




OASIS CONFERENCE PROGRAM



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OASIS: Ontario Agencies Supporting Individuals with Special Needs

May 8-10, 2019 | London Convention Centre | London, ON



Planning Committee Members

Michelle Palmer (Co-Chair)
Executive Director, Creative Team Solutions

Trevor McGregor (Co-Chair)
Community Living Stratford & Area

Darren Connolly
President, OASIS

Denise House
Community Living Elgin

Kathy Straus
Woodstock & District
Developmental Services

Andy Swan
Community Living Kincardine & District

Maureen Tomchick
Community Living London

Aileen Watt
Community Living London

Andrew Lewis
OASIS

Bettyanne Sherrer
ProPlan Conferences & Events

Our Invitation

Are you ready to learn, collaborate, engage and have a ton of FUN? The greatest show on earth is coming to beautiful London, Ontario, and we can't wait to welcome you. Known as the 'Forest City', and situated in the balmy Southwest of the Province, London offers unique cultural attractions. We invite you to the home of the London Knights, Western Mustangs, Fanshawe Falcons and of course the chosen location of the 22nd Annual OASIS Conference!

As Ontario's pre-eminent event for senior executives in the developmental services sector, the OASIS conference brings together the province's leaders. Approximately 450 CEO's, Executive Directors, Senior Managers, Board Members and many of our Business Partners will join us **Under the Big Top**.

You will experience outstanding keynote presentations, informative educational opportunities, and of course unique and fun social networking events designed to engage all who attend. OASIS 2019 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.

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

Michelle Palmer
Executive Director
Creative Team Solutions
Conference Co-Chair

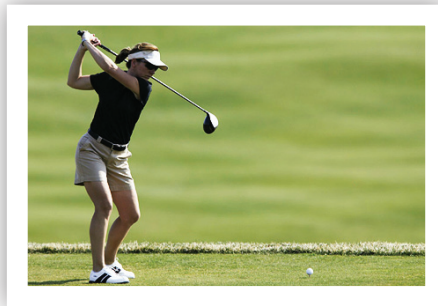
Trevor McGregor
Executive Director
Community Living Stratford & Area
Conference Co-Chair



Pre-Conference Options

OPTION A: Golf Tournament

Wednesday, May 8
FireRock Golf Club
<https://firerockgolf.com>
10:00 AM Shotgun Start
Scramble Format



Our 2019 golf tournament will take place at the FireRock Golf Club, a Tom McBroom masterpiece and championship caliber course. Framed by natural grasses and trees, captivating landforms and ragged handmade bunkers, this stunning course flows effortlessly over pastureland, across environmentally significant Savannah grasses and the Oxbow River valley. The challenging par-72 championship design will attract you with its beauty, then attack you with its classic risk-reward design.

Complimentary return bus transportation will be provided from the Hilton Hotel (departure 9:00 am with estimated return to hotel at 3:00 pm)

Fee: \$110 per person (includes green fees, cart and lunch)

OPTION B: Pre-Conference Educational Session



Wednesday May 8
12:30 PM – 4:00 PM

Ensuring the health and stability of an organization's leadership is a primary objective of all CEO's, Executive Directors and Board Members. Finding the right people is just the first step to achieving that goal. This engaging and informative session from one of Canada's leading executive training institutions will help you create a plan to ensure that emerging talent is nurtured.

Who should attend this session:

- Current Organizational Leaders (CEO's, ED's, BOD Members)
- Senior Staff positioned for leadership roles
- All Staff interested in Career Development insights

Talent Spotting and Development

Speaker: **Dr. Lyn Purdy**, Professor of Organizational Behaviour, Ivey Business School

Pre-Conference Educational Session continued...

Stuff to do in the Forest City – London, ON

You are your own ringmaster... and there is a lot to see and do in our beautiful city!

- A short few blocks away, visit Richmond row; over 200 innovative and interesting businesses to cater to your needs
- Rejuvenate yourself by meandering through 18 acres of picturesque green space in downtown London's own Victoria Park
- Get your groove on with seeing the play "Mamma Mia" at the Grand Theatre (www.grandtheatre.com)
- Relax by visiting one of the local spas

More information will be provided in our Conference Event APP!





