

Shaping
OUR
Future

ONPhA

2017 ONPHA
CONFERENCE
AND TRADE SHOW



NOVEMBER 3-5, 2017 • Education Day: November 2 • Niagara Falls

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THANK YOU

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IN 2017, JOIN US IN SHAPING OUR FUTURE!



We're moving towards a modernized future for non-profit housing, and it's the people within the sector who will pave the way for the healthy, vibrant communities of tomorrow. We have the knowledge, we have the tools, we have the drive. Now it's time to spring into action – to strategize, innovate and take risks.

This year's conference focuses on thinking strategically and creatively as we plan for the road ahead, drawing from the experience of sector experts and peers. You'll find sessions covering hot topics such as End of Operating Agreements, asset development, energy efficiency, innovations in housing operations, working with tenant communities, and more.

Our 2017 program has once again been developed to cater to a variety of different learning styles from lectures (Learn), case studies (Share) and hands-on, interactive sessions (Practice and Explore) to deep-dive think tanks (Imagine). It has also been organized into five programming streams to reflect key areas in non-profit housing: The Basics (fundamental topics for housing professionals), Our Assets (managing your buildings and operations), Our Communities (working with tenants), Our Organizations (building staff, board and volunteer capacity) and Our Future (focusing on sector modernization).

This streamlined approach will ensure you attend the sessions most relevant to your professional development goals.

Our Registration Guide makes it easy to plan your time at the Conference:

- **Step 1:** Review the sessions listed by stream and format (page 4)
- **Step 2:** Select one session from each session block (coded 100-600). Be aware that some session lengths spill over into the next block.
- **Step 3:** Refer to "Session and activities by day" for detailed session descriptions (starts on page 8).
- **Step 4:** View the "Conference at a glance" planner (page 6) to see when your sessions start and finish. Session room locations will be detailed in the Onsite Guide.

We look forward to having you join us at the 2017 ONPHA Conference and Trade Show and be a part of **Shaping our Future!**

REGISTER ONLINE TODAY!

EARLY BIRD DEADLINE **SEPTEMBER 15, 2017**

Visit conference.onpha.on.ca for our fast and easy-to-use online registration and to stay on top of conference news! Use this website to:

- register and pay online – it's safe and convenient!
- update your conference itinerary
- choose your gala seat
- check out the trade show exhibitors and sponsors
- stay connected with updates, networking opportunities and more!

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EDUCATION DAY

THURSDAY NOVEMBER 2

WHY REGISTER FOR EDUCATION DAY?

Reach your professional development goals

Our Education Day program is designed to help you reach your professional goals faster.

Stay up-to-date on changes in the housing sector

Featuring in-depth, comprehensive full and half-day courses, we dive deep into current and essential topics for non-profit housing professionals.

Learn from the experts

The ONPHA Conference brings sector experts under one roof. Learn from experienced professionals about the topics you need to know.

HOW TO REGISTER FOR EDUCATION DAY

Visit conference.onpha.on.ca for fast and easy online registration for Conference and Education Day courses. Or, select your Education Day course(s) on the registration form at the back of this Guide.

Education Day courses are not included in your conference registration and must be purchased separately. You do not need to register for the Conference to attend Education Day.



Questions? Contact
conference@onpha.org
or 1-800-297-6660

SPACE IS LIMITED! Register before **September 15** and save with the early bird rate!

EDUCATION DAY FEES & REGISTRATION		Housing provider members		Service manager members		Full rate	
		Early Bird	After Sep.15	Early Bird	After Sep.15	Early Bird	After Sep.15
E1	Financing our future: Laying the groundwork for funding success (full day)	\$169	\$205	\$259	\$315	\$399	\$490
E2	Staying ahead of the game: Preventative maintenance (full day)	\$169	\$205	\$259	\$315	\$399	\$490
E3	The RTA and intervention strategies (full day)	\$169	\$205	\$259	\$315	\$399	\$490
E4	Past, present and future: Social housing policy in Ontario (full day)	\$169	\$205	\$259	\$315	\$399	\$490
E5	Consent, capacity and substitute decision-making: A housing perspective (half day)*	\$89	\$110	\$169	\$205	\$199	\$245
E6	Integrated pest management (half day)*	\$89	\$110	\$169	\$205	\$199	\$245

*Register for both half day sessions and get the reduced full day rate.

Full day 9 a.m. – 4 p.m. (includes breakfast, lunch and a coffee break)

Half day 9 a.m. – 12 p.m. (includes breakfast and a coffee break; lunch can be purchased at additional cost when registering)
1 – 4 p.m. (includes a coffee break)

Session descriptions

E1 Financing our future: Laying the groundwork for funding success

Back by popular demand, ONPHA has condensed its successful two-day course into a one-day format. Learn how to position your organization for funding success, by identifying, understanding and planning for the key pieces you'll need to take advantage of future funding opportunities. This interactive course will leave participants with a toolkit of valuable resources to support their continued work in strategic planning and funding readiness.

Darlene Cook, CEO and General Manager, Peterborough Housing Corporation

E2 Staying ahead of the game: Preventative maintenance

Gain an introduction to and learn the tools needed to create a preventive maintenance plan for your building. This hands-on course offers:

- an interactive CD with templates and a resource book to create and enhance your own plan
- a chance to share and develop best practices
- practical knowledge through a virtual site tour

Carla Chong, past Tenant Services Coordinator, Muriel Collins Housing Co-op

Tony Mandarino, Operations Manager, Muriel Collins Housing Co-op

E3 The RTA and intervention strategies

Learn how to help your tenants maintain successful tenancies as a social housing landlord under the *Residential Tenancies Act, 2006* (RTA). This comprehensive overview will help participants:

- understand the RTA and the role of the Landlord and Tenant Board (LTB)
- know the exemptions from the RTA that apply to social housing
- learn about how the Ontario Human Rights Code might impact tenant issues
- identify the most commonly used LTB notices
- develop intervention strategies when tenants are not meeting their obligations (with the use of case studies)

Kimberley Ellsworth, Manager, Tenant and Member Services, Mainstay Housing

Doug Levitt, Partner, Horlick Levitt Di Lella LLP

E4 Past, present and future: Social housing policy in Ontario

How is the housing sector changing and what does this mean for you? Learn the history of social housing in Canada, including post-war housing, expansion, devolution and affordable housing, and develop an understanding of housing programs and policies governing your work. Plus, gain perspective on what role the province, Service Managers and others play in our sector. Then, through interactive exercises, explore the future of our sector and what this means for your organization.

Greg Suttor, PhD, Senior Researcher, Wellesley Institute

E5 Consent, capacity and substitute decision-making: A housing perspective

A staggering 25,000 new cases of dementia are diagnosed in Canada each year. In this half-day session, learn how to help elderly tenants maintain successful tenancies in a way that respects their dignity and autonomy. Explore:

- the legal framework that governs capacity and consent
- how mental capacity is assessed and what needs to happen if capacity is compromised
- what happens when a tenant refuses supports and services or is unable to consent
- practical strategies and resources for working with older tenants with complex needs while managing risk

Judith Wahl, LL.B., Lawyer, Advocacy Centre for the Elderly

Lauren Blumas, LL.B, Lawyer, Iler Campbell LLP

E6 Integrated pest management

Non-profit housing presents unique challenges for managing bed bugs, cockroaches and rodents. Pest-free housing is possible, but a network of staff, professionals and tenants must cooperate to successfully manage pests building-wide. Learn how to develop and run an integrated pest management (IPM) program, plus:

- common pests, their challenges and treatment methods
- strategies to manage challenging cases of pests and other unit conditions
- strategies for the procurement of pest control services

Richard Grotsch, Senior Manager, Environmental Health, Toronto Community Housing

SESSIONS BY STREAM & FORMAT

SESSION FORMAT

LEARN

Practical knowledge sessions featuring lecture-style presentations.

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 and group discussion.

PRACTICE

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

EXPLORE

These take delegates offsite for a tour or site visit. 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.



THE BASICS




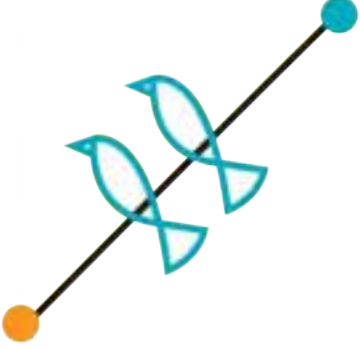
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- 204 Managing finances? Yes you can!
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- 301 Hoarding: Intervention and support
- 303 Preventative maintenance: Prolonging asset life to save you capital
- 305 Rent-geared-to-income for older tenants
- 405 Housing programs we've known and loved
- 507 Governance: Mission and vision possible
- 602 What's in a lease? The basics of lease management under the HSA
- 603 Leveraging rent supplements to provide housing stability



