

ONP<sup>h</sup>A

ONTARIO NON-PROFIT  
HOUSING ASSOCIATION

# Owning Our Future

November 1-3  
Sheraton Centre Toronto



2019 ONPHA Conference  
Program Guide & Trade Show Directory

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# Thank You

to our 2019 Conference sponsors

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## Gold

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## Silver

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## Bronze

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## Contributing

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# 2019 ONPHA Conference

## Owning our Future

Welcome to the 2019 ONPHA Conference! We'd like to thank you, on behalf of ONPHA's Board of Directors and staff, for joining us in Toronto as we come together to define our vision for the future of Ontario's community housing sector.

2019 has been a year of transformation and growth as ONPHA members have pursued new partnerships, designed new financial models, faced the challenges of end-of-operating agreements and end-of-mortgages and employed new technologies to improve their operations and the lives of their tenants.

Innovation is hardwired into Ontario's community housing sector and ONPHA members are on the cutting edge. Our members are proving that they're the experts we need to move the sector forward and Own Our Future. The Conference is our opportunity for us to come together, align our strategies and ensure the sector's sustainability.

This year has also seen ONPHA building to lead, as we launched a new membership structure, revamped our procurement program with ONPHA Select, welcomed new team members and expanded our advocacy efforts and educational offerings. We have heard you and are hard at work to provide more of the tools and knowledge you need to offer your best, organization-wide and individually.

This year's program reflects the changing nature of the sector. Our plenary events will help to drive home the life-changing nature of the work you do and reinforce the need for unity within the sector. ONPHA's first-ever Innovation Showcase is making its debut this year, and represents what we already know to be true: the knowledge and ingenuity of our members is our most valuable resource and our ability to lift one another up will help guide us into the future we want to see.

We thank our sponsors and exhibitors whose support has helped to make this event possible. We'd also like to thank our team of volunteers, including the newly-reformed Conference Content Committee, and the ONPHA team who work hard every year to make the Conference a must-attend event and an enjoyable experience for all attendees. And of course, we thank our members for their dedication and enthusiasm that make an indescribable impact on the lives of hundreds of thousands of Ontarians.

We're looking forward to joining you as we come together to learn, share and look to the future. We hope you're as excited as we are to explore our potential and develop strategies that not only sustain our sector, but allow it to flourish.

The future is ours – let's own it!



Ami Patel  
President, ONPHA



Marlene Coffey  
CEO, ONPHA

# Conference Policies

## 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 at no cost. 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.

The Conference app allows you to keep your profile from being viewed by other delegates and opt out of appearing in the delegate list.

## 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.

## Sustainability policy

To help decrease our environmental footprint, ONPHA has instituted an opt-out policy for our Conference bag and program guide. This guide is also available as a PDF and can be accessed on our [Conference website](#).

The Conference Registration Guide is now only available electronically and all Conference registrations are processed through our Conference website registration portal, reducing our paper usage.

This guide was produced by a company that works to reduce its use of papers that contain ancient and endangered forest fibre and to advance forest conservation solutions and supports the development of environmentally-friendly paper.

The ONPHA Conference offers a digital app that includes all Conference-related information, including personalized programming and engagement.

Session handouts will not be printed for distribution at the Conference in an effort to save paper and reduce the impact on the environment. Likewise, all session evaluations will now be submitted via the event app rather than by paper forms.

Your 2019 conference bag has been produced by Somali Women and Children's Support Network, an organization that aims to move women towards a sustainable livelihood, and full economic, social and cultural participation in the Canadian community

## Accessibility and accommodation

We at ONPHA are 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 at time of registration, or talk to ONPHA staff onsite.

## Innovation Showcase

Throughout the Conference | Provincial Foyer, second floor  
**Friday** | ONPHA Trade Show

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!

**New  
this  
year!**

# Navigating the Conference

## Conference app

Download the Conference app to find your sessions, connect with your colleagues and to ensure you're up-to-date with everything going on at the Conference!

### Download the app:

**Step 1:** Download the free EventMobi app from your GooglePlay or Apple Store.

**Step 2:** Enter event code ONPHA2019 in the EventMobi app to find the ONPHA Conference page.

**Step 3:** Use your conference registration email to log in.

**Step 4:** See your agenda, sponsor profiles, speaker bios, exhibitor directory, connect with other conference attendees and access session surveys using your ONPHA 2019 app.

You can also sign in on the web version to benefit from all of the same features. Go to [eventmobi.com/app/onpha2019](http://eventmobi.com/app/onpha2019) and sign in. If you require assistance with the event app, please visit the service kiosk located on the concourse level by registration.

## ONPHA Booth

Provincial  
Foyer,  
second floor



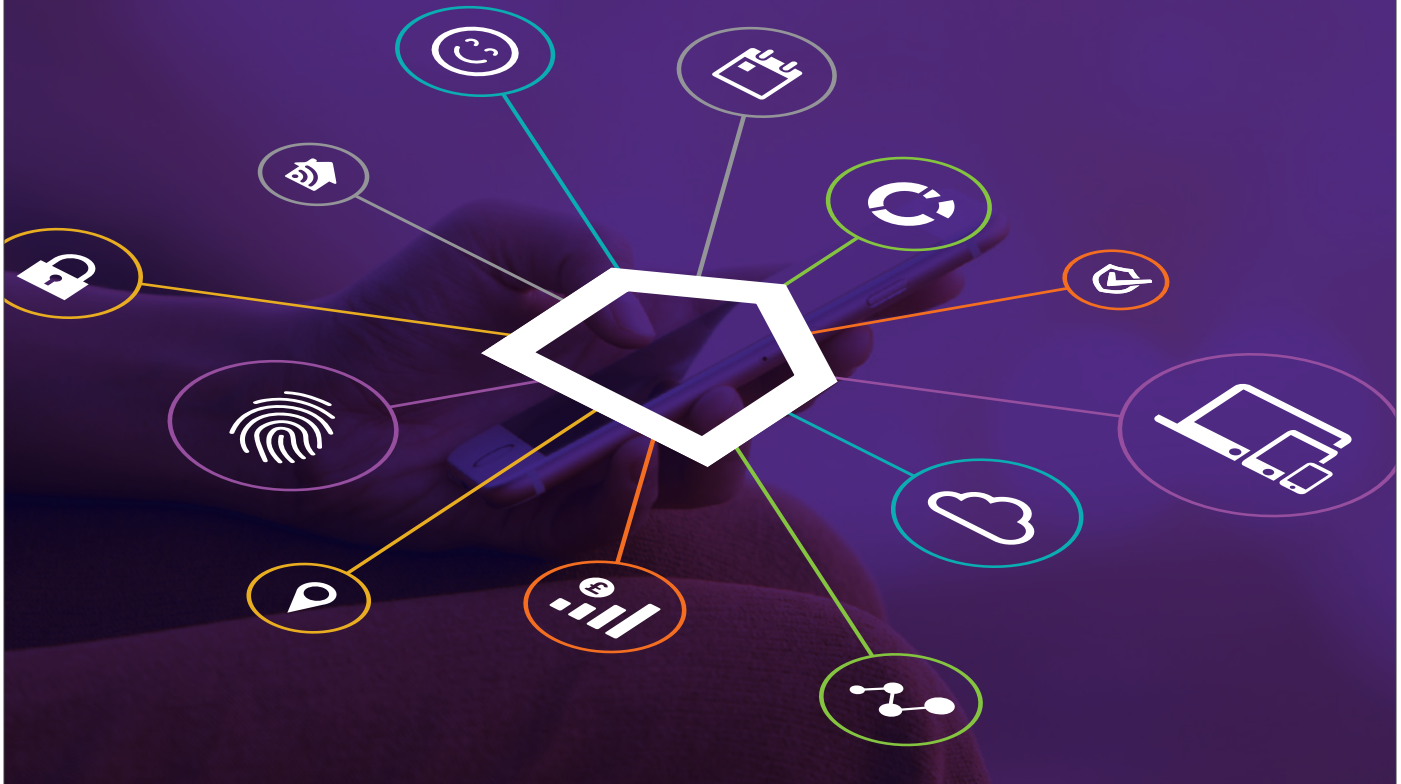
Pop by the ONPHA booth and say hi! Our friendly staff will be on hand to answer your questions about all things ONPHA.

