



ONTARIO NON-PROFIT
HOUSING ASSOCIATION

OPPORTUNITY UNLOCKED

2018 ONPHA
Conference
and Trade Show

October 26-28

Education Day
October 24-25

Sheraton Centre Toronto

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2018 ONPHA Conference and Trade Show

OPPORTUNITY UNLOCKED

In 2018, we invite you to join us as we celebrate our 30th anniversary at this year's ONPHA Conference and Trade Show.

This year's conference focuses on looking forward, thinking strategically and being proactive. It's about preparing ourselves with the knowledge and expertise on the heels of a game-changing year, and leveraging our professional networks to expand on affordable housing for all. With a National Housing Strategy and sector modernization on the horizon, we are in an exciting position to take action and drive positive change. We know what our communities need to ensure healthy and affordable growth. Together, through social innovation, collaboration and advocacy, we can take advantage of the opportunities in front of us and lead our communities.

In the 2018 program, you'll find professional development sessions covering key issues and hot topics in our sector today, including: development and redevelopment, friendly amalgamations, community partnerships, change management, fire safety, aging in place, working with tenant populations and more. Plus, there is plenty of time for networking with your peers at our three plenary/keynote events, for meeting sector suppliers at the popular ONPHA Trade Show and for celebrating our 30th anniversary at the ONPHA Gala. Take this opportunity to make the business of housing happen at the ONPHA Conference.

Our Registration Guide makes it easy to plan your time at the Conference. The sessions have been streamlined into four key areas: Foundations (fundamental topics for housing professionals), Building (managing your buildings

and operations), Communities (working with tenants, staff and your community) and Our Future (focusing on sector modernization). We are also offering a new programming stream called The Leadership Series, geared towards thought leadership.

Plan your weekend by:

1. Reviewing the sessions listed by stream (page 4)
2. Selecting one session from each session block (coded 100-600). Be aware that some session lengths extend over into the next block.
3. Referring to "Session and activities by day" for detailed session descriptions (starting on page 8).
4. Viewing the "Conference at a glance" planner (page 6) to see when your sessions start and finish and when social events are scheduled. Room locations will be detailed in the Onsite Guide.

We hope you will join us at the 2018 ONPHA Conference and Trade Show. Opportunity is unlocked – let's get ready.

Sincerely,



Ami Patel
President, ONPHA

REGISTER ONLINE TODAY!

EARLY BIRD DEADLINE **SEPTEMBER 7, 2018**

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

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

JOIN THE
CONFERENCE
CONVERSATION!

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EDUCATION DAY

OCTOBER 24-25

WHY REGISTER FOR EDUCATION DAY?

Reach your professional development goals

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

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

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

Learn from the experts

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

HOW TO REGISTER FOR EDUCATION DAY

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

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

SPACE IS LIMITED! Register before September 7 and save with the early bird rate!



Questions? Contact
conference@onpha.org
or 1-800-297-6660 ext. 151

SPACE IS LIMITED! Register before **September 7** and save with the early bird rate!

EDUCATION DAY FEES & REGISTRATION		Housing Members		Service Manager Partners		Full Rate	
		Early Bird	After Sep.7	Early Bird	After Sep.15	Early Bird	After Sep.7
E1	Ready, Set, (Re)Build (two full days open to housing members only)*	\$179	\$215	n/a	\$399	n/a	\$699
E2	The Governance Toolkit: Ensuring Effective Leadership and Accountability (full-day)	\$179	\$215	\$269	\$325	\$419	\$500
E3	Human Resources: Going From Good to Great (full-day)	\$179	\$215	\$269	\$325	\$419	\$500
E4	Hey, That's Not Fair – Or Is It? Competing Human Rights (full-day)	\$179	\$215	\$269	\$325	\$419	\$500
E5	Should They Stay or Should They Go: Visitors, Guests and Occupants (half-day, a.m.)**	\$99	\$120	\$179	\$215	\$219	\$255
E6	Showing Support: From Vision to Practice (half-day, p.m.)**	\$99	\$120	\$179	\$215	\$219	\$255

*Registration open to housing members before September 7, 2018.

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

Two-day Takes place October 24-25, 9 a.m. – 4 p.m. (includes breakfast, lunch and two coffee breaks on each day).

Full-day Takes place October 25, 9 a.m. – 4 p.m. (includes breakfast, lunch and two coffee breaks).

Half-day Takes place October 25. Morning session is 9 a.m. – 12 p.m. (includes breakfast and a coffee break).
Afternoon session is 1 p.m. – 4 p.m. (includes a coffee break).

Session Descriptions

E1 Ready, Set, (Re)Build

Gain the confidence to dive into non-profit housing development and redevelopment with this intensive two-day course - a must for those looking to succeed in the modernized social housing landscape, post end of operating agreements, and to capitalize on new government funding. Walk away with an understanding of the development process including:

- determining need and gaining community support
- building your team and financial resources
- entering the construction phase
- successfully completing and operating your new building

Ken Foulds, Principal, Re/fact Consulting

E2 The Governance Toolkit: Ensuring Effective Leadership and Accountability

Effective governance is key to an organization's success. Whether you are currently on, or work with a board, this full-day course will provide you with governance strategies and promising practices to help you ensure effective leadership and accountability in your organization. Gain an understanding of:

- board structures
- fulfilling legal and financial obligations
- strategic partnerships and alliances
- succession planning, and more

Ty Smith, Coordinator, Education and Member Services, ONPHA (facilitator)

E3 Human Resources: Going From Good to Great

In a sector that works primarily with people, it is crucial that non-profit housing boards and senior leadership understand how to properly engage with their staff. Discuss and problem-solve with your peers and practice through independent and group exercises in this full-day session. Learn about key areas of human resource management, including:

- the hiring process, orientation and training
- performance management and reviews
- handling end of employment situations
- changes to legislation and their implications.

Natasha Persaud, Partner, Formative LLP

E4 Hey, That's Not Fair – Or Is It? Competing Human Rights

This interactive, full-day session will help you gain an overview of housing providers' human rights obligations. Get an understanding of:

- duty to accommodate physical and mental health disabilities
- the difference between human rights and personal preferences
- strategies to consider when human rights collide

Celia Chandler, Partner, Iler Campbell LLP

E5 Should They Stay or Should They Go: Visitors, Guests and Occupants

Tenants are allowed to host anyone as a guest and overnight. Housing providers must balance their legislative obligations under the *Residential Tenancies Act, 2006 (RTA)* and the *Housing Services Act, 2011 (HSA)* with a tenant's right to privacy and quiet enjoyment of their home. Discuss your issues with an RTA expert who appears regularly at the Landlord and Tenant Board and learn how to:

- distinguish between guests, occupants and tenants
- recognize the responsibilities of landlords and tenants regarding guests
- implement a reasonable guest policy
- determine if/when to issue a trespass order
- respond appropriately to suspected illegal activity

Doug Levitt, Lawyer, Horlick Levitt Di Lella LLP

E6 Showing Support: From Vision to Practice

More and more, tenants need supports and services to help them stay in their homes. Engage with housing experts who have experience building partnerships and support service agreements in this half-day course. Learn practical strategies to keep your tenants housed, and how to:

- identify the needs of tenants
- develop a strategy to bring in supports
- build partnerships with external agencies
- draft a solid support service agreement

Lori Beech, Executive Director, Bethlehem Housing and Support Services

Doug Levitt, Lawyer, Horlick Levitt Di Lella LLP

SESSIONS BY STREAM

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

STREAMS



FOUNDATIONS



BUILDING

FOUNDATIONS

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

BUILDING

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

COMMUNITIES

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

OUR FUTURE

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

LEADERSHIP SERIES

Limited space available.

Geared towards senior leadership, these sessions explore high concept topics and issues facing the housing sector.