OUR ASSETS

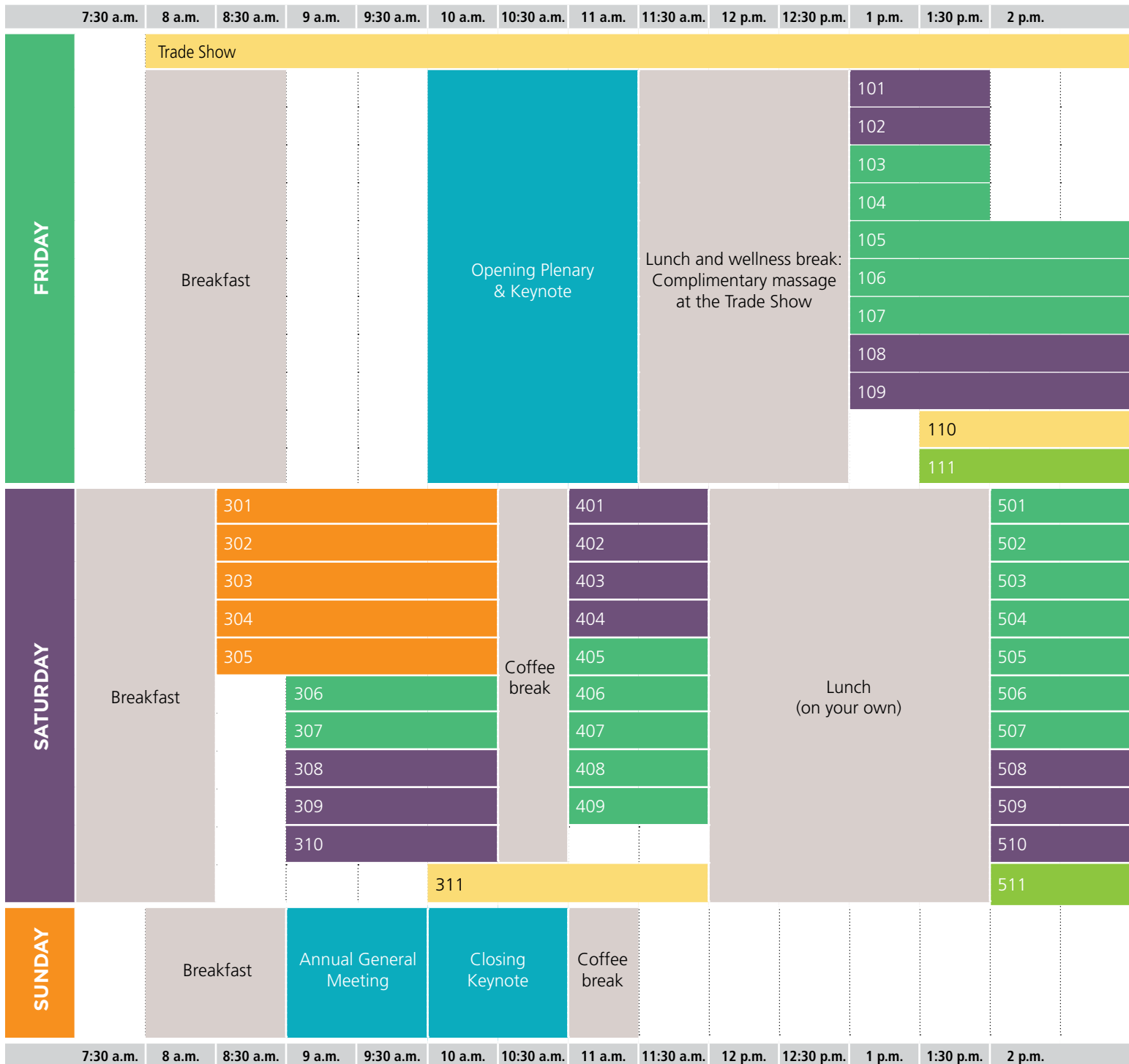
- 103 "And the winning design is..." Maximizing energy efficiency in affordable housing
- 106 Fire Life Safety through a preventative lens
- 109 Rethinking financing and development
- 110 Niagara Regional Housing: Building healthy and sustainable communities in Niagara
- 201 Electric to gas conversion: Creating efficient housing
- 206 EOA: What really happened?
- 310 Before and after: What to expect with housing development
- 407 Procurement: What we really want to say
- 409 Going green to save you green
- 501 Breathing easier: Smoke-free non-profit housing
- 601 Making accessibility easy
- 604 Strategic models for affordable housing development
- 608 Preserving long-term housing affordability through community land trusts

Plan your conference weekend! First, find the streams, formats and sessions that best fit your professional development goals. Pick one session within each block – the 100s, 200s, 300s, etc. – and then find your session times in the "Conference at a glance" on page 6. Detailed sessions descriptions can be found beginning on page 8.

 OUR ORGANIZATIONS	 OUR COMMUNITIES	 OUR FUTURE
<p>102 Reducing homelessness in Northern Ontario</p> <p>202 Staying power: Moving from workplace stress to workplace wellness</p> <p>205 Mastering the mystery of property taxes</p> <p>306 Planning for long-term viability: Business models and capital asset strategies</p> <p>307 Reading and understanding financial statements</p> <p>309 Tango or waltz: Choreographing successful mergers and acquisitions</p> <p>406 Measuring what matters: Evidenced-based evaluation in supportive housing</p> <p>408 A brave new world: Non-profit refinancing</p> <p>504 The profile of non-profit housing boards in Ontario</p> <p>506 The fundamentals of retirement and estate planning</p> <p>605 Board recruitment: Attracting the right people</p>	<p>108 Seniors housing: Building healthy communities</p> <p>203 Connecting vulnerable tenants with the right care</p> <p>209 Beyond RGI: Re-thinking tenant funding models</p> <p>302 Making your case at the Landlord and Tenant Board</p> <p>308 Innovative community approaches to housing challenges</p> <p>311 Innovative housing in Niagara</p> <p>401 The LGBTQ2S Toolkit</p> <p>403 Strengthening communities: Community development and non-profit housing</p> <p>404 Escaping domestic violence: What can we learn from the Portable Housing Benefit pilot?</p> <p>505 Achieving safe and healthy communities</p> <p>508 Healthy Relationships, Healthy Communities: Targeting seniors bullying</p> <p>510 Mapping the customer experience at Capital Region Housing in Alberta</p> <p>606 Ending chronic homelessness: Strengthening communities through housing and health partnerships</p> <p>607 Implementing Ready to Rent in an Ontario context</p>	<p>101 Evolving with EOA: Thinking strategically, acting locally</p> <p>107 An update from the Ministry of Housing</p> <p>111 Supportive housing exchange</p> <p>207 Innovating for housing stability</p> <p>304 Working together for provincial-level impact</p> <p>402 Stretching your philanthropic muscles</p> <p>502 EOA: Ensuring legal readiness</p> <p>503 CMHC's Affordable Rental Innovation Fund</p> <p>509 Supporting vulnerable tenants through creative partnerships and collaboration</p> <p>511 Building a coordinated vision for urban and rural Aboriginal housing in Ontario</p> <p>609 Leading positive transformative change in an organization</p> 

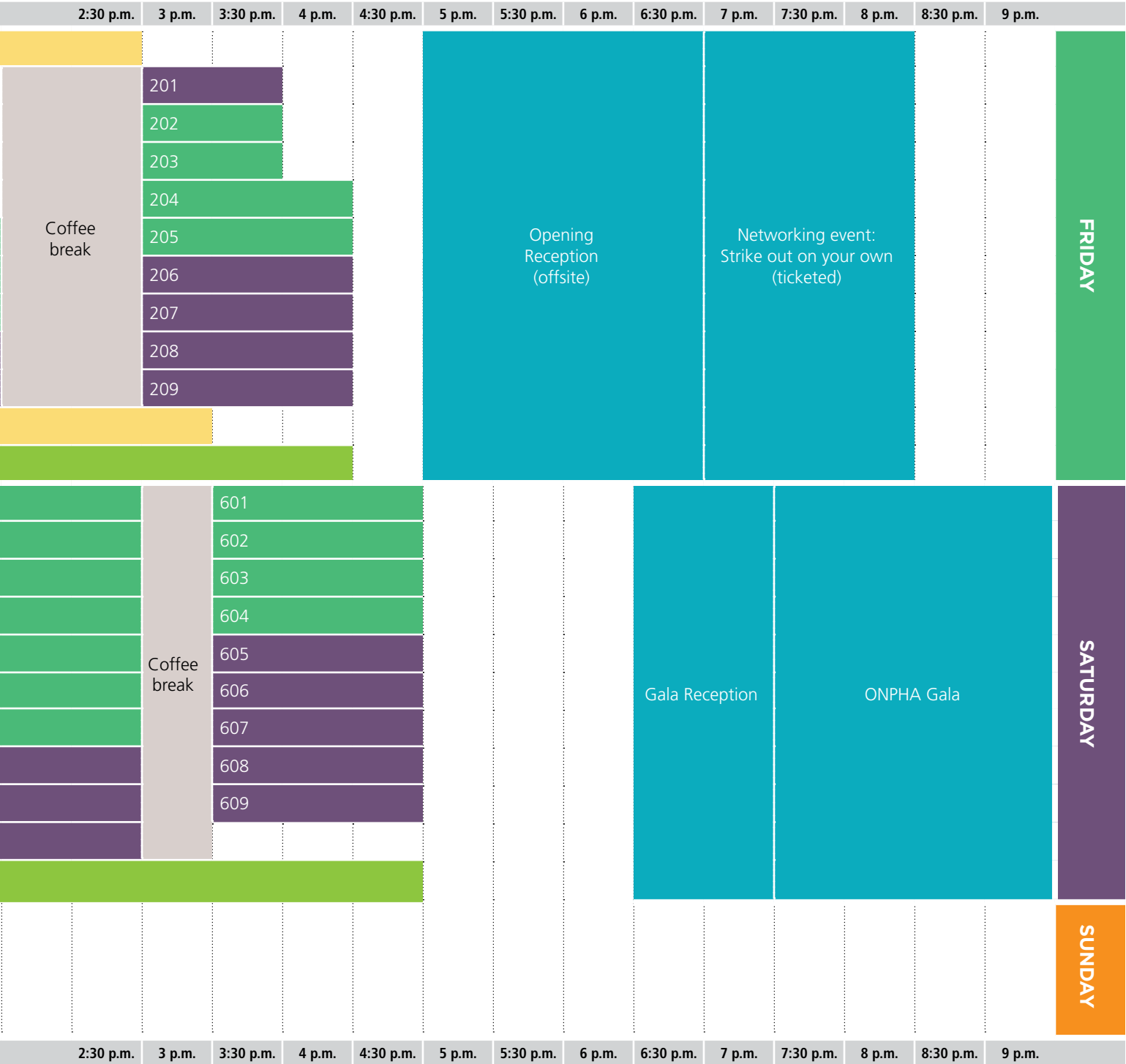
CONFERENCE AT A GLANCE

FRIDAY NOVEMBER 3 TO SUNDAY NOVEMBER 5



See detailed listings in **Sessions & activities by day** for more information beginning on page 8.

