

Building Today's Workforce for Tomorrow

March 3rd & 4th, 2020

Holiday Inn, Toronto International Airport



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#BESTJOBONTARIO

DAY 1

MARCH 3RD, 2020



AGENDA

8AM-6:30PM **Tradeshow**
Location: Trillium C

8-8:30AM **BREAKFAST**

8:30-8:45AM **Welcome**
Eugene Versteeg, Chair Provincial Network HR Committee and Ann Bilodeau, Vice Chair of the Provincial Network HR Committee

8:45-9:45AM **Keynote Speaker**
Joseph M. Macbeth, CEO, National Alliance for Direct Support Professionals "Creating a 21st Century Workforce"

Greetings from Keynote Sponsor:
Community Services Benefits Trust (CSBT)

Location: Trillium Ballroom

9:45-11AM **SESSION 1 & 2**
Invaluable: The Unrecognized Profession of Direct Support

Choose one session per time slot

Target Audience: Senior Management, HR Professionals

Location: Trillium AB



Continuing Professional Development: *HRPA Pre-approved sessions are indicated with a seal.*

SESSION 3**Developing a Customer Service and Appreciative Mindset**

Target Audience: Senior Management, Management, HR Professionals

Location: Algonquin AB

SESSION 4**Succession Management Example**

Target Audience: Senior Management

Location: Algonquin CD

11-11:15AM**BREAK****11:15AM-
12:30PM**

*Choose one
session per
time slot*

SESSION 5**“The 80% Solution: Practical Applications for Hiring, Developing, Keeping and Empowering Direct Support Professionals”**

Target Audience: HR Professionals, All Management, Direct Support Professionals

Location: Trillium AB

SESSION 6**Making Remote Work, Work**

Target Audience: HR Professionals, All Management

Location: Cabinet Room

SESSION 7**Values Based Recruitment**

Target Audience: HR Professionals, All Management

Location: Algonquin AB

SESSION 8

Value Added and Data Driven Human Resource Management

Target Audience: HR Professionals,
Senior Management

Location: Algonquin CD

12:30-1:30PM LUNCH (TRILLIUM BALLROOM)

1:30-2PM

Greetings from the Provincial Network

on Developmental Services: Michelle Marshall,
Chair of the Provincial Network, Executive Director,
Participation House Durham

Greetings from our Lunch Sponsor:

Seamless Care Pharmacy

Door Prize Draws – Must be present

Location: Trillium Ballroom

2-3:15PM

*Choose one
session per
time slot*

SESSION 9 & 10

HR Legal Update: Key Legal Developments
affecting HR Best Practices in the DS Sector

Target Audience: All Management, HR Professionals

Location: Trillium AB



SESSION 11

**Practical Insights, Surprises and Benefits
of Implementing Accountability into
Our Organization**

Target Audience: All Management, HR Professionals

Location: Algonquin AB

SESSION 12**Supporting your Developmental Services Professionals to be Professional**

Target Audience: Management, Direct Support Professionals

Location: Cabinet Room

3:15-3:30PM **BREAK**

3:30-4:45PM **SESSION 13 & 14**

Choose one session per time slot

Incubator for Innovative HR strategies

Target Audience: Senior Leaders, HR Professionals

Location: Trillium AB

**SESSION 15****Person-centred Supervision and Coaching**

Target Audience: All Management

Location: Cabinet Room

SESSION 16**Beyond Silence (Workplace Mental Health Training)**

Target Audience: HR Professionals, Training and Development Professionals

Location: Algonquin CD

AGENDA

5:30-6:30PM Networking Reception

Greetings from Reception Sponsor: Sincron HR

Location: Trillium C

6:30-7:45PM DINNER (TRILLIUM BALLROOM)

7:45-8:15PM Awards Presentation

8:15-10PM After Dinner Entertainment

Live Karaoke Band (Good Enough Karaoke)

SESSION 1 & 2

9:45-11AM

Invaluable: The Unrecognized Profession of Direct Support

Amy Hewitt Ph.D., *Director of the Institute on Community Integration and a Professor in Organizational Leadership and Policy Development. University of Minnesota*

There is no question that direct support workforce stability and competence is key to supporting positive community outcomes at systems, organizational and individual levels. Too often this workforce is unknown, underappreciated and underfunded in our communities.

