

ONP^hA

ONTARIO NON-PROFIT
HOUSING ASSOCIATION

Owning Our Future

2019 ONPHA Conference



November 1-3, 2019 | Pre-Conference Events: October 31 | Sheraton Centre Toronto

Table of Contents

| | |
|---|----|
| Welcome | 1 |
| Pre-Conference Events | 2 |
| Session tags | 5 |
| Conference at-a-glance | 6 |
| Trade Show and exhibitors | 8 |
| Sessions and activities by day: Friday, November 1 | 9 |
| Sessions and activities by day: Saturday, November 2 | 19 |
| Sessions and activities by day: Sunday, November 3 | 28 |
| Travel and accommodation | 29 |
| Registration Information | 30 |

Thank You

to our 2019 Conference sponsors

Gold



Contributing



2019 ONPHA Conference

Owning our Future

This fall, we welcome you to come together and build on our momentum from last year. Our theme, Owning our Future, has never been more timely.

The 2019 Conference invites us to consider our potential as members of Ontario's community housing sector. It's time for us to redefine what we want our future to look like. The housing sector is modernizing; funding models are changing, and new technologies are helping us to manage properties and build more energy-efficient homes. As housing professionals, we are the experts and we must use our experience and knowledge to help grow our sector; to seek out new funding sources and partnerships to build healthy communities we can all be proud of.

This year's program will offer a glimpse into the future of housing. With groundbreaking topics such as partnership development, impact investing and new supportive housing models, and evergreen sessions such as fire safety, unit condition management and governance, there is truly something for everyone. Our plenaries and keynote events will inspire you and give you the chance to network with your peers. Swing by the ONPHA Trade Show to connect with suppliers and get new ideas for your properties. Help us celebrate the sector and award its leaders and innovators at the Gala on Saturday evening.

Use the Registration Guide to help you plan your time at the Conference. This year, the sessions have been tagged with a series of categories such as Operations, Housing supports and Partnerships. Check the bottom of the session description to find the tags to help you determine whether the session will suit your needs.

Plan your time by:

1. Reviewing the session tags (page 5)
2. Referring to 'Session and activities by day' for detailed session descriptions (starting on page 9).
3. Selecting one session from each block (coded 100-600).
4. Viewing the 'Conference at a glance' planner (page 6) to see a breakdown of the session schedule and when plenaries and social events are being held. Room locations will be included in the Conference App and in the Onsite Guide.

We look forward to seeing you at the 2019 ONPHA Conference. Let's get ready to own our future!

Sincerely,



Ami Patel
President, ONPHA

Register online **today!**

Early bird deadline **September 13, 2019**

Visit the **Conference website** to access our fast and easy online registration page and to stay on top of conference news! Access this website to:

- Register and pay online – it's safe and convenient!
- Update your conference itinerary
- Check out trade show exhibitors and sponsors
- Stay connected with updates, networking opportunities and more!

Join the
Conference
conversation!

#ONPHAconf



@onpha



ONPHA



onphajm



company/ONPHA



Pre-Conference Events

October 31

Education Day

Join us for a full or half-day course this year and...

Reach your professional development goals

Whether you're learning something entirely new or brushing up on a familiar topic, our courses are designed to help you meet your goals.

Stay-up-to date on the latest developments in the housing sector

Our comprehensive courses take a deep dive into current and essential topics for non-profit housing professionals.

Learn from the experts

The ONPHA Conference brings sector experts together under one roof. Strengthen your expertise with the help of experienced professionals.

Pre-Conference Education courses

E1 Navigating conflict and difficult conversations

Geared towards frontline staff, board members and those called upon to manage and resolve conflicts, this full-day workshop will give you proven techniques and skills to:

- set boundaries for difficult decisions
- de-escalate conflict situations
- use interest-based problem solving
- work in groups

Representatives from the Conflict Resolution Program at St. Stephen's Community House

E2 Supporting tenants with mental health and addictions

This full day course will focus on how non-profit housing providers can better support their tenants who are living with mental health and addictions issues. Learn about:

- the incidence of mental health and addiction challenges in community housing
- legal obligations for housing providers
- eviction prevention and housing unit takeovers (HUTs)
- low-cost initiatives to support tenants
- resources for both residents and housing providers

Doug Levitt, Partner, Horlick Levitt Di Lella LLP
Jessica Petrillo, Policy Analyst, Addictions and Mental Health Ontario (AMHO)

Carol Zoulalian, Executive Director of St. Jude Community Homes

E3 Out of the ordinary: calculating RGI rent when income is irregular

Calculating rent under the *Housing Services Act, 2011* (HSA) would be so much easier if all tenants had one source of income that never changed! Demystify the more complex - and sometimes vague - aspects of RGI calculations under the HSA. With an emphasis on where absolutes of the legislation apply and where there's room for local discretion, we'll roll up our sleeves together and work systematically through some challenging RGI scenarios including:

- pursuit of income requirements
- support income and retroactive calculations
- averaging income
- income that fluctuates

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

Pre-Conference Education courses (cont'd)

E4 Managing hazards in the workplace

Managing non-profit housing is an around-the-clock responsibility. Facility managers are expected to ensure that the building is safe for residents and they're required to work with a variety of hazards. Bring your questions and be ready to learn about legislated health and safety responsibilities including:

- requirements under the *Occupational Health and Safety Act* and applicable regulations
- when a health and safety representative or joint health and safety committee is required
- identification of current hazards (e.g. mold, asbestos, working with machines, working from heights, chemicals)
- Ontario Regulations and controls required to manage hazards
- assessing the level of risk of hazards in your workplace

Christine Joli-Coeur, Health and Safety Consultant, Government and Municipal sectors, Public Services Health & Safety Association

E5 Integrated hoarding interventions: challenging the congestion and the mental health issues

Hoarding behaviours can create a unique set of challenges when it comes to managing tenancies. Join an expert on hoarding to gain an understanding of the signs and symptoms of Hoarding Disorder, co-existing mental health challenges, the neurological underpinnings of compulsive hoarding and learn:

- best practices for effective treatment of hoarding disorder
- the foundation for treatment action planning
- how to support tenants' most challenging situations

Megan Phillips, Registered Psychotherapist & Owner, Integrated Hoarding Response Inc.

E6 Succession planning: getting your house in order

Bringing on new board members? Ensure you're setting your board up for success! Brush up on the basics and get new insights on:

- strategic planning
- updating by-laws
- defining clear board, director and committee roles
- the timeline orientation process

Ty Smith, Education and Research Advisor, ONPHA

E7 Housing Unit Takeovers: strategies for creating stable tenancies

Housing Unit Takeovers (HUTs) are a complex issue for housing providers. Join a veteran supportive housing provider and a lawyer with a wealth of experience responding to HUTs as they provide you with practical strategies for dealing with tenants who are vulnerable to unit takeovers and learn:

- how to detect the signs of a potential unit takeover
- steps to help stabilize the tenant's housing
- potential legal issues stemming from HUTs

Doug Levitt, Partner, Horlick Levitt Di Lella LLP

Tiffany Remolador, Supportive Housing Landlord, House of Friendship

Lula Woldemariam, Supportive Housing Landlord, House of Friendship

Indigenous Housing Provider Gathering

Building on 2018's inaugural full-day session, this year's Indigenous Housing Providers Gathering will bring together First Nations, Métis and Inuit housing providers from across the province to discuss recent developments in Indigenous housing. Participants will discuss key federal and provincial updates and how they will impact your organizations, learn about ONPHA's forthcoming Urban/Rural Housing Plan for Ontario, and engage in strategic discussions with fellow Indigenous housing providers about challenges, opportunities and next steps for the sector.

