



ONPHA

Ontario
Non-Profit Housing
Association

2014 ONPHA CONFERENCE & TRADE SHOW

November 14-16, 2014

Shaw Centre and The Westin Ottawa

**Making an
impact**
final guide



Table of contents

Session streams	8
Conference-at-a-glance	10
Friday-at-a-glance	13
Trade show	18
Tours	20
Saturday-at-a-glance	23
Wellness activities	36
Sunday-at-a-glance	37
Floor plan	42

Thank you to our 2014 conference sponsors

Platinum



Gold



Silver



Contributing



Finance Lab Supporting Sponsors



Finance Lab Partner

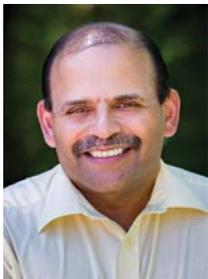


Ontario Non-Profit
Housing Association
400-489 College St.
Toronto ON M6G 1A5
1-800-297-6660
mail@onpha.org
www.onpha.on.ca

Welcome to the 2014 ONPHA Conference and Trade Show!



Keith Hambly



Sharad Kerur

The theme of this year's conference is "making an impact." That's something housing providers do in their work every day. For tenants living in non-profit housing, an affordable home is the start of something better. By creating and maintaining affordable homes, our members make a positive impact in the lives of hundreds of thousands of low- and middle-income Ontarians.

With more than 1,000 delegates each year, this is the largest non-profit housing conference in Canada. Over the coming days, we invite you to network with your peers, meet suppliers and vendors, and learn from experts who are driving change in our sector. Together, we'll celebrate tenants, staff members, and board members who have excelled in their service and have helped shape vibrant, sustainable communities.

This year we are offering more than 80 conference and Education Day sessions – a testament to the diversity of our sector and the challenges and opportunities we face. Sessions are divided into 12 unique streams, which offer programming for rural non-profits, Aboriginal housing providers, supportive and seniors' housing organizations, board members, tenants, and policy makers.

We're grateful for the support of the staff at Ottawa Community Housing and Centretown Citizens Ottawa Corporation, who have assisted with planning and executing this year's conference. We'd also like to thank ONPHA staff members and the many volunteers who give their time and talent to make each year's conference a memorable experience.

And, finally, we'd like to express gratitude for our sponsors and exhibitors, listed in your Trade Show Directory, whose continued support has made the ONPHA Conference and Trade Show possible each year.

Learn, meet, and share.

Handwritten signature of Keith Hambly in black ink.

Keith Hambly
President, ONPHA Board of Directors

Handwritten signature of Sharad Kerur in black ink.

Sharad Kerur
Executive Director, ONPHA

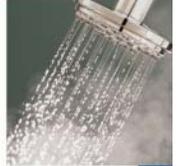
Protect your property from expensive water heater and HVAC repairs



Never pay to repair or replace your property's heating and cooling equipment ever again!

Partner with Reliance to improve your bottom line and deliver a better experience to tenants:

- 50 years providing heating and cooling solutions to property management companies
- One of the largest networks of professional licensed service technicians
- Live telephone support 24/7/365
- Rebates available through the utility companies (Union Gas, Enbridge)
- SAVE on energy with new higher-efficiency rental equipment without capital cost outlay



Homes Run Better On Reliance™



CANADA MORTGAGE AND HOUSING CORPORATION

COMMITTED TO HOUSING QUALITY, AFFORDABILITY AND CHOICE FOR CANADIANS

With a team of experts throughout Canada, the Affordable Housing Centre works with private and non-profit developers to facilitate the creation of new affordable housing without federal subsidy. CMHC offers free capital replacement planning software to help housing providers plan their capital reserve funds to pay for major replacements and repairs as their buildings age.

“ It can seem like a daunting task, but you can't let it overwhelm you. The consequences of doing nothing are much more difficult. ”

— Maya Sehic-Kambeitz, Executive Director,
Norfolk Housing Association



For more information, please visit: cmhc.ca/crp





Jim Watson
Mayor / Maire



**Office of the Mayor
City of Ottawa**

110 Laurier Avenue West
Ottawa, Ontario K1P 1J1
Tel.: (613) 580-2496
Fax: (613) 580-2509
E-mail: Jim.Watson@ottawa.ca

**Bureau du maire
Ville d'Ottawa**

110, avenue Laurier Ouest
Ottawa (Ontario) K1P 1J1
Tél.: (613) 580-2496
Télééc.: (613) 580-2509
Courriel : Jim.Watson@ottawa.ca

On behalf of Membres of Ottawa City Council, it is my distinct pleasure to extend a warm welcome to all those participating in the **Ontario Non-Profit Housing Association (ONPHA) Conference and Trade Show**, taking place at the Westin Ottawa and Ottawa Convention Centre, in the heart of our nation's capital, from November 14-16, 2014.

I am delighted to offer my moral support to ONPHA for providing a valuable forum for affordable housing stakeholders to convene under the theme *Making an Impact*, and thus creating a momentum to engender positive change in communities across the province. Delegates will have the opportunity to network, learn more about the latest non-profit housing trends and new regulatory policies in the industry. Participants will also gain knowledge on the most recent technological innovations and vast array of services pertaining to affordable housing on exhibit.

As Head of Council, I want to acknowledge ONPHA, the guest speakers, exhibitors, sponsors and facilitators for dedicating efforts, expertise and resources to the successful organization of this inspirational meeting.

As Mayor of the host city, I invite visitors to explore the new TD Place and revitalized Lansdowne, home of the newly minted Ottawa REDBLACKS CFL team, and Ottawa Fury FC North American Soccer League team.

Allow me to convey my best wishes to the participants for a productive and rewarding gathering, as well as to the visitors for an enjoyable stay in Ottawa.

Sincerely,

Au nom des membres du Conseil municipal d'Ottawa, je souhaite la plus cordiale bienvenue à tous les participants au congrès et au salon professionnel de l'**Association du logement sans but lucratif de l'Ontario**, qui se déroulent à l'hôtel Westin Ottawa et au Centre des congrès d'Ottawa, au cœur de notre capitale nationale, du 14 au 16 novembre 2014.

Je suis ravi d'apporter mon soutien moral à l'Association, qui offre aux intervenants du secteur du logement abordable, sous le thème *Making an Impact* (Avoir un impact), une tribune précieuse contribuant à susciter un mouvement vers un changement positif dans les collectivités à la grandeur de la province. Les délégués auront l'occasion de faire du réseautage et de se renseigner sur les dernières tendances du logement sans but lucratif et sur les politiques de réglementation propres à ce secteur. Les participants acquerront aussi des connaissances sur les dernières innovations technologiques et sur le large éventail de services liés au logement abordable qui seront présentés.

En tant que chef du Conseil, je tiens à remercier l'Association, les conférenciers, les exposants, les commanditaires et les animateurs d'avoir consacré leurs efforts, leur talent et leurs ressources à l'organisation de cette rencontre inspirante.

À titre de maire de la ville hôte, j'invite les visiteurs à aller découvrir la nouvelle Place TD et le parc Lansdowne revitalisé, domicile du ROUGE et NOIR, la toute nouvelle équipe de la LCF à Ottawa, et du Ottawa Fury FC de la Ligue nord-américaine de soccer.

Je souhaite aux participants une rencontre productive et enrichissante, et aux visiteurs, un agréable séjour à Ottawa.

Cordialement,

Jim Watson, Mayor/Maire

Experience Housing Harmony



Professional
Property
Management
Services
by **Precision**
416-675-2223

"The new management is **the best thing** that has happened in a long time. **They get things done** and keep residents satisfied."

SOURCE: May 2013 Member Satisfaction Survey.



A **leader** in the non-profit housing sector since 1991

AKLER, BROWNING, FRIMET & LANDZBERG LLP

CHARTERED ACCOUNTANTS

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

5255 Yonge Street, Suite 700

Toronto, Ontario M2N 6P4

Main: (416) 221-7000

Fax: (416) 221-7005 or (416) 642-9341

Email: info@abfl.ca

Website: www.abfl.ca

Devonshire

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

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

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

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

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



Devonshire Consulting
484 Waterloo Street
London, ON N6B 2P6

www.devonshirefinancial.com

Pre-conference session

Thursday, November 13
1 – 4 p.m.

FREE
SESSION

Finance Lab: Designing housing solutions to combat homelessness and housing insecurity

To be successful, strategies for combatting homelessness and housing insecurity need to leverage capital and expertise from different sectors. Building on current and anticipated government support, this pre-conference session will illustrate how communities can provide a roadmap for private and non-profit sectors to collaborate in developing solutions to homelessness and housing insecurity.

This session's goal is to build momentum in creating new financial capital tools to combat homelessness and develop more affordable rental housing in and around the Ottawa area. The discussion will also inspire other communities and service managers to create more financial capital and a greater collective will for affordable housing development in their regions. This session is part workshop and part design lab, and is geared towards anyone wanting to play an active role in finding solutions to homelessness and housing insecurity anywhere in Ontario.

Located at Beaver Barracks

Speakers and facilitators include:

Graeme Hussey, Development Manager, Centretown Citizens Ottawa Corporation & President, CAHDCO

Mike Bulthuis, Executive Director, Alliance to End Homelessness Ottawa

Katie Gibson, Manager, Community Finance Solutions, MaRS Centre for Impact Investing

Derek Ballantyne, CEO, Community Forward Fund

Chris Henderson, Founder, Ottawa Broadening the Base Campaign

Dennis Carr, (former) Assistant Director, Social Infrastructure, City of Vancouver

Garth Davis, CEO, New Market Funds

Norm Tasevski, Co-Founder and Partner, Purpose Capital

Sponsored by  

Finance Lab
partner:

MAKE CHANGE HAPPEN | CHANGEONS LES CHOSES
BE UNITED | **CENTRAIDE** 

Plenary speakers



Steve Desroches
Deputy Mayor,
Ottawa



Ted McMeekin
Minister of Municipal
Affairs and Housing

Keynote speaker



Sunjay Nath

Author and entrepreneur Sunjay Nath is globally-sought for his humorous style and insight. He specializes in helping his audience achieve personal and organizational success. Sunjay is best known for his trademark, "The 10-80-10 Principle," which is a framework that helps individuals and teams improve performance. This methodology combines best practices with small wins to help people empower themselves.

He is the author of *The 10-80-10 Principle: Unlocking Dynamic Performance*, *The ABCs of Student Leadership*, and a contributing author for *Professionally Speaking*.

Sponsored by  **AMERESCO**
Green • Clean • Sustainable

 **Ontario**

Stay connected at the conference...

Log on to the conference website to find your room, sessions, and other conference events. Scan the QR code or go to **www.conference.onpha.on.ca** to access your conference guide online.



See what people are saying about the conference on Twitter by following **#ONPHAconf**.



What's your interest? Find your session

Aboriginal

- 301 Aboriginal housing planning session
- Bus tour 2 Aboriginal community tour

Community Building and Partnerships

- 107 Emerging research in affordable housing: Secondary suites
- 302 Ten-year housing and homeless plans: How communities created their own housing solutions
- 401 Telling your story through the media
- 402 Collaborating for change: The GTA Housing Action Lab
- 411 Social enterprises: Employment innovation that works
- 510 Making votes count where we live: Increasing voter engagement for people with low incomes
- 601 Working with your local municipality
- 805 Making partnerships work
- 806 Helping new tenants integrate into their community

Energy Management

- 101 Can the science of sustainability be fun?
- 210 Real cases in sustainable and energy-efficient housing
- 402 Collaborating for change: The GTA Housing Action Lab
- 501 The dirty pieces of going green
- 511 Incentive programs and energy management tools to reduce operating costs
- 610 Energy management: A case study approach
- Bus tour 1 Beaver Barracks

Governance

- 102 Business continuity and contingency planning for housing providers
- 111 Boards and legal liability: What every board member should know
- 204 The story of the OCH Foundation for Healthy Communities
- 211 Human resources fundamentals
- 309 Staff succession planning for small and rural providers
- 401 Telling your story through the media
- 409 Board governance: The big 4
- 502 Small shop fundraising
- 801 Ethics workshop for boards

Housing Management

- 102 Business continuity and contingency planning for housing providers
- 103 Approaches to roaches
- 104 Reviewing RGI decisions
- 202 Up your game: Working with tenants to improve your services
- 206 The ups and downs of quarterly reporting
- 207 Hoarding: Working together for solutions
- 208 The pros and cons of mediated agreements
- 211 Human resources fundamentals
- 212 The duty to accommodate: A primer
- 304 Thinking beyond the box: Building complete communities
- 305 Hoarding: Getting to the bottom of your legal responsibilities
- 311 20 great ideas
- 403 To pursue or not to pursue income: That is the question
- 404 Eviction prevention: Finding common ground
- 410 Money and your quality of life: A fresh look at money management
- 504 Assisting seniors in housing
- 507 Real estate banking 101
- 509 When resources are thin, technology can help fill the gap
- 602 Dealing with difficult tenancies
- 606 Capital reserve planning: Using the online tool
- 608 Making technology work for you
- 609 Hoarding: Voices from frontline workers
- 802 Smoke-free buildings: Challenges and solutions