## Session Tags

Plan your conference weekend! Identify the topics that best fit your professional development goals and then browse the session list beginning on page 9 to see which sessions fit best. Pick one session within each block – the 100s, 200s, 300s, etc. – and find your session times in the 'Conference at a glance' section on beginning page 6.

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

# Brighter Thinking for Housing



The housing sector is calling out for a fresh approach to managing their customers, processes and people.

That's why we've drawn a new blueprint for the technology that's shaping the future.

**A new open technology for housing.**



## Shaping the future of housing

NPS Housing's history has shown it to be a proven and adaptable solution that has evolved over time. Our growing customer base includes some of the largest and smallest housing providers in the world.

Visit us at this year's Vendor Tradeshow to find out more about how NPS Housing can help your organization.

NPSHousing@northgateps.com  
[northgateps.com/housing](http://northgateps.com/housing)



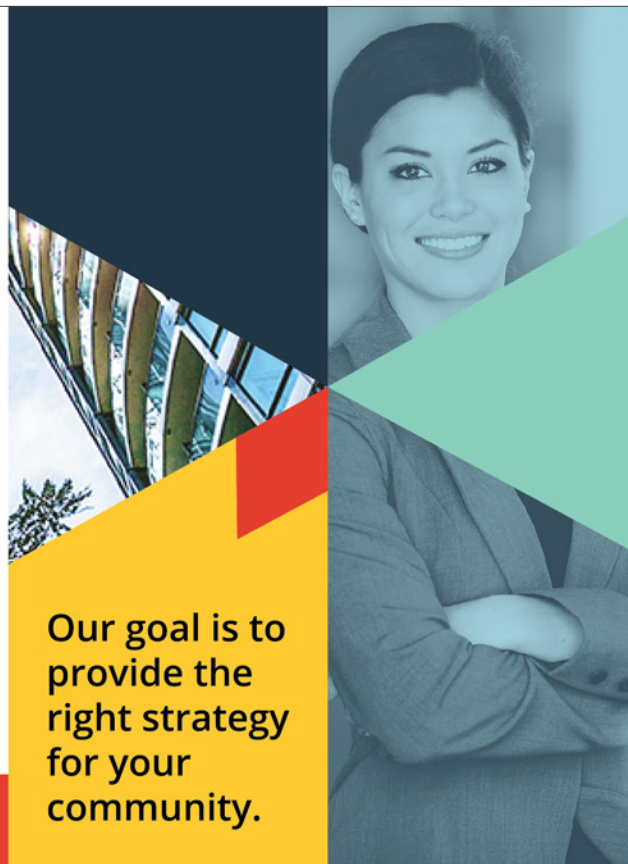


We are a full-service property management company, proud to serve non-profit communities.

Our team has deep industry knowledge, is educated about rent-geared-to-income, and trained to appreciate the sensitivities of working within the non-profit environment.



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Our goal is to provide the right strategy for your community.

## Resources *for your* Ideas



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Community Housing  
Transformation Centre  
Centre de transformation  
du logement communautaire

References • Resources • Funding  
Community Housing Management • Tenant Engagement

# 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 Grand Ballroom Foyer	Opening Plenary and Keynote Grand Ballroom	Coffee break Trade Show	101	Lunch, Trade Show & activities lower concourse	201						
						102		202						
						103		203						
						104		204						
						105		205						
						106		206						
						107		207						
						108		208						
						109		209						
						110		210						
						111		211						
SATURDAY		Breakfast Grand Ballroom Foyer	Plenary Grand Ballroom	Coffee break second floor	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							
			400 Running Tour											
SUNDAY		Breakfast Grand Ballroom Foyer	Annual General Meeting (AGM) Grand Ballroom	Closing Keynote Grand Ballroom	Coffee break Grand Ballroom Foyer									
	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.



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# Sessions & Activities by Day

## Friday November 1

### Breakfast

8:30–9:30am

Grand Ballroom Foyer, lower concourse

## Opening Plenary & Keynote

Grand Ballroom, lower concourse

9:30-11 a.m.

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 Secretary, Kelly Black.

Next, help us welcome Minister of Municipal Affairs and Housing, Steve Clark and Evan Siddall, President and CEO of Canada Mortgage and Housing Corporation, to the stage to address attendees.

Next, help us congratulate the 2019 winner of the ONPHA Award for Excellence. This award, sponsored by Prentice Yates & Clark, recognizes non-profit housing providers that respond to tenant or community needs with imagination and insight.

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 nonprofit housing in Ontario.

Finally, enjoy our 2019 keynote speaker, Stéphan Corriveau. Stéphan has just been appointed as the first Executive Director of the Community Housing Transformation Centre, a new initiative under the National Housing Strategy. Until then, he was President of the Canadian Housing and Renewal Association

(CHRA) and Executive Director of the Quebec Non-Profit Housing Network (Réseau québécois des OSBL habitation - RQOH).



Stéphan is also Director, North America, of the Housing International Coalition. Over the last 30 years, he has gathered experiences in Canada, Africa, Latin America and the Middle East, as field operator, academic and advisor for local, regional and national Non-Profit. He's been involved in policy-making process, at municipal, provincial and federal levels. He actively contributed to the development of thousands of new housing units and played key roles in restructuring strategies for big and small NPOs facing significant challenges, including the end of their Operating Agreement, bad asset management and tenant relations. Over his long housing career he has contributed to the development of thousands of new housing units and played key roles in the strategic restructure of NPOs facing significant challenges.

Don't miss out on his insights for housing providers as he shares his expertise and vision for the future.

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### Coffee break at the Trade Show

11-11:30am

Sheraton Exhibit Hall & Osgoode Ballroom, lower concourse

Sponsored by  **ECNG**  
energy group

Sessions	11:30am-12:30pm
101	<b>Community housing through a municipal lens: roles and priorities</b> <b>Session tags:</b> Advocacy Dominion Ballroom North, second floor
102	<b>CMHC Co-investment working session</b> <b>Session tags:</b> Development, Financing City Hall, second floor
	Sponsored by 
103	<b>Employment Standards Act: what you need to know</b> <b>Session tags:</b> Operations, Policy & legislation Provincial Ballroom North, second floor
104	<b>Organizational resilience: maintaining stability in a shifting landscape</b> <b>Session tags:</b> Financing, Governance, Innovation, Strategic planning Dominion Ballroom South, second floor
105	<b>Creating a new data standard for non-profit housing: solutions for Ontario</b> <b>Session tags:</b> Innovation, International, Strategic planning, Technology/data Kenora, second floor
106	<b>Building resilience: moving beyond traditional construction methods for Ontario</b> <b>Session tags:</b> Development, Energy efficiency, Innovation, Technology/data Provincial Ballroom South, second floor
107	<b>Housing LGBT2QIS+ seniors: community partnerships in action</b> <b>Session tags:</b> Community development, Housing supports, Innovation, Partnerships, Seniors Wentworth, second floor

108	<b>Community development: a body of practice</b> <b>Session tags:</b> Community development, Innovation, Operations Simcoe & Dufferin, second floor
109	<b>Beyond models: partnering to create inclusive communities</b> <b>Session tags:</b> Housing Supports, Innovation, Operations, Partnerships Elgin, second floor
110	<b>Affordable housing and Developmental Services: innovations and opportunities</b> <b>Session tags:</b> Community development, Housing supports, Innovation, Partnership Churchill, second floor
111	<b>Updates from the Ministry of Health</b> <b>Session tags:</b> Government updates Huron, second floor

Lunch	12:30-2pm
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Grand Ballroom Foyer, lower concourse

Sessions	2-3:30pm
201	<b>Country life: new solutions for housing in rural Ontario</b> <b>Session tags:</b> Development, Financing, Innovation, Partnerships, Rural Housing, Strategic Planning Churchill, second floor
202	<b>Cannabis: your rights and responsibilities as housing providers</b> <b>Session tags:</b> Community development, Legislation, Operations Dominion Ballroom North, second floor
203	<b>Updates from the Ministry of Municipal Affairs and Housing</b> <b>Session tags:</b> Government updates Dominion Ballroom South, second floor

**Sessions (cont'd) 2-3:30pm**

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

**Session tags:** Community development, Development, Homelessness, Housing Supports, Innovation, Partnerships  
Provincial Ballroom North, second floor

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

**Session tags:** Community development, Housing supports  
Provincial Ballroom South, second floor

**206 Strategic planning: paving the way forward**

**Session tags:** EOA/EOM, Financing, Governance, Operations, Strategic planning  
Simcoe & Dufferin, second floor

**207 Developmental services sector: connecting with your community partner**

**Session tags:** Community development, Housing Supports, Partnerships  
Wentworth, second floor

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

**Session tags:** Community development, Homelessness, Strategic planning  
Huron, second floor

**209 Community bonds: turning your supporters into investors**

**Session tags:** Development, Financing, Innovation, Partnerships, Strategic planning  
Elgin, second floor

**Sessions 2-5pm**

**210 Bus tour - Thunderbird First Nations**

Meet at the registration desk on the concourse level by 1:45 p.m.