How to Register for Pre-Conference Events

Visit the [Conference website](#) for fast and easy registration for Pre-Conference events as well as the Conference.

Pre-Conference events are not included in your Conference registration and must be purchased separately. You do not need to register for the Conference to attend Pre-Conference Events.



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

| Pre-Conference Events Fees & Registration | Housing Members | Service Manager Partners | Full Rate |
|---|--------------------|--------------------------------|-----------|
| E1 Navigating conflict and difficult conversations (full-day) | \$225 | \$340 | \$525 |
| E2 Supporting tenants with mental health & addictions (full-day) | \$225 | \$340 | \$525 |
| E3 Out of the ordinary: calculating RGI rent when income is irregular (full-day) | \$225 | \$340 | \$525 |
| E4 Managing hazards in the workplace (full-day) | \$225 | \$340 | \$525 |
| E5 Integrated hoarding interventions: challenging the congestion and the mental health issues (full-day) | \$225 | \$340 | \$525 |
| E6 Succession planning: getting your house in order (half-day) | \$125 | \$225 | \$270 |
| E7 Housing Unit Takeovers: strategies for creating stable tenancies (half-day) | \$125 | \$225 | \$270 |
| Indigenous Housing Provider Gathering (full-day) | \$105 | \$210 | \$210 |

Full-day Takes place October 31, 9am-4pm (includes breakfast, lunch and two coffee breaks).

Half-day Takes place October 31. Morning session is 9am-12pm (includes breakfast and a coffee break).
Afternoon session is 1-4pm (includes a coffee break).

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

Attending a half-day course? Purchase a lunch ticket and get more time to network with your colleagues – \$65



Session Tags

Plan your conference weekend! First, use the session tags below to help you find the sessions that best fit your professional development goals. Then, browse the session descriptions beginning on page 9. Pick one session within each block – the 100s, 200s, 300s, etc. – and find your session times in the ‘Conference at a glance’ section on page 6.

| | |
|---------------------------------|---|
| Advocacy | Work that champions the community housing sector |
| Community development | Managing tenancies and fostering community engagement |
| Development | Creating new community housing units |
| Energy efficiency | Developing green buildings and improving energy efficiency in existing properties |
| EOA/EOM | End of Operating Agreements/End of Mortgage |
| Financing | Investing, funding and financial partnerships |
| Governance | Board governance and succession-planning |
| Government updates | Updates from government ministries and organizations |
| Homelessness | Homelessness reduction/prevention |
| Housing supports | Content geared towards supportive housing providers |
| Indigenous housing | Content geared towards Indigenous housing providers |
| Innovation | Innovation taking place in the sector |
| International | International perspectives on topics affecting the housing sector |
| Operations | Essential knowledge for managing and maintaining properties |
| Partnerships | Partnerships that benefit housing providers |
| Policy & legislation | Updates and briefings on legislation affecting housing providers |
| Purchasing | Tips and tools for bulk purchasing |
| Risk Assessment | Strategies for avoiding exposure to risk |
| Rural housing | Content geared towards rural providers |
| Seniors | Housing and healthcare issues affecting seniors |
| Strategic planning | Growth planning, board governance and more |
| Technology/data | Use of technology and data in operations and planning |

Innovation Showcase

Friday November 1 – **Saturday** November 2

**New
this
year!**

Are you curious about what your peers have been working on? Visit our Innovation Showcase and see what the sector has been up to! The Innovation Showcase will exhibit innovative projects from ONPHA members and will be set up for delegates to browse throughout the conference. Come and get inspired by the amazing work taking shape in community housing!

If your organization is making strides towards excellence on any project, big or small, and you're interested in sharing your successes with your colleagues, email us at conference@onpha.org to find out more.

Conference at a Glance

Friday November 1 to Sunday November 3

| | 7:30am | 8am | 8:30am | 9am | 9:30am | 10am | 10:30am | 11am | 11:30am | 12pm | 12:30pm | 1pm | 1:30pm | 2pm |
|----------|-----------|------------------|------------|-----------------------------|--------------|-----------------|--------------------------------|--------------|---------|---------|---------|--------|--------|-----|
| FRIDAY | | | Trade Show | | | | | | | | | | | |
| | | | Breakfast | Opening Plenary and Keynote | Coffee break | 101 | Lunch, Trade Show & activities | 201 | | | | | | |
| | | | | | | 102 | | 202 | | | | | | |
| | | | | | | 103 | | 203 | | | | | | |
| | | | | | | 104 | | 204 | | | | | | |
| | | | | | | 105 | | 205 | | | | | | |
| | | | | | | 106 | | 206 | | | | | | |
| | | | | | | 107 | | 207 | | | | | | |
| | | | | | | 108 | | 208 | | | | | | |
| | | | | | | 109 | | 209 | | | | | | |
| | | | | | | 110 | | 210 | | | | | | |
| | | | | 211 | | | | | | | | | | |
| | | | | 212 | | | | | | | | | | |
| SATURDAY | Breakfast | 400 Running Tour | | | Coffee break | 401 | Lunch (on your own) | 501 | | | | | | |
| | | Plenary | 402 | 502 | | | | | | | | | | |
| | | | 403 | 503 | | | | | | | | | | |
| | | | 404 | 504 | | | | | | | | | | |
| | | | 405 | 505 | | | | | | | | | | |
| | | | 406 | 506 | | | | | | | | | | |
| | | | 407 | 507 | | | | | | | | | | |
| | | | 408 | 508 | | | | | | | | | | |
| | | | 409 | 509 | | | | | | | | | | |
| | | | 410 | 510 | | | | | | | | | | |
| | | | 411 | 511 | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | SUNDAY | Breakfast | Annual General Meeting | | Closing Keynote | | Coffee break | | | | | | |
| | | | | | | | | | | | | | | |
| 7:30am | 8am | 8:30am | 9am | 9:30am | 10am | 10:30am | 11am | 11:30am | 12pm | 12:30pm | 1pm | 1:30pm | 2pm | |

See detailed listings in **Sessions & Activities by Day** for more information beginning on page 9.

Figure 1

1. **Identify the main idea or thesis statement.** This is the central point the author is trying to convey.

[illegible]

Trade Show & Exhibitors

Friday November 1 | 8am – 4pm

Looking for suppliers? Have questions about services that could benefit your organization? Join us at the ONPHA Trade Show to find the products and services you need to make your buildings run smoothly. With over 80 vendors to visit, you're sure to find the latest innovations to help with your property management, maintenance and administrative needs.

Not attending the Conference? Visit the trade show from 1-2:30pm for free during 'public time'. Simply visit the registration desk on the concourse level to receive a visitor's pass.