Maintenance and Asset Management

- 103 Approaches to roaches
- 105 Accessibility: Planning for concrete changes
- 501 The dirty pieces of going green
- 606 Capital reserve planning: Using the online tool
- 701 Accessibility and visitability by design



Special thanks to our members and colleagues in Ottawa who helped create this year's great program:

Debbie Barton, Celine Carrière, Tamara Chipperfield, Selene Commerford, Joanne Hansen, Val Hinsperger, Lisa Ker, Janis Lacroix, Chris Laundry, Marc Maracle, Meg McCallum, Christa McIntosh, Wendy Mitchell, Delores Peltier-Corkey, Kim Purcell, Susan Rath-Wilson, Dietrich Sider, Janet Sikiric, Ann Smith, Ishbel Solvason-Wiebe, Ray Sullivan, Karilyn Warr, Jaima Watt, and Cliff Youdale

New Development

Session stream sponsored by

- 109 Making magic: When impact investing meets affordable housing
- 210 Real cases in sustainable and energy-efficient housing
- 304 Thinking beyond the box: Building complete communities
- 406 Development innovations
- 503 How service managers are using housing development corporations to evolve community housing
- 507 Real estate banking 101
- 601 Working with your local municipality
- 604 Secondary suites: What do they mean for housing providers?
- 804 Where's the money? The case for affordable housing trust funds
- 805 Making partnerships work

Policy and Vision

- 107 Emerging research in affordable housing: Secondary suites
- 108 Bringing sectors together to improve public infrastructure
- 109 Making magic: When impact investing meets affordable housing
- 204 The story of the OCH Foundation for Healthy Communities
- 205 Social media for beginners
- 302 Ten-year housing and homeless plans: How communities created their own housing solutions
- 306 Empowering people with lived experiences to work in social services
- 307 Local priorities: Who should be first in line for affordable housing?
- 312 "Jambo" from Rooftops Canada! A conversation with Catherine Boucher from Johannesburg, South Africa
- 404 Eviction prevention: Finding common ground
- 405 Cross Canada check-in
- 407 Housing and homelessness plans: Where do you fit in?
- 503 How service managers are using housing development corporations to evolve community housing
- 506 Playing a bigger part: The LHINs' role in the future of housing
- 508 Housing in the Southern Hemisphere: An overview of Haven; Home, Safe
- 603 The future of housing: Thoughts from the CIH Canada Founders
- 604 Secondary suites: What do they mean for housing providers?
- 611 Building a social media strategy
- 803 Reimagining the wait list: Choice-based models and beyond!
- 804 Where's the money? The case for affordable housing trust funds

Rural

- 309 Staff succession planning for small and rural providers
- 407 Housing and homelessness plans: Where do you fit in?
- 509 When resources are thin, technology can help fill the gap

Seniors' Housing

- Bus tour 2 Aboriginal community tour
- 209 Housing options for people living with dementia
- 310 Aging with HIV/AIDS: The complex care project
- 504 Assisting seniors in housing
- 605 Innovative supports for seniors
- 701 Accessibility and visitability by design

Supportive Housing

- 203 A supportive housing case study: Managed Alcohol Program
- 306 Empowering people with lived experience to work in social services
- 308 Creating an integrated service delivery model: A case study
- 310 Aging with HIV/AIDS: The complex care project
- 408 More than tenancy: Fostering tenants' sense of belonging
- 505 The *Bill of Rights* for tenants in supportive housing
- 506 Playing a bigger part: The LHINs' role in the future of housing
- 605 Innovative supports for seniors
- 702 Topic potluck for supportive housing providers

Tenants

- 101 Can the science of sustainability be fun?
- 106 Discover your communication style
- 202 Up your game: Working with tenants to improve your services
- 205 Social media for beginners
- 306 Empowering people with lived experience to work in social services
- 408 More than tenancy: Fostering tenants' sense of belonging
- 410 Money and your quality of life: A fresh look at money management
- 505 The *Bill of Rights* for tenants in supportive housing
- 510 Making votes count where we live: Increasing voter engagement for people with low incomes
- 607 *Residential Tenancies Act*: What tenants need to know
- 802 Smoke-free buildings: Challenges and solutions
- 806 Helping new tenants integrate into their community
- 807 Using the arts to grow: Building creative programs into your organization

Conference-at-a-glance

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

Inspire sessions

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

Traditional sessions

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

Learning Lab sessions

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

SC = SHAW CENTRE
WO = THE WESTIN OTTAWA

Trade Show

Friday, November 14
8 a.m. – 3:30 p.m.
Canada Hall 3, Shaw Centre

ONE DAY ONLY!

Between sessions, join us at our annual trade show, where exhibitors will showcase their latest products and services to help you with your property management, maintenance and administrative needs.

For a full list of trade show exhibitors and activities, please see the Trade Show Directory in your delegate kit.

Prize draw announcements will be taking place during the 2:30 – 3 p.m. coffee break. This includes our lucky iPad Mini winner!



Friday, November 14, 2014

8 a.m. – 5 p.m.	Registration	LEVEL 2, SC
8 a.m. – 3:30 p.m.	Trade show	CANADA HALL 3, SC
8 – 9:45 a.m.	Breakfast at trade show	CANADA HALL 3, SC
10 – 11:30 a.m.	Opening plenary	CONFEDERATION BALLROOM, WO
11:30 a.m. – 1 p.m.	Lunch at trade show	CANADA HALL 3, SC
1 – 2:30 p.m.	Traditional sessions	
101	Can the science of sustainability be fun?	QUEBEC, WO
102	Business continuity and contingency planning for housing providers	215, SC
103	Approaches to roaches	GOVERNOR GENERAL I, WO
104	Reviewing RGI decisions	208, SC
105	Accessibility: Planning for concrete changes	213, SC
106	Discover your communication style	207, SC
107	Emerging research in affordable housing: Secondary suites	205, SC
108	Bringing sectors together to improve public infrastructure	GOVERNOR GENERAL II, WO
109	Making magic: When impact investing meets affordable housing	206, SC
111	Boards and legal liability: What every board member should know	214, SC
1:30 – 5 p.m.	Bus tour 1 – Beaver Barracks	MEET AT LOBBY, SC
2:30 – 3 p.m.	Coffee break at trade show	CANADA HALL 3, SC
3 – 4 p.m.	Inspire sessions	
202	Up your game: Working with tenants to improve your services	208, SC
203	A supportive housing case study: Managed Alcohol Program	QUEBEC, WO
204	The story of the OCH Foundation for Healthy Communities	NEWFOUNDLAND, WO
205	Social media for beginners	206, SC
3 – 5 p.m.	Learning Lab sessions	
206	The ups and downs of quarterly reporting	GOVERNOR GENERAL II, WO
207	Hoarding: Working together for solutions	205, SC
208	The pros and cons of mediated agreements	213, SC
209	Housing options for people living with dementia	GOVERNOR GENERAL I, WO
210	Real cases in sustainable and energy-efficient housing	207, SC
211	Human resources fundamentals	215, SC
212	The duty to accommodate: A primer	214, SC
5 – 6 p.m.	Opening reception	TRILLIUM BALLROOM, SC
7 – 9 p.m.	Networking dinner	
	Board members	NOVA SCOTIA, WO
	Dedicated senior housing	ALBERTA, WO
	Non-profit housing in rural communities	NEWFOUNDLAND, WO
	Frontline workers	NEW BRUNSWICK, WO



Saturday, November 15, 2014

8 a.m. – 4 p.m.	Registration	LEVEL 2, SC
8:30 – 10:30 a.m.	Running tour	MEET AT LOBBY, SC
8:30 a.m. – 12 p.m. Learning Lab session		
301	Aboriginal housing planning session	213, SC
8:30 – 10 a.m. Traditional sessions		
302	Ten-year housing and homeless plans: How communities created their own housing solutions	205, SC
304	Thinking beyond the box: Building complete communities	207, SC
305	Hoarding: Getting to the bottom of your legal responsibilities	214, SC
306	Empowering people with lived experience to work in social services	GOVERNOR GENERAL II, WO
307	Local priorities: Who should be first in line for affordable housing?	208, SC
308	Creating an integrated service delivery model: A case study	206, SC
8:30 – 9:30 a.m. Inspire sessions		
309	Staff succession planning for small and rural providers	215, SC
310	Aging with HIV/AIDS: The complex care project	QUEBEC, WO
311	20 great ideas	GOVERNOR GENERAL I, WO
312	"Jambo" from Rooftops Canada! A conversation with Catherine Boucher from Johannesburg, South Africa	ALBERTA, WO
10 – 10:30 a.m.	Coffee break	FOYER, SC AND WO
10:30 a.m. – 12 p.m. Traditional sessions		
401	Telling your story through the media	GOVERNOR GENERAL I, WO
402	Collaborating for change: The GTA Housing Action Lab	GOVERNOR GENERAL II, WO
403	To pursue or not to pursue income: That is the question	205, SC
404	Eviction prevention: Finding common ground	214, SC
405	Cross Canada check-in	206, SC
406	Development innovations	207, SC
407	Housing and homelessness plans: Where do you fit in?	QUEBEC, WO
408	More than tenancy: Fostering tenants' sense of belonging	215, SC
10:30 – 11:30 a.m. Inspire sessions		
409	Board governance: The big 4	208, SC
410	Money and your quality of life: A fresh look at money management	NEWFOUNDLAND, WO
411	Social enterprises: Employment innovation that works	ALBERTA, WO
12 – 1:30 p.m.	Lunch	CONFEDERATION BALLROOM, WO
12:50 – 1:20 p.m.	Yoga break	RIDEAU CANAL ATRIUM SOUTH, LEVEL 2, SC
1:30 – 5 p.m.	Bus tour 2 – Aboriginal community tour	MEET AT LOBBY, SC
1:30 – 5 p.m.	Bus tour 3 – Canada Mortgage and Housing Corporation (CMHC) and the City of Ottawa, Housing Services Branch: Innovative non-profit housing	MEET AT LOBBY, SC
1:30 – 3 p.m. Traditional sessions		
501	The dirty pieces of going green	206, SC
502	Small shop fundraising	QUEBEC, WO
503	How service managers are using housing development corporations to evolve community housing	205, SC
504	Assisting seniors in housing	214, SC
505	The <i>Bill of Rights</i> for tenants in supportive housing	207, SC
506	Playing a bigger part: The LHINS' role in the future of housing	208, SC
507	Real estate banking 101	GOVERNOR GENERAL II, WO
508	Housing in the Southern Hemisphere: An overview of Haven; Home, Safe	GOVERNOR GENERAL I, WO

1:30 – 2:30 p.m. Inspire sessions

509	When resources are thin, technology can help fill the gap	215, SC
510	Making votes count where we live: Increasing voter engagement for people with low incomes	213, SC
511	Incentive programs and energy management tools to reduce operating costs	ALBERTA, WO

3 – 3:30 p.m. Coffee break

FOYER, SC AND WO

3:30 – 5 p.m. Traditional sessions

601	Working with your local municipality	207, SC
602	Dealing with difficult tenancies	214, SC
603	The future of housing: Thoughts from the CIH Canada Founders	208, SC
604	Secondary suites: What do they mean for housing providers?	206, SC
606	Capital reserve planning: Using the online tool	215, SC

3:30 – 4:30 p.m. Inspire sessions

605	Innovative supports for seniors	205, SC
607	<i>Residential Tenancies Act:</i> What tenants need to know	GOVERNOR GENERAL II, WO
608	Making technology work for you	ALBERTA, WO
609	Hoarding: Voices from frontline workers	GOVERNOR GENERAL I, WO
610	Energy management: A case study approach	NEWFOUNDLAND, WO
611	Building a social media strategy	QUEBEC, WO

6 – 7 p.m. Banquet reception

TRILLIUM BALLROOM, SC

7 – 9 p.m. Banquet

CANADA HALL 3, SC

9 p.m. – Midnight Dance party

TRILLIUM BALLROOM, SC

SC = SHAW CENTRE
WO = THE WESTIN OTTAWA

Sunday, November 16, 2014

8 a.m. – 12 p.m.	Registration	LEVEL 2, SC
8 – 9 a.m.	AGM registration	CONFEDERATION BALLROOM, WO
8:30 – 9:30 a.m.	Breakfast	CONFEDERATION BALLROOM, WO
9 – 10:30 a.m.	Annual General Meeting	CONFEDERATION BALLROOM, WO
10 a.m. – 12 p.m. Learning Lab sessions		
701	Accessibility and visitability by design	GOVERNOR GENERAL I, WO
702	Topic potluck for supportive housing providers	GOVERNOR GENERAL II, WO
10:30 a.m. – 12 p.m. Traditional sessions		
801	Ethics workshop for boards	206, SC
802	Smoke-free buildings: Challenges and solutions	208, SC
803	Reimagining the wait list: Choice-based models and beyond!	205, SC
804	Where's the money? The case for affordable housing trust funds	215, SC
805	Making partnerships work	213, SC
806	Helping new tenants integrate into their community	207, SC
807	Using the arts to grow: Building creative programs into your organization	QUEBEC, WO
12 – 1:30 p.m.	Closing luncheon	CONFEDERATION BALLROOM, WO



**Our Stress Free Service
Will Absolutely Floor You**

RespondPlus
Flooring & Decorating

(905) 567-7474

**Proud sponsor of the
Wellness Activity – Yoga Break.**

*Visit our booth at the ONPHA Tradeshow
to have your handwriting analyzed.*



**BOOK A FREE WEBINAR TO SEE HOW NEWVIEWS CAN
STREAMLINE YOUR APPROACH TO ACCOUNTING**



newviews
NON-PROFIT HOUSING

A powerful, affordable accounting solution
for the Non-Profit Housing Sector.



www.newviews.com
1-800-267-7243



TWC
tim welch
consulting inc

**Creating Homes and
Building Communities**

- Developing affordable rental and ownership housing
- Housing demand and business plans
- Planning and development approvals
- Redevelopment and asset leveraging
- Housing and homelessness strategies
- Project management
- Grant writing

519-624-9271

26 Colborne St.

Cambridge, ON

N1R 1R2

www.twcinc.ca

twelch@twcinc.ca

Friday, November 14

Traditional sessions

1 – 2:30 p.m.

