

October 16-18, 2015

Sheraton Centre Toronto

Education Day - October 15, 2015



ONPHA

Ontario
Non-Profit Housing
Association

BEYOND THE BLUEPRINT

2015 ONPHA CONFERENCE & TRADE SHOW



Thank you to our 2015 conference sponsors

Platinum



Gold



Silver



Contributing



Table of contents

Session streams	4
Conference-at-a-glance	6
Education Day	8
Friday sessions	11
Trade show	12
Friday tours	16
2015 Exhibitors	16
Saturday sessions	17
Saturday tours	27
ONPHA Awards	27
Wellness activities	27
Sunday sessions	29
Travel and accommodations	31
Registration fees and information	33
Registration form	35

Go beyond your blueprint at the **2015 ONPHA Conference and Trade Show!**

**EARLY
BIRD
DEADLINE:
August
22!**

A blueprint – a plan – is recommended whenever we start something new. It's the start of a solid foundation for new construction, new organizations and new programs. They provide guidance, comfort and a clear way forward. The housing programs of the 1950s through to today built Ontario's non-profit housing sector into the strong and compassionate community it is today. The blueprints – the programs – have served us well.

But, after a while, a prescriptive blueprint can be limiting. The guidance they provided may no longer be the best advice. New information and new ideas can arise as we work together to tackle the challenges that face us today. Our sector, our communities and our province have changed – we cannot afford to miss the opportunities that are ahead of us.

This year, when we created the conference program, we challenged ourselves to think outside of the current housing blueprint. We invite you to do the same. Ontario's housing sector is ripe with new and exciting ideas for meeting the new and perennial challenges facing our organizations, tenant communities and neighbourhoods. Join us and see what we mean. Bring your ideas and inspire others.

We hope the 2015 ONPHA Conference and Trade Show will give you ideas for shaking up your organization's status quo. We have more than 80 conference and Education Day sessions, 11 unique streams and a host of creative, knowledgeable speakers. Get creative and dream big – you will be immersed in a weekend of inspiration!

Visit **www.conference.onpha.on.ca** to access our fast and easy-to-use online registration page and to stay on top of conference news. You can use the website to:

- Access updated information about sessions
- Change your itinerary as new sessions are added
- Choose your banquet seat
- Check out sponsors and trade show exhibitors
- Stay connected with updates, networking opportunities and more!
- Register and pay online – it's safe and convenient!

Register online before August 22 for your chance to win a free night at the Sheraton Centre Toronto!
Visit www.conference.onpha.on.ca for details.



**Follow
#ONPHAconf
on Twitter
to join the
conference
conversation**

Now choosing the right session is easier than ever!

We have made it easier for you to choose the right conference session. Look for the colour that corresponds to your knowledge of the session topic. You decide whether basic, intermediate or advanced sessions are right for you.



Basic

No knowledge of the topic is needed



Intermediate

Some knowledge of the topic is needed



Advanced

Knowledge and experience with the topic is needed

Session streams

Aboriginal

- 107 Innovations in urban Aboriginal housing
- 310 Aboriginal housing planning session

Community Building and Partnerships

- 201 Food programming for healthy, food secure and sustainable communities
- 204 Understanding demographics to meet residents' needs
- 304 Collaborating on social services: The City of Toronto's SPIDER model
- 406 Partnering with the private sector for housing solutions
- 407 Participatory budgeting: How more resident input means better decision-making
- 503 Engaging peer staff: Grassroots research case study
- 508 Getting the right help for hoarding: A partnership success story
- 602 Community engagement and advocacy: How to build a case for affordable housing in your city
- 603 Housing intake: Easing the transition for homeless and vulnerable people

Governance

- 205 Preparing for ONCA compliance
- 307 Board governance: The big 4
- 401 Board member succession planning
- 510 Anatomy of a non-profit merger
- 609 Corporate governance for non-profit housing corporations
- 705 Good governance: Easy audit prep

Housing Management

- 103 Communicating with tenants: Can we be perfectly clear?
- 104 Building a successful contingency plan
- 105 Legal issues for housing providers: Real estate, employment, and tax
- 109 Organizational culture: Priority #1
- 110 Human resources and human rights
- 202 Developing new housing with non-profit assets
- 206 "Yes, it's free. No, there's no catch"
- 208 Emergency planning for small providers
- 301 Ahead of the curve in quality improvement
- 302 The conflict-competent organization
- 303 Your best defense: Tenant applications at the LTB
- 309 Restructuring for success
- 311 Mock Human Rights trial
- 402 Finding the balance: Information collection and privacy
- 409 The new age of property management software
- 410 Controlling energy use to reduce operating costs
- 411 Mastering maintenance with the principles of good debt
- 501 Best practices for developing a media relations plan
- 506 The AODA and you: Meeting and exceeding the standards
- 507 Investing in your staff
- 604 Business cycles: Improve your bottom line with the latest in laundry equipment and payments systems
- 605 Helping ourselves help others
- 607 Here comes the adjudicator: Preparing for an LTB hearing
- 608 RGI: A calculated approach
- 609 Corporate governance for non-profit housing corporations
- 610 Understanding and managing fire safety
- 611 Building LGBTQ2S-positive organizations
- 701 Clearing the air on hoarding: A panel discussion
- 703 Budget setting and subsidy calculation for HSA providers

Maintenance and Asset Management

- 104 Building a successful contingency plan
- 208 Emergency planning for small providers
- 404 Weathering winter liability
- 411 Mastering maintenance with the principles of good debt
- 502 An ounce of prevention is worth a pound of cure
- 504 Engaging residents in capital renewal strategies
- 610 Understanding and managing fire safety
- 706 Capital planning for the second half of a building's life cycle

New Development

- 108 Mortgage financing for social and affordable housing in Ontario
- 202 Developing new housing with non-profit assets
- 209 The Aquavista Project: Can affordable housing and luxury condos share the same building (and window cleaners)?
- 305 Housing change: Emerging new forms of affordable housing in Ontario
- 511 Creating housing choices for young adults living with developmental disabilities
- 702 Developers as partners in affordable housing

Policy and Vision

- 101 Unbanked, uninformed and stigmatized: Challenges in low-income money management
- 102 Measuring success: How SROI can benefit your organization
- 107 Innovations in urban Aboriginal housing
- 111 Queen's Park check-in: LTAHS and Poverty Reduction Strategy update
- 204 Understanding demographics to meet residents' needs
- 207 Supportive housing innovation in a Housing First world
- 211 Tomorrow's world, today: Transforming the housing sector
- 305 Housing change: Emerging new forms of affordable housing for Ontario
- 306 Surviving and thriving in the post-EOA era
- 310 Aboriginal housing planning session
- 405 Democracy in action
- 406 Partnering with the private sector for housing solutions
- 509 Are there better ways to support vulnerable tenants in social housing?
- 512 The business case for investing in social housing
- 602 Community engagement and advocacy: How to build a case for affordable housing in your city
- 606 Clarity and purpose: Writing effective policies and procedures

Rural

- 403 Challenges and solutions for small and rural housing providers
- 510 Anatomy of a non-profit merger
- 606 Clarity and purpose: Writing effective policies and procedures

Seniors' Housing

- 106 Determining levels of support – What works best?
- 203 Adaptations for aging tenants: Making a home senior-friendly
- 210 Planning for retirement in a lower income bracket
- 408 Aging with grace, staying in place
- 505 Reimagining seniors' support
- 506 The AODA and you: Meeting and exceeding the standards

Supportive Housing

- 106 Determining levels of support – What works best?
- 207 Supportive housing innovation in a Housing First world
- 301 Ahead of the curve in quality improvement
- 508 Getting the right help for hoarding: A partnership success story
- 511 Creating housing choices for young adults with developmental disabilities
- 601 Green people, green housing
- 701 Clearing the air on hoarding: A panel discussion
- 704 Getting the right community services for your tenants

Tenants

- 101 Unbanked, uninformed and stigmatized: Challenges in low-income money management
- 201 Food programming for healthy, food-secure and sustainable communities
- 210 Planning for retirement in a lower income bracket
- 308 The RTA for tenants: Your rights and responsibilities
- 407 Participatory budgeting: How more resident input means better decision-making
- 503 Engaging peer staff: Grassroots research case study
- 505 Reimagining seniors' support
- 603 Housing intake: Easing the transition for homeless and vulnerable people
- 611 Building LGBTQ2S-positive organizations
- 707 RGI for tenants: Adding it up

Education Day

Enjoy an extra day of professional development, one day before the conference!

See page 8 for the full course listing.

BEYOND THE BLUEPRINT
2015 ONPHA CONFERENCE & TRADE SHOW

Conference-at-a-glance

Sessions are offered in a variety of formats to help you get the most out of the conference. Throughout this guide, you will see the following types of sessions:

Inspire sessions

These one-hour sessions focus on a specific topic. Get inspired by taking an intensive look at emerging ideas and issues.

Traditional sessions

These hour-and-a-half sessions include broader discussions on a topic, often featuring a panel of speakers and the opportunity for audience participation.

Learning Lab sessions

These two-hour sessions give you an in-depth, hands-on look at a topic.