- | | | | |
|-----|---|-----|---|
| 101 | Calculating RGI for Students: More than an Educated Guess | 104 | Building It Better: Designing Cost-Effective Energy Efficient Affordable Housing |
| 102 | A Beginner's Guide to Non-Profit Housing Development | 201 | Blueprinting Successful Cross-Sector Partnerships for Affordable Housing Development |
| 103 | What Can Go Wrong? Mitigating Risk Through Insurance Trends | 204 | What to Expect From a Fire Inspection |
| 203 | Managing Conflict: Tips and Tools for Frontline Staff | 303 | Developing Social Housing in a Post-OMB World |
| 208 | The Numbers Game: Understanding Financial Management | 304 | Concepts and Case Studies: Energy Efficiency for Non-Profit Housing Providers |
| 301 | Clearing out the Smoke: Cannabis in Housing | 308 | Strategic Asset Management: Leveraging Opportunities for Holistic Building Improvements |
| 302 | Everything You Need to Know About Fundraising! | 401 | Staying CO Safe: From the Ground Up |
| 404 | Kickstart Your Communications Strategy | 402 | Developing Affordable Housing in Rural Communities: A New Standard for Success |
| 405 | The Fundamentals of Good Governance | 501 | It Pays to be Green! Preparing for Energy and Cost-Saving Opportunities |
| 503 | Supplier Selection 101: The Importance of a Sound Procurement Process | 603 | Integrated Pest Management: Don't Make It Up On the Fly! |
| 504 | Planning for Success(ion) | | |
| 601 | Disaster Planning: You Can Never Be Too Prepared | | |



COMMUNITIES

- 105 The Journey of Renegotiating an Operating Agreement
- 106 Enhancing Resident Services with Technology
- 107 Understanding Aging in Place and Our Way Forward
- 108 Reside: An Alternative to Homelessness
- 205 Repurposing Land for Social Housing
- 206 Political Acuity: How to Get Heard and Gain Support
- 207 Providing Safe Housing and Support for Gender Diverse Individuals
- 306 Rental Assistance Programs: Keeping Tenants Housed
- 307 Centralizing Support Services for Mental Health and Addictions
- 309 Using Your Audit Committee to Excel in a Post-EOA Environment
- 403 Building an Accessible Ontario
- 406 Housing Rights as Human Rights: What Does It Mean?
- 407 Change Management: What to Do When Things Get Messy!
- 505 Strengthening the Sector: Partnering with Service Managers and Community Organizations
- 506 Community Hubs: A New Model of Housing Supports
- 602 Using Outdoor Space to Increase Community Engagement
- 604 Promising Practices in Supportive Housing



OUR FUTURE

- 109 An Update from the Ministry of Housing (pending)
- 110 A Friendly Amalgamation
- 202 Engaging New Voices in the Housing Sector
- 209 Leveraging Technology and Inclusive Housing Options for People With Disabilities
- 210 Accreditation: Lessons From the Healthcare Sector
- 305 Partnering for Progress: Collaborating with the Private Sector
- 408 Leveraging the Canadian Rental Housing Index
- 409 Supportive Housing Community of Practice Meet-Up
- 410 Leveraging Faith Land for Affordable Housing Development
- 502 Creating New Pathways to Inclusive Housing Development
- 507 Breaking Down Silos: Sustainability through Social Entrepreneurship
- 508 Scenario Planning: End of Operating Agreements
- 509 Voluntary Integration: Are We There Yet?
- 510 Mixing and Matching Tools to Meet Affordable Housing Goals
- 605 Leveraging LHINs for Funding and Tenant Support
- 606 Energiesprong: A New Standard for Energy Efficiency
- 607 Post-EOA Development: Challenges and Successes



LEADERSHIP SERIES

- 211 Think Outside the Box: Solving the Affordable Housing Crisis
Daryl Chong, Interim President and CEO, Federation of Rental-Housing Providers of Ontario (FRPO)
Tim Hudak, CEO, Ontario Real Estate Association (OREA)
Richard Joy, Executive Director, Urban Land Institute
Joe Vaccaro, CEO, Ontario Homebuilders Association (OHBA)
John Matheson, Principal, StrategyCorp (moderator)
- 310 Up for the Challenge: New Capital for a New Development Era
Andy Broderick, Managing Partner, New Market Funds
A representative from the National Community Developer's Network Membership
Peter Zimmerman, President, New Commons Development
- 411 Creating a Data Standard for Housing: Lessons Learned from the Dutch
Henk Korevaar, International Liaison, CorpoNet
- 511 An Innovative Approach to Corporate Performance Management
Brent Schwieg, Director, Performance and Quality, Ottawa Community Housing
- 608 Forming a Province-Wide Non-Profit Developer
John Fox, Solicitor, Robins Appleby LLP
Jon Harstone, Executive Director, St. Clare's Multifamily
Nancy Singer, Executive Director, Kehilla

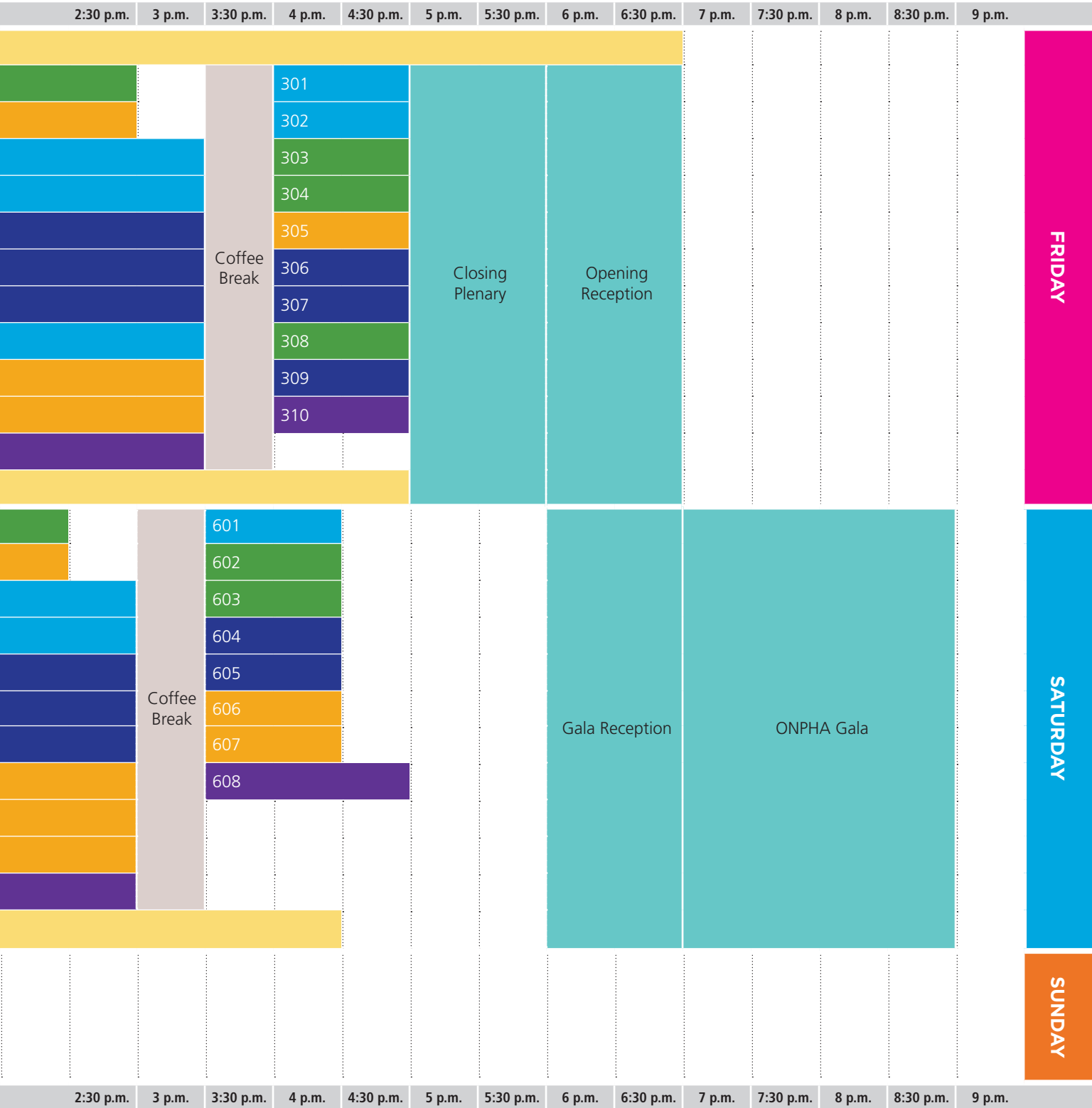
CONFERENCE AT A GLANCE

FRIDAY OCTOBER 26 TO SUNDAY OCTOBER 28

	7:30 a.m.	8 a.m.	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.
FRIDAY	Trade Show													
	Breakfast		Opening Plenary and Keynote				Coffee Break		101	Lunch and Wellness Break: Complimentary Massage at the Trade Show				201
									102					202
									103					203
									104					204
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									109					209
									110					210
														211
														212 Bus Tour
SATURDAY	Breakfast		Plenary Event				Coffee Break		401	Lunch (on your own)				501
									402					502
									403					503
									404					504
									405					505
									406					506
									407					507
									408					508
									409					509
									410					510
									411					511
														512 Bus Tour
SUNDAY	Breakfast		Annual General Meeting		Closing Keynote		Coffee Break							
	7:30 a.m.	8 a.m.	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.

