



OASIS LONDON CONVENTION CENTRE
MAY 7-9, 2014



OASIS: ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS



WE INVITE YOU TO JOIN US IN...



Beautiful London, Ontario.

Situated in the balmy Southwest of the Province, please join us in the Forest City; complete with unique cultural attractions; home of the London Knights including hosts of the 2014 Memorial Cup, and of course the chosen location of the 17th Annual OASIS Conference!

As already announced, London will be the location for “Keep Calm and Carry On”, a perfect balance between rejuvenate and educate. We will offer you outstanding keynotes, amazing educational opportunities and excellent, unique, social networking events for all who attend.

OASIS 2014 will be centrally located downtown at the London Convention Centre, with accommodations being provided by the attached Hilton Hotel for our delegates to be able to enjoy all that London has to offer.

Remember, OASIS 2014; “Keep Calm and Carry On”, a balanced approach, May 7th to 9th, 2014.

We look forward to seeing all of you at this year’s conference – so register today!!

Michelle Palmer
Executive Director
Community Living London
Conference Chair

Denise House
Director of Staffing Relations
Community Living Elgin
Conference Co-Chair



EXPERIENCE PRE-CONFERENCE OPTIONS LONDON:



New! Be sure to visit
OASIS Central:

- Get the latest OASIS resources!
- Pick up health and wellness tips!
- Get free tech support – learn how to download Apps, set up twitter and use the conference app!
- Charge your phone/ipad!
- Talk shop with colleagues in the lounge!
- Pick up a free treat!
- Get your fun badge ribbon!
- Pick up some fun App ideas to help reduce your stress!
- Find out your colleagues' top business Apps to help you do your job better!

Golf Tournament

Wednesday May 7

Forest City National Golf Course

- Shotgun start 9:30 am.
- Best Ball Format
- Contests for prizes!
- **Complimentary return bus transportation will be provided from the Hilton Hotel (departure 8:00 am with return to hotel at 3:00 pm).** The Forest City National is an 18 hole championship golf course nestled on 275 picturesque acres hugging the southeast shore of Fanshawe Lake. Each hole ribbons its way through pine forests and around small ravines with the contour terrain providing panoramic vistas of the lake. London's only Golf Digest 4-1/2 star rated public golf course.

Fee: \$95 per person (includes green fees, cart, breakfast and lunch).
Sign up on registration form.

Theatre Performance: "Oil and Water"

Wednesday May 7, 1:00 pm

Grand Theatre, 471 Richmond St., London (within walking distance)

From the team that created *Tempting Providence*, an audience favourite in The Grand's 2011/12 MainStage Season, *Oil and Water* is a tale of two cultures. Follow the true story of Lanier Phillips who recalls how his life was transformed when he encountered the people of Newfoundland. Shipwrecked aboard the USS Truxton in 1942 off the coast of Newfoundland, Phillips was the only African American survivor. Rescued and cared for by the residents of the village of St. Lawrence, the experience changed the life of this son of the segregated South. This unforgettable play is a true story of transformation.

Tickets: \$35 per ticket. Sign up on registration form.

Pre-Conference Workshop ONTARIO FIRE CODE REGULATION 130/13 – IMPLICATIONS AND INTERPRETATION

9:00 am – 12:00 pm

This workshop will provide an overview and interpretation of the Ontario Fire Code Regulation 150/13 and will address how it may apply to your agency. As well tips will be provided regarding working with your local fire department. The fire code changes will affect all residential service providers and could cause significant challenges to the ds sector - come hear directly from the Ontario Fire Marshalls office.

Kevin Kelly, Office of the Fire Marshall

Fee: \$30 per person. Sign up on registration form.

New!



WELLNESS ACTIVITIES AT THE CONFERENCE



New!

Healthy bodies can lead to healthier minds. Check out these health and wellness features taking place throughout the conference:

- Free pass to local GoodLife Fitness Centre during the conference
- Workshops on stress release: #12/#18 Don't Worry, Be Happy (Right Now) including Stress Management Tools
- Tip sheet on healthier living – available at OASIS Central
- Healthy snack choices available

New!

