

LET'S GROW TOGETHER

ONPhA

2016
CONFERENCE
& TRADE SHOW



NOVEMBER 4-6, 2016
SHERATON CENTRE TORONTO

ONSITE GUIDE

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THANK YOU

to our 2016 Conference sponsors

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IN 2016 LET'S GROW TOGETHER!



Welcome to the 2016 ONPHA Conference and Trade Show! On behalf of ONPHA's Board of Directors and staff, we would like to thank you for joining us for three days of inspiring conversation.

This conference is a meeting place for ideas, where our members and sector colleagues come together from across the province to share their wealth of knowledge and their unique stories. Our 2016 Conference theme – Let's Grow Together – captures and celebrates this collaborative spirit. There is strength in the combined experience of our non-profit housing community, and when we work together, new ideas, solutions and possibilities emerge.

In 2016, we've reimagined our approach to the Conference, with enhanced programming streams that closely align with the work you do, and session formats that best suit your unique learning style. This is your chance to engage with a broad range of ideas and perspectives from sector experts, international speakers and fellow members.

What hasn't changed is ONPHA's commitment to bringing you quality learning opportunities, as well as the chance to connect and network with your peers at our fun and lively social events. Make sure our two keynote speakers are in your calendar, and we look forward to seeing all of you who registered for our "new-look" ONPHA Gala – thank you for joining us in celebration of our 2016 award winners!

Whether this is your first time attending, or you're coming back after several years, we're confident that you'll enjoy everything this year's Conference has to offer.

We'd like to take this opportunity to thank ONPHA's generous sponsors and exhibitors, whose support has made this Conference and Trade Show possible. And, of course, thank you to all of our volunteers and staff for their dedication to creating another fantastic experience for members.

Get ready to be inspired. Let's share our stories, let's learn from each, and most of all, let's grow together to meet our common goals.



A stylized, handwritten signature in black ink.

Meg McCallum
President, ONPHA
Board of Directors



A stylized, handwritten signature in black ink.

Sharad Kerur
Executive Director



JOIN THE CONFERENCE CONVERSATION!

#ONPHAconf



@ONPHA



ONPHA



onphajm

MEET ONPHA

In honour of hosting happiness guru Neil Pasricha as our closing keynote, ONPHA staff decided to *share what makes us happy*.



Sharad Kerur
Executive
Director

I'm happiest when I've made others happy by helping them



Margie Carlson
Deputy Executive
Director

Off-the-beaten path adventure travel



Karen Fisher
Executive
Assistant

A day in the countryside



Nicola Dufficy
Manager, Events
and Marketing

A ladybug on my shoulder



Yuliana Paspalovski
Coordinator,
Conference and
Events

Food, wine, puppies, the beach



Kristen Gentleman
Coordinator,
Conference
Marketing and
Events

Sun, sand and a good book



Lisa Timoshenko
Coordinator,
Marketing

Other people's quirks



Michelle Coombs
Manager,
Education and
Member Services

Puppy bellies



Isaac Coplan
Coordinator,
Education Services

Being part of a community



Emma Lander
Coordinator,
Member Services

Music



Leah Blunden
Administrator,
Education

Working in my vegetable garden with my cat



Pam Page
Coordinator,
Education Services

A really good pun



Leah Beck
Coordinator,
Best Deals

Swimming on a hot summer day



Helen Harris
Coordinator,
Policy and
Research

Time with friends and family



Gary Kane
Coordinator,
Communications
and Online
Services

Experiencing a new adventure



Jacqueline Waters
Coordinator,
Communications

Doing good work on something meaningful



Cynthia Maroulis
Coordinator of
Membership
Systems

The first snow storm



Liza Gowe
Coordinator of
Finance, HR and
Office Services

Spending time with family



Terri Hayes
Administrator,
Member Support
Services and
Reception

Family, friends and food

NAVIGATING THE CONFERENCE

STREAMS

We've created new streams to reflect the key areas of non-profit housing management.



THE BASICS

New to the housing sector or looking for a refresher? Get clear and concise information on topics that will help your day-to-day housing operations.



OUR ASSETS

Managing the bricks and mortar is a key component of what you do. Gain the knowledge and tools you need to plan for and maintain a solid infrastructure.



OUR ORGANIZATIONS

Explore new ideas and best practices for the day-to-day running and future of your non-profit housing business.



OUR COMMUNITIES

Ensure you have what you need to work well with staff, volunteers and tenants, and with your communities.



OUR FUTURE

Explore, discuss and participate in planning for the future of the non-profit housing sector.

SESSION FORMATS

We've developed new session formats to cater to a variety of different learning styles.

LEARN

Practical knowledge sessions featuring lecture-style presentations, with opportunity for Q&A.

SHARE

Case studies that provide examples of projects and/or programs that non-profit housing providers have launched in their communities, and the outcomes of these initiatives. A combination of presentation, group discussion and Q&A.

PRACTICE

Interactive presentation, which allows attendees to participate in a workshop activity or discussion and receive feedback from their peers and the instructor(s).

EXPLORE

Delegates will go offsite for a tour or site visit by foot or bus. Experience non-profit housing communities first-hand!

IMAGINE

A deep dive exploration of challenging issues facing the sector that will be used to inform ONPHA's future work. For experienced housing professionals and board members.

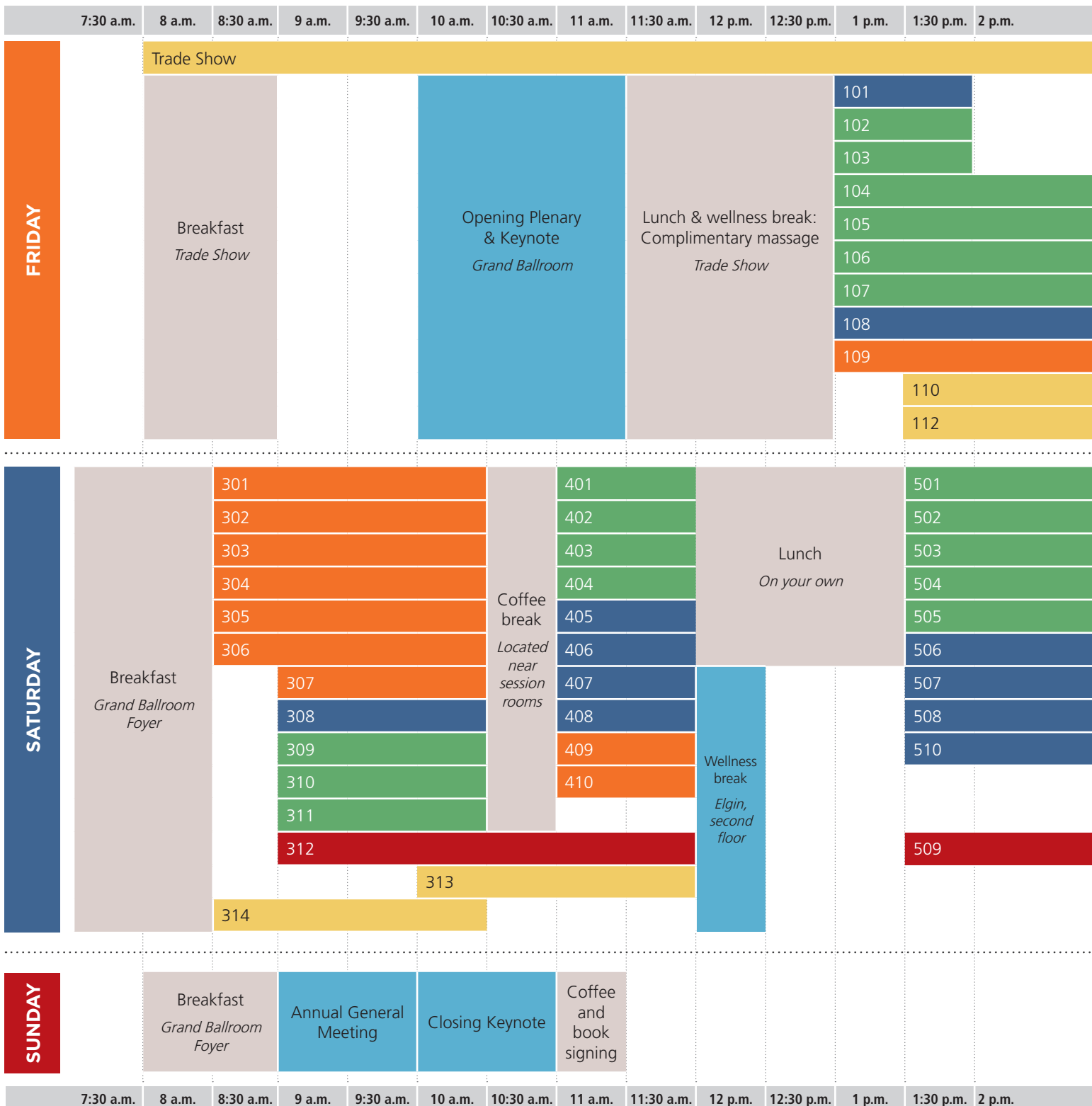
HOW TO USE THIS GUIDE

Turn to "**Conference at a glance**" on page 4 to see the full conference schedule, including sessions and social events. Circle which sessions you have registered for on Friday and Saturday, then turn to page 7 to find further details about your Friday sessions and page 16 for your Saturday sessions, including descriptions and room locations. If you pre-registered for the Conference online, you can also find this information on your nametag.