UNDER THE BIG TOP

Partner Reception

5:00 PM – 7:00 PM

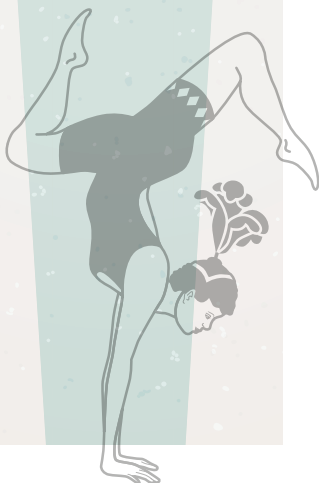
Join your business partners – our Sponsors and Exhibitors at a fun-filled reception that will make you feel like a kid again....

Meet up with friends and colleagues, your existing and new business partners and enjoy great appetizers and a cocktail or two.

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Through the analysis and discussion of a case study, this workshop focuses on issues involved in identifying, developing and retaining leadership talent, as well as promotion decisions and their consequences. The case describes how a new senior vice-president of marketing at Vista-Sci Health Care Inc. must decide which of two good internal candidates he should promote to the position from which he has just been promoted. Each of the candidates has demonstrated strengths and weaknesses in their current jobs, however, their personalities and styles of leadership are very different. The question is whether these competencies and other personal characteristics will make them a good fit for their new roles. Through an interactive and lively session, participants will learn best practices for spotting emerging talent within organizations and learn how to make effective decisions around selection and succession.

Note: It is not mandatory to be registered for the OASIS Conference Program to attend this Pre-Conference Session.



Dr. Lyn Purdy

Prior to joining the Ivey Business School in 1996, Dr. Purdy was an associate professor at the Centre for Administrative and Information Studies at Western University. She earned a B.A.Sc. in Chemical Engineering, and an M.A.Sc. and Ph.D. in Management Sciences from the University of Waterloo. Dr. Purdy leads highly rated MBA courses at Ivey in Career Management and Managing People for Exceptional Performance. She has also been the Program Director for the EMBA program for the past five years.

Dr. Purdy's research interests include organizational impacts of new technologies and techniques, performance evaluation of supplier organizations, quality management programs and participation of employees, decision making and the impact of negative information. Dr. Purdy teaches on several of Ivey's public and custom executive education programs. In addition, she has conducted action-learning workshops to diagnose the alignment of human resource practices with strategic intentions of the firm. She teaches on a variety of Ivey's Executive Education open-enrolment offerings: Ivey Leadership Program, Ivey and KPMG Enterprise's QuantumShift Executive Program for Exceptional Entrepreneurs, and the Ivey Frontline Leadership Program for which she is also the faculty director. In addition to teaching on the open-enrolment programs, Dr. Purdy has designed and delivered client-specific executive programs to Orlick Industries, Targray, Maple Leaf Foods, Globe and Mail, ATCO Group, Rogers, Syngenta, Newalta, Volvo, Siemens, Sagicor, City of London, Ontario Ministry of the Attorney General, Ontario Ministry of Community and Social Services, Treasury Board Secretariat Ontario, Smart Systems for Health Agency, Nature Conservancy of Canada, TD Wealth Management Shared Service, and JD Irving Company.

Fee: \$125 per person (space is limited register today!)

Sponsored by:  **Blewett & Associates**

Conference Schedule

Wednesday, May 8

8:00 am – 7:00 pm

Registration Desk Open at London Convention Centre

9:00 am – 3:00 pm

Golf Tournament (shotgun at 10:00 am)

12:30 pm – 4:00 pm

Pre-Conference Education Session: Talent Spotting and Development

5:00 pm – 7:00 pm

Under the Big Top...Partner Reception

7:00 pm – 10:00 pm

Send in the Clowns...Welcome Dinner & Comedy Night

Thursday, May 9

7:00 am – 5:00 pm

Registration Desk Open

7:30 am – 3:30 pm

Tradeshow Open

7:30 am – 8:30 am

Buffet Breakfast & EXPO | Sponsored by:  **ComVida Corporation**
SOLUTIONS ON THE MOVE

8:30 am – 10:30 am

Opening Remarks & Keynote Session | Sponsored by:  **Seamless Care Pharmacy**
The Promise That We Owe To Our Patients

Four Conversations for Success

Speaker: **Stuart Knight**, President, Stuart Knight Productions



Stuart Knight

Anyone can talk about the work they do. Not everyone can connect on a human level? How do you feel when the person behind the counter remembers your name? Why do people work hard for some managers and not others? Do your clients look forward to seeing you? What do you know about your team that others don't? Do you see them? They're everywhere. That's right, they are called people and when you really know them, they will help you reach your potential.