Pre-Conference Workshop NEGOTIATING IN THE REAL WORLD SCAVENTURE Wednesday May 7, 2014 | 1:30 pm – 4:30 pm

Negotiating can be an anxiety-driven and stress-inducing experience for many individuals. However, much of that anxiety is driven from lack of experience and internal fear. Overcome some of your barriers in this fun, team-based, adventure in the city where you will have ample opportunities to exercise your negotiation skills with diverse members of the community. As a team-based exercise, this workshop will take you out of the convention center and into the streets of London to see the sites, engage with the people, and negotiate your way to success!

This exercise combines the challenge and analytical abilities required for Scaventure hunts, with the fun and excitement of simply going on an adventure. In this Negotiating in the Real World Scaventure teams are given a surprise item that they must negotiate, trade, and/or barter with anyone they can find in the downtown core with the goal of continually upgrading their item to secure the highest value item at the end of the challenge. Along the way, participants will be asked to document their adventure with cameras, video, or notes and identifying the most effective negotiation techniques along the way. At the end of the Scaventure, each team will be required to present their final item along with the best negotiation strategies used along the way.

Life itself is the best classroom. Join us for this fun learning adventure!

Learning Objectives: Upon completion of this Scaventure, participants will:

1. Identify and apply a variety of negotiation techniques to reach win-win solutions
2. Practice collaborative negotiations in teams in unpredictable environments
3. Reflect and analyze their own negotiation strategies and their effectiveness in varying situations
4. Identify ways to modify negotiation strategies for different groups, situations, or desired outcomes
5. Creatively solve problems with limited resources to achieve high value results
6. Feel the thrill of competing on a team against your peers in downtown Toronto
7. Have a fun and adventurous time networking with new peers and community members

Fee: \$30 per person. Sign up on registration form.

LCC Kitchen Tour Wednesday May 7, 5:00 pm – 5:30 pm

Join Chef David Van Eldick for an exclusive tour of London Convention Centre's (LCC) expansive kitchen facilities. Find out how the culinary team cooks 1400 steaks at a time utilizing state of the art walk-in ovens as well as soup tureens that can produce soup and sauces for 2000 people.

No fee. Limited space. Sign up on the registration form.

REGISTER EARLY!!

AND SELECT YOUR WORKSHOP CHOICES.

 REGISTER ONLINE!
www.oasionline.ca

CONFERENCE SCHEDULE



Wednesday May 7, 2014

8:30 am – 6:30 pm

Registration Desk Open

9:00 am – 12:00 pm

Office of the Fire Marshall Workshop

9:30 am – 3:00 pm

Golf Tournament (shotgun at 9:30 am) **bus departs at 8:00 am**

1:00 pm –

Theatre Performance “Oil and Water”

1:30 pm – 4:30 pm

Scaventure Hunt workshop

5:00 pm – 5:30 pm

LCC Kitchen Tour

6:30 pm – 9:30 pm

A Rockin’ Good Time Opening Evening

Join friends and colleagues in the unique and entertaining opening night mixer. Enjoy a buffet dinner and team activities involving music, creativity, teamwork and fun. The evening will be hosted by League of Rock featuring invited artists Burton Cummings, Randy Bachman (BTO), Eric Schenkman (The Spin Doctors), Carmela Long (Glass Tiger) and more! A great opportunity to meet fellow delegates in a highly charged environment!



Thursday May 8, 2014

7:00 am – 5:00 pm

Registration Desk Open

7:00 am – 5:00 pm

OASIS Central Open

7:30 am – 1:45 pm

Tradeshaw Open

7:30 am – 8:30 am

Buffet Breakfast (visit booths)

Sponsored by Rexall Specialty Pharmacy

8:30 am – 10:00 am

Keynote Len Jillard, Senior Vice President and Chief People Officer **McDonald’s Restaurants of Canada Limited**

“People- The Secret Sauce at McDonalds”

McDonald’s is one of the most recognized and successful brands in the world. You can copy everything about McDonald’s, the menu, the physical plant, the processes, the marketing but what can’t be matched are the people. People that are engaged take pride in what they do and are committed to the customer and to each other. People are the secret sauce at McDonald’s. Find out how McDonalds has developed a high performance culture in the workplace and, why people are the most important ingredient to an organization’s success. Understand your role as leader to make your workplace a high performance environment. We are pleased to feature a representative of McDonalds’s Restaurants are our keynote speaker as George A. Cohon opened the first McDonald’s in London, Ontario as a franchisee for Eastern Canada in 1968.