2019 EXHIBITORS (TO DATE)

Brock Windows & Doors Ltd.
Demtroys Technology Inc.
DMS Property Management Ltd.
Enbridge
First General Canada
George Kent Home Improvement Ltd.
Grand HVAC Leasing
H&S Building Supplies Ltd.
Infrastructure Ontario
McIntosh Perry
Newtech-Vaportek
NewViews Accounting Software
PlayPower Canada
PPG Architectural Coatings Canada
Waterproof Masters & Associates Inc.
Wilkinson Chutes Canada
WINMAR Canada
Yardi Canada



Sessions & Activities by Day

Friday November 1

Breakfast at the Trade Show

8:30–9:30am

Opening Plenary & Keynote

9:30–11am

Gather with your colleagues to help us officially kick off the Conference at the Opening Plenary! First, get an overview of what's new at ONPHA from our Board President Ami Patel.

Then join us as we announce the recipients of the 2019 Kathleen Blinkhorn Student Scholarship, generously sponsored by Enbridge. This scholarship is awarded annually to Aboriginal students living in non-profit housing in Ontario.

Next, help us congratulate the winners of ONPHA's Award for Excellence, honouring a non-profit housing organization that goes above and beyond to address the needs of their tenants and community with imagination and insight.

Finally, enjoy our 2019 keynote speaker, to be announced.

Sponsored by 



Coffee break

11–11:30am

Sessions

11:30am–12:30pm

101 **Community housing through a municipal lens: roles and priorities**

Municipal governments play a significant role in funding, delivering and administering community housing in Ontario. Join representatives from the Association of Municipalities Ontario (AMO) to hear about community housing through a municipal lens and learn about:

- the role of municipal staff and politicians in community housing delivery at the local level
- AMO's priorities and recommendations for housing in Ontario
- strategies and approaches housing providers can use for engaging with municipal politicians on housing issues

Michael Jacek, Senior Advisor, Association of Municipalities Ontario

Jamie McGarvey, President, Association of Municipalities Ontario

Session tags: Advocacy

102 **Canada Mortgage and Housing Corporation: updates**

Join representatives from Canada Mortgage and Housing Corporation (CMHC) and get up-to-date with everything CMHC.

Session tags: Financing, Government updates

Sessions (cont'd)

11:30am-12:30pm

103 Employment Standards Act: what you need to know

Bill 47, the *Making Ontario Open for Businesses Act* was passed in 2018, reversing a number of changes made to employment standards legislation. Join a legal expert as she discusses what you need to know about these changes, including:

- the responsibilities of an employer under the *Employment Standards Act* (ESA)
- key amendments to the ESA
- Bill 66, the *Act to Restore Ontario's Competitiveness*

Safia Lakhani, Lawyer, Iler Campbell LLP

Session tags: Operations, Policy & legislation

104 Organizational resilience: maintaining stability in a shifting landscape

Creating affordable housing is becoming more complex than ever. How can non-profit housing providers reflect, innovate and reinvent themselves in the new reality? Learn about the challenges and opportunities facing the sector and:

- different funding models that can help grow your organization
- the value of strategic planning in the context of organizational growth
- the role of leadership in maintaining a values-based culture
- examples of innovation that allow organizations to adapt, invent and create solutions for the future of affordable housing

Miranda Crocket, Information Analyst

Jeff Neven, Executive Director
Indwell

Session tags: Financing, Governance, Innovation, Strategic planning

105 Creating a new data standard for non-profit housing: solutions for Ontario

Following up on last year's session *Creating a data standard for housing: lessons learned from the Dutch*, an international data expert will bring participants together to discuss solutions to reduce IT costs. Delegates will receive a benchmarking tool that will enable them to examine as a group:

- their current IT costs and how they compare to fellow housing providers
- how a housing data standard can help providers save money and connect IT systems
- priorities and possibilities of digitalization in the near future

Henk Korevaar, International Liaison, Corponet

Session tags: Innovation, International, Strategic planning, Technology/data

106 Building resilience - moving beyond traditional construction methods

Join a builder, architect and researcher to learn about innovations in residential construction. Explore construction methods currently in use or being researched to promote sustainable development, reduce costs and construction time including:

- modular construction – built in a controlled environment and assembled on-site
- Passivhaus design – building standards to reduce heat loss and to rely less on external power
- 3D printing – walls and floors built from layers of extruded concrete and foam

Rob Fleury, Partner, Senior Technologist,
Centreline Architecture

Stefan Fournier, Associate Director, Northern and Aboriginal Policy, Conference Board of Canada

Session tags: Development, Energy efficiency, Innovation, Technology/data

Sessions (cont'd)**11:30am-12:30pm****107 Housing LGBT2QIS+ seniors: community partnerships in action**

As Ontario's population of seniors grows, so too does the need for inclusive housing. Learn about the need for LGBT2QIS+ programming in seniors homes and how SPECTRUM - Waterloo Region's first ever LGBTQ / Rainbow community space - and Community Justice Initiatives of Waterloo Region (CJI) partnered to create reKINDle, a program to fill this gap. Gain an understanding of:

- issues specific to seniors who identify as LGBT2QIS+
- programming and supports specific to their needs
- bringing residents together under the Gay-Straight Alliance (GSA) model to build inclusivity into the community

Cait Glasson, President, SPECTRUM

Rebecca Warren, Resident Engagement Coordinator, Kitchener Housing Inc, Program Coordinator, SPECTRUM

Session tags: Community development, Housing supports, Innovation, Partnerships, Seniors

108 Community development: a body of practice

Join OCH to learn about how they have improved the health, safety and inclusivity of their communities and the lives of their tenants by focusing on:

- using existing community assets
- tenant leadership
- capacity building

Brian Gilligan, Vice President, Community and Tenant Support, Ottawa Community Housing

Session tags: Community development, Innovation, Operations

109 Beyond models: partnering to create inclusive communities

Centretown Citizens Ottawa Corporation and LiveWorkPlay have partnered to house and support 11 individuals with intellectual disabilities over the past seven years. Join representatives from each organization to learn:

- how their partnership began
- the services they provide
- how both organizations work together to create positive outcomes

Fran Childs, Rental Officer, Centretown Citizens Ottawa Corporation

Grace Hudson, Team Lead, LiveWorkPlay

110 Affordable housing and Developmental Services: innovations and opportunities

Over 76,000 Ontarians have a developmental disability. Developmental Services Ontario (DSO) Housing Navigators, Developmental Sector agencies and champions are advocating and building partnerships to create housing that promotes social inclusion and independence. Hear about the need for supported independent living, how the sector is rising to the challenge and:

- innovative housing models for people with developmental disabilities
- initiatives introduced by the Ontario Developmental Services Housing Task Force
- successes and challenges of individuals pursuing a home of their own

Martha Beach, Housing Navigator

Tracy Girard, Housing Navigator

Alexandra Shannan, Service Navigator, Developmental Services Ontario

Session tags: Community development, Housing supports, Innovation, Partnerships

Lunch and Networking Break 12:30-2pm

Get recharged while networking with your colleagues over lunch. Then, connect with vendors at the 2019 Trade Show to get solutions for your organization, visit the Innovation Showcase to find out what's new in the community housing sector, or set up an impromptu meeting with colleagues or potential partners at the business lounge.