**211 Bus tour - Housing innovation in action: Parkdale community tour**

Meet at the registration desk on the concourse level by 1:45 p.m.

**212 Supportive housing community of practice meet-up**

CANCELLED

**Coffee break at the Trade Show 3:30-4pm**

Sheraton Exhibit Hall & Osgoode Ballroom, lower concourse

Sponsored by  Naloxone Care.com

**Sessions 4-5pm**

**301 Stress less with mindfulness**

Dominion Ballroom South, second floor

**302 Health and housing: partnerships that transform lives and communities**

**Session tags:** Community development, Housing supports, Innovation, Partnerships  
Dominion Ballroom North, second floor

**303 Building dementia-friendly communities**

**Session tags:** Community development, Housing supports, Seniors  
Churchill, second floor

**304 Community foundations and community housing: exploring new partnerships**

**Session tags:** Development, Financing, Innovation, Partnerships  
Provincial Ballroom North, second floor

## Sessions (cont'd)

4-5pm

**305 The right to die with dignity: medical assistance in dying**

**Session tags:** Community development, Housing supports, Policy & legislation, Seniors  
Provincial Ballroom South, second floor

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

**Session tags:** Energy efficiency, Operations  
City Hall, second floor

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Life Takes Energy™

**307 Triggering events: a guide**

**Session tags:** Governance, Operations  
Elgin, second floor

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

**Session tags:** Operations, Purchasing  
Wentworth, second floor

**309 Tiny homes: alternative solutions for rural development**

**Session tags:** Development, Homelessness, Innovation, Rural housing  
Simcoe & Dufferin, second floor

**310 Common ground: using green spaces for community development**

**Session tags:** Community development, Innovation, Partnerships  
Kenora, second floor

**311 Wall Street Village: a blueprint for success in affordable seniors housing**

**Session tags:** Development, Financing, Partnerships, Seniors  
Huron, second floor

## Plenary

### Thought leadership: perspectives in housing

5-6:30pm

Grand Ballroom, lower concourse

Reconvene with your colleagues on the first evening of the Conference and join our panel for a lively discussion on different perspectives in community housing.

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Heating and Cooling

## Opening Reception



6:30-7:30pm

Lower concourse

Unwind after your first day at the Conference and 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.



# Sessions & Activities by Day

## Saturday November 2

### Breakfast

7:30–8:30am

Grand Ballroom Foyer, lower concourse



## Plenary: Centres of Excellence

8:30-10am

Grand Ballroom, lower concourse

ONPHA is currently in the process of creating a Centre for Housing Excellence. What can we learn from those who have initiated centres of excellence in their own sectors? Discover centres of excellence and learn how they're enabling improvements in leadership, best practices, innovation, and training across different sectors.

**Dr. Claudia Krywiak**, Interim President and CEO, Ontario Centres of Excellence

**Michelle German**, Vice President, Policy and Strategy, Woodgreen

**Derek Rumball**, President, The Bob Rumball Canadian Centre of Excellence for the Deaf

**Purnima Sundar**, Acting Executive Director, Ontario Centre of Excellence for Child and Youth Mental Health

Sponsored by

**Vancity Community Investment Bank**

## Running tour: Corktown Commons



8:30-10am

Meet at the registration desk on the concourse level by 8:15am

### Coffee break

10-10:30am

Second floor

Sponsored by **DMS**  
Property Management Ltd.

### Sessions

10:30-11:30am

- 401 ONPHA updates: what we've been up to**  
**Session tags:** Advocacy, Innovation, Partnerships, Purchasing  
Churchill, second floor
- 402 Sharing outside the sandbox: shared services**  
**Session tags:** Innovation, Operations, Partnerships  
Provincial Ballroom North, second floor
- 403 Strategic supplier selection and the RFP process**  
**Session tags:** Operations, Purchasing  
Simcoe & Dufferin, second floor
- 404 Lending a hand: scaling housing solutions through social finance**  
**Session tags:** Development, Financing, Innovation, Partnerships, Strategic planning  
Kenora, second floor



**Sessions (cont'd) 10:30-11:30am**

- 405 Modular housing pilot project: a post-occupancy evaluation**  
**Session tags:** Community development, Development, Energy efficiency, Financing, Innovation, Operations  
 Provincial Ballroom South, second floor
- 406 A game-changer: building inclusiveness in new developments**  
**Session tags:** Community development, Development, Innovation, Partnerships  
 Wentworth, second floor
- 407 The right to housing: using strategic litigation to advance human rights**  
**Session tags:** Advocacy  
 Dominion Ballroom North, second floor

**Sessions 10:30am-12pm**

- 408 Navigating without a map: finding your way post-EOA for providers of housing and supports**  
**Session tags:** EOA/EOM, Financing, Housing supports, Strategic planning  
 Dominion Ballroom South, second floor
- 409 Development: are you ready?**  
**Session tags:** Development, Financing, Operations, Risk Assessment, Strategic planning  
 Elgin, second floor
- 410 Leading transformation: What does it take to build a sustainable organization?**  
**Session tags:** Development, Financing, Governance, Innovation, Strategic planning  
 City Hall, second floor
- 411 ONPHA's Urban/Rural Indigenous Housing Strategy for Ontario**  
**Session tags:** Advocacy, Indigenous housing, Policy & legislation, Rural housing  
 Huron, second floor

**Lunch (on your own) 12-1:30pm**
**Area Restaurant Discounts**

This year, ONPHA has secured exclusive discount offers from area restaurants during lunch on your own on Saturday, November 2, in the following locations:

- Firkin on Yonge, 207 Yonge Street – 10% off\*
- Jack Astor's Bar & Grill, 144 Front Street West – 10% off\*
- Milestones, 10 Dundas Street East, 4th Floor – 15% off\*

**To be eligible for the discount, please show your server the 2019 ONPHA Conference App on your mobile device.**

\* Discount offers apply to food items on the menu (does not include beverages) and are only available at the specified restaurant address locations outlined above.


**Sessions 1:30-3pm**

- 501 Over the hill and through the woods: moving from an operational to a strategic governance model**  
**Session tags:** EOA/EOM, Financing, Governance, Strategic planning  
 Provincial Ballroom South, second floor
- 502 Cannabis legalization and policy implementation: what's next?**  
**Session tags:** Community development, Policy & legislation, Operations  
 Dominion Ballroom South, second floor
- 503 Early reactions to the 2019 Federal Election: where do we go from here?**  
**Session tags:** Advocacy, Indigenous housing, Policy & legislation  
 Simcoe & Dufferin, second floor
- 504 Building successful tenancies and strong communities**  
**Session tags:** Community development, Operations  
 Provincial Ballroom North, second floor

**Sessions (cont'd) 1:30-3pm**

- 505 Unit condition management: what you need to know**  
**Session tags:** Community development, Operations, Risk assessment  
 Dominion Ballroom North, second floor
- 506 The Canadian Rental Housing Index: 2019 update**  
**Session tags:** Advocacy  
 Huron, second floor
- 507 Step-by-step guide to building affordable housing: a free resource for rural communities**  
**Session tags:** Development, Financing, Rural housing, Strategic planning  
 Churchill, second floor
- 508 Banking on success: an exploration of the social impact bond**  
**Session tags:** Financing, Homelessness, Innovation, Partnerships  
 Elgin, second floor
- 509 After the smoke clears: responding to a fire safety review**  
**Session tags:** Operations, Risk Assessment  
 Wentworth, second floor