Friday, October 16, 2015

8 a.m. – 4 p.m. Registration

8 a.m. – 3 p.m. Trade show

8 – 9 a.m. Breakfast at trade show

Sponsored by 

10 – 11:30 a.m. Opening Plenary

11:30 a.m. – 1 p.m. Massage break

11:30 a.m. – 1 p.m. Lunch at trade show

Sponsored by 

1 – 2:30 p.m. **Traditional sessions**

- 101 Unbanked, uninformed and stigmatized: Challenges in low-income money management
- 102 Measuring success: How SROI can benefit your organization
- 103 Communicating with tenants: Can we be perfectly clear? **Sold out**
- 104 Building a successful contingency plan
- 105 Legal issues for housing providers: Real estate, employment, and tax
- 106 Determining levels of support – What works best?
- 107 Innovations in urban Aboriginal housing
- 108 Mortgage financing for social and affordable housing in Ontario
- 109 Organizational culture: Priority #1
- 110 Human resources and human rights
- 111 Queen's Park check-in: LTAHS and Poverty Reduction Strategy update

1:30 – 5 p.m. **Bus tour 1** – St. Clare's Multifamily Housing Society buildings: Success with an innovative operating model

1:30 – 5 p.m. **Walking tour 1** – Alexandra Park

2:30 – 3 p.m. Coffee break

Sponsored by  

3 – 4 p.m. **Inspire sessions**

- 201 Food programming for healthy, food-secure and sustainable communities
- 202 Developing new housing with non-profit assets
- 203 Adaptations for aging tenants: Making a home senior-friendly
- 204 Understanding demographics to meet residents' needs
- 205 Preparing for ONCA compliance
- 206 "Yes, it's free. No, there's no catch"

3 – 4:30 p.m. **Traditional sessions**

- ~~207~~ Supportive housing innovation in a Housing First world
- 208 Emergency planning for small providers
- 209 The Aquavista Project: Can affordable housing and luxury condos share the same building (and window cleaners)?
- 210 Planning for retirement in a lower income bracket
- 211 Tomorrow's world, today: Transforming the housing sector

5 – 6 p.m. Opening reception

7 – 9 p.m. Speed Networking Dinner
(tickets for sale, see page 15 for details)

Saturday, October 17, 2015

8 a.m. – 4 p.m. Registration

7:30 – 8:30 a.m. Breakfast

Sponsored by 

8:30 – 10:20 a.m. **Running tour** – Social housing in east downtown Toronto

8:30 – 10 a.m. **Traditional sessions**

- 301 Ahead of the curve in quality improvement
- 302 The conflict-competent organization
- 303 Your best defense: Tenant applications at the LTB
- 304 Collaborating on social services: The City of Toronto's SPIDER model
- 305 Housing change: Emerging new forms of affordable housing for Ontario
- 306 Surviving and thriving in the post-EOA era
- 307 Board governance: The big 4
- 308 The RTA for tenants: Your rights and responsibilities
- 309 Restructuring for success

8:30 – 10:20 a.m. **Learning Lab**

- 310 Aboriginal housing planning session
- 311 Mock Human Rights trial

10 – 10:30 a.m. Coffee break

Sponsored by  

10 a.m. – 12 p.m. **Bus tour 2** – Tour of Pan Am Village: **Sold Out**
Toronto's newest mixed-use community

10:30 – 11:30 a.m. Inspire sessions

- 401 Board member succession planning
- 402 Finding the balance: Information collection and privacy
- ~~403 Challenges and solutions for small and rural housing providers~~
- 404 Weathering winter liability
- 405 Democracy in action
- 406 Partnering with the private sector for housing solutions
- 407 Participatory budgeting: How more resident input means better decision-making
- 408 Aging with grace, staying in place
- 409 The new age of property management software
- 410 Controlling energy use to reduce operating costs
- 411 Mastering maintenance with the principles of good debt

11:30 a.m. – 1:30 p.m. Lunch on your own

12:45 – 1:15 p.m. Yoga break

1:30 – 5 p.m. **Walking tour 2** – Lawrence Heights

1:30 – 2:30 p.m. Inspire sessions

- 501 Best practices for developing a media relations plan
- 502 An ounce of prevention is worth a pound of cure
- 503 Engaging peer staff: Grassroots research case study
- 504 Engaging residents in capital renewal strategies
- 505 Reimagining seniors' support

1:30 – 3 p.m. Traditional sessions

- 506 The AODA and you: Meeting and exceeding the standards
- 507 Investing in your staff
- 508 Getting the right help for hoarding: A partnership success story
- 509 Are there better ways to support vulnerable tenants in social housing?
- 510 Anatomy of a non-profit merger
- ~~511 Creating housing choices for young adults with developmental disabilities~~
- 512 The business case for investing in social housing

3 – 3:30 p.m. Coffee break

3:30 – 4:30 p.m. Inspire sessions

- 601 Green people, green housing
- 602 Community engagement and advocacy: How to build a case for affordable housing in your city
- 603 Housing intake: Easing the transition for homeless and vulnerable people
- 604 Business cycles: Improve your bottom line with the latest in laundry equipment and payments systems

3:30 – 5:30 p.m. Learning Lab

- 605 Helping ourselves help others
- 606 Clarity and purpose: Writing effective policies and procedures
- 607 Here comes the adjudicator: Preparing for an LTB hearing
- 608 RGI: A calculated approach
- 609 Corporate governance for non-profit housing corporations
- 610 Understanding and managing fire safety
- 611 Building LGBTQ2S-positive organizations

6 – 7 p.m. Banquet reception

7 – 9 p.m. Banquet dinner

9 p.m. – Midnight Dance party

Sunday, October 18, 2015

8 a.m. – 10:30 p.m. Registration

8:30 – 9:30 a.m. Breakfast

Sponsored by  **Region of Peel**
Working for you

9 – 10:20 a.m. Annual General Meeting

10:30 a.m. – 12 p.m. Traditional sessions

- 701 Clearing the air on hoarding: A panel discussion
- 702 Developers as partners in affordable housing
- 703 Budget setting and subsidy calculation for HSA providers
- 704 Getting the right community services for your tenants
- 705 Good governance: Easy audit prep
- 706 Capital planning for the second half of a building's life cycle
- 707 RGI for tenants: Adding it up

12 – 1:30 p.m. Closing Lunch

BEYOND THE BLUEPRINT
2015 ONPHA CONFERENCE & TRADE SHOW

Space is limited.
Register early
to avoid
disappointment

Join us for our annual Education Day program and reach your professional development goals. This pre-conference event features full and half-day courses that dive deep into essential topics for housing staff and volunteers.

You do not need to register for the conference to attend Education Day courses.

Why register for Education Day?

Learn from the experts

The ONPHA conference brings sector experts together under one roof. This allows us to deliver educational opportunities that wouldn't otherwise be possible.

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

You, your staff and your board will get the most current information. Course material, in most cases, is specifically developed for the non-profit sector.

Save money

When we save, you save! Hosting Education Day before the conference helps us negotiate better rates, and we pass the savings along to you.

Education Day

Thursday, October 15

E1 Unlocking the Code: Human rights and non-profit housing

Learn about the *Ontario Human Rights Code* and its impact on you as a non-profit housing landlord. This course will cover:

- An overview of the *Ontario Human Rights Code*
- The Policy on human rights and rental housing
- How the Code affects tenant selection
- Your duty to accommodate
- How to handle Human Rights Code arguments at the Landlord and Tenant Board
- Practical tips, and so much more!

This is a half-day course for housing administrators with a working knowledge of the *Residential Tenancies Act*.

Harry Fine, Harry Fine Paralegal Services

E2 Challenging tenancies: Keep calm and prepare to mediate

Non-profit housing landlords are in the housing business, not the eviction business. But being responsive to complaints about tenant behaviour while trying to preserve a tenancy can be a balancing act. In this course, you will learn:

- Each type of notice of termination for behaviour
- Dispute resolution, behaviour agreements and accommodation
- Which notice to complete and how to serve it
- How to build your case and file an application to terminate a tenancy
- When to mediate or proceed with a hearing

This is a half-day course for housing administrators with a working knowledge of the *Residential Tenancies Act*.

Doug Levitt, Partner, Horlick Levitt Di Lella LLP

E3 Affordable housing fundamentals

A successful career in housing requires a strong foundation. This course will introduce participants to Ontario's affordable housing sector and help them understand the fundamentals of housing policy in Canada. Participants will leave knowing:

- The rationale for housing policy
- The non-housing outcomes of housing policy
- How housing policy, programs and institutional arrangements have changed
- The constitutional context and evolving role of governments
- Policy and program alternatives used in Canada and their outcomes
- How to develop and measure outcomes of housing strategies

Steve Pomeroy, Principal, Focus Consulting

Fees and registration

Education Day courses are not included in your conference registration and must be purchased separately. Go to www.conference.onpha.on.ca for easy and fast online registration for conference and Education Day courses. Select your Education Day courses on the registration form found on page 35.

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

E4 Preventative maintenance

This course introduces housing staff and board members to preventative maintenance and the tools you need to create a preventative maintenance plan for your building.

This hands-on course offers:

- An interactive CD with templates to get you started with your own personalized plan
- A resource book with tools to develop or enhance your preventative maintenance plan
- An opportunity to share and develop best practices
- Practical knowledge through a virtual site tour with the new Preventive Maintenance Building Tour video

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

Carla Chong, Housing Coordinator, Muriel Collins Housing Co-operative

Dan Saumur, Manager of Maintenance Services, Greater Sudbury Housing Corporation

E5 The fundamentals of rent-geared-to-income

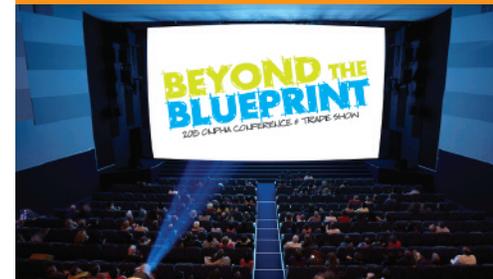
Get back to basics with this introductory course on administering rent-geared-to-income (RGI) subsidies under the *Housing Services Act*. You will gain a firm understanding of:

- RGI eligibility
- The steps involved in RGI calculations
- What income and assets are included
- How different types of income are treated
- How to deal with changes in income and sending notices
- What to do when tenants ask for a review of your decision

This course is a must-have for staff new to the social housing sector.

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

“On the house” pre-conference documentary film night



**Thursday, October 15
7 – 9 p.m.**

Grab some popcorn and ease into the conference weekend with our first-ever documentary film night. We'll screen a selection of short films about affordable housing and homelessness and finish with some discussion over snacks and non-alcoholic beverages. This event is FREE for conference delegates and their guests. Send your film ideas to stephanie.butler@onpha.org.

Education Day courses and fees

		Housing member	Associate/ government	Non-member
E1	Unlocking the Code: Human rights and non-profit housing (9 a.m. – 12 p.m.)	\$85	\$130	\$170
E2	Challenging tenancies: Keep calm and prepare to mediate (1 – 4 p.m.)	\$85	\$130	\$170
E3	Affordable housing fundamentals (9 a.m. – 4 p.m.)	\$250	\$250	\$250
E4	Preventative maintenance (9 a.m. – 4 p.m.)	\$165	\$250	\$330
E5	The fundamentals of rent-geared-to-income (9 a.m. – 4 p.m.)	\$165	\$250	\$330

On-site registration

Check-in at the conference registration desk before your course begins. If you are also attending the conference, you can pick up your delegate badge at the same time!

Full-day courses 9 a.m. – 4 p.m. includes breakfast, lunch and coffee breaks

Half-day courses 9 a.m. – 12 p.m. includes breakfast and a coffee break
1 – 4 p.m. includes a coffee break

- Basic
- Intermediate
- Advanced



Simplify social housing with one platform to manage your properties, tenants, and subsidies.

SOCIAL. MOBILE. SMART.



YARDI Voyager® Canadian Social Housing

Full property and financial management on a single, mobile solution compliant with all social housing legislation, including RGI, Rent Supplement, Coordinated Access, and more.