Sessions

2-3:30pm

201 Country life: new solutions for housing in rural Ontario

Generating new affordable housing projects and investments in rural communities requires outside-of-the-box thinking. Learn about how rural communities can leverage capacity, resources, and community involvement to build affordable housing. Get an overview of:

- Indwell's work in developing affordable housing in southwest Ontario's rural communities
- tools that can help you bring community capacity and resources together to develop sustainable affordable housing initiatives
- rural case studies in which various tools, resources and collaborations not often used in more populous areas were employed to create affordable housing

Graham Cubitt, Director of Projects & Development

Leah Logan, Haldimand & Norfolk Regional Manager
Indwell

Session tags: Development, Financing, Innovation, Partnerships, Rural Housing, Strategic Planning

202 Cannabis: your rights and responsibilities as housing providers

Cannabis legalization has had far-reaching implications for housing providers. Come prepared with your questions and join a panel of legal experts and a Health & Safety Consultant to learn about:

- the rights and responsibilities of tenants and housing providers
- policies regarding cannabis use in the workplace
- developing and/or amending no smoking policies for tenants and employers
- what tenants or staff should do if they suspect a law is being broken

Christine Joli-Coeur, Consultant, Public Services Health & Safety Association

Tom Halinski, Partner, Aird & Berlis LLP

Mark Weisleder, Senior Partner, Real Estate Lawyers LLP

Session tags: Community development, Policy and legislation, Operations

203 Updates from the Ministry of Municipal Affairs and Housing

Get the latest updates from representatives from the Ministry of Municipal Affairs and Housing.

Representatives from the Ministry of Municipal Affairs and Housing

Session tags: Government updates

204 Enhanced supportive housing: a model for high-needs tenancies

The John Howard Society of Ottawa's Enhanced Supportive Housing Program began operations in 2015, focusing on housing tenants who have experienced long-term homelessness, addictions and those with physical and mental health needs. Come and learn how they:

- developed two new-build apartment buildings
- manage partnerships with medical and mental health providers
- provide onsite services to people with complex, ongoing needs

Speakers TBA

Session tags: Community development, Development, Homelessness, Housing Supports, Innovation, Partnerships

205 Safe at home: an exploration of Housing Unit Takeovers (HUTs)

Housing Unit Takeovers can present a serious threat to people experiencing mental health and addictions issues. Despite their ability to jeopardize tenants' safety, housing and self-esteem, HUTs are not widely understood. Come hear about the Dream Team's initiative to bring this issue to light including:

- highlighting structural issues within the mental health and addictions field
- how tenants can protect themselves and their loved ones
- how housing providers can best support vulnerable tenants to set and enforce boundaries

Madonna Broderick, Veronica Snooks, Carole King, Members, The Dream Team

Session tags: Community development, Housing supports

Sessions (cont'd)**2-3:30pm****206 Strategic planning: paving the way forward**

Changes in the sector and EOA/EOM make strategic planning a crucial element of strategic leadership. Come and get an overview of:

- planning process steps and key elements of the plan
- integrating the plan into operational strategies
- the evaluation process

Ty Smith, Education and Research Advisor, ONPHA

Session tags: EOA/EOM, Financing, Governance, Operations, Strategic planning

207 Developmental Services sector: connecting with your community partner

Join representatives from the non-profit sector to hear about how housing providers can play a key role in helping adults with developmental disabilities achieve housing stability. Get insights on:

- the needs of adults with developmental disabilities
- making connections with developmental services agencies in your region
- fostering inclusive communities

Speakers TBA

Session tags: Community development, Housing Supports, Partnerships

**208 Housing and Homelessness Plans: service manager perspectives**

Since 2014, Ontario's service managers have been required to have ten-year housing and homelessness plans to assess local needs, deliver local services and measure and report on progress. Plans must be reviewed and updated every five years. 2019 is the first year these reviews took place. Hear from service manager representatives on topics including:

- requirements for local housing and homelessness plans and the 2019 review
- how housing providers were engaged in the development of local plans
- how homelessness enumeration data was incorporated

Speakers TBA

Session tags: Community development, Homelessness, Strategic planning

209 Community bonds: turning your supporters into investors

What are community bonds and how can you use this social financial tool to fund capital projects? Join representatives from Tapestry Community Capital to learn about:

- the conditions needed to succeed with community bonds
- projects undertaken by non-profit leaders to finance their growth
- how Tapestry Capital can support non-profits interested in community bonds as part of their capital project financing

Ryan Collins-Swartz, Social Impact Manager, Tapestry Community Capital

Session tags: Development, Financing, Innovation, Partnerships, Strategic planning

Sessions**2-5pm****Bus Tours****210 First Story Toronto**

Join the The First Story Toronto tour and discover pre-contact and historical landmarks illustrating the Indigenous presence in Toronto over the past 11,000 years.

211 Details to come

Sessions (cont'd)

2-5pm

212 Supportive housing community of practice meet-up

Addictions and Mental Health Ontario (AMHO) and ONPHA are teaming up again to host a special community of practice meet-up for supportive housing providers. In response to last year's demand for more time the session has been expanded to 3 hours. Hear about and discuss:

- new developments in supportive housing
- Community Housing Renewal Strategy
- TMHASHN/ONPHA's new course – "Supportive Housing Core Competencies – Enhancing your Skills"

Session tags: Community development, Development, Housing supports, Operations

Coffee break

3:30-4pm

Sessions

4-5pm

301 Stress less with mindfulness

Stress is inevitable but it does not have to rule our lives! Join Trish Tutton, Speaker and Mindfulness Teacher, to explore:

- what stress is and how it affects us
- the ways you currently manage your stress
- mindfulness and breathing techniques to help you cope with stress

Trish Tutton, Speaker and Mindfulness Teacher

302

Health and housing: partnerships that transform lives and communities

Health care and non-profit housing providers working together can implement transformative and impactful change. Come and hear how an active partnership between St. Joseph's Health Care, London and Indwell is impacting access to both health care and housing and is working to address large scale system challenges. Get an overview of the:

- necessity of integrated supports in housing
- need for shared organizational values in setting goals
- importance of cross-sector education

Jodi Younger, Vice-President Patient Care & Quality, St. Joseph's Health Care London

Session tags: Community development, Housing supports, Innovation, Partnerships

303

Building dementia-friendly communities

With a focus on how to better understand the everyday experiences of people with dementia and how to support them more effectively, this session will equip you to:

- recognize the symptoms and signs of dementia and understand the impact of dementia on a person's ability to communicate, make judgments and act
- apply dementia-friendly communication strategies at work and in your community
- identify changes that can be made to physical and social environments at your work and in your community

Felicia White, Manager, Program and Volunteer Development, Alzheimer Society of Ontario

Session tags: Community development, Housing supports, Seniors



Sessions (cont'd)

4-5pm

304 Community foundations and community housing: exploring new partnerships

Non-profit housing providers are increasingly turning to alternate funding sources and partnerships to help them maintain and grow their portfolios. Learn about impact investing and how:

- community foundations can play an important role in affordable housing development
- direct investments work and how they can benefit your organization
- different types of partnerships that may be available to you

Sharon Avery, President & CEO, Toronto Foundation

Terry Cooke, President & CEO, Hamilton Community Foundation

Martha Powell, CEO, London Community Foundation

Wendy Rinella, CEO, Oakville Community Foundation

Session tags: Development, Financing, Innovation, Partnerships

305 The Right to Die with Dignity: Medical Assistance in Dying

The legislation governing medical assistance in dying (MAID) is relatively new and many Canadians are unaware that it is an option for people living with terminal illnesses. Bill C-14 was passed into law in June of 2016 to allow eligible adults to request medical assistance to die with dignity. Hear from a medical and a legal professional including one who will share observations from her own experience. Recognize what you can do to support your tenants who may be making end of life decisions. Gain an understanding of:

- history of the legal battle for the right to die
- federal and provincial legal framework
- rules and eligibility criteria
- safeguards against abuse
- practitioners who can legally provide this service
- care co-ordination systems available

Celia Chandler, Partner, Iler Campbell LLP

Dr. Ed Weiss, Family Physician

Session tags: Community development, Housing supports, Policy & legislation, Seniors

306 Improving affordable housing: how energy efficiency and affordable housing go hand-in-hand

As an affordable housing provider, energy efficiency is one of the best long-term investments you can make. Enbridge Gas offers financial incentives to help you increase the energy efficiency of your buildings and improve overall comfort for your residents, making it a place they're proud to call home.