10:00 am – 10:45 am

Refreshment Break – visit tradeshow and auction

10:45 am – 12:00 pm

Concurrent Workshops (select one on registration form)

- 1 Ready or Not? It’s Time to Get Compliant with the New Ontario Not-for-Profit Corporations Act
Sponsored by Auxilium Group
- 2 Social Media in the Workplace
- 3 Increasing Health Care Challenges – Exploring and Defining an Organization’s Capacity to Meet the Health Care Needs of Clients
- 4 Using Risk reduction to reduce accusations of deliberate indifference and increase agency safety.
- 5 Risk Management Considerations for Organizations Supporting Individuals With Special Needs
- 6 Next Steps Toward Law and Policy Reform Policy. Next Steps?

12:00 pm – 1:30 pm

Buffet Lunch, visit booths and silent auction



REGISTER ONLINE!
www.oasionline.ca

CONFERENCE SCHEDULE...

Thursday May 8, 2014 continued...

1:30 pm – 2:45 pm

Concurrent Workshops (select one on registration form)

- 7 Managing in a Unionized Environment
- 8 Breaking up is Hard to do”: Employee Terminations – Legal Strategies for Difficult Decisions.
- 9 What Popular Media Can Teach us About Leadership... and Service
- 10 The Power of Mindset and Methods for Giving Success
- 11 Balancing and Protecting Employee and Client Relationships in the Social Media Age: An Overview of the Current Legal Framework.
- 12 Don't Worry, Be Happy (Right Now) including Stress Management Tools

2:45 pm – 3:00 pm

Refreshment Break

3:00 pm – 4:15 pm

Concurrent Workshops (select one on registration form)

- 13 Using Risk Reduction to Reduce Accusations of Deliberate Indifference and Increase Agency Safety.
- 14 Promoting Psychological Health and Safety in the Workplace
- 15 Motivation, Challenges and Needs: What do Support Staff Say?
- 16 Navigating the Hurdles: a Legal Prospective
- 17 Powerful Presentations
- 18 Don't Worry, Be Happy (Right Now) Introduction to Stress Management (*repeated*)

4:15 pm – 6:00 pm

Free Time

6:00 pm – 7:00 pm

Reception Hosted by the 2015 Conference Committee

7:00 pm – 12:00 pm

Dinner and Awards Celebration

Sponsored by Stevenson and Hunt Insurance Brokers Limited
(in partnership with Equitable Life of Canada and Northbridge Insurance)

Friday May 9, 2014

7:00 am – 11:00 am

Registration Desk Open

8:00 am – 9:00 am

Buffet breakfast

9:00 am – 9:45 am

OASIS Annual General Meeting

9:45 am – 10:45 am

Closing Keynote Meg Soper

Professional speaker and Comedienne



“Wit, Fit & Balance – Strategies for Success”

We create a positive workplace when we inspire, mentor, and encourage the people on our team. This presentation offers a different perspective on dealing with the everyday stresses we face and emphasizes the fact that humour and how we communicate can play an important role in helping us lead more productive and healthier lives in an ever changing environment. We determine the quality of life we lead by the decisions we make every day. We can be more aware of how our emotions, perceptions and preconceived ideas can impact our day to day interaction with others. The goal is to create awareness about how we can shift our perspective to build better relationships with the people we lead. Take away these key messages and put them towards a healthier, happier and more productive workplace environment. This motivational life balance presentation delivers insight and practical strategies that entertain and inspire.

10:45 am – 11:00 am

Closing Remarks

DINNER AND AWARDS CELEBRATION

Join us for an exciting evening honouring the 2013 Award winners including the:

- Annie Oliver Award
- President's Scholarship
- George Braithwaite Scholarship
- Gerry Sutton Scholarship

Thursday May 8, 2014 | 7:00 pm – 12:00 pm

Dance the night away to the sounds of Wrif Wraf, London's premier local band serving up songs of yesterday and today! Playing anything from the Doobie Brothers to Sinatra, from the Proclaimers to Stevie Wonder – this band's repertoire encapsulates the popular music of five decades and will keep the dance floor hoppin'.