Through stories and multiple lenses (DSPs, family members, advocates, and people with disabilities) the complexity of the work and the immense value it provides to individuals receiving support will be explored. Next steps and promising practices will be shared along with the most current data to move us toward greater stability and value toward the direct support workforce.

SESSION 3

9:45-11AM

Developing a Customer Service and Appreciative Mindset

Cheryl Farrugia, *CL&F Consulting*
Lina Baccarella, *CL&F Consulting*

In today's environment it is essential to ensure a 'customer service' approach to doing business. In this session we will review; who the customers are, keeping in mind the complexities of service delivery and approaches to successful customer service at every level of an organization using an appreciative mindset.

SESSION 4

9:45-11AM

Succession Management Example

*Laura Watson, Manager of Leadership Development,
Christian Horizons*

*Jennifer Gleva, Vice President of Human Resources,
Christian Horizons*

Using the “Talent Management and Succession Planning Guide for Agencies” as a reference, Christian Horizons launched a four phase Succession Management Initiative in 2019. Participants will hear what we have learned as we implemented a strategy that started with accessing our need for succession management. Examine the 9-box grid tool and the process we used to identify acceleration candidates for focused leadership development opportunities. Leave with ideas on how to implement succession management at the agency where you are employed.

SESSION 5

11:15AM-12:30PM

“The 80% Solution: Practical Applications for Hiring, Developing, Keeping and Empowering Direct Support Professionals”

Joseph M. Macbeth, CEO, National Alliance for Direct Support Professionals (NADSP)

“We Have a DSP Problem.” We hear it all of the time. Home and Community-based Support Providers experience a crushingly high percentage of staff turnover, poor morale, and an inability to provide the high quality supports that people with disabilities and their families want and deserve. How do we fix it? The answer is complex and comprehensive. Approximately 80% of the workforce in organizations and agencies that support people with disabilities is comprised of direct support professionals. They deliver the service and “product” that we all strive to assist people

with disabilities to lead fulfilling lives in the community. This session will describe an organizational cultural change system to focus agency culture to one that fortifies and bolsters the development and recognition of direct support professionals.

SESSION 6

11:15AM-12:30PM

Making Remote Work, Work

Cary Moretti, *Co-Founder, Proximuto*

As the workforce demands new attitudes and technology provides new ways of working, organizations are increasingly providing flexible remote work options as part of their Future of Work strategies.

During this session, we will explore what Remote Work is, how employees and teams work outside the traditional office environment and the best practices that make remote, work.

SESSION 7

11:15AM-12:30PM

Values Based Recruitment

Barb Swartz-Biscaro, *Helen Sanderson Associates Canada*

Values Based Recruitment is a modern approach to finding the right people for your organization. We believe that traditional recruitment practices are not as effective for today's workforce. Today's employees focus on purpose and meaning before security. In order to recruit employees that fit your organization, the values of the organization and employees must be aligned. This makes a win-win situation that leads to great satisfaction for all. Employees who are recruited based on shared values are more likely to excel in meeting core competencies as their values drive their behaviour. In this session, you will be introduced to the Values Based Recruitment approach and you will leave with a few practical tools you can implement right away.

SESSION 8

11:15AM–12:30PM

Value Added and Data Driven Human Resource Management

Indu Radhakrishnan, *HR Consultant*

We're experiencing significant shifts in the HR landscape and smart organizations realize they need to embrace a data-driven culture for better problem solving and decision making. Data analysis is now a necessary tool to move beyond gut feeling. This session discusses "Why we should measure, What to measure and How to measure" HR activities and strategy using HR Metrics. Gain knowledge in developing your own KPI's and HR Metrics for a data driven HR management.