To learn more, call 866.569.2734 or visit www.yardi.com/socialhousing. Visit Yardi at booth #307/309!



Smart investing starts with Affordable Housing Conservation Programs from Union Gas

For more information visit uniongas.com/affordablehousing

Certain criteria apply for some technologies, contact your Commercial Account Manager in your area. Subject to change. ©Union Gas Limited 10/2014 UG20140093



Friday, October 16

Traditional sessions

1-2:30 p.m.

- 101 Unbanked, uninformed and stigmatized: Challenges in low-income money management** ●
- Most financial literacy workshops and advice columns are created for middle-income earners. That's what Houselink Community Homes found when they were designing an eight-part course on financial literacy for low-income people and the caseworkers who serve them. In this session, you'll learn about the barriers that low-income people face when trying to access financial services, such as banking, credit and debt, income support programs, and filing taxes. You'll also learn about recommendations for improvements to the system.
- John Stapleton**, Policy Critic, Writer and Innovations Fellow, Metcalf Foundation
Pam Chynn, Member, Houselink Community Homes
- 102 Measuring success: How SROI can benefit your organization** ●
- Measuring the social return on investment (SROI) of a program or initiative is an increasingly powerful way to demonstrate the overall social and economic impact of non-profit organizations. At this session, three presenters will discuss how they are using SROI to value the impact of their services and enhance the work of their organizations. This session is recommended for senior staff and board members, who will learn how SROI can be implemented and what its value proposition is for your organization.
- Sydney Blum**, Senior Manager, Partnership Development, WoodGreen Community Services
Muliwa Mwarigha, General Manager, Peel Living
Volletta Peters, Director, Tenant and Member Services, Mainstay Housing
- 103 Communicating with tenants: Can we be perfectly clear? Sold Out** ●
- Save time, reduce misunderstandings and get your message heard. Writing clearly is a skill you can learn by following a few expert pointers. A communications expert will help you transform your tenant newsletter, notices and more! Get helpful tips and learn ways to improve your communications.
- Sally McBeth**, Manager, Clear Language and Design
- 104 Building a successful contingency plan** ●
- While you can't avoid all risks, you can certainly manage their outcomes. Learn how to prepare for crises commonly faced by housing providers with the basics of contingency planning. This session will explore hazard identification and risk assessment, effective emergency responses and how insurance can save you money while instilling confidence in your tenants.
- Dan Saumur**, Manager of Maintenance Services, Greater Sudbury Housing Corporation
Kevin Gordon, Consultant, Marsh Risk Consulting

Opening Plenary

Friday, October 16
10 - 11:30 a.m.

Sponsored by



The conference officially kicks off at the Opening Plenary. You'll hear greetings and an overview of ONPHA's work from our President and Executive Director and get updates from the Minister of Municipal Affairs and Housing*. Then, our inspirational keynote speaker will set the stage for the inspiring weekend ahead!

Opening Plenary keynote sponsored by



Don't miss our much-anticipated award presentations. We will announce the recipients of the 2015 Kathleen Blinkhorn Aboriginal Student Scholarship and present the Award for Excellence.



*We have invited the **Honorable Ted McMeekin**, Minister of Municipal Affairs and Housing to speak at the Opening Plenary.

Friday, October 16

Trade Show

Friday,
October 16
8 a.m. – 3 p.m.

Make the right purchasing decisions by meeting face-to-face with the vendors who provide goods and services to the housing sector. They look forward to meeting you and will answer questions to help you ensure that your organization is getting the best value for its dollars. Plus, discover all the latest offerings to help you with your property management, maintenance and administrative needs.

Public
Access

Not attending the conference but want to check out the trade show?

Get a complimentary ticket for access between 1–2:30 p.m.

Sign up at
www.conference.onpha.on.ca.

105 Legal issues for housing providers: Real estate, employment, and tax ●

Get answers to your day-to-day questions that require legal input. This session provides a basic grounding in three main areas of law, helping you to address legal needs and to determine whether calling for specific legal advice is needed. This year's topics will cover real estate and contracting, employee termination and how to avoid losing your tax exemption.

John Fox, Partner, Robins Appleby LLP (Real Estate Matters)

Barbara Green, Partner, Robins Appleby LLP (Employment Matters)

Arin Klug, Associate, Robins Appleby, LLP (Tax Matters)

106 Determining levels of support – What works best? ●

Supportive housing providers face the challenge of making sure that residents are getting the right support at the right time. But in an era of funding restraint, how do you ensure the right fit? The Toronto Mental Health and Addictions Supportive Housing Network recently reviewed the levels of support that their member organizations offer to develop a more coordinated approach to defining housing and service packages. In this session, they will share the findings of this work and allow delegates to discuss their experiences and learnings.

Brian Davis, Executive Director, Houselink Community Homes

107 Innovations in urban Aboriginal housing ●

Learn best practices in serving your community's Aboriginal population. With a focus on new developments in Toronto, this session will explore some new and innovative ways to meet the need for urban Aboriginal housing. Using projects by New Frontiers Aboriginal Residential Corporation and Wigwamen Incorporated (including a legacy building from the Pan Am Games), the discussion will include how to establish the specific need for Aboriginal housing, designing buildings and homes to accommodate the Aboriginal community, accessing capital and operating funding from a variety of sources, on-going programming for tenants, and much more.

Adene Kuchera, Senior Development Coordinator, SHS Consulting

Marco Guzman, Executive Director, New Frontiers Aboriginal Residential Corporation

Angus Palmer, General Manager, Wigwamen Incorporated

Nancy Martin, Executive Director, Miziwe Biik

108 Mortgage financing for social and affordable housing in Ontario ●

Devonshire Financial, which specializes in financing rental apartment buildings, retirement and nursing homes, social housing and affordable housing, has helped several non-profit organizations secure new financing under the best possible terms. Learn how your organization can access funds for re-financing, capital improvements, and debt consolidation.

Greg Playford, President, Devonshire Financial

Jay Parry, Vice President, Devonshire Financial

Sponsored by



Friday, October 16

109 Organizational culture: Priority #1 ●

What can a strong organizational culture achieve? One housing provider was able to nearly eliminate vacancies, vandalism and bedbugs, and reduce program costs and staff turnover, all while doubling in size. It also increased housing stability and permanence, and created support networks and employment opportunities – all while serving high-needs residents. Learn how Indwell developed its successful organizational culture through supportive communities of staff, tenants and volunteers. Gain a practical application of culture in relation to vision, mission, values, strategic planning, philosophy of care, policy and governance.

Indwell (formerly known as Homestead Christian Care)

Sponsored by 

110 Human resources and human rights ●

Understanding human rights in the work place can help keep a team running smoothly and mean fewer legal issues for you. This session will cover general information about the human rights of employees and accommodations. Delegates will explore human rights issues through specific examples including disability leave, the rights of a superintendent to retain their apartment, and aging employees.

Kumail Karimjee, Karimjee Greene LLP

111 Queen's Park check-in: LTAHS and Poverty Reduction Strategy update ●

Join us for a briefing on the Ontario government's progress on the Long-Term Affordable Housing Strategy (LTAHS) and its long-term goal of ending homelessness. Ministry staff will also discuss their collaborative efforts with the Ministry of Health and Long-Term Care to strengthen coordination between the housing and health sectors and to expand supportive housing opportunities for people with mental illness and/or addictions.

Inspire sessions

3–4 p.m.

201 Food programming for healthy, food-secure and sustainable communities ●

Find out how you can build a better community with something we all need and love: food! Hear how The CRC, through its partnership with Community Food Centres Canada, has expanded its meal, advocacy, food skills and gardening programs to build community among tenants and within Regent Park. Learn how your organization can adopt Evergreen Canada's Community Kitchen program to foster strong social connections and a sense of community amongst tenants, while equipping them with the skills, knowledge and confidence to make food choices that are healthier, less expensive and culturally relevant.

Emily Martyn, Community Food Centre Manager, CRC

Claire Bodkin, Project Manager, Community Development, Evergreen Canada

ONPHA's Best Deals

You deserve the best and that's what the Best Deals program delivers. We have everything you need to manage your housing, including:

- Bulk gas and hydro programs
- Appliances
- Employee benefit programs
- Maintenance
- Credit checks
- Office supplies
- Energy-saving programs



Look for our Best Deals partners at the trade show. For more information about the program, visit www.onpha.on.ca/bestdeals.

Friday, October 16

Opening reception

Friday,
October 16
5 – 6 p.m.



Top off the first day of the conference by catching up with old friends and meeting new ones. Enjoy free hors d'oeuvres and a cash bar as you mix and mingle.

Sponsored by



Basic ●

Intermediate ●

Advanced ●

202 Developing new housing with non-profit assets ●

Thinking about expanding your organization but unsure how to fund it? Learn from a housing provider who has successfully leveraged its capital and created new financing methods. This session will walk you through Indwell's capital assessment tool and will discuss the various types of capital needed to overcome obstacles and challenges in development.

Jeffrey Neven, Executive Director, Indwell (formerly known as Homestead Christian Care)

Sponsored by



203 Adaptations for aging tenants: Making a home senior-friendly ●

The Canadian population is aging and seniors are Canada's fastest growing age demographic. How can non-profit housing address the needs of seniors who are increasingly calling their communities home? Learn how housing providers can prepare for aging residents and the adaptations they can make to help tenants successfully age in place.

Jamie Shipley, Knowledge Transfer Consultant, CMHC

Sponsored by



204 Understanding demographics to meet residents' needs ●

Discover how demographics can help you plan for the future and better serve your tenants. Toronto Community Housing, home to approximately 60,000 households with residents of diverse ethnicities, ages, physical abilities, backgrounds and health profiles, is doing just that! Learn how the organization is using this information – current and projected – to assess and meet the needs of its residents.

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

205 Preparing for ONCA compliance ●

Is your organization ready for *Ontario's Not-for-Profit Corporations Act* (ONCA)? Join us for a workshop that will identify and explain the elements of ONPHA's new *Sample Not-for-Profit Corporations Act By-law & Guide*. As an ONCA expert, Brian Iler will guide delegates through a comprehensive by-law that is compliant with both ONCA and the *Housing Services Act*. Know your legal responsibilities and examine best practices to help you draft your organization's new by-laws.

Brian Iler, Partner, Iler Campbell LLP

206 "Yes, it's free. No, there's no catch" ●

Enbridge has several enhanced incentives available for non-profit housing providers. These programs help to reduce energy bills and improve overall comfort for your residents. Learn how Enbridge's free offers and incentives, such as heat reflector panels and showerheads, could save you money, improve your overall operating expenses and boost resident engagement. You'll come away with a clear understanding of how you can take advantage of these programs and start generating energy savings.