Gala Dinner sponsored by:

stevenson & hunt
Insurance & Risk Management

Entertainment sponsored by:

CVC ComVida Corporation
SOFTWARE SOLUTIONS THAT FIT

Northbridge Insurance
Equitable Life of Canada



CONCURRENT SESSIONS

PLEASE SELECT ONE SESSION IN EACH
TIMEFRAME ON THE REGISTRATION FORM

Thursday May 8, 2014

10:45 am – 12:00 pm

1 Ready or Not? It's time to Get Compliant with the New Ontario Not-For-Profit Corporations Act

(Executive Directors/Board)

Speaker: Brendon Pooran, Principal, PooranLaw Professional Corporation

The *Ontario Not-for-Profit Corporations Act* (ONCA) is new legislation that proposes to dramatically change the way not-for-profit organizations are governed in Ontario. This new law is anticipated to come into force in late 2014, requiring not-for-profits currently incorporated under the Ontario Corporations Act (OCA) to take a number of proactive steps to transition to incorporation under the new legislation. This session will provide:

- an overview of the new legislation highlighting the key differences between ONCA and its predecessor legislation (the OCA);
- a detailed description of the transition process including the steps that each not-for-profit corporation will be required to complete once the new law comes into force; and
- a discussion of the options for incorporation under the federal legislation and the pros and cons of doing so.

2 Social Media in the Workplace

(Human Resources)

Speaker: Daniel Pugen, Partner, McCarthy Tétrault LLP

Issues raised by computer usage, the Internet, e-mail, blogging and other forms of social media are continually raising new challenges for employers as social networking continues to blur the boundaries between work and "play." Given the ever increasing popularity of social media sites combined with the relative ease of access, it is not surprising that some employers are struggling to keep up in the new social media landscape.

Social media not only puts a new twist on traditional workplace problems, it also comes with a host of new problems as well. This presentation will discuss how social media influences our traditional views of employment and examine the labour and employment issues that arise as a result of employees using social media, both in the workplace and on their personal time.

Finally, the presentation will discuss the best practices that an employer can adopt around computer use and social media to limit the common risks associated with social media in the workplace and offer step-by-step guidance to employers in how to go about drafting a social media policy for the workplace.

3 Increasing Health Care Challenges - Exploring and Defining an Organization's Capacity to Meet the Health Care Needs of Clients

(Program Directors)

Speaker: Fran Doodeman, Senior Manager, Client Services, Community Living Hamilton

The session will provide opportunities to discuss the challenges developmental services (DS) organizations face when supporting a client with an acute, chronic, or palliative medical issue that requires a skill set outside staffs' typical area of expertise. As organizations within the DS sector, it is important to identify when clients' health care needs surpass what can be safely supported within their home. It is important to identify when medical needs eclipse intellectual disability needs. What alternatives can they turn to in their community? What is the best option? At this time health issues with aging clients is raising the issue, "What care can Developmental Service professionals safely provide to clients and what is out of their scope of practice?" When are other professional required to support a client so they can remain within their home and continue to be a part of their community. What care skills would be considered too high risk to safely provide within a residential or day program setting without additional expertise?

This will be an interactive session to discuss the support challenges for specialized medical care faced by the sector and brain storm strategies to proactively advocate for the clients we support.



CONCURRENT SESSIONS...

4 Using Risk Reduction to Reduce Accusations of Deliberate Indifference and Increase Agency Safety

(Executive Directors/Board)

Speakers: David Hinsburger, Director of Clinical and Educational Services; Chanelle Salonia, Behaviour Therapist; Donna Lee, Behaviour Therapist; Vita Community Living Services

Deliberate Indifference is a new term that is gaining awareness with every media report of a successful, million dollar, lawsuit brought against service agencies when someone is harmed within. A common dilemma for service providers is placing someone with a pre-existing behavioral challenge such as aggression into any group living environment where there are potential victims. According to Deliberate Indifference if you know that an individual is at high risk to hit or to assault another individual, you are equally at risk should harm occur, to be accused of deliberate indifference to the rights of the victim if you cannot show that you took the risk seriously and acted to reduce that risk. It has been shown that when steps have been taken to mitigate the risk of harm to others and a system of documenting risk reduction strategies is in place, agencies both reduce the risk of lawsuit and reduce the risk of harm for all in the environment. This presentation will demonstrate how risk reduction can be integrated into behavioural plans and will present a risk reduction tool which can be used to document the efforts to keep all safe. This approach has been utilized for over one year within Vita Community Living Services. As a result, this agency has seen a reduction in incidents related to aggression or assault between individuals in service. Ultimately this presentation aims at having participants leaving with a resource rich package of literature and behavioural templates for programming and for risk reduction.