**Sessions 1:30-4:30pm**

- 510 Yardi user group: leveraging software for business optimization**  
 Kenora, second floor  
 Sponsored by 
- 511 Kairos Blanket Exercise**  
 City Hall, second floor

**Coffee break 3-3:30pm**

Second floor

Sponsored by 

**Sessions 3:30-4:30pm**

- 601 Field of Dreams: innovation in independent living**  
**Session tags:** Community development, Housing supports, Innovation  
 Churchill, second floor
- 602 Direct financial assistance: tales of the portable housing benefit**  
**Session tags:** Community development, Innovation, Operations  
 Dominion Ballroom South, second floor
- 603 Being constructive: moving ahead under the Housing Supply Action Plan**  
**Session tags:** Development, Financing, Partnerships, Policy & legislation, Strategic planning  
 Provincial Ballroom North, second floor
- 604 Lessons from a passive house pioneer**  
 CANCELLED
- 605 Shared equity mortgages: financing options for home ownership and affordability**  
**Session tags:** Financing, Innovation  
 Elgin, second floor
- 606 Cross-sector partnerships: collaborating to increase housing supply**  
**Session tags:** Development, Financing, Innovation, Partnerships, Strategic planning  
 Simcoe & Dufferin, second floor
- 607 Social media 101: navigating a high road, high return approach**  
**Session tags:** Community development, Operations, Technology/data  
 Provincial Ballroom South, second floor
- 608 End of Mortgages: what you should know as a *Housing Services Act* provider**  
**Session tags:** Advocacy, EOA/EOM, Operations, Policy & legislation, Strategic planning  
 Dominion Ballroom North, second floor

## Gala Reception & ONPHA Gala



### Gala reception | 6-7pm

Grand Ballroom Foyer, lower concourse

Join us for cocktails before the 2019 ONPHA Gala. Catch up with your peers in a fun and relaxed environment and get your picture taken with friends at the photo station.



### ONPHA Gala | 7-9pm

Grand Ballroom, lower concourse

Refresh and re-energize after a weekend of learning and professional development. The Gala is your chance to catch up with friends, enjoy a four-course meal and reflect on what we've learned over the weekend.

Join us as we come together as a sector to reflect upon successes and challenges of the past year and to honour our 2019 ONPHA Award winners who have made an outstanding contribution to the community housing sector, including the Innovation and Tenant Achievement Awards, sponsored by Enbridge, the Sybil Frenette Leadership Award, sponsored by Yardi and ONPHA's Lifetime of Service Award.

Sponsored by **YARDI**

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### We can help you too.

Whether you need help with human rights or landlord-tenant issues, litigation, employment law, contracts, construction law, refinancing or governance matters our experienced team has you covered. We've been working with Ontario's non-profit housing sector for over 40 years.



**Say hello!** Iler Campbell lawyers are speaking in sessions 103, 305, 502 and 504.

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# Sessions & Activities by Day

## Sunday November 3

### Breakfast

8-9am

Grand Ballroom Foyer, lower concourse

## Annual General Meeting

9-10am

Grand Ballroom, lower concourse

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 8 a.m. outside the Grand Ballroom. In order to vote, one voting member per housing organization must register at the AGM registration desk.



## Closing Keynote

10-11am

Grand Ballroom, lower concourse

Wrap up the weekend on a high note by taking in our Closing Keynote Address. This year, join Dan Trommater, Empathy Expert and World-class Magician, as he uses a combination of magic and humour to teach practical tools that improve communication, teamwork and leadership at all levels. He is passionate about helping people push past limitations and live more fulfilling lives. Dan delivers thought-provoking and captivating programs that help organizations improve communication and collaboration.



### Coffee break

11-11:30am

Grand Ballroom Foyer

Sponsored by





# Improving Affordable Housing For Everyone:

## How “Energy Efficient” and “Affordable” Go Hand-in-hand

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

### LEARN MORE ABOUT OUR 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 homes
- How our free Smart Thermostats offer can help residents manage their comfort level, and in turn reduce utility costs

For anyone involved in affordable housing,  
**THIS SESSION IS FOR YOU.**



## Stay Tuned for Session Details!

**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.

For more information, visit:  
[enbridgegas.com/affordablehousing](http://enbridgegas.com/affordablehousing)



## 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](http://www.dmsproperty.com)  
Contact: Paul Smith or Nick Savino

# ONPHA Trade Show Exhibitors

**Friday** November 1 | 8am – 4pm

Sheraton Exhibit Hall & Osgoode Ballroom, lower concourse

## Accent Building Sciences

**Booth: 241**

Accent Building Sciences works with property managers, building owners and asset managers. Accent provides professional engineering services in building envelope investigation, design & project management including roofing, waterproofing, and exterior walls, and concrete rehabilitation as well as Building Condition Assessments and Reserve Fund studies.

### Naji Hassan

info@absi.ca  
absi.ca



## Alert Labs

**Booth: 205**

Alert Labs designs and manufactures a suite of smart sensors that provide real-time monitoring and 24/7 alerts for water usage, leaks and floods, as well as sump pump and air conditioning performance, giving property managers and other stakeholders comfort knowing homes, multi-residential buildings and commercial properties are protected from high utility bills and property damage. The easy-to-use sensors, data and analytics help property managers across North America understand trends and incidents at their properties to improve efficiencies, save time, and reduce repair costs and damage due to leaky toilets, water left running, and inefficient sump pumps and residential air conditioners.

### Dave MacDonnell

davem@alertlabs.com  
alertlabs.ca



## Alterna Savings

**Booth: 109**

### Alia Abaya

alia.abaya@alterna.ca  
alterna.ca

## Appliance Canada

**Booth: 618**

Appliance Canada has been a part of the Non-Profit for over 20 years and we were one of the first companies to come on board. We have been established since the late 1980's and can provide you with all your major appliances. Quality is extremely important along with pricing, customer service and support. It is important for ONPHA to stay in contact with me to provide feedback whether positive or negative about the program. Your feedback is the key to making the program stronger.

### Fred Mansoub

fmansoub@appliancecanada.com  
appliancecanada.com



## Arcori Istcl Group (AIG)

**Booth: 213**

Arcori Istcl Group (AIG) is a leading edge company which is transforming the way Housing Portfolios are managed through the use of a comprehensive software tool called the Integrated Housing System(IHS). Please drop by their booth to see the next generation of Housing software applications and how it can help your organization.

### John McKenna

jmckenna@arcori.com  
arcori.com



## Blue Imp

**Booth: 119**

Now in its fourth generation as a Canadian, family-owned company, Blue Imp is proud to be Canada's longest-standing manufacturer of high-quality commercial playground equipment and park amenities. Designed for strength, style and fun, Blue Imp products inspire outdoor play for all ages and abilities while delivering long-lasting performance. Blue Imp's manufacturing facility is both ISO and IPEMA certified; all Blue Imp products meet or exceed industry standards and are backed by family pride as well as a no-nonsense warranty. Blue Imp's longevity is a testament to our ongoing commitment to customer service and satisfaction.

### Michael Rasmussen

miker@blueimp.com  
blueimp.com





## Canadian Housing Evidence Collaborative

**Booth: 507**

The Canadian Housing Evidence Collaborative (CHEC) is vying to become the hub of a new national research network connecting researchers to housing providers and policy makers. We are making the best evidence easily available, growing housing research capacity in the country and making sure research addresses key priorities in the sector. CHEC is based at McMaster University in Hamilton, but is comprised of leading researchers and organizational partners from across the country and around the world.

**Robbie Brydon**

robbie@chec-ccrl.ca



## Canada Mortgage and Housing Corporation

**Booth: 616**

Canada Mortgage and Housing Corporation (CMHC) exists for a single reason: to make housing affordable for everyone in Canada. We know that housing helps people stay employed, do better in school and participate more fully in society. Housing affordability and a stable housing finance system support a stronger, safer Canada where everyone can live with dignity. Affordable housing for all is an ambitious goal, and we can't do it alone. We're mobilizing the expertise and energy of governments, non-profits, lenders, developers, social entrepreneurs and co-ops to create the future of housing. Together, we're removing barriers to ensure that no one is left behind.