CONFERENCE AT A GLANCE

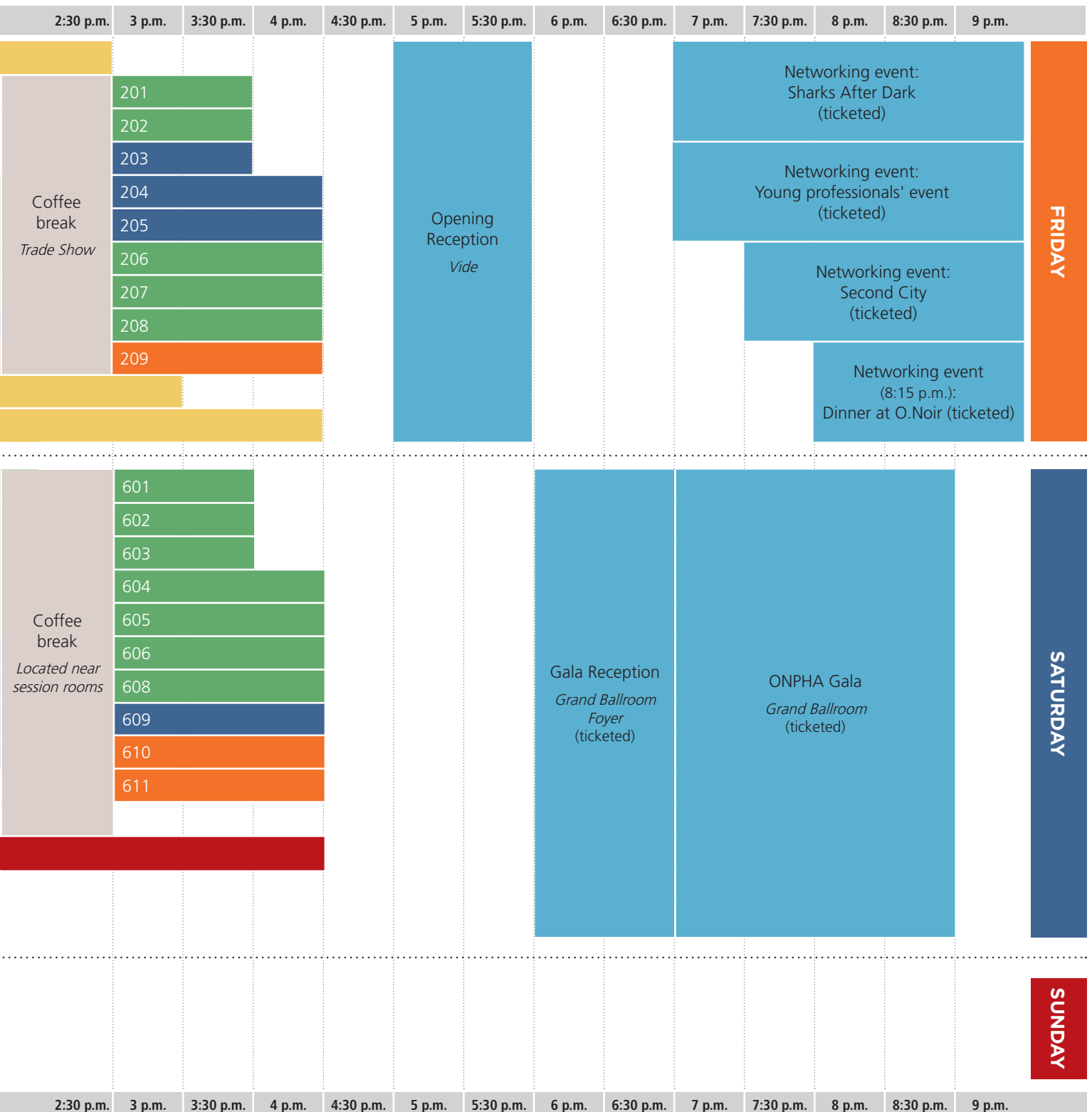
FRIDAY NOVEMBER 4 TO SUNDAY NOVEMBER 6

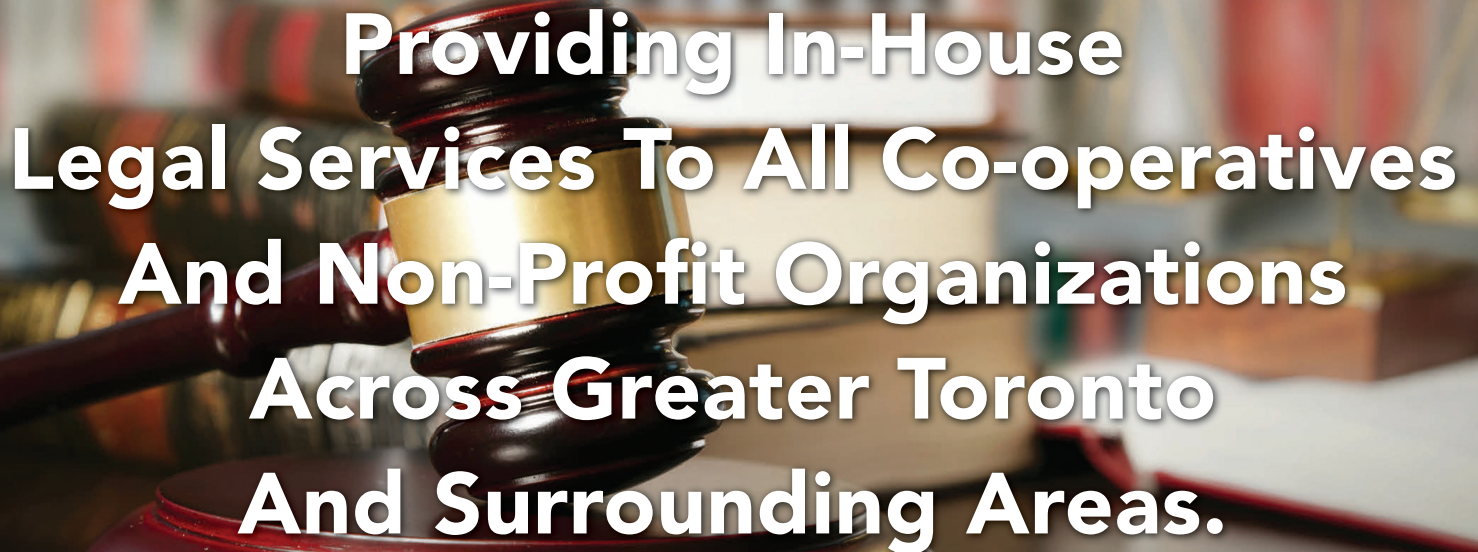


See detailed listings in **Sessions & activities by day** for more information beginning on page 7.

CONFERENCE AT A GLANCE

■ LEARN
 ■ SHARE
 ■ PRACTICE
 ■ EXPLORE
 ■ IMAGINE
 ■ SPECIAL EVENTS
 ■ BREAKS





Providing In-House Legal Services To All Co-operatives And Non-Profit Organizations Across Greater Toronto And Surrounding Areas.

OPMG is proud to offer in house legal representation, that means you don't need to pay an expensive lawyer. For all co-operatives and non-profit organizations, we offer legal assistance at a fraction of the price. We understand what a burden it can be for landlords to move forward with their rights against non-paying members and tenants.

OPMG offers legal services to co-operatives and non-profit organizations for the following but not limited to:

- Arrears
- Collections and Enforcements
- Filing of all LTB related applications
- Filing of eviction with the sheriff
- Illegal acts
- Interference with reasonable enjoyment or lawful rights
- Misrepresentation of income in an RGI household
- No longer eligible for social housing
- Persistent late payment
- Serious impairment of another person's safety
- Small Claims Court
- Too many persons in unit for health and safety standards
- Undue damage caused wilfully or negligently

SESSIONS & ACTIVITIES BY DAY

FRIDAY NOVEMBER 4

Breakfast at the Trade Show

8-9 a.m.

OPENING PLENARY & KEYNOTE

10-11:30 a.m.

The Conference officially kicks off at the Opening Plenary!

Hear a brief overview of ONPHA's work from our Board President Meg McCallum and join us in welcoming the

Honourable Chris Ballard, minister of housing, who will provide delegates with updates from the Province. We will also announce and celebrate the recipients of the 2016 Kathleen Blinkhorn Aboriginal Student Scholarship and the Award for Excellence. The Scholarship, sponsored by Union Gas, is awarded annually to five Aboriginal students living in non-profit housing to assist with their post-secondary education. The Award for Excellence, sponsored by Prentice Yates & Clark, Chartered Professional Accountants, honours a non-profit housing organization that responds to tenant and/or community needs with imagination and insight.



With nearly 44 years of experience in affordable housing and community development, Mr. Gentry leads an agency with more than 275 employees, an annual budget of \$325 million, more than 3,000 SDHC-owned/managed housing units, and 15,000 low-income families that receive federal rental assistance.

As an affordable housing developer, investor and lender, SDHC has directed more than \$1 billion in loans and bond financing since 1981 to help create more than 16,000 affordable housing units. In addition, Mr. Gentry committed SDHC as one of only 39 federal "Moving to Work" agencies, out of 3,400 public housing authorities nationwide, which provides SDHC the flexibility to implement new programs to provide housing assistance in the city of San Diego.