SESSION 9 & 10

2–3:15PM

HR Legal Update: Key Legal Developments affecting HR Best Practices in the DS Sector



Cheryl Wiles Pooran, *PooranLaw Professional Corporation*

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 lawyer, Cheryl Wiles Pooran, will review the most up to the minute legal changes, including new developments related to:

- Bill 124 – Wage Restraint Legislation
- Employment Standards
- Changes to the OAP
- Regionalization, Restructuring & Shared Services
- Pay Equity

- WSIB
- Wettlaufer Report – HR implications
- Bargaining Update
- Key case law developments

The presentation will include useful resources (such as templates, links to key resources and sample procedures) for leaders to use in addressing key HR issues.

SESSION 11

2-3:15PM

Practical Insights, Surprises and Benefits of Implementing Accountability into Our Organization

Suzanne Willett, Executive Director, Community Living Huntsville

Charlene Hofstetter, Human Resources Manager, Community Living Huntsville

This session will share first hand experience of implementing Accountability Based Management and its associated leadership practices in Community Living Huntsville. Hear how we reinforced core competencies and our organization's values as part of the process.

Learn about the inefficiencies and surprises that came to light during implementation, the resistance to change we experienced; how those prompted great conversations that have continuously made us better, and other benefits that have emerged. You will hear about the change that was necessary and how we are supporting our leaders and team members through those transitions.

This session will get you thinking about how your organization may benefit from greater role clarity, stronger leadership practices, and increased accountability.

SESSION 12

2-3:15PM

Supporting your Developmental Services Professionals to be Professional

Mark Benner, *Professor Fanshawe College*

The profession of providing direct support to people with developmental disabilities has come a long way from their role as nurses and attendants in institutional settings to building inclusive communities of support.

Let's celebrate and help support our employees to become the most professional that they can be! This session will discuss ways that people in leadership positions, including HR professionals, executive directors, managers and supervisors, can help foster and promote a professional culture from an individual, organizational and systemic platform.

SESSION 13 & 14

3:30-4:45PM

Incubator for Innovative HR strategies

Robert Hickey, Ph.D., *Employment Relations, Queen's University*



Developmental Service organizations and HR professionals face a range of daunting workforce challenges. From recruitment and retention to training and development, communication, employee engagement and mental health. These workforce challenges threaten the quality of services and sustainability of supports in the sector. But researchers from Queen's University have found that HR leaders are resilient and innovative. This session moves from talking about the challenges facing the sector to highlighting the diverse range of innovative HR strategies by leaders across the province. Some strategies have been successful, for some it is too early to tell, and some innovative efforts have failed to achieve the desired outcomes. We can learn from all these examples. This interactive session will briefly highlight and discuss a wide range of examples (big and small) as part of building a broader 'HR Innovation Lab' to share lessons and support innovation in the sector.

SESSION 15

3:30–4:45PM

Person-centred Supervision and Coaching*Julie Malette, Helen Sanderson Associates Canada*

Coaching is a strategic approach to supporting employees to deepen knowledge, develop confidence and set goals for ongoing learning. Coaching can also help in clarifying expectations and building effective problem-solving skills. This session will provide participants with a short overview of how Person-Centred Supervision is a practical option for ongoing coaching. Participants will also be introduced to practical coaching tools and strategies that help employees reflect and learn from their efforts in order to build competence and confidence in their role.

SESSION 16

3:30–4:45PM

Beyond Silence (Workplace Mental Health Training)*Katie Joy, LCDS Learning & Developmental Coordinator,
Beyond Silence Trainer**Lisa Wolfe, Beyond Silence Program Coordinator,
McMaster University*

This Mental Health in the Workplace training customized for healthcare and is led by trained peer educators. It allows opportunity for dialogue/discussion to build mental health literacy within the workplace and develop skills for reaching out to employees at every level.