Stuart Knight has written, produced and starred in shows that have been seen by over one million people and each year speaks around the world helping some of the planet's biggest companies reach new levels of success. As a critically acclaimed author of two books, Stuart Knight encourages people to boycott what they thought and join a new revolution in thinking.



SEND IN THE CLOWNS

Welcome Dinner & Comedy Night

7:00 PM – 10:00 PM

Get ready to laugh till it hurts! We don't know what will happen, but we are sure it will be fun! Improv is a form of live theatre in which the plot, characters and dialogue of a game, scene or story are made up in the moment. We will be presenting a trio of great comedians: Brandon Rudd, Jim Kelly and Sam Tall.

London's own Shut the Front Door Improv is a registered not-for-profit organization dedicated to giving back. A portion of their proceeds will be donated directly to charitable organizations within our community. Groups they have worked with include Sebastian's Superheroes, SARI Therapeutic Riding, Defeat Depression, and London Youth Theatre Education.

TECH Symposium

NEW

As the leader in the developmental services sector, OASIS is excited to support our member agencies on their journey to discovering how the innovation within the technology sector can support the creativity needed in providing supports.

Conference delegates will have the opportunity to engage with and listen to pioneering companies that have designed products that will certainly be of interest to you and the people supported through your agency.

Join us in the Centre Ring as one of your Concurrent Session options and meet with local Technology Experts. Each Concurrent Session block will feature a couple of innovative organizations that will present and engage with you on technology solutions.

10:30 am – 11:30 am

Refreshment Break & EXPO | Sponsored by:  **POORANLAW**

11:30 am – 12:30 pm

Concurrent Workshops-A (select one on registration form)

12:30 pm – 1:15 pm

Buffet Lunch

1:15 pm – 2:00 pm

Dessert & EXPO

2:00 pm – 3:00 pm

Concurrent Workshops-B (select one on registration form)

3:00 pm – 3:30 pm

Refreshment Break & EXPO | Sponsored by:  **CSBT**
Community Services Benefits Trust

3:30 pm – 4:30 pm

Concurrent Workshops-C (select one on registration form)

4:30 pm – 6:00 pm

Free Time

6:00 pm – 7:00 pm

2020 Reception

Hosted by the 2020 OASIS Conference Planning Committee

7:00 pm – Late

Gala Dinner and Awards Program

GALA DINNER AND AWARDS PROGRAM



Join us for an exciting evening honouring the 2019 Award winners including the:

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

Emcee: **Jim Kelly**, Comedian and Improv Master, Shut the Front Door
Gala Sponsored by:



Gallagher

Dance the night away to the sounds of Toast & Jam (because we will be 'jamming' and there will be lots of 'toasting' going on). Mike Uher (Toast) and Mark Slater (Jam) bring their smooth vocals to the stage featuring all our classic rock favourites.

Band Sponsored by: **MyCommunityHub.ca**



Friday, May 10

8:00 am – 12:00 pm

Registration Desk Open

8:00 am – 9:00 am

Buffet breakfast | Sponsored by: 

9:00 am – 9:30 am

OASIS Annual General Meeting

9:30 am – 10:45 am

Keynote Session: The Power of Partnerships

Speakers: **Jon Wee & Owen Morse**, The Passing Zone



Jon and Owen don't just talk about teamwork – they DO it.

To be a high-performance team, it takes trust, cooperation, communication, and practice. You will laugh, gasp, and wipe tears from your eyes during this hilarious keynote from one of America's most dynamic performing duos. Their success is proven, their talent unique, and nowhere else will you see such an exciting demonstration of the amazing things that can be accomplished when people work together.

Together, we will discover:

- The importance of recovering from setbacks
- How working well together creates a cohesive, effective team
- The value of trust
- What it takes for teamwork excellence
- How to foster relationships with partners and customers
- How to laugh together

Don't just tell your people how to be a team... show them.