101 Can the science of sustainability be fun?

QUEBEC, WO

You want to reduce your building's utility consumption, but how can you convince residents to participate in your sustainability programs? By making the science of sustainability fun and engaging! Matt Miller from Yardi Systems Inc. will share sustainability programs that are on the market and effective strategies to engage your residents in new, fun, and creative ways.



Matt Miller, Industry Principal, Energy Solutions, Yardi Systems, Inc.

102 Business continuity and contingency planning for housing providers

215, SC

Is your organization prepared for the unexpected? In this workshop, risk management specialists will introduce a contingency planning toolkit that can help you prepare for and manage disasters, as well as protect your tenants and property. You will also learn how to identify and address business continuity exposures to limit the likelihood of disruption.

Kevin Gordon, Business Continuity Consultant, Marsh Risk Consulting–Canadian Practice Leader
Moderator: **Brian Laur**, Director, Insurance Services, Housing Services Corporation

Co-presented by



103 Approaches to roaches

GOVERNOR GENERAL I, WO

Cockroaches are a common household pest and are notorious for being one of the most resilient. Maintenance staff and housing managers will benefit from this informative session on pest management. Learn how cockroaches behave and why they are a problem, and discover current best practices in dealing with infestations and the most effective treatment options.

Richard Grottsch, Manager, Integrated Pest Management, Toronto Community Housing
Community Health Unit

104 Reviewing RGI decisions

208, SC

Are you responsible for making RGI decisions? Whether you work with an external or internal review panel, this session will share best practices for preparing for a review. You will gain a better understanding of what to expect during a review and what information must be included.



Tammy Morasse-Heming, Senior Policy Analyst, City of Hamilton

Moderator: **Jenn St. Louis**, Manager, Member Services, ONPHA

Friday at-a-glance

8 a.m. – 5 p.m.
Registration

8 a.m. – 3:30 p.m.
Trade show

8 – 9:45 a.m.
Breakfast at trade show

10 – 11:30 a.m.
Opening plenary

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

1 – 2:30 p.m.
Traditional sessions
– 100s series

1:30 – 5 p.m.
Bus tour 1 –
Beaver Barracks

2:30 – 3 p.m.
Coffee break
Sponsored by



3 – 4 p.m.
Inspire sessions
– 200s series

3 – 5 p.m.
Learning Lab sessions
– 200s series

5 – 6 p.m.
Opening reception

7 – 9 p.m.
Networking dinner

Friday, November 14

Opening plenary

Start the conference off right by attending the opening plenary session. Our speakers will set the tone for the weekend and provide a great place to mingle and catch up.

105 Accessibility: Planning for concrete changes

213, SC

Is your building as accessible as you think it is? As tenants age, housing providers must anticipate and plan for their changing accessibility needs. Learn how to see your building through the eyes of a person with a disability, practical tools for conducting an accessibility audit and where to find products and services.



Bob Topping, President, Designable Environments

Jacqueline Daley, Accessibility Program Manager, Toronto Community Housing

Moderator: **Don Tribe**, Supervisor, Maintenance, The District of Thunder Bay Social Services Administration Board

106 Discover your communication style

207, SC

Learn the keys to reducing stress and increasing productivity in your personal and professional life. Understanding different personalities can help you be a better communicator. This session will help you better connect with others and will give you tools to help you improve your relationships and communication.

Wendy Godmere, Communications Specialist, President, People 2 People

Moderator: **Margaret Hollett**, Program and Project Management Officer, City of Ottawa Housing Services Branch

107 Emerging research in affordable housing: Secondary suites

205, SC

With over 165,000 households across Ontario waiting for affordable housing, Ontario's municipalities are struggling with high demand and inadequate funding from the federal and provincial governments. One possible solution: secondary suites. Adding suites to existing housing can create more units with modest rents, alleviating pressure on waiting lists – but this straightforward option is actually quite complex. In this session, graduate students will present their research on secondary suites and how this initiative can help meet current housing goals.

Dilys Huang, Masters student, School of Urban and Regional Planning, Queen's University

Jacob Bolduc, Masters student, School of Urban and Regional Planning, Queen's University

Moderator: **Dr. Patricia Streich**, Adjunct Professor, School of Urban and Regional Planning, Queen's University

108 Bringing sectors together to improve public infrastructure

GOVERNOR GENERAL II, WO

Community building has typically been a piecemeal effort; with housing, transit, retail, and community facilities commanding their own separate processes. At the same time, municipalities have prepared housing and homelessness plans to address the crisis of inadequate and unaffordable housing. But the complexity of separate processes along with policy barriers hampers both the creation of new affordable housing and community building at the same time. In this workshop, we will present an overview of the major policy barriers that municipalities face in implementing their plans and explore how Community Benefit Agreements (a legal and binding agreement between developers and community groups) can advance the creation of affordable housing as well as tie those separate community building processes together.

Colette Murphy, Executive Director, Atkinson Charitable Foundation

Abra Adamo, Researcher, University of Ottawa

Moderator: **Cliff Youdale**, Executive Director, Asset Management, Ottawa Community Housing Corporation

Friday, November 14

109 Making magic: When impact investing meets affordable housing

206, SC

With government funding for new affordable housing dwindling, "impact investing"—investing to generate social and environmental impacts alongside a financial return—may help make up the shortfall. This workshop will explore the basics of impact investing, how municipalities are using it to support affordable housing, and how you can take advantage of this opportunity.



John Fox, Partner, Robins Appleby LLP

Christine Pacini, Partner, SHS Consulting

Norm Tasevski, Co-Founder and Partner, Purpose Capital

Moderator: **Nancy Singer**, Executive Director, Kehilla Residential Programme

111 Boards and legal liability: What every board member should know

214, SC

The operations of not-for-profit housing corporations are complex and fraught with legal risks. Board members may face legal actions brought on by tenants, employees, creditors and government authorities. This presentation will provide an outline of important legal issues that directors and managers of non-profit housing corporations face. Learn how to manage legal risk and what proactive measures you can take to better protect yourself and your corporation.



Reagan Ruslim, BBA, CPA, CA, CPA (N.H.), CGMA, CHRP, LL.B, LL.M, Dunsmore Wearing LLP

Moderator: **Dietrich Sider**, Program Administrator, City of Ottawa

Opening reception

**Friday, November 14
5 – 6 p.m.
Trillium Ballroom,
Shaw Centre**

Come out and join us for a great evening of networking with old and new friends! Free food and cash bar available from 5 to 6 p.m. at the Trillium Ballroom with a view of Ottawa through the floor-to-ceiling windows.

Inspire sessions

3 – 4 p.m.

202 Up your game: Working with tenants to improve your services

208, SC

Good customer service is the linchpin for creating positive relationships with tenants and applicants, so it's important that you know how your staff are doing. This session will outline strategies that landlords can use to improve their customer service by engaging with their tenants including introduction and exit service surveys, developing a "resident/tenant mystery shopping" system and the use of a resident audit committee.

Carol Barber, Managing Agent for Timmins Non-Profit Housing Corp. and Program Manager, CDSSAB Housing Services

Brenda Osborne, CEO, CityHousing Hamilton

Aaron Lynes, Operations Manager, Victoria Park Community Homes Inc.

Kim Weiman, Managing Director, Community Housing Management Network

Jeff Menzies, Garden Facilitator, Centretown Citizens Ottawa Corporation

Moderator: **Lisa Oliveira**, Manager, Research Mobilization, Housing Services Corporation

203 A supportive housing case study: Managed Alcohol Program

QUEBEC, WO

The Managed Alcohol Program operated by the Shepherds of Good Hope helps chronically-homeless people use alcohol more safely. The session will explore the program's various perspectives, providing valuable insight into how one provider is working with tenants who have addictions.

Lindy Rosko, Senior Manager, Shepherds of Good Hope

Dale Pelletier, Program Manager, Shepherds of Good Hope

Moderator: **Debbie Barton**, Rental Department, Centretown Citizens Ottawa Corporation

Friday, November 14

204 The story of the OCH Foundation for Healthy Communities

NEWFOUNDLAND, WO

Are you thinking of creating a charitable foundation for your organization? Learn how Ontario's second largest social housing provider, Ottawa Community Housing Corporation (OCH) did just



that. The presenters will take you through all of the steps from building a board of directors, acquiring charitable status and getting through that critical first year of operations.

Wendy Mitchel, Executive Director, OCH Foundation for Healthy Communities

205 Social media for beginners

206, SC

Get started in social media with this introductory session. ONPHA's social media lead will cover all the basics including commonly used platforms, online etiquette, and connecting with others through social media. You will learn best practices through case studies from non-profits and community groups using social media to engage with the public. This session will also offer brief overviews of the most popular platforms: Facebook, Twitter, LinkedIn, Tumblr, Pinterest, and Instagram.

Stephanie Butler, Coordinator, Communications and Marketing, ONPHA

Learning Lab sessions

3 – 5 p.m.

206 The ups and downs of quarterly reporting

GOVERNOR GENERAL II, WO

When a tenant receiving RGI subsidies has a fluctuating income, it is not always about the rules but asking the right questions and using your discretion. Using hands-on exercises, delegates will learn about verifying incomes that fluctuate, averaging income, quarterly reporting, implementing changes and handling retroactive changes.

Roberta Jagoe, Policy Analyst, Region of Durham's Housing Services Division
Moderator: **Pam Page**, Coordinator, Education Services, ONPHA

207 Hoarding: Working together for solutions

205, SC

Recognizing and dealing with compulsive hoarding requires an understanding of both the risks it creates and the factors that underlie the behavior. Our presenter will give you the safety and mental health support perspective and talk about a unique partnership in London, Ontario. You will learn effective strategies for dealing with hoarding situations and the importance of responding as a community.

James Hind, Fire Prevention Inspector, London Fire Department
Moderator: **Jenn St. Louis**, Manager, Member Services, ONPHA

208 The pros and cons of mediated agreements

213, SC



A mediated agreement can be a useful tool for landlords in resolving disputes with tenants. This information-packed session will include an overview of the Landlord and Tenant Board's mediation process and tips on when to enter into a mediated agreement and what to include.

Laura Clark, Lawyer, Ottawa Community Housing

Friday, November 14

209 Housing options for people living with dementia

GOVERNOR GENERAL I, WO

Helping people with dementia remain safe and independent in their communities poses unique challenges for caregivers and housing providers. SHS Consulting, which has collaborated with providers to find housing solutions for people with dementia, will present their key findings and case studies. Learn about different housing models and lessons learned from SHS's partnerships, and hear from a provider who has developed housing for people with dementia.

Frances Morton-Chang, MSc., PhD. (c), Principal at Morton-Chang Consulting
Amy Porteous, MHA, Vice President of Planning and Residential Programs, Bruyère Continuing Care
Moderator: **Glenda Lucas**, BSL Principal, SHS Consulting

210 Real cases in sustainable and energy-efficient housing 207, SC

Technology is a key part of making housing energy efficient and sustainable. Join us for an in-depth and entertaining look at the latest sustainability technologies. You'll learn more about CMHC's Green Renovator guide and see the results of Ottawa Community Housing's energy efficiency retrofits. Improve your understanding of sustainable housing by complementing the theory with practical results.