Beyond Silence is a promising, evident based approach to improving Mental Health/Illness knowledge, reduce stigma and promote help-outreach among healthcare workers, especially in small, under resourced organizations.

Let us introduce you and your organization to this new Mental Health in the Workplace training, together we can work towards changing not only the individual behaviours but also that of the overall workplace.

DAY 2

MARCH 4TH, 2020



8:30-9:15AM **BREAKFAST**

9:15-9:30AM **Welcome and Door Prizes**

9:45-11AM **SESSION 17**

Choose one session per time slot

Care Occupancy, Multiple Unit Residential Complexes and the Fire Code

Target Audience: Senior Management, HR Professionals

Location: Algonquin AB

SESSION 18

Forward Thinking ~ Future Focused Leadership

Target Audience: All Management

Location: Algonquin AB

SESSION 19

Recruiting International Students

Target Audience: HR Professionals, Management

Location: Cabinet Room

SESSION 20

Supervisor or Coach?

Target Audience: HR Professionals, Management, Training and Development Professionals

Location: Trillium C

11-11:15AM **BREAK**

**11:15AM-
12:30PM**

*Choose one
session per
time slot*

SESSION 21

Success Strategies for Strengthening Performance

Target Audience: Senior Management, HR Professionals

Location: Algonquin AB



SESSION 22

Scheduling, Shift Management & Collaboration with Microsoft Teams

Target Audience: HR Professionals

Location: Algonquin CD

SESSION 23

Strengthening Family Relationships

Target Audience: Management, Direct Support Professionals

Location: Cabinet Room

SESSION 24

Apprenticeship Advancement Program: The Participation House Project (Durham Region)

Target Audience: HR Professionals, Management

Location: Trillium C

12:30-1:30PM LUNCH

1:15-1:30pm

Update on the Moving ON Inclusion & Citizenship Strategy from Janet Noel-Annable, Chair of Moving ON and Chief Executive Officer, Christian Horizons

**1:30-2:45PM**

Choose one session per time slot

SESSION 25**Managing Employee Absenteeism**

Target Audience: Senior Management, HR Professionals

Location: Algonquin AB

SESSION 26**Interrupting Bias and Fostering Inclusion: Putting Ideas into Action**

Target Audience: All Management, HR Professionals

Location: Algonquin CD

SESSION 27**Onboarding & Mentoring**

Target Audience: All Management, HR Professionals

Location: Trillium C

SESSION 28**Expanding Your Talent Pool: Optimizing Social Media for Recruitment**

Target Audience: Communications Professionals, Management, Direct Support Professionals

Location: Cabinet Room

2:45-3PM**BREAK****3-4PM****HR Think Tank**

This open space discussion gives participants opportunity to discuss HR issues they are facing and have supported problem solving conversations with their peers.

SESSION 17

9:45–11AM

Care Occupancy, Multiple Unit Residential Complexes and the Fire Code

Barbara L. B. Wallace, *BSHEc, LLB, General Counsel, Privacy Officer, Christian Horizons*

Christian Horizons was recently successful in appealing to the Ontario Fire Marshal a wrongfully assessed care occupancy determination. Presented by the Christian Horizons General Counsel, workshop participants will learn how to structure living arrangements in multiple unit residential complexes while remaining compliant with the Fire Code.

SESSION 18

9:45–11AM

Forward Thinking ~ Future Focused Leadership

Janeen Halliwell, *MA, People Minded Business Inc*

Jennifer Keilty-Friesen, *MPH, People Minded Business Inc*

Ontario's developmental services sector in the midst of significant transformational change. At the same time, the needs of people and families are changing too. Fortunately, a shifting environment can open up new opportunities for forward-thinking, future focused leaders. In this session, participants will take a look ahead at the skillsets that are growing in demand & will be at a premium come 2022: active learning, creativity, innovation, reasoning and complex problem-solving, and social influence, to name a few.