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

CONFERENCE AT A GLANCE



SESSIONS & ACTIVITIES BY DAY

FRIDAY OCTOBER 26

Breakfast at the Trade Show

8-9:30 a.m.

OPENING PLENARY & KEYNOTE

9:30-11 a.m.

Begin your conference with the official kick-off at the Opening Plenary! First, hear an overview of ONPHA's work from our Board President Ami Patel.

Then join us in congratulating the recipients of the 2018 Kathleen Blinkhorn Aboriginal Student Scholarship and ONPHA's Award for Excellence!

Our scholarship, generously sponsored by Union Gas, is awarded annually to Aboriginal students living in non-profit housing in Ontario to assist with their post-secondary education. In 2018, ONPHA awarded a \$1,000 scholarship to 10 students. The Award for Excellence, sponsored by Prentice, Yates & Clark, Chartered Professional Accountants, honours a non-profit housing organization that responds to tenant and/or community needs with imagination and insight.



As our 2018 opening keynote, we are excited to welcome **Sandra Moore**, Chief Impact Officer at Advantage Capital.

Ms. Moore has more than three decades of experience in urban planning, economic development and community revitalization. As the Chief Impact Officer at Advantage

Capital, she guides the design of their investments and investment strategies to maximize community impact, assists their investment team in growing and sharing community impact results and studies those results to ensure they are reaching their projected goals.

Previously, Ms. Moore was the president of Urban Strategies in St. Louis, leading a team of professionals working in cities across the U.S. to help transform distressed urban core communities into vibrant, safe residential neighborhoods with new housing and good schools. She also served as the CEO of the Missouri Family Investment Trust, and the former Director of the Missouri Department of Labor and Industrial Relations, where she served as a member of Governor Mel Carnahan's cabinet. Early in her career, she was an Administrative Judge with the United States Equal Employment Opportunity Commission.

Sponsored by 



Coffee break

11-11:30 a.m.

Sponsored by Infrastructure Ontario and McIntosh Perry.



Sessions

11:30 a.m. – 12:30 p.m.

101 **Calculating RGI for Students: More than an Educated Guess**

The term “student” is a confusing area of the *Housing Services Act, 2011* (HSA). Learn how to ask the right questions and collect the right information to calculate rent for a Rent-Geared-to-Income (RGI) household that includes a student. Come prepared with questions and your own examples and learn to:

- recognize “students” according to HSA regulations
- identify what types of student income are included and excluded
- apply basic steps in an RGI rent calculation
- perform RGI rent calculations for students with confidence

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

102 **A Beginner’s Guide to Non-Profit Housing Development**

Join Durham Region Non-Profit Housing Corporation as they journey through a development project from concept to completion and learn how they have successfully built new affordable housing units in today’s ever-changing environment. Discover their lessons learned and:

- initial strategic assessments
- the building concept
- mortgage severance and land severance
- financials and construction
- leasing and final occupancy

Patti Bell, Executive Director, Durham Region Non-Profit Housing Corporation

Tracy Greig, Chief Operating Officer, Durham Region Non-Profit Housing Corporation

103 **What Can Go Wrong? Mitigating Risk Through Insurance Trends**

Insurance claims offer a unique window into what can go wrong in our communities and how we can make them safer. Join Brian Laur of Housing Services Corporation (HSC), as he explores:

- claims trends from HSC’s Group and Tenant Insurance Programs
- key risks - longstanding and emerging
- ways to help mitigate risk and keep residents and your organization secure

Brian Laur, Director, Insurance and Risk Management, Housing Services Corporation (HSC)

104 **Building It Better: Designing Cost-Effective, Energy Efficient Affordable Housing**

Building affordable housing? Details like building envelopes and equipment placement can have a significant impact on energy use. Learn about the solutions Enbridge’s Affordable Housing New Construction program provides, including:

- the design charrette process
- innovative energy modelling
- cost-savings and incentives for energy-efficient designs

Cam Black, Energy Solutions Consultant, Enbridge Gas Distribution

Mike Singleton, Executive Director, Sustainable Buildings Canada

Sponsored by  **ENBRIDGE**
Life Takes Energy™

Sessions (continued) 11:30 a.m. – 12:30 p.m.**105 The Journey of Renegotiating an Operating Agreement**

In 2017, Centres d'Accueil Heritage was facing the end of their operating agreement. They took this opportunity to re-examine the organization to better prepare for renegotiation and the resulting changes. Learn about how, with very little direction from municipal partners, they:

- undertook an exhaustive review
- engaged with staff, residents, board members and partners to define their future
- negotiated an agreement that mirrors their strategic objectives

Barbara Ceccarelli, Executive Director, Centres d'Accueil Heritage

106 Enhancing Resident Services with Technology

Resident care is crucial to the mission of every social housing provider. Gain valuable insights and hear real world examples of how social housing providers are enhancing resident services using automated, mobile solutions for:

- waitlist and case management
- resident communication
- team responsiveness

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

Sponsored by  **YARDI**

107**Understanding Aging in Place and Our Way Forward**

Supportive housing tenants are aging in place at an exponential rate, many prematurely and with disproportional challenges. Based on 2016-17 data, Mainstay Housing saw that 75 per cent of their tenants were 45+ years of age. Hear about how they convened a multi-organizational collaboration to:

- engage over 340 service users, providers and key informants
- find solutions for aging in place needs
- equip stakeholders with knowledge and tools to respond to this growing need

Azad Pervez, Performance Measurement Supervisor, Mainstay Housing

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

Gord Singer, Tenant, Mainstay Housing

108**Reside: An Alternative to Homelessness**

Raising the Roof's Reside program is a new initiative developed from the United Kingdom's Canopy Housing program, an evidence-based model to reduce homelessness. Learn more about Reside, including:

- the program's adaptation for Canada
- how they are turning vacant properties into housing for vulnerable populations
- challenges and successes experienced by the Reside team

Michael Braithwaite, CEO, Raising the Roof

Christine Pacini, Partner, SHS Consulting

109**An Update from the Province of Ontario (pending)**

Session details will be confirmed after the 2018 provincial election.



Sessions (continued) 11:30 a.m. – 12:30 p.m.**110 A Friendly Amalgamation**

In January 2018, two strong, independent non-profit housing organizations, Kitchener Alliance Community Homes Inc. (KACHI) and Victoria Park Community Homes, amalgamated - they understood that they could be even stronger together. Join representatives from both organizations to hear about:

- the benefits of amalgamation for both organizations
- the decision-making process
- how they maintained stability for staff and tenants during the merger

Steve Holman, Chairperson, Victoria Park Community Homes

Paul Mustin, past Chairperson, KACHI

Lunch & Wellness Break 12:30–2 p.m.

Lunch sponsored by Encasa Financial Inc. and Prentice Yates & Clarke, Chartered Professional Accountants.

Complimentary massage at the Trade Show

Get recharged for your afternoon sessions! Treat yourself during the lunch break with a complimentary massage from a registered massage therapist on the Trade Show floor. Sponsored by ECNG Energy.

Sessions 2–3 p.m.**201 Blueprinting Successful Cross-Sector Partnerships for Affordable Housing Development**

What happens when a private developer is motivated to solve the affordable housing crisis in their community? Bethlehem Housing and Support Services in Niagara Region successfully partnered with a local private sector developer on an affordable housing project. Learn about the replica model they created and how it can help you:

- motivate private sector partners
- capitalize on innovative municipal tools and policy changes
- generate new opportunities and best practices

Lori Beech, Executive Director, Bethlehem Housing and Support

202 Engaging New Voices in the Housing Sector

The University of Toronto hosts an annual student-led competition, the Municipal Policy Actions Case Competition (MPACC), to find innovative solutions to problems in municipal policy. This year, MPACC tasked 11 competing teams with pitching a solution to the City of Toronto's difficulties with affordable rental housing. In this session:

- learn about the competition
- meet and engage with new voices entering our sector
- hear the winning team discuss their solution for promoting high-density housing options

Sessions 2–3:30 p.m.**203 Managing Conflict: Tips and Tools for Frontline Staff**

Is conflict management a regular part of your workday? Gain tips and tools to help guide you through some of the finer points of conflict management, including:

- de-escalation techniques
- how to set boundaries
- strategies for giving bad news

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

204 What to Expect From a Fire Inspection

What should you expect and how should you prepare for a fire inspection? Join the Chief Fire Prevention Officer from the Windsor Fire and Rescue Services to learn important Fire Code information for building owners and managers, including:

- terms and definitions
- Fire Code requirements
- fire safety plans
- upcoming legislation that could impact your organization

John Lee, Chief Fire Prevention Officer, Windsor Fire & Rescue Services

Sessions (continued)

2-3:30 p.m.