LEARN SHARE PRACTICE EXPLORE IMAGINE SPECIAL EVENTS BREAKS



SESSIONS & ACTIVITIES BY DAY

FRIDAY NOVEMBER 3

Breakfast at the Trade Show

8–9 a.m.

Sponsored by Encasa Financial Inc. and Rogers Connected for Success.

OPENING PLENARY & KEYNOTE

10–11:30 a.m.

Kick off this year's Conference at the Opening Plenary! First, hear an overview of ONPHA's work from our Board President Meg McCallum.

Then, join us in congratulating the recipients of the 2017 Kathleen Blinkhorn Aboriginal Student Scholarship and the Award for Excellence. Our scholarship, sponsored by Union Gas, is awarded annually to Aboriginal students living in non-profit housing in Ontario to assist with their post-secondary education. This year, thanks to the generous support of Union Gas, ONPHA is able to present a \$1,000 scholarship to 10 students. 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.



As our opening keynote, we are excited to welcome **David Orr**, chief executive of the National Housing Federation. The National Housing Federation is the voice of housing associations in England. They believe that everyone should

have the home they need at a price they can afford, which is why they represent the work of housing associations and campaign for better housing. Their members provide two and a half million homes for more than five million people. And each year they invest in a diverse range of neighbourhood projects that help create strong, vibrant communities.

David is also currently the chair of the board of Reall, previously known as Homeless International, and has recently retired from the board of The Housing Finance Corporation (THFC) and as chair of Building Lives. Previously, David has been the president of Housing Europe, the European network for social housing and the chief executive of the Scottish Federation of Housing Associations and of Newlon Housing Trust. In 2010, David was awarded an honorary membership of the Chartered Institute of Housing.

Sponsored by  **Ontario**



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

Revive!

Get refreshed for the afternoon sessions! Treat yourself during the lunch break with a complimentary massage from a registered massage therapist on the Trade Show floor.



Sessions

1-2 p.m.

101

**Evolving with EOA:
Thinking strategically, acting locally**

SHARE

Providers across Ontario of all sizes and capacities are embarking on initiatives to understand impacts and plans for success post-End of Operating Agreements (EOA). They each face challenges in terms of evolving community needs, local market drivers, financial realities and asset conditions that influence how they will respond. This session will provide specific case studies to illustrate common challenges and how they shape provider EOA responses within a local context. Discover the lessons learned and how they can apply to your organization.

Ken Foulds, Principal, Re/fact Consulting
Christine Pacini, Partner, SHS Consulting

102

**Reducing homelessness in
Northern Ontario**

SHARE

To reduce homelessness in the Nipissing District, the Housing Success Team was established to assist individuals and family households that are homeless, or at risk, to obtain and/or retain housing. Funded by the Community Homelessness Prevention Initiative (CHPI), the Team works with tenants of social housing, social housing providers, private sector landlords as well as community partners to promote housing sustainability and offer client-centered supports. Learn how they have successfully worked with their clients and community partners to keep people housed.

TracyAnn Bethune, Manager of Tenant Services,
 Nipissing District Housing Corporation

103



LEARN

**“And the winning design is...”
Maximizing energy efficiency in
affordable housing**

Building affordable housing? Imagine being able to compare hundreds of design options and their impact on energy efficiency and construction costs before you start. An innovative program from Enbridge Gas Distribution and The Weidt Group helps project teams identify energy efficiency opportunities and incentives early on in design so they can have the most impact on energy savings. The program uses a web-based energy modelling tool to provide real-time feedback on energy efficiency opportunities, automatically building energy models based on your basic building information. Learn about this innovative program and how it has already successfully been used for social housing projects.

Cam Black, Energy Solutions Consultant,
 Affordable Housing, Enbridge Gas Distribution
Ryan Schwartz, EIT, LEED® Green Associate,
 Program Manager and Project Manager,
 The Weidt Group



Sponsored by

104



LEARN

**Next-level property maintenance
through automation**

Let's face it, keeping properties well maintained requires a lot of effort and capital resources, while having a great impact on resident and staff satisfaction. Automation can help you cut facilities management costs, save time and make life easier for all involved. In this session, discover which tasks you can automate with the latest technology, and hear real-life examples of how fellow non-profit housing providers have successfully upped their maintenance game with software technology.

Peter Altobelli, Vice President and General
 Manager, Yardi Canada Ltd.

Sponsored by 

**ONPHA**

SPONSORED BY:

*Presented at the Opening Plenary*

KATHLEEN BLINKHORN
 ABORIGINAL STUDENT
 SCHOLARSHIP

Sessions

1-2:30 p.m.

105 Housing Services Act 101



LEARN

Back by popular demand, this session provides an introduction to the *Housing Services Act, 2011* (HSA). Created to provide for more flexible, community-based planning and delivery of housing and homelessness services, this Act governs most affordable housing in Ontario. Learn what it covers, the regulations and how to navigate it.

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

106 Fire Life Safety through a preventative lens



LEARN

Fire Life Safety is critical to organizational and capital asset management. Join an experienced fire protection engineering technologist as he walks through the "Top 5" compliance items that organizations should be thinking about under the *Ontario Fire Code, 2014*.

Rob Clark, Building Systems Coordinator, Ottawa Community Housing

107 An update from the Ministry of Housing



LEARN

Since the release of the Long-Term Affordable Housing Strategy (LTAHS) update in early 2016, the Province has been working on a number of initiatives to support Ontario's transformation to a better housing system. Join the Ministry of Housing to hear updates on these initiatives including social housing modernization, a portable housing benefit framework, Indigenous housing, supportive housing and how Ontario is supporting its commitment to end chronic homelessness by 2025.

108 Seniors housing: Building healthy communities



SHARE

Canada's aging population means that seniors housing is an increasingly important and urgently-needed component of the housing sector. Gain inspiration and ideas from a panel of housing providers who are leading the way with their innovations in seniors housing.

Jane Kuchma, Executive Director, Richview Baptist Foundation

Nicole McClughan, Manager of Tenant and Housing Services, Durham Region Non-Profit Housing Corporation

David Munch, CEO, Finlandia Village

109 Rethinking financing and development



SHARE

Changing times require a change of thinking! Learn how fellow housing providers, under different funding programs, rethought their assets and finances to continue growing. This session will explore how they turned their ideas and limited resources into new housing and growth.

Sessions

1:30-3:30 p.m.

110 Niagara Regional Housing: Building healthy and sustainable communities in Niagara



EXPLORE

Niagara Regional Housing (NRH) operates and manages more than 2,600 public housing units for families, adults and seniors. As part of the 2016 Social Infrastructure Fund, NRH received an allocation of approximately \$6 million to complete renovations and retrofits of existing assets to address water and energy conservation, as well as improve and preserve the quality of their housing to ensure its long-term physical sustainability. Join CMHC as they drive by a variety of affordable housing properties with a special stop at one development to see the seamless integration of well-constructed affordable housing into neighbourhoods that no write up or slide show ever can.

Sponsored by



Sessions

1:30-4:30 p.m.

111 Supportive housing exchange



IMAGINE

Are you interested in engaging in an interactive problem-solving session focused on emerging issues in the supportive housing field? Then this three-hour session is for you! We will start with a facilitated group discussion on key themes in supportive housing – come prepared to talk about your current realities of funding, advocacy, growth and integration. Then, you will split into two smaller groups to learn and engage in a facilitated exchange on growth opportunities and measuring quality in supportive housing. Our facilitators will cover diverse examples on both topics. Walk out of this session with concrete examples and ideas on how you can move forward with your supportive housing initiatives.

Coffee break

2:30-3 p.m.



Sessions

3-4 p.m.

201



SHARE

Electric to gas conversion: Creating efficient housing

Looking to save money on your energy costs? Gas heating can help! Learn about the process of electric to gas conversion and the benefits of switching from a fellow housing provider who successfully made the shift and a representative from Grand HVAC.

Jordan Colby, Partner, Grand HVAC Leasing
April McGinnis, Executive Director, Kingston Municipal Non-Profit Housing Corporation

202



LEARN

Staying power: Moving from workplace stress to workplace wellness

We all face stress in the workplace, whether from managing competing priorities and demanding timelines, working to support vulnerable tenants, or experiencing or witnessing violent or traumatic events. Attend this session to build practical tools and strategies for self-care, wellness and managing workplace stress, fatigue and burnout.

Paula Allen, Vice President, Research and Integrative Solutions, Morneau Shepell

203



LEARN

Connecting vulnerable tenants with the right care

Where does an aging tenant with serious mental health challenges and active addictions go when they are no longer able to live independently? What support and housing options are available in a healthcare system that's already overburdened by demographic and cost pressures? Finding suitable long-term care or other high-support housing options for vulnerable residents who are aging-in-place and unable to live independently is a growing challenge for many organizations and communities. Join the Ontario Ministry of Health and Long-Term Care (MoHLTC) and Community Support Services (CSS) funded agencies in the Toronto Central Local Health Integration Network (LHIN), and hear about collaborative solutions that will help tenants find the right mix of housing and support.

Alison Hunt, Executive Director, Regeneration Community Services

Debra Walko, Director of Seniors Services, LOFT Community Services

Sessions

3-4:30 p.m.

204



LEARN

Managing finances? Yes you can!

Budgets, financial statements, monthly reporting. If just reading this list raises your stress levels, this session is for you. In this basic session, with a focus on using plain language, board members will learn what they need to know about managing non-profit finances from an expert with over 20 years of experience working with non-profits. This includes how to read financial statements and review monthly reporting, as well as learning what to ask and how to ask the right questions.

