

DS HR STRATEGY FORUM

“The Mindful Workplace ”

Toronto Holiday Inn International Airport – February 5th and 6th , 2019

Overview – FEBRUARY 5th , 2019

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**

*******Continuing Professional Development - HRP A Pre-approved sessions are indicated with a seal*******

8:00am-6:30pm **Tradeshaw**

9:45am to 12:00pm

Session 1 – Howard Levitt

Howard Levitt is a well-known and widely quoted authority on employment law in Toronto, the GTA and across Canada. Howard writes a weekly employment law column in the **National Post**, hosts a weekly talk show on employment law on **Newstalk 1010 CFRB**, and is the author of one of Canada’s leading dismissal text books, **The Law of Dismissal in Canada**, three other texts, and is Editor-In-Chief of the national law report, The Dismissal and Employment Law Digest, which covers every notable dismissal and employment law case across Canada. The Law of Dismissal and accompanying law report is cited extensively in decisions across Canada.

Howard has appeared as counsel in employment law and labour law cases at all levels of court in Ontario and across Canada, including the Supreme Court of Canada. He has been lead counsel in thousands of employment law cases, acting as counsel in over 50 trials, appeals, judicial reviews and other hearings annually. He has regularly chaired employment law and labour law conferences across Canada, including the Ontario Law Society, for its first ten years 2001-2009, the maximum time permitted.

Howard practices employment law and labour law in Toronto, the GTA and throughout Canada and has an extensive national profile.



9:45am to 10:45am

Session 2– Relationships and You

By means of presentations and interactive exercises, participants will be familiarized with the “Relationship Group” initiative. The “Relationship Group” is an initiative that encourages and fosters effective practices focusing on supporting people with intellectual disability to build safe, strong and sustainable relationships through safety, respect and self-esteem. Participants will also be provided with concrete strategies which may be implemented to uphold the values and intent of the Quality Assurance Measures in Ontario Regulation 299/10 made under the Service and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008. Specifically, around but not limited to the “Promotion of Social Inclusion, Individual Choice and Independence”, “Health Promotion” and “Abuse Prevention”

- Tracey O'Regan, Community Living Toronto
- Deanna Djios, Relationship Group- Sexual Health Promoter

10:45am to 11:00am Break

11:00am to 12:00pm

Session 3- Intrapersonal Skills Development- Conscious Care and Support

The work of the DSHR’s Core Competencies has contributed significantly to the identification of core areas of professional development within various roles within the sector. In order to develop most meaningfully within these core areas, there is an implied understanding that we must grow not only our interpersonal skills of development, but to develop key intrapersonal skills as well.

Based in Adlerian psychology, a founding philosophy of A Centre for Conscious Care and the Conscious Care and Support model is based on ensuring that as supporters, we bring our “A-Game” through developing key intrapersonal skills through objective self-reflection. Skills of intrapersonal development are also garnered through the practice of mindful self-awareness and emotional self-regulation.

As supporters and leaders, if we can explore our own self-development both inter and intra personally, we will find a centre from where we can authentically offer quality support for not only the people and families we serve, but also our colleagues.

- Xavier Noordermeer, Executive Director of Community Living Windsor
- Adriana Mc Vicker, CCS project Manager

12:00- 1:00pm *Lunch*

1:00pm-1:30pm

Greetings from the Provincial Network on Developmental Services: Wade Durling, CEO, Ongwanada

1:45pm to 3:00pm

Session 4- How to build a more committed workforce: Lessons from the DSHR Strategy Evaluation Project

This session will take a detailed look at what we have learned over the past ten years from the DSHR Strategy. Where did the strategy have its most positive impacts and what have we learned from the challenges faced by the Strategy?

In this session you will learn about what we found to be effective HR practices and what builds organizational commitment and employee perceptions of organizational support. These findings are based on analysis of over 3,000 surveys and 100 interviews and provide the most detailed look at the current state of HR in the sector.

Ultimately, the findings from the evaluation project help to inform our efforts to continue advancing workforce development strategies and supporting effective HR practices in the sector

- Robert Hickey, Ph.D., Undergraduate Chair, Employment Relations, Queen’s University

Session 5- Psychological Safety and Mental Health in the Workplace: DS Sector Solutions for Ensuring Preventing, Identifying and Addressing our Unique Challenges

Bullying, harassment, #MeToo, chronic mental stress, post-traumatic stress, poisoned work environment, burn-out... these issues pose particular challenges for the Developmental Services Sector where “workplaces” are also homes that ought to be safe spaces for the people we support and our staff.