This keynote is all about people. Your people. Becoming better together.

Owen Morse and Jon Wee met in 1986 at a juggling convention and instantly knew they were destined to be a team. First, they graduated from college and then, rather than pursue careers in Economics and Psychology, they lit some torches, and started throwing stuff into the air. Two weeks after their first performance together they won the Silver Medal at the International Juggler's Association Teams Competition. The next year they won the Gold.

That recognition earned an invitation to appear at the renowned Comedy and Magic Club in Los Angeles, where on their first night they were approached by the "Tonight Show" talent scout and booked their first national television appearance in September 1990. Their first feature film followed, *The Addams Family Movie*, where Jon and Owen doubled for Gomez (Raul Julia) and Uncle Fester (Christopher Lloyd) in the climactic Mamushka dagger-passing scene. More recently, they appeared in the award-winning comedy documentary, *The Aristocrats*. Most recently, they were finalists on NBC's *America's Got Talent* where they lost one million dollars to an 11-year-old.

Jon and Owen have published articles on teamwork, work-life balance, and taking risks in countless industry periodicals and are known as much for their comedy as their juggling skills. They were featured twice on the gala stage at the Just for Laughs Comedy Festival in Montreal and have opened for comedians Bill Cosby, George Carlin, Bob Newhart, Bob Hope, and Penn & Teller. They have also been guest performers at The White House.

The Passing Zone have been awarded five Guinness World Records and 18 Gold Medals from the International Juggler's Association. They were recently presented with that organization's Award of Excellence, for "excellence in the art of juggling through professional performance," which is the most prestigious award in juggling (essentially the Juggling Hall of Fame), given to only thirteen acts worldwide.

10:45 am -11:15 am

Closing Remarks

Concurrent Sessions

Please select one session in each time frame on the registration form

Thursday May 9, 11:30 am – 12:30 pm

A1

Challenging Behaviours – Causes, Corrections and Calming

What are the 5 most prevalent fundamental causes of challenging behaviours of people with developmental disabilities as reported by over 3,000 moms, dads, educators, support and behavioural-psycho-social professionals who have been trained in Conscious Care and Support (CCS)? How can these causes be corrected so as to not further traumatize the person supported through the use of restraints, ineffective consequences and/or isolation to significantly improve the quality of life of the person supported; reduce injury and trauma to the person supported and supporters; reduce financial costs of support? Join us for this highly interactive workshop to learn answers to these questions and essential Conscious Care and Support (CCS) Awareness Based Calming (ABC) correction skills. This will include the demonstration of the 'Behaviour Preventer' that, based on live streamed bio-feedback helps to predict imminent pending challenging behaviours in sufficient time for supporters to offer Awareness Based Calming to prevent escalation.

Speaker: Peter Marks, Co-founder and CEO, A Centre for Conscious Care

A2

Emerging Practices: Creative Team Solutions

Are you looking at ways to achieve cost savings without impacting quality supports to people? Have you considered back office supports as a way to achieve this? Come hear directly from a Board member who was successful in facilitating an agency's strategy to achieve exactly that – efficiency, cost savings, agency autonomy and expert supports. The new company, Creative Team Solutions, facilitates expert service in the areas of Finance, IT, Human Resources and Executive supports from qualified professionals and cost savings for all participants.

Speaker: Robert Poultney, Chair of Board, Creative Team Solutions

A3

Cyber Security

Malicious intrusions, human mishaps or rogue activities pose real threats to security and privacy that can no longer be overlooked. Nerds On Site and ADAMnetworks will be sharing insights into internet security, which will help demystify the real threats that agencies face today. Together, they will explore the latest solutions to effectively address your current cyber problems in a cost-effective and practical manner. Now that you understand more about the emerging IT security threats, how can you quantify the exposure for your own agency? Are you comfortable managing this risk using agency resources? Is it better to invest in additional IT security, transfer the exposure to insurers, or some combination of both? We will explore ways to quantify your own risk, and touch on how the insurance market has evolved to provide solutions to this ever-evolving threat.