5 Risk Management Considerations for Organizations Supporting Individuals With Special Needs

(All delegates)

Speaker: Jessica Jaremchuk, BA, LL.B, Manager, Risk Management Consulting Services, Frank Cowan Company

Risk is inherent in the operating environment of every organization. It is impossible to eliminate risk, but it is possible to manage it. The principles of risk management have been around for many years and their implementation is crucial in today's changing world. Escalating claim costs, vicarious liability, joint liability and new provincial regulations are some of the reasons why ignoring the importance of sound risk management can have serious consequences for any organization. This session will outline the steps of risk analysis, relevant legislation and real life examples of claim situations providing important tools for effective risk management.

6 Next Steps Toward Law and Policy Reform

(All delegates)

Speaker: Jennifer Brown, Law Student, Osgoode Hall, York University

Legislative Compliance: This research project was initiated through a student intensive program with ARCH Disability Law Centre and Osgoode Hall Law School to examine possible next steps toward Law and Policy Reform in Ontario specific to complaints mechanisms responsive to the needs of people who use Developmental Services. The aim of this session is to provide a comprehensive review of current legislative requirements specific to client complaints policies of service providers across the province, and identify best practices. The outcome of this review will provide an indication of commonalities, distinctions and best practices amongst service providers, as well as a thorough examination of legislation and policy. Current research includes input from service providers and self-advocate groups.

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Thursday May 8

1:30 pm – 2:45 pm

7 Managing in a Unionized Environment

(Executive Directors/Board)

Speaker: Daniel Pugen, Partner, McCarthy Tétrault LLP

Managing in a unionized environment comes with its share of challenges. An active front-line with trained supervisors and managers who can understand and adapt to the situation is essential to ensure a respectful and productive work environment.

Common difficulties employers face when managing a unionized environment will be discussed. In addition, this presentation will review some of the notable recent arbitration decisions in the broader public sector particularly those involving the duty to accommodate and discipline.

As well, tips and strategies for effective labour relations will be shared.

CONCURRENT SESSIONS...

8 "Breaking Up Is Hard to Do": Employee Terminations - Legal Strategies for Difficult Decisions (Human Resources)

Speakers: Cheryl Wiles Pooran, Employment and Labour Lawyer PooranLaw Professional Corporation

Termination and dismissal are among the most costly, but least understood areas of employment law. Every year agencies in the Developmental Services Sector spend millions on legal advice, grievance settlements, arbitration, and litigation dealing with employee claims related to alleged unjust, wrongful, discriminatory and/or constructive dismissals. Believe it or not, each of these can be a separate type of claim that can be raised in one of four different types of hearings. Each one is costly and time consuming to litigate, not to mention the significant damage awards that can result if a dismissal has been mismanaged.

A little strategic planning and informed decision making can go a long way to avoiding such claims. This session will provide the following:

- a brief introduction to labour, employment and dismissal law in Ontario, for both unionized and non-union Developmental Services Sector employers;
- strategies for structuring employment agreements to provide flexibility and limit liability on termination;
- recommendations for managing dismissals for "Just Cause";
- tactics for economical and drama-free dismissals without just cause;
- a review of constructive dismissal and human rights based claims and avoidance strategies; and
- negotiation tips and traps for settling grievances and wrongful dismissal claims early and economically;

Case studies from actual Developmental Services Sector dismissal cases will be discussed and analyzed.

NEW CONFERENCE APP!

The 2014 Conference information will be available on an App that delegates will be able to download prior to the conference.

Sponsored by:



9 What Popular Media Can Teach Us About Leadership....and Service (Program Directors)

Speakers: Karen Bennett, Organizational Development Internal Consultant & David Lobe, Training Coordinator, Extend-A-Family Waterloo Region

The study of leadership in organizations is vast and still exploding - there is new research being done every day. It is easy to get caught up in the 'flavour of the month and still easier to be exposed to this learning but not know how to embed it in your organization.

The human services sector, and developmental services in particular, is again in a time of great flux and change. There has never been a more important time to look at how organizations can move forward facilitating the gifts of all of employees and harnessing the power of that to continue to be both visionary and grounded in the importance of providing exceptional service.