Dan Dicaire, Energy Efficiency and Sustainability Officer, Ottawa Community Housing

Ken Ruest, Senior Researcher, Sustainable Housing, Policy and Research, CMHC

Moderator: **Angelina Ritacco**, Senior Consultant, Communications and Marketing, CMHC

Co-presented by



211 Human resources fundamentals 215, SC

This presentation will cover the unique employment law risks faced by housing providers and is designed for directors and managers without in-house human resources expertise. The session will cover practical subjects like hours of work and overtime as well as more complex issues like causal termination and the difference between temporary and permanent layoffs. Related legislation such as the *Employment Standards Act*, *Human Rights Code* and the *Occupational Health and Safety Act* will be explained in context.

Ross Dunsmore, Partner, Dunsmore Wearing LLP

Moderator: **Pamela Spencer**, General Counsel, Corporate Secretary and Acting VP, HR, Toronto Community Housing

212 The duty to accommodate: A primer 214, SC

Is your organization aware of its obligations under the *Human Rights Code*? All housing providers should have a clear understanding of the duty to accommodate and the risks of failing to do so. The presenters will walk delegates through the accommodation process using a series of case studies.

Celia Chandler, Lawyer, Iler Campbell LLP

Lauren Blumas, Lawyer, Iler Campbell LLP

Moderator: **Patti Bell**, Director of Operations, Durham Regional Non-Profit Housing Corporation



Trade show

Friday, November 14
8 a.m. – 3:30 p.m.

ONE
DAY
ONLY!

Join us at our annual trade show, where exhibitors will showcase their latest products and services to help you with your property management, maintenance, and administrative needs.

Pick up your delegate bag, grab a meal, get a massage during your lunch break, and win prizes on the trade show floor!

Not staying for the conference but want to attend the trade show? Pick up a guest pass at the trade show desk and get free access from 1:30-3 p.m.



Networking dinners

Friday, November 14, 7 – 9 p.m.
The Westin Ottawa

Join us for our networking dinners! They're a great way to meet delegates from across Ontario who are facing the same challenges and opportunities as you. Build your housing network and get to know like-minded housing professionals.

Non-profit housing in rural communities

NEWFOUNDLAND, WO

Meet with fellow housing representatives to exchange some of the challenges and opportunities in your rural communities.

Dedicated seniors housing

ALBERTA, WO

Ageing-in-place and providing seniors-only housing can lead to some interesting experiences and lessons. Enjoy an opportunity to meet colleagues from across the province and to share stories and issues.

Board members

NOVA SCOTIA, WO

Meet other community-minded volunteers from across the province to share the challenges and rewarding experience of being a part of a board of directors.

Frontline workers – supportive housing

NEW BRUNSWICK, WO

Get to know your frontline peers and learn from others about their experiences in supportive housing.

Sponsored by

PHILLIPS, HAGER & NORTH
Investment Management®



ONPHA's Best Deals

Our Best Deals program offers everything you need to manage your housing stock, including:

- bulk gas and hydro programs
- appliances
- employee benefits programs
- maintenance
- credit checks
- office supplies

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



Features

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

Advantages

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

www.ventilation-maximum.com

1-800-665-4874

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

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

Experienced Social Housing Lawyers

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

For more information, please contact:

Douglas H. Levitt

T: 416-512-7440 x225

E: dlevitt@hldlawyers.com



A Spectra Energy Company

Smart investing starts with Affordable Housing Conservation Programs from Union Gas

For more information visit
uniongas.com/affordablehousing

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



Tours

Running tour

Saturday, November 15, 8:30 – 10:30 a.m.

MEET AT LOBBY, SC

What are the opportunities to build affordable housing in a developed downtown core? What are some of the creative ideas that have led to affordable housing instead of condos? This running tour will take you through central Ottawa with stops along the way that will highlight successful affordable housing projects.

Facilitator: **Meg McCallum**, Manager, Membership and Communications Department, Centretown Citizens Ottawa Corporation

Bus tour 1

Beaver Barracks

Friday, November 14, 1:30 – 5 p.m.

MEET AT LOBBY, SC

See how Centretown Citizens Ottawa Corporation is using the principles of Community-Based Social Marketing to engage its tenants, promote green lifestyles and ensure ongoing environmental sustainability in its operations.

Facilitator: **Meg McCallum**, Manager, Membership and Communications Department, Centretown Citizens Ottawa Corporation

Ray Sullivan, Executive Director, Centretown Citizens Ottawa Corporation

Natalia Snajdr, Sustainability Facilitator, Centretown Citizens Ottawa Corporation

Bus tour 2

Aboriginal community tour

Saturday, November 15, 1:30 – 5 p.m.

MEET AT LOBBY, SC

Urban Aboriginal communities have grown rapidly over the past 10 years and the number of programs and services have expanded as well. Visit an 11-unit seniors building called Madawan Lodge where all tenants live independently, share access to amenities and enjoy a common room for socializing, craft circles and other cultural gatherings. From there, the tour will stop at a newly expanded health facility called the Wabano Centre for Aboriginal Health. Experience the building's array of programs and services for the Aboriginal community and its outstanding architecture.

The tour concludes at a new project called Madawan Place, a 28-unit apartment building with features such as radiant floor heating, individual tankless hot water heaters in each unit, a "Molok" in-ground waste collection system and a common room for meetings and gatherings.

Facilitator: **Delores Peltier-Corkey**, Tenant Relations Officer, Gignul Non-Profit Housing Corporation

Bus tour 3

Canada Mortgage and Housing Corporation (CMHC) and the City of Ottawa, Housing Services Branch: Innovative non-profit housing

Saturday, November 15, 1:30 – 5 p.m.

MEET AT LOBBY, SC

Ride along with us on a three-hour bus tour of some of Ottawa's newest affordable housing communities while taking in the scenic beauty of the nation's capital. Your hosts, CMHC and City of Ottawa, Housing Services Branch will provide a running commentary on housing projects along the tour route that have made an impact on the community. The bus will stop for walking tours at three locations. Come along and enjoy the ride!

Facilitator: **Vivian Chih**, Corporate Representative, Canada Mortgage and Housing Corporation and the City of Ottawa, Housing Services Branch

Sponsored by 



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

**PRENTICE
YATES &
CLARK**
CHARTERED
ACCOUNTANTS

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

416-366-9256

800-265-7818

Fax: 416-366-9171

Email: info@pyc.net

Web: www.pyc.net

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

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

**Involved.
Experienced.
Specialists.**

MANAGING NON-PROFIT
HOUSING FOR OVER
30 YEARS.

Aykler

Bob Aykler, Vice President
Real Estate & Property Management

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

www.aykler.com

Want to lower your
ENERGY COSTS?
ENBRIDGE CAN HELP.

Visit us at **Booth 300**

Enbridge Gas Distribution Inc. has a more than 165-year history and is Canada's largest natural gas distribution company. Enbridge Gas Distribution delivers safe, reliable natural gas in more than 100 communities across Ontario and is a leader in promoting energy efficiency programs. Our incentive programs offer financial incentives to social and assisted housing providers to help them reduce energy use and save money. These programs are delivered by Green Light on a Better Environment (GLOBE) on behalf of Enbridge. Visit our booth to speak with a GLOBE representative.

Energy Management: A Case Study Approach

While at the Conference, join us to hear **Erika Lontoc, Manager, Residential & New Construction**, speak on Energy Management -- A Case Study Approach. On **Saturday, November 15th at 3:30 p.m.** in the **Newfoundland Room** at the **Westin** (Ottawa).

P: 1-877-733-7472

E: energyservices@hscorp.ca

W: globeservices.ca

www.enbridgegas.com/socialhousing

www.enbridgegas.com/winterproofing



Experience Worry Free Property Management



Professional Service.
Peace of mind results.
by Precision 416-675-2223

“The new management is **the best thing** that has happened in a long time. **They get things done** and keep residents satisfied.”

SOURCE: May 2013 Member Satisfaction Survey.



A leader in the non-profit housing sector since 1991



ROBINS APPLEBY
BARRISTERS + SOLICITORS



John Fox
B.Comm., LL.B.

NEED LEGAL HELP?

- Financing Solutions
- Granting Agreements
- Construction Contracting
- Partnering
- Regeneration
- Development

John is Dedicated to Helping your Housing Project Happen!

- Former General Counsel, TCH
- Former CEO of a Development Company
- Over 15 Years of Legal Experience
- Current clients include the City of Toronto, City of London, Ottawa Souls, Bennett Health Care Centre and others

D. 416.360.3349 | C. 647.971.5646 | E. jfox@robapp.com | [@johnfox67](https://twitter.com/johnfox67)
2600-120 Adelaide St. W., Toronto, ON M5H 1T1 | www.robapp.com

WE TAKE THE HASSLE OUT OF LAUNDRY ROOMS.



Unfortunately not the sorting, separating or folding though.

For over 65 years, Coinamatic has been the leading provider of multi-housing laundry services in Canada offering premium coin vended and smart card-activated laundry services.

Contact us and see what we can do for your facility.

(1-877-755-5302) • info@coinamatic.com • www.coinamatic.com



Saturday, November 15

Learning Lab sessions 8:30 a.m. – 12 p.m.

301 Aboriginal housing planning session 213, SC

Join us for an interactive session on the future of urban Aboriginal non-profit housing in Canada. A series of presentations from urban Aboriginal housing providers will address challenges related to the end of operating agreements and next steps going forward. There will be the opportunity for around-the-room discussion and all participants will be encouraged to share their experiences and lessons learned.

- Marc Maracle**, Executive Director, Gignul Non-Profit Housing
Don McBain, Executive Director, Ontario Aboriginal Housing Services Support Corporation
Cheryl Sutherland, Manager and Tenant Counselor, S.U.N. Housing Inc.
Kevin A. Albers, CPA, CGA, CAFM, Chief Executive Officer, M'akola Group of Societies
Valerie Williams, Manager and Tenant Counsellor, Urban Native Homes Inc.
Facilitators: **Jo Ferris-Davies**, Director, Member Services, ONPHA and **Wyndham Bettencourt-McCarthy**, Coordinator, Policy & Research, ONPHA

Traditional sessions 8:30 – 10 a.m.

302 Ten-year housing and homeless plans: How communities created their own housing solutions 205, SC

Now that all service managers have completed and started implementing their 10-year housing and homelessness plans, join us for a panel discussion featuring some of the leading consultants who helped develop those plans. You'll hear about plan outcomes, challenges in getting there, and some of the unique approaches being taken by service managers to create local solutions to local housing issues.



- Christine Pacini**, Partner, SHS Consulting
Toni Farley, Consultant, Toni Farley & Associates
Tim Welch, President, Tim Welch Consulting Inc.
Iain De Jong, President and CEO, OrgCode Consulting Inc.

Moderator: **Sharad Kerur**, Executive Director, ONPHA

304 Thinking beyond the box: Building complete communities 207, SC

How do optimized building spaces improve quality of life for tenants in affordable housing? Members of the Ontario Association of Architects will provide their perspectives on optimizing building spaces and how this concept can address the physical needs of residents. The topics will include meeting accessibility standards, designing for seniors and creating flexible spaces. You will also learn how to use design as a part of the solution to address the funding crisis in affordable housing.

- Les Klein**, Principal and Co-Founder, Quadrangle Architects
Danny Bartman, Associate, LGA Architectural Partners
Sheena Sharp, Principal, Coolearth Architecture
Moderator: **Rick Choja**, President, London Polonia Towers Inc.

Saturday at-a-glance

- 8 a.m. – 4 p.m.
Registration
- 8:30 – 10:30 a.m.
Running tour
- 8:30 a.m. – 12 p.m.
Aboriginal housing planning session
- 8:30 – 10 a.m.
Traditional sessions – 300s series
- 8:30 – 9:30 a.m.
Inspire sessions – 300s series
- 10 – 10:30 a.m.
Coffee break
Sponsored by  
- 10:30 a.m. – 12 p.m.
Traditional sessions – 400s series
- 10:30 – 11:30 a.m.
Inspire sessions – 400s series
- 12 – 1:30 p.m.
Lunch
- 12:50 – 1:20 p.m.
Yoga break
- 1:30 – 5 p.m.
Bus tour 2 - Aboriginal community tour
- 1:30 – 5 p.m.
Bus tour 3 - Canada Mortgage and Housing Corporation (CMHC) and the City of Ottawa, Housing Services Branch
- 1:30 – 3 p.m.
Traditional sessions – 500s series
- 1:30 – 2:30 p.m.
Inspire sessions – 500s series
- 3 – 3:30 p.m.
Coffee break
Sponsored by  
- 3:30 – 5 p.m.
Traditional sessions – 600s series
- 3:30 – 4:30 p.m.
Inspire sessions – 600s series
- 6 – 7 p.m.
Banquet reception
- 7 – 9 p.m.
Banquet dinner
- 9 p.m. – Midnight
Dance party

Saturday, November 15

305 **Hoarding: Getting to the bottom of your legal responsibilities**

214, SC

You know that hoarding behaviour has a negative impact on the health and well-being of your tenants. But how does it impact housing managers? Get a refresher on your legal liabilities and responsibilities when you discover a tenant who hoards. This session will explore important legal concerns such as meeting the duty to accommodate, fire safety, pest control, privacy concerns and evictions.

