



EDUCATION DAY  
NOVEMBER 13, 2014

2014 ONPHA Conference & Trade Show  
The Westin Ottawa

# Making an impact

pre-conference education courses



# Education Day

**M**ake the most of your conference by joining us for a pre-conference education course. Our full and half-day courses dive deep into the topics that matter to staff and volunteers in Ontario's non-profit housing sector. Then, join us for the 2014 ONPHA Conference and Trade Show!

**Not planning to go to the conference? You can still attend Education Day!**

## Why register for pre-conference education courses?

### Learn from the experts.

The ONPHA conference brings sector experts together in one place. This enables us to deliver educational opportunities that wouldn't otherwise be available.

### Stay up-to-date on the sector.

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

### Save money.

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



## Win an iPad Mini

Register online before September 12 and you'll be entered into a draw to win an iPad Mini! Registration is easy thanks to our new conference website.

**Registering and paying online is safe and convenient!**

Please visit [www.conference.onpha.on.ca](http://www.conference.onpha.on.ca) for contest details.



# At-a-glance



## On-site registration

Check in at the conference registration desk before your course begins. The registration desk will be located in the foyer area on the fourth floor of the Westin Ottawa. If you are also attending the conference, you can pick up your delegate kit at the same time.

- Full-day courses** 9 a.m. to 4 p.m. includes breakfast, lunch and coffee breaks  
**Half-day courses** 9 a.m. to 12 p.m. includes breakfast and a coffee break  
1 to 4 p.m. includes a coffee break

## Fees and registration

Education Day courses are not included in your conference registration and must be purchased separately.

Go to [www.conference.onpha.on.ca](http://www.conference.onpha.on.ca) for easy and fast online registration for conference and Education Day sessions. Hard-copy Education Day registration forms can be found on page 8 of this guide.



## Questions?

Contact [conference@onpha.org](mailto:conference@onpha.org) or 1-800-297-6660.

# Education Day course schedule

Time	Courses
<b>Full-day courses</b>	
<b>9 a.m. – 4 p.m.</b>	F1 RGI: Do your calcs add up? F2 The fundamentals of affordable housing F3 Getting it write: Notices of termination at the Landlord and Tenant Board F4 Fire safety: Are you up-to-date on regulations? F5 FISH! Lessons in customer service
<b>Half-day courses</b>	
<b>9 a.m. – 12 p.m.</b>	H1 Financial management for board members H2 Operating agreements are ending: What's next?
<b>1 – 4 p.m.</b>	H3 Integrated pest management: Bed bugs and beyond

# Choose your courses



## Full-day courses

4

EDUCATION DAY

### F1 **RGI: Do your calcs add up?**

Take your number crunching to the next level! Designed for experienced RGI administrators, this intensive course will help you navigate tricky calculations. Bring challenging calcs that you've encountered to this interactive and practical workshop. We'll cover the variables and formulas used to calculate rent-geared-to-income under the *Housing Services Act* using a series of case studies.

Learn how to:

- verify different sources of income, including what income is included and excluded from RGI calculations
- handle retroactive lump-sum payments and tenant incomes that fluctuate
- apply utility charges and allowances

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

### F2 **The fundamentals of affordable housing**

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

Participants will leave knowing:

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

**Steve Pomeroy**, Principal, Focus Consulting Inc.

### F3 **Getting it write: Notices of termination at the Landlord and Tenant Board**

Evictions are one of the toughest parts of a landlord's job, but it is crucial to master the process. Avoid delays and frustration by gaining a full understanding of how the Landlord and Tenant Board (LTB) operates. Join *Residential Tenancies Act* (RTA) expert Laura Clark as she walks you through the different notices of termination and the process at the LTB.

Participants will leave with:

- a better understanding of the RTA and your role as a landlord
- the knowledge of when to use each notice and how to complete them correctly
- strategies for resolving a dispute and avoiding a hearing
- tips on how to prepare for a hearing

Bring your questions and get the answers you need.

**Laura Clark**, Lawyer, Ottawa Community Housing

### F4 **Fire safety: Are you up-to-date on regulations?**

With fire regulations in Ontario constantly changing, it can be tough to keep up. Get the latest scoop on fire safety from James Hind, a fire prevention expert for the City of London. He'll share the most current information on the Ontario *Fire Code* and essential fire safety practices.

James will cover:

- responsibilities of a landlord/superintendent as described in the *Fire Code*
- how to make sense of the legislation and which sections are the most important
- what's new in the *Fire Code*, including carbon monoxide detection
- vulnerable occupancies and care occupancies
- fire prevention in your buildings

**James Hind**, Fire Prevention Inspector/Fire Investigator, City of London

### F5 **FISH! Lessons in customer service**

*The FISH! Philosophy, Catching the Wave*, is a fun, participatory workshop that will encourage you to rethink customer service.

In this workshop, you will explore the following concepts to develop a roadmap for positive cultural change:

- choose your attitude: attitude adjustment
- be there: wherever you are, be all there
- use play to make a positive difference
- make their day: basic customer service concepts

This workshop includes a thought-provoking video designed to stimulate positive discussion about what we do and how we serve others. Based on Seattle's famous Pike Place Fish Market, this program can play a key role in enhancing your effectiveness while improving overall customer satisfaction.

**Mauricio Osorio**, Staff Trainer, Fanshawe College



# Half-day courses

## H1 Financial management for board members

As a member of the board, your primary responsibility is to ensure the financial health of your organization. Hone your skills with this hands-on workshop on board essentials.