205 Repurposing Land for Social Housing

Discover how your organization can capitalize on underused land in your community. Homes Unlimited, a multi-project non-profit housing corporation, recently repurposed a surplus school site for affordable housing development. Learn how they:

- built an award-winning 22-unit apartment building
- nurtured home ownership and recuperated costs by selling lots to Habitat for Humanity
- maintained sustainability with properties nearing end of operating agreements and mortgages

John Nicholson, B.Arch, FRAIC, LEED AP, Principal, Nicholson Sheffield Architects

Gregory Playford, Housing Consultant, Board Member, Homes Unlimited

206 Political Acuity: Get Heard and Gain Support

Understanding political acuity and learning how to implement it to effectively influence decisions, identify impacts and outcomes and achieve organizational objectives helps organizations remain strategic and garner support from their community. Join a seasoned public servant to learn more about this important skill, including:

- big picture thinking
- communications
- building strategic relationships
- being proactive

Ronna Hope Warsh, Leadership, Coaching and Consulting

207

**Providing Safe Housing and Support for Gender Diverse Individuals**

BLOOM is an innovative and ground-breaking transitional gender housing program and networking group serving gender diverse individuals, aiming to reduce the number of these individuals in the shelter system. Hear about:

- how BLOOM provides a safe space for gender diverse individuals to medically transition
- programs and supports provided through LOFT Community Services and other network partners
- how your organization can create safe space for gender diverse individuals

Jake Farr, MSW, RSW, co-Chair, BLOOM Network

Kay Roesslein, Director, LOFT Community Services/BLOOM and Co-Chair, BLOOM Network

208

**The Numbers Game: Understanding Financial Management**

Budgets, financial statements, monthly reporting. If just reading this list raises your stress levels, this session is for you. Learn the basics of non-profit finances from an expert with years of experience in non-profit housing. Gain an understanding of:

- financial statements
- monthly reporting
- the right questions and how to ask them

Veronica Fowler, Manager, Finance and Administration, Victoria Park Community Homes

209

**Leveraging Technology and Inclusive Housing Options for People with Disabilities**

Embracing technology can bring amazing advantages and opportunities to an organization. Community Living Essex County has recently utilized technology that allows people with intellectual disabilities and others to live independently in a safe environment. Join them for a video tour and hear about:

- the implementation process
- challenges faced
- outcomes and benefits
- important considerations for your organization

Corey Dagleish, Director, Community Living Supports, Community Living Essex County

Shelbey Pillon, Project Manager, Smart Support – Technology Enabled Services, Community Living Essex County



Sessions (continued)**2-3:30 p.m.****210 Accreditation: Lessons from the Healthcare Sector**

In the proposed modernized framework, housing providers would need to be accredited and assessed against set provincial standards. Learn more about the assessment process from Accreditation Canada, and about Woodgreen Community Services' journey to become accredited by the same agency. Get an overview of:

- the potential implementation process for accreditation
- what the criteria might look like
- lessons we can take away from the healthcare sector

Anne Babcock, President & CEO, WoodGreen Community Services

Etienne O'Connor, Director, Accreditation Canada

211 Think Outside the Box: Solving the Affordable Housing Crisis

Limited space available

Join us for an evocative discussion as we explore possible solutions to Ontario's affordable housing crisis from the viewpoint of other associations working within the housing context. Hear a panel of experts engage in a lively debate that will get us thinking outside the box as they share insights on addressing affordable housing needs, including:

- the role of developers, homebuilders and private landlords
- innovative models already in place to engage community housing providers
- how we can work collectively with the real estate sector

Daryl Chong, Interim President and CEO, Federation of Rental-Housing Providers of Ontario (FRPO)

Tim Hudak, CEO, Ontario Real Estate Association (OREA)

Richard Joy, Executive Director, Urban Land Institute

Joe Vaccaro, CEO, Ontario Homebuilders Association (OHBA)

John Matheson, Principal, StrategyCorp (moderator)

Sessions**2-5 p.m.****212 Bus Tour**

This popular offsite tour allows delegates to explore first-hand innovative social housing sites in Metro Toronto. More details to come.

Sponsored by  **ENBRIDGE**
Life Takes Energy™

Coffee Break**3:30-4 p.m.****Sessions****4-5 p.m.****301 Clearing out the Smoke: Cannabis in Housing**

Feeling fuzzy about the details? Seeking clarity in the haze? Join a representative from the Legalization of Cannabis Secretariat and gain insight into:

- the regulatory framework around the legalization of cannabis
- how legalization will be implemented across Ontario
- what it all means for housing providers

A representative from the Legalization of Cannabis Secretariat, Ministry of the Attorney General

302 Everything You Need to Know About Fundraising!

How can you make sure you're investing your time wisely to ensure you have the resources you need to sustain and grow your organization? Discover how to minimize your fundraising pain and maximize your fundraising gain. Get practical tips and strategies for:

- focusing your resources to get the best results
- working effectively on fundraising with your board and staff
- overcoming your fears, and more!

Emma Lewzey, CFRB, Blue Sky Philanthropy

Sessions (continued)

4-5 p.m.

303

**Developing Social Housing in a Post-OMB World**

In 2018, the Ontario Municipal Board (OMB) will be replaced by the Local Planning Appeal Tribunal (LPAT) under Bill 139 *Building Better Communities and Conserving Watersheds Act, 2017*. What does this mean for social housing providers pursuing development and redevelopment? Join our panel and explore what these changes mean for you, and get an understanding of:

- the basics of Bill 139
- the LPAT as a body
- the new appeals process

John Matheson, Principal, StrategyCorp
(moderator)

304

**Concepts and Case Studies: Energy Efficiency for Non-Profit Housing Providers**

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. Learn how Union Gas is leveraging new technologies to help housing providers:

- make positive environmental choices
- conserve energy
- save money

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



Sponsored by

305

**Partnering for Progress: Collaborating with the Private Sector**

Developing non-profit housing in a post-EOA landscape means housing providers must find alternative sources of funding. Cambridge Non-Profit Housing Corporation built and leveraged a private sector partnership to develop subsidized housing on prime real estate. Hear them discuss:

- finding the right collaborator
- cost-sharing between partners
- the expansion of collaborative efforts

Steve Garrison, General Manager, Cambridge Non-Profit Housing Corporation

Jeff Paikin, President, New Horizon Homes

Tim Welch, President, Tim Welch Consulting Inc.

306

**Rental Assistance Programs: Keeping Tenants Housed**

The Kehilla Residential Programme launched its private Rental Assistance Program (RAP) in 2014 to help bridge the gap between market rental rates and what lower income households can afford. The program currently serves 170 households and receives support from more than 35 private real estate developers, one large donor and a private foundation. Learn more about:

- the program's framework
- program partners
- successes in keeping people happy, healthy and housed

Nancy Singer, Executive Director, Kehilla Residential Programme

Lisa Lipowitz, Director of Community Initiatives, Property Management Supervisor, Kehilla Residential Programme

A client of Kehilla Residential Programme



Sessions (continued)

4-5 p.m.

307 Centralizing Services for Mental Health and Addictions



Access Point was created to serve as a single point of access for individuals seeking mental health and addictions supportive housing and support services in Toronto. Individuals applying to one organization can receive centralized and coordinated access to services and information from more than 50 service provider partners. Join representatives from Access Point to learn:

- how and why Access Point was created
- benefits of centralized service
- how to replicate this model in your own community

Karen Mann, Executive Director, Toronto Mental Health and Addictions Access Point

308 Strategic Asset Management: Opportunities for Holistic Building Improvements



Examine case studies to see how your peers have capitalized on building improvement programs and explore actions taken by municipalities to reinforce their housing providers' asset management. Discover:

- programs on offer through the Province and utility companies
- incentives for building improvements
- how building improvement can support your strategic asset management plan

Fariha Husain, Project Manager, Tower & Neighbourhood Revitalization, Social Development Finance and Administration (SDFA), City of Toronto

Grant Kozlik, Senior Budget & Operations Analyst, Sustainable Energy Plan Financing Program, Environment and Energy Division (EED), City of Toronto

Jim Kroesen, Housing Consultant Program Support Asset Management Shelter, Support and Housing Administration Division (SSHA), City of Toronto

309 Using your Audit Committee to Excel in a Post-EOA Environment



In this ever-changing political and financial landscape, a strong audit committee can help guide an organization and its board of directors to excel even in times of change. Discover:

- how to implement an audit committee
- the benefits to your organization
- how it can help strengthen internal controls and facilitate decision making

Michel Collette, CPA, CMA, CIA, CGAP, CFE, Chief, Audit and Ethics, National Capital Commission

310 Up for the Challenge: New Capital for a New Development Era



Limited space available

The context for building non-profit, co-op and affordable housing in Ontario is changing rapidly. Government support will continue to be a key element in development, but project financing is becoming more complex. Gain insight into the new development reality and how you can:

- leverage social impact capital
- help mission-aligned developers get the most out of community-owned assets
- mitigate risk

Andy Broderick, Managing Partner, New Market Funds

A representative from the National Community Developer's Network Membership

Peter Zimmerman, President, New Commons Development

PLENARY

PANEL: LOOKING BACK, MOVING FORWARD

5-6 p.m.