In all of the leadership information out there, tried and tested are the principles of servant leadership coined by the late Robert Greenleaf. These principles are the pillars underlying much of what is popular now in this field. This session will focus on Greenleaf's ten leadership principles and how to understand them through clips from popular movies and television shows. Discussion will cover how these have been implemented in the day to day work at Extend-A-Family Waterloo Region.

10 The Power of Mindset and Methods for Giving Success (Funding/Finance)

Speaker: Marcy Heim, President, The Artful Asker

Your success depends on BOTH your methods and your mindset! Today's professional must recognize and appreciate the important role that their individual mindset plays in maximizing success in fundraising...and life. A mindset is the overall spirit in which a person embraces their profession - their role, responsibility and opportunity to compose a good world. Join internationally recognized speaker, author and development coach, Marcy Heim, on a fast-paced journey around her Artful Asker Cycle of Successful Relationships providing hands-on exercises that will create a Relationship Action Plan. As well, learn to prepare and speak a successful, respectful, major gift individual ask and turn challenges into declarations. Participants will examine the powerful role that mindset plays in overall success. Learn words and techniques that will increase overall satisfaction at work. Find out how to attract success with prospective givers and enjoy the relationship-building process.

CONCURRENT SESSIONS...

11 **Balancing and Protecting Employee and Client Relationships in the Social Media Age: An Overview of the Current Legal Framework**

(All delegates)

Speaker: Ron Le Clair, Partner, Filion Wakely Thorup Angeletti LLP

This session will explore the increased presence of mobile technology in the workplace, particularly with respect to social media and its impact upon the management of employees.

Examining both unionized and non-unionized workplaces, the presenters will specifically focus on questions such as: what privacy concerns are raised by the prevalence of cell phone cameras in the workplace for employees and clients alike? What can be done when inappropriate messages or images are posted on social media about clients or the workplace generally? What policies might agencies wish to have in place to manage new technologies in the workplace? What factors should be taken into account when disciplining employees who have contravened such policies?

The session will discuss the general state of the law, including the legislative requirements on employers with respect to, among other things, privacy and client care. Recent cases will be reviewed involving the use of social media and video surveillance in the workplace. As well, the session will consider what is required in any investigation that may result from employee misconduct, and how the use of recording devices by concerned guardians can have an impact upon such investigations.

Through case studies and discussion, the sessions will provide information and encourage thoughtful consideration of the new workplace challenges posed by the presence of new technologies generally, and social media and recording equipment in particular, in the workplace.

12 **Don't Worry, Be Happy (Right Now) - Stress Management Tools**

(All delegates)

Speaker: Chantelle Diachina, Founder/Principal Stress Manager, Prana Yoga & Wellness

Stress affects everything: your productivity, your relationships and your health... and the stressors aren't going away. Stress has been called the "health epidemic of the 21st century" by the World Health Organization. Excessive stress, as well as other mental health problems such as depression and anxiety, are estimated to cost the Canadian economy 51 billion dollars each year in lost productivity. There is only one solution; find a way to thrive in stressful situations. While

there is no magic pill or quick fix, there are tools that, when practiced over time, will promote and protect your wellbeing. This interactive session will share practical methods to calm the mind anytime and anywhere, will give tips on how to relax the body while on the go and well as provide tools to shift your mind from a negative to a positive state.

Thursday May 8

3:00 pm – 4:15 pm

13 **Using Risk Reduction to Reduce Accusations of Deliberate Indifference and Increase Agency Safety (note this is a repeat of workshop #4)**

(Executive Directors/Board)

Speakers: David Hinsburger, Director of Clinical and Educational Services; Chanelle Salonia, Behaviour Therapist; Donna Lee, Behaviour Therapist; Vita Community Living Services

Deliberate Indifference is a new term that is gaining awareness with every media report of a successful, million dollar, lawsuit brought against service agencies when someone is harmed within. A common dilemma for service providers is placing someone with a pre-existing behavioral challenge such as aggression into any group living environment where there are potential victims. According to Deliberate Indifference if you know that an individual is at high risk to hit or to assault another individual, you are equally at risk should harm occur, to be accused of deliberate indifference to the rights of the victim if you cannot show that you took the risk seriously and acted to reduce that risk. It has been shown that when steps have been taken to mitigate the risk of harm to others and a system of documenting risk reduction strategies is in place, agencies both reduce the risk of lawsuit and reduce the risk of harm for all in the environment. This presentation will demonstrate how risk reduction can be integrated into behavioural plans and will present a risk reduction tool which can be used to document the efforts to keep all safe. This approach has been utilized for over one year within Vita Community Living Services. As a result, this agency has seen a reduction in incidents related to aggression or assault between individuals in service. Ultimately this presentation aims at having participants leaving with a resource rich package of literature and behavioural templates for programming and for risk reduction.