Mr. Gentry was also the visionary in developing HOUSING FIRST – SAN DIEGO, SDHC's three-year Homelessness Action Plan (2014-17), which includes The 1,000 Homeless Veterans Initiative to provide housing opportunities for a thousand homeless Veterans within one year (March 2017).



As our opening keynote, we are excited to welcome **Richard C. Gentry**, president and CEO of the San Diego Housing Commission (SDHC), who will discuss innovations in social housing.

Sponsored by  Ontario



Lunch & wellness break 11:30 a.m.-1 p.m.

Trade Show

Lunch sponsored by Encasa Financial Inc. and PH&N Investment Services.

Complimentary massage

Treat yourself during the lunch break with a complimentary massage on the Trade Show floor. Our registered massage therapists will ease away tension to keep you fresh and relaxed for the afternoon's sessions. Sponsored by Community First Developments Inc.

Sessions

1-2 p.m.

101 Mind the vacancy gap: Peel Living's 24-hour unit turnover



SHARE

City Hall, second floor

Peel Living has refined their unit turnover process, reducing vacancy from three days to 24 hours. With over 700 unit turnovers a year, this has led to considerable savings and has greatly eased the transition for incoming tenants. Discover the strategies Peel Living has adopted from private sector rental companies, and walk through their turnover plan. Plus, delegates will learn the best practices for finding rent-geared-to-income (RGI) and market-rate tenants, and how to draft their own 24-hour turnover plans.

Bruno Colavecchia, Manager, Residential Operations, Peel Living

Mary Jo MacCrae, Manager of Housing Operations & Tenancy Management, Peel Living

102 Evaluating your ED: How board members can develop and implement a performance appraisal process



LEARN

Simcoe/Dufferin, second floor

A recent study by CompassPoint revealed that 45 per cent of executives do not have an annual performance review. Join the executive director and board president of Options Bytown, a small supportive housing organization, to learn how they successfully implemented a performance appraisal process with the help of volunteers. This presentation is geared towards board members and executive directors, who are welcome to share their experiences and questions with the group.

Lorraine Bentley, Executive Director, Options Bytown Non-Profit Housing Corporation

Natasha Poushinsky, President, Board of Directors, Options Bytown Non-Profit Housing Corporation

103 From boiler room to boardroom: How natural gas savings can boost your bottom line



LEARN

Elgin, second floor

Sound capital investments are based on a well-developed business case, and it's a compelling business case that gets key decision makers on board. Ready to gain approval on your retrofit project? Learn how to secure buy-in with a persuasive presentation that showcases the wide range of valuable incentives, attractive ROIs, and payback scenarios that quickly make retrofit projects a priority.

Cam Black, Energy Solutions Consultant, Affordable Housing, Enbridge Gas Distribution
Derrick Finn, P.Eng, Finn Projects



Sessions

1-2:30 p.m.

104 Get to know your housing programs



LEARN

Birchwood Ballroom, mezzanine

New to the Ontario non-profit housing sector? This session provides the overview you need. Learn basic information about the different housing programs currently operating in Ontario, including the *Housing Services Act, 2011*, Section 95 and 26/27 providers, the Investment in Affordable Housing programs and more.

Margie Carlson, Deputy Executive Director, ONPHA



Presented at the Opening Plenary

KATHLEEN BLINKHORN
ABORIGINAL STUDENT
SCHOLARSHIP



THE BASICS



OUR ASSETS



OUR ORGANIZATIONS



OUR COMMUNITIES



OUR FUTURE

Sessions (continued)

1-2:30 p.m.

105



LEARN

**Learning from each other:
RGI housing and social assistance***Provincial Ballroom South, second floor*

The eligibility rules for social assistance and RGI housing are both similar and sometimes very different. This panel discussion will provide a high-level overview of Ontario Works (OW) and Ontario Disability Support Program (ODSP); a comparison to eligibility rules for RGI housing; the impact of income on RGI and social assistance; examples of RGI tenants on OW or ODSP; and best practices for communications.

Roberta Jagoe, Policy Analyst,
Region of Durham's Housing Services Division

Charlene Jardine, ODSP Manager, Ontario
Disability Support Program – London

Laura Simpson, Housing Administrator,
Housing and Property Services Department,
Regional Municipality of Peel

Kim Verkuil, Program Manager, St. Thomas -
Elgin Ontario Works

Pam Page, Coordinator, Education Services,
ONPHA (moderator)

106



LEARN

**The balancing act: Integrating refugees
into the non-profit housing community***Wentworth, second floor*

Finding an affordable home is difficult for many families – but it can be especially challenging for new refugees. How can we balance the housing needs of refugees and people seeking asylum with those of the rest of the population? What are the unique barriers that these groups face, and how can systems be improved to better respond to their needs? A panel of experts will address these and other questions in an interactive, lively discussion.

Douglas Bartholomew-Saunders,
Commissioner, Community Services,
Region of Waterloo

Mario Calla, Executive Director,
COSTI Immigrant Services

Debbie Hill-Corrigan, Executive Director,
Sojourn House

Debbie Douglas, Executive Director,
Ontario Council of Agencies Service Immigrants
(moderator)

107



LEARN

**Managing rapid growth
within small organizations***Kenora, second floor*

Both OCISO Non-Profit Housing Corporation and Multifaith Housing Initiative recently experienced large expansions in a short period that more than tripled their organizations' number of units. During this session, representatives from both organizations will discuss operations, governance and administration of small housing organizations before and during a period of rapid growth. The discussion will also touch on best practices in preparing for this period and how to mitigate potential issues before they occur.

Marie-Josée Houle, Executive Director,
OCISO Non-Profit Housing Corporation

Suzanne Le, Executive Director,
Multifaith Housing Initiative

108



SHARE

**Making connections, strengthening
tenancies: Creating partnerships
for success***Dominion Ballroom North, second floor*

Connecting tenants with community services is a common strategy for helping them to achieve successful tenancies. How housing providers are able to make those connections often depends on the human and financial resources of their organization and the community partners around them. Join us to learn how large and small organizations are working with tenants and community-based supports to help create successful tenancies. Presenters will explore different partnership approaches, talk about issues such as risk management and building trust with tenants, and share the successful outcomes their partnerships have helped create.

Angela Cooke, Vice President,
Resident and Community Services,
Toronto Community Housing


Sulekha Jama, Manager, Resident Access and
Support Services, Toronto Community Housing

Erin Mifflin, Manager, Housing Services,
Halton Community Housing

Ron Shantz, Executive Director, Chartwell Baptist
Community Homes Inc.

Jim Nason, Director of Operations, LOFT
Community Services (moderator)

Sessions (continued) 1-2:30 p.m.

109 A landlord's responsibilities under the RTA
 **PROVINCIAL BALLROOM NORTH, SECOND FLOOR**
PRACTICE Get the big picture as a social housing landlord under the *Residential Tenancies Act, 2006* (RTA). In this introductory session, participants will explore basic RTA definitions, the rights and obligations of a landlord, the exemptions from the RTA that apply to social housing, offences under the RTA, tenancy agreements and more.
Laura Clark, Lawyer,
 Ottawa Community Housing

Sessions 1:30-3:30 p.m.

110 Bus tour: Bringing it local
 **TOUR MEETS AT QUEEN STREET ENTRANCE**
EXPLORE Can the financial and policy innovations that the City of Toronto uses to embed affordable units in market buildings be adapted to smaller markets? Is it possible to persuade local governments that affordable housing is an economic gain, not a cost? The answer to both questions is a resounding 'yes!' according to Toronto's Director of Affordable Housing, Sean Gadon. In this tour, visit several projects that demonstrate promising approaches and innovations in affordable housing and learn how Gadon developed the deals.
Sean Gadon, Director, Affordable Housing Office, City of Toronto
Michele McMaster, Affordable Housing Consultant, Canada Mortgage and Housing Corporation (CMHC)

Sponsored by 




Sessions 1:30-4:30 p.m.

112 Walking tour: Homelessness ends here
 **TOUR MEETS AT QUEEN STREET ENTRANCE**
EXPLORE Explore fifteen solutions presented in twelve downtown Toronto city blocks. During this tour, reflect on the challenges of homelessness and its solutions as we walk by Toronto's Homes First pioneers; a shelter on the verge of a breakthrough; a TCHC turnaround; a YIMBY victory; new hope for veterans; a rare, deeply affordable housing development; the restoration of an historic hotel; and more! In addition, this tour will include a broader discussion about future housing opportunities, gentrification, activism, and the power of beauty.
 Please note: this tour will be travelling on sidewalks (with a brief shortcut through the Eaton Centre), all of which have curb cuts, however, there may be some uneven pavement on the route. Total distance is approximately two kms.
Joy Connelly, Consultant,
 Connelly Consulting Services

Coffee break 2:30-3 p.m.

Trade Show
 Sponsored by Coinamatic & Infrastructure Ontario

Sessions 3-4 p.m.

201 Good governance: How to effectively lead a non-profit
 **SIMCOE/DUFFERIN, SECOND FLOOR**
LEARN Help lead your organization on a path to success! Join us for an introductory overview on governance best practices with a focus on the basic requirements for non-profit boards. Learn the general role of a board of directors, as it relates to strategic planning, policies and procedure and general financial management.
Isaac Coplan, Coordinator, Education Services, ONPHA

Sessions (continued)

3–4 p.m.