Looking Back, Moving Forward: Forecasting the Next 30 Years

What should our future hold? ONPHA is celebrating 30 years in 2018, and what a journey it has been since we first became the meeting place for Ontario's non-profit housing sector. We have certainly seen our fair share of ups and downs, or should we say uploads and download? What will the next 30 years bring? How can we build on our experiences to prepare for and enrich our future? Join our panel of housing experts – those who have been with us since 1988, along with some newer voices in the sector – as we reminisce and explore where we are and where we should be in another 30 years.

Derek Ballantyne, Chair, Canada Mortgage and Housing Corporation (CMHC)

Cassie Doyle, Chair, BC Housing

Justin Marchand, Executive Director, Ontario Aboriginal Housing Services

Simone Swail, Manager, Government Relations (Ontario Region), Co-operative Housing Federation of Canada (CHF)

OPENING RECEPTION



6-7 p.m.

After an invigorating first day at the conference, catch up and relax with new and old friends while you enjoy complimentary hor d'oeuvres and a cash bar.

This year's Opening Reception will take place in the Trade Show to offer you more opportunity to browse through the booths and connect with sector suppliers.



ONTARIO INDIGENOUS HOUSING GATHERING

THURSDAY OCTOBER 25
9 a.m. – 4 p.m.

This annual, interactive session is created by and for First Nations, Métis and Inuit people to discuss the implementation of recent investments in Indigenous housing. Due to the number of current initiatives and developments, this session has been extended to a full day for the 2018 Conference. Join ONPHA's Urban Aboriginal Housing Advisory Committee to explore developments coming out of the Ontario Indigenous Housing Strategy Engagement Table as well as developments related to the distinctions-based National Indigenous Housing Strategies first introduced through the 2018 federal budget. We will also explore the work of the Canadian Housing and Renewal Association's (CHRA) Indigenous Housing Caucus and how it relates to the Ontario context.

TRADE SHOW & EXHIBITORS

FRIDAY OCTOBER 26 | 8 a.m. – 7 p.m.

Get ready to have all your housing questions answered! The ONPHA Trade Show is your one-stop-shop for all the supplies and services you need! Hosting more than 75 exhibitors, this is your chance to meet face-to-face with vendors and discover the latest innovations to help with your property management, maintenance and administrative needs.

New in 2018 – the Opening Reception will take place on the trade show floor to provide even more time for networking opportunities between exhibitors and attendees!

Not attending the conference? Sign up for a complimentary trade show pass to access the trade show floor from 1-2:30 p.m. Register at conference.onpha.on.ca.



2018 EXHIBITORS (TO DATE)

Accent Building Sciences Inc.
DSG Restoration Services
Enbridge Gas Distribution
Encasa Financial Inc.
First National Financial
FirstOnSite Restoration
HD Supply
Infrastructure Ontario
McIntosh Perry
MTE Consultants
Newtech - Vaportek Odour Control Products
NewViews
Nutra Services Inc.
Omni System Solutions Inc.
Onyx-Fire Protection Services Inc.
PlayPower Canada
Prentice Yates & Clarke, Chartered Professional Accountants
Priority Submetering Solutions
RentCheck Credit Bureau
Safety Media Inc.
SGP Purchasing Partner Network
Sparkle Solutions
Union Gas Ltd.
WINMAR International Inc.
Yardi Canada Ltd.



BUILDING IT BETTER:

DESIGNING COST-EFFECTIVE, ENERGY EFFICIENT AFFORDABLE HOUSING

Building affordable housing? When designing a new project, every decision made has an impact on the energy efficiency of that building. Details like building envelope and equipment placement can have a significant impact on a building's energy use.

Enbridge's Affordable Housing New Construction program provides solutions, using innovative energy modelling to help project teams identify impactful energy saving opportunities. Builders and developers can explore and compare hundreds of design options, and earn up to \$120,000 in incentives for implementing energy efficient designs.

In this session, the team will provide an overview of the program, discuss the design charrette process, and demonstrate the many benefits of participating.

For more information, visit our website at:
enbridgegas.com/affordablehousing



Friday, October 26, 11:30 a.m. - 12:30 p.m.

Cam Black, Energy Solutions Consultant has helped Affordable Housing providers secure over \$2 million in gas incentives and achieve annual estimated gas savings in excess of 8 million cubic metres. He has over ten years of experience in sustainability, energy efficiency, and business development.

Michael Singleton is the Executive Director of Sustainable Buildings Canada, a Toronto based NGO that advocates for greater energy and environmental performance in the buildings sectors. Mike has over 25 years of experience in energy efficiency based policy and programming activities including design and implementation.

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FIRST NATIONAL

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SESSIONS & ACTIVITIES BY DAY

SATURDAY OCTOBER 27

Breakfast

7:30–8:30 a.m.

Sponsored by Greenwin Inc.

PLENARY THE INNOVATORS

8:30–10 a.m.

The Innovators: Pushing Boundaries

Discover what can happen when great minds come together to turn innovative ideas into reality. Meet the people and learn about the ideas, technology and advances making waves in the housing sector.



Coffee break

10–10:30 a.m.

Sessions

10:30–11:30 a.m.

401 Staying CO Safe: From the Ground Up



More than 50 per cent of carbon monoxide (CO) injuries and fatalities in Ontario occur in apartment buildings and condominiums. Join a representative from the Technical Standards and Safety Authority (TSSA) to learn about reducing CO-related accidents in Ontario, including:

- the *Technical Standards and Safety Act, 2000*
- the Condominium and Apartments Action Plan
- yours and your tenants' responsibilities

Kevin Abbott, C.Tech, CFEI, Inspector - Region 1, Fuels Safety, Technical Standards and Safety Authority (TSSA)

402



Developing affordable housing in rural communities: A new standard for success

The Alberta Rural Development Network's Sustainable Housing Initiative (SHI) aims to redefine how affordable housing is developed and perceived by the larger community. Learn about the initiative's rural-focused goals, promising practices, and lessons learned including:

- minimizing risk in affordable housing development
- ensuring operational sustainability without long-term government support
- their goal to publish a guide to help organizations increase their portfolios

Joshua B  nard, Program Director, Housing, Alberta Rural Development Network



Sessions (continued)

10:30-11:30 a.m.

403 Building an Accessible Ontario

Join the Accessibility Directorate of Ontario (ADO) to learn more about the Design of Public Spaces (DOPS) standard, as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*, and hear about:

- how DOPS impacts the non-profit housing sector
- how it relates to the Ontario Building Code and the *RTA, 2006*
- Access Talent, the ADO's new employment strategy for Persons with Disabilities

Geordie Gibbon, Manager, Accessibility Outreach and Education Unit, Accessibility Directorate of Ontario

Sessions

10:30 a.m. – 12 p.m.

404 Kickstart Your Communications Strategy

The communications landscape is changing – sending the right message is essential! Learn practical skills for becoming a more effective communicator. Walk away with tips, tools and skills to implement in your internal and external communications right away. Discover:

- your communication style
- how to best deliver your message and be heard
- the keys to being a good listener
- effective strategies for face-to-face and digital communication

Melissa DiMarco, Communications Expert

405

**The Fundamentals of Good Governance**

A highly effective and engaged board encourages a highly effective and engaged organization. Learn the fundamentals of good governance, including:

- defining the roles and responsibilities of board members
- differentiating between operational and governance decisions
- practices that build on the three pillars of governance: fiduciary, strategic and generative

Ty Smith, Coordinator, Education and Member Services, ONPHA

406

**Housing Rights as Human Rights: What Does It Mean?**

With the release of the National Housing Strategy, the federal government has committed to recognizing housing rights as human rights. This is a victory, but what does it mean for providers, tenants, and the social housing sector as a whole? Learn about:

- the international context
- what the legal framework might look like in Canada
- how the Strategy could help the push for more affordable housing

Shelina Ali, Lawyer, Iler Campbell LLP

Kenn Hale, Director of Advocacy and Legal Services, Advocacy Centre for Tenants Ontario

A representative from Homecoming Coalition

407

**Change Management: What to Do When Things Get Messy!**

In 2016, Kingston Municipal Non-Profit Housing Corporation navigated a changing work environment while maintaining stability for both staff and tenants. Join their CEO and an expert in human resources to learn how to successfully manage and implement strategic change. Gain an understanding of change management strategies from planning to implementation, including:

- mitigating risk
- calming fears of staff and tenants
- providing strong leadership and vision

April McGinnis, Executive Director, Kingston Municipal Non-profit Housing Corporation

Ernest Ogunleye, Owner and Principal Consultant, EON Performance Solutions

Sessions (continued) 10:30 a.m. – 12 p.m.