Join us to learn how Enbridge can support your project team by identifying energy saving opportunities and available incentives. We'll feature real projects that have benefitted from these programs, plus a live Q&A session – so bring your questions, and we'll provide the solutions.

Enbridge offers resources for every project, whether it's new construction, multi-residential affordable housing, or single family homes. Learn more about Enbridge programs, including:

- incentives to help you invest in high-efficiency equipment
- how you can save money and lower operational costs before your new construction project is even built
- free insulation and draft-proofing for qualifying home
- how Enbridge's free Smart Thermostats offer can help residents manage their comfort level, and in turn reduce utility costs

Cam Black, Advisor, Energy Solutions, Enbridge Gas

Session tags: Energy efficiency, Operations

Sponsored by  **ENBRIDGE**

307 Triggering events: a guide

How do you successfully navigate a triggering event? Learn how to work in partnership with your service manager to understand:

- what are triggering events?
- the difference between Project under Review (PUR) and Project in Difficulty (PID)
- what to do if you receive a PUR or PID designation

Speakers TBA

Session tags: Governance, Operations

Sessions (cont'd)

4-5pm

308 Smarter purchasing: how to use ONPHA to get better prices and services

Join ONPHA's Partnerships team for a roundtable session on using your ONPHA membership to improve your purchasing. Meet our new Purchasing Advisory Group made up of your housing provider peers, and hear how they run their own purchasing in a cost effective and streamlined way. We'll discuss:

- ONPHA Select, our revamped group purchasing program launching soon
- creating a vendor of record list and other purchasing best practices
- information- and resource-sharing between ONPHA members to help you buy smarter
- additional products and services you need from ONPHA Select

Tarun George, Manager of Strategic Partnerships, ONPHA

Session tags: Operations, Purchasing

309 Tiny homes: alternative solutions for rural development

Housing development in rural areas comes with its own set of unique challenges and opportunities. Learn about how tiny homes as a viable approach to:

- youth homelessness prevention
- transitional housing
- the future of affordable housing in rural Ontario

Terrilee Kelford, Chair, Cornerstone Landing Youth Services

Session tags: Development, Homelessness, Innovation, Rural housing

310 Common Ground: using green spaces for community development

Gain a community perspective on the use of shared outdoor spaces as social hubs that improve the vitality and well-being of the community. Join experts in community activation as they share:

- basic tools to get you started
- funding models
- creative approaches to support local engagement initiatives
- strategies to build partnerships and organizational capacity to help you achieve your goals

Minaz Asani-Kanji, Manager of Outreach, Park People

Sean Brathwaite, Founding member of Friends of Regent Park, Toronto and Administration Manager, Park People

Session tags: Community development, Innovation, Partnerships



Plenary Mayor's Panel 5-6:30pm

Reconvene with your colleagues on the first evening of the Conference and join our panel of Mayors from across Ontario as they discuss the state of non-profit housing in their respective municipalities and the innovative ways their communities are improving local services and the lives of residents.

Opening Reception 6:30-7:30pm

Enjoy complimentary hors d'oeuvres and a cash bar as you catch up, relax and network with old friends and new at the Opening Reception.





DMS Property Management Ltd.

Our Customers Trust Us

- Public, Private and Non Profit
- Co-op and Affordable
- 60 Non Profit Corporations
- 100 buildings with over 14,000 Units
- Over 30 Years of Service to the Industry

Leading the Market

- Resources, Experience and Expertise
- Largest Manager of Non Profit Housing
- #2 Multi-Res Manager in Canada (CdnApt Mag)
- 29 Property Managers
- 13 Accountants

Proud to be a Founding (1988) ONPHA Member

DMS Property Management Ltd.

4810 Dufferin Street, Toronto, ON M3H 5S8
416-661-3070 | www.dmsproperty.com
Contact: Paul Smith or Nick Savino

ACCOUNTING SOFTWARE THAT DOES MORE



A complete accounting solution plus:

- Work order management
- Detailed maintenance history
- RGI calculator

Ask us about our
Data Hosting and Work Orders web app!

newviews.com/nonprofit-housing
info@newviews.com
1-800-267-7243

Sessions & Activities by Day

Saturday November 2

Breakfast

7:30–8:30am



Plenary Centres of Excellence

8:30-10am

Discover Centres of Excellence and learn how they're enabling improvements in leadership, best practices, innovation, and training across many different sectors.

Session

8:30-10am

400 Running Tour – Corktown Commons

Lace up your sneakers and join us for a run to the Corktown Commons, an active and inviting park that transformed an abandoned post-industrial site into a dynamic, year-round, re-naturalized public space. Innovatively positioned atop the area's Flood Protection Landform (FPL) the park has renewed the site while addressing vital infrastructure. The route there will include a quick tour of Toronto's St. Lawrence Neighbourhood, which has been described as the best example of a mixed income, mixed use, pedestrian friendly, sensitively-scaled, densely-populated community ever build in Ontario. Our guides for this tour will be the fleet footed and knowledgeable Jenn St. Louis, Social Housing Consultant for the City of Toronto and Hugh Lawson, Director, Strategic Planning and Stakeholder Relations, Toronto Community Housing Corporation.

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

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

Coffee break

10-10:30am

Sponsored by DMS Property Management Ltd.



Sessions

10:30-11:30am

401 ONPHA updates: what we've been up to

Join members of the ONPHA team and see what we've been up to, including:

- policy and advocacy
- educational offerings
- ONPHA Select
- what's coming up next

Representatives from ONPHA

Session tags: Advocacy, Innovation, Partnerships, Purchasing

402 Sharing outside the sandbox: shared services

Looking to expand organizational capacity without increased resources? A number of providers in Ottawa have been exploring and experimenting with shared services. Join three Ottawa housing providers to learn first-hand how the implementation of shared services models has increased their ability to:

- deliver maintenance services
- secure housing supports for tenants and co-op members
- achieve greater scale and staff capacity
- collaborate and align with other organizations

Tom Belanger, Executive Director, Nepean Housing Corporation

Ray Sullivan, Executive Director, Centretown Citizens Ottawa Corporation

Catharine Vandelinde, Executive Director, Options Bytown Non-Profit Housing Corporation

Session tags: Innovation, Operations, Partnerships

403 Strategic supplier selection and the RFP Process

Knowing how to navigate the tendering process successfully makes it far easier to choose the right supplier and get the best proposals for your next big purchase. Join a procurement expert for an in-depth introduction to the formal supplier selection process. Learn the basics of what should be tendered and when, and gain insight into the best strategies for developing a Request for Proposal (RFP). Walk away with a deeper understanding of:

- when to use the tendering process to select a supplier
- the difference between public versus invitational tender
- how to develop a proper RFP

David Rourke, Co-Founder, Round Table Procurement Services

Session tags: Operations, Purchasing

404 Lending a hand: scaling housing solutions through social finance

New funds, innovative investment structures and a growing interest by investors to create community impact and financial returns are driving change and increasing the capital available for social ventures such as affordable housing developments. Join our panel of finance and housing experts to discuss:

- the growing social finance marketplace in Canada and around the world
- how social finance can catalyze solutions to Ontario's affordable housing crisis
- how your organization can tap into this new source of capital

Christina Baker, Director of Community Lending, New Market Funds

Lina Bowden, Founder, Verge Capital, Pillar Nonprofit Network

Howie Wong, Chief Executive Officer, Housing Services Corporation

Session tags: Development, Financing, Innovation, Partnerships, Strategic planning

Sessions (cont'd)

10:30-11:30am

405 Modular housing pilot project: a post-occupancy evaluation

Join a representative from Canada Mortgage and Housing Corporation (CMHC) to learn about a 40-unit modular, moveable building constructed under CMHC's Affordable Housing Innovation Fund. Explore the social, financial and technical elements of this project, including:

- construction and operating costs
- building operations
- energy consumption
- the tenant survey and accessibility analysis

Jason Takerer, Senior Researcher (Technical), Housing Needs, Canada Mortgage and Housing Corporation

Session tags: Community development, Development, Energy efficiency, Financing, Innovation, Operations

406 A game-changer: building inclusiveness in new developments

Join a speaker with over four decades of experience in housing development and planning as she presents a new model for ensuring diversity and supporting vulnerable populations in new developments. Learn about the model and how it aims to:

- allocate affordable housing units to non-profit housing providers in new developments
- encourage larger developments to foster inclusiveness and diversity in their communities
- allow vulnerable populations to reside in the same geographic area as the agencies whose services they access

Nancy Singer, Executive Director, Kehilla Residential Programme

Session tags: Community development, Development, Innovation, Partnerships

407 The right to housing: using strategic litigation to advance human rights

What is strategic litigation and how is it used to advance social justice goals? Recent cases have demonstrated that it's possible to use the court system to promote the right to housing in Canada. Learn about:

- the current housing rights discourse in Canada
- strategic litigation as the missing piece of the housing rights discussion
- the Dream Team's successful challenge of discriminatory bylaws at the Human Rights Tribunal of Ontario

Carmen Charles McCracken, Articling Student/Urban Planner, Osgoode Hall Law School/ York University

Members of the Dream Team

Sessions

10:30am-12pm

408 Navigating without a map: Finding a way post-EOA for providers of housing and supports

How do supportive housing organizations survive and thrive in a post-EOA environment? What challenges and opportunities do end of operating agreements bring? Gain an understanding of:

- identifying and addressing the impact of post-EOA operations
- operating with less and/or different funding and resources
- hard-learned lessons and insights from housing providers who have been through the process

Ken Foulds, Principal, Re/fact Consulting

Session tags: EOA/EOM, Financing, Housing supports, Strategic planning



Sessions (cont'd)

10:30am-12pm

409 Development: are you ready?

How do you know if your affordable housing project will be feasible? Let a development expert walk you through a basic analysis to determine if you have the capacity to create an affordable housing project. We'll examine:

- organizational capacity
- land and capital financing and/or funding
- risk management strategies

Graeme Hussey, Director of Housing Development, Centretown Citizens Ottawa Corporation, President, Cahdco

Session tags: Development, Financing, Operations, Risk Assessment, Strategic planning

410 Leading transformation: what does it take to build a sustainable organization?

Join a panel of senior community housing leaders who have moved or are in the process of moving to a more entrepreneurial business model as they discuss successes, trials and tribulations experienced during their transformation as well as:

- governance transitions
- corporate restructuring
- new development

Erika Erteki, Executive Director, Barrie Municipal Non-Profit Housing Corporation

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

LoriAnn Girvan, CEO, Toronto Artscape Inc.

Margie Carlson, Executive Director, Inter Faith Homes Group (Moderator)

Session tags: Development, Financing, Governance, Innovation, Strategic planning

411 ONPHA's Urban/Rural Indigenous Housing Strategy for Ontario

Following up our 2018 Affordable Housing Plan for Ontario, ONPHA and its Urban Aboriginal Housing Advisory Committee (UAHAC) have been working towards the development of a fulsome and robust Urban/Rural Indigenous Housing Plan for Ontario. Join our UAHAC committee co-chairs and the consultant who is preparing the Plan to hear about:

- the role of ONPHA's UAHAC and the purpose of the Plan
- the economic case for investment in Indigenous non-profit housing
- the positive impacts Indigenous housing providers have on residents and communities
- policy recommendations to address housing gaps and to maintain and expand existing supply

Daniel Brant, Proprietor, Daniel J. Brant and Associates

Marc Maracle, Executive Director, Gignul Non-Profit Housing/ONPHA's UAHAC Co-Chair

Frances Sanderson, Administrator, Nishnawbe Homes Inc./ONPHA's UAHAC Co-Chair

Session tags: Advocacy, Indigenous housing, Policy & legislation, Rural housing

Lunch (on your own)

12-1:30pm

Sessions 1:30-3pm

501 Over the hill and through the woods: moving from an operational to a strategic governance model

Inter Faith Homes recently made the transformation to a strategic governance model of governance. Join representatives from their organization and hear about:

- why a strategic board is more critical post-EOA/EOM
- matching the organization's needs with board members' skills
- the process and lessons learned

Margie Carlson, Executive Director, Inter Faith Homes Group

Additional speakers TBA

Session tags: EOA/EOM, Financing, Governance, Strategic planning

Sessions (cont'd)

1:30-3pm

502 Cannabis legalization and policy implementation: what's next?

Cannabis legalization has proven to be an area of ongoing adjustment for housing providers across Ontario. Join our panel as they discuss:

- policy development and enforcement
- ONPHA's Cannabis Toolkit
- your policy questions and concerns

Michael Hackl, Lawyer, Iler Campbell LLP

Doug Levitt, Lawyer, Horlick Levitt Di Lella LLP

Session tags: Community development, Policy & legislation, Operations

503 Early reactions to the 2019 Federal Election: where do we go from here?

With the ONPHA Conference scheduled to take place just days after the 2019 Federal Election, we will be gathering a panel of housing experts and advocates to hear their initial reactions. Hear thoughts on topics including:

- the status of the National Housing Strategy
- what the election could mean for community housing providers
- where the community housing sector needs to focus advocacy efforts now

Speakers TBA

Session tags: Advocacy, Policy & legislation

504 Building successful tenancies and strong communities

Managing successful tenancies can be a challenge. Learn how to prevent issues from reaching the Landlord Tenant Board from trained mediators and a lawyer with several years of experience in the housing sector. Gain an understanding of:

- your obligations under the Human Rights Code
- processes that can help you understand what can cause tenant issues
- how to create sustainable solutions to conflict

Celia Chandler, Partner, Iler Campbell LLP

Pamela Hudak, Mediator, The Alternative Dispute Resolution Practice Inc.