**Jamie Shipley**

jshipley@cmhc-schl.gc.ca

cmhc-schl.gc.ca



## Chamberlain Architect Services Limited

**Booth: 130**

## Coinamatic

**Booth: 239**

Coinamatic offers Alliance or Maytag commercial laundry equipment with either coin or card vended payment systems. We also offer our Coinamatic CP Mobile app that can operate mobile only or can be paired with an existing coin or card payment system allowing users to download a mobile app, establish and load an account, and start the machines using their smart phone! Let your residents pay how they want to pay! Our multilingual call centre is available 24/7 to assist residents and managers with their queries and our qualified Service Team is there when you need them.

**Susan Reynolds**

sreynolds@coinamatic.com

coinamatic.com



## Community Housing Management Network

**Booth: 231**

The Community Housing Management Network is celebrating our 10th anniversary. We pride ourselves on being dedicated and honest with a focus on your community. The Network will adapt our service model to accommodate the needs of your individuals housing community. We want to focus on what's important to you. Network services include dedicated on-site staff to ensure that residents, visitors and trades receive the personal service they deserve.

Providing professional management services to support affordable housing for families and individuals.

**Kim Weiman**

kweiman@thenetwork.coop

thenetwork.coop



## Community Services Benefits Trust Booth: 102

Community Services Benefits Trust (CSBT) is a non-profit trust that was formed in January 2002 by a group of not-for-profit community service organizations. Working together, these organizations created the Trust to provide fully insured, locally accessible benefits to social service organizations. Administered by GroupHEALTH Benefit Solutions, the CSBT plan is delivered through a national network of Advisor Partners. Local representation allows agencies to build relationships with the Advisor Partners, providing solutions that meet the needs of each organization. The Trust has grown to over 900 agencies across Canada representing over 30,000 employees.

**Paul Wheeler**

paul.wheeler@csbt.ca

csbt.ca



## Demtroys Technology Inc.

**Booth: 221**

For both electrical or gas heated buildings, Demtroys energy saving solution is a wireless in-suite heating control and monitoring system that saves 10 to 40% (average 25%) of heating costs. It is easy and superfast to install without remodeling. While traditional building automation systems control common areas, boilers and air make-up units, Demtroys innovative solution regulates the in-suite heating, which represents your most important energy costs. Rebate and financing available.

**Jacques Arseneault**

jarseneault@demtroys.com

demtroys.com



**DMS Property Management Company** **Booth: 215**

The DMS Group is a Property Management Services Company focused on the provision of specialized offerings to both private sector and public sector property owners across Ontario. DMS is a privately held company owned by Rob Watt and Paul Smith and the Tridel Corporation, one of Canada's leading real estate developers. DMS has over 100 staffed offices across Ontario, spanning 8 municipalities managing over 350 employees. DMS manages a wide variety of property types including multi-residential, retail, industrial and office as well as raw land.

**Nick Savino**

nsavino@dmsproperty.com  
dmsproperty.com


**Dome Services Group** **Booth: 114, 116**

Founded in 2007 by our President, Mr. Ray Tehaili, Dome Services Group (DSG) is a dynamic family-owned company that provides general contracting services for non-profit, co-operative, residential and other businesses. No project is too big or too small. We offer general contracting, operations and maintenance contracting, as well as project and construction management services to the Greater Toronto Area and beyond. DSG strictly adheres to a "Total Quality Management" system, ensuring the efficient and effective processing of policies and procedures that guide our operations. Our commitment to operational excellence ensures that we remain focused on our objective: Complete Customer Satisfaction.

**Rami Farhat**

info@domecarpet.com  
domeservicesgroup.com


**DSG Restoration Services** **Booth: 311**

DSG is a full-service general contracting and restoration contractor specializing in interior renovations such as unit upgrades, painting, flooring, kitchen cabinets as well as the exterior restoration of building envelopes, balconies and parking garage structures. We service multi-residential, commercial and industrial buildings for property managers and landlords across Southern Ontario.

**Emmanuel Constas**

emmanuel@dsgrestorationservices.com  
dsgrestorationservices.com


**Dulux** **Booth: 140**

Dulux stores carry a full line of interior and exterior paints for every project, including products specially formulated for kitchens, bathrooms, doorframes and trim. With over 80 stores in Ontario offering customized colour matching and free delivery, it is easy to see why Dulux Paints is the preferred choice for all of your painting needs. ONPHA members will receive up to 60% off on their paint products and 10% off all other sundry items purchased from Dulux.

**Martin Wolf**

martin.wolf@ppg.com  
www.dulux.ca/diy/where-to-buy


**ECNG Energy Group** **Booth: 521**

ECNG Energy Group is Canada's largest and longest standing provider of energy management solutions for commercial, industrial and institutional markets. With more than 30 years in the industry, our holistic approach to end-to-end energy management delivers the highest value to our clients every day.

**Paul Weingartner**

pweingartner@ecng.com  
ecng.ca


**Enbridge** **Booth: 302**

For over 15 years Enbridge Gas has offered energy efficiency programs to help customers use energy wisely and save money. Enbridge can help housing providers make better homes for their residents. To learn more please visit AffordableHousingEnbridge.ca.

**Carolyn Suter**

CSuter@uniongas.com  
enbridge.com


**Encasa** **Booth: 233**

Encasa Financial Inc. has helped over 800 social purpose organizations with the strategic investment of capital reserves and operating dollars. The innovative partnership between four key housing organizations across Canada (Housing Services Corporation, Co-operative Housing Federation of Canada, BC Non-Profit Housing Association and Co-operative Housing Federation of British Columbia) has provided our clients with customized, competitive and socially responsible solutions for investing. Visit our booth to learn more about our investment opportunities, the benefits of Responsible Investing and meet the team that has delivered successful results for over 15 years.

**John Osmond**

josmond@encasa.ca  
encasa.ca



**Finn Projects****Booth: 107**

Finn Projects (Synchronicity Projects Inc.) is an engineering company established in 1990 which operates throughout Ontario and across Canada. Over the last 29 years, we've specialized in providing energy solutions to managers of multi-residential, public sector and commercial buildings.

We provide a wide range of energy management services including energy audits; benchmarking; strategic energy/GHG reduction action plans; engineering design including drawings, specifications & construction management for energy retrofits; M&V of energy/water savings; incentive applications; and preventative maintenance and inspection apps.

Our mission is to provide our clients with realistic, cost effective and sustainable solutions that reduce utility costs.

**Derrick Finn**

finn@finnprojects.com  
finnprojects.com

**First General Canada****Booth: 304**

Established in 1983, First General has led the property damage restoration industry in technology, service and customer approval rating. Coordinating your restoration needs, our focus is always on offering you peace of mind and satisfaction in an otherwise stressful situation. To serve you better, our certified specialists are constantly updating their expertise in restoration technology. As a member of the Institute of Inspection, Cleaning and Restoration Certification, we are ready to provide you with the information and service you would expect from the best.

**Angela Veri**

Angela.veri@firstgeneral.ca  
www.fgsna.com/EN

**Focus Hospitality****Booth: 210**

Focus Hospitality provides innovative products to the hospitality, education, and multi-family housing channels. Best known for the Hookless and Protect-A-Bed brands we strive to develop new products that solve everyday problems. Visit our booth to learn about our exclusive offers for non-profit housing.

**Brenda James**

Brenda.james@focuspg.com  
fpghospitality.com

**George Kent Home Improvements Booth: 106**

George Kent Home Improvement has been servicing the GTA since 1949. We specialize in residential windows, doors, roofing, siding, eaves trough and insulation. Our windows and doors are Energy Star certified with many options to improve both the look and energy efficiency of the home. With respect to roofing we are certified under the GAF Master Elite Program. This distinction is carried by less than 3% of all roofers. We also specialize in both blown-in and spray foam insulation. We carry a \$5,000,000 liability insurance policy as well as maintaining a spotless WSIB account with no recorded accidents.