Celia Chandler, Lawyer, Iler Campbell LLP

Lauren Blumas, Lawyer, Iler Campbell LLP

Moderator: **Lori-Anne Gagne**, Executive Director, Victoria Park Community Homes Inc.

306 **Empowering people with lived experience to work in social services**

GOVERNOR GENERAL II, WO

Can we end homelessness through collaboration with people who have first-hand experience? Learn about the Fred Victor Centre's work as part of Change Toronto in developing a program to support people with lived experience of homelessness to work in social services. Hear about the outcomes of this project and receive your own toolkit to implement a similar program.



Mandy Ashton, Change Toronto Coordinator, Fred Victor Centre

Alejandra Ruiz Vargas, Streets to Homes Follow-up Worker, Fred Victor Centre

307 **Local priorities: Who should be first in line for affordable housing?**

208, SC

Despite long waiting lists for affordable housing across Ontario, most communities recognize the need to house the most vulnerable first. Join a panel of service managers from across the province as they share their experiences setting local priorities. Learn how they made their decisions around local priorities and what effect these decisions are having on the community.

Sherry White, Supervisor Access & Income Testing, Waterloo Community Housing Access Centre

Helen Aston, Supervisor, Housing Access, York Region

Stephen Arbuckle, Manager, Housing Services, City of Ottawa

Kelly Black, Social Housing Manager, District of Timiskaming Social Services Administration Board

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

308 **Creating an integrated service delivery model: A case study**

206, SC

Serving clients with mental health and addiction issues requires an innovative approach. Learn how Frontenac Community Mental Health and Addiction Services designed a truly integrated service delivery model of support. Executive Director Victoria Huehn will guide you through the process and outcome of the model, how the organization collaborated with their LHIN for funding, the strategy for transitioning hospital residents to permanent housing and the model's cost-benefit analysis.

Victoria Huehn MPA, CHE, Executive Director, Frontenac Community Mental Health and Addiction Services



Saturday, November 15

Inspire sessions

8:30 – 9:30 a.m.

309 Staff succession planning for small and rural providers 215, SC

Tight budgets and limited access to a large pool of candidates make succession planning challenging for small and rural providers. In this session, you will hear a successful case study, share strategies and ideas, and take away tips on how to implement a staff succession process in your organization.

Sandra Weston, (former) Administrator at Loughborough Housing and ONPHA Mentor
Jon McCurry, Administrator, EFBC Non Profit Housing Corporation
Moderator: **Susan Easton**, Coordinator, Education Services, ONPHA

310 Aging with HIV/AIDS: The complex care project QUEBEC, WO

While people with HIV/AIDS are living longer than ever, the inevitable effects of aging means these survivors will develop complex needs for on-going care. Fife House has recently evaluated a unique multi-service pilot project with 10 partner agencies on supporting aging tenants with HIV/AIDS. Learn from their experiences with this timely and critical issue.

Michael Blair, Director of Residential Programs, Fife House

311 20 great ideas GOVERNOR GENERAL I, WO

How many great ideas can ONPHA members fit into one hour? Come prepared with your great idea that you can share in two minutes. Bring your pen and notepad to ensure you capture everything at this rapid-fire session of innovations, solutions, and top tips for success. Submissions will be accepted in advance.

Facilitator: **Christina Friend-Johnston**; Coordinator, Communications and Marketing, ONPHA

312 "Jambo" from Rooftops Canada! A conversation with Catherine Boucher from Johannesburg, South Africa ALBERTA, WO

Catherine Boucher has been volunteering for Rooftops Canada since June 2014, working with South African housing providers under the direction of the National Association of South African Housing Organizations. She will be staying up past her bedtime to chat with us. You will be inspired by her experiences and insights on the South African affordable housing sector in this educational, fun and interactive session.



Catherine Boucher, Volunteer, Rooftops Canada, Past Executive Director of CCOC, Past President of ONPHA

Moderator: **Keith Hambly**, Executive Director, Fife House

Co-presented by



Catch the conference buzz!

See what people are saying about the conference on Twitter by following **#ONPHAconf**.

Visit our conference website at **www.conference.onpha.on.ca** to view your agenda and access presentation materials.

Saturday, November 15

Stay connected!

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



Like us on Facebook

www.facebook.com/ONPHA



Follow us on Twitter

www.twitter.com/ONPHA



Check out our YouTube channel

www.youtube.com/ONPHAjm



See what people are saying about the conference on Twitter by following **#ONPHAconf**. Visit our conference site at **www.conference.onpha.on.ca** to browse conference details and create your own agenda.

Traditional sessions

10:30 a.m. – 12 p.m.

401 Telling your story through the media

GOVERNOR GENERAL I, WO

The news media is a powerful force in shaping public perceptions. It's also an effective conduit to tenants and decision makers. As people get news from an increasing number of sources faster than ever, how can you tell your organization's story? Learn how to use proactive approaches to get your message out, counter negative media coverage, and build public support through TV, radio, print, web, community, and ethnic media. This interactive workshop will include practical tools useful for housing organizations of all sizes.

Bruce Malloch, Director, Strategic Communications, Toronto Community Housing
Sara Goldvine, Manager, Media Relations and Issues Management, Toronto Community Housing
Moderator: **John Wilson**, Manager, Strategy and Advocacy, ONPHA

402 Collaborating for change: The GTA Housing Action Lab

GOVERNOR GENERAL II, WO

Learn how the GTA Housing Action Lab, a cross-sectorial collaborative, is addressing challenges to create a more sustainable and affordable housing system for the Greater Toronto Area. Through a hands-on visioning exercise, you will explore how to bring key players together to support the sustainability and affordability of housing, ensuring residents of all incomes have the chance to live in a suitable home.

Robert Plitt, Senior Program Designer, Evergreen CityWorks
Noah Zon, Senior Policy Associate, Mowat Centre
John Purkis, Senior Associate, The Natural Step
Moderator: **Sean Gadon**, Director, Affordable Housing Office, City of Toronto

403 To pursue or not to pursue income: That is the question

205, SC

Tenants who receive RGI subsidies may lose their eligibility for assistance if they fail to obtain specific types of income. Gain a solid understanding of the types of income you can request your tenants to pursue, how to help them, and a standard for "reasonable effort" by a tenant. Come prepared with questions.

Roberta Jagoe, Policy Analyst, Region of Durham's Housing Services Division
Moderator: **Pam Page**, Coordinator, Education Services, ONPHA

404 Eviction prevention: Finding common ground

214, SC

No one wants to see tenants lose their home. Learn how you can prevent eviction using the City of Hamilton's Eviction Prevention Best Practices Toolkit. Get an inside look at how the City of Hamilton worked with community agencies and social housing providers to create the toolkit, hear about the practical strategies they developed on eviction prevention and learn how to use the resources in the toolkit in everyday interactions with tenants.



Tammy Morasse-Heming, Senior Policy Analyst, City of Hamilton
Grace Baldwin, Program Manager, Good Shepherd Family Centre (Hamilton)
Moderator: **Nick Savino**, Acting Director, Housing Operations, Housing York

Saturday, November 15

405 Cross Canada check-in

206, SC

Social housing providers across Canada face similar constraints and trends. Their responses to those constraints and trends, however, are unique and a product of the opportunities and challenges before them. Join us for a panel discussion about the affordable housing sectors in British Columbia, Alberta, and Ontario and the creative and innovative ways that housing providers are responding to local needs.



Shayne Ramsay, CEO, BC Housing Management Commission

Stéphane Giguère, CEO, Ottawa Community Housing

Greg Dewling, Director of Operations, Greater Edmonton Foundation Seniors Housing

Moderator: **Jim Steele**, CEO, Windsor Essex Community Housing Corporation

406 Development innovations

207, SC

Get inspired by three new affordable housing developments that are making innovative projects a reality: Ottawa Community Housing, Wigwamen Inc., and OCISO Non-Profit Housing Corporation. Learn about what opportunities were seized and what challenges were overcome to make positive changes in their communities.

Barron Meyerhoffer, Director of Planning and Engineering, Ottawa Community Housing

Peter Trotscha, Development Consultant, Sound Advice Consulting Co-operative Inc.

Angus Palmer, General Manager, Wigwamen Inc.

Moderator: **Ray Sullivan**, Executive Director, Centretown Citizens Ottawa Corporation

407 Housing and homelessness plans: Where do you fit in?

QUEBEC, WO

Join us for an interactive session about the 10-year housing and homelessness plans for the City of Ottawa and the United Counties of Prescott and Russell. You will be briefed on the plans, how they were developed, and how they will be implemented. There will be an opportunity for you to share your processes with fellow participants in this informative session. (Presented in French, question and answer period in French and English)

Paul Lavigne, Strategic Initiatives Project Officer, City of Ottawa Housing Services Branch

Alain Lacelle, Social Housing Supervisor, United Counties of Prescott and Russell

Moderator: **Emma Lander**, Coordinator, Member Services, ONPHA

408 More than tenancy: Fostering tenants' sense of belonging

215, SC

Housing is about more than a successful tenancy – it's also about helping tenants feel like they are a part of their community. Mainstay Housing, a 955-unit supportive housing organization, has been working with their tenants to help build strong connections to the community inside, and outside, their buildings. Find out how Mainstay staff and tenants are fostering tenants' sense of community and belonging in this inspiring session.

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

Andrea Gutowski, Supportive Housing Worker, Mainstay Housing

Gord Singer, tenant representative, Mainstay Housing

Moderator: **Kevin Bradley**, General Manager, Ajax Municipal Housing Corporation

Save the Date!

Next year's conference is
October 23-25,
2015



27

**Sheraton Centre
Toronto
123 Queen
Street West
Toronto ON**

What did you think of the 2014 conference? Be sure to let us know!

www.conference.onpha.on.ca

Saturday, November 15

Banquet reception

Saturday,
November 15
6 – 7 p.m.
Trillium Ballroom,
Shaw Centre



ONPHA's banquet reception will be in the Trillium Ballroom. Enjoy a drink and the beautiful view of Ottawa before attending the banquet dinner.

28

Inspire sessions

10:30 – 11:30 a.m.

409 Board governance: The big 4

208, SC

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

Susan Easton, Coordinator, Education Services, ONPHA

410 Money and your quality of life: A fresh look at money management

NEWFOUNDLAND, WO

How can you achieve the peace of mind that comes from taking control of your finances? A budget counsellor will show you effective ways to create and manage a family budget. You will gain the knowledge and tools you need to make better financial choices and achieve a sense of stability.



François Leblanc, Budget Counsellor, Entraide Budgetaire

411 Social enterprises: Employment innovation that works

ALBERTA, WO

Learn about two organizations helping people overcome barriers to employment. Rideau Social Enterprises, run by the John Howard Society, is a program that connects people with past involvement in the criminal justice system with employment in extermination and asbestos removal. The Causeway Works Centre, in partnership with Ottawa Community Housing, provides people with disabilities with job opportunities in landscaping. Come away with inspiration and ideas to make positive changes in your own community.

Brian Gilligan, Executive Director, Community Development, Ottawa Community Housing

Rhea Wootton, Director of Administration, John Howard Society of Ottawa

Doug Pawson, Executive Director, The Centre for Innovative Social Enterprise Development

Moderator: **Cindi Zwicker**, Community Housing Support Worker, Kawartha Lakes-Haliburton Housing Corporation



Saturday, November 15

Traditional sessions

1:30 – 3 p.m.

501 The dirty pieces of going green

206, SC

How can you fight climate change while improving your bottom line operating performance? By rolling up your sleeves and getting dirty with simple waste management initiatives. Our panel of experts will show you how to go beyond reducing inputs and start focusing on outputs such as complex garbage, sewer waste, and storm water management. Learn how you can confront the limits of our infrastructure and improve living conditions for your tenants.

Leanna Falkenhagen, Manager, Maintenance Department, Centretown Citizens Ottawa Corporation

David Boushey, Maintenance Supervisor – Building Services, Maintenance Department, Centretown Citizens Ottawa Corporation

Natalia Snajdr, Sustainability Facilitator, Membership and Communications Department, Centretown Citizens Ottawa Corporation

Moderator: **Candace Marston**, Manager, Development Services, Housing Services Branch, Community and Health Services Department, Regional Municipality of York

502 Small shop fundraising

QUEBEC, WO

You don't need a big team for a big impact. Fundraising and resource development is often left in the hands of very small groups or individuals. This workshop will provide you with tricks and tips to work smart with few resources. Discover the fundamentals of building a strong case for support and leveraging board members, staff, and contacts to fundraise for your organization. You'll find you have far more fundraising resources than you realized!