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

205



LEARN

Mastering the mystery of property taxes

What happens when property taxes are far higher than anticipated? The provincial government controls the legislation and relies on its entity, the Municipal Property Assessment Corporation (MPAC) to assess property value. Municipalities in turn collect property tax revenue. Recent changes have brought into question the relationship between affordable housing funding programs and property taxes. But who is in charge here and who can help? This session explores the provincial government's role in setting direction and MPAC's role in assessing property value, and discusses how non-profits are responding to these changes.

Ray Sullivan, Executive Director, Centretown Citizens of Ottawa

Representative from Altus Group Limited

Representative from the Municipal Property Assessment Corporation

206



SHARE

EOA: What really happened?

Are End of Operating Agreements (EOA) as daunting as they seem? Or could they lead to new and exciting opportunities for former federal housing providers? Join a panel of leaders from three diverse organizations that have recently gone through an EOA. They will discuss the successes and challenges they faced in areas such as refinancing, new development, selling units and navigating new partnerships as they continue operating in this previously unchartered territory.

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

Eric Hill, Executive Director, Can-am Urban Native Non-Profit Homes

Bruce Hynes, Chair, Marguerita Residence Corporation

Sessions (continued)

3-4:30 p.m.

207 Innovating for housing stability



SHARE

"Me? An innovator?" We say yes! All of us within the non-profit housing sector have to innovate, whether it's to meet emerging needs or just to preserve our good work in changing times. It's time we recognize and share our good ideas to help each other and the sector. As part of ONPHA's Housing Stability Project (to be published in Summer 2017), learn about eight innovative ideas that have helped Ontario's most marginalized residents find and keep a home, and how these new ideas were able to flourish and grow.

Joy Connolly, Consultant and Project Lead

208 Preventing eviction through collaboration



SHARE

A loss of subsidy puts both housing providers and vulnerable tenants at risk of eviction. The Office of the Commissioner of Housing Equity (OCHE) is committed to helping providers keep vulnerable tenants housed, and has developed a 10-step method for engaging tenants and resolving their barriers to paying rent. This interactive session will teach "the OCHE Approach" to engage and problem solve with vulnerable tenants, and leave you with practical engagement tools you can use in your own work.

Melanie Martin, Senior Advisor, OCHE

Summer Nudel, Early Resolution Officer, OCHE

Cynthia Summers, the Commissioner of Housing Equity, Toronto Community Housing

Alexandra Swigger, Early Resolution Officer, OCHE

209

Beyond RGI: Re-thinking tenant funding models



SHARE

What alternatives exist to the rent-geared-to-income (RGI) model and how can they be implemented? Learn how two housing providers established two unique alternative funding models to better serve their tenants: a tiered rent band system and a time-limited housing allowance plus employment program. Discussion will include the challenges they faced getting these new models off the ground, waitlist applicant reactions, and how things are going post-RGI.

Jody DeGagne, Manager, Housing Strategy and Program Delivery, Regional Municipality of York

Kylie Evans, Supervisor, Rent Supplement, Housing Services Division, Region of Peel

Tracy Galvao, Design and Development, Housing Services Division, Region of Peel

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OPENING RECEPTION

5-7 p.m.

Spend an evening by the Falls and join us for a cocktail reception at Elements on the Falls Restaurant in the Table Rock Centre. No other venue gets you closer to the eighth Wonder of the World!

Catch up and relax with new and old friends while you enjoy complimentary hors d'oeuvres and a cash bar. Plus, grab a prime spot to view the night-time illumination of the Falls – you may even spot some ONPHA colours.

Complimentary shuttle service will be offered between the Scotiabank Convention Centre, Table Rock Centre and Conference hotels.



NETWORKING EVENT

7-8:30 p.m.

Strike out on your own

Ok, not completely! Join ONPHA staff and your future friends and colleagues for an evening of fun and games. After the Opening Reception we will transfer you from the Table Rock Centre to Strike Rock 'N' Bowl. Lace up your shoes, hit the lanes and enjoy a fun and friendly atmosphere while getting to know your peers a little better as we kick off the conference. Cost is \$15 + HST per person, which includes one hour of bowling, shoes and a shuttle bus*. Sign up at time of registration.

*Last shuttle bus from Strike Rock 'N' Bowl leaves at 8:30 p.m. to return you back to the hotel. Food and beverage is available for purchase at the venue.

NIAGARA ON A FRIDAY NIGHT



As an ONPHA delegate in Niagara Falls, you will receive a Delegate Advantage Card that provides you discounts at a variety of Niagara Falls hotspots, including restaurants like Milestones (located at Marriott on the Falls) and various other Niagara tourist attractions. Visit vip.fallsconventions.com for more information.

48 PLAYERS. 12 TEAMS. 1 VICTORY.

WHICH HOUSING TEAM WILL RULE THEM ALL?

Coming to Niagara Falls early? Looking for something to do? On **Thursday, November 2** from 3-7 p.m. join us for ONPHA's first annual **Provincial Championship Bonspiel** for curlers both new and experienced. Show off your skills (or lack thereof) in a fun, friendly curling competition! Cost: \$20 + HST per person. Sign-up as a team of four people or as an individual. Food and drink will be available for purchase at the venue. Transportation will not be provided.



TRADE SHOW & EXHIBITORS

FRIDAY NOVEMBER 3 | 8 a.m. – 3 p.m.

Get ready to have all your housing questions answered! ONPHA's trade show is your one-stop shop for all the supplies and services you need! Hosting 80 exhibitors, this is your chance to meet face-to-face with vendors and discover the latest innovations to help with your property management, maintenance and administrative needs.

Not attending the conference? Sign up for a complimentary pass to access the Trade Show floor from 1-2:30 p.m. To register, email conference@onpha.org.



2017 EXHIBITORS (TO DATE)

Accent Building Sciences Inc.
Altern Savings
Building Up
Chamberlain Architect Services
Canada Mortgage and Housing Corporation (CMHC)
Community Services Benefits Trust (CSBT)
Dome Services Group
Economical Select
Enbridge Gas Distribution
Encasa Financial Inc.
First National Financial L.P.
Great Northern Insulation
Greensaver
Iler Campbell LLP
Lumenix
Municipal Property Assessment Corporation (MPAC)
NewViews
Ontario Non-Profit Housing Association (ONPHA)
PlayPower Canada
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Friday, November 3rd at 1:00 p.m.

Cam Black, EIT, LEED® Green Associate

Over the last 3 years, Energy Solutions Consultant Cam Black has helped Affordable Housing providers secure over \$2 million in gas incentives and achieve annual estimated gas savings in excess of 8 million cubic metres. He brings over ten years of experience in sustainability, energy efficiency, renewables, and business development. Mr. Black holds a Bachelor of Arts from the University of Guelph and is a highly active member of Enbridge's United Way Committee.

Ryan Schwartz, EIT, LEED® Green Associate

Ryan Schwartz, a Program Manager and Project Manager with The Weidt Group, has nine years of experience with energy analysis and measurement and verification for building performance. He currently manages the Otter Tail Power Commercial Design Assistance Program in Minnesota. Mr. Schwartz holds a Bachelor of Science in Mechanical Engineering from Iowa State University. He is an Associate Member of ASHRAE and an Engineer-in-Training.

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SESSIONS & ACTIVITIES BY DAY

SATURDAY NOVEMBER 4

Breakfast

7:30-8:30 a.m.

Sessions

8:30-10:30 a.m.

301 Hoarding: Intervention and support



PRACTICE

Hoarding can be an overwhelming challenge for both tenants and housing providers. Learn strategies for coping with this issue from Megan Phillips, an expert with over 15 years of experience supporting and counseling clients with complex needs.

Megan Phillips, Owner,
Integrated Hoarding Response

302 Making your case at the Landlord and Tenant Board



PRACTICE

Have you ever had a tenant file an application against you at the Landlord and Tenant Board (LTB)? Join us for a mock hearing and learn tips and best practices from a cast of *Residential Tenancies Act, 2006* (RTA) experts. Walk away with a better understanding of how to respond to tenant applications.

Laura Clark, Lawyer,
Ottawa Community Housing

Kimberley Ellsworth, Manager, Tenant and
Member Services, Mainstay Housing

Doug Levitt, Partner, Horlick Levitt Di Lella

303

Preventative maintenance: Prolonging asset life to save you capital



PRACTICE

Are you often replacing building materials and assemblies before their time? Don't let premature failure of roofs, walls, balconies, windows, etc. wreak havoc on your capital budget. In this interactive workshop, get insight from industry experts and learn how routine maintenance can prevent major unplanned expenditures and help your building components reach their expected useful lives.

Jennifer Hogan, B.Arch.Sci., C.E.T., RRO, LEED AP, Branch Operations Director, Pretium Anderson Building Engineers

Sergio Laudisio, P.Eng., Project Manager,
Pretium Anderson Building Engineers

304

Working together for provincial-level impact



PRACTICE

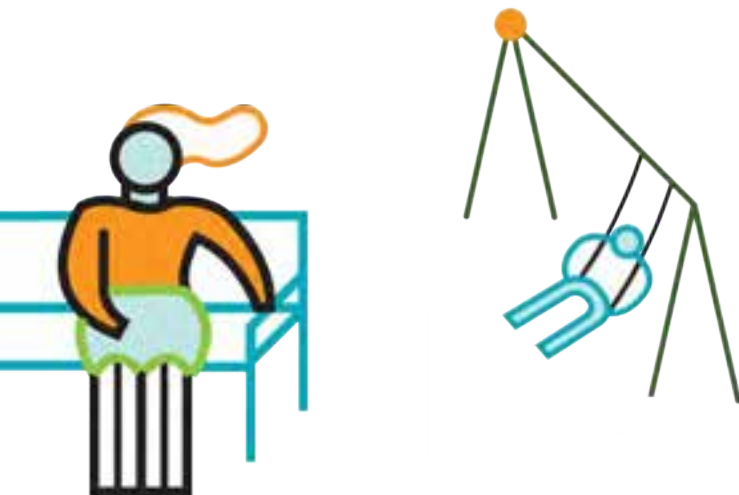
With their collective knowledge and experience, housing and service providers – and the tenants and clients they serve – can inform effective public policy about a shared vision of communities where everyone has access to affordable and appropriate housing. With limited time, how might local associations and coalitions organize themselves to leverage their own expertise and that of their sister communities for maximum impact? Join community leaders as they discuss their policy advocacy and research and welcome discussion on leveraging local housing and homelessness movements for provincial-level impact.