Participants will examine the philosophy, mindset, strategies, and human-centred tools that today's leaders, from all sectors across the globe, are using to develop and nurture these rising crucial skillsets. We will also look at how leaders that empower employees to join other key stakeholders to solve problems and generate innovative solutions, together, are nurturing healthy workplace cultures. If you are in a leadership role or aspire to be, you are sure to find this session both powerful and practical for moving your organization forward.

SESSION 19

9:45–11AM

Recruiting International Students

Holly Duff, *Fanshawe College DSW Program*

Laura Costigan, *Fanshawe College International Office*

Holly Olynyk, *HR Coordinator, Community Living London*

Ontario's DS agencies support diverse communities and Fanshawe is fortunate to have diverse classrooms in our DSW program. One possible strategy for recruiting employees can include recruiting international students from Ontario's college.

This panel session will discuss the myths and realities of international students, including opportunities and barriers for hiring students. We will also explore strategies for recruitment and retention of international students.

SESSION 20

9:45–11AM

Supervisor or Coach?

Lisa Simmons, *Director of Human Resources-Employee Development, Christian Horizons*

As a supervisor do you find yourself answering questions and solving problems for employees, or developing team members to resolve issues themselves? Do you give answers or help team members find answers? Am I a supervisor or a coach? Don't I need to be both?

The answer is yes! There are times you need to direct and times you will get much better results by exploring. Come learn when and how to use coaching in easy, practical ways you can apply immediately. Learn how you can help your team members grow in knowledge, independence and experience, while meeting the objectives you are accountable for. You will take away simple, relevant coaching skills that will open up a world of possibilities for you and your team.

SESSION 21

11:15AM-12:30PM

Success Strategies for Strengthening Performance

David Chalmers, B.A., B.Ed., M.Ed., MIRHR, LL.M., Ph.D (CT), Nexus Human Capital; Ryerson University



During an interactive and informative session, participants will better understand the importance of developing cultures of continuous improvement in order to accelerate organizational learning and succession planning initiatives.

It is through the lens of continuous improvement that participants will be introduced to six key drivers that have been shown to heighten levels of employee engagement and lead to strengthened levels of individual and team performance.

SESSION 22

11:15AM-12:30PM

Scheduling, Shift Management & Collaboration with Microsoft Teams

Julie LaSorda, Director, Marketing and Innovation, Community Living Essex County

Lisa Wallace, Manager, Community Living Supports, Community Living Essex County

In a world where technology is rapidly changing the way we do just about everything, DS agencies are looking for creative and cost effective ways to respond. Providing employees with cost-effective, secure, efficient and integrated technology tools is a challenging task. While there is no shortage of apps that can help organizations accomplish pretty much anything, each one typically comes with a subscription-based cost per user that is often completely out of reach for DS agencies.

Join us as we share our journey implementing Microsoft Teams – a free app that addresses a couple of major pressure points common to many DS agencies: enhancing communication and

collaboration; and offering mobile-friendly shift management and scheduling. Many people aren't aware that Teams includes a full scheduling suite that offers mobile shift notifications to employees, up-to-the-minute schedule changes, as well as the opportunity to request time off or open shifts right from the app. In addition, Teams includes full videoconferencing capabilities as well as chats, calls and communications streamed by appropriate channels for better organized work.

We'll share our experience to date from the initial pilot, to the development of a full user guide with embedded video tutorials, and provide an overview of our roll-out and training model. Live demonstrations will allow participants to walk away from the session with a full understanding of all that Microsoft Teams has to offer.

SESSION 23

11:15AM-12:30PM

Strengthening Family Relationships

Deanna Djos, *Manager, DSTO*

Linda Ger Walters, *Independent Grief and Family Support Facilitator*

Strengthening Family Relationships is a workshop that was designed through the collaborative efforts of the Relationship Group and Montage Support Services. The Relationship Group wants to strengthen and improve on the relationship between supervisors/managers, direct support staff and the families they support.