202 Fire life safety: Meeting changing requirements

LEARN

Pine, mezzanine

Fire life safety is a critical element of strong capital asset management. In this session, learn the roles of the *Ontario Building Code*; the *Ontario Fire Code*; Standards and the Authority Having Jurisdiction in the design and maintenance of fire life safety systems. Plus, hear an overview of the frequency of various inspections for all fire life safety systems including fire doors, fire safety plans and the upcoming changes to the sprinkler industry.

Rob Clark, Building Systems Coordinator, Ottawa Community Housing

Will Johnstone, Vice President Business Development, Onyx-Fire Protection Services

Peter Robinson, Director of Corporate Assets, Peterborough Housing Corporation (moderator)

203 Designing for transformational change

SHARE

Elgin, second floor

Crime Prevention Through Environmental Design (CPTED) is often used to reduce the fear and incidence of opportunity crime, but a fully implemented CPTED also has the ability to influence desired behavior. Learn how Peel Youth Village used CPTED to transform a problem-plagued youth shelter and community centre into a place where homeless youth want to live and community members want to play, increasing everyone's quality of life and sense of community.

Tom McKay, Constable, Peel Regional Police

Lina Termini, Manager, Supportive Housing In Peel (SHIP), Peel Youth Village and Angela's Place

Sessions

3–4:30 p.m.

204 Rebuilding trust within troubled communities

SHARE

Provincial Ballroom North, second floor

Community safety is an ongoing issue in many social housing communities. Despite concerns about safety, challenging relationships between the police and residents often limit or prevent collaboration amongst housing providers, residents and the police. In this session, discover how two housing providers created safer and more engaged communities: Ottawa Community Housing through working directly with residents, and the Housing Commission of the County of Los Angeles (HACLA) with the police. Both strategies have empowered residents to take ownership of their communities resulting in positive growth.

Nathan Hoedeman, Manager of Community Safety Services, Ottawa Community Housing

Joel Lopez, Community Safety Partnership Manager, Housing Authority of the City of Los Angeles

Sergeant Stacey Vandersall, Los Angeles Police Department

Andrew Balahura, Director, Housing Services, Social and Community Services, Halton Region (moderator)

205 Positioning the sector to transform one-time funding into permanent housing solutions

SHARE

Dominion Ballroom North, second floor

Learn how fellow housing professionals are leading change and transforming the sector! Building from recent discussions amongst sector leaders through CIH Canada (Chartered Institute of Housing) and Housing Partnership Canada, this session will explore exciting initiatives being undertaken across Canada, including scaling up, opportunities for regulatory changes and fostering entrepreneurship. Through the example of the proposed Canadian Housing Bank, this panel of thought leaders will also explore opportunities for the creation of sector-based solutions and alternative sources of funding.

Stephen Giustizia, Manager of Housing Services, City of London

Don McBain, Executive Director, Ontario Aboriginal Housing Support Services Corporation

Shayne Ramsay, CEO, BC Housing

Sessions (continued)

3-4:30 p.m.

206 A real-world look at technology in social housing



LEARN

Kenora, second floor

What impact does technology have on an organization? Is the investment in mobile technology warranted? Engage directly with industry leaders in the social housing sector who have successfully adopted technological solutions and find out which solutions could best enhance your operations. Walk away with a greater understanding of what technologies will be available in the future to streamline your operations and empower your team.

Sponsored by **YARDI**

207 Looking to the future: Updates on the Long-Term Affordable Housing Strategy



LEARN

Birchwood Ballroom, mezzanine

In the spring, the Province released its updated Long-Term Affordable Housing Strategy (LTAHS), which proposes changes for Ontario's non-profit housing sector and commits to ending chronic homelessness by the year 2025. In this session, the Province will build on what we learned during the 2016 ONPHA Regional Meetings and share the steps they've taken to implement the Strategy, its efforts toward addressing homelessness, what the sector can expect to see in the coming year, and their vision for the future of affordable housing and homelessness in Ontario.

Janet Hope, Assistant Deputy Minister, Housing Division, Ministry of Housing

208 Aging in place: Helping senior tenants stay at home



LEARN

Dominion Ballroom South, second floor

Non-profit housing communities are home to a growing number of elderly residents. These senior tenants have unique challenges, and often require their own system of supports in order to successfully age in place. In this session, hear examples of successful strategies that fellow housing providers have put in place to support their senior tenants.

Steve Clay, Community Development Manager, Ottawa Community Housing

Jane Kuchma, Executive Director, Richview Baptist Foundation

William Shin, Program Director, LOFT Community Services

David Munch, Chief Executive Officer, Finlandia Village (moderator)

209 An introduction to the Landlord and Tenant Board



PRACTICE

Provincial Ballroom South, second floor

The Landlord and Tenant Board (LTB) was established under the *Residential Tenancies Act, 2006* (RTA) to provide information to landlords and tenants about their rights and responsibilities under the RTA, and to settle disputes. This introductory session will help participants understand the LTB's processes, rules, practice directions and interpretation guidelines; the correct forms for each type of termination of tenancy; filing an application; mediation; hearings; and orders and enforcement. Learn from a housing professional who appears regularly at the Landlord and Tenant Board.

Laura Clark, Lawyer, Ottawa Community Housing

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THE BASICS



OUR ASSETS



OUR ORGANIZATIONS



OUR COMMUNITIES



OUR FUTURE

OPENING RECEPTION 5-6 p.m.



Relax after the first day of the Conference and catch up with new and old friends at the Opening Reception. Enjoy live entertainment, complimentary hors d'oeuvres and a cash bar as you mix and mingle.



NETWORKING EVENTS 7-11 p.m.

In 2016, ONPHA organized group activities at discounted rates so our delegates could enjoy their Friday night in Toronto with their peers! These are ticketed events and had to be purchased at time of registration. Did you sign up? Here are the details:

Young professionals event | 7 p.m.

Grab some grub and drinks with fellow emerging professionals in the non-profit sector, a casual and fun way to connect with your peers. Food and drink available for purchase at venue. Registered attendees, please meet ONPHA staff in the Sheraton Centre Toronto lobby. You will walk as a group to the Duke of Richmond.

Address: 20 Queen St. W.

Sharks After Dark | 7 p.m.

Get lost in the magical underwater world of Ripley's Aquarium, located in the heart of downtown Toronto, next to the Rogers Centre and CN Tower. The night begins at 7 p.m. and you are welcome to stay up until closing time at 11 p.m.

Address: 288 Bremner Blvd.

Second City | 7:30 p.m.

Enjoy an improve comedy show on the famous Second City stage! Food and drink available for purchase at the venue.

Address: 51 Mercer Street

Dinner at O.Noir | 8:15-10 p.m.

Experience a culinary journey like no other at O.Noir.

Address: 620 Church Street

Shuttle Bus times

The complimentary shuttle bus, sponsored by ECNG Energy, will bring guests to **Sharks After Dark**, **Second City** and **Dinner at O.Noir**. Shuttle schedules have been emailed to registrants. If you wish to arrive or return before or after these times, you will be required to find alternate transportation.



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SESSIONS & ACTIVITIES BY DAY

SATURDAY NOVEMBER 5

Breakfast

7:30-8:30 a.m.

Grand Ballroom Foyer

Sessions

8:30-10:30 a.m.

301 Human resources: Trends and best practices



PRACTICE

Pine, mezzanine

Human resources are an organization's most important asset, yet they don't always get the attention they deserve. Whether you are a board member, director or manager, it is important to stay ahead of the curve! Get the introductory overview you need, and explore current trends, challenges and best practices for human resource management.

Ross Dunsmore, Lawyer, Dunsmore Wearing LLP

Raymond MacKinnon, Student-at-Law,
Dunsmore Wearing LLP

Reagan Ruslim, Lawyer, Dunsmore Wearing LLP

302 Advanced governance for boards



PRACTICE

Maple, mezzanine

Sector modernization and social housing transformation are the new terms many providers will begin to hear in the coming years. As a non-profit housing board member, are you ready? Are you getting the right information? Are you asking the right questions? Governance expert Suzanne Gibson will guide and prepare you in this fast-paced, practical session.

Suzanne Gibson, Consultant,
Suzanne Gibson & Associates

303 Head lease arrangements: Challenges and options



PRACTICE

Kenora, second floor

With the increase in rent supplements, many providers are turning to private sector landlords to offer affordable housing. Recently, the Landlord and Tenant Board determined that the relationship between social housing and private sector landlords is a commercial tenancy. This decision has, and will continue to have, a far reaching impact on head lease arrangements. Engage in a discussion about the decision, options for addressing it and potential next steps.

Isaac Coplan, Coordinator, Education Services,
ONPHA

Doug Levitt, Founding Partner,
Horlick Levitt Di Lella LLP

304 Show me the money: Finance basics for boards



PRACTICE

Simcoe/Dufferin, second floor

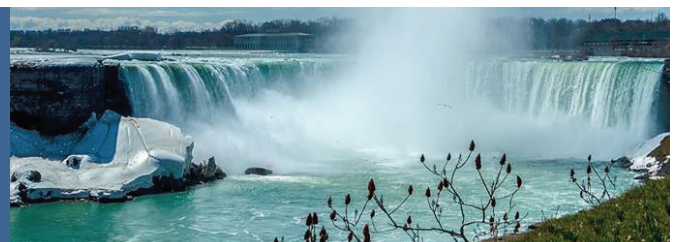
With a focus on practical information, board members will have the opportunity to learn what they need to know about managing non-profit finances, including how to read financial statements, review monthly reporting and learning to ask the right questions.