Lisa LaBorde, Lawyer and Mediator, LaBorde Law and Mediation

Session tags: Community development, Operations

505 Unit condition management: what you need to know

Join an expert to learn more about unit condition management and the processes used to follow up on complex unit conditions, including:

- the process of annual unit inspections
- tenant health and safety
- obligations under the RTA
- environmental health

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

Session tags: Community development, Operations, Risk assessment

506 The Canadian Rental Housing Index: 2019 update

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 and regions across the country. To support advocacy ahead of the 2019 federal election, the tool is being updated to include detailed information for each federal riding in Canada. Join ONPHA's partner, the British Columbia Non-Profit Housing Association (BCNPHA), to learn about:

- the CRHI update and what it means for Canadians
- how the updated tool was used for 2019 federal election advocacy across the country
- how the interactive online map can help you with local advocacy

Marika Albert, Policy Director, BC Non-Profit Housing Association

Session tags: Advocacy



Sessions (cont'd)

1:30-3pm

507 Step-by-step guide to building affordable housing: a free resource for rural communities

Join a representative from the Alberta Rural Development Network's (ARDN) Sustainable Housing Initiative (SHI) as they take you through their federally-funded guide to build affordable housing. The guide is developed specifically for rural communities and housing providers. Get a primer on rural development and learn about:

- initial project conception
- the planning process
- financial modeling
- applying for funding

Zain Abedin, Manager, Community Development, Alberta Rural Development Network

Session tags: Development, Financing, Rural housing, Strategic planning

508 Banking on success: an exploration of the social impact bond

Join this panel of supportive housing and social finance experts as they discuss social impact bonds, a new social finance tool which has the potential (in partnership with governments, private investors and service providers) to deliver effective and prevention-focused solutions to homelessness. Engage with:

- the origins of this novel investment product with a partial screening of the TVO documentary *The Invisible Heart* directed and produced by Nadine Pequeneza
- the organizations who were chosen to participate in the first and so far only Social Impact Bond pilot project in Ontario
- A lively debate on the pros and cons of a profit-driven approach to social interventions

Jaymin Kim, Manager, Capital Advisory, MARS Centre for Impact Investing

Michael Lethby, Executive Director, RAFT

Brigitte Witkowski, formerly of Mainstay Housing

Session tags: Financing, Homelessness, Innovation, Partnerships

509 After the smoke clears: responding to a fire safety review

You know your responsibilities under the Fire Code before a fire but do you know what is required during and after? How prepared are your building staff for a fire event? What documentation must you have readily available for the authorities? Join a panel of experts to talk about fire safety standards, case studies and the information that fire officials will want to see as part of a fire safety review including:

- records of test and inspection of life safety systems, staff training and staff and resident fire drills
- fire safety plan
- list of persons requiring assistance during evacuation
- communications of emergency procedures

Rob Clark, Building Systems Coordinator, Ottawa Community Housing Corporation

A representative from Ontario Municipal Fire Prevention Officers Association (OMFPOA)

Session tags: Operations, Risk Assessment

Sessions

1:30-4:30pm

510 Yardi user group: leveraging software for business optimization

Are you a Yardi user looking to find more effective ways to use the software? Do you know if you are using the software's functionality to its full capabilities? Are you interested in learning about new technologies that are going to be introduced to the social housing market? At this session, you will have the opportunity to discuss these topics and get a sneak peek at new Yardi technology and trends. Bring your questions and suggestions to this roundtable-style session and meet with the Yardi team to discuss ways to further leverage technology to optimize your operations. **Note:** this working group is open to Yardi users only. Attendance is limited.

Yardi Canada team

Session tags: Operations, Technology/data

Sessions (cont'd)**1:30-4:30pm****511 Kairos Blanket Exercise**

The KAIROS Blanket Exercise is an experiential and participatory education tool based on the findings of the 1996 Royal Commission on Aboriginal Peoples. Participants step onto blankets representing the land, and into the role of First Nations, Inuit and later Métis peoples. Facilitators read the script and assume the role of Narrator and European explorers and settlers. The exercise builds awareness and understanding of our shared history as Indigenous and non-Indigenous peoples in Canada by having participants literally walk through situations that include pre-contact, treaty-making, colonization and resistance. Participants are drawn into their roles by reading scrolls and carrying cards which ultimately determine their outcomes. By engaging on an emotional and intellectual level, the KAIROS Blanket Exercise effectively educates while increasing empathy. It reaches both the mind and the heart. It is contributing to a movement for reconciliation through education across the country.

KAIROS Blanket Exercise Facilitators**Coffee Break****3-3:30pm****Sessions 3:30-4:30pm****601 Field of Dreams: innovation in independent living**

The Elmira Field of Dreams and Snow Goose intentional community housing projects give tenants with developmental disabilities the opportunity to build a life of independence in a community living alongside local social work students and families through their good neighbour approach. Learn more about:

- how to build and create intentional communities
- innovative housing models
- the good neighbours concept
- providing passive supports and alleviating safety concerns

Greg Bechard, Executive Director, Elmira Developmental Support Corporation, Elmira District Community Living

Session tags: Community development, Housing supports, Innovation

602 Direct financial assistance: tales of the Portable Housing Benefit

The Housing Services Act, 2011 was amended in 2017 to give municipal service managers and District Social Services Administration Boards (DSSABs) the option to offer locally-funded portable housing benefits as an alternate form of financial assistance to rent-geared-to-income (RGI). Learn about the portable housing benefit, including:

- the differences between the benefit and RGI
- how the program increases housing options for recipients
- how service managers are delivering the program and the impacts on their community

Melisa Johnson, Program Administrator, County of Lambton

Beverley Kueper, Program Manager, Housing Services Division, Region of Durham

Sheldon Laidman, Director of Housing and Social Services Department, City of Kingston

Session tags: Community development, Innovation, Operations

603 Being constructive: moving ahead under the Housing Supply Action Plan

What challenges and opportunities will the Province of Ontario's Action Plan bring for the social housing sector? Join a panel of non-profit housing development experts for a discussion on:

- the potential impacts on the development process
- developing relationships with municipal and community partners
- ensuring financial feasibility to secure capital funding, grants, incentives
- building successfully under the current framework

Joy Connelly, Consultant, Connelly Consulting Services (moderator)

Erika Erteki, Executive Director, Barrie Municipal Non-Profit Housing Corporation

Mwarigha, Vice President, Housing & Homelessness Services, Woodgreen Community Housing Inc.

Sarah Phillips, Principal, Sarah J. Phillips Consulting Inc.