Kira Heineck, Executive Lead,
Toronto Alliance to End Homelessness

Abe Oudshoorn, Assistant Professor, Nursing,
Western University

Anita Stellinga, Interim CEO,
United Way of Peel Region

Renée Wetselaar, Senior Social Planner,
Manager of Community Development,
Neighbourhood Action Strategy, Social Planning
and Research Council of Hamilton



Sessions (continued)

8:30-10:30 a.m.

305 Rent-geared-to-income for older tenants

PRACTICE

There are significant changes to rent-geared-to-income (RGI) when a tenant turns 65. Learn from an experienced RGI professional about how to verify different types of seniors' incomes, what's included and excluded, how to assist tenants who are moving off of social assistance, how to conduct two-year income reviews for seniors on fixed incomes, and more.

Roberta Jagoe, Policy Analyst,
Region of Durham

Sessions

9-10:30 a.m.

306 Planning for long-term viability: Business models and capital asset strategies

LEARN

The provincial government has been consulting on what a modernized non-profit housing sector looks like. To help you best prepare, ONPHA has developed a non-profit business model template. This session will provide an overview of this business model and delve into capital asset management, providing examples of transformative, innovative and adaptive strategies that any affordable housing provider can use to address capital asset renewal and eliminate deferred maintenance.

Karen Eccles, Manager of Buildings and Assets,
Durham Region Non-Profit Housing Corporation

Tracy Greig, Director of Operations, Durham
Region Non-Profit Housing Corporation

Helen Harris, Coordinator, Policy and Research,
ONPHA



307



LEARN

Reading and understanding financial statements

Board members and management need to have a good understanding of the financial picture of their organization in order to make informed decisions. Learn how to examine various components of a non-profit housing organization's financial statements and understand how to pinpoint areas of concern, look for potential trends and make sure you are asking the right questions.

Viola Bardhoshi, CPA, CA, Manager,
Prentice Yates & Clark, Chartered Professional
Accountants



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308



SHARE

Innovative community approaches to housing challenges

Unique housing challenges require unique solutions. Be inspired to approach housing from a different angle and learn of innovative approaches being used to serve populations that often fall through the cracks of traditional housing models. This includes Toronto's Friendly Housemates program, which pairs adults with intellectual disabilities and post-secondary students; the 360°kids Nightstop Program that mobilizes community members to provide emergency shelter for homeless youth; and, Muskoka-based Solterra Co-housing, which offers co-ownership opportunities for seniors.

Donald Easson, Professor and Program
Coordinator of the Developmental Services
Worker Program, Centennial College

Bonnie Harkness, Director of Operations/Interim
CEO, 360°kids

Matthew Poirier, Manager of Policy and
Stakeholder Relations, Community Living Toronto

Shelley Raymond, President,
Solterra Co-Housing

Sessions (continued)

9-10:30 a.m.

309 Tango or waltz: Choreographing successful mergers and acquisitions

SHARE

As housing providers move to more modernized and entrepreneurial business models, partnerships, collaborations, mergers and/or acquisitions are an emerging trend. Learn from those who've gone through the process and gain a broader understanding of what is involved and what should be considered.

Darlene Cook, Chief Executive Officer, Peterborough Housing Corporation

Jon Harstone, Executive Director, St. Clare's Multifaith

Kaye Melliship, Executive Director, Greater Victoria Housing Society, British Columbia

Keith Hambly, Executive Director, Fife House Foundation (moderator)

310 Before and after: What to expect with housing development

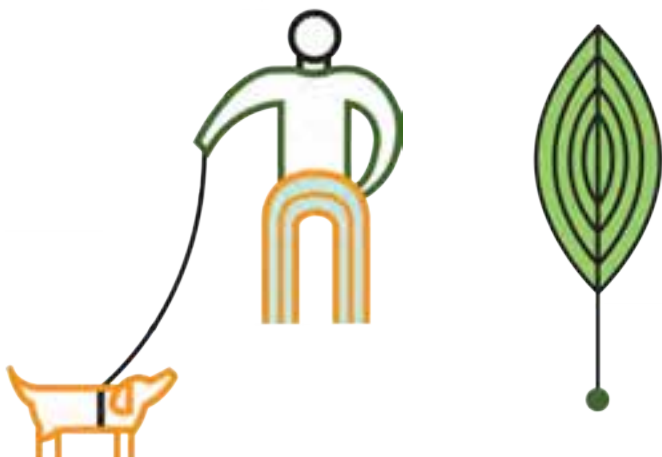
SHARE

New buildings for mixed incomes enhance the diversity and vibrancy of our cities. Are you considering a new construction or redevelopment project? Learn what you need to know before and after your development project! Join a panel of housing providers who will discuss the process of redeveloping civic assets into community hubs that include housing, the steps needed to begin a redevelopment project including a Passive House, and the challenges and successes Toronto's Pan American Athletes Village has seen one year later.

Melissa Estable, Project Manager, Centretown Citizens Ottawa Corporation

LoriAnn Girvan, Chief Operating Officer, Artscape

Luke Smith-Adams, Senior Manager, West Donlands Housing



Sessions

10 a.m. – 12 p.m.

311 Innovative housing in Niagara

EXPLORE

Safe, supportive and affordable housing is fundamental to the health and well-being of all people. Stable housing, combined with responsive and person-centered support, promotes residents' independence, self-reliance and increased engagement in the community. It also allows residents to gain greater confidence and realize their housing goals and life aspirations. Bethlehem Housing and Support Services will share how they deliver affordable housing and support services to provide a critical cornerstone for a vibrant, caring and inclusive Niagara community.

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Coffee break

10:30-11 a.m.

Sessions

11 a.m. – 12 p.m.

401 The LGBTQ2S Toolkit

SHARE

LGBTQ2S youth are over-represented in the homeless youth population. How can we make it better now for LGBTQ2S youth experiencing homelessness? A Way Home learning community has developed a free, online toolkit to help staff and organizations become better allies to, and create more welcoming and affirming spaces for, LGBTQ2S youth. This session will introduce this Toolkit and explore best practices with a focus on creating more inclusive spaces.

Lesley McMillan, Learning Community Manager, A Way Home: Working Together to End Youth Homelessness in Canada

402 Stretching your philanthropic muscles

SHARE

Increasingly, agencies and non-profit providers have started to rely on fundraising as a means to generate much-needed revenue. How can we develop relationships to ensure that prospects turn into donors, and donors into long-term supporters? How can we move from "bake sales" to multi-million dollar revenue for programming or capital projects? Learn how Ottawa Salus has developed a sustainable philanthropic culture to support their initiatives and how you can develop your own fundraising arm.

Lisa Ker, Executive Director, Ottawa Salus



Sessions (continued)

11 a.m. – 12 p.m.

403



SHARE

Strengthening communities: Community development and non-profit housing

Community development initiatives play an important role in supporting residents and staff of non-profit housing in collaboratively building inclusive, welcoming and supportive communities. Learn how a neighbourhood-based resident engagement initiative – as part of a unique partnership between the Social Planning and Research Council of Hamilton, Victoria Park Community Homes, Kiwanis Non-Profit Homes and McGivney Homes – is connecting communities, mobilizing identified assets, and supporting success and sustainability through the creation of community-based partnerships and solutions.

Victoria Kaulback, Resident Planning Team Member, South Mountain Planning Team

Greg Tedesco, Community Developer, Social Planning and Research Council of Hamilton

404



SHARE

Escaping domestic violence: What can we learn from the Portable Housing Benefit pilot?

Recent changes to the *Residential Tenancies Act, 2006* make it easier for tenants and their families to leave a joint tenancy when fleeing domestic violence. But where can they afford to go? In September 2016, Ontario launched a two-year Portable Housing Benefit pilot program to provide affordable housing options for 1,000 survivors of domestic violence. Join a panel of service managers from across Ontario as they discuss the challenges and successes of implementing this program in their communities, and what they would like to see moving forward.

Lisa Goodfellow, Program Manager, Social Housing, Community and Social Services Department, City of Ottawa

Tammy Morasse, Senior Policy Analyst, City of Hamilton

Ryan Pettipiere, Director of Housing, County of Wellington

405



LEARN

Housing programs we've known and loved

From wartime to End of Operating Agreements (EOAs), this session will provide an overview of social housing programs past and present. Participants will gain insight into the historical context of social housing in Ontario, how we got to where we are now, the original purpose of their housing program and more.

406



LEARN

Measuring what matters: Evidence-based evaluation in supportive housing

Options Bytown has begun to use the evidence-based evaluation tool Outcomes Star for homelessness in their case management and supportive housing program. This evaluation tool is engaging, visual, collaborative and "measures what matters!" for the clients, management team and funders. Join Options Bytown as they share their outcomes, best practices and lessons learned from implementing this tool.