Liza Gowe, Coordinator of Finance,
HR and Office Services, ONPHA

SEE YOU IN 2017!

2017 ONPHA Conference and Trade Show

NOVEMBER 3-5 | NIAGARA FALLS



Sessions (continued)

8:30–10:30 a.m.

305 Expect the unexpected: Working with tenants and their families*City Hall, second floor***PRACTICE**

Learn how landlords should prepare for the unexpected (e.g., death of a tenant, mental health crisis). Using case studies, this session will cover: a landlord's role and responsibilities; best practices when working with tenants, their families and/or support agencies; the role of the Office of Public Guardian and Trustee (OPGT) and how to engage local support services.

Robert Abbatangelo, Senior Manager, Housing Services, COTA Health

Lauren Blumas, Lawyer, Iler Campbell LLP

Alice Radley, Executive Director, Physically Handicapped Adults' Rehabilitation Association (P.H.A.R.A.)

TracyAnn Bethune, Tenant Services Manager, Nipissing District Housing Corporation (moderator)

306 Re-framing complex policy issues as solvable local problems*Wentworth, second floor***PRACTICE**

Learn how to move the conversation about today's complex housing challenges from treating symptoms to mobilizing real change within community systems. Using the issue of vulnerable tenants as a case study, participants in this workshop will practice problem finding and framing using a systems approach, and developing collaborative, practical opportunities and solutions that are place-based and client-centered.

Katie Ablett, Senior Consultant, SHS Consulting

Adrienne Pacini, Research and Policy Analyst, SHS Consulting

Christine Pacini, Partner, SHS Consulting

314 Running tour: Social housing at the Harbourfront*Tour meets at Queen Street entrance***EXPLORE**

Take an early morning run and explore social housing in Toronto's vibrant Harbourfront neighbourhood. First, run through Alexandra Park to see how the revitalization is progressing. Next, head south to check out a new Toronto Community Housing building located in the Railway Lands, and to explore a few other social housing providers along with some City of Toronto operated services, including an innovative homelessness solution at Fort York Residence. This tour will finish off back at the Sheraton Centre Toronto. Total distance 7.1 km.

Jenn St. Louis, Social Housing Consultant, City of Toronto

Hugh Lawson, Director, Strategic Planning and Stakeholder Relations, Toronto Community Housing

Sessions

9–10:30 a.m.

307 Removing barriers for greater accessibility*Dominion Ballroom North, second floor***PRACTICE**

Gain a greater understanding of people living with disabilities. Explore a practical understanding of accessibility barriers, physical and other, and discover how your organization can proactively remove such barriers to create a more accessible space for your tenants.

Fran Odette, Educator in social justice



Sessions (continued)

9-10:30 a.m.

308 Adapting entrepreneurial models in public housing

SHARE

Dominion Ballroom South, second floor

The Province's new Long-Term Affordable Housing Strategy speaks to social housing modernization and a vibrant non-profit sector with a view that the non-profit/social housing sector must evolve to become more business-like and entrepreneurial. But does that mean abandoning mission in favour of profitability? Richard C. Gentry, president and CEO of the San Diego Housing Commission (SDHC), would say "absolutely not" and that both need to co-exist. The challenge is selectively and effectively adapting the practices of the private sector to achieve social objectives. Come to this key session to find out how Gentry has helped to transform a public housing authority into a dynamic progressive agency by optimizing the use of public assets and subsidy to expand and improve housing outcomes for San Diego's needy families.

Richard C. Gentry, President and CEO,
San Diego Housing Commission

Sharad Kerur, Executive Director, ONPHA

309 How to provide individual choice in supportive housing

LEARN

Kent, second floor

Individual choice and control of support received are increasingly common themes in Ontario social policy. But how can we offer applicants choice? Building on delegate feedback from the 2015 ONPHA Conference, the Toronto Mental Health and Addictions Supportive Housing Network has developed a model that will allow applicants to choose the types of housing assistance and support they need and connect them with these services. Learn how this model was developed and the difference it can make to supportive housing.

Rochelle Goldman-Brown, Executive Director,
Chai-Tikvah Foundation

Leslie McDonald, Executive Director,
Habitat Services

Noel Simpson, Executive Director,
Regeneration Community Services

Jean Stevenson, Executive Director,
Madison Community Services

Brigitte Witkowski, Executive Director,
Mainstay Housing

310 Green energy efficiency and new technologies in non-profit housing

LEARN

Huron, second floor

Non-profit housing providers are increasingly pursuing green energy options for their buildings and introducing retrofits to reduce energy consumption levels. While reducing costs and benefitting the environment, these efforts also demonstrate how non-profit housing can be innovative and lead social change. Hear from three housing organizations about the investments they have made in energy efficiency and green design, and how the results have paid off.

Lisa Ker, Executive Director, Ottawa Salus

Michael Ranger, Project Manager,
Asset Management, Ottawa Community Housing

Jim Steele, CEO, Windsor Essex Community
Housing Corporation

311 Reviews of decisions under the HSA

LEARN

Provincial Ballroom South, second floor

Service managers are required to set up a system under the *Housing Services Act, 2011* to handle reviews of RGI-related decisions. Join a panel of service managers (large and small) from across the province to learn about their local review/appeal process, what shaped their system, trends or patterns in requests and how the system may evolve in the future.

Carol Barber, Programs Manager,
Housing Services, Cochrane District Social Services
Administration Board (CDSAB)

Paul Chisholm, Project Director,
Access to Housing, City of Toronto

Lisa Goodfellow, Program Manager, Social
Housing, City of Ottawa

Roberta Jagoe, Policy Analyst,
Region of Durham's Housing Services Division

Pam Page, Coordinator, Education Services,
ONPHA (moderator)



Sessions

9 a.m.–12 p.m.

312 Aboriginal housing planning session

IMAGINE

Provincial Ballroom North, second floor

Join ONPHA's Urban Aboriginal Housing Advisory Committee for our annual interactive session on Aboriginal housing in Canada. Beginning with a smudge and blessing, this session will welcome remarks from Kim Murray, Assistant Deputy Attorney General Aboriginal Justice Division at the Ministry of the Attorney General. Ms. Murray, who is also the past Executive Director of the Truth and Reconciliation Commission of Canada and Executive Director of Aboriginal Legal Services of Toronto, will discuss housing, safety and security. Updates will also be provided on the Indigenous Housing Strategy discussing priorities for Aboriginal providers in the context of the LTAHS. There will be an opportunity for collaboration and round-the-room discussion.

Sessions

10 a.m.–12 p.m.

313 Bus tour: City building at Regent Park

EXPLORE

Tour meets at Queen Street entrance

Tour the Regent Park community with Daniels' Corporation Vice President of Development, Remo Agostino, and leaders from Toronto Community Housing's development team. With nine active construction sites, 2016 will be the biggest year yet in the transformation of Regent Park. See the stunning Daniels Spectrum, the Regent Park Aquatic Centre, as well as social housing and market projects. Learn about the strategy for building community and the roles played by retail, destination venues, good roads and lighting.

Remo Agostino, Vice President, Development, The Daniels Corporation

Michele McMaster, Affordable Housing Consultant, Canada Mortgage and Housing Corporation (CMHC)

Sponsored by 

Coffee break

10:30–11 a.m.

Located near session rooms

Sponsored by The Daniels Corporation

Sessions

11 a.m.–12 p.m.

401 Moving past stigma: Creating supportive environments for tenants with mental health issues

LEARN

Dominion Ballroom South, second floor

Meeting the different support needs of your tenants requires different approaches. This session will explore the realities of living with mental health challenges, and what this means for both tenants and housing providers. Learn best practices and strategies for building supportive environments for tenants experiencing mental health challenges. Also, work through realistic tenant scenarios to build your skills, understanding and confidence in meeting tenants' needs.

Carol Major, Property Service Manager, Supportive Housing in Peel (SHIP)

Shereen Rampersad, Central Intake Manager, Supportive Housing in Peel (SHIP)

402 A beginner's guide to pest management

LEARN

Huron, second floor

Are you implementing a new pest management program? Do you need a refresher on the basics of integrated pest management? Gain knowledge from an industry veteran and start your organization down the path to a sustainable strategy for dealing with those invasive critters.

Richard Grotsch, Manager, Integrated Pest Management, Toronto Community Housing

403 Concepts and case studies: Energy efficiency for non-profit housing providers

LEARN

Kent, second floor

Union Gas understands that to be green and stay in the black, non-profit housing providers need to closely monitor energy use, invest in energy efficiency and take advantage of valuable rebates and incentives. They are committed to helping housing providers make positive environmental choices, conserve energy and save money. This session will identify new opportunities, showcase success stories and discuss new technologies.

Scott Clark, Marketing Specialist, Energy Conservation and Low Income Marketing, Union Gas Limited

Sponsored by  **uniongas**
A Spectra Energy Company

Sessions (continued)

11 a.m.–12 p.m.

404 Finance: The top 10 internal controls

LEARN

City Hall, second floor

Learn what to look for in your accounting department! This advanced finance session for boards of directors will outline the top 10 financial reporting and internal controls that can benefit non-profit housing providers.

