

Approximate Schedule for “Complex Trauma Treatment”, March 26, 2026

***Please Note: All Times listed below are in EDT (Toronto, New York)**

12:00 pm – 4:15 pm EDT (*Convert to your Time Zone*): Workshop

There will be a 15 minute break mid-way through the workshop

Helpful Information

Joining the Workshop

You will each be emailed a unique Zoom link to join the workshop. *Please note: You will only be able to join from one device at a time

Social Media

Instagram: www.instagram.com/missionempowermentworkshops

Facebook: **Mission: Empowerment:** www.facebook.com/MissionEmpowerment

Sheri Van Dijk: <https://www.facebook.com/sherivandijkMSW?fref=ts>

****Tag us in a social media post within 24 hours after the workshop session to be entered in a draw for a free workshop! See page 2 for more info****

Workshop & Technical Support

If you experience any technical issues during the workshop, please try the following:

- Log out of the meeting and then log back in (this resolves the vast majority of issues)
- If your internet is unstable: Hard-wire in if at all possible. Close out all other applications and internet tabs and ensure that no one else on your wifi network is streaming video (Netflix, Youtube, videoconferencing). Turn off your video. If you can't hard-wire in, sit closer to the router.
- If you have audio issues: Check that your volume is up on your computer. Check that the sound is going to the proper speakers/headphones. Re-boot your computer.

If you've tried the above and still require assistance, our Administrative Superhero, **Trena Ball**, will do her best to trouble-shoot. You can reach her in one of these 2 ways:

1. Email: info@missionempowerment.ca
2. Private chat message (when in the Zoom meeting) – search TECH or Trena

Please note: Trena may not be able to respond immediately if she is helping other attendees. **Trying the steps above first - especially logging out and back in - resolves the vast majority of technical issues.**

Q & A

There will be a couple of Q & A periods during the workshop, and we'll let you know how to submit your questions at those times. In the meantime, please just jot down your questions on a piece of paper or in your computer until it is time for Q & A - unless it's something urgent like a clarifying question (in which case, please message the host and they'll decide whether to interrupt the speaker or wait until later).

****Please do not use the “raise hand” function except for times when the moderator or presenter specifically asks for people to use it*****

Closed Captions

If you'd like to enable closed captions, here's how to do that:

- Click the "CC" button on your Zoom toolbar and select the option you would like ("Show subtitle" or "Hide subtitle").
- If you can't find the CC button, check for something that says "More" on your toolbar, and click on that and then click "Captions".

Live Transcript Feature

Using the 'live transcript' feature during the Zoom meeting can be very helpful. You can keep it open on the side of your Zoom screen or on a separate monitor. This allows you to scroll back if you miss something the presenter said or search for a specific term mentioned earlier. Here's how to access it:

- Click the CC button on your Zoom menu
- Select the ^ arrow next to it
- Choose "View live transcript"
- To move or minimize the transcript, click the icon in the top-right corner that has an arrow inside a box pointing diagonally.

** Unfortunately, we are unable to provide the Zoom transcript after the meeting. This is to maintain confidentiality for participants who shared during the session and to respect the presenter's intellectual property, as the transcript would serve as a permanent record of their presentation**

Access to Recording After the Workshop

All workshop participants will receive access to a recording of the workshop for 60 days. The recording will be emailed out by **end of day on Thursday April 2, 2026** (to allow time for editing) and you will have access until end of day on June 1, 2026.

Certificates of Attendance

You will receive an email at end of the workshop, with information about how to obtain your certificate of attendance, along with an online evaluation form for the workshop.

Win a Free Workshop with Mission: Empowerment!

Here's how to enter:

1. Share a post about the workshop on **Instagram or Facebook**, tagging **Mission: Empowerment** in your post (see page 1 for our "handles")
2. Post within **24 hours** of the workshop session to be entered into the draw.

🎯 What's the prize?

One lucky winner will be chosen to receive a gift certificate for a **free workshop** (of the same value as the current workshop) from Mission: Empowerment! **ON DEMAND** workshops included.

📅 When will the draw take place?

The winner will be drawn on **Saturday March 28th at 1:00 pm ET**.

Thank you for Attending!