

DS HR STRATEGY FORUM
“A Celebration of Success ”
Toronto Holiday Inn International Airport – February 6-7, 2018

AGENDA – FEBRUARY 6th, 2018

8:00am-8:30am

Breakfast

8:30am-8:45am

Welcome and Introductions

- *Ann Bilodeau, Co-Chair, DS HR Strategy Steering Committee*
- *Christine Kuepfer, Co-Chair, DS HR Strategy Steering Committee*

8:45am-9:45am

Keynote Address: Jennifer Moss “ The Happiness Economy”

9:00am-6:30pm

Tradeshow

9:45am-11:00am

Session 1 – Evaluating the impact of the DS HR Strategy

This session will present the initial findings of the DS HR Strategy Evaluation Project. Based on extensive interviews and surveys, the presenters will discuss the impacts of the DSHR Strategy on local agency HR practices and on Direct Support Professionals in the sector. The findings will include discussions about what worked and did not work in the strategy and how these lessons will inform our ability to address the emerging HR challenges in the sector.

- Dr. Robert Hickey, Ph.D. Undergraduate Chair, Employment Relations, Queen’s University
- Anna Fields, Research Assistant, Graduate Program, Queen’s University
- Emilio Frometa, Research Assistant, Graduate Program, Queen’s University

Session 2 – Learning Outside the Classroom

We all recognize that the cost of backfill for Direct Support Professionals to attend classroom courses is extremely expensive. In addition, our middle managers are stretched from all sides and cannot afford to spend time in courses that do not directly help them with day to day pressures. But, what are the alternatives to the classroom learning model? Can lower cost alternatives actually result in better performance outcomes?

In this interactive, collaborative session, we will look beyond the traditional classroom approach to learning. We will seek input from participants to explore a variety of alternative learning approaches utilized in our sector. Finally, we will present a simple tool that aims to help agencies choose the best learning approach to respond to a particular performance challenge.

- Steve Snider – Director of Workplace Learning – Christian Horizons
- Dan Farrow – Manager of Leadership Development (Interim) – Christian Horizons

Session 3 – Unveiling the new DS HRS Marketing Materials

This session will introduce the new modern marketing materials developed by the DS HR Strategy and will give your agency digital tools you can utilize to promote and recruit employees into the Developmental Services Sector making it a “Career of Choice”.

Session 4 – Best Practice: Recruiting and Retaining Francophone Staff

Is finding and recruiting francophone staff difficult? Is retaining francophone staff challenging? Francophone staff are an essential and necessary resource to ensure that quality services can be offered in French to the Francophone individuals we support. The recruitment and retention of francophone staff requires an adapted approach. Indeed, key factors are needed to ensure the development of a solid HR plan to ensure the delivery of French language services; ultimately better supporting the needs of our Francophone and French-speaking clients.

This workshop will explore best practices on how to recruit and retain francophone staff.

- Patricia Lamarche, La Ressource / Community Networks of Specialized Care

11:00am-11:15 am Break

11:15am-12:30pm

Session 5 - Individualized Funding: Engaging Workers, Supporting Families – New Challenges in 2018

Individualized funding, whether it be Passport, SSAH, individualized residential supports, is changing the way that services and supports are being delivered, with significant human resources implications for organizations in the sector. At the same time, Bill 148 poses new obstacles for individuals and families seeking to engage workers, and new challenges for the DS Sector agencies that support them. This presentation will focus on the key human resources concerns facing employers supporting people in receipt of individualized funding, with special attention to the recent changes to the Employment Standards Act, 2000, including:

1. Increased risks related to engaging independent contractors;
2. Challenges with accommodating personal staffing preferences of persons supported in unionized work settings;
3. The risk of “Temporary Help Agency” designation and accompanying obligations for respite services providers;
4. Staffing and scheduling of employees in the community and in private residences;
5. Union demands and aggressive positioning in collective bargaining;
6. Acting as brokers of funding and resulting payroll/CRA issues;
7. Staff working for persons supported when off-duty.

In this timely and topical information session, disability law and developmental services legal specialists will share practical recommendations based on extensive experience working with individuals, families and agencies across the province.

- Brendon Pooran, Principal Lawyer, Pooran Law

Session 6 – Measuring Performance for Positive Outcomes and Impact. The Development of a Performance Measurement Plan

This session will describe how Community Living Fort Frances and District's management team focused on the organization's mission to guide strategic decision making by measuring impact of service delivery. The evaluation of outcomes in day to day operations, and the feedback on service delivery data, in order to evaluate performance which results in positive impact in service delivery. The overall goal is to achieve better outcomes and goals as identified in our performance measurement framework.

- Alanna J. Barr, Executive Director, Community Living Fort Frances and District
- Lauren Vandetti, Community Living Fort Frances and District

Session 7 – Conflict Resolution-Increasing Understanding

In this session presenters will detail the journey that Christian Horizons took to build their conflict resolution program and share tips, ideas and resources to help other organizations strengthen their practices in managing workplace conflict effectively.