Derek Stevens, Steve Kirkham C.A.
Professional Corporation

405 Future proofing your housing for accessibility

SHARE

Kenora, second floor

Be proactive with your building renovations! Accessibility is more than just being “up to code.” Inclusive design is your way to future-proof your properties and ensure it not only meets legislative requirements, but also improves tenant experience and reduces costs over the long term. Join Adaptability Canada as they explore why incorporating an inclusive design strategy within your general renovation plans promises long-term savings and increased tenant satisfaction.

Jeff Wilson, Founder and CEO,
Adaptability Canada

406 Get new stock now!

SHARE

Pine, mezzanine

Limited new affordable rental housing has led many communities to develop rent supplement programs to meet the growing demand for housing assistance. But is this the best use of scarce resources? The Region of Peel has purchased resale condominiums as an affordable way to increase housing supply and provide immediate relief to applicants. Discover why the Region developed this strategy, how they're managing these new scattered units and what lessons they've learned along the way.

Brett Barnes, Advisor, Housing System and Development, Region of Peel

Sue Ritchie, Manager, Human Services, Region of Peel

Laura Tribble, Specialist, Housing and Property Services Department, Region of Peel

407 Healthy housing, healthy people

SHARE

Maple, mezzanine

The relationship between housing and health is well known, but the provincial health and housing systems don't always work well together to achieve successful outcomes. To improve this dynamic, the North East Local Health Integration Network (North East LHIN), one of the largest in Ontario, has consulted health and housing stakeholders, the community sector and northerners to develop an innovative health and housing strategy for northeastern Ontario. Learn more about the strategy, how it was developed and the milestones that the North East LHIN wants to achieve by 2019.

Mike O'Shea, Officer – Mental Health, Policy and Health System Planning Unit, North East LHIN

408 Engaging volunteers: Creating a win-win-win

SHARE

Simcoe/Dufferin, second floor

Last year, Ottawa Community Housing (OCH) engaged over 1,000 volunteers to complete maintenance and beautification projects in many of their 160 communities. Volunteers are a much valued ingredient in OCH's formula for creating vibrant communities where people want to live, work and play, and they have valuable skills and resources that can be accessed by housing providers of all sizes. By understanding what motivates volunteers and aligning with the needs of your communities, you can create a win-win-win for your organization!

Angela Bégin, Volunteer Engagement Coordinator, Ottawa Community Housing



Sessions (continued)

11 a.m.–12 p.m.

409 Breaking the cycle: Helping women succeed in community housing

PRACTICE

Wentworth, second floor

Women experiencing homelessness and complex addiction issues face tremendous challenges in accessing and maintaining stable housing. They often have frequent contact with the criminal justice system, face removal of their children and are considered frequent users of high-cost emergency services. Mainstay Housing runs a program to assist women with accessing quality affordable housing, integrated housing and clinical supports, and a rich basket of services to help them achieve stable housing and an improved quality of life. After three years, the program resulted in 75 per cent of women continuously housed in the same place, 85 per cent reduction in unplanned emergency department visits, 100 per cent of women linked to primary care and 50 per cent reduction in social isolation. Learn how Mainstay implemented this program and achieved such high success.

Sarah Durant, Supportive Housing Worker, Mainstay Housing

Katherine Salinas, Manager, Tenant and Member Services, Mainstay Housing

410 End of operating agreements: How to prepare and evolve

PRACTICE

Dominion Ballroom North, second floor

The end of operating agreements (EOAs) presents both challenges and opportunities for non-profit housing providers. Are you EOA ready? Explore the basics of planning and learn how to best prepare for your organization's EOA.

Gabriel Lawrence, Finance Manager, Ecuhome Corporation

Lunch on your own

12–1:30 p.m.

Wellness break

12–12:30 p.m.

Elgin, second floor

Schedule time for some self-care with The Wellness Edge and learn how to incorporate mindfulness into your daily routine. This session will include a guided meditation, mindful stretching and provide de-stressing tips and exercises.



Sessions

1:30–2:30 p.m.

501 Partnerships, shared-services and collaborations

LEARN

City Hall, second floor

In order to operate sustainably for the long term, non-profit housing providers need to think creatively. Over the last couple of years, East Kiwanis Non-Profit Homes and Victoria Park Community Homes have worked together on a number of initiatives with great success. Join them as they discuss the benefits of strategic partnerships and shared services, and their experience of working successfully together.

Lori-Anne Gagne, Executive Director, Victoria Park Community Homes

Brian Sibley, Executive Director, East Kiwanis Non-Profit Homes

502 Housing Services Act 101

LEARN

Dominion Ballroom North, second floor

The purpose of the *Housing Services Act, 2011* is to provide for more flexible, community-based planning and delivery of housing and homelessness services, and it governs most affordable housing in Ontario. Join us for an introduction to the Act, what it covers and how it applies to you.

Susan Wilkin, Manager, Rent Supplement, Regional Municipality of Peel

503 Tendering: Tips and best practices

LEARN

Provincial Ballroom North, second floor

Having a good tendering process in place ensures you get the best goods and services at the right time at the most favorable prices, while maintaining open, ethical and transparent processes. Learn current best practices for tendering in your work and have the opportunity to ask questions to ensure your process is as effective as possible.

Brenda Osborne, Consultant

Sessions (continued)

1:30–2:30 p.m.

504 How to support challenging tenants



LEARN

Dominion Ballroom South, second floor

In addition to their core mandate of providing affordable housing, today's non-profit housing landlords are often faced with the need to create a support network for tenants with complex barriers to maintaining a successful tenancy. These tenants may be fighting addiction, navigating the mental health systems, and/or engaging in dangerous or anti-social behaviours such as stealing, lying or hoarding. Join Rainy River District Women's Shelter of Hope to learn practical tips on how to effectively work with and support challenging tenants.

Susan Hanson, Transitional Housing and Support Worker, Rainy River District Women's Shelter of Hope

Donna Kroocmo, Executive Director, Rainy River District Women's Shelter of Hope

Bev O'Flaherty, Maintenance, Rainy River District Women's Shelter of Hope

505 Are you developing affordable housing? Learn the A-Zs with CMHC



LEARN

Pine, mezzanine

Hear the latest information from the Canada Mortgage and Housing Corporation (CMHC) about their Affordable Housing programs and learn how they can help take your affordable housing project from a vision to reality, including how to access funding to help cover the soft costs necessary to get you there. Also, gain knowledge and information about new CMHC studies and research material that includes: aging in place; accessible and adaptable designs; and passive housing design concepts. You won't want to miss this session!

Janet Sikiric, Consultant, Affordable Housing Centre, CMHC

Jamie Shipley, Consultant, Knowledge Transfer and Outreach, CMHC Ontario Region



506 End of debentures: Preparing for the new world



SHARE

Provincial Ballroom South, second floor

Federal providers are facing end of operating agreements, provincial reformed providers have upcoming end of mortgages, but Local Housing Corporations (LHC), who are the former provincial local housing authorities, face an end as well – the end of debentures. Learn what this means and how an LHC, another form of a community-based non-profit, is coping and evolving in a new world of housing administration and funding.

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

Jim Steele, CEO, Windsor Essex Community Housing Corporation

507 The Hansen affordable housing development journey



SHARE

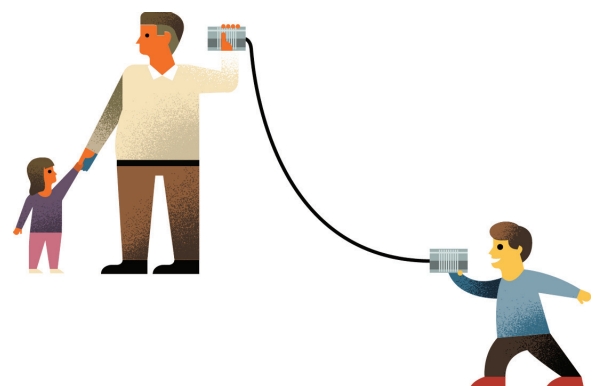
Kent, second floor

The Hansen Development is a community-based housing initiative located in Brampton, owned by Supportive Housing In Peel (SHIP). It is a 205-unit, affordable housing tower built above two floors of retail and commercial space conceptualized and developed through collaboration between SHIP and the Region of Peel. Join these organizations as they discuss how teamwork contributed to the success of this project, how the model can be replicated, and the challenges and opportunities it has created within the community.

Laurie Ridler, Chief Executive Officer, Supportive Housing In Peel (SHIP)

Sue Ritchie, Manager, Human Services, Region of Peel

Keith Ward, Vice Chair, Board of Directors, Supportive Housing In Peel (SHIP)



Sessions (continued)

1:30–2:30 p.m.

508 Promoting economic independence through increased minimum rents

SHARE

Maple, mezzanine

Minimum rents are a contentious topic in the social housing sector. While minimum rents help to keep housing affordable, there is some concern that they may act as a disincentive for tenants to find work. Keen to break the intergenerational cycle of poverty and promote economic independence, the San Diego Housing Commission (SDHC) increased its minimum rents and, simultaneously, extended employment supports to tenants. Learn more about the initiative, the outcomes that it's generated for both the Commission and tenants, and lessons learned.