408 Leveraging the Canadian Rental Housing Index

The Canadian Rental Housing Index (CRHI) provides a detailed analysis of the affordability and suitability of rental housing for various income groups in more than 800 municipalities/regions and 338 federal electoral districts across Canada. Join ONPHA's partner, the British Columbia Non-Profit Housing Association (BCNPHA), to learn:

- about the CRHI and what it means for Canadians
- how it is being used to build and strengthen BCNPHA's advocacy efforts
- about the interactive online map and how it can help you

A representative from BC Non-Profit Housing Association

409 Supportive Housing Community of Practice Meet-Up

Addictions and Mental Health Ontario (AMHO) and ONPHA are teaming up to co-host a special community of practice meet-up for supportive housing providers. Hear about:

- new developments in supportive housing
- expiry of operating agreements
- how the province's proposed modernized framework may relate to supportive housing
- new funding opportunities for development

410**Leveraging Faith Land for Affordable Housing Development**

The Anglican Church of Canada has made affordable housing a national priority. In response, the Anglican Diocese of Ottawa (ADO) has partnered with Cahdco, Centretown Citizen Ottawa Corporation's non-profit development corporation. Learn about their plans to:

- redevelop surplus Ottawa-area Anglican sites into affordable housing
- provide 125 new units of affordable housing by 2021
- reach their three-year goal on schedule

Peter John Hobbs, Director of Mission, Anglican Diocese of Ottawa

Graeme Hussey, Director of Housing Development, Centretown Citizen, Ottawa Corporation

411**Creating a Data Standard for Housing: Lessons Learned from the Dutch**

Limited space available

Recognizing a need to improve the quality of data in housing, HACT and OSCRE, using the Dutch data standard CORA as a starting point, brought together a vanguard group of housing providers to create the United Kingdom's first shared data standard. Join Henk Korevaar of CorpoNet (the Dutch-based network that developed CORA) as he discusses:

- the basics of CORA
- the housing providers who brought the shared standard to the UK
- creating the first English version

Henk Korevaar, International Liaison, CorpoNet

Lunch (on your own)**12-1:30 p.m.**

Sessions

1:30-2:30 p.m.

501



It Pays to be Green! Preparing for Energy and Cost-Saving Opportunities

Energy efficient retrofits are a hot topic in the housing sector right now. Through a Northern Ontario case study, learn how your organization and/or municipality can:

- prepare to capitalize on green initiatives
- leverage cross-sector partnerships
- develop capacity for long-term comprehensive energy retrofits

Abhilash Kantamneni, Board Member, Victor Davis Memorial Court Non-Profit Homes

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

502



Creating New Pathways to Inclusive Housing Development

My Home My Community is a national project that has combined finance and housing expertise, design research and community-level mobilization to leverage new resources and produce housing models for people with developmental disabilities that are affordable, safe and fully integrated in the community. Get insights on:

- activating untapped assets
- creating and using new models
- engaging your community

Michael Bach, Director, Institute for Research and Development on Inclusion and Society

Dana Rose Granofsky, Project Director, My Home My Community



Sessions

1:30-3 p.m.

503



Supplier Selection 101: The Importance of a Sound Procurement Process

With continued pressures from boards, funders, auditors and operating realities, it's never been more important to manage supplier selection practices in a fair and effective manner. Learn the benefits of implementing a sound supplier selection process, including:

- best practice purchasing processes
- fundamentals of an effective supplier selection process
- how and when to apply selection principles

David Rourke, Principal, Round Table Procurement Services (RTPS)

504



Planning for Success(ion)

Filling the gaps left behind by successful board members and senior leaders can be a daunting task. Be proactive! Join your sector colleagues as they share tips and insights into designing succession planning strategies and processes including:

- recruitment
- selection and vetting
- orientation and training

Sessions (continued)

1:30–3 p.m.

505

**Strengthening the Sector: Partnering with Service Managers and Community Organizations**

Dryden Native Friendship Centre, Kenora District Services Board, Ontario Aboriginal Housing Services and the Ontario Federation of Indigenous Friendship Centres built an innovative and unique partnership that brought together housing, education and support programs to lift single mothers out of permanent poverty through the provision of services in a holistic and culturally appropriate manner. Learn about the Dryden Urban Indigenous Homeward Bound initiative and hear representatives from partner organizations discuss:

- the initiative and its services
- partnership between service managers and housing providers
- successes and lessons learned

Sylvia Maracle, Executive Director, Ontario Federation of Indigenous Friendship Centres

Justin Marchand, Executive Director, Ontario Aboriginal Housing Services

Henry Wall, Chief Administrative Officer, Kenora District Services Board

506

**Community Hubs: A New Model of Housing Supports**

The Hope Centre is a community-based non-profit, charitable organization that acts as a “one-stop-shop” community hub for clients in Welland and the surrounding area - providing food, housing stability, counselling and training to empower its clients. In 2018, the agency successfully applied for “Home for Good” capital funding and other grants/incentives to develop 20 new, permanent, affordable rental housing units that will be attached to the community hub. Learn more about:

- the Hope Centre’s new development
- the application process for capital funding
- how they leveraged existing assets to obtain funding

Mark Carl, Executive Director, The Hope Centre

Sarah Phillips, Project Manager and Principal Consultant, Sarah J. Phillips Consulting Inc.

507

**Breaking Down Silos: Sustainability through Social Entrepreneurship**

As the non-profit sector shifts, housing providers are reducing their dependency on grant funding and turning to social enterprise development and social infrastructure investments to achieve sustainability. Explore how Ottawa Community Housing is using social innovation to achieve organizational sustainability and growth while better meeting their community’s needs, and learn:

- the basics of social entrepreneurship
- how social innovation can benefit your organization
- what social innovation means for the future of the sector

Stéphane Giguère, CEO, Ottawa Community Housing

Marco Pagani, President and CEO, Ottawa Community Foundation

508

**Scenario Planning: End of Operating Agreements**

This interactive session for housing providers takes a deep dive into end of operating agreements. Hear different scenarios in an interactive workshop and dig deeply into:

- scenario-planning
- opportunities and challenges
- models for success

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

Michelle German, Senior Manager, Policy and Partnerships, Evergreen (Facilitator)



Sessions (continued)

1:30–3 p.m.

509 Voluntary Integration: Are We There Yet?



Engage in a real-time integration journey of a unique and ground-breaking merger between a housing provider and a primary health care service from governance, operational and client perspectives. Gain an understanding of the process including:

- starting the conversation about integration
- involving partners and stakeholders
- performing due diligence and sealing the deal
- challenges and opportunities
- creating a new vision and strategic priorities

Simone Atungo, CEO, Anne Johnston Health Station, Tobias House Attendant Care

Sue Cooper, Board Chair, Anne Johnston Health Station, Tobias House Attendant Care

Rachel Esdaille, Client/Service User, Anne Johnston Health Station, Tobias House Attendant Care

510 Mixing and Matching Tools to Meet Affordable Housing Goals



It's easy to focus on shiny, new gadgets but there are many existing municipal and provincial planning tools in place and in the works that can preserve and stimulate affordable housing development. Hear real-life examples from non-profit housing providers who have furthered affordable housing goals using mixed and matched planning tools, including:

- Existing zoning designations
- local tax and finance policies
- new policies like community benefits and inclusionary zoning

LoriAnn Girvan, Chief Operating Officer, Artscape

511 An Innovative Approach to Corporate Performance Management



Limited space available

To enhance its business intelligence, Ottawa Community Housing (OCH) implemented a dynamic corporate performance management tool called Q-BIT. Join Brent Schwieg of OCH to learn more about Q-BIT's implementation including:

- examples of the data Q-BIT provides
- OCH's plans to use data to align corporate performance areas with strategic goals
- lessons learned while building performance measuring capacity

Brent Schwieg, Director, Performance and Quality, Ottawa Community Housing

Sessions

1:30–4:30 p.m.