**Gerry Longpre**

glongpre1016@gmail.com  
georgekent.ca

**Grand HVAC Leasing Ltd****Booth: 209**

Grand HVAC Leasing Ltd, a Canadian owned company, and our American Subsidiary, Grand HVAC Leasing USA, LLC ("GHL"), specialize in delivering bundled HVAC and water heating solutions to consumers, commercial customers, and multi-family housing providers across North America. GHL provides alternative solutions to water heating, heating and cooling equipment upgrades, conversions and replacements, while bundling worry-free protection against service parts and labour costs. In addition, our programs provide scheduled preventative maintenance to ensure equipment safety, integrity, and performance. Our unique and efficient business model provides high growth opportunities, quality service, and a strong track-record of customer satisfaction and retention.

**Diane Lane**

dlane@grandhvacleasing.com  
grandhvacleasing.com

**Greensaver****Booth: 305**

GreenSaver is Ontario's leading not-for-profit energy-efficiency organization. For over 25 years, we've delivered energy conservation programs for utilities, agencies and governmental bodies, assisting homeowners and businesses across Ontario to reduce their energy and carbon footprint.

**Noor Alami**

Noor.alami@greensaver.org  
greensaver.org



**Greenwin**
**Booth: 503**

Greenwin Inc., headquartered in Toronto, is one of Canada's largest privately owned residential property management companies, professionally owning and/or managing more than 1,000,000 square feet of commercial space and 16,000+ residential units in apartment buildings and townhomes throughout central Canada.

**Kris Boyce**

kboyce@greenwin.ca  
www.greenwin.ca


**GUS Group**
**Booth: 138**
**Jamie Smith**

Jaime.smith@gus.ca  
gus.ca/en-on/insurers-adjusters-brokers

**H&S Building Supplies**
**Booth: 104**

H&S Building Supplies Ltd. is one of Ontario's premier maintenance supply wholesalers. We specialize in the multi-unit residential space; providing quality products, competitive prices, on-time delivery, and product knowledge second to none. We exist to service & supply the property management industry.

**Amit Shanghavi**

amit@hsbuild.com  
hsbuild.com


**Harco**
**Booth: 217**

Since 1961, the Harco name has been synonymous with laundry systems providing our customers with innovative technology, expertise, dependability and exceptional service. For over 50 years we are working with various markets throughout all of Ontario including health care, hospitality, multiple housing businesses, and coin laundry industries. We have won awards for both the prestigious Fred Maytag Travelling Trophy for Sales Excellence and the Maytag Red Carpet Service Award. These awards recognize distributors that provide excellent after sale support including factory trained service technicians with full parts inventory.

**Vadym Tokarenko**

VTokarenko@harcoco.com  
harcoco.com


**HD Supply Facilities Maintenance Canada**
**Booth: 222**

Count on HD Supply Facilities Maintenance for quality maintenance and repair products, support, and services.

**Laird Comber**

laird.comber@hdsupply.com  
hdsupplysolutions.ca


**Healthcare Accounting**
**Booth: 505**

The Healthcare Accounting Team has the skills and experience that are needed by Ontario's Non-Profit Housing Providers. Before hiring your next finance person, contact us first. We can provide your organization with the accounting/payroll/bookkeeping support that it deserves! We offer a wide range of accounting services to all organizations that operate within Ontario's housing market. Our engagements are structured on a customized basis to maximize the limited available resources. Contact us today to see what we can do for you.

**Jon Irwin**

jon.irwin@hccounting.ca  
hccounting.ca


**Homestarts Incorporated**
**Booth: 411**

Founded in 1975, Homestarts is a non-profit, community-based organization dedicated to the success of the affordable housing sector. We provide property management, maintenance, restoration, community development and consulting services to non-profit housing organizations throughout Ontario. In the last 45 years, over 200 communities have turned to Homestarts for assistance. We have the experience, skilled and dedicated staff to create and maintain healthy non-profit community and Homestarts is a proud member of ONPHA.

**Aida Lipp**

alipp@homestarts.org  
homestarts.org


**Hurren, Sinclair, MacIntyre CPA's LLP**
**Booth: 310**

We have been providing quality financial reporting and assurance services to the non-profit housing sector for over 25 years. Services include financial statement audits, business advisory, preparation of annual information returns for service managers and HST reporting.

**Don MacIntyre**

dmacintyre@hsmca.com  
hsmca.com


**Infrastructure Ontario**
**Booth: 134**

Infrastructure Ontario's Loan Program provides affordable, long-term financing to housing providers, municipalities, universities and other eligible public sector clients enabling them to modernize and renew their infrastructure. The Loan Program has helped support more than \$16 billion in local infrastructure investments across Ontario.

**Anthony Pizans**

Anthony.Pizans@infrastructureontario.ca  
infrastructureontario.ca





**K3D Building Automation Inc. Booth: 410**

K3D provides heating optimization for mid and high-rise apartment buildings. Our Heat Management System is a unique and dependable technology which reduces electrical and gas heating costs with a proven track record of 30%-40% overall savings per year. Our technology: monitors and controls temperature inside individual units, solves the problem of excessive and wasted heat and inhibits the opening of windows in the winter and shoulder months.

**Glen Doe**

glen.doe@k3d.ca  
k3d.ca

**McIntosh Perry Booth: 235**

McIntosh Perry is a leading provider of consulting engineering services in Canada. With more than 600 engineers, project managers and technical staff, our capabilities span the entire project life cycle. Our engineering services include: public infrastructure, private developers, buildings and oil & gas market sectors. As a national, multi-disciplinary engineering firm, we remain focused on one goal – helping you with your project. We offer the highest level of client service to a wide range of clients in the public and private sectors. Our expertise, gained through decades of experience, means you can rely on us to deliver high-quality and successful projects.

**Greg Devine**

g.devine@mcintoshperry.com  
mcintoshperry.com

**McINTOSH PERRY****Municipal Property Assessment Corporation (MPAC) Booth: 519****Gayelyn Henderson**

Gayelyn.Henderson@mpac.ca  
mpac.ca

**NaloxoneCare.com Booth: 216, 218**

NaloxoneCare.com is an online portal that allows Canadians to learn about the deadly opioid crisis currently affecting our country's citizens. It has been developed to train individuals to recognize the signs and symptoms of opioid overdose AND how to properly use the potentially lifesaving drug naloxone. Once the user has been properly trained, the website allows them to request a nasal naloxone kit be delivered directly to them. Naloxone kits are FREE for any resident of the province of Ontario. NaloxoneCare.com is here to help save lives.

**Jodi Bacchiochi**

bacchiocj@ebsi.com  
NaloxoneCare.com

**Newtech Booth: 413**

Newtech is your source for a wide range of innovative, cost effective, and ecologically sensitive air treatment products. We feature VAPORTEK air treatment systems. Vaportek odour control systems employ a proprietary compound of select natural oils resulting in odour neutralization so it does not return. Vaportek odour controllers are ideal for creating a fresh impression for your building and eliminate odours from marijuana & cigarette smoke, cooking odours, pets, water damage, garbage, mold, feces & urine, vomit or any other organic based odours. Vaportek has over 40 years of experience solving tough odour problems.

**Mark Robertson**

mark@vaportek.ca  
vaportek.ca

**NewViews Accounting Software Booth: 402**

NewViews has been the go-to accounting software for non-profit and co-operative housing providers in Canada for more than 30 years. NewViews for non-profit housing offers comprehensive accounting functionality, including payroll and provides sector-specific features like work order management, subsidy tracking, arrears reporting, an RGI calculator, automatic GST/HST rebate calculations and more.

**Helen Quackenbush**

hquackenb@qwpageweb.com  
newviews.com/nonprofit-housing

**Northgate Public Services Booth: 307**

Northgate Public Services has been providing Housing Software Solutions worldwide for over four decades, and in Canada since 1996. Staffed by housing practitioners and technologists, we understand our customers. NPS Housing provides automation, controls, and intuitive web-based access to find efficiencies, stay on budget, and reduce overhead. From triage, waitlisting, through long-term case and capital management, NPS Housing is a modular suite, covering the breadth of needs specific to Social Housing. Our state-of-the art reporting and dashboarding capabilities give employees and management alike the information they need to be responsive, supportive and stay ahead of the challenges unique to Housing.