Stephanie Murphy, Director of Workforce and Economic Development,
SDHC Achievement Academy

Azucena Valladolid, Vice President,
Rental Assistance Division, SDHC

Guy Arseneau, Vice President, Tenant Services,
Ottawa Community Housing (moderator)

510 The new non-profit

LEARN

Huron, second floor

The housing sector is facing old challenges and new opportunities. This past year has brought significant change to the context within which housing providers are operating. The federal government is back in the housing business, the Province has published its Long-Term Affordable Housing Strategy and municipalities have new powers such as inclusionary zoning. In Toronto, there are also potential changes in how the current Toronto Community Housing stock is dealt with. At the centre of it all is the non-profit provider: does non-profit mean non-entrepreneurial? Can non-profits grow bigger and still deliver? How can that be financed? Is some debt better than other debt? This panel will discuss the context of these changes, what non-profits can expect from lenders, and provide examples of innovative approaches to financing and development.

Daniel Bragagnolo, Manager, Commercial Mortgages, First National Financial LP

John Fox, Solicitor, Robins Appleby LLP

LoriAnn Girvan, Chief Operating Officer,
Artscape Inc.

Sessions

1:30–4:30 p.m.

509 Planning for the future of permanent supportive housing

IMAGINE

Birchwood Ballroom, mezzanine

Permanent supportive housing ensures that many vulnerable Ontarians have the support they need to achieve stable, successful tenancies. It also straddles three Provincial priority areas – health, housing and homelessness – all of which are in flux. Join fellow delegates and local and provincial stakeholders for a discussion about the future of Ontario's permanent supportive housing sector and help ONPHA identify priority areas for action in 2017.

Sylvia Patterson, Consultant,
Sylvia Patterson Consulting Inc.

Coffee break

2:30–3 p.m.

Located near session rooms

Sessions

3–4 p.m.

601 Unit inspections: How, when and why?

LEARN

Dominion Ballroom North, second floor

Unit inspections are important for preventative maintenance and to ensure that your tenants are following their leases. Learn the rules around inspections, how to conduct them effectively and what to do with the information you collect.

Emma Lander, Coordinator, Member Services,
ONPHA

602 Creating a road map to affordable housing development

LEARN

Pine, mezzanine

Are you interested in developing new affordable housing units? The City of Peterborough's Road Map for Housing Developers was created as a step-by-step guide to assist inexperienced property owners in developing multi-unit residential properties, including creating a business plan, various methods and style of design/construction, the process and phases of work, funding sources and more. Discover how Peterborough's Road Map can help drive the creation of more affordable housing in your community.

Craig J. Adams, C.E.T., rcsi,
Capital Planning Analyst, City of Peterborough

Katherine Blackwood, CertCIH(Can),
AIHM, Property Management,
Kawartha Participations Projects

Sessions (continued)

3-4 p.m.

603 Lining up the ducks: Energy, occupant satisfaction and environmental performance in affordable multi-unit residential buildings



LEARN

Kent, second floor

This presentation will introduce the concept and benefits of Post-Occupancy Evaluation (POE) as applied to affordable housing projects implementing low-energy and sustainable design features. Hear firsthand experience from a housing provider that has recently completed a POE on a new affordable housing multi-unit residential building (MURB), and learn how POE help you make informed design improvements and benefit your organization.

Thomas Green, Senior Researcher, Sustainable Housing Policy and Research, Canada Mortgage and Housing Corporation (CMHC)

Raymond Sullivan, Executive Director, Centretown Citizens Ottawa Corporation



Sessions

3-4:30 p.m.

604 Financial dashboards and ratios



LEARN

City Hall, second floor

Do you know how well your non-profit is doing financially? Your organization's financial statements are a treasure trove of valuable data. But what's the best way to get at it? Dashboards (graphical displays) and financial ratios are clear and concise, financial reporting tools that both small and large organizations can use to analyze their key information. Non-profit staff and boards will find this session invaluable as a way to evaluate operating and financial performance.

Ven Giannantonio, Director of Finance, Ottawa Community Housing

Liza Gowe, Coordinator of Finance, HR and Office Services, ONPHA

605



LEARN

Securing the future: Investing fundamentals for housing providers

Huron, second floor

Effective management of capital and other reserves is more important than ever. Housing providers have access to limited new financial resources, and it is critical that financial staff and board members are equipped with the knowledge needed to make sound investments. This session is designed to provide an overview of investment concepts, including the different types of securities, asset classes and investment funds, as well as provide a better understanding of investment approaches, risk and volatility.

Derek Ballantyne, Chief Executive Officer, Encasa Financial Inc.

John Osmond, Manager, Client Services, Encasa Financial

606



LEARN

Hoarding: A holistic approach

Kenora, second floor

Hoarding is one of the most complicated challenges faced by housing providers and their tenants. Learn how to develop strategies for intervention and support from an experienced panel including a mental health worker, a housing provider and the fire department.

Heather Brown, Executive Director, Toronto Cat Rescue

Richard Grotsch, Manager, Integrated Pest Management

James Hind, Fire Inspector, City of London Fire Department

Megan Phillips, Owner, Program Coordinator and Counsellor, Integrated Hoarding Response

Keith Hambly, Executive Director, Fife House (moderator)



Sessions (continued)

3-4:30 p.m.

608 Deciding the future of our assets

LEARN

Dominion Ballroom South, second floor

The housing stock that providers operate today may not be what their community needs tomorrow. Aging assets new health, safety, and accessibility requirements and emerging tenant needs leave many boards, owners and property managers grappling with the decision to sell or reinvest in their assets. The Peterborough Housing Corporation (PHC) has developed the Capital Finance and Community Revitalization Plan that examines their entire housing portfolio, looking forward ten years into the future. Discover PHC's process, best practices and the lessons learned that you can incorporate in your capital planning.

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

Peter Robinson, Director of Corporate Assets, Peterborough Housing Corporation

609 Leading non-profit housing into the future

SHARE

Provincial Ballroom South, second floor

For over 15 years, ONPHA has recognized leadership talents amongst its members through the Sybil Frenette Outstanding Leadership Award. Join recent award winners and sector leaders as they discuss how the non-profit housing sector has evolved over the years, and explore what qualities the next generation of leaders need to promote a healthy non-profit housing future.

Lorraine Bentley, Executive Director, Options Bytown Non-Profit Housing Corporation

Angie Hains, Executive Director, Ecuhome Corporation

Brian F.C. Smith, President and CEO, WoodGreen Community Housing

Sharad Kerur, Executive Director, ONPHA (moderator)

610 Understanding legal capacity and consent

PRACTICE

Maple, mezzanine

How should housing providers work with vulnerable tenants that may refuse services, or are unable to consent? How is mental capacity assessed, and what should a provider do if a tenant's capacity is compromised? Explore these issues, learn the legal codes governing capacity and consent, and gain practical strategies for working with tenants with complex vulnerabilities.

Judith Wahl, LL.B., Executive Director, Advocacy Centre for the Elderly

611 Building sector competencies: Now and into the future

PRACTICE

Elgin, second floor

As social housing in Ontario continues to work within a rapidly changing environment, it is important to ensure that new generations of board members and staff are equipped with the knowledge and skills to succeed. ONPHA's current research project is working to define non-profit housing standards and sector competencies, which are the skills, knowledge and attributes required to work within the non-profit housing sector now and into the future. This workshop will further develop this research, providing you with the opportunity to discuss in small groups and understand how it applies to your work.

Michelle Coombs, Manager, Education and Member Services, ONPHA

Isaac Coplan, Coordinator, Education Services, ONPHA

DON'T FORGET!

Clocks fall back on
SUNDAY, NOVEMBER 6.

Make sure to set your clock back one hour on Saturday night so you don't miss our Sunday Conference events!



GALA RECEPTION & ONPHA GALA




Gala reception | 6–7 p.m.

Attending the ONPHA Gala this year? Please join us for drinks and merriment at our pre-Gala reception. Walk down the red carpet, enjoy live entertainment and get silly in our photo booth sponsored by Coinamatic.

ONPHA Gala | 7–9 p.m.

Thank you for celebrating with us at the ONPHA Gala—the must-attend event of the Conference! Ticket holders will enjoy a delicious four-course meal and lively entertainment, plus join us for ONPHA's 2016 award ceremony celebrating those who have made an outstanding contribution to the non-profit housing sector.

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THE AWARD FOR EXCELLENCE

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Presented at the Gala

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have made a difference
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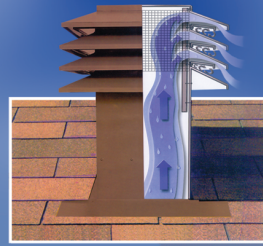
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SESSIONS & ACTIVITIES BY DAY

SUNDAY NOVEMBER 6

Breakfast

8-9 a.m.

Grand Ballroom Foyer

Sponsored by Yardi

ANNUAL GENERAL MEETING

9-10 a.m.



Start your morning with a hot buffet breakfast, then learn about the major directions and decisions that will guide ONPHA's future.

Voting members will help elect new members to the ONPHA Board of Directors, ensuring that ONPHA keeps working hard for you.

Registration begins at 8 a.m. One voting member per housing organization must register at the AGM registration desk in the Grand Ballroom foyer.



CLOSING KEYNOTE

10-11 a.m.



We are happy to welcome **Neil Pasricha**, happiness expert and bestselling author of *The Book of Awesome* as our 2016 closing keynote!

A Harvard MBA, *New York Times* bestselling author, award-winning blogger, and one of the most popular

TED speakers in the world, Neil Pasricha is "a pied piper of happiness". With infectious enthusiasm, heartfelt authenticity, and a "what works" authority, Pasricha connects with audiences and challenges them to elevate expectations of themselves and commit to the habit of creating happiness every day.