Wendy Mitchell, Executive Director, OCH Foundation for Healthy Communities

503 How service managers are using housing development corporations to evolve community housing

205, SC

The *Housing Services Act* has empowered local communities through their service managers to create local solutions to local housing issues. One of those solutions is to create municipal Housing Development Corporations (HDCs) to build new housing, better manage the associated costs and risks, and leverage existing assets. But there is more to it than just new housing. This session will explore what prompted three municipalities to create HDCs and the role those HDCs will play in the future.

Brian Marks, Director of Housing Services, District of Cochrane

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

Louise Stevens, Director of Housing, City of London

Moderator: **Sharad Kerur**, Executive Director, ONPHA

504 Assisting seniors in housing

214, SC

As Ontarians age, more and more seniors will need assistance to live independently. Join our panel of experts for an interactive discussion and acquire the tools you need to ensure your tenants can live safely and comfortably as they age.

Glenda Owens, Director of Care Co-ordination, Champlain Community Care Access Centre

Matt Bowen, Manager, Tenant Engagement and Support Services, CityHousing Hamilton

Moderator: **Leah Davis**, Administrator, Quinte's Isle Non-Profit Housing Corporation

Banquet and entertainment

Saturday,
November 15
7 – 9 p.m.
Canada Hall,
Shaw Centre



An elegant three-course dinner will be served along with extraordinary entertainment from several Aboriginal performers. Join us for drums, dancing and throat singing.

Sponsored by



Saturday, November 15

Banquet entertainment

Aboriginal
experience: Throat
singing and drum
performance



30

A talented Pow Wow drummer will open and lead the event with stirring songs accompanied by the heartbeat of Mother Earth – the large drum. A special performance will be the highlight of the evening with more than 20 hoops used to demonstrate various animals and symbols in honour of Mother Earth.

Photo courtesy of Ottawa Tourism

Sponsored by



Saturday, November
15 7:30 – 9 p.m.
Canada Hall,
Shaw Centre

505 **The *Bill of Rights* for tenants in supportive housing** 207, SC

The Dream Team, a consumer survivors group, have completed a remarkable advocacy initiative with their *Bill of Rights* project. Join them to learn about the research and community collaboration that went into creating the bill, which aims to improve the lives of supportive housing tenants. The workshop will include a discussion on how the *Bill of Rights* can be adopted by other agencies, followed by a screening of the Dream Team-produced video: *What is Supportive Housing?*

The Dream Team members: **Dean Spence**, **Dawn D’Cruz**, and **Isaac Coplan**
Moderator: **Lorraine Bentley**, Executive Director, Options Bytown Non-Profit Housing Corporation

506 **Playing a bigger part: The LHINs’ role in the future of housing** 208, SC

The strong connections between housing and health are evident to many of us, yet a large gap has persisted between Ontario’s housing and health bureaucracies. This has recently begun to change, as LHINs embrace their role in supporting successful tenancies and acknowledge the value of housing as a tool to save money and improve service delivery. Join us and learn more about the LHINs’ vision of their role in housing and some of the exciting work that they’re doing in the Toronto and Ottawa areas.

Chantale LeClerc, RN, MSc, Chief Executive Officer, Champlain LHIN
Kevin Barclay, Senior Health System Integration Specialist, Champlain LHIN
Vania Sakelaris, Senior Director, Health System Integration Design and Development, Toronto Central LHIN
Lori Lucier, Senior Consultant, Health System Integration, Design and Development, Toronto Central LHIN
Moderator: **John Wilson**, Manager, Strategy and Advocacy, ONPHA

507 **Real estate banking 101** GOVERNOR GENERAL II, WO

Is your organization interested in leveraging its assets? Can you afford to expand? Learning how to speak the language of bankers and realtors can open up a new world of opportunities. This session will provide an overview of the real estate process from financing to CMHC mortgage insurance. After this session, you will be well-prepared to enter the world of cap rates and debt service ratios.

Darryl Bellwood, Assistant Vice President, Commercial Financing, First National Financial LP
Angela Roy, Senior Financing Consultant, CMHC
Janet Shim, Program Manager, Refinancing Co-operative Housing Federation of Canada
Randy Harris, Financial Consultant, Cooperative Housing Federation of Canada
Moderator: **Graeme Hussey**, Development Manager, Centretown Citizens Ottawa Corporation & President, CAHDCO

Saturday, November 15

508 Housing in the Southern Hemisphere: An overview of Haven; Home, Safe

GOVERNOR GENERAL I, WO

Are things really that different “down under?” Find out how Haven CEO Ken Marchingo leads a shelter and support facility in Victoria, Australia. Don’t miss this opportunity to explore the respective strengths and differences of each of our countries’ systems and an opportunity to examine our expectations for the future.



Ken Marchingo, CEO of Haven; Home, Safe

Moderator: **Lisa Kotsopoulos**, General Manager, CIH
Canada Co-presented by



Inspire sessions

1:30 – 2:30 p.m.

509 When resources are thin, technology can help fill the gap

215, SC

Can smaller housing organizations benefit from technology? Learn about solutions that can help you provide better service to tenants, become more economically efficient, and keep your operating costs down. You will discover simple things you can do with a lot of freely-available or low-cost technology tools made especially to help smaller organizations.

Steven Dow, Consultant, Value Added Systems Inc.

510 Making votes count where we live: Increasing voter engagement for people with low incomes

213, SC

The City for All Women Initiative and the Coalition of Community Health and Resource Centres are undertaking a three-year project to increase voter turnout in low-income neighbourhoods and among people living in poverty. The project seeks to build the capacity of women leaders, community developers, and community partners to engage residents where they live using strategies and raising issues identified by residents and project partners. Hear about the lessons they learned and their successes during this year’s municipal election.

Tong Zhao-Ansari, Project Co-ordinator, Making Votes Count Where We Live

Khadijah Khan-Potter, Civic Engagement Ambassador, Making Votes Count Where We Live

Moderator: **Meg McCallum**, Manager, Membership and Communications, Centretown Citizens Ottawa Corporation

511 Incentive programs and energy management tools to reduce operating costs

ALBERTA, WO

Union Gas understands that to stay healthy, non-profit housing providers need to closely monitor energy use, invest in energy efficiency, and take advantage of valuable rebates and incentives. As an energy efficiency partner, Union Gas is committed to helping housing providers make positive environmental choices, conserve energy, and save money. In this session we will identify new opportunities and showcase success stories, as well as provide information about utility energy-efficiency incentive programs and energy management tools.

Steve Garvin, Union Gas Commercial Account Manager

Dance party

Saturday,
November 15
9 p.m. – midnight
Trillium Ballroom,
Shaw Centre



Step out on the dance floor with us! Join us for music that will keep you moving the whole night.

601 Working with your local municipality

207, SC

It takes a village to build affordable housing—and your local municipality plays an important role. At this session, you will learn about the different supports and incentives that municipalities can offer to help affordable housing become a reality. You will hear from three different players in the development process: a local housing department, a housing provider, and a development consultant.

Graeme Hussey, Development Manager, Centretown Citizens Ottawa Corporation & President, CAHDCO

Susan Bacque, Manager, Housing Division, City of Peterborough

Tim Welch, President, Tim Welch Consulting Inc.

Moderator: **Wyndham Bettencourt-McCarthy**, Coordinator, Policy & Research, ONPHA

602 Dealing with difficult tenancies

214, SC

Building on this year's Regional Meeting module on Working with Difficult Tenants, this workshop will review the basics of mental health, including signs and symptoms of illness, your responsibilities as a landlord under the *Human Rights Code*, and the duty to accommodate. Cynthia Summers will add her experience as the Commissioner of Housing Equity at Toronto Community Housing, where she works with vulnerable tenants at risk of eviction. Take away examples of successful eviction prevention and an understanding of why eviction prevention is important.

Cynthia Summers, Commissioner of Housing Equity, Toronto Community Housing

Melanie Martin, Early Resolution Officer, Officer of the Commissioner of Housing Equity, Toronto Community Housing

Jenn St. Louis, Manager, Member Services, ONPHA

Moderator: **Keith Hambly**, Executive Director, Fife House

603 The future of housing: Thoughts from the CIH Canada Founders

208, SC

The Chartered Institute of Housing (CIH) Canada launched in 2013 with its first Founders Program designed for leaders in the housing sector. Transformational change was a key theme explored by this distinguished group of professionals throughout the program and as part of their final written reports. Join this panel of thought leaders as they discuss and reflect on how the housing industry is changing and the processes that are needed to enable housing organizations to address current and future operating environments.



Rob Cressman, Director, Social Housing Administration, City of Toronto

Sylvia Patterson, (former) General Manager Housing and Long Term Care, Regional Municipality of York

Moderator: **Jim Steele**, CEO, Windsor Essex Community Housing Corporation

Co-presented by



Saturday, November 15

604 Secondary suites: What do they mean for housing providers?

206, SC

Secondary suites are emerging as an option for affordable housing across the province. SHS Consulting has worked with CMHC and various municipalities to develop research and policies that will help increase the stock of secondary suites in residential areas. This session will share innovations in the secondary suite concept such as linking rent supplement units and incentive programs as well as the partnerships between municipalities and providers that are essential for this affordable housing option to become a viable option for communities.

Jodi Ball, Principal, SHS Consulting

Sue Ritchie, Manager, Program Design and Development Unit, Region of Peel

Emily Irvine, MCIP, RPP, Planner, Policy Planning Division, City of Mississauga

Moderator: **Christine Pacini**, Partner, SHS Consulting

606 Capital reserve planning: Using the online tool

215, SC

You know your property will eventually need major repairs, but do you know when they will be required and how much they will cost? Learn about capital replacement planning and how it can benefit your housing units. Our experts will provide a brief overview of CMHC's free capital replacement planning tool and perform a quick demonstration using the Capital Replacement Planning Simplified Spreadsheet. They will offer useful tips on building condition assessments, reserve fund planning, capital repairs, replacement, and retrofits.



Joel Allaert, Senior Program Analyst, CMHC

Silvio Plescia, Senior Researcher, Sustainable Housing Group, CMHC

Moderator: **Janet Sikiric**, Senior Advisor, CMHC Affordable Housing Centre

Co-presented by



Inspire sessions

3:30 – 4:30 p.m.

605 Innovative supports for seniors

205, SC

How can you help your tenants with the challenges of aging? Learn about the unique approaches that two organizations are taking to address the complex health needs of aging residents. Hear how these programs came to be and the work they are doing to help seniors stay in their homes.



Ray Applebaum, Chief Executive Officer, Peel Senior Link

Alan Whittle, Director of Planning and Community Relations, Good Shepherd Non-Profit Homes (Hamilton)

Moderator: **M.S. Mwarigha**, General Manager/Director, Peel Living

607 Residential Tenancies Act: What tenants need to know

GOVERNOR GENERAL II, WO

Tenants and landlords in Ontario have very specific rights and responsibilities under the *Residential Tenancies Act*. From signing a lease to ending a tenancy, this workshop gives tenants an overview of what is legal and what is not in the tenant-landlord relationship and what tenants can do to get issues addressed under this legislation.

Emma Lander, Coordinator, Member Services, ONPHA

Saturday, November 15

608 Making technology work for you

ALBERTA, WO

Transitioning to a new property management software system can be a long and complicated process. Join a panel of housing providers to learn how they adopted new property management tools. Discussion topics will include identifying goals for a new system, the purchasing process, how they prepared for implementation and lessons learned.

Ann Smith, Executive Director, Gloucester Housing Corporation

Cliff Youdale, Executive Director of Asset Management Services, Ottawa Community Housing

Gabriel Lawrence, Finance Manager, Ecuhome Corporation

Moderator: **Brenda Osborne**, CEO, CityHousing Hamilton

609 Hoarding: Voices from frontline workers

GOVERNOR GENERAL I, WO

Hear how one supportive housing provider has developed strategies for ongoing work with tenants who hoard. Options Bytown, a non-profit housing provider in Ottawa, has committed to building in-house expertise, fostering a culture of flexibility, and developing an organization strategy. Jennifer Laewen, Manager of Tenant Services, along with case managers, will talk about the process of developing a successful hoarding strategy, the ups and downs they experienced and examples of success stories. Learn from others and share your own case studies in this interactive workshop.



Mark Edwards, Case Manager, Options Bytown Non-Profit Housing Corporation

Marie Gentes, Case Manager, Options Bytown Non-Profit Housing Corporation

Jennifer Laewen, Manager of Tenant Services, Options Bytown Non-Profit Housing Corporation

Sarah Overvelde, Case Manager, Options Bytown Non-Profit Housing Corporation

610 Energy management: A case study approach

NEWFOUNDLAND, WO

Learn how an affordable housing provider took steps to improve its operation's energy efficiency. This session will explore how and why the provider decided to get involved in Enbridge's Energy Management Program and will examine the cost-benefit analysis. You will come away with a clear understanding of how you can take advantage of Enbridge's program and how it generates cost and energy savings.