Speakers: Louise McConnell, Senior Vice President & Narisha Joseph, Assistant Vice President, Gallagher; David Redekop & Daryl Siemens from Nerds On Site & Francois Driessen from ADAMnetworks

A4

Legal Updates in the Ontario Developmental Services Sector

Keeping up to date on the law to ensure that your organization is in compliance with legislation and precedent setting decisions may seem daunting. This session will help you navigate the increasingly complex legal framework that HR Professionals work in, addressing some key challenges agencies are facing including collective bargaining; integrated community based service systems, resident confidentiality and social media. Hicks Morley Hamilton Stewart Storie LLP is a leading law firm in Canada representing employers on human resources and advocacy matters, with intimate knowledge of local labour and employment issues.

Speaker: Chuck Hofley, Partner, Hicks Morley



A5

TECH Symposium – Session 1

Join us in the Centre Ring and meet with local Technology Experts. Each concurrent workshop will feature different innovative organizations that will present and engage with you on technology solutions for the benefit of the people you serve through your agency.

Thursday May 9, 2:00 pm – 3:00 pm

B1/C1

The Choice: Five Decisions All Winners Make-Part 1 & 2

Do you know why some organizations are more successful than others? Here's a hint. It has nothing to do with their people waking up earlier, working harder or having prestigious degrees. They simply have leaders who make five decisions every single day. Do you know what they are? Don't worry, Stuart Knight does, and he'll inspire your team to make them. Warning: This will lead you to greater success and will even make you happier in life.

NOTE: Part 2 (Session C1) immediately follows. You must select both sessions.

Speaker: Stuart Knight, President, Stuart Knight Productions

B2

Social Enterprise for Inclusion and Sustainability: Legal Strategy and Success Stories from the DS Sector

In the DS Sector, the term "Social Enterprise" has commonly been used to refer to sheltered work programs – but Social Enterprise encompasses so much more. In this seminar, we will discuss the legal strategies and social enterprise success stories that are creating opportunity, facilitating supported employment transition, and enabling financial security and stability for people and agencies in the DS Sector in Ontario. PooranLaw will review the human rights and employment law imperative for change and social enterprise development, as well as the labour, employment, corporate, tax and charities law considerations for agencies considering social enterprise development. Deepak will then review how all these legal variables have come together in an incredible social enterprise success story at Corbrook.

Speakers: Brendon D. Pooran & Cheryl Wiles Pooran – Pooran Law, Deepak Soni, ED, Corbrook

B3

Move YOUR Way for Overall Wellness

Discover, learn and experience how movement can nurture new levels of confidence and courage in your work, your life, and the community around you. Connection is the key. People who tackle challenges with an optimistic spirit, see possibility in risk and aren't fearful of failure can have a huge impact on others. In this experiential session, you will see how movement can reduce stress & anxiety, increase self-awareness and nurture creativity. In a world full of right and wrongs, when you experience Groove the best part is "You Can't Get it Wrong!"

Speaker: Michelle Hillier, Founder & Creative Director, Experience Grove

B4

"I've Got a Guy": The Creation and Value of Social Capital

Social Capital is not a new concept. The premise of connections, which help people to develop interpersonal relationships, find commonality, and enhance the common good, has been part of communities for generations. This session will explore how organizations and agencies can strategically use social capital to improve the quality of life for people in their services.

Speaker: John Connor, Person Centered Planning Facilitator, Community Living London

B5

TECH Symposium – Session 2

Join us in the Centre Ring and meet with local Technology Experts. Each concurrent workshop will feature different innovative organizations that will present and engage with you on technology solutions for the benefit of the people you serve through your agency.

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Thursday May 9, 3:30 pm – 4:30 pm

C2
Emerging Practices: Trent Highlands Merger – Our Amalgamation Journey

This session will discuss the steps, hurdles, decisions and lessons of three boards becoming one board in an amalgamation of three Community Living Agencies. Kawartha Lakes, Peterborough and Haliburton have all joined to become Community Living Trent Highlands and as a board there is much to reflect on and offer as insights. The Board president of the current CLTH board of directors will offer insights, information and successes in this presentation. The presentation will review the journey from the first mad cap suggestion of approaching amalgamation to the final letters patent and operationalization of a brand new corporation of combined legacy agencies.