- Lisa Simmons, Director of Human Resources, Christian Horizons

Session 8 – Embedding Core Competencies into your Agencies Culture

Learn how agencies have totally embedded Core Competencies into all facets of their culture. Discussion will be held on how this is handled on an on-going basis, how this has helped with the recruitment process, training and development, and succession planning. There will be time for a Q & A period.

- Lesa Jansen, Human Resources Manager, Community Living Chatham-Kent
- Claire Market, Director, Human Resources, Community Living Essex County

12:30pm-1:30pm *Lunch*

1:30pm-2:00pm **Greetings from the Provincial Network on Developmental Disabilities – Janet Noel-Annable, CEO, Christian Horizons**

Greetings from Rupert Gordon, Acting Assistant Deputy Minister, Community and Developmental Service, Division, MCSS

2:00pm-3:15pm

Session 9 - ESA Compliance 2018: The Final Word on Bill 148, Self-Audit Tips and What to Expect in an Inspection

The Ontario Government recently announced that it will be hiring up to 175 new ESA Officers, whose job it will be to audit workplaces across Ontario for compliance with the ESA. The government is also introducing new training and resources for "vulnerable workers", including part-time, relief, temporary and casual workers, many of whom work in the DS Sector. Given the numerous changes to the ESA that come into effect over the next two years, employers have a lot of work to do to ensure compliance, prepare for inquiries from workers and demands from unions, and be ready when ESA Inspectors come knocking.

DS Sector labour and employment lawyer, Cheryl Wiles Pooran, will share insights and provide valuable tools to assist your organization to ensuring compliance in 2018. Session focus will include:

- reviewing new compliance obligations and deadlines;
- how to conduct a self-audit; and
- what to expect when an ESA officer comes knocking.

- Cheryl Wiles Pooran, Pooran Law

3:15pm-3:30pm *Break*

3:30pm-4:45pm

Session 10 Creating Successful Outcomes for Workplace Retirement Plans – for employers and employees

Canadians are not saving enough for retirement! At least that is what the financial experts say. What are the key risks and governance best practices that organizations should be aware of when offering a workplace retirement plan? What plan design trends are emerging to help your organization achieve success when attracting and retaining key talent? And how do you encourage employees to achieve success toward meeting their retirement goals?

- Katherine Rapp, VP, Retirement Services

Session 11 – Engaging a Multi-Generational Office – Version 2.0

Last year's Communicating to a Multi-Generational Office session was such a success that we are returning with more generational knowledge that can be applied in your day-to-day office (and personal) lives. Leave with a better understanding of the different generations. This new understanding will enable you to lead better, engage more, communicate more effectively, retain more staff, and interact with anyone within your organization, despite the generation they come from.

This year, social media will be highlighted in terms of communication...what generation prefers what? Also – we will be introducing TWO new generational labels...it's not just the Boomers, Gen X's, Millennials, and Gen Z's out there anymore.

Stop by to bridge the generational gap in YOUR office.

- Nicole Cooper, Communications & Change Coordinator, Ongwanada
- Sionainn Pryce-Hynes, Manager of Public Relations, Middlesex Community Living
- Matthew Poirier, Manager, Policy & Stakeholders Relations, Community Living Toronto

3:30pm-4:45pm

Session 12 – Self Managing Teams

Beyond Empowering- A session on how the culture of self manages teams can empower employees and organization. In this knowledge based society, we need a different approach to leadership and management to engage our workforce and long term business success and sustainability.

- Indu Radhakrishnan, CHRL, Manager Organizational Development, Community Living London

Session 13 – Maintaining Position Equity

Ensuring that positions are compensated equitably can be a challenge. During this session, participants will take a deeper look at an approach used to evaluate positions and how it can support your maintenance of Pay Equity. Position Evaluation works under the premise that all jobs, from entry to executive, have the same qualities which can be measured.

- Elisabeth Whitson, Compensation Manager, Christian Horizons
- Jennifer Gleva, VP of Human Resources, Christian Horizons

5:30pm-6:30pm	Networking Reception
6:30pm-7:30pm	<i>Dinner (Trillium Ballroom)</i>
7:30pm-8:00pm	Awards Presentation
8:00pm -11:00pm	<i>After Dinner Social Lounge (Cabinet Room)</i>

DS HR STRATEGY FORUM

"A Celebration of Success"

Toronto Holiday Inn International Airport – February 6-7, 2018

FORUM AGENDA – FEBRUARY 7th, 2018

8:30am-9:15am **Breakfast**

9:15am-9:30am **Welcome and Door Prizes -Ann Bilodeau and Christine Kuepfer**

9:45am-11:00am

Session 14 – High Impact and Low Cost Analytics Initiatives for HR Practitioners

Focusing on practical tools that an HR practitioner can use to "up their game" in data-driven HR decision making. Will present relevant tools in descriptive and predictive analytics in an HR context along with relatively easy to implement ways to get started with analytics. The session will also talk briefly about strategies in increasing analytical and technical competencies.