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CONCURRENT SESSIONS...

14 Promoting Psychological Health and Safety in the Workplace

(Human Resources)

Speakers: Olena Chapovalov, Consultant Specialist, Research and Evaluation, & Janice Gallant, Regional Consultant, Public Services Health and Safety Association

Mental health problems cost Canadian businesses \$33 billion per year. Mental health is considered one of top three causes for employees to be off work on short term disability. There are tremendous social and human costs of neglecting the mental health of employees and their psychological wellness. There are many strategies that can be utilized in the workplace to prevent mental injury and to ensure every employees works in a safe and healthy environment. Psychological safety and health can be affected by a number of work factors, including bullying, stress, and burnout due to increased workload, harassment and aggression. A psychologically safe and healthy workplace does not intentionally harm the employees' mental health, rather it prevents mental injury and promotes health and wellbeing. Before employers can support psychological health and safety in the workplace, they need to understand the theoretical and practical elements. This session will be instrumental for anyone who wants to gain a complete understanding of what constitutes a psychologically safe and healthy workplace and how to create it.

15 Motivation, Challenges and Needs: What do Support Staff Say?

(Program Directors)

Speakers: Jennifer Hensel, Psychiatrist and Research Fellow, University Health Network and University of Toronto and Robert Hickey, Associate Professor, Queen's University

The research to date examining staff wellness and the role of supporting people with challenging behaviours has focused primarily on establishing the current state of affairs and the extent of the problem. Several researchers internationally and locally have studied front-line direct support staff resulting in an expanding body of literature describing the prevalence and impact of work stressors. However, there has only been a small amount of research conducted on the solutions to these identified problems, limited to a handful of studies focused on training or helping staff cope with stress.

This presentation aims to summarize some of the existing literature as well as present some new local data which examines staff needs. A main goal is to engage the

audience in a conversation about what can be done to better support staff and contribute to greater satisfaction, well-being and retention. Content will include data collected by the presenters and their colleagues that covers the motivations that support staff have for their work, their challenges (with emphasis on working with aggressive service recipients), how they cope, what prevents them from seeking support and what they perceive to need both from within and outside of the organization. Data from province-wide surveys and in-depth one-on-one interviews with support staff will be presented. A brief review of the international literature on interventions in support staff and their organizations will be provided. Areas for intervention will be discussed at the staff level, the team unit level and higher up to the management and organizational levels with reference to the organizational literature and other sectors.

A facilitated discussion with participants will bring the research findings alive with application to the local settings in which people work. Join the conversation on what can be done to better support your support staff!

16 Navigating the Hurdles: a Legal Prospective

(Executive Directors/Board/HR)

Speakers: Chuck Hofley, Stephen Goodwin, Margaret Szilassy, Hicks Morley Hamilton Stewart Storie LLP

Understanding legal issues can be daunting. This session will address some key challenges agencies are facing including collective bargaining; volatile residents and family members, integrated community based service systems, resident confidentiality and social media. Hicks Morley Hamilton Stewart Storie LLP is a full service firm with intimate knowledge of local labour and employment issues.



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CONCURRENT SESSIONS...

17 Powerful Presentations

(All delegates)

Speaker: Courtney Hance, Director of Business Development, Hall Marketing Communications

Take your audience on a journey with a clearly defined destination without falling victim to the myriad of mistakes that are commonly made by relying too heavily on the medium to deliver the message. So often do we find that presentations given have very little value for the audience and as such, very few memorable takeaways. If your audience doesn't find or connect with the value of your message – why are you presenting in the first place? Not only is it a waste of time for all participants and the presenter, it can be detrimental to furthering a relationship or establishing credibility for your business.