**Jeff du Manoir**

jeffdu.manoir@northgateps.com  
northgateps.com



**NRB Inc.****Booth: 202**

NRB Inc., a Horizon North Company, is a successful, customer-driven manufacturer of high-quality wood- and steel-frame modular buildings based in Grimsby, Ontario. Since 1979, NRB has been creating projects of impressive design, finish and performance to serve the needs of the commercial, institutional, industrial, and retail markets. NRB and Horizon North are expert providers of a continuum of affordable housing which includes supportive, student, senior and assisted living housing, as well as market and mixed-use rentals. Leveraging experience from more than 30 projects, NRB delivers a proven model for affordable housing that creates project certainty on quality, cost and schedule.

**Laurie Robert**

laurierobert@nrb-inc.com

www.horizonnorth.ca/company/nrb/

**Nusite Contractors****Booth: 404**

Nusite Contractors has been in the construction business since 1979. What started as a small, family-run operation, has grown to encompass some of the best trades and service personnel in the industry. In 1990 we went full-force into the waterproofing and foundation repair world and have never looked back.

Regarded as one of the best waterproofing and structural Contractors in the GTA, Nusite has the infrastructure and capability to handle all of your needs.

**Gerry Longpre**

glongpre1016@gmail.com

nusitegroup.com

**Nutra Services Inc.****Booth: 204**

For over 30 years, Nutra Services has been a leader in providing exceptional Dining, Nutrition and Facilities Services to numerous Retirement and Long Term Care partners across Ontario. We believe strongly in customizing solutions for our clients, and through this flexibility and partnership have grown our business to 32 client sites, many of our current clients see Nutra Services as their first choice to partner in new locations.

**Michael May**

michaelmay@nutraservices.ca

nutraservices.ca

**Onyx-Fire Protection Services Inc. Booth: 405**

Onyx-Fire Protection is a full-service fire protection firm offering technical expertise and best-in-class customer service for fire alarm systems, sprinkler systems, fire extinguishers, emergency lighting, fire hydrants and kitchen suppression systems.

**Stephen Otulakowski**

Sotulakowski@onyx-fire.com

onyx-fire.com

**Pioneering Technology****Booth: 408****Michael Quast**

pioneeringtech.com

**PlayPower Canada****Booth: 403**

Customers love our products, which include Little Tikes Commercial & Miracle Recreation play equipment, Play Shade, Wabash site furnishings, TrekFit fitness equipment and ICON shelters. Since 1947 PlayPower Canada has been delighting communities with our wide selection of playground and recreational products. We began as Paris Playground Equipment Limited, and over the years have grown to be Canada's trusted source for world-class playground equipment, site furnishings, fitness equipment and so much more. We make sure Canada has the best solutions available globally for our communities. We are here to help you find solutions for your recreational spaces.

**Brian Jenkins**

Brian.Jenkins@PlayPower.com

playpowercanada.ca

**Plumbers Specialty Supply****Booth: 206**

PSS is a Canada wide wholesale distributor of high-quality plumbing, hardware, heating and electrical parts. We have been in business coast to coast for over 40 years and have a solid reputation based on quality products, competitive pricing and superior customer service.

**Manny Matos**

manny@plumbss.com

plumbss.com

**Prentice Yates & Clark,  
Chartered Professional  
Accountants****Booth: 203**

Prentice Yates & Clark, Chartered Professional Accountants is a full-service firm serving and supporting the non-profit housing sector in Ontario since 1973.

**JJ Pauze**

jj.pauze@pyc.net

pyc.net





**Pretium Engineering Inc.****Booth: 313**

Pretium is a specialist building science and structural consulting engineering firm with 25+ years' experience serving non-profit housing providers. Key Services: 1) building condition and accessibility assessments and reserve fund studies; 2) investigation, design, specifications, tendering, project management, inspection for repair/restoration; 3) structural engineering; 4) design support and construction quality assurance for new construction; 5) forensic services and litigation support.

**Dave Moore**

dave.moore@pretiumeng.com  
pretiumengineering.com

**Priority Submetering Solutions Inc. Booth: 308**

Priority Submetering Solutions Inc. is a licensed, full-service, customer-focused, utility suite metering and billing company. We offer flexible solutions for electricity, water, gas, thermal and steam to a wide variety of multi-unit buildings including: Condos, Apartments, Co-ops, Affordable Housing, Student Housing, plus Commercial and Industrial properties.

Priority has an A+ rating with the Better Business Bureau, and we have produced millions of utility invoices for customers across North America. Our goal is to provide custom designed Suite Metering and billing solutions, while upholding the highest standard of service.

**Jeff Pimm**

JeffP@prioritymeter.com  
prioritymeter.com/ca/

**Pro Edge Management****Booth: 208**

We are a full-service property management company, providing property administration, maintenance and financial services. Our services are tailored to meet the needs of each of our clients. We understand the requirements set out by the funding providers and their respective programs. We offer a full range of professional services designed to support the mandates of our housing providers.

**Lovelyn Valdez**

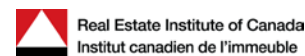
lovelyn@proedgemgmt.ca  
proedgemgmt.ca

**Real Estate Institute of Canada****Booth: 101**

The Real Estate Institute of Canada (REIC) is a not-for-profit membership organization dedicated to advancing education and professionalism in the real estate industry. Our courses and designation programs shape the future of real estate by enhancing the skills of talented professionals and business leaders. Committed to the highest professional and ethical standards, REIC has been educating and certifying specialists since 1955.

**Britny Rodé**

infocentral@reic.com  
reic.ca

**Reliance Home Comfort****Booth: 212**

Reliance specializes in the supply, install, repair, and maintenance of HVAC, water heater, water purification, plumbing, and electrical products nationwide. With one of the largest teams of service technicians, a dedicated call centre and local account management, Reliance provides industry leading service and maintenance for multi-unit residential and commercial applications owned or operated by landlords and Property Management firms.

**Kimberly Geroux**

KGeroux@reliancecomfort.com  
reliancehomecomfort.com

**Richmond Community Management Services (RCMS)****Booth: 312**

Richmond Community Management Services (RCMS) is an experienced property management firm that is dedicated to providing quality service with a high standard of excellence, care, & personalization. RCMS focuses on providing clients with exceptional delivery of services, superior value & community leadership. We offer comprehensive, professional management services to serve all of your financial, administrative, and building maintenance needs. RCMS's hands-on senior management, in-house support staff, and customized financial packages will ensure that your community receives customized services that meet your needs.

**Maninder Kalirai**

mkalirai@rcms.ca  
rcms.ca



**Safety Media Inc.**

**Booth: 306**

Safety Media provides property developers, managers and owners with a one-stop-shop for all their fire and life safety essentials. The company manufactures, sources and distributes a full range of quality and reliable safety products. These include fire extinguishers, first aid supplies, workplace safety equipment, and fire safety plan boxes. Safety Media also manufactures in-house all standard and custom signs needed to meet fire and building codes, and workplace safety regulations. We help you achieve your compliance, fire and life safety objectives.

**Solange Guillen**

solange@safetymedia.com  
safetymedia.com



**SolarWall Conserva Engineering Inc. Booth: 309**

**Todd Marron**

tmarron@solarwall.com  
solarwall.com

**Sparkle Solutions**

**Booth: 225**

Sparkle Solutions is the industry leader in providing laundry services in the rental apartment building sector. We supply, service and manage coin and card operated washers and dryers. Whether adding a new laundry room, upgrading your existing equipment or searching for a new laundry service provider Sparkle Solutions specializes in a custom solution that will meet your specific needs both economically and environmentally.

**Maria Mascall**

maria@sparklesolutions.ca  
sparklesolutions.ca



**Terminix Canada**

**Booth: 409**

Terminix Canada's Ontario branch is one of the most-respected pest control companies providing service in Toronto and across the province. We specialize in both commercial and residential pest control in Ontario. This includes fast and effective pest removal and pest analysis tactics developed and refined over 20 years.

Locally operated, Terminix Canada's government-licensed pest exterminators have safeguarded commercial businesses and residential homes throughout Ontario and Eastern Canada with effective pest control since 1997.