Jennifer Laewen, Manager of Tenant Services, Options Bytown Non-profit Housing Corporation

Joyce Lundrigan, Front Line Supervisor, Options Bytown Non-profit Housing Corporation

407



LEARN

Procurement: What we really want to say

From the writing of to the bidding on, this session lets you "hear from the other side" of a request for proposal (RFP). First, hear a brief overview of procurement rules to build context on the RFP process. Next, hear from both sides of an RFP: a public sector official talking about their process of setting and evaluating RFPs, and a bidder discussing the challenges they face in responding to RFPs. Plus, learn what they would really like to say to each other! Lastly, the floor is yours, say what you want to say and get your procurement questions answered.

John Fox, Solicitor, Robins Appleby LLP

Sue Ritchie, Manager, Human Services, Region of Peel



Sessions (continued)

11 a.m. – 12 p.m.

408 A brave new world: Non-profit refinancing

LEARN

With the End of Operating Agreements (EOAs) near, many non-profit housing providers are looking towards refinancing to sustain and expand their operations. Are you prepared? Are you gathering the right information and asking the right questions? Come hear perspectives from both sides of the equation: a mortgage lending expert who specializes in affordable housing, and a housing provider that prepaid their mortgage through CMHC's loan prepayment flexibility program and refinanced with a private sector institution.

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

Diane Duncan, Executive Director, St. Paul's L'Amoreaux Centre

409 Going green to save you green

LEARN

In 2017, the provincial government committed \$92 million from the Green Investment Fund into social housing retrofits, further cementing that energy efficiency, clean technology and greenhouse gas reduction are top priorities for the province. How can you capitalize and benefit from this trend? And why should you? Gain a general understanding of what you can do to improve energy efficiency and reduce greenhouse gas emissions in your buildings as well as the importance of benchmarking and monitoring your building's energy. Plus, using case studies, learn how to develop a plan that takes concepts and turns them into results.

Abhilash Kantamneni, PhD candidate in Geography, University of Guelph

Jamie Shipley, Consultant, Knowledge Transfer & Outreach, Canada Mortgage and Housing Corporation (CMHC)

Patrick Wittmann, Co-Chair, Northern Ontario Service Delivers Association (NOSDA) Housing Services Working Group

Lunch (on your own)

12-2 p.m.

Sessions

2-3 p.m.

501 Breathing easier: Smoke-free non-profit housing

LEARN

To improve tenant and staff health, reduce costs, and lower fire risk, many housing providers are considering going completely smoke-free from tobacco and marijuana in their facilities. Learn the rationale behind establishing smoke-free buildings (including within individual units), and hear practical advice on implementing policies and legal guidance on creating and enforcing the policy.

Lauren Blumas, Lawyer, Iler Campbell LLP

Andrew Noble, Program Manager, Outreach and Education, Smoking and Health Action Foundation

502 EOA: Ensuring legal readiness

LEARN

When preparing for your End of Operating Agreements (EOAs)/mortgages, did you know there are a number of legal matters to consider? For instance, have you reviewed your incorporating documents to ensure your mission is still relevant? Are there rebates and exemptions that you have been accessing that no longer apply? Have you reviewed your legal requirements to make sure you have everything in place for a modernized sector? This session will walk you through what to consider as you plan for the future.

Katie Douglas, Lawyer, Iler Campbell LLP

Michael Hackl, Lawyer, Iler Campbell LLP

503 CMHC's Affordable Rental Innovation Fund

LEARN

In 2016, the federal government entrusted Canada Mortgage and Housing Corporation (CMHC) to administer \$200 million through the Affordable Rental Innovation Fund to encourage new funding models and innovative building techniques in the rental housing sector. Through this fund, it is expected that up to 4,000 new affordable units will be built over the next five years. Join CMHC and explore how your organization could access and benefit from this initiative, plus learn how a 2017 recipient of this funding is putting it to use.



Sessions (continued)

2-3 p.m.

504 The profile of non-profit housing boards in Ontario

LEARN

The housing sector's need for strong leadership is more important than ever as we embrace End of Operating Agreements (EOAs), new funding models and a more "modernized" outlook. Recently, ONPHA surveyed its membership to explore how boards are operating and what is important to them moving forward. Review the results of this survey including the make-up of non-profit housing boards in Ontario, how they are doing business and what they have identified as individual and sector priorities.

Michelle Coombs, Manager, Education and Member Services, ONPHA

505 Achieving safe and healthy communities

LEARN

Ottawa Community Housing (OCH) has long prioritized delivering safety and security services to its community of approximately 33,000 tenants. After 10 years of delivering safety services, OCH has developed a successful model that delivers meaningful and effective safety services to tenants. Join the Community Safety Services (CSS) director and manager as they reflect on how OCH is working towards achieving safe and healthy communities through enhanced tenant and partner engagement, early intervention and community-based problem solving. These two former police officers will share the highs, the lows, the successes and the lessons learned in trying to achieve the CSS vision.

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

Marino Sani, Manager of Community Safety Services, Ottawa Community Housing

506 The fundamentals of retirement and estate planning

LEARN

We all have dreams for retirement, but how can you make them come true? It all starts with a plan. This session will provide you with practical tools and strategies to help you clearly understand your goals and how to achieve them. Learn the changes you can make now to turn your dream retirement into a reality.

Mark Shimkovitz, HBA, PFP, CIM, Financial Advisor and Associate Portfolio Manager, Raymond James, Private Client Group

507 Governance: Mission and vision possible

LEARN

Clear and well-structured mission and vision statements provide shape and focus to your governance work. This basic session will walk providers through the process of rethinking mission and vision statements using a real-world case study in order to best achieve and direct your organizational goals.

Isaac Coplan, Coordinator, Education Services, ONPHA

508 Healthy Relationships, Healthy Communities: Targeting seniors bullying

SHARE

Ottawa Community Housing (OCH) along with their community partners and tenant leaders in their Hampton Court property, noticed bullying affecting seniors in the 250-unit high rise community. With a lack of resources for adults and seniors who experience bullying, the Healthy Relationships, Healthy Communities project was developed to provide a multi-layered approach to address the issue. This included developing workshops as well as hosting more community events to engage seniors in social activities. Learn the steps OCH took to develop this project and its results, plus explore possible avenues for future collaborations to address seniors bullying.

Ubah Hersi, Tenant and Community Worker, Community Support, Ottawa Community Housing

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Sessions (continued)

2-3 p.m.

509



SHARE

Supporting vulnerable tenants through creative partnerships and collaborations

In December 2015, the Canadian Mental Health Association Sudbury-Manitoulin (CMHA-SM) and the Manitoulin-Sudbury District Services Board (M-S DSB) met to discuss a partnership pilot. The M-S DSB identified that more mental health supports were needed for those in social housing at high risk of losing their housing, and CMHA-SM had just recently received funding for a new program to connect these individuals with a transitional community support worker (TCSW). The TCSW Program provides 6-9 months of "in house" support to enhance daily living skills and to maintain wellness with the overall goal of maintaining and sustaining housing. Short term activities include crisis planning, hospital diversion and referrals to community resources. Join representatives from both organizations to learn more about their partnership, their community outreach, and how it has benefitted high-risk populations.

Lynne Annett, Rent Supplement Coordinator, Canadian Mental Health Association Sudbury-Manitoulin

Rhonda McCauley, Social Housing Program Supervisor, Manitoulin-Sudbury District Services Board

510



SHARE

Mapping the customer experience at Capital Region Housing in Alberta

Capital Region Housing (CRH) is trying to shift the paradigm of service delivery in social housing. To do this, they first needed to understand the touch points and experiences of their customers, whether they be subsidy recipients or social housing tenants. They began by mapping out the journey from the time a family decides they need housing help to the time they no longer require services from CRH. This session will discuss CRH's experience with mapping out this journey and the lessons learned, and end with a discussion about the business transformation that occurred as a result of their findings.

Mark Hoosein, Chief Operating Officer, Capital Region Housing

Esther de Vos, Director, Policy, Research and Strategic Initiatives, Capital Region Housing

Sessions

2-5 p.m.

511



IMAGINE

Building a coordinated vision for urban and rural Aboriginal housing in Ontario

Join ONPHA's Urban Aboriginal Housing Advisory Committee for our annual, interactive session on Aboriginal housing in Ontario. This session is created by and for First Nations, Métis and Inuit people to discuss the implementation of recent investments in Aboriginal housing. Beginning with a smudge and blessing, this session will explore developments coming out of the Ontario Indigenous Housing Strategy Engagement Table as well as the national discussions on housing and supports for Aboriginal people.

Sessions

3:30-5 p.m.

601



LEARN

Making accessibility easy

As the population ages and tenants increasingly have higher needs, housing providers need to prioritize, improve and rethink accessibility more than ever. Learn some practical tips for how to best respond to requests for accommodation and proactively make your building more accessible for your tenants.

602



LEARN

What's in a lease? The basics of lease management under the HSA

As a non-profit housing landlord, the lease is your most important tool. It has to meet the requirements of the *Residential Tenancies Act, 2006* (RTA) and the *Housing Services Act, 2011* (HSA), while clearly stating the rights and obligations of both the tenant and landlord. In this session, participants will learn who meets the definition of tenant, what to include in a lease and how to administer it, and how to update the lease after a tenant moves in.

Laura Clark, Lawyer, Ottawa Community Housing



Sessions (continued)

3:30-5 p.m.

603 Leveraging rent supplements to provide housing stability

LEARN

The province and local municipalities are currently using rent supplements to meet local housing needs. Join a panel of housing providers to learn the different ways rent supplements are being used, and the best way to work with service managers, provincial ministries and commercial landlords to offer rent supplements to your tenants.

Keith Hambly, Executive Director, Fife House Foundation

Noel Simpson, Past Executive Director, Regeneration House

Shelly Upton, Program Supervisor, Niagara Regional Housing

604 Strategic models for affordable housing development

LEARN

When we talk about affordable housing development, we often think of built-form, financing, community engagement, affordability, etc. But, how about strategic share-financing arrangements without government funding, portfolio replenishment/replacement strategies or non-subsidized development/redevelopments? As our sector transitions to a more modernized and free-of-government approach, these alternative models will become increasingly important. Learn how three different organizations from Ontario, Alberta and British Columbia are contending and succeeding with the supply side of affordable housing – and bring a notepad, you'll want to jot down these ideas!