512 Bus Tour

This popular offsite tour allows delegates to explore first-hand innovative social housing sites in Metro Toronto. More details to come.

Sponsored by  **ENBRIDGE**
Life Takes Energy™

Coffee Break

3-3:30 p.m.

Sessions

3:30–4:30 p.m.

601 Disaster Planning: You Can Never Be Too Prepared



In October 2017, a major rainfall flooded Ottawa and Gatineau forcing the Social Housing Registry of Ottawa out of their office. They took immediate action to set up temporary shop in a new location and moved back to their offices on March 1, 2018. Hear about:

- the interim period when they continued to provide services to the public
- lessons learned about being disaster-ready
- why disaster planning is crucial for an organization
- how the Registry learned to think quickly on its feet

Ishbel Solvason-Wiebe, Executive Director, The Social Housing Registry of Ottawa

Karilyn Warr, Systems Coordinator, The Social Housing Registry of Ottawa

Sessions (continued)

3:30-4:30 p.m.

602 Using Outdoor Space to Increase Community Engagement

Outdoor spaces can be valuable tools for community building. See case studies from across Ontario and learn how you can capitalize on outdoor spaces to decrease social isolation in your tenant community and improve physical and mental health through green space engagement programs such as:

- tree planting
- outdoor clean ups
- nature walks
- native plant gardens
- citizen science, and more

Minaz Asani-Kanji, Manager of Outreach, Park People

Ayal Dinner, Program Manager, Park People

603 Integrated Pest Management: Don't Make It Up On the Fly!

In response to rising pest problems in their buildings, CityHousing Hamilton decided to create a 100 per cent internally-run Integrated Pest Management program. Learn about the program, successfully launched in 2014 with staff and tenant support, and how it:

- significantly reduced the bed bug problem in multi-dwelling buildings
- improved resident quality of life
- safeguarded capital assets
- saves CityHousing over \$500,000 annually

Kate Mannen, Manager of Partnership Development and Support Services, CityHousing Hamilton

Brent Peltier, Supervisor Pest Control, CityHousing Hamilton

604

**Promising Practices in Supportive Housing**

CMHA Ontario, Addictions and Mental Health Ontario (AMHO), and the Wellesley Institute set out to capture promising practices in supportive housing across Ontario for people with mental health and/or addiction issues. Hear about 12 case studies they documented and extraordinary work being done across the sector and learn:

- unique approaches from across Ontario
- common themes regarding supports, housing and partnerships
- tools you can use in your community

Jessica Petrillo, Policy Analyst, Addictions and Mental Health Ontario (AMHO)

Greg Suttor, Senior Researcher, Wellesley Institute

605

**Leveraging LHINs for Funding and Tenant Support**

More and more, housing providers are taking on the additional role of caretaker for their tenants. Join David Munch of Finlandia Village, a housing provider serving mature adults, to learn how he established a relationship with the Local Health Integration Network (LHIN) to provide better and more comprehensive care specific to tenant needs. Walk away with strategies for:

- building rapport with your LHIN
- securing funding for projects
- preparing your organization to work effectively with government bodies

David Munch, CEO, Finlandia Village

606

**Energiesprong: A New Standard for Energy Efficiency**

Originating in the Netherlands, Energiesprong is a revolutionary whole house refurbishment and funding approach serving the non-profit housing sector. It sets a new standard for comfortable, super energy-efficient refurbishments. Learn about Sustainable Buildings Canada's efforts to adapt this program for Canada and:

- the energy-efficient refurbishments available
- how the program may roll out
- benefits for the housing sector

Larry Brydon, Director, Sustainable Buildings Canada and Energiesprong Project Lead



Sessions (continued)

3:30-4:30 p.m.

607 **Post-EOA Development: Challenges and Successes**

In preparation for end of operating agreements, Brenyon Way and Ridgford Charitable Foundations launched a strategic planning process to strengthen their organizations. As part of the plan, Ridgford Charitable Foundation is adding 186 units to an existing site in Scarborough by early 2020. Hear about:

- the planning and development process
- challenges and successes
- lessons learned you can apply in your organization

Thomas Burns, Vice-President and Board Member, Brenyon Way Charitable Foundation and Ridgford Charitable Foundation

Emma Lander, Housing Consultant, Tim Welch Consulting Inc.

Sessions

3:30-5 p.m.

608 **Forming a Province-Wide Non-Profit Developer**

Limited space available

Non-profit organizations across Ontario continually face roadblocks, barriers and hurdles to affordable housing development, despite government interest. Is there another way? In Australia, a group of non-profits partnered to create an organization to act as their affordable housing developer. Join two affordable housing development consultants and a lawyer specializing in affordable housing for a collaborative working session to discuss:

- the feasibility of this type of innovation in Ontario
- creating the necessary capacity and expertise to overcome obstacles to development
- developing a new model for non-profit development

John Fox, Solicitor, Robins Appleby LLP

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

Nancy Singer, Executive Director, Kehilla

GALA RECEPTION & ONPHA GALA



It's ONPHA's 30th anniversary this year! Join in on the celebrations at the ONPHA Gala and Reception!

Gala reception | 6-7 p.m.

Join us for cocktails before the 2018 ONPHA Gala. Enjoy refreshments with your peers in a fun and relaxed environment. Plus, snap a 30th anniversary memory and get your picture taken with friends at the photo booth sponsored by Enbridge Gas Distribution.

ONPHA Gala | 7-9 p.m.

Celebrate ONPHA's 30th anniversary with your peers at the must-attend event of the weekend. This year's Gala will feature a delicious four-course meal as well as lively entertainment.

Also, join us in toasting the 2018 ONPHA award winners who have made an outstanding contribution to the non-profit housing sector.

SESSIONS & ACTIVITIES BY DAY

SUNDAY OCTOBER 28

Breakfast

8-9 a.m.

ANNUAL GENERAL MEETING

9-10 a.m.



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

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

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



CLOSING KEYNOTE

10-11 a.m.



Effective communication is key to unlocking and taking advantage of the opportunities in front of us, for both individuals and organizations. This year, we are excited to welcome **Mark Bowden**, expert in body language, human behavior and communication, as our closing keynote.

Voted the #1 body language professional in the world, Mark is passionate about giving people the most influential and persuasive communication techniques to stand out,

win trust, and build credibility every time they speak. Inspiring, energetic, engaging, and entirely entertaining, Mark's memorable talks not only educate, but have proven life changing for audiences, helping their businesses grow across all industries and sectors.

Join Mark for his high-octane, interactive keynote *Effective Communication: Winning Body Language to Stand Out, Win Trust and Gain Credibility* and gain simple yet effective communication techniques – invaluable for life and business – and learn how to stand out from the crowd!

Coffee break

11-11:30 a.m.

TRAVEL & ACCOMMODATION

Accommodations

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

Group Rate

We have negotiated a preferred rate at the Sheraton Centre Toronto for our conference attendees. Single and double rooms start at \$229 per night, plus taxes and fees. Book now, rooms are limited. Be sure to identify yourself as part of the Ontario Non-Profit Housing Association or quote the group code **OJ0AA**. Reservations can be made:

- online at <http://bit.ly/ONPHA2018>; or
- by phone at 1-888-627-7175

The rates 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. An early departure fee of one night's stay will apply if a delegate checks out prior to the confirmed checkout date.

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

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

Discount codes have been secured for Air Canada and Porter airlines. If interested, please email conference@onpha.org. Porter periodically offers great discounts on their flights. The best way to take advantage of this is to sign up for their promotional emails.

The UP express takes you from Pearson International Airport to Union Station in 25 minutes. Departure times are every 15 minutes. A one-way ticket for an adults costs \$12.00. Once at Union Station, the hotel is a 10-minute walk away, or take the subway to Osgoode Subway station. 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 \$55 per night with in-and-out privileges. Parking is limited and available on a first-come, first-served basis.

Public Parking

There is a Green P parking garage located across the street at 110 Queen Street West (Nathan Phillips Square Garage). Rate is \$3/half hour with a day maximum of \$20 and a night maximum of \$6 on weekdays and a maximum of \$8 per day on weekends and holidays. There is an underground connection from the garage to the hotel, visit <http://bit.ly/1F5HFJ2> for details.