Erika Lontoc, Manager for Commercial and Low-Income Programs, Enbridge Gas Distribution

Sponsored by ENBRIDGE

Friday, October 16

Traditional sessions

3-4:30 p.m.

~~207~~ Supportive housing innovation in a Housing First world ●

In recent years, Housing First has dominated the discussion on housing clients with complex needs. But, dedicated supportive housing providers remain a critical part of the housing spectrum. This session will explore new research on dedicated supportive housing in Ottawa, and the importance of establishing a network to share advocacy, best practices, and support. It will also include housing providers' recommendations to policymakers and politicians.

Lisa Ker, Executive Director, Ottawa Salus Corporation
Nick Falvo, PhD (Public Policy), Carleton University

208 Emergency planning for small providers ●

Even small organizations can have big emergencies. Make sure your organization is ready to face the unexpected by crafting an effective emergency response plan. This session is tailored to address small providers' unique challenges in ensuring emergency readiness.

Dan Saumur, Manager of Maintenance Services, Greater Sudbury Housing Corporation
Kevin Gordon, Consultant, Marsh Risk Consulting

209 The Aquavista Project: Can affordable housing and luxury condos share the same building (and window cleaners)? ●

The Aquavista Project is a first: a fully functioning, wholly contained affordable housing building wrapped in – and built with – a high-end condominium on Toronto's waterfront. Making this happen required the cooperation and leadership of the City of Toronto, the developer Hines-Tridel, and a non-profit operator, Artscape. How did all this happen? What is the relationship between these parties? How could this model be recreated elsewhere? Our speakers will shed light on the challenges and rewards of this pioneering transaction.

John Fox, Partner, Robins Appleby LLP
Sean Gadon, Director, Affordable Housing Office, City of Toronto
Bruno Giancola, Vice President, Project Management, Tridel
Celia Smith, President, Artscape

Sponsored by 

210 Planning for retirement in a lower income bracket ●

It's easy to find retirement advice for middle to high-income earners. But what about those who have less? Knowing what financial options suit your specific needs is key to accessing all available benefits and getting the most out of your retirement plan. Learn strategies on how to save for retirement and issues that impact low-income households.

John Stapleton, Policy Critic, Writer, Innovations Fellow, Metcalf Foundation

211 Tomorrow's world, today: Transforming the housing sector ●

The call for change within the social housing sector is not new. The debate is no longer when to change, but how. Join us for a panel discussion with key Canadian housing leaders who will speak about innovative, action-based solutions incubated by Housing Partnership Canada that are enabling both organizational and sector transformation. Leave with a renewed motivation and interest in exploring new ideas for long-term success.

Shayne Ramsay, CEO, BC Housing

Sponsored by 

Speed Networking Dinner

Friday,
October 16
7 - 9 p.m.



Make new connections in the housing sector at our fun and fast-paced Speed Networking Dinner. Through a series of brief exchanges, you'll share your professional and personal goals with peers. Who knows – you might meet your future mentor or your next tennis partner! Limited tickets available. Register early. \$50 per ticket.

- Basic
- Intermediate
- Advanced

Friday tours

Walking tour 1

1:30 – 5 p.m.

Alexandra Park

Discover the vibrant downtown community of Alexandra Park. Learn how, through a first-of-its-kind partnership with an independent housing co-operative, Toronto Community Housing is revitalizing the area with new housing, facilities and services that will connect the area with the thriving neighbourhoods around it.

Bus tour 1

1:30 – 5 p.m.

St. Clare's Multifaith Housing Society buildings: Success with an innovative operating model

Visit four downtown properties owned and operated by this innovative organization, which has created 383 housing units in the last 15 years. St. Clare's concentrates on its role as a landlord for formerly homeless and hard-to-house tenants, while community partners provide appropriate housing supports. You will learn practical tips on how to make this operating model work for you and be inspired by stories of tenant success.

Sponsored by  CMHC SCHL

Kathleen Blinkhorn Aboriginal Student Scholarship



Each fall, The Kathleen Blinkhorn Aboriginal Student Scholarship is awarded to five Aboriginal students living in non-profit housing, who are attending a college, university, or private trade school recognized by the Ontario Ministry of Training, Colleges and Universities. This year's awards will be announced on Friday, October 16 at the Opening Plenary.

Sponsored by  uniongas
A Spectra Energy Company

2015 Exhibitors

EXHIBITOR	BOOTH #
Accent Building Sciences Inc.	112
Arcori Inc.	119
Akler, Browning, Frimet & Landzberg LLP	115
Appliance Canada	207, 209
Canada Mortgage and Housing Corp.	107
Coinamatic Canada	211
Collins Barrow Toronto LLP	204
Debsel	218
Demtroys Technology Inc.	104
Dulux Paints	210
Enbridge Gas Distribution	111
Encasa	315
First General Canada	319
First National Financial	100
Housing Services Corp.	311, 313
Infrastructure Ontario	213
Institute of Housing Management	306
Lumenix	302, 304
Miller Waste Solutions Group	312
Ontario Energy Board	212
PH&N Investment Services	315
PlayPower Canada	206
Prentice Yates & Clark, Chartered Professional Accountants	109
Pretium Anderson Building Engineers	600
Q.W. Page Associates Inc. (NewViews)	113
RentCheck Credit Bureau	310
RespondPlus Flooring	106
Rooftops Canada/Abri International	102
Sparkle Solutions	423
Toronto Hydro	305
Union Gas	103
Ventilation Maximum	TBD
Warren's Waterless Printing	608
Water Matrix	318
WINMAR Property Restoration	110
WSP / Halsall	506
Yardi	307, 309
Your Electric Bill Analyzed For You Inc.	425, 427

Best Deals Partners

Saturday, October 17

Traditional sessions

8:30–10 a.m.

301 Ahead of the curve in quality improvement ●

The *Excellent Care for All Act* (ECFAA), which came into law in June 2010, has set out a level of quality that all healthcare providers must meet. But what does quality look like in housing and support? This session will show you how to design a quality improvement process and plan that will include looking at quality through the lenses of vision, mission and theory of change, engaging your board in a quality committee and determining measures that address both housing and support.

Volletta Peters, Director, Tenant and Member Services, Mainstay Housing

302 The conflict-competent organization ●

Learn proven techniques to prevent, de-escalate and resolve conflict among staff, clients and other stakeholders. Used together, these methods create a culture of conflict competency within an organization. We'll apply the techniques by exploring common conflicts that arise in non-profit settings and explore how they can be used to improve capacity and function in meetings, supervision, team-building, community relations, contracts and partnerships.

Peter Bruer, Manager, Conflict Resolution & Training, St. Stephen's Community House

303 Your best defense: Tenant applications at the LTB ●

Landlords are not the only ones who can file an application at the Landlord and Tenant Board (LTB). Tenants can file applications against a landlord for a number of reasons including maintenance issues, illegal entry or for interference with reasonable enjoyment. Getting caught off guard can cost you time and money. Learn about the types of tenant applications, preparing your defense and how to prevent an application.

Rachel A. Gibbons, Paralegal, Horlick Levitt Di Lella

304 Collaborating on social services: The City of Toronto's SPIDER model ●

The support a vulnerable resident needs depends on agencies working together. Collaboration between organizations is frequently necessary, but often challenging. The City of Toronto has created the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER), a process to help coordinate the health, social and community service systems, and improve household and community outcomes. Discover how the program was developed and how your community can recreate the model.

Daniel Breault, Community Development Officer, City of Toronto

Lavinia Corriero Yong-Ping, Community Development Officer, City of Toronto

Banquet and entertainment

Saturday,
October 17
7 – 9 p.m.

An elegant three-course dinner will be served followed by a lively Samba performance, featuring Batucada Carioca and Capoeira performers.



Saturday, October 17

Dance party

Saturday,
October 17
9 p.m. –
Midnight



Step out on the dance floor with us! We promise music that will get you moving and keep you grooving late into the night.

305 Housing change: Emerging new forms of affordable housing for Ontario ●

Urban population growth, income inequality, dwindling public investment, aging public housing stock – all of these issues are putting pressure on Ontario’s non-profit housing providers. In this illustrated lecture, award-winning architect and planner John van Nostrand will present an overview of how affordable housing was realized in the first half of the 20th century and how that process evolved in the second half in ways that did not meet the needs of rapidly growing towns and cities. He’ll then share case studies of the how cities across Canada and around the world are finding new ways to create or redevelop affordable housing in the 21st century. Attendees will learn about new trends like laneway and infill housing, tower renewal, mixed-tenure housing, revitalization projects, and incremental housing.

John van Nostrand, FRAIC, FCIP; Founding Principal, regionalArchitects/planningAlliance

306 Surviving and thriving in the post-EOA era ●

The expiry of operating agreements will have a substantial impact on how social housing providers can and should operate in the future. However, this impact is not uniform across Ontario. SHS Consulting and Re/fact Consulting have been working with a number of service managers and providers to understand the impacts and opportunities associated with expiring agreements. Gain a deeper understanding of what might be in store for your organization and how you can take charge of your non-profit’s destiny.

Ken Foulds, Principal, Re/Fact Consulting

Ed Starr, Partner, SHS Consulting

307 Board governance: The big 4 ●

Back by popular demand! As a director of a board, you are responsible for the financial and legal health of your organization. It is your job to safeguard a public asset in order to provide safe and affordable housing in your community, now and into the future. This session will provide simple strategies and resources to help you plan strategically, manage finances, incorporate good policies and ensure operational activities are performed correctly and on time.

308 The RTA for tenants: Your rights and responsibilities ●

Empower yourself by understanding the *Residential Tenancies Act*, which governs non-profit housing. From applying for a unit to moving out, this workshop gives tenants an overview of what is legal and what is not in the landlord-tenant relationship. Learn about your responsibilities as a tenant and what you can expect from your landlord.

Emma Lander, Coordinator, Member Services, ONPHA

309 Restructuring for success ●

The skills and knowledge needed to operate, manage and develop non-profit housing are changing. How do you know if your staff have the skills and expertise that your organization needs? What do you do when you identify knowledge and skills gaps that can’t be addressed with training? Join large housing providers that have grappled with these questions and restructured their organizations to ensure success. We’ll explore best practices and the opportunities, challenges and pitfalls of implementing organizational change.

Darlene Cook, CEO, Peterborough Housing Corporation

Carol Conrad, CEO, Nipissing District Housing Corporation

Stephen H. Smith, Principal, Stephen H. Smith & Associates

Saturday, October 17

Learning Lab

8:30–10:20 a.m.