In this session, Chief Human Resources Officer leading change at Community Living Toronto, Rose Cutajar, and DS Sector labour and employment lawyer, Cheryl Wiles Pooran will review the challenges the DS Sector faces when it comes to creating psychologically safe work environments and the HR best practices being implemented at various stages of the employment life cycle to address the key sources of stress for Support Workers.

The presenters will share proactive and preventive practices in recruitment, orientation and training, and employee engagement as well as addressing unsafe scenarios and supporting healing for support teams disrupted by psychological safety risks such as bullying, harassment, or traumatic incidents.

- Cheryl Wiles Pooran, PooranLaw Professional Corporation
- Rose Cutajar, CHRO, Community Living Toronto



Session 6 – DSW Apprenticeship Program Toolkit

The main goal of the DSHR Strategy is to improve and maintain a workforce that provides quality support and services to people with a developmental disability in a transformed DS sector. In response to this goal the DSHR Strategy struck a task group to review the DSW Apprenticeship program.

This session will walk participants through a dynamic, comprehensive, user-friendly program information package/ toolkit developed for use by apprentices and employers for engagement in and navigation of the DSW Apprenticeship Program

- Sue Lynch, Chair DSW Apprenticeship Survey Task Group
- Tullia Leone, Project Manager, Trasada Research Solutions

Session 7- Caring for the Caregiver: Why mindfulness matters in the workplace

#mentalhealthishealth for all of us, whether we use developmental sector services, or we provide them. In this session, I will weave together lessons I have learned from research on aggression in the developmental sector, “dual diagnosis”, mindfulness, and caregiving. What may appear as four distinct topics are actually very much related.

- Yona Lunsky, Ph.D., C.Psych.
Azrieli Centre for Adult Neurodevelopmental Disabilities and Mental Health, Director
H-CARDD Director and Senior Scientist, Centre for Addiction and Mental Health
Professor and Developmental Disability Lead
Department of Psychiatry, University of Toronto

3:00pm-3:15pm *Break*

3:15pm-4:30pm

Session 8 - Navigating Rough Waters: A Roundup of the Latest Developments in HR Law and Strategies for Steering a Safe Course

To say that the law affecting the DS Sector is in state of flux would be an understatement. Law and regulation are changing on a daily basis with little in the way of guidance from above. Yet DS Sector agencies must carry on, manage their budgets and their employees, while at the same time ensuring the highest possible quality of supports to people with disabilities.

In this session, DS Sector labour and employment lawyers, Cheryl Wiles Pooran and Sue Munn, will review the most up to the minute legal changes, including new developments related to Bill 148, Employment Standards and Labour Relations, Vulnerable Sector Checks, Pay Equity, WSIB, pressures for amalgamation, as well as collective bargaining. The speakers will discuss the specific implications of these changes for DS Sector agencies and share Best HR practices for addressing these legal changes and developments.

- Cheryl Wiles Pooran, PooranLaw Professional Corporation
- Sue Munn, PooranLaw Professional Corporation



Session 9 – Communications for the DS Sector

- Matthew Poirier, Manager, Policy & Stakeholder Relations, Community Living Toronto
- Ron Laroche, Director of Communications, Marketing and Fund Development Community Living Ontario

Session 10 – Middle Management Task Group

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 provide an update of the work of the Middle Management Task Group. This includes the work currently being conducted to add topic outlines relevant to Middle Managers to the DS HR Strategy’s Workplace Learning and Development Guide.

- Wade Durling, Chair M& M Task Group, CEO, Ongwanada

Session 11 – 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!

5:30pm-6:30pm	Networking Reception
6:30pm-7:45pm	<i>Dinner (Trillium Ballroom)</i>
7:45pm-8:15pm	Awards Presentation
8:15pm -11:00pm	<i>After Dinner Social Lounge</i>

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FORUM AGENDA – FEBRUARY 6th, 2019

8:15am-9:00am Breakfast

9:00am-9:10am Welcome and Door Prizes -Ann Bilodeau and Christine Kuepfer

9:15am-10:30am

Session 12 – And Now What? HR's Role in Driving Organizational Success

In today's digital age, many organizations are struggling with accurately capturing the qualities needed to succeed in the future. HR professionals are challenged to be part of that journey and deliver strategic value that achieves meaningful organizational outcomes. This highly thought provoking, engaging and practical workshop, based upon Dr. David Weiss' book *Leadership-Driven HR: Transforming HR to Deliver Value for the Business* (Jossey-Bass) and his subsequent research, analyzes the following:

- Why the radically changing work environment necessitates a transformed HR response?
- What HR can do to create strategic value through new approaches to leadership and talent?
- How HR needs to work as “Co-Creation Partners” with executives to de-risk issues even before they arise?