**Moragh Baggot**

mthomas@magicalpest.ca  
terminix.com



**UR Concierge Services**

**Booth: 132**

**Jennifer Mulholland**

jennifer@urcsi.com  
urcsi.abiviahost.ca

**Ventilation Maximum Ltd.**

**Booth: 103**

Canadian Manufacturer - all raw materials, people employed, manufacturing plant, knowledge and experience in solving problems, fully Canadian. Producing the highest quality Ventilators and HVAC terminations.

**Stephen Lucas**

slucas@ventilation-maximum.com  
ventilation-maximum.com



**Water Matrix**

**Booth: 105**

**Brynn Nugent**

brynnn@watermatrix.com  
watermatrix.com

**Waterproof Masters & Associates Inc**

**Booth: 112**

We have 25 years of combined experience in basement and foundation waterproofing of interior and exterior homes, townhomes and apartments/condo buildings including underground parking lots. We service Central Ontario with 24/7 emergency services and foundation repairs from cracks to structural corrections. We have a lifetime warranty which is transferable on all repairs. Additional services include underground pavement resurfacing and crystalline engineered waterproofing. We also provide products and installation/repair services and building inspection services provided with infrared camera technology. We have \$2 million 2nd party liability insurance coverage, are **WSIB covered and all employees are bonded.**

**Gerry Longpre**

glongpre1016@gmail.com  
waterproofmasters.com



**Wilkinson Chutes Canada Inc.****Booth: 407**

Wilkinson Chutes Canada Inc. is a manufacturer of garbage and linen chutes for low-rise and high-rise buildings throughout Canada. We not only supply new construction projects but also retro old, existing, worn out/down applications. In addition, we manufacture disposal garbage bins of different sizing inclusive of garbage compactors and tri sorters. The company builds and installs bicycle racking both internally in underground parking lots and externally inclusive of indoor lockers. Wilkinson Chutes has been in business over 25 years and its reputation to quality products and service maintains one of the highest ratings in Canada.

**Gerry Longpre**

glongpre1016@gmail.com  
wilkinsonchutes.ca

**WINMAR****Booth: 509**

WINMAR® is a full-service property restoration company and general contractors with 95 locations across Canada and over 40 years in the industry. At WINMAR®, we understand disasters such as fire, water and storm damage have a significant impact. We will work with you to understand your unique requirements and bring your facility back to normal operating condition with reduced business interruption.

**Debby Matz**

debbymatz@winmar.ca  
winmar.ca

**WSP Canada Inc.****Booth: 207**

WSP is one of the world's leading engineering professional services consulting firms. WSP provides technical expertise and strategic advice to clients in the Transportation & Infrastructure, Property & Buildings, Environment, Industry, Resources and Energy sectors, as well as offering project and program delivery and advisory services. With approximately 48,000 talented people in 550 offices across 40 countries—we are uniquely positioned to deliver successful, sustainable future ready projects, wherever our clients need us.

**Vaz Hatzipanagiotidis**

vaz.hatzipanagiotidis@wsp.com  
www.wsp.com/en-CA

**Yardi****Booth: 303**

Yardi Systems is the industry leader in providing property management software and services. Yardi's real estate management platform integrates property management and accounting in a centralized database.

**Amanda Moreira**

Amanda.Moreira@Yardi.Com  
yardi.com



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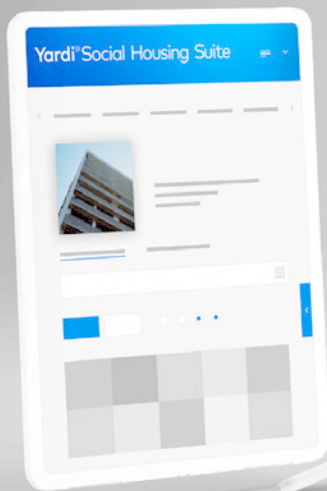


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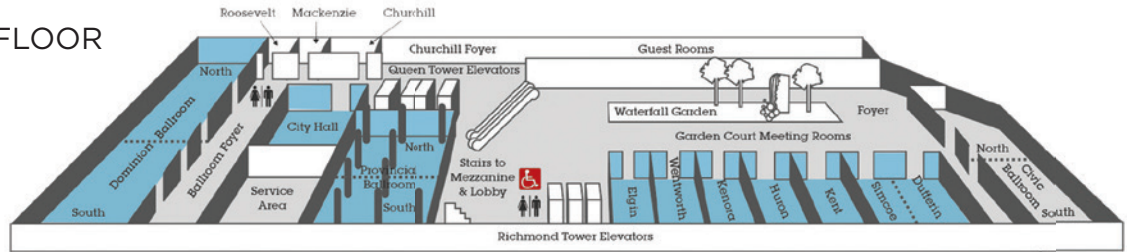
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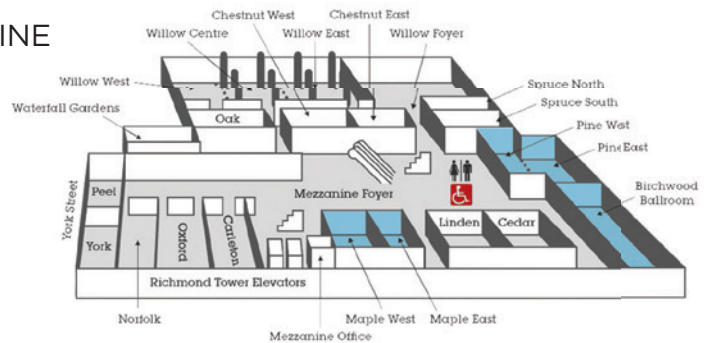
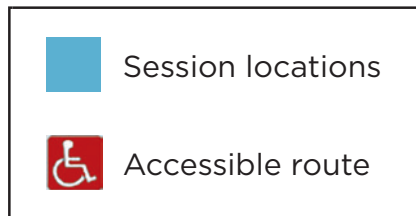


# Sheraton Centre Toronto Floor Plan

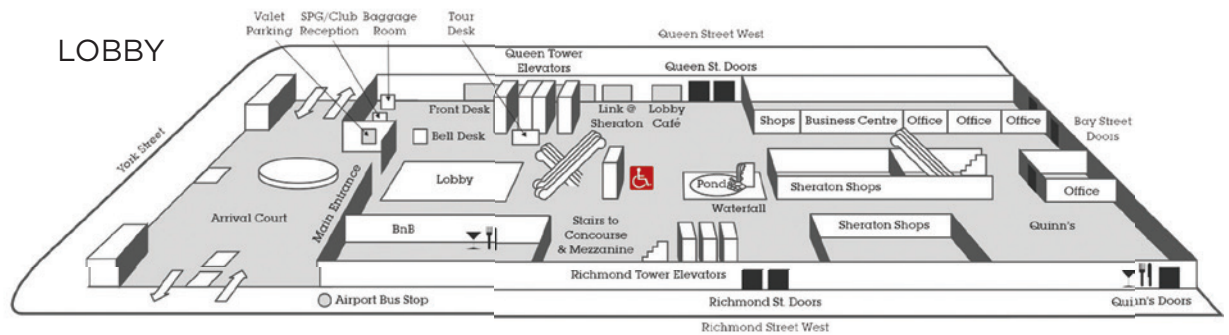
## SECOND FLOOR



## MEZZANINE



## LOBBY



## CONCOURSE

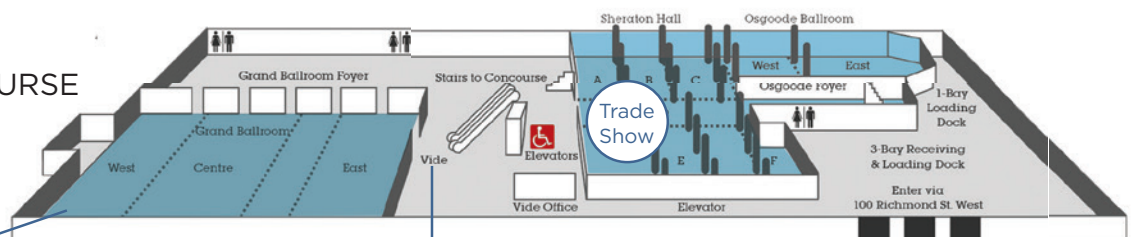
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