Greg Dewling, CEO, Capital Region Housing

Kaye Melliship, Executive Director, Greater Victoria Housing Society, British Columbia

Cliff Youdale, Vice President, Asset Management, Ottawa Community Housing

605



SHARE

Board recruitment: Attracting the right people

Does your board struggle to attract skilled and committed directors? Do you need tips for how to make your non-profit more attractive to volunteers? In this session, gain in-depth knowledge and ideas about how to implement an effective board recruitment plan in your non-profit from a panel of governance experts.

Kristen Cairney, Manager of Education and Clinical Services, Wyndham House

Isaac Coplan, Coordinator, Education Services, ONPHA

Brigitte Witkowski, Former Executive Director (retired), Mainstay Housing

606



SHARE

Ending chronic homelessness: Strengthening communities through housing and health partnerships

Housing providers play an important role in addressing unique community needs and challenges. By leveraging community resources, they can create housing that brings together partners from health, justice and local municipalities to better serve vulnerable populations. Learn how one community worked together to construct a 20-unit supportive housing project targeting a population with high needs and chronic homelessness that provides 24/7 supportive services.

Henry Wall, Chief Administrative Officer, Kenora District Services Board

Don McBain, Executive Director, Ontario Aboriginal Housing Services

607



SHARE

Implementing Ready to Rent in an Ontario context

Ready to Rent BC was established to meet the need for proactive solutions that increase housing stability and prevent homelessness. Their RentSmart program combines education, certification and support to help vulnerable tenants overcome housing barriers and experience successful tenancies. Learn how their RentSmart course and model as well as their share systems and processes help to increase successful tenancies, and hear how an Ontario-based housing provider and local partners are rolling out this model in their community.

Lori Beech, Executive Director, Bethlehem Housing and Support Services

Kristi Fairholm Mader, Co-Executive Director, Ready to Rent BC



Sessions (continued)

3:30-5 p.m.

608



SHARE

Preserving long-term housing affordability through community land trusts

Housing costs are soaring and becoming increasingly unaffordable in cities such as Toronto and Vancouver, meaning low-income households are often being pushed out. Cities should be inclusive places offering everyone an affordable place to live. But how can cities preserve housing affordability over the long term? This session explores community land trusts as a tool for property development, asset management and stewardship of affordable home ownership. It will also discuss different governance mechanisms that can be used to maximize affordability and other community impacts.

Thom Armstrong, Executive Director,
Co-operative Housing Federation of British Columbia

Joshua Barndt, Development Coordinator,
Parkdale Neighbourhood Land Trust

Allison Maxted, Coordinator, Hamilton
Community Land Trust

609



SHARE

Leading positive transformative change in an organization

What is a corporate culture and how does it evolve? A corporate culture often develops from the phrase “this is how we do things here” and lives within business processes and routines, employee interactions, project management styles and so on. These underlying beliefs and assumptions may be rarely questioned, yet they can hamper an organization's efforts and abilities to adapt in an ever-changing world. This session will discuss how you can overcome and evolve those deeply embedded routines, processes and ideas to lead positive transformative change and keep your organization in the present.

GALA RECEPTION & ONPHA GALA

**Gala reception | 6:30-7:30 p.m.**

Join us for cocktails before the 2017 ONPHA Gala – our night of celebration! Enjoy refreshments with your peers in a fun and relaxed environment.

ONPHA Gala | 7:30-9:30 p.m.

Be our guest! Celebrate the 2017 ONPHA Conference and Trade Show with your peers at the must-attend event of the weekend. This year's Gala will feature a delicious three-course meal as well as lively entertainment.

Also, join us in toasting the 2017 ONPHA award winners who have made an outstanding contribution to the non-profit housing sector.





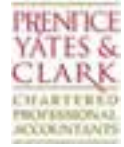
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SESSIONS & ACTIVITIES BY DAY

SUNDAY NOVEMBER 5

Breakfast

8-9 a.m.

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ANNUAL GENERAL MEETING

9-10 a.m.



All members are welcome! 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.



CLOSING KEYNOTE

10-11 a.m.

In 2017, will you step up to the challenge and "disrupt yourself?" We are excited to welcome business innovator and creativity expert **Ron Tite** as our 2017 closing keynote. Whether you are a manager or frontline staff, this talk is for you!

Disrupt Yourself!

The world has changed and there has never been more pressure for organizations to change along with it. But if you look over time, you'll find that no organization has ever changed. No organization has innovated. No organization has grown. No organization has adapted. Because organizations don't change. People do.



This presentation will feature one-part humour, one-part kick-in-the-butt, one-part information and one-part inspiration. Ron will discuss why the battle for time has changed the organizational dynamic; why it's not about words but about actions; how anti-establishment behaviour will inspire you to solve problems, be creative, and be innovative; and more!

Ron Tite is the CEO of The Tite Group, a content marketing agency; executive producer and host of the Canadian Comedy award-winning show Monkey Toast; and featured marketing expert on the business reality show Dream Funded.

Coffee break

11-11:30 a.m.

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Conference site

Scotiabank Convention Centre

6815 Stanley Ave., Niagara Falls, ON L2G 3Y9

The majority of this year's sessions and events, including the Trade Show and Gala, will take place in this building. Bus tours and the Opening Reception will be offsite.

Accommodation

ONPHA has a group booking at two hotels in 2017.

The rates listed below will be available for three days prior and three days after the conference date, subject to availability of guest rooms at the time of reservation. Book early to take advantage of our preferred rate! An early departure fee of one night's stay will apply if a delegate checks out prior to the confirmed checkout date.

1) Marriott on the Falls

6755 Fallsview Blvd, Niagara Falls, ON L2G 3W7

The Marriott on the Falls is located slightly closer to the Convention Centre (about a 4-minute walk). We have negotiated a preferred rate at the Marriott on the Falls valid until October 10, 2017. Cityview rooms start at \$135 per night and Fallsview rooms start at \$155 per night, plus applicable taxes and fees. Parking is an additional fee (see below for more information). Limited rooms are available – book now! Reservations can be made:

- online at <http://bit.ly/OnTheFalls>; or
- by phone at 1-800-618-9059 (you MUST mention that you are part of the Ontario Non-Profit Housing Association group booking)

2) Marriott Fallsview

6740 Fallsview Boulevard, Niagara Falls, ON L2G 3W6

The Marriott Fallsview has one of the best Falls view in Niagara Falls and is located only a 6-minute walk away from the Convention Centre. We have negotiated a preferred rate at the Marriott on the Falls valid until October 10, 2017. Rooms start at \$165 per night plus applicable taxes and fees. Parking is an additional fee (see below for more information). Limited rooms are available – book now! Reservations can be made:

- online at <http://bit.ly/Fallsview>
- by phone at 1-888-501-8916 (you MUST mention that you are part of the Ontario Non-Profit Housing Association group booking)

Accessibility

The Convention Centre and hotels are wheelchair accessible. Onsite signage will identify wheelchair accessible routes.

Travel

By car

From Toronto to the Scotiabank Convention Centre and Marriott hotels:

- Take highway 403/Queen Elizabeth Way westbound to Stanley Avenue
- Follow signs for Niagara Falls
- Merge on to highway ON-420 towards Niagara Falls
- Turn right onto Stanley Avenue

The Scotiabank Convention Centre is located on Stanley Avenue. The Marriott hotels are located on Fallsview Boulevard – continue along Stanley Avenue and turn right on Livingstone Street then right onto Fallsview Boulevard.

By air

- Pearson International is approximately 1.5 hours away from Niagara Falls.
- Billy Bishop Toronto City Centre Airport is approximately two hours away from Niagara Falls.
- John C. Munro Hamilton International Airport is approximately one-hour away from Niagara Falls.
- Buffalo Niagara International Airport is approximately 45 minutes away from Niagara Falls.

If you fly into Pearson with Air Canada, ONPHA can provide you with a discount code for 5-10% discount (tango fares excluded). Email conference@onpha.org for more information (discount code is specific to each airport, please include the airport you are flying into).

Airport to Niagara Falls shuttle

If you require transportation from an airport to Niagara Falls, ONPHA has set up a discount code with Niagara Airbus. This includes discounted "shuttle shared rides" from Pearson International and Buffalo Niagara International Airport (round trip or one-way) and a 10% discount on all "exclusive private car" services from all of the above airports. To receive the discount code and booking instructions, please email conference@onpha.org.

By train or bus**VIA Rail**

The Niagara Falls train station is located at 4267 Bridge Street in Niagara Falls and is approximately a 10 minute taxi ride to the Marriott hotels and Conference Centre.

Greyhound

The Niagara Falls Bus Terminal is located at 4555 Erie Avenue in Niagara Falls and is approximately a 10 minute taxi ride to the Marriott hotels and Conference Centre.

Parking**Marriott Hotels**

Marriott on the Falls offers self-parking at \$29 per day and valet parking at \$35 per day. Marriott Fallsview has valet parking only at \$40 per day.

Scotiabank Convention Centre

Parking is available at the Convention Centre for \$10 per vehicle per entry.



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CONFERENCE & REGISTRATION INFORMATION

REGISTRATION FEES



EARLY BIRD DEADLINE September 15, 2017

	Full rate	Housing provider members	Service manager members	Tenants
Up to September 15				
Full conference only	\$900	\$530	\$630	\$477
Full conference with gala ticket	\$990	\$620	\$720	\$567
Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$500	\$345	\$400	\$310
Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$590	\$435	\$490	\$400
After September 15				
Full conference only	\$1,105	\$650	\$770	\$585
Full conference with gala ticket	\$1,235	\$780	\$900	\$715
Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$615	\$425	\$490	\$380
Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$745	\$555	\$620	\$510

REGISTRATION OPTIONS

Full registration with gala ticket

Your choice of sessions; access to the trade show; admission to the opening plenary and closing keynote; meals and coffee breaks provided; and a reserved seat at the gala on Saturday, November 4.