310 Aboriginal housing planning session ●

Back by popular demand! This interactive session will feature presentations from urban Aboriginal housing providers, updates on end of operating agreements and other issues, and a round-the-room discussion. All participants will have a chance to share their experiences and learn from one another.

Wyndham Bettencourt-McCarthy, Coordinator, Policy & Research, ONPHA

311 Mock Human Rights trial ●

The thought of having to participate in a formal hearing before the Human Rights Tribunal of Ontario is daunting for many. This mock trial will help delegates understand the steps a hearing takes and will help prepare you for a successful outcome. Using a real, recent case as its basis, delegates will learn about Human Rights fundamental principles and concepts, followed by a mock trial. Participation from the audience is strongly encouraged to enhance the learning experience for all!

Ross Dunsmore, Lawyer, Dunsmore Wearing LLP

Reagan Ruslim, Lawyer, Dunsmore Wearing LLP

Inspire sessions

10:30–11:30 a.m.

401 Board member succession planning ●

Become a conscientious board through the development of a simple-to-use succession plan. Learn how to identify your board's needs and recruit great new members. This session is geared towards board members who want to ensure the future success of the organization through good governance planning.

402 Finding the balance: Information collection and privacy ●

Do you know what personal information you can request from a tenant and how to keep it safe? Personal information must be collected for lease signing, rent calculations, and sometimes to maintain security for the community. How that information is collected, stored and used is governed by laws and also by ethical considerations. This workshop will outline the legal requirements as well as best practices.

Emma Lander, Coordinator, Member Services, ONPHA

~~403 Challenges and solutions for small and rural housing providers ●~~

Does the size of your community make it hard to recruit board members? Does keeping your buildings in good repair and your tenants supported require a range of skills and expertise that are difficult to find in your area? Join us for an interactive session where we explore these and other challenges specific to small and rural housing providers, and take away practical tools to ensure your organization's success.

Wyndham Bettencourt-McCarthy, Coordinator, Policy & Research, ONPHA

Wellness activities



Yoga break Saturday, October 17 12:45 – 1:15 p.m.

Stretch, strengthen and recharge with our free yoga break. Back by popular demand, certified yoga instructor Nancy Anjali Weiser will help you restore and rebalance your energy, while releasing tension and stress.



Complimentary massage Friday, October 16 11:30 a.m. – 1 p.m.

Take a load off and enjoy some hands-on healing at the trade show. Our Registered Massage Therapist will melt tension from your muscles while your worries drift away.

Saturday, October 17

Stay connected!

...before, during and after the conference

Get online with ONPHA and the people who work, live and volunteer in Ontario's non-profit sector.



Like us on Facebook

www.facebook.com/ONPHA



Follow us on Twitter

www.twitter.com/ONPHA



Check out our YouTube channel

www.youtube.com/ONPHAjm

Basic ●

Intermediate ●

Advanced ●

404 Weathering winter liability ●

Snowfalls are inevitable in Ontario, but slips and falls don't have to be. Master the elements by negotiating snow removal contracts that don't break the bank. Warm up to an effective risk management plan that will minimize the chance of "slip and fall" accidents and protect you from other weather-related claims.

Brian Marks, Director, Housing Services, District of Cochrane Social Services Administrative Board
Daniel Reisler, Reisler Franklin LLP

405 Democracy in action ●

Knowing how to work effectively with elected officials can be a powerful asset to your organization. From combatting NIMBYism to giving feedback on legislation, there are many ways that working with the government can help you reach your organization's goals. A panel of government relations professionals, and former politicians will provide the insider's edge to getting your needs heard. Hearing from experienced professionals, you will learn how to work effectively with all three levels of government.

Larry Till, Public Sector Communications and Policy Professional
Abidah Shamji, Manager, Government Relations, President's Office, MS Society of Canada

406 Partnering with the private sector for housing solutions ●

How can organizations that offer rent supplement programs and subsidies attract, maintain and develop successful partnerships with private sector landlords? Presenters will discuss how the private sector is becoming a valued partner in housing options, and will help to identify barriers that households sometimes face when renting in the private market. Join us for an interactive session where presenters address these challenges and share practical solutions.

Robert Abbatangelo, Senior Manager, Housing Services, Cota
Susan Wilkin, Manager, Rent Supplement, Region of Peel

407 Participatory budgeting: How more resident input means better decision-making ●

Toronto Community Housing has been involving residents in the decision-making process on the maintenance of their buildings and community for the past 13 years. Learn how the Participatory Budgeting program is empowering residents to collectively decide on issues that matter most to them.

Sheila Penny, Vice President, Facilities Management, Toronto Community Housing
Lenna Bradburn, Vice President, Resident and Community Services, Toronto Community Housing

408 Aging with grace, staying in place ●

Many aging tenants are physically capable of staying in their home, but age-related mental health issues create a different set of challenges and risks. Learn how you can help your tenants stay in their homes as long as possible by tapping into community resources that provide mental health and other practical support solutions.

Huron Perth Health Care Alliance – Seniors Mental Health Program

Saturday, October 17

409 The new age of property management software ●

Mobile technology is entering into the business community and changing the expectations of the next generation of our workforce. See how combining web-based applications with mobility can help you automate your office functions, including accounting, operations and tenant management. Get a jump start on this new generation of technology platforms and learn how to make them work for you.

Peter Altobelli, Vice President of Sales & General Manager, Canadian Operations, Yardi

Sponsored by: 

410 Controlling energy use to reduce operating costs ●

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. As an energy efficiency partner, Union Gas is committed to helping housing providers make positive environmental choices, conserve energy and save money. In this session we will identify new opportunities and showcase success stories, as well as provide information about new technologies.

Sponsored by:  A Spectra Energy Company

411 Mastering maintenance with the principles of good debt ●

Learn how to conquer an ever-increasing maintenance backlog, provide energy savings and reduce your carbon footprint. You will discover a new approach to debt, how to access funds within your organization, and how this can be applied against a good asset management plan. Outlined in easy steps, this session will unlock the value in your buildings and show you how to do more with less.

Stuart Galloway, Managing Director, Espirito Corp

Joe Valente, Vice President, Ameresco Canada

Inspire sessions

1:30–2:30 p.m.

501 Best practices for developing a media relations plan ●

Do you wait until you have news to announce before making a media relations strategy? Will you know what to say if a reporter calls you unexpectedly? Successful media relations means planning before you engage. This workshop will teach participants how to craft a media relations plan that includes best practices for sharing good news and managing unexpected crises.

Larry Till, Public Sector Communications and Policy Professional

502 An ounce of prevention is worth a pound of cure ●

This interactive session provides an introduction to and an overview of preventative maintenance. Delegates will learn the top five tips for developing a successful preventative maintenance plan. This session is geared towards new property managers and those that want to refresh their preventative maintenance plan.

Tony Mandarin, Operations Manager, Muriel Collins Housing Co-Operative

Carla Chong, Housing Coordinator, Muriel Collins Housing Co-operative

Resource Centre

Keep learning after the conference! ONPHA provides unique educational opportunities year-round that are designed specifically for the non-profit housing sector.

During the conference, we will have publications and resources available.

- Basic
- Intermediate
- Advanced

Saturday, October 17



503 Engaging peer staff: Grassroots research case study ●

Discover the power of Grassroots research. Individuals who live in or are part of a particular community are often very effective in carrying out research projects, as they typically have an in-depth understanding of issues such as poverty and homelessness. As a result, they may be able to engage research participants more effectively than professionals. Learn an effective method of doing tenant research and how to provide peer opportunities within your organization.

A representative from Working for Change

504 Engaging residents in capital renewal strategies ●

Toronto Community Housing is driving community transformation and building vibrant communities while also addressing its aging infrastructure and growing capital repair needs. Learn how the organization is engaging residents in the process of transformation – from designing and planning right through to the delivery of renewed housing.

Sheila Penny, Vice President, Facilities Management, Toronto Community Housing
Steve Jacques, Director, Revitalization and Renewal Communities, Resident and Community Services, Toronto Community Housing

505 Reimagining seniors' support ●

Are you looking for some fresh new ideas for supportive seniors' programming? Hear about creative ways other providers have found to support their tenants' wellbeing, through the use of 'in-house' resources and partnerships. This session will walk you through success stories and provide ideas on how you can make these programs work for you.

Traditional sessions

1:30–3 p.m.

506 The AODA and you: Meeting and exceeding the standards ●

All staff, volunteers, and board members must receive training on the Province's Integrated Accessibility Standards Regulation (IASR). Fulfill your training requirement in this engaging and informative workshop that covers the general requirements of the IASR and the Customer Service Standard. You will also gain an understanding of the specific requirements of the standards including where it intersects with the *Ontario Human Rights Code* and the *Ontario Building Code*.

Emma Lander, Coordinator, Member Services, ONPHA

507 Investing in your staff ●

Competing priorities, demanding workloads and legislative requirements make it increasingly challenging to effectively supervise and develop your staff. Learn from a panel of experienced housing professionals about what it takes to attract, educate and retain the right people with limited time and resources. This workshop is a must for anyone in a supervisory role!

George Larter, President, Community First Developments Inc.
Anne Hertz, Human Resources Manager, Ecuhome Corporation

Saturday, October 17

508 Getting the right help for hoarding: A partnership success story ●

Hoarding and clutter are complex challenges for tenants and housing staff. Addressing hoarding requires collaboration, commitment and the right type of support – support that’s often beyond what landlords can offer. Partnerships are a key part of the solution. Toronto Community Housing and LOFT Community Services have partnered with Sunnybrook Health Sciences Centre to create a unique, place-based program for tenants with excessive clutter. Learn how support and housing staff are working together to respond to the needs of tenants, and gain lessons that you can take back to develop similar partnerships in your community.

Debra Walko, Director of Seniors’ Services, LOFT Community Services

Eliza Burroughs, MA, Psychotherapist, Sunnybrook Health Sciences Centre

Danny Anckle, Director, Resident Access and Support, Toronto Community Housing,

Peggy M.A. Richter, MD, FRCP(C), Director, Clinic for OCD & Related Disorders, Head, Frederick W. Thompson Anxiety Disorders Centre, Dept. of Psychiatry, Sunnybrook Health Sciences Centre, Associate Professor of Psychiatry, University of Toronto

Ryan Williams, Psychogeriatric Case Manager, LOFT Community Services

Sponsored by: 

509 Are there better ways to support vulnerable tenants in social housing? ●

Hear about ONPHA’s latest research on the challenges facing member organizations as they respond to the growing needs of tenants. You will learn about other members’ experiences, the obstacles they have faced, current opportunities and ONPHA’s proposed solutions.