- Dr. David S. Weiss, Ph.D., ICD.D., FCHRE President & CEO, WEISS INTERNATIONAL LTD



Session 13 – GET THE LINKEDIN ADVANTAGE

With two new members joining LinkedIn every second of every day, there is a huge amount of potential for businesses that use LinkedIn effectively. Sue Sutcliffe will guide you through best practices for optimizing your professional and business profiles, how to find, connect and engage your ideal audience, and how to best leverage LinkedIn, the largest and most powerful community of professionals in the world with 161 million members, from 200+ countries, on all 7 continents, from 170 industries and ALL Fortune 500 Companies!

- Sue Sutcliffe, Web & Social Media Marketing & Training Consultant

Session 14 – Provincial-Aging With A Developmental Disability Workshop

This session will provide an overview of a workshop that is the product of collaboration between Reena & The Alzheimer Society of York Region (AS YORK) to help bridge the knowledge gap between frontline workers from the Developmental Service & Health Service sectors. In June of 2018, Reena & AS YORK received a Seniors Community Grant from the Ministry of Seniors Affairs to present the course in a province-wide tour of 10 cities. People with developmental disabilities are aging into their 60s, 70s and older for the first time. During the participatory 6-hour introductory workshop, we look at the challenges involved that are affecting the individuals as well as their families and caregivers. Similarities & differences are examined in relation to what we know about general aging & what key strategies can be used to support individuals and their families as aging occurs. This well received workshop has grown from an internal Reena training product to a product that has been presented several times in the Greater Toronto area and is now available provincially.

- Abhijeet Manay, Reena
- Andrea Ubell, Reena
- Stacey Mendonca, Alzheimer Society of York Region (AS YORK)

10:30 am-10:45am Break

10:45am to 12:00pm

Session 15 – The ‘How Might We’ Mindset – A Must Have for Future Leaders

Leading in human services involves focused work for and with people, which poses challenges – BIG and small. Regardless of the size, research shows that approaching problems with a “How Might We” mindset results in solutions-focused creative cultures. In this engaging session, participants will learn about what it truly means to have an ‘open’ not closed or fixed mindset, and pick-up on tools & techniques they can take back to their workplace to spark new break-through thinking and idea making at all levels of the organization. At the end of the day, we owe it to the people we support to approach challenges with an open mind – “We can’t” doesn’t cut it. “How might we...” is the way forward.

- Janeen Halliwell, People Minded Business
- Jennifer Keilty-Friesen, People Minded Business

Session 16 – HR Metrics

This workshop will give a conceptual framework, as well as practical ways for the audience to begin leveraging analytics in an HR context. The workshop will be built upon open and guided discussions and will focus as much as possible on practical use of analytics. The workshop will be made as easy as possible for users to adopt the tools to harness the power of HR Analytics and utilize the tool developed for the DS Sector

- Indu Radhakrishnan, CHRL Manager Organizational Development, Community Living London
- Holly Olynyk, Human Resources Coordinator, Community Living London



Session 17 – Resiliency for Leaders

One of the most important qualities of an effective leader is resilience. Today’s leaders face a high amount of stress and pressures in their lives. Organizations should aim to have leaders who are able to display emotional strength, courage and professionalism during trying times.

The skill of resilience enables us to develop coping mechanisms against adverse or overwhelming experiences. It’s our ability to adapt, bounce back and maintain balance in our lives during stressful periods.

Although resilience is a quality that most want to possess, it can sometimes be difficult to know how to access it in our day-to-day lives. This interactive session introduces key traits and skills to become more resilient. Participants will also partake in activities to gauge their current level of resilience, and the session will offer ways to continue building their resiliency.

- Amanda Taylor, CHRP, Christian Horizons
- Lisa Simmons, CHRL, Christian Horizons

Session 18- Creating a Management Pool

Hear about one organization’s practical response to the pressures of growth, attrition, and the need to plan for succession.

Community Living Windsor has developed a “Management Pool” to foster experience, capability, and confidence in its up-and-coming leadership candidates.

- Brandon Pottie, Director of Supports, Community Living Windsor

12:00-1:00pm

Lunch

1:30pm

Closing Remarks

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