We'll share best practices and practical information on:

- the principles of financial stewardship and the financial cycle for non-profit housing providers
- roles and responsibilities of a board and staff with respect to sound financial management
- the budgeting process
- reviewing financial statements to get the information you need to make good decisions
- implementing financial policies and internal controls to ensure compliance in your operations

Learn from a sector expert and leave with tools and resources including sample policies and templates to share with your organization.

**Rick Kay**, Accounting and Financial Reporting Consultant

## H2 Operating agreements are ending: What's next?

Don't stress about the end of your operating agreement. This session will give staff and board members of federal housing providers tools and tips to help them plan for the future. Get a good grasp of the situation – we'll highlight what changes and what stays the same when an operating agreement expires. This course is targeted to non-profit organizations and service managers with unilateral federal units that are expiring.

Participants will learn:

- what data is needed before beginning the planning process
- what opportunities exist for restructuring debt
- how to identify strengths, weaknesses, opportunities and threats using a SWOT analysis
- how to determine the skills a board needs to move forward
- how to identify next steps

**Jo Ferris-Davies**, Director, Member Services, ONPHA

## H3 Integrated pest management: Bed bugs and beyond

There might be more critters bugging your tenants than just bed bugs. While these persistent parasites get all the press coverage, many more insects can lurk within the walls of any home. Learn how you can manage common household pests and best practices for keeping your buildings bug-free with this half-day course on integrated pest management.

We'll cover:

- unit condition assessments
- identifying different pests
- treatment options for infestations

**Richard Grotsch**, Manager, Integrated Pest Management, Toronto Community Housing



Staying for the conference?

Stop by ONPHA's Resource Centre.

During the conference, ONPHA publications and products can be purchased at the Resource Centre. We have a variety of tools and resources to help you meet your training needs. Our staff will be there to answer your questions and discuss ONPHA's professional development opportunities.



**Books and disks**  
ONPHA'S GUIDES TO LEGAL, FINANCIAL, TENANT, MAINTENANCE AND ADMINISTRATIVE ISSUES  
March 2013

**ADMINISTRATION**  
**Administrative Policy Handbook**  
This comprehensive resource is a handbook and CD of downloadable documents including policy guidelines, templates and sample forms that you can use to create your building management and tenant policies. The electronic only version is also available.  
Complement with the most regulations, it is filled with advice and best practices, and includes key policies on human rights, accommodation, service standards and emergency preparedness.  
Regular Members: \$60 + GST  
Service Manager Members/Associate Members: \$90 + GST  
Nonmembers: \$120 + GST

**Education for NCRA Customer Service Statute**  
These implementation and training resources will help you understand and meet obligations under the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard.  
The handbook and CD include:  
• a handbook and video for boards and managers  
• a checklist and sample forms  
• a training workbook and video for staff  
Available only to non-profit associations.  
Regular Members: \$75 + GST  
Nonmembers: \$100 + GST

**Essential Resources for non-profits**  
For this guide to your responsibilities under the Residential Tenancies Act (RTA) and the Access to Information Act (ATIA), an indispensable reference for staff and property managers who are responsible for giving notices of rent increases, preparing market rents, collecting rent and handling evictions.  
This handbook will teach you:  
• how to file a request for information and administrative review  
• which functions of the RTA non-profit organizations are exempt from  
• how to handle tenancies and rent charges under the RTA  
Regular Members: \$60 + GST  
Service Manager Members/Associate Members: \$90 + GST  
Nonmembers: \$75 + GST

[www.onpha.on.ca/publications](http://www.onpha.on.ca/publications)

# ONPHA The Knowledge Advantage

## Meeting your training needs

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

### Online learning

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

### In-person courses

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

### Publications and products

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

Visit [www.onpha.on.ca/education](http://www.onpha.on.ca/education) for more information.

# 2014 Education Day | REGISTRATION FORM

## November 13, 2014



Go to [www.conference.onpha.on.ca](http://www.conference.onpha.on.ca) for easy and fast online registration for conference and Education Day sessions. Alternatively, complete the form below for each delegate and send to 400-489 College Street, Toronto, M6G 1A5 or fax to 416-927-8401.

### Delegate information

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Organization: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_

Dietary restrictions: \_\_\_\_\_

Accessibility and accommodations: \_\_\_\_\_

### Course choices

Education Day courses	Housing members	Associate/ government	Non- members
<b>Full-day courses</b>			
RGI: Do your calcs add up?	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330
The fundamentals of affordable housing	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250
Getting it write: Notices of termination at the Landlord and Tenant Board	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330
Fire safety: Are you up-to-date on regulations?	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330
FISH! Lessons in customer service	<input type="checkbox"/> \$165	<input type="checkbox"/> \$250	<input type="checkbox"/> \$330
<b>Half-day courses</b>			
Financial management for board members	<input type="checkbox"/> \$85	<input type="checkbox"/> \$130	<input type="checkbox"/> \$170
Operating agreements are ending: What's next?	<input type="checkbox"/> \$85	<input type="checkbox"/> \$130	<input type="checkbox"/> \$170
Integrated pest management: Bed bugs and beyond	<input type="checkbox"/> \$85	<input type="checkbox"/> \$130	<input type="checkbox"/> \$170

### Payment

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

Credit Card ☐ Visa ☐ Master ☐ Amex

Card number: \_\_\_\_\_ Expiry date: \_\_\_\_/\_\_\_\_

Name (Please print): \_\_\_\_\_

Subtotal: \$ \_\_\_\_\_

HST 13%: \$ \_\_\_\_\_

(ONPHA HST #121266043RT)

**Total:** \$ \_\_\_\_\_

### Questions?

Contact conference team members at [conference@onpha.org](mailto:conference@onpha.org) or 1-800-297-6660  
or visit the conference website: [www.conference.onpha.on.ca](http://www.conference.onpha.on.ca).