Full registration without gala ticket

Your choice of sessions; access to the trade show; admission to the opening plenary and closing keynote; meals and coffee breaks provided.

Single-day registration

Friday, November 3 only: your choice of sessions; meals and breaks; admission to the opening plenary; access to the trade show.

Saturday, November 4 and Sunday, November 5 only: your choice of sessions; meals and breaks; admission to the closing keynote.

ENHANCE YOUR EXPERIENCE

Education Day

Education Day courses are not included in your conference registration. Sign up today to attend in-depth courses designed specifically for non-profit housing professionals. Coffee breaks are provided for all Education Day delegates. Lunch is only provided to Education Day delegates registered for full day courses. See the Education Day section on page 2 for details.

Gala ticket

Attend a night of celebration! Join your peers to celebrate ONPHA's 2017 award winners, share a meal and enjoy live entertainment. Purchase additional gala tickets and bring a guest! Tickets are \$90 before the early bird deadline, and \$130 after.

Guest pass (\$250 plus HST)

Bringing a friend or loved one to the conference? Buy them a guest pass, which enables them access to all conference meals and breaks, as well as the opening plenary, closing keynote and trade show.

HOW TO REGISTER

Fast and easy online registration is available at conference.onpha.on.ca. In addition to saving time and effort, online registration offers safe, secure and fast payment options (invoice, cheque or credit card) as well as the opportunity to select your gala seat and modify your conference registration at any time! **Online registration closes October 20, 2017.**

Register online in five easy steps!

1. Login with the email address ONPHA has on record or your username and password. Don't have an account with ONPHA? Contact us at conference@onpha.org or 416-927-9144 (toll-free 1-800-297-6660).
2. Select your registration options.
3. Select sessions and events.
4. Select gala seats, if applicable.
5. Select a payment method and make the payment.

Online group registrations

Registering a group online is easy. Take care of everyone's conference registrations by following these simple steps:

1. Collect everyone's ONPHA usernames and passwords or email addresses. If they don't have an account with ONPHA already, contact our conference staff at conference@onpha.org.
2. Register yourself using the five easy steps outlined previously.
3. Once you are registered, you'll be asked if you want to register others. Create new registrations by entering the other delegates' usernames and passwords or email addresses.

Printed forms can be faxed to 416-927-8401 or mailed to ONPHA at 400-489 College St., Toronto, ON M6G 1A5.



Contact our conference staff with any conference, trade show and registration questions. Call 416-927-9144 (toll free 1-800-297-6660) or email conference@onpha.org.

CONFERENCE POLICIES

Scent-free policy

In recognition of individuals with asthma, allergies and severe environmental/chemical sensitivities, ONPHA is striving 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 16, 2017. No refunds will be issued after October 16, 2017. Substitutions are permitted at \$25 + HST per substitution. Please contact the conference team at conference@onpha.org for cancellations or substitutions. All refunds will be issued after the Conference during the week of November 13, 2017.

Privacy policy

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

Want to stay connected with fellow delegates, sponsors and exhibitors after the conference? People you meet may offer the resources needed for your next project. If you would like to be included in the conference delegate

list, please be sure to select this option in the online registration form or on the registration form in this brochure.

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 conference.onpha.on.ca. You can also create your own agenda with our new online registration tool. Similarly, workshop handouts will not be printed for distribution at 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 all 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.

RENTAL CONSTRUCTION FINANCING

\$2.5 billion available in lower cost loans to finance housing development and encourage new rental construction in Canada.

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2017 ONPHA CONFERENCE REGISTRATION FORM

Register online quickly and easily at conference.onpha.on.ca for both Conference and Education Day sessions. **Use this form only for mailing and faxing.** Fill out one form for each delegate and send to 400-489 College St., Toronto, M6G 1A5 or fax to 416-927-8401.



EARLY BIRD DEADLINE

September 15, 2017

DELEGATE INFORMATION

First name	Last name
Organization	Title
Address	
Email	Phone
Accessibility/accommodations you require	
Dietary restriction	Are you a member of CIH (Chartered Institute of Housing)? <input type="checkbox"/> Yes <input type="checkbox"/> No

CONFERENCE REGISTRATION FEES		Full rate	Housing provider members	Service manager members	Tenants
Up to Sep. 15	Full conference only	<input type="checkbox"/> \$900	<input type="checkbox"/> \$530	<input type="checkbox"/> \$630	<input type="checkbox"/> \$477
	Full conference with gala ticket	<input type="checkbox"/> \$990	<input type="checkbox"/> \$620	<input type="checkbox"/> \$720	<input type="checkbox"/> \$567
	Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$500	<input type="checkbox"/> \$345	<input type="checkbox"/> \$400	<input type="checkbox"/> \$310
	Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$590	<input type="checkbox"/> \$435	<input type="checkbox"/> \$490	<input type="checkbox"/> \$400
After Sep. 15	Full conference only	<input type="checkbox"/> \$1,105	<input type="checkbox"/> \$650	<input type="checkbox"/> \$770	<input type="checkbox"/> \$585
	Full conference with gala ticket	<input type="checkbox"/> \$1,235	<input type="checkbox"/> \$780	<input type="checkbox"/> \$900	<input type="checkbox"/> \$715
	Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$615	<input type="checkbox"/> \$425	<input type="checkbox"/> \$490	<input type="checkbox"/> \$380
	Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$745	<input type="checkbox"/> \$555	<input type="checkbox"/> \$620	<input type="checkbox"/> \$510

CONFERENCE SESSION CHOICES

Please select the session track and indicate the session number for each time slot.

FRIDAY NOVEMBER 3		SATURDAY NOVEMBER 4			
1 Session # _____	2 Session # _____	3 Session # _____	4 Session # _____	5 Session # _____	6 Session # _____
<input type="checkbox"/> 1-2 or 2:30 p.m.	<input type="checkbox"/> 3-4 or 4:30 p.m.	<input type="checkbox"/> 8:30 or 9-10:30 a.m.	<input type="checkbox"/> 10:30-11:30 a.m.	<input type="checkbox"/> 1:30-2:30 p.m.	<input type="checkbox"/> 3-4:30 p.m.
<input type="checkbox"/> 1:30-3:30 p.m. Bus Tour 1	<input type="checkbox"/> Session 111 1:30-4:30 p.m.	<input type="checkbox"/> 10 a.m. – 12 p.m. Bus Tour 2		<input type="checkbox"/> Session 511 2-5 p.m.	

EDUCATION DAY REGISTRATION & COURSE SELECTION	Housing provider members		Service manager members		Full rate	
	Early Bird	After Sep.15	Early Bird	After Sep.15	Early Bird	After Sep.15
E1 Financing our future (full day)	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$259	<input type="checkbox"/> \$315	<input type="checkbox"/> \$399	<input type="checkbox"/> \$490
E2 Staying ahead of the game: Preventative maintenance (full day)	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$259	<input type="checkbox"/> \$315	<input type="checkbox"/> \$399	<input type="checkbox"/> \$490
E3 The RTA and intervention strategies (full day)	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$259	<input type="checkbox"/> \$315	<input type="checkbox"/> \$399	<input type="checkbox"/> \$490
E4 Past, present and future: Social housing in Ontario (full day)	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$259	<input type="checkbox"/> \$315	<input type="checkbox"/> \$399	<input type="checkbox"/> \$490
E5 Consent, capacity and substitute decision-making: A housing perspective (half day)*	<input type="checkbox"/> \$89	<input type="checkbox"/> \$110	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$199	<input type="checkbox"/> \$245
E6 Integrated pest management (half day)*	<input type="checkbox"/> \$89	<input type="checkbox"/> \$110	<input type="checkbox"/> \$169	<input type="checkbox"/> \$205	<input type="checkbox"/> \$199	<input type="checkbox"/> \$245

ENHANCE YOUR EXPERIENCE

- ☐ **Guest Pass** \$250 (does NOT include sessions and Gala)
- ☐ **Education Day Lunch** \$65 (available to half-day registrants)

☐ **Gala Ticket** \$90 (early bird), \$130 (post early bird). *Seats will be assigned by ONPHA; if bringing a guest, additional gala tickets must be purchased.*

☐ **Networking Event: Strike out on your own** \$15

☐ **Provincial Championship Bonspiel Curling Event** \$20

PAYMENT INFORMATION

Subtotal: _____ + HST (13%): _____ = Total \$

☐ Cheque enclosed (payable to **Ontario Non-Profit Housing Association**)

Credit Card: ☐ VISA ☐ MasterCard Card number: _____ Expiry Date: ____/____

Name (please print as it appears on card): _____ Signature: _____

HST #21266043RT | Ontario Non-Profit Housing Association will appear on your credit card statement.

WAIVER & RELEASE

Does ONPHA have your consent to use and publish photos and videos of you in our promotional materials?

☐ Yes ☐ No

Does ONPHA have your consent to include your name and contact details in the conference delegate list?

☐ Yes ☐ No

Be our guest

AT THE **2017 ONPHA GALA**
A NIGHT OF CELEBRATION!



Join your peers at the ***must-attend event*** of the weekend and toast the 2017 **ONPHA** award winners while you enjoy a delicious ***three-course meal*** and ***live entertainment***.

SATURDAY, NOVEMBER 4

RECEPTION | 6:30-7:30 P.M.

GALA | 7:30-9:30 P.M.

TICKETS | \$90 *(Early-bird pricing)*

Tickets can be purchased at time of registration.