Strengthening Family Relationships is an interactive workshop that is facilitated in a way that will help reinforce family and staff relationships through resolution, solutions and understanding. The objective is to identify concerns and provide solution-based outcomes. Through informal conversations about challenging families, strategy building, validation and communication styles the group finds ways to ensure that there is a reduction in work fatigue and frustration.

SESSION 24

11:15AM-12:30PM

Apprenticeship Advancement Program: The Participation House Project (Durham Region)

Michelle Marshall, Executive Director, The Participation House Project Durham Region)

Cheryl Wiles Pooran, PooranLaw Professional Corporation

Robert Hickey, Ph.D. Employment Relations, Queen's University

As we know many agencies are struggling with recruitment, degradation of employee qualifications, little room for advancement and workforce demands, The Participation House Project (Durham Region) has developed a framework to support career advancement opportunities within existing classification(s) while providing an opportunity to reinvest existing funds to help meet the need for greater qualifications and higher wages. This quality driven solution helps diversify wage demands away from entitlements driven solely by seniority in addition to addressing recruitment challenges for difficult to fill positions and support demands. In this session you will hear key legal considerations and notes from the bargaining table that helped get this initiative off the ground.

SESSION 25

1:30-2:45PM

Managing Employee Absenteeism

Kalen Ingram, Cunningham, Swan, Carty, Little & Bonham LLP



This session will cover a review of the law including recent cases surrounding employee absenteeism, including the following topics:

- communicating with the absent employee;
- communicating with medical professionals;
- independent medical examinations;
- workplace accommodations; and
- discipline.

SESSION 26

1:30–2:45PM

**Interrupting Bias and Fostering Inclusion:
Putting Ideas into Action**

Rima Dib, Director of Curriculum and Training, Diversity, Equity and Inclusion, Harmony @ Work

Diversity is our reality; it is an ever-increasing source of strength and an asset to our professional and personal communities. Diversity however, does not inherently mean success. The success of diversity depends heavily on inclusion and as such, diversity alone is not enough. Inclusion requires thoughtful and deliberate action and commitment to ensure our collective success. Bias, however, can be a barrier that stands in the way. This workshop will deepen participants understanding of the relationship between diversity, equity, inclusion, human rights and the impact of bias. Through practical ideas and tools, participants will learn how to identify and interrupt their bias in the moment in order to increase equity and foster inclusion.

SESSION 27

1:30–2:45PM

Onboarding & Mentoring

Katie Joy, LCDS Learning & Developmental Coordinator

Tracy Beaucage LCDS, Human Resource Coordinator

Onboarding – Our onboarding program has been updated to ensure that the initial hiring and training process for new hires is clear, easy to understand and well documented. LCDS takes great pride in ensuring all new employees feel welcomed, informed and prepared with job expectations, knowledge of policy & procedures before attending their first onsite shift. Let us share our best practices and onboarding process with you!

Mentoring – This program was designed and created to ensure all new hires are trained consistently throughout the agency, providing them with guidance and support as they begin their career with LCDS. The mentoring program not only has benefits for the new hires, it also allows the mentor to have opportunities to develop leadership skills, and work towards their professional development goals and most importantly build stronger working relationships from day one. By definition a Mentor is “a trusted counselor or guide”; our goal for LCDS with this program is to create positive learning opportunities, sustaining long term employees, while building meaningful working relationships

SESSION 28

1:30–2:45PM

Expanding Your Talent Pool: Optimizing Social Media for Recruitment

Marcy Galipeau, *Director, Marketing and Communications, Community Living Ontario*

We know the workforce landscape is changing. This interactive session will provide tangible examples on optimizing social media tools to recruit new talent for the developmental services sector. It will focus on reaching out to a targeted pool of candidates and expanding your search options.

Supported by evidence-based data, this session will examine the importance of developing captivating job descriptions, developing targeted demographic searches and using key words to maximize retention.

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