Speakers: David McGowan, BOD President, Community Living Trent Highlands & Teresa Jordan, Executive Director, Community Living Trent Highlands

C3
Connecting with Families: A New Way of Finding and Registering for Programs & Services

We will be addressing the growing challenges of providing quality and quantity of individualized fee-for-service options for individuals and families in the sector. Focus on how MyCommunityHub can support service partners bridge the gap in providing families with options across Ontario by being able to search, register and pay for programs and services online.

Key topics include exploring existing models of service delivery, making passport dollars flexible and portable, bridging the gap to information, understanding the challenges to navigating service options and enhancing customer service.

Speakers: Angela Bradley, Director, Resource Development and Marketing, Community Living Toronto & Shawn Ratnasingam, Manager, MyCommunityHub.ca

C4
Creating Impactful Organizations in a Time of Change

Within the next five years, it's estimated that 60 percent of senior leaders including, CEO's and Executive Directors will retire from Government Funded Agencies. At the same time, there is an increasing mandate from the government and from within the sector(s) to realize transformational change with respect to the delivery of services. The movement toward person-centred approaches within inclusive, community- based settings along with the ongoing issues of attracting, developing, and retraining top talent all speak to the need for increased and divergent leadership skills in order to create impactful and sustainable change.

This interactive presentation will address the challenges and opportunities associated with retaining valuable knowledge and best practices among existing Executive Directors/CEO's, closing leadership gaps that will exist through attrition and the transformation of agencies, executing on change management initiatives, expanding managers' repertoire of leadership skills, engaging employees in continuous improvement and Collaborative Performance Management™, and enhancing agencies' abilities to promote employment pathways and the retention of talent.

Speaker: David Chalmers, Professor at the Ted Rogers School of Management at Ryerson University

C5
TECH Symposium – Session 3

Join us in the Centre Ring and meet with local Technology Experts. Each concurrent workshop will feature different innovative organizations that will present and engage with you on technology solutions for the benefit of the people you serve through your agency.

Registration 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 Thursday April 18, 2019.
- Delegate substitution is permitted, but sharing a registration is not permitted.

Registration Fees

Full Conference fees include:

- Wednesday – Partner Reception & Send in the Clowns Opening Evening
- Thursday – Breakfast, Lunch, Refreshment Breaks, 2020 Reception, Gala Dinner & Awards Celebration, Tradeshow Access and all Educational Sessions
- Friday – Breakfast, Annual General Meeting, Closing Keynote

Conference Fees*:

Full Conference Member rate:.....	\$495
Full Conference Non-Member rate:.....	\$650
Wednesday Dinner & Evening Ticket.....	\$125
Thursday Gala Dinner & Evening Ticket	\$125

* Daily rates are not offered

Pre Conference Activities -

Wednesday May 8, 2019 fees:

Golf Tournament.....	\$110
Pre-Con Educational Session	\$125

Hotel Accommodations

To book a reservation at the beautiful DoubleTree by Hilton Hotel, which is conveniently attached by a covered bridge to the London Convention Centre, simply call the hotel directly at 1-519-439-1661, and specify the group code **oas** when reserving to access the OASIS negotiated group rates.



OR, copy and paste the following link into your browser:
https://doubletree.hilton.com/en/dt/groups/personalized/Y/YXUKSDT-OAS-20190506/index.jhtml?WT.mc_id=POG

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 Saturday, April 6, 2019 or until Sold Out.

Room Rates: Single/double \$165 + hst

Behind the Curtain: Emerging Practices in our Community

Come by the OASIS Hub and learn from your Peers on some of the innovations happening in our community, presented by our Emerging Practices Committee.



Thank You

OASIS would like to thank and recognize the following sponsors to date:

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Accessibility Services:

Please identify any accommodations needed for accessibility at the conference. Participants with accessibility needs will be contacted by the Conference Organizers to ensure appropriate needs and services are addressed and provided (if possible).

Dietary Restrictions:

Gluten free and vegetarian food options can be available at all food events during the conference (please indicate your requirements on the registration form). Where other special meal requests are required and requested at the time of registration, there may be an additional cost to the participant. Note: Any requests for Kosher meals will be substituted with Vegan options available.

Cancellations:

Cancellations must be received in writing prior to Friday, April 26, 2019. 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 that 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 the OASIS conference constitutes an agreement by the registrant to allow OASIS the use of the registrant's image in photographs.

OASIS Disclaimer

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