Session tags: Development, Financing, Partnerships, Policy & legislation, Strategic planning

Sessions (cont'd)

3:30-4:30pm

604 Lessons from a Passive House pioneer

Karen's Place, a 42-unit building for people living with mental health challenges, has been a model for Passive House development since it opened in 2016. Join the Executive Director of Ottawa Salus as she discusses the Passive House experience, including:

- opportunities for cost-saving
- lessons and benefits of the Passive House approach
- results of the post-occupancy evaluations conducted by the University of Ottawa and CMHC

Lisa Ker, Executive Director, Ottawa Salus

Session tags: Development, Energy efficiency, Innovation, Operations, Technology/data

605 Shared equity mortgages: financing options for home ownership and affordability

In the most recent federal budget, The Government of Canada recognized that housing affordability can be delivered using financing tools like shared equity mortgages. This fall, CMHC will roll out a \$1.2 billion shared equity program to help support first-time buyers. Funding is also being provided to organizations already in the field delivering this type of product. Learn how shared equity mortgages work and:

- their advantages and limitations
- how they will fit into the continuum of housing in Ontario
- how they may benefit current community housing tenants

Joe Deschenes Smith, Founder, Trillium Housing

Session tags: Financing, Innovation

606 Cross-sector partnerships: collaborating to increase housing supply

Demand for housing supply is increasing, with housing providers competing for limited funding to maintain and grow their portfolios. Join the CEO of Habitat for Humanity Halton-Mississauga as he explores how housing providers can leverage partnerships to increase housing supply and services and the steps that must be taken including:

- re-evaluating core competencies and mission deliverables
- learning from best practices
- combining forces with similar organizations to increase efficiencies
- partnering to deliver services outside of your organization's mandate

John Gerrard, CEO, Habitat for Humanity Halton-Mississauga

Session tags: Development, Financing, Innovation, Partnerships, Strategic planning

607 Social media 101: navigating a high road, high return approach

For many, social media can feel like the Wild West. Redbrick Communications will help tackle your fears by providing practical tools and strategies to achieve social media success, including:

- social media basics
- minimizing risk and maximizing reward
- social media policies and plans
- creating compelling content

Andrea Montgomery, Vice President, Redbrick Communications

Session tags: Community development, Operations, Technology/data

Sessions (cont'd)

3:30-4:30pm

608 End of Mortgages: what you should know as a *Housing Services Act* provider

There is an imminent issue with the *Housing Services Act* (HSA) funding model that will prevent HSA providers from having the resources to maintain subsidized rents and cover needed capital repairs at the end of their mortgage. If no action is taken, end of mortgages could put the viability of more than 55% of ONPHA's non-profit housing provider members at risk. Come learn more about:

- the issue and its impacts for HSA housing providers
- how ONPHA is responding and advocating on this issue

Helen Harris, Policy & Research Advisor, ONPHA
Ray Sullivan, Executive Director, Centretown Citizens Ottawa Corp.

Session tags: Advocacy, EOA/EOM, Operations, Policy & legislation, Strategic planning



Gala Reception & ONPHA Gala

**Gala reception | 6-7pm**

Join us for cocktails before the 2019 ONPHA Gala. Enjoy refreshments and catch up with your peers in a fun and relaxed environment. Plus, snap a Conference memory and get your picture taken with friends at the photo booth.

**ONPHA Gala | 7-9pm**

Celebrate community housing sector excellence with your peers while enjoying a delicious four-course meal at the must-attend event of the weekend.

Join us in toasting the 2019 ONPHA award winners who have made an outstanding contribution to the non-profit housing sector.

Sessions & Activities by Day

Sunday November 3

Breakfast

8-9am

Annual General Meeting

9-10am

All members are welcome! Start your morning with a hot buffet breakfast, then join ONPHA leadership to 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 8am. In order to vote, one voting member per housing organization must register at the AGM registration desk.



Closing Keynote

10-11am

Wrap up the weekend on a high note by taking in our Closing Keynote Address – always a fun and thought-provoking event!

Coffee break

11-11:30am



Travel & Accommodation

Accommodations

Sheraton Centre Toronto

123 Queen Street West, Toronto, ON M5H 2M9

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. The booking deadline to receive the group rate is **Tuesday October 15, 2019**. Book now, rooms are limited.

- Click [here](#) to reserve online
- call 1-888-627-7175 and state that you are part of the ONPHA 2019 group block

The rates will be available from **Saturday, October 26 to Thursday, November 7**, subject to availability of guest rooms at the time of reservation. Cancellations without penalty must be received more than 48 hours prior to day of arrival; cancellations received within 48 hours of arrival will be charged one night's room and tax.

Accessibility

Sheraton Centre Toronto is wheelchair accessible. Onsite signage will identify wheelchair accessible routes.

Travel

By public transit (TTC)

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, WestJet and Porter airlines. If interested, please email conference@onpha.org or visit our [Conference website](#).

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 \$12.35. 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 \$50 per day 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 \$3.50/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. Click [here](#) for details.

Registration Information

Early bird registration deadline **September 13**

Online registration deadline **October 18**

| Conference Registration* | | Housing Members | Service Manager Partners | Full rate | Tenants |
|--------------------------|-----------------|-----------------|--------------------------|-----------|---------|
| Up to Sept 13 | Full conference | \$570 | \$680 | \$1185 | \$515 |
| | Single day | \$380 | \$440 | \$670 | \$345 |
| After Sept 13 | Full conference | \$695 | \$830 | \$1185 | \$625 |
| | Single day | \$460 | \$535 | \$670 | \$420 |

*Opt out of a delegate bag and printed guide and receive \$10 off your registration

Registration Add-Ons

| Gala ticket | Guest pass | Education Day lunch |
|----------------------------------|------------|---------------------|
| Early Bird \$95 Regular \$140 | \$260 | \$65 |

Registration Options

Full registration

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

Single-day registration

Friday, November 1 only: your choice of sessions; meals and breaks; admission to Friday's plenaries; access to the Trade Show.

Saturday, November 2 only: your choice of sessions, meals and breaks as well as the Saturday morning plenary.

Enhance Your Conference Experience

Pre-Conference Events

Pre-Conference education courses and the Indigenous Housing Provider Gathering are not included in your conference registration. Sign up today to attend in-depth courses and events designed specifically for non-profit housing professionals. Breaks are provided for all Pre-Conference delegates. Lunch is provided to delegates registered for full day courses and the Indigenous Housing Provider Gathering. Attending a half-day course? Purchase a lunch ticket to join your colleagues. See the Pre-Conference Events section on page 2 for details.

Gala ticket

Attend a night of celebration! Join your peers to celebrate ONPHA's 2019 award winners, share a meal and enjoy live entertainment. Purchase additional gala tickets and bring a guest!

Guest pass

Bringing a friend or loved one to the Conference? Buy them a guest pass, enabling them access to all Conference meals and breaks, all plenary events, the Closing Keynote and Trade Show.

How to Register

This year, ONPHA is moving to online registration only. Fast and easy online registration is available on the [Conference website](#). 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! Registration closes **October 18, 2019**.

We're here to support you if you need help with online registration! Please contact us at conference@onpha.org for assistance.

Register online in four 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 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 four 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' email addresses



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. 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 4, 2019. No refunds will be issued for cancellations made after October 4, 2019. Substitutions are permitted. Please contact the conference team at conference@onpha.org for cancellations or substitutions. All refunds will be issued after the conference.

Privacy policy

The information collected from your registration will be used by ONPHA to determine future Conference programming and to help us tailor new offerings to enhance your membership.

Green policy

ONPHA is committed to reducing its carbon footprint at the Conference. This registration guide is distributed electronically and can be accessed on the [Conference website](#). Registration forms will not be available to submit by fax or mail this year. We encourage you to create your own agenda with our online registration tool and use our event app to help you plan your schedule onsite. 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.

At the start of your online registration, choose one of the 'Go green!' options to opt out of receiving a delegate bag and printed program guide and receive a \$10 discount on full and single day Conference registrations.

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 our best to eliminate barriers and improve 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. Our Conference team will follow-up on your request.



join us to celebrate sector excellence
at the 2019 ONPHA Gala!

Saturday, November 2

Reception | 6-7pm

Gala | 7-9pm

Tickets | \$95 (Early bird pricing)

(tickets can be purchased with registration)

ONPHA
GALA