John Wilson, Manager, Strategy & Advocacy, ONPHA

Joy Connelly, Consultant

510 Anatomy of a non-profit merger ●

You may be considering merging with another non-profit and plan to follow a step-by-step guide to complete the task. But what if things don’t go according to the plan? There are often difficult decisions to make and the path to a successful merger is not necessarily a straight line. In this session you will hear the perspective of those who have recently been through mergers, the decisions that had to be made, and key lessons learned.

Alice McLaren, Property Manager (Retired), Former Port Elgin

Gerry Moss, Board Member (Retired), Former Port Elgin

Deb Schlichter, Director of Housing, Region of Waterloo Planning, Housing & Comm. Services

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

Kim Overbye, President & CEO, Ontario Property Management Group Inc.

~~511 Creating housing choices for young adults with developmental disabilities ●~~

~~A nursing home is not appropriate housing for youth with developmental disabilities. This session will look at new models of housing and different ways to provide a positive living experience for young adults who need support.~~

~~**Nancy Singer**, Executive Director, Kehilla Residential~~

~~Programme **Sandy Stemp**, Chief Operations Officer, Reena~~



Saturday, October 17

Sightseeing in Toronto: ONPHA staff's top spots

If you've already checked off all the "must-dos" in the Toronto guide book, why not try something new this year? ONPHA staff have compiled a few of their favorite places to spend a lazy afternoon, take in some culture or enjoy a culinary adventure!

Enjoy dinner and a show.

Stop by the Senator Restaurant at 249 Victoria Street for classic diner dishes. Then, head to the **Ed Mirvish Theatre** (Yonge St. and Dundas St.) for *Motown: The Musical*, a toe-tapping tale about Berry Gordy, who founded Motown records. (Susan Chen)

Visit a museum.

If you like your art cut from a different cloth, check out **The Textile Museum of Canada** (Dundas St. W. and Bay St.). This collection contains more than 12,000 artifacts and spans almost 2,000 years and 200 regions. (Susan Easton)

continued page 25

512 The business case for investing in social housing ●

New research from Toronto Community Housing can help you prove your non-profit's value to your community. Last fall, Toronto Community Housing commissioned an economic impact study to make a case for investing in repairing and revitalizing its homes – and the numbers are in. Learn about the findings in the report including the many social, health, economic and environmental benefits of investing in social housing.

Greg Spearn, Interim President and CEO, Toronto Community Housing

Inspire sessions

3:30–4:30 p.m.

601 Green people, green housing ●

The actions of staff and tenants can go a long way towards minimizing environmental impacts and reducing operating costs. Learn from Centretown Citizens Ottawa Corporation's Green Commitment program, which is their starting point for engaging staff and residents on how to be green. CCOC staff will demonstrate how a pledge form, community-based social marketing and an annual report card help tenants and staff to reduce their environmental footprint and to see the collective effects of their actions.

Natalia Snajdr, Sustainability Facilitator, Centretown Citizens Ottawa Corporation

602 Community engagement and advocacy: How to build a case for affordable housing in your city ●

As housing providers and advocates, we know that access to affordable housing is an important issue in Ontario. But how do we get our communities to take action and demand change? In Hamilton, citizen advocacy is spurring dialogue on housing and neighbourhood development. In this interactive how-to session, members of the Hamilton Roundtable for Poverty Reduction will share examples of what's worked, what hasn't and how civic advocacy is making Hamilton a more vibrant, engaged and inclusive city.

Greg Tedesco, Affordable Housing Advocate and Social Worker, Hamilton Roundtable for Poverty Reduction
Laura Cattari, Anti-Poverty Advocate and Advocacy Trainer, Hamilton Roundtable for Poverty Reduction

Sponsored by:



603 Housing intake: Easing the transition for homeless and vulnerable people ●

Social housing providers are seeing more vulnerable people come through their doors. While the transition to housing can be challenging, there are ways to make the process easier on everyone. Learn how to facilitate the move into permanent housing for formerly-homeless people by hearing from people with lived experience of homelessness. Discover what works, what doesn't and best practices in easing the transition from the streets to a home.

Voices from the Street: A lived experience speakers group

604 Business cycles: Improve your bottom line with the latest in laundry equipment and payments systems ●

Are you getting the most out of your laundry facilities? Learn what's new in laundry equipment and payments systems to help optimize your laundry facilities and provide increased customer satisfaction.

Nancy Paquette, Vice President of Sales, Coinamatic Canada

Sponsored by: **Coinamatic**
Laundry & Beyond. Simply Clean.

Saturday, October 17

Learning Lab

3:30–5:30 p.m.

605 Helping ourselves help others ●

Regardless of their job title, many people working in the non-profit housing sector find themselves providing support directly to tenants. Hearing tenants' stories and supporting vulnerable households can be rewarding, but can also take its toll on staff, affecting their well-being and work performance. In this session, we will introduce the concepts of compassion fatigue and vicarious trauma and share tools and strategies that participants can use to take care of themselves, so that they can continue to help others.

Marcella Parr, RN, BN, Mental Health Nurse Consultant

606 Clarity and purpose: Writing effective policies and procedures ●

As service managers, you expect housing providers to comply with the *Housing Services Act* and local rules. But do housing providers know what you are asking them to do and why? Do your procedures clearly spell out "who, when and how"? Learn how to make your policies and procedures easy to read, understand and follow, from service managers who have already developed their local rules. This session is intended for service managers in small communities.

Rebecca Morgan Quin, Programs Officer, Housing Division, City of Peterborough

607 Here comes the adjudicator: Preparing for an LTB hearing ●

Join us for a light-hearted approach to a serious matter: a hearing at the Landlord and Tenant Board (LTB). Watch and learn as the case is heard at a mock hearing. This session will cover the how-tos of assembling witnesses, gathering evidence and creating a plan for the hearing. Come prepared with questions.

Harry Fine, Paralegal, Harry Fine Paralegal Services

Doug Levitt, Lawyer, Horlick Levitt Di Lella

Benjamin Ries, Staff Lawyer, Downtown Legal Services

Rachel A. Gibbons, Paralegal, Horlick Levitt Di Lella

608 RGI: A calculated approach ●

When calculating rent-geared-to-income (RGI) subsidies under the *Housing Services Act*, one rule does not fit all. Join us for this advanced session designed for experienced RGI administrators. Participants should come prepared to roll up their sleeves to work through complicated RGI calculations such as retroactive lump sums and income that fluctuates.

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

609 Corporate governance for non-profit housing corporations ●

The operations of non-profit housing corporations are complex and fraught with legal risks. Board members may face legal actions brought on by tenants, employees, creditors and government authorities. This presentation will provide an outline of important legal issues that directors and managers of non-profit housing corporations face. Learn how to manage legal risk and what proactive measures you can take to better protect yourself and your corporation.

Ross Dunsmore, Lawyer, Dunsmore Wearing LLP

Reagan Ruslim, Lawyer, Dunsmore Wearing LLP

Explore.

Explore unique cafes, restaurants and shops in **Baldwin Village**, just north of the AGO at Baldwin Ave. and McCaul St. This cozy enclave is filled with one-of-a-kind boutiques where you can find that great piece of art or vinyl record you didn't know you were looking for. (Coly Chau)

Waterfront.

See the newly revitalized **waterfront**. Grab a gelato from Lavazza at Queen's Quay and Lower Simcoe St., and enjoy a leisurely walk along the lake. Or, head west to the Amsterdam Brewery and sip a local beer while watching sailboats and tall ships go by. (Christina Friend-Johnston)

Believe it or not.

Ripley's has opened an **aquarium** in Toronto! Located next to the CN Tower, it's the best way to experience marine life from around the globe while staying completely dry. (Pam Page)

Chinatown.

No visit to Toronto's Chinatown is complete without a trip to **Mother's Dumplings** (421 Spadina Ave., just south of College St.). Try the pan-fried pork and bak choi dumplings, or the boiled chives and noodles dumplings for a taste of delicious Chinese comfort food. (Wyndham Bettencourt-McCarthy)

Saturday, October 17



Visit our conference website at www.conference.onpha.on.ca to browse conference details and create your own agenda with our new online registration tool.

610 Understanding and managing fire safety

Fire safety is an issue that organizations take seriously. But it can be hard to understand how and when the legislation and Code requirements apply to your organization and the properties you operate. Join us for an overview of current fire protection and related legislation, fire and building code designations including care occupancies, and a discussion about retrofit requirements and fire safety planning.

Kevin J. Kelly, P.Eng, Fire Protection Engineer, Fire Safety Standards, Office of the Fire Marshal & Emergency Management

611 Building LGBTQ2S-positive organizations

Self-identified lesbian, gay, bisexual, transgender, queer, two-spirit (LGBTQ2S) individuals face barriers to accessing safe, stable, and affordable housing. From the need to check off their gender on an application form, to negotiating interactions with landlords and neighbours, LGBTQ2S individuals have specific risks and needs. Notably, LGBTQ2S youth are particularly over represented in the homeless population. Join us for a capacity building session on LGBTQ2S cultural competency. We will cover the nuances of language, risks, and needs of LGBTQ2S tenants and employees.

Dr. Alex Abramovich, Centre for Addiction and Mental Health

Jen Robertson, Master's Student, M.A., School of Community and Regional Planning, University of British Columbia



Hassle-Free Laundry Rooms

Enhance your resident's experience with Coinamatic.

- Reduce utility costs with our robust leading edge equipment.
- Enhance resident loyalty and experience with our guaranteed nation-wide service.
- Enjoy a hassle-free experience with our multilingual Customer Care Centre for management and resident support 24/7.
- Optimize your parking facility with our new Parking Management Solutions.

For more information, contact us today!

1.877.755.5302 ■ info@coinamatic.com ■ www.coinamatic.com

Coinamatic
Laundry & Beyond. Simply Clean.

Saturday tours

Running tour

8:30 – 10:20 a.m.

Social housing in east downtown Toronto

Do you want to see social housing at the street level while getting some exercise? This session follows a 7-kilometre route and highlights new and existing developments in the West Don Lands, Regent Park and other parts of east downtown.

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

Bus tour 2

10 a.m. – 12 p.m.

Tour of Pan Am Village: Toronto's newest mixed-use community

The Pan Am Games will have come and gone. Now it's time to turn the athletes' dorms into homes, and the sports hub into a vibrant neighbourhood. Learn from the developer, Dundee Kilmer, and other partners, about this dynamic, mixed-used community, where people living in market, affordable and student housing will have access to state-of-the-art sports facilities and innovative retail, all in a pedestrian-friendly environment.