Erika Lontoc, Manager of Residential and New Construction Programs, Enbridge

611 Building a social media strategy

QUEBEC, WO

Are you using social media intentionally or because "everyone else is doing it?" This session will take your knowledge of social media to the next level by showing you key elements of a social media strategy. Learn how to choose the best tools, set measurable goals, create content, engage with stakeholders and evaluate progress. Expand your knowledge of the most common social media platforms and discover how they can improve your strategic objectives. This session assumes a good understanding of popular social media platforms like Facebook, Twitter, and YouTube.

Stephanie Butler, Coordinator, Communications and Marketing, ONPHA

DMS Property Management Ltd.

Proud to be a Founding (1988) ONPHA Member



Our Customers Trust Us

Public, Private, Non Profit, Coop, Affordable
56 Non Profit Corporations
100 buildings, 14,000 Units
30 Years of Service to the Industry

Leading the Market

Resources, Experience, Expertise
Largest Manager of Non Profit Housing
#2 Multi-Res Manager in Canada (Cdn Apt Mag)
29 Property Managers, 12 Accountants

4810 Dufferin Street
Toronto, Ontario, M3H 5S8
416-661-3070
www.dmsproperty.com



Let's make your building smoke-free.

It's possible. It's happening.



For help, visit www.smokefreehousingon.ca



Adapted with the permission of Peterborough County-City Health Unit.

Wellness activities



Running tour

Saturday, November 15
8:30 – 10:30 a.m.

What are the opportunities to build affordable housing in a developed downtown core? What are some of the creative ideas that have led to affordable housing instead of condos? This running tour will take delegates through central Ottawa with stops along the way that will highlight successful affordable housing projects.

Yoga break

Saturday, November 15
12:50 – 1:20 p.m.

Restore and rejuvenate with an afternoon yoga break. Our yoga instructor Maria Kurylo will guide you through various poses to help you reconnect with your mind, body and spirit.

Sponsored by  **RespondPlus**
Flooring & Decorating

Massage break

Friday, November 14
11:30 a.m. – 1 p.m.

Treat yourself to the ultimate relaxation session with a massage. Take a break from your busy schedule while a Registered Massage Therapist releases stress and tension from your muscles.

Sponsored by  **Reliance**
home comfort™

Stop by...

Resource centre

ONPHA provides educational opportunities that are designed specifically for the non-profit housing sector. Get the information you need to achieve your organization's goals, and connect with your colleagues in the sector.

During the conference, you will be able to browse ONPHA's publications, reports and information about professional development opportunities.

Internet kiosk

Browse the internet, check your e-mail or just pass some time exploring the ONPHA website. We will have computers on-site that so that you can stay connected online during the conference.

Sponsored by  **HOUSING YORK INC.**
Building Strong Communities

Ottawa Tourism booth

Looking for more ways to enjoy your stay in Ottawa? Visit the Ottawa Tourism booth during the conference for sight-seeing tips, restaurant recommendations and more.



Sunday, November 16

Learning Lab sessions 10 a.m. – 12 p.m.

701 Accessibility and visitability by design GOVERNOR GENERAL I, WO

People who inhabit non-profit housing come in all shapes and sizes, ranging from infants to seniors, with ever-changing abilities and skills. Hear from CMHC's Jamie Shipley to review the importance of accessibility and visitability in building design. Learn why homes that reflect the principles of universal design are safer and more accommodating to the diverse range of ages and abilities of people who live in and visit these homes.



Jamie Shipley, Senior Research Consultant, CMHC
Co-presented by



702 Topic potluck for supportive housing providers GOVERNOR GENERAL II, WO

Join your fellow housing professionals from across Ontario for a "discussion potluck" where all you need to bring are ideas and your appetite for a good discussion! This open, facilitated session is a great opportunity to network and learn from your colleagues in a fun and participatory setting.

Facilitator: **Lisa Ker**, Executive Director, Ottawa Salus Corporation

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

801 Ethics workshop for boards 206, SC

A strong code of ethics can guide an organization in times of uncertainty and foster a healthy morale among staff and stakeholders. This workshop will highlight the principles of ethics and help board members navigate difficult ethical situations by looking at how personal and business principles of ethics relate to decision making. You will have ample opportunity to discuss ethical issues using case examples and will acquire tools to provide direction and guidance to your organization.

Susan Easton, Coordinator, Education Services, ONPHA

Annual General Meeting

Sunday, November 16, 9 – 10:30 a.m.
Confederation Ballroom, Westin Ottawa

Come and elect the ONPHA Board that will keep the issues you care about front and centre.

Registration begins at 8 a.m. One voting member per housing organization must register at the AGM registration desk. The AGM is open to all ONPHA members at no charge.

Breakfast sponsored by **Region of Peel**
Working for you

Sunday at-a-glance

8 a.m. – 12 p.m.
Registration

8 – 9 a.m.
AGM registration

8:30 – 9:30 a.m.
Breakfast

9 – 10:30 a.m.
Annual General Meeting

10 a.m. – 12 p.m.
Learning Lab sessions
– 700s series

10:30 a.m. – 12 p.m.
Traditional sessions
– 800s sessions

12 – 1:30 p.m.
Closing luncheon

Sunday, November 16

Closing luncheon

Sunday, November 16
12 – 1:30 p.m.
Confederation Ballroom, Westin Ottawa

Connect with friends new and old, and meet your newly elected board members.

802 Smoke-free buildings: Challenges and solutions 208, SC

Many housing providers have successfully implemented non-smoking clauses in their buildings and many others are in the process of implementing them. This session explores challenges faced in enforcing and phasing in these policies as well as a question and answer session where you can discuss your own challenges.

Donna Pettey, Director of Operations, Canadian Mental Health Association (Ottawa)
Debbie Barton, Manager, Rental Department, Centretown Citizens Ottawa Corporation
Andrew Noble, Policy Analyst, Non-Smokers' Rights Association
Moderator: **Angela Cooke**, VP Housing and Community Supports, WoodGreen Community Housing Inc.

803 Reimagining the wait list: Choice-based models and beyond! 205, SC

They do it in Europe. The Ontario Government is for it. Tech solutions are at hand. So what's stopping us from bringing a choice-based approach to Ontario's coordinated access systems? Come learn about the challenges of converting traditional waiting lists to a system that allows municipalities to use different methods of getting people housed.

Rob Cressman, Director, Social Housing Unit, City of Toronto
Kylie Evans, Supervisor, Rent Supplement, Regional Municipality of Peel
Jayne Hartley, Supervisor, Housing Services, Regional Municipality of Halton
Andrew Balahura, Manager, Housing Services, Regional Municipality of Halton
Moderator: **Ishbel Solvason-Wiebe**, Executive Director, The Social Housing Registry of Ottawa

804 Where's the money? The case for affordable housing trust funds 215, SC

Communities across Ontario have plenty of smart people and good ideas when it comes to affordable and social housing – but if there's no money at hand, then important projects can stumble and even fail. Many jurisdictions have affordable housing trust funds and there are good examples across Canada. This workshop will look at different North American housing funds and start a conversation about the role different levels of government, the community, and the private sector can play in the creation of local housing trust funds.



Michael Shapcott, Long-time housing advocate and researcher
Moderator: **John Wilson**, Manager, Strategy and Advocacy, ONPHA

805 Making partnerships work 213, SC

Learn how the City of London uses partnerships between not-for-profit organizations and the private sector to increase the city's stock of affordable housing units. This session will explore how changes to the request for proposals process encouraged new partnerships, as well as tips for funding and development activities.

Louise Stevens, Director, Municipal Housing, City of London Housing Division
Co-presented by



Sunday, November 16

806 Helping new tenants integrate into their community 207, SC

Learn how you can ensure successful tenancies by helping tenants feel safe and engaged in their communities. The Alliance to End Homelessness Ottawa will bring together partners from Ottawa's homeless and housing community to discuss successful strategies for empowering individuals as they move from homelessness and/or precarious living to housing.

Chelsey Karemangingo, Case Manager, Ottawa Salus Corporation

Brian Gilligan, Executive Director, Community Development, Ottawa Community Housing

Terrie Meehan, Board Member, The Alliance to End Homelessness Ottawa

Moderator: **Erin Dej**, PhD Candidate (ABD), Department of Criminology, University of Ottawa

807 Using the arts to grow: Building creative programs into your organization QUEBEC, WO

The power of the arts can bring people together, heal wounds and restore vibrancy. At this session, you will learn how to incorporate creative programming into your housing community. Whether a band, artist-in-residence or space for arts and crafts, discover the positive impact the arts can have on tenants, and the whole community.

Bruce Potter, Community Developer, Ottawa Salus Corporation

Sara Dell'Oso, Community Developer, Nepean Housing Corporation

Jeanine Anderson, Art Instructor – Adult Education, Nepean Housing Corporation

Virginia Carroll, Tenant Participant

Moderator: **Carol Conrad**, CEO Nipissing District Housing Corporation



LUMENIX

LED RETROFITS MADE EASY

Booth #114 Next to Buffet Table

WWW.LUMENIX.COM

ONPHA Awards 2014



We will be profiling award winners at events throughout the conference.

Sybil Frenette Outstanding Leadership Award

This award honours an individual whose energy and vision contributes to the cause of non-profit housing in Ontario.

Sponsored by 

Tenant Achievement Recognition Award

This award honours up to four tenants or tenant groups from across the province who help make their non-profit housing community a better place to live.

Sponsored by 

Lifetime of Service Recognition Award

This award recognizes the commitment of staff and volunteers who are retiring from the sector after 20 or more years.

Sponsored by  

ONPHA Innovation Award

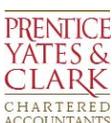
This award recognizes new and innovative partnerships and projects that organizations undertake to make positive impacts on their community, operations or environment.

NEW THIS YEAR!

Sponsored by 

The Award for Excellence

This award recognizes a non-profit housing corporation that responds to tenant and/or community needs with imagination and insight.

Sponsored by 

Conference policies

Privacy policy

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

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

Green policy

ONPHA is committed to reducing its carbon footprint at the conference. The registration guide is distributed electronically and can also be accessed with our conference app. Similarly, workshop handouts will be available online and not printed for distribution at the conference.

This will help us save paper and eliminate the footprint that goes into print production. Some conference events will be 100 per cent powered with renewable energy through BullfrogPower. We have also requested recycling bins in all rooms, will avoid the use of disposable dishes, and will serve most beverages from pitchers instead of individual bottles.

Sponsored by  **Centretown Citizens Ottawa Corporation**
housing the community since 1974

Scent policy

To make the conference accessible to people with chemical sensitivities and/or environmental illnesses, conference attendees are asked to limit their use of scented products as much as possible.

Accessibility and accommodation

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

AN INTRODUCTION TO OTTAWA CANADA'S CAPITAL

OTTAWA FAST FACTS

- Canada's capital city, is located in the province of Ontario at the Québec border. Flying times: 1 hour east of Toronto, 1 1/2 hours north of New York City, 25 minutes west of Montreal, and 7 hours (direct) from London, England
- Impressive yet intimate metropolitan area of 1.1 million English and French speaking residents and growing multicultural communities
- Attributes: national and historic sites, cultural attractions, a beautiful natural setting supporting year-round recreation and adventure, a relaxed urban rhythm with distinctive neighbourhoods, and a very walkable downtown

EXTRAORDINARY CULTURAL ATTRACTIONS

The **Canadian Museum of History** (formerly *Canadian Museum of Civilization*) celebrates Canadian and world cultures. The Grand Hall, on the main level of the museum, houses an exhibition of six Pacific coast Indian house facades connected by a shoreline and boardwalk, and the largest collection of indoor totem poles in the world.

Housed inside a beautiful heritage building, the **Canadian Museum of Nature** has undergone a massive renovation. Now open are beautiful, modern galleries, amenities, rental spaces, and a new HD Theatre.

Located in the heart of downtown next to the Rideau Canal, the **National Arts Centre** is Canada's premier showcase of the performing arts. The NAC presents full seasons of English Theatre, French Theatre, Dance and Orchestra. In addition to in-house productions, the Centre plays host to variety and Broadway programming plus special festivals.

Rich in cultural treasures and attractions, Ottawa invites visitors to experience the best of Canada all in one place. The **National Gallery of Canada**, houses the country's national art collection and hosts outstanding special exhibitions.

MUST-SEE LANDMARK CAPITAL SIGHTS

Famous national landmarks and historic sights greet visitors around every corner in Canada's capital, and foremost among them is **Parliament Hill**. It's the seat of Canada's federal government and the setting for pomp and celebration including **Canada Day** (July 1) and the daily **Changing the Guard** ceremony in the summer. Parliament offers free daily tours and rides to the top of the soaring **Peace Tower** for a spectacular 360° view of the city.

Mosaika Sound and Light Show is the story of Canada— our story. A powerful narrative set against the spectacular backdrop of Parliament Hill, Mosaika takes the audience on an unforgettable journey of sound and light, as we explore Canada's physical, historical and cultural landscapes.