- Eric Huang, Founder and Director, Advanced Analytics and Research Lab
- Kevin Yu, Advanced Analytics and Research Lab

Session 15 – World Café

The World Café is an innovative way to host large group discussions in a conversational format! Attendees to this session will move from table to table taking part in small group discussions on hot topics facing our sector. Each table will have a question that will get the conversation going. Moderators will host each table and keep the discussions flowing, encouraging information sharing and creative thinking. Join in and voice your thoughts, share experiences with others and hear what your colleagues are saying on various DS hot topics!

Session 16 – Manager/Supervisor Training and Development Project Update

Front-line Supervisors/Managers in the Developmental Services sector across Ontario are faced with a variety of challenges and are often required on a daily basis to balance a number of competing priorities that demand a range of skills and competencies.

This session will present the next steps on the findings from a provincial-wide project undertaken in 2016 that included: a survey of performance/training gaps that exist among front-line Supervisors/Managers currently employed in the DS sector; validation meetings to confirm the data collected through the survey; a survey of Executive Directors to identify existing resources, tools and best practices for front-line supervisory/management training and development; an environmental scan across Ontario's Developmental Services and other sectors; a literature review to identify tools and best practices for front-line supervisory/management training and development; and recommendations regarding training and development for these positions.

- Wade Durling, CEO, Ongwanada, Chair of Middle Management Task Group
- Members of Task Group (TBD)

Session 17 – Emerging Leaders and Mentorship Program

This session will provide an overview of the Christian Horizons Emerging Leaders and Mentorship Program for Direct Support Professionals with skills needed to become future leaders

- Karen Proudlove, Manager, Christian Horizons
- Gerald Nqanque, Manager, Christian Horizons

11:00am-11:15am Break

11:15-12:30pm

Session 18 – Coaching in Developmental Services

Coaching is a growing professional practice that is helping individuals and organizations to maximize their potential, and to achieve their desired outcomes. This session is led by Eric Goll, a Certified Executive Coach, who coaches families, supporters, and leaders in the DD sector. Eric will give you an in-depth look at coaching in DS, share the lessons learned and outcomes he has seen, and demonstrate coaching a coaching session. This session will help you understand the benefits of coaching and to determine if coaching is right for you, and your organization.

- Eric Goll, Executive Coach

Session 19 – Navigating Difficult Conversations through the Use of the Core Competencies

Difficult conversations often involve identifying and discussing problematic behaviour with employees who drift between average and below average performance. The challenge for supervisors/managers is often how to structure a conversation before the behaviour results in discipline. This session provides leaders with a neutral approach anchored in the use of stories and the Core Competencies to coach an employee to identify below average behaviours encourage self-reflection, leading to the development of positive outcomes to address non-disciplinary performance concerns.

- Brigette O'Neill, Director of Support Services & Human Resources, Brantwood Community Services

Session 20 – Take a Chance ~ Make a Change

This presentation will focus on the steps taken by employees to realign itself with the agency mission and vision after realizing its employment venture wasn't doing what it was meant to.

In July of 2016, the association closed the doors of its sheltered workshop, the Mercantile Restaurant. Although the business was well supported and offered a safe place for people to develop hospitality skills, an ideological struggle was brewing.

Employees who worked alongside people, who were training, wondered 'how was paying people a training wage for years and years, in line with the vision statement of recognizing the value of people?' How was the restaurant and the frontline staff championing inclusion when its workers were only support staff and people supported?

Closing the sheltered workshop opened up possibilities for people supported by Middlesex Community Living, and it will show this session's attendees where it's been, where it is now, and where it's going. Best of all, it'll share with you stories of how employees were able to transition people away to move from a life in service

- Sherri Kroll, Middlesex Community Living
- Lisa McEachren Middlesex Community Living

Session 21 Technical Competencies for Intervenor Services

Join representatives from the ISHRS Education and Training Sub-Committee for an introduction to the technical competencies for Intervenor Services and for information on relevant education and training for employees who work with individuals who are deafblind.

- Cathy Proll, Executive Director, Canadian Deafblind Association, Ontario Division
- Janine Tucker, Provincial Project Coordinator, CNIB Deafblind Services – Ontario Division

12:30 **Lunch**

1:00pm **Closing Keynote – John Draper –Living Inclusive Leadership Everyday**

2:00pm **Closing Remarks**

- *Ann Bilodeau, Co-Chair, DS HR Strategy Steering Committee*
- *Christine Kuepfer, Co-Chair, DS HR Strategy Steering Committee*

DOOR PRIZE DRAWS – must be present!