Sponsored by 

Walking tour 2

1:30 – 5 p.m.

Lawrence Heights

Take a tour of the Lawrence Heights community, Toronto Community Housing's largest revitalization project yet. Learn how the organization is bringing in new amenities and strengthening the relationship between residents and the surrounding community to build a neighbourhood that thrives.

ONPHA Awards 2015

Join us in celebrating those who have made an outstanding contribution to the non-profit housing sector. Throughout the conference, we will pay tribute to winners in each award category.

Presented at the Opening Plenary The Award for Excellence

Sponsored by Prentice Yates and Clark Chartered Accountants



Presented at the banquet Sybil Frenette Outstanding Leadership Award

Sponsored by Yardi



ONPHA Innovation Award

Sponsored by Enbridge Gas Distribution



Lifetime of Service Recognition Award

Sponsored by Green Shield Canada and Morneau Shepell



Presented at the Closing Lunch Tenant Achievement Recognition Award

Sponsored by Enbridge Gas Distribution



BEYOND THE BLUEPRINT
2015 ONPHA CONFERENCE & TRADE SHOW

**Proud Sponsors of the ONPHA
Award for Excellence**

**PRENTICE
YATES &
CLARK**
CHARTERED
PROFESSIONAL
ACCOUNTANTS

- Financial statement audits
- CRA charity requirements
- HST consulting
- Financial seminars
- Internal control and systems analysis
- Compliance reporting with funders

416-366-9256

800-265-7818

Fax: 416-366-9171

Email: info@pyc.net

Web: www.pyc.net

15 Toronto Street, Ste. 700
Toronto, Canada M5C 2E3

**Serving the Non-Profit housing
community since 1973**

**Involved.
Experienced.
Specialists.**

MANAGING NON-PROFIT
HOUSING FOR OVER
30 YEARS.



Bob Aykler, Vice President
Real Estate & Property Management

80 Carlton St., Toronto, ON M5B 1L6
Tel: 416.413.1300 ext 223 Fax: 416.413.1620
Email: bob@aykler.com

www.aykler.com

**HORLICK
LEVITT
DI LELLA
LLP** BARRISTERS
& SOLICITORS

100 Sheppard Avenue East
Suite 870
Toronto, Ontario M2N 6N5
T: 416.512.7440
F: 416.512.8710
www.hldlawyers.com

**Experienced
Social Housing Lawyers**

We have extensive expertise dealing with the various legal issues that affect social housing landlords. Rely on HLD to provide timely and cost-effective solutions for these legal issues.

For more information, please contact:

Douglas H. Levitt
T: 416-512-7440 x225
E: dlevitt@hldlawyers.com



Features

- Patented storm proof deflector.
- Exceptional drawing power.
- Built-in wire screen mesh.
- Adjustable flashing for slopes from 2/12 to 15/12.
- Built of 24 & 26 guage galvanized steel.
- Powder coated polyester paint with 5 year warranty.
- 5 year warranty on corrosion.
- Lifetime warranty on all manufacturing defects.
- Colors available: Black, Brown, and Grey (other colors available on special order).

Advantages

- Protects your home from rain & snow infiltrations even in high gust of winds.
- Has no moving parts, uses no electricity, and requires no maintenance.
- Rodent resistant (birds, squirrels, raccoons, etc.)
- Due to the height, it can withstand several snowstorms without being covered.
- Reduces the premature wear and rot of the building components.
- Reduces risk of ice damming, moisture condensation, mold & mildew.
- A constant and exceptional drawing power eliminates moisture accumulations within the attic space.
- Requires less holes in the roof.
- Complete line of models for sloped roofs, cathedral, and flat roofs.
- Applications for all types of buildings and roofing membrane whether it be residential, commercial, institutional, or agriculture.
- Efficient performance year long for a peace of mind.

www.ventilation-maximum.com

1-800-665-4874

Sunday, October 18

Traditional sessions

10:30–12 p.m.

701 Clearing the air on hoarding: A panel discussion ●

Housing providers know that hoarding is much more than just a messy apartment. From health risks to fire hazards, dealing with excessive clutter can be a complex situation. Gain insight into hoarding from the perspective of a community service provider, the fire department and a housing provider, and learn new strategies for intervention.

Cheryl Perera, Director, New Ventures & Community Programs, VHA Home HealthCare
James Hind, Fire Prevention Inspector, City of London

702 Developers as partners in affordable housing ●

When it comes to the provision of affordable housing, we rarely consider private developers as potential allies or partners. Join us for a session that explores how best to work with developers, not just in building more affordable housing, but also in creating funding models and incentives.

Nancy Singer, Executive Director, Kehilla Residential Programme

703 Budget setting and subsidy calculation for HSA providers ●

This demonstration workshop uses the ONPHA Budget and Subsidy Calculation tool to provide HSA-funded delegates with practical information on calculating projected subsidies for the upcoming fiscal year, Ministry of Municipal Affairs and Housing guidelines and indices, and how market rent amounts affect your subsidies. You will be able to create a budget and forecast both RGI and operating subsidies related to your organization's benchmarked expenses.

704 Getting the right community services for your tenants ●

What services do tenants in social housing communities need most? Support staff from Houselink and Fred Victor partnered with Centre for Research on Inner City Health to answer this question by studying residents' needs in one Toronto community. Learn what they found out, how you can help address your tenants' needs through improved service delivery and coordination, and how to use a Community Needs Assessment to determine service gaps in your housing.

Helen Cheung, Integrated Supported Housing Initiative Manager, Houselink Community Homes
Flora Matheson, Research Scientist, Centre for Research on Inner City Health, St. Michael's Hospital
Gautam Mukherjee, Director, Program Development and Partnerships, Fred Victor Centre
Jessica Petrillo, Coordinator for the ISHI Community Needs Assessment, Houselink Community Homes

705 Good governance: Easy audit prep ●

Get the knowledge and resources you need to integrate good audit preparation activities. Learn how to create a comprehensive plan that defines roles and responsibilities. Proper audit preparation can result in fewer audit entries, audit fees within budgeted expectations and readily-available information for the annual information return. Take away checklists and templates to help ensure a smooth audit for your organization.

Veronica Fowler, CPA, CGA, Manager, Finance & Admin, Victoria Park Management

Annual General Meeting

Sunday,
October 18
9 – 10:20 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.

● Basic

● Intermediate

● Advanced

Sunday, October 18

Closing Lunch

**Sunday,
October 18
12 – 1:30 p.m**

Enjoy a hot lunch and take this opportunity to add your new friends on Facebook and LinkedIn. Be sure to say “hello” to your newly elected board members, too.

Plus, during lunch, we will announce the winners of the Tenant Achievement Recognition Awards!

Sponsored by



706 Capital planning for the second half of a building’s life cycle

With a large portion of Ontario’s affordable housing stock approaching 50 years of age, a more proactive approach to portfolio management is required to ensure that capital repair dollars are invested wisely. This workshop will look at the type of capital challenges that can be anticipated in the second half of the lifecycle, identifying problem buildings early and assessing their viability, case studies on modest renewal and replacement strategies.

Diana Carr, Director of Project Implementation, Ottawa Community Housing
Cliff Youdale, Executive Director, Asset Management, Ottawa Community Housing
Barron Meyerhoffer, Director, Planning and Development, Ottawa Community Housing

707 RGI for tenants: Adding it up

Understand how your rent is calculated and how it can change. Learn the basics of annual reviews, income changes, documents, and calculations. Figure out what your responsibilities are as a tenant and what you can expect from your landlord.

Emma Lander, Coordinator, Member Services, ONPHA

Devonshire

Operating agreement ending?
Mortgage coming due?
Need to raise capital?

For many housing providers these are important questions and decisions that need to be made now or in the near future.

Devonshire Consulting specializes in working with co-ops, non-profits and municipalities to examine the current situation, sort out the options and move on the opportunities.

For more information
contact Gregory Playford
at 519-645-7711
greg@devonshirefinancial.com

and Jay Parry
at 519 645-7711
jay@devonshirefinancial.com



Devonshire Consulting
484 Waterloo Street
London, ON N6B 2P6

www.devonshirefinancial.com

* Mortgages arranged by Devonshire Financial (London) Inc. FISCO #11314

Travel and accommodation

Accommodations



**Sheraton Centre
Toronto
123 Queen St. W.
Toronto ON M5H 2M9
1-800-325-3535**

The Sheraton Centre Toronto is located in downtown Toronto across from City Hall and Nathan Phillips Square. It is linked underground to more than 10 kilometres of shops, restaurants and services, and has direct access to the Queen subway station. All of this year's sessions, events and the trade show will be located in this building.

Group rate

Until September 20, 2015, we have negotiated a preferred rate at the Sheraton Centre Toronto. Single and double rooms will start at \$219 per night, plus taxes and fees. Book now, as limited rooms are available. Be sure to identify yourself as a delegate of the ONPHA Conference and Trade Show.

Reservations can be made:

- Online at <https://www.starwoodmeeting.com/Book/ono20a>
- By phone at 1-888-627-7175.

*Rate 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.

Accessibility

The hotel is wheelchair accessible. On-site signage will identify wheelchair accessible routes.

Travel

By public transit (TTC)

The hotel is located on the south side of Queen St. between Queen and Osgoode Stations. Direct underground access to the hotel is available from Queen Station. The Queen streetcar (route 501) also stops outside the hotel.

By car

From the west:

- Highway 401 to southbound Highway 427
- Follow Highway 427 to the eastbound QEW / Gardiner Expressway
- Exit at York St.
- Travel north to Queen St. W.
- Turn right, the hotel is on the south side.

From the east:

- Highway 401 to the southbound Don Valley Parkway
- Exit at Richmond St. and travel west to York St.
- The hotel is on the north side of Richmond St. at York St.

By train or coach bus

Union Station is a 10-minute walk away. The Toronto Coach Terminal is a five-minute walk. Both can be accessed underground.

By air

Pearson International is a 30-minute taxi ride (approximately \$60); Billy Bishop Toronto City Centre Airport is a 10 minute taxi ride (approximately \$10).

Parking

Sheraton Centre Toronto

Valet parking at the hotel is \$50 per day which includes in-and-out privileges and overnight parking. Parking is limited and is available on a first-come, first-served basis.

Green P

There is a Green P parking garage located across the street from the hotel at 110 Queen St. W (Nathan Phillips Square Garage). Rate is \$2.50/ half hour. There is an underground connection from the garage to the hotel: Visit <http://bit.ly/1F5HFJ2> for details.

Meeting your training needs



ONPHA provides unique educational opportunities that are designed for the non-profit housing sector. Get the information you need to administer your housing organization and connect with your colleagues in the sector.