CONFERENCE & REGISTRATION INFORMATION

REGISTRATION FEES



EARLY BIRD DEADLINE September 7, 2018

	Full Rate	Housing Members	Service Manager Partners	Tenants
Up to September 7				
Full conference only	\$915	\$540	\$640	\$486
Full conference with gala ticket	\$1,005	\$630	\$730	\$576
Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$525	\$355	\$410	\$323
Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$615	\$445	\$500	\$413
After September 7				
Full conference only	\$1,120	\$660	\$780	\$594
Full conference with gala ticket	\$1,250	\$790	\$910	\$724
Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$630	\$435	\$500	\$395
Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	\$760	\$565	\$630	\$525

REGISTRATION OPTIONS

Full registration with gala ticket

Your choice of sessions; access to the Trade Show; admission to the Opening Plenary and Closing Keynote; meals and coffee breaks provided; and a reserved seat at the Gala on Saturday, October 27.

Full registration without gala ticket

Your choice of sessions; access to the Trade Show; admission to the Opening Plenary and Closing Keynote; meals and coffee breaks provided.

Single-day registration

Friday, October 26 only: your choice of sessions; meals and breaks; admission to the Opening Plenary; access to the Trade Show.

Saturday, October 27 and Sunday, November 5 only: your choice of sessions; meals and breaks; admission to the Closing Keynote.

ENHANCE YOUR CONFERENCE EXPERIENCE

Education Day

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

Gala ticket (\$90 or \$130 post early bird)

Attend a night of celebration! Join your peers to celebrate ONPHA's 2018 award winners, share a meal and enjoy live entertainment. Purchase additional gala tickets and bring a guest!

Guest pass (\$250 plus HST)

Bringing a friend or loved one to the conference? Buy them a guest pass, which enables them access to all conference meals and breaks, as well as the opening Plenary, Closing Keynote and Trade Show.

HOW TO REGISTER

Fast and easy online registration is available at conference.onpha.on.ca. In addition to saving time and effort, online registration offers safe, secure and fast payment options (invoice or credit card) as well as the opportunity to modify your conference registration at any time! **Online registration closes October 12, 2018.**

Register online in five easy steps!

1. Login with the email address ONPHA has on record. Don't have an account with ONPHA? Contact us at conference@onpha.org or 416-927-9144 ext. 151, (toll-free: 1-800-297-6660 ext. 151).
2. Select your registration options.
3. Select sessions and events.
4. Select gala seats, if applicable.
5. Select a payment method and make the payment.

Online group registrations

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

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

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



Contact our conference staff with any conference, trade show and registration questions. Call 416-927-9144 (toll free 1-800-297-6660 ext. 151) or email conference@onpha.org.

CONFERENCE POLICIES

Scent-free policy

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

Cancellation and refund policy

A refund, minus a processing fee of \$75, will be provided for cancellations received in writing no later than October 1, 2018. No refunds will be issued after October 1, 2018. Substitutions are permitted at \$25 per person. Please contact the conference team at conference@onpha.org for cancellations or substitutions. All refunds will be issued after the conference during the week of November 5, 2018.

Privacy policy

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

Want to stay connected with fellow delegates, sponsors and exhibitors after the conference? People you meet may offer the resources needed for your next project. If you would like to be included in the conference delegate list, please be sure to select this option in the online registration form or on the registration form in this brochure.

Green policy

ONPHA is committed to reducing its carbon footprint at the conference. This registration guide is distributed electronically and can be accessed on our conference website at conference.onpha.on.ca. You can also create your own agenda with our new online registration tool. Similarly, workshop handouts will be available online after the Conference and not printed for distribution at the conference. This will help us save paper and reduce the impact on the environment.

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

Accessibility and accommodation

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



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2018 ONPHA CONFERENCE REGISTRATION FORM

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



EARLY BIRD DEADLINE
September 7, 2018

DELEGATE INFORMATION

First name	Last name
Organization	Title
Address	
Email	Phone

Please make us aware of any accessibility/accommodations you require:

Dietary restriction: Are you a member of CIH (Chartered Institute of Housing)? ☐ Yes ☐ No

CONFERENCE REGISTRATION FEE		Full Rate	Housing Members	Service Manager Partners	Tenants
Up to Sep. 7	Full conference only	<input type="checkbox"/> \$915	<input type="checkbox"/> \$540	<input type="checkbox"/> \$640	<input type="checkbox"/> \$486
	Full conference with gala ticket	<input type="checkbox"/> \$1,005	<input type="checkbox"/> \$630	<input type="checkbox"/> \$730	<input type="checkbox"/> \$576
	Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$525	<input type="checkbox"/> \$355	<input type="checkbox"/> \$410	<input type="checkbox"/> \$323
	Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$615	<input type="checkbox"/> \$445	<input type="checkbox"/> \$500	<input type="checkbox"/> \$413
After Sep. 7	Full conference only	<input type="checkbox"/> \$1,120	<input type="checkbox"/> \$660	<input type="checkbox"/> \$780	<input type="checkbox"/> \$594
	Full conference with gala ticket	<input type="checkbox"/> \$1,250	<input type="checkbox"/> \$790	<input type="checkbox"/> \$910	<input type="checkbox"/> \$724
	Single day only <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$630	<input type="checkbox"/> \$435	<input type="checkbox"/> \$500	<input type="checkbox"/> \$395
	Single day with gala ticket <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> \$760	<input type="checkbox"/> \$565	<input type="checkbox"/> \$630	<input type="checkbox"/> \$525

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

EDUCATION DAYS REGISTRATION & COURSE SELECTION <small>*Register for both half day sessions and get the reduced full day rate.</small>		Housing Members		Service Manager Partners		Full Rate	
		Early Bird	After Sep. 7	Early Bird	After Sep. 7	Early Bird	After Sep. 7
E1	Ready, Set, (Re)Build (two full days open to housing members only)	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	n/a	<input type="checkbox"/> \$399	n/a	<input type="checkbox"/> \$699
E2	The Governance Toolkit: Ensuring Effective Leadership and Accountability (full-day)	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	<input type="checkbox"/> \$269	<input type="checkbox"/> \$325	<input type="checkbox"/> \$419	<input type="checkbox"/> \$500
E3	Human Resources: Going From Good to Great (full-day)	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	<input type="checkbox"/> \$269	<input type="checkbox"/> \$325	<input type="checkbox"/> \$419	<input type="checkbox"/> \$500
E4	Hey, That's Not Fair – Or Is It? Competing Human Rights (full day)	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	<input type="checkbox"/> \$269	<input type="checkbox"/> \$325	<input type="checkbox"/> \$419	<input type="checkbox"/> \$500
E5	Should They Stay or Should They Go: Visitors, Guests and Occupants (half-day, a.m.)	<input type="checkbox"/> \$99	<input type="checkbox"/> \$120	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	<input type="checkbox"/> \$219	<input type="checkbox"/> \$255
E6	Showing Support: From Vision to Practice (half-day, p.m.)	<input type="checkbox"/> \$99	<input type="checkbox"/> \$120	<input type="checkbox"/> \$179	<input type="checkbox"/> \$215	<input type="checkbox"/> \$219	<input type="checkbox"/> \$255
THURSDAY OCTOBER 25 Ontario Indigenous Housing Gathering		<input type="checkbox"/> \$80	<input type="checkbox"/> \$100	<input type="checkbox"/> \$179	<input type="checkbox"/> \$199	<input type="checkbox"/> \$179	<input type="checkbox"/> \$199

FRIDAY OCTOBER 26			SATURDAY OCTOBER 27		
1 Session # _____	2 Session # _____	3 Session # _____	4 Session # _____	5 Session # _____	6 Session # _____
<input type="checkbox"/> 11:30 a.m. – 12:30 p.m.	<input type="checkbox"/> 2-3 or 3:30 p.m.	<input type="checkbox"/> 4-5 p.m.	<input type="checkbox"/> 10:30 a.m. – 12 p.m.	<input type="checkbox"/> 1:30-3 p.m.	<input type="checkbox"/> 3:30-4:30 or 5 p.m.
		<input type="checkbox"/> Bus tour 2-5 p.m.		<input type="checkbox"/> Bus tour 1:30-4:30 p.m.	

ENHANCE YOUR CONFERENCE EXPERIENCE

☐ **Guest Pass** \$250 (does NOT include sessions and Gala)

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

☐ **Education Day Lunch** \$65 (available to half-day registrants)

PAYMENT INFORMATION

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

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

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

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

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

WAIVER & RELEASE

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Celebrate 30 years

AT THE **2018 ONPHA GALA**
A NIGHT OF CELEBRATION!



*It's ONPHA's 30th anniversary,
celebrate at this **must-attend event!**
Join us in toasting the 2018 **ONPHA**
award winners while you enjoy a **four-**
course meal and **live entertainment.***

SATURDAY, OCTOBER 27

RECEPTION | 6-7 P.M.

GALA | 7-9 P.M.

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

Tickets can be purchased at time of registration.