The **Rideau Canal**, Ontario's only UNESCO World Heritage Site, winds through the heart of Ottawa, and is filled with sightseeing cruises, pleasure boats, canoes and kayaks.

In the winter, enjoy skating on the world's largest skating rink (7.8 km/4.8 miles in length)!



Canadian Museum of History



Canadian Museum of Nature



Rideau Canal



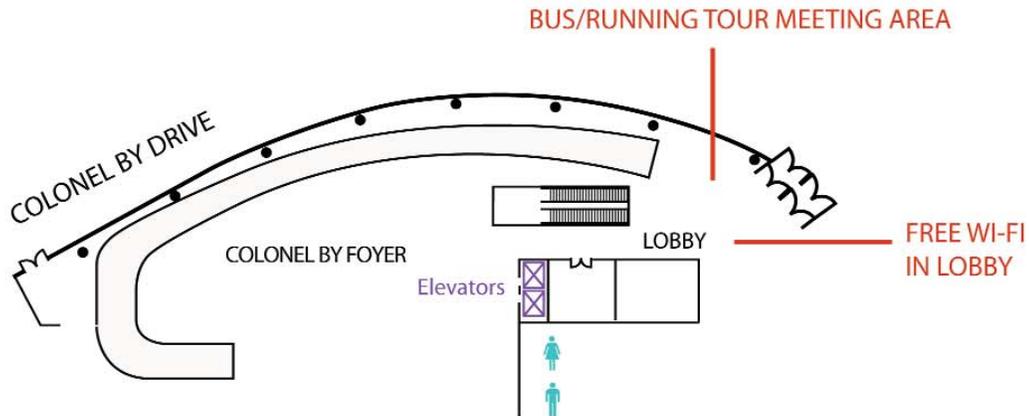
Mosaika



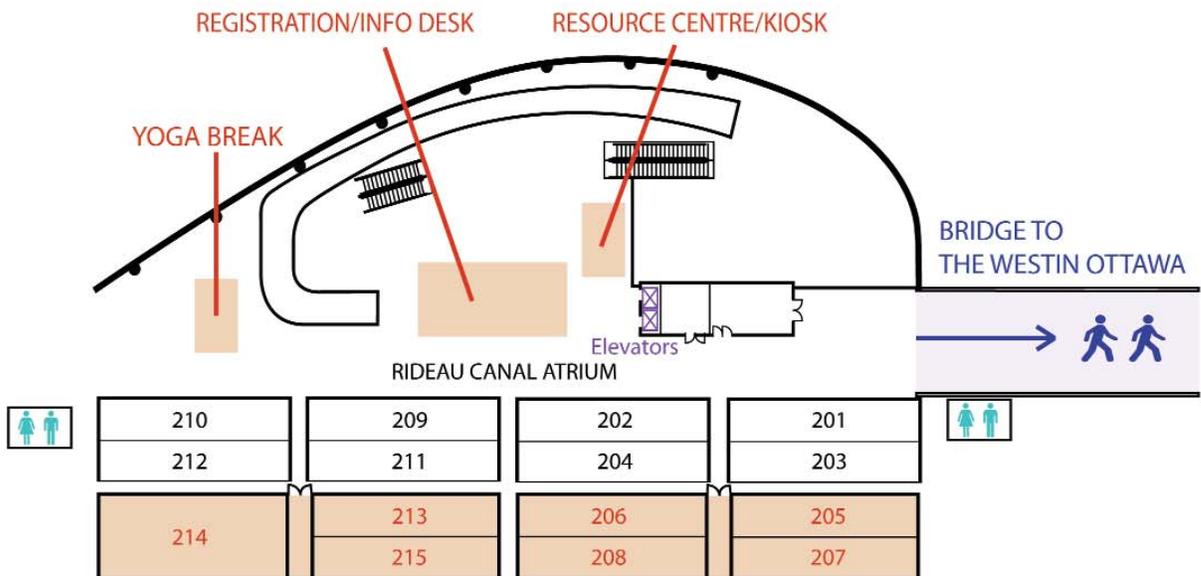
Floor Plan Shaw Centre



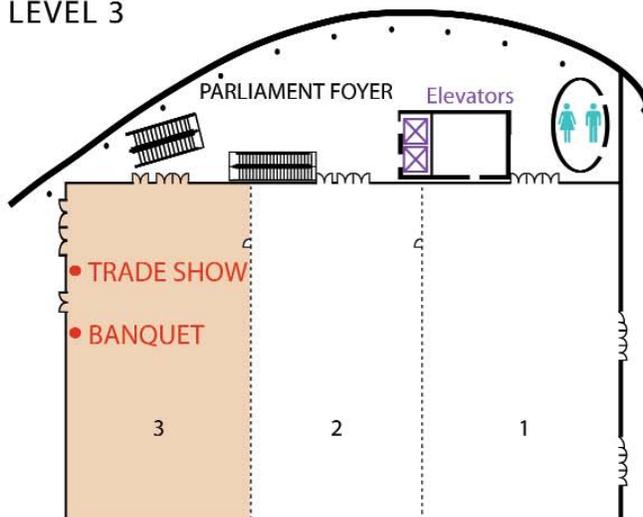
LEVEL 1



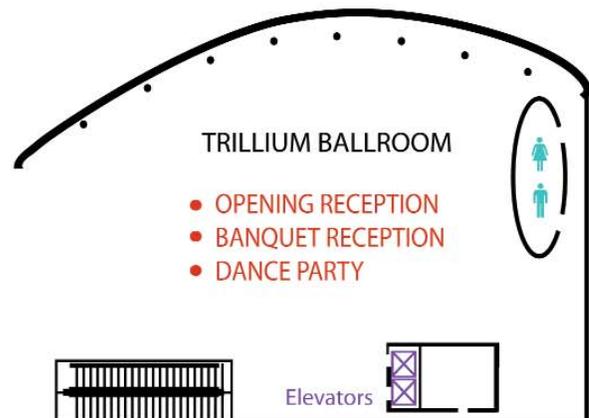
LEVEL 2



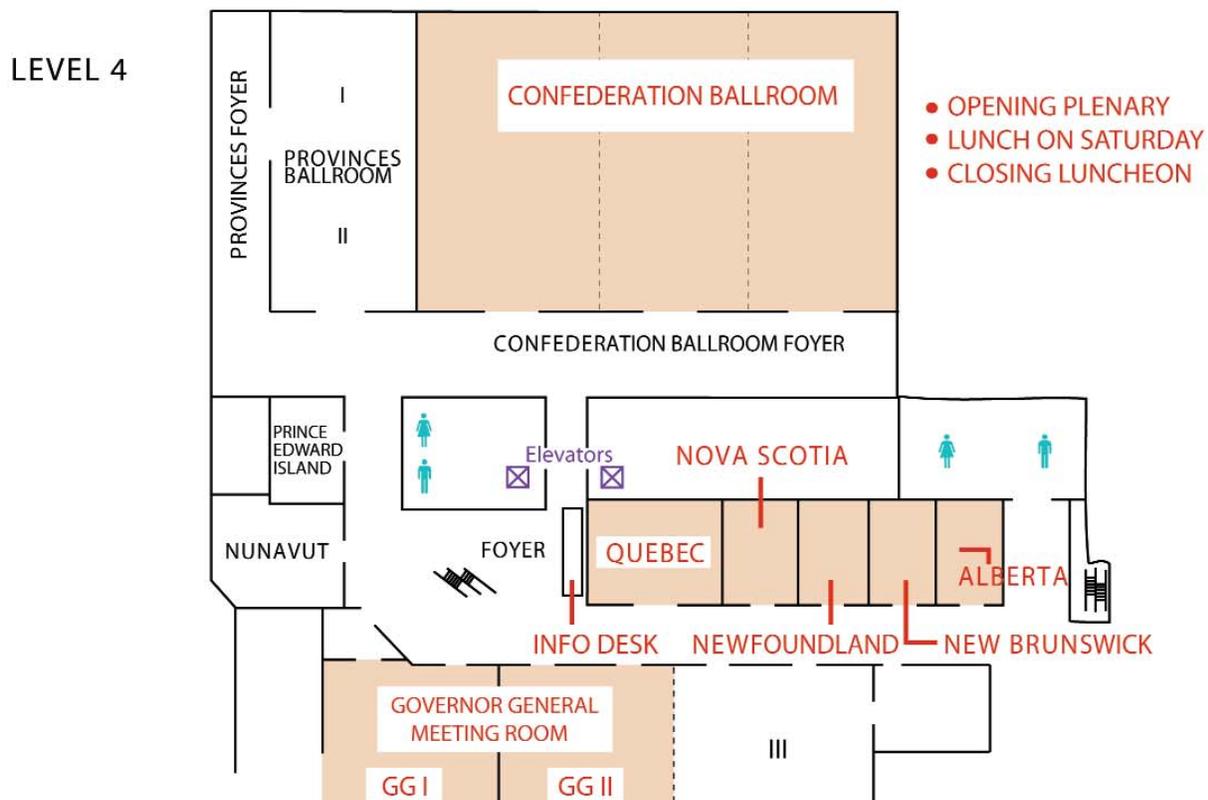
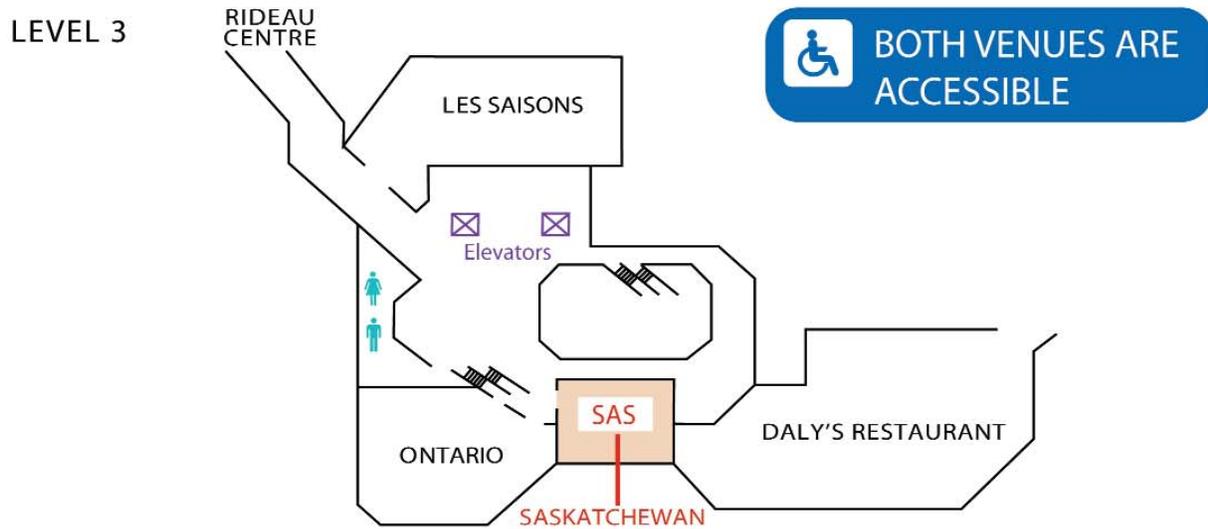
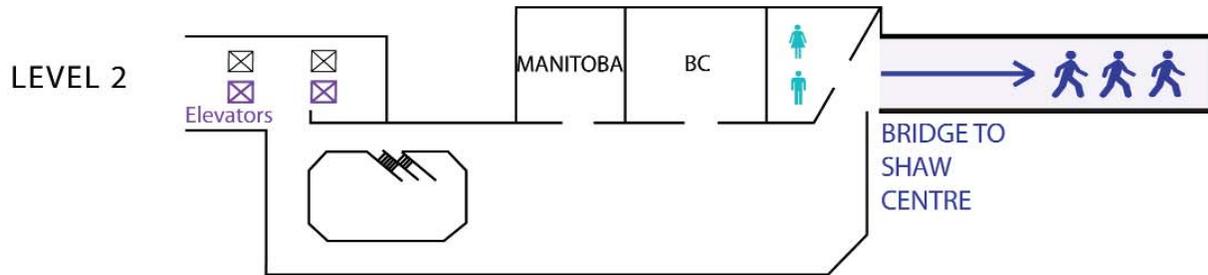
LEVEL 3



LEVEL 4



Floor Plan The Westin Ottawa



YARDI Voyager[®]

Canadian Social Housing

Smarter Compliance



Save with one end-to-end solution for managing all aspects of your social housing portfolio. Yardi Voyager[®] Canadian Social Housing provides tools for managing provincial-compliant waitlists, rent supplement and RGI calculations, full financial accounting, maintenance, reporting analytics, and more. Achieve a full business solution by leveraging the Yardi Multifamily Suite.[™] To learn more, call 888.569.2734 or visit www.yardi.com/socialhousing.