Online learning

We offer online courses and webinars that give you training on housing fundamentals from the comfort of your office or home.

In-person courses

We deliver courses across the province for non-profit housing staff and board members. We also offer custom courses that can be delivered to you, on demand.

Publications and products

We have the handbooks, spreadsheets and other tools you need on the latest topics related to non-profit housing in Ontario.

Visit www.onpha.on.ca/education for more information.

Powerful, Affordable Accounting Software for Non-Profit Housing



newviews
NON-PROFIT HOUSING

25
years in the housing sector

Watch a video!



newviews.com
1-800-267-7243



Registration

REGISTRATION FEES	Housing member	Associate/government	Non-member	Tenants, emerging professionals
Before August 22				
Full conference registration only	\$520	\$615	\$865	\$315
Full conference registration with banquet ticket	\$570	\$665	\$915	\$365
After August 22				
Full conference registration only	\$620	\$715	\$965	\$365
Full conference registration with banquet ticket	\$670	\$765	\$1015	\$415
Single-day registration only	\$315	\$365	\$465	\$165
Single-day registration with banquet ticket	\$365	\$415	\$515	\$215

Registration options

Full registration with banquet ticket

Your choice of sessions; entrance to the trade show; meals and coffee breaks; attendance at conference events including banquet on Saturday, October 17.

Full registration without banquet ticket

Your choice of sessions, entrance to the trade show; meals and coffee breaks.

Single-day registration

Friday, October 16 only: your choice of sessions, meals and breaks; and access to the trade show.
Saturday, October 17 and Sunday, October 18 only: your choice of sessions, meals and breaks.

Emerging professional registration

Are you a staff person under the age of 30 that has never been to an ONPHA conference? Or, are you a post-secondary student? Attend this year's conference at a reduced rate of \$315. Please send an e-mail to conference@onpha.org for the discount code.

Enhance your conference

Guest pass (\$250 plus HST) Bringing a friend or loved one to the conference? Buy them a guest pass, which enables them to access all conference meals and breaks, as well as the Opening Plenary and trade show.

Banquet ticket (\$80 plus HST) Additional banquet tickets can be purchased for guests.

Education Day courses Education Day courses are not included in your conference registration. Some meals and breaks are provided for Education Day delegates. See the Education Day section for details.

**EARLY BIRD
DEADLINE:
August 22!**

How to register

Fast and easy online registration is available at www.conference.onpha.on.ca. In addition to saving time and effort, online registration offers safe, secure and fast payment options, including the option of being invoiced for our members, as well as the opportunity to select your banquet seat and modify your conference registration.

Register online – just 5 easy steps!

1. Login with the e-mail address that 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 banquet seat, if applicable
5. Select a payment method and make the payment

You can also complete a printed registration form and fax it to 416-927-8401, or send it to ONPHA at:
**400-489 College St.
Toronto, ON M6G 1A5**

Online group registrations

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

1. Collect your colleagues', volunteers' and tenants' ONPHA e-mail addresses. If they don't have an account, contact our conference staff at conference@onpha.org.
2. Register yourself using the five easy steps outlined above.
3. Once you've registered yourself, you'll be asked if you want to register others. Create a new registration by entering the other delegates' ONPHA e-mail address.

**AKLER, BROWNING,
FRIMET &
LANDZBERG LLP**
CHARTERED ACCOUNTANTS

*Serving Non-Profit
Housing Providers for
Over Two Decades*

5255 Yonge Street, Suite 700
Toronto, Ontario M2N 6P4
Main: (416) 221-7000
Fax: (416) 221-7005 or (416) 642-9341
Email: info@abfl.ca
Website: www.abfl.ca

Contact us

For questions about the
conference, registration and
trade show, please contact
our conference staff:

Phone
416-927-9144

Toll Free
1-800-297-6660

E-mail
conference@onpha.org

Conference policies

Cancellation & refund policy

A refund, less a processing fee of \$75, will be provided for written cancellations received before 5 p.m. EST on September 28, 2015. No refunds will be given after September 28, 2015. Substitutions are permitted at no cost. Please contact conference@onpha.org for cancellations or substitutions.

Scent-free policy

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.



Privacy policy

ONPHA may use your registration information to contact you for future events, products or services related to non-profit housing, however it will not be shared with a third-party.

Want to stay connected with fellow delegates, sponsors and exhibitors after the conference? Choose to be included on the delegate list on your registration form so that others can find you.

Green policy

ONPHA is committed to reducing its carbon footprint. This registration guide is available 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. Workshop handouts will be available online and will not be distributed at the conference.

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

Our printer, Warren's Waterless Printing, is the only dedicated waterless printer in Canada and has gone beyond the standard environmental practices to ensure it delivers the most environmentally friendly printing available for our valued customers. They can be found at booth #608 at the trade show.



Accessibility and accommodation

ONPHA is committed to eliminating barriers and improving accessibility for delegates. If you require any assistance or accommodation to participate in the conference, please let us know when you register. Conference staff will contact you to discuss your needs.

Go to www.conference.onpha.on.ca for easy and fast online registration for conference sessions and Educational Day courses. This year online registration has replaced the e-mailed form. Use this form only for mailing and faxing. Fill out one form for each delegate and send to 400-489 College St., Toronto, Ontario, M6G 1A5 or fax to 416-927-8401.

Register online before August 22 for your chance to win a free night at the Sheraton Centre Toronto! Visit www.conference.onpha.on.ca for details.

Delegate information

First name: _____ Last name: _____
 Organization: _____ Title: _____
 Address: _____
 E-mail: _____ Phone: _____
 Dietary restriction: _____ Accessibility and accommodations: _____

Conference registration fee

Registration options	Housing member	Associate/government	Non-member	Tenants, emerging professionals
Before August 22, 2015 Full conference registration with / without banquet	<input type="checkbox"/> \$570 / <input type="checkbox"/> \$520	<input type="checkbox"/> \$665 / <input type="checkbox"/> \$615	<input type="checkbox"/> \$915 / <input type="checkbox"/> \$865	<input type="checkbox"/> \$365 / <input type="checkbox"/> \$315
After August 22, 2015 Full conference registration with / without banquet	<input type="checkbox"/> \$670 / <input type="checkbox"/> \$620	<input type="checkbox"/> \$765 / <input type="checkbox"/> \$715	<input type="checkbox"/> \$1015 / <input type="checkbox"/> \$965	<input type="checkbox"/> \$415 / <input type="checkbox"/> \$365
Single-day registration with / without banquet <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday	<input type="checkbox"/> \$365 / <input type="checkbox"/> \$315	<input type="checkbox"/> \$415 / <input type="checkbox"/> \$365	<input type="checkbox"/> \$515 / <input type="checkbox"/> \$465	<input type="checkbox"/> \$215 / <input type="checkbox"/> \$165

Session choices (please select the sessions so we can plan the room allocation properly. Please select the session track and indicate the session number for each time slot)

FRIDAY		SATURDAY				SUNDAY
1	2	3	4	5	6	7
<input type="checkbox"/> 1-2:30 p.m. Traditional _____	<input type="checkbox"/> 3-4 p.m. Inspire _____	<input type="checkbox"/> 8:30-10 a.m. Traditional _____	<input type="checkbox"/> 10:30-11:30 a.m. Inspire _____	<input type="checkbox"/> 1:30-2:30 p.m. Inspire _____	<input type="checkbox"/> 3:30-4:30 p.m. Inspire _____	<input type="checkbox"/> 10:30 a.m.-12 p.m. Traditional _____
	OR	OR		OR	OR	
	<input type="checkbox"/> 3-4:30 p.m. Traditional _____	<input type="checkbox"/> 8:30-10:20 a.m. Learning Lab _____		<input type="checkbox"/> 1:30-3 p.m. Traditional _____	<input type="checkbox"/> 3:30-5:30 p.m. Learning Lab _____	
<input type="checkbox"/> 1:30-5 p.m. Bus tour 1		<input type="checkbox"/> 8:30-10:20 a.m. Running tour		<input type="checkbox"/> 1:30-5 p.m. Walking tour 2		
<input type="checkbox"/> 1:30-5 p.m. Walking tour 1		<input type="checkbox"/> 10 a.m.-12 p.m. Bus tour 2				

Education Day courses and fees

Thursday, October 15	Housing member	Associate/government	Non-member	Add-ons	Calculation (please add registration fee, Education Day courses and add-ons selection) (ONPHA HST #21266043RT)
E1 Unlocking the Code: Human Rights and non-profit housing (half day)	<input type="checkbox"/> \$85	<input type="checkbox"/> \$130	<input type="checkbox"/> \$170	<input type="checkbox"/> Guest pass \$250*	Subtotal: \$ _____
E2 Challenging tenancies: Keep calm and prepare to mediate (half day)	<input type="checkbox"/> \$85	<input type="checkbox"/> \$130	<input type="checkbox"/> \$170	<input type="checkbox"/> Banquet ticket for guest \$80**	HST 13%: \$ _____
E3 Affordable housing fundamentals (full day)	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250	*Note: Guest pass does NOT include banquet. **Note: When using this form for banquet tickets, banquet seats will be assigned by ONPHA.	Total: \$ _____
E4 Preventative maintenance (full day)	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330		
E5 The fundamentals of rent-gear-to-income (full day)	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330		

Payment

Cheque enclosed (payable to Ontario Non-Profit Housing Association) Credit card: VISA MasterCard
 Card number: _____ Expiry: ____/____ Name (please print): _____

Waiver and 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 you in a delegate contact list? Yes No



Visit us at **Booth 111**

Want to lower your
ENERGY COSTS?
ENBRIDGE CAN HELP.

Enbridge Gas Distribution is committed to helping social and assisted housing providers save energy and money, while at the same time improve the quality and comfort for their residents.

We can help you manage your energy use and reduce your operating expenses.

Our special incentive offers are available on retrofit installations that result in natural gas savings for projects completed by December 31, 2015.

To learn more, visit www.enbridgegas.com/affordablehousing
or www.enbridgegas.com/winterproofing.

Incentives are available only to program eligible Enbridge Gas customers.



CANADA MORTGAGE AND HOUSING CORPORATION

AFFORDABLE HOUSING IN CANADA



With team members across the country, the Affordable Housing Centre works with private and non-profit developers to facilitate the creation of affordable housing.

CMHC has a variety of tools and resources to help manage and maintain the long-term viability of your housing project, including a free capital replacement planning software to help housing providers plan their capital reserve funds to pay for major replacements and repairs as their buildings age.

To learn more about capital replacement planning, please visit: cmhc.ca/crp

Canada