This presentation focuses on the design and delivery of powerful presentations through humorous examples developed to leave participants feeling confident and prepared for the delivery of their next powerful presentation.

18 Don't Worry, Be Happy (Right Now) Introduction to Stress Management

(All delegates)

(Note this session is a repeat of workshop #12)

Speaker: Chantelle Diachina, Founder/Principal Stress Manager, Prana Yoga & Wellness

Stress affects everything: your productivity, your relationships and your health... and the stressors aren't going away. Stress has been called the "health epidemic of the 21st century" by the World Health Organization. Excessive stress, as well as other mental health problems such as depression and anxiety, are estimated to cost the Canadian economy 51 billion dollars each year in lost productivity. There is only one solution; find a way to thrive in stressful situations. While there is no magic pill or quick fix, there are tools that, when practiced over time, will promote and protect your wellbeing. This interactive session will share practical methods to calm the mind anytime and anywhere will give tips on how to relax the body while on the go and well as provide tools to shift your mind from a negative to a positive state.



THANK YOU

OASIS WOULD LIKE TO THANK AND RECOGNIZE THE FOLLOWING SPONSORS TO DATE:

Titanium Sponsors



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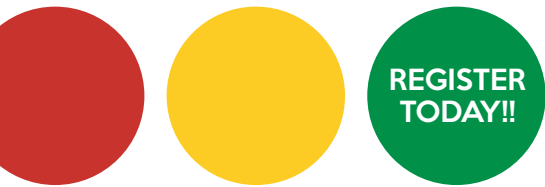


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REGISTRATION

www.oasonline.ca **INFORMATION**

Register using the interactive registration form at www.oasonline.ca and submit electronically.

Please complete all sections of the registration form, including concurrent session choices.

- You will be emailed a confirmation letter/receipt and directions to the hotel.
- All registrations must be received by Friday April 18, 2014.
- Delegate substitution is permitted, but sharing a registration is not permitted.

Registration Fees

Full Conference fees include:

- Wednesday – A Rockin’ Good Time Opening Evening
- Thursday – breakfast, lunch, refreshment breaks, reception, dinner and awards program, tradeshow, silent auction and all educational sessions
- Friday – breakfast, Annual General Meeting, closing keynote
- Dry-Fit T-shirt (if registered by March 21, 2014)
- Delegate kit

Conference Fees: * Sorry daily rates are not offered

Full Conference Member rate:	\$450
Full Conference Non-Member rate:	\$595
Wednesday dinner ticket	\$100
Thursday reception/dinner ticket.....	\$100

Pre-Conference Activities Wednesday May 7, 2014 fees:

Golf Tournament	\$95
Theatre Performance “Oil and Water”	\$35
Ontario Fire Code Regulation 130/13 – Implications and Interpretation.....	\$30
Negotiating in the Real World Scaventure workshop	\$30
LCC Kitchen Tour.....	no fee

Cancellations: Cancellations must be received in writing prior to Friday, April 25, 2014. A \$50 administration fee will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions.

Privacy Statement: Registration information is collected to process registrations and payments for educational events correspond with registered delegates, and to publish delegate lists for event participants. If you do not wish to have your registration information used for these purposes please indicate this on the registration form.

Consent to use of photographic images: Registration and attendance in OASIS conference constitute an agreement by the registrant to OASIS the registrant’s image in photographs.

OASIS Disclaimer: The information contained in this brochure is provided for general information purposes only. Products and services identified in this conference are neither sponsored nor endorsed by OASIS. Readers are encouraged to contact the speaker(s) or company directly in relation to any questions or courses of action being contemplated.

HOTEL ACCOMMODATIONS

To book a reservation at the beautiful Hilton Hotel, which is conveniently attached by a covered bridge to the London Convention Centre, simply call the hotel directly at **1-800-210-9336**

All reservations must be guaranteed with a credit card. Individual Guests will be required to guarantee their reservations for late arrival by use of a major credit card. The Hotel will accept cancellation of Guest reservations up to 48 hours prior to arrival and any deposits taken refunded for those rooms for the full night's stay.

A block of room is on hold for OASIS delegates and the deadline to book your rooms is **Sunday April 6, 2014**. Specify the group code **OASI** when reserving to access negotiated rates.

Room Rates: Single/double \$119 + hst | Triple: \$129 + hst | Quad: \$139 + hst