Pasricha travels all over the globe sharing messages on happiness to non-profits, Fortune 500 companies, and schools. In the past few years, he has spoken to over 200,000 people at hundreds of events, making him one of the world's most sought-after speakers.

His first book, *The Book of Awesome*, about appreciating small pleasures, is a runaway #1 international bestseller with millions shipped, and his new book, *The Happiness Equation: Want Nothing + Do Anything = Have Everything*, is also an international bestseller.

Pasricha delivers a blend of positive psychology trends, strategic frameworks, and contagious passion for workplace happiness.

Coffee and book signing

11-11:30 a.m.

Meet Neil Pasricha and have a book signed! Books will be available for purchase.



“...a pied piper of happiness.”

- *Toronto Star*

Welcoming bestselling author
and happiness expert

Neil Pasricha

as ONPHA's Closing Keynote.

SUNDAY, NOVEMBER 6 | 10 a.m.


Grand Ballroom

Sheraton Centre Toronto

BOOK SIGNING

Join Neil for a book signing of *The Happiness Equation* following his presentation. Books will be for sale.

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EQUATION

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= HAVE EVERYTHING

NEIL PASRICHA

“Dale Carnegie was last century. Stephen Covey was last decade.
Neil Pasricha is what's now.” —SUSAN CAIN, author of *QUIET*

CONFERENCE POLICIES

Scent-free policy

To accommodate individuals with asthma, allergies and severe environmental/chemical sensitivities, ONPHA strives to provide a scent-free environment. Delegates and guests are asked to refrain from wearing fragrances and scented personal care products at the ONPHA Conference and Trade Show. This includes perfume, cologne, aftershave and scented hair products. Your cooperation is greatly appreciated.

Cancellation and refund policy

A refund, minus a processing fee of \$75, will be provided for cancellations received in writing no later than October 17, 2016. No refunds will be issued thereafter. Substitutions are permitted at no cost. Please contact the conference team at conference@onpha.org for cancellations or substitutions. All refunds will be issued after the conference, the week of November 14, 2016.

Privacy policy

The information collected from your registration will be used by ONPHA for conference purposes only.

Interested in staying connected with fellow delegates, sponsors and/or exhibitors after the conference? People you meet may offer the resources needed for your next project. Be sure to add your name to the conference delegate list by selecting this option upon registration.

Green policy

ONPHA is committed to reducing its carbon footprint at the conference. This registration guide is also distributed electronically and can be accessed on our conference website at www.conference.onpha.on.ca. You can also create your own agenda with our new online registration tool. Similarly, workshop handouts will be available online following the conference. This will help us save paper and reduce the impact on the environment.

The hardcopy version of this guide is printed using a waterless printing process, which eliminates the use of vast amounts of water and the need to dispose of tainted water.

Our venue will not provide paper and pens to conference attendees as they often end up unused and thrown out. ONPHA advises all conference attendees to bring their own note-taking devices.

Accessibility and accommodation

ONPHA is committed to trying to eliminate barriers and improving accessibility for all delegates. If you require any assistance or accommodation to participate in the conference, please let us know in the online registration form or on the registration form in this brochure. Our conference team will follow-up on your request.

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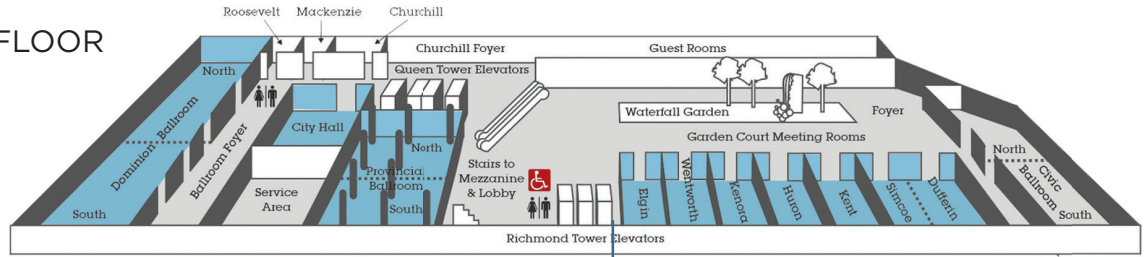
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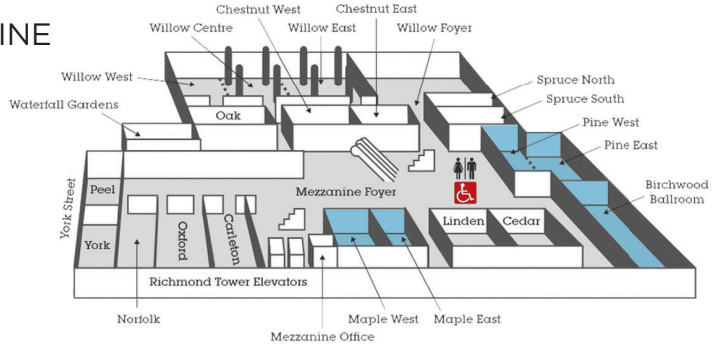
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SECOND FLOOR



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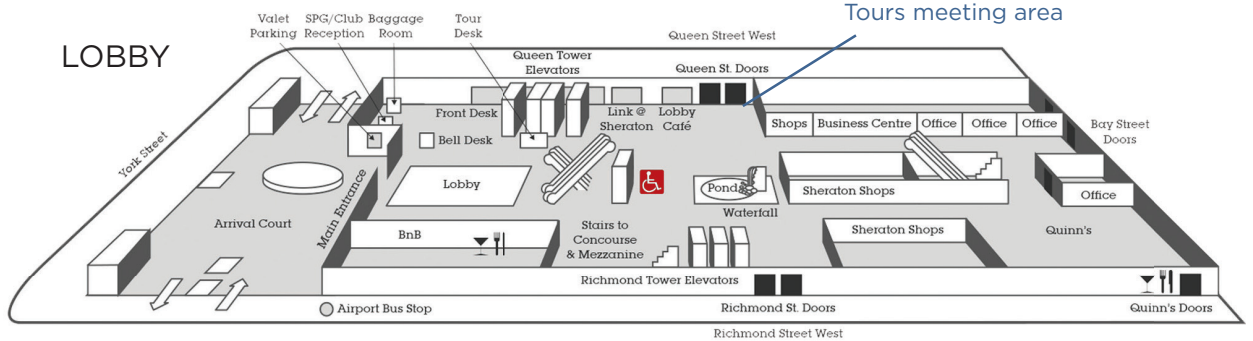
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Session locations

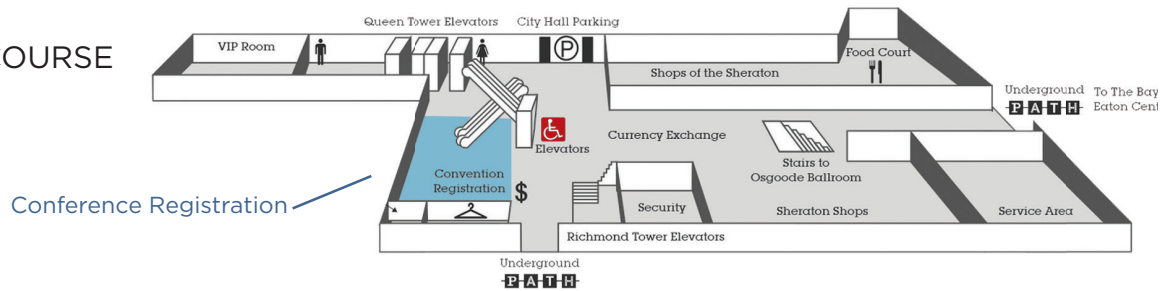
Accessible route

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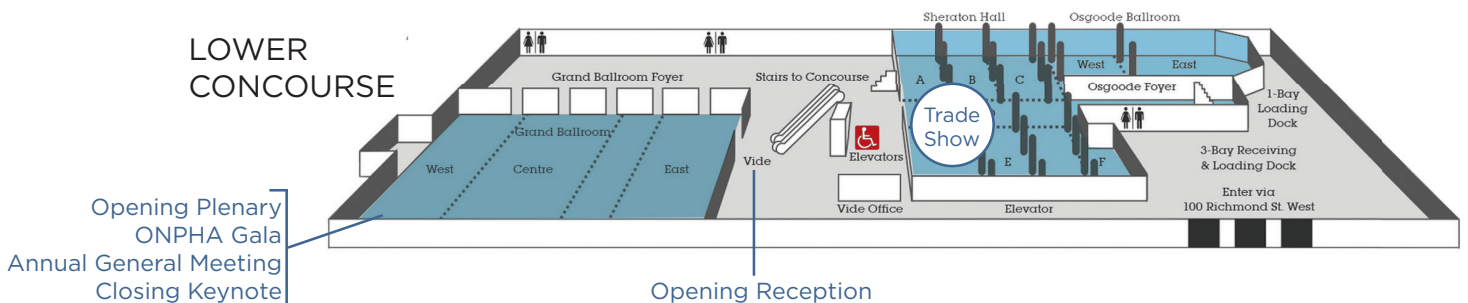
Tours meeting area

CONCOURSE



Conference Registration

LOWER CONCOURSE



Opening Plenary
ONPHA Gala
Annual General Meeting
Closing Keynote

Opening Reception