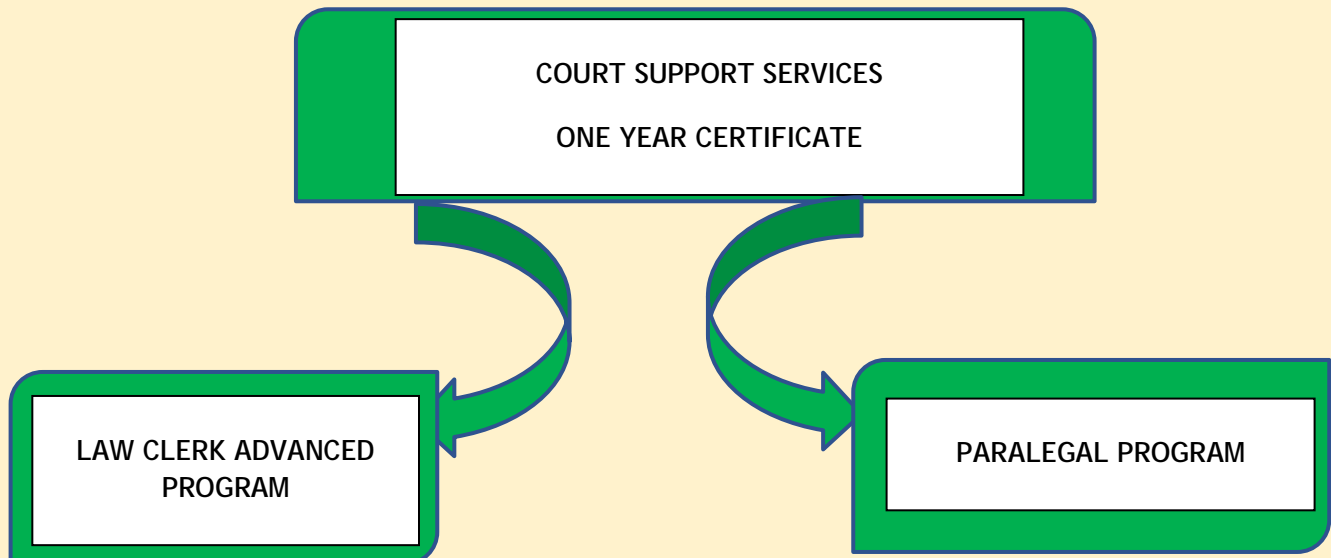
**If you are a graduate or current student be sure to join the
“Court Support Services Durham College” Facebook Private Group!!**

<https://www.facebook.com/groups/287346351349042/>
181 Members and Growing Strong!!!



Pathways for Court Support Services Students

A major focus of DC is to encourage and promote internal and external educational pathways to our students. Please see the chart which demonstrates some of our internal pathways. We encourage you to take advantage of these educational opportunities



*From the Court Support Services Program
Faculty Team at
Durham College...*



*...We wish you a safe and happy
Summer 2022!!*

See you in the Fall!!