



# oasis



2024 OASIS Conference

APRIL 24-26 Caesars Windsor

BRIDGING **POSSIBILITIES,**  
NAVIGATING **CHANGE**



We are thrilled that we are now just over a week away from hosting the OASIS 2024 Conference: *Bridging Possibilities. Navigating Change.* from **Wednesday 24th April - Friday 26th April 2024!!**

We have ***SOLD OUT*** our registration and we can't wait to welcome all participants to Windsor, Ontario!

The 2024 OASIS Conference will feature a number of inspiring keynote speakers, a wide range of break out sessions, exhibitors and vendors and networking events designed to engage all who attend.

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THANK YOU TO OUR TITLE SPONSOR



Gallagher



THANK YOU TO OUR PLATINUM SPONSOR

The Health Depot



THANK YOU TO OUR GOLD SPONSORS



## LOCATION

### **Caesars Windsor**

377 Riverside Drive East  
Windsor, Ontario N9A 7H7

### **Parking:**

Parking is available, which you will want to access from 257 Glengarry Avenue, Windsor, Ontario N9A 1P4. You can then access the building via a covered Skybridge on the 3<sup>rd</sup> Storey of the Car Park. If you use Valet Parking there is a \$25 charge, self parking is complimentary.

## CHECK-IN

Conference Registration will be open from **9AM - 5PM on Wednesday 24th April** and **7 AM - 5 PM on Thursday 25th April** on the 3<sup>rd</sup> floor. Make sure to pick up your name badge on arrival.

## PRE-CONFERENCE ACTIVITIES

A number of Pre-Conference Activities will be offered at the at Caesars Windsor and the surrounding area on the morning and afternoon of Wednesday 24th April at an additional price.

If you have signed up for a pre-conference activity, check in will be located in the **3<sup>rd</sup> Floor Foyer**.

### **Pre Conference Activities Include:**

#### **GOLF:**

Those signed up for Golf will have received a tee off time that indicates your start time. A lunch voucher is also included on arrival.

#### **Rum Runners Tour:**

Those signed up on the Rum Runners Tour will be leaving the hotel at 11:00 AM sharp (a lunch will be provided to you on your tour).

#### **Wine Tour:**

Those signed up on the Wine Tour you will be leaving the hotel at 11:00 AM sharp (a lunch will be provided to you on your tour).

#### **Housing Workshop:**

Those signed up for the Housing Workshop, it will begin at 10:00 AM sharp in the Saturni Room and lunch will be provided.

Transportation will be provided for the Rum Rummors Tour & the Wine Tour. Please dress according to weather conditions and wear comfortable footwear as your tours go outside.

If you are signed up to Golf, transportation will not be provided and you will need to get to the course for your scheduled tee off time.

*Sign up was required in advance for a pre-conference tour in order to attend. You will have also received a separate email with additional details on your activity.*

## **OPENING NIGHT ENTERTAINMENT 24th April 4.30PM**

**Welcome Reception in the Exhibitor Hall [4.30 PM - 6.00 PM]**  
The Welcome Reception begins at 4.30 p.m. in Augustus III&IV located on the 3rd floor.

**Welcome Dinner & Social [6.00 PM - 9.00 PM]**  
Help us kick off the conference by joining us for an evening of delicious cuisine and music!

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## **ALL DELEGATE SESSION 25th April 8.30AM**

**The Next Frontier: Towards a National  
Caregiving Strategy:**

**James Janeiro, Director, Policy and  
Government Relations, Canadian Centre for  
Caregiving Excellence**

One in four Canadians is a caregiver today. Half of all Canadians will be a caregiver at some point in their lives. The care provider workforce is understaffed, underpaid, and under-supported, and nearly quarters report considering leaving the the sector altogether. Despite the prevalence of care in all aspects of Canadian society, the policy response from all orders of government is woefully inadequate. Caregivers and care providers need help to do the critical work they do. The Canadian



Centre for Caregiving Excellence (CCCE) is working to bring these issues to the top of policy agendas across the country, starting with pushing the federal government to develop a National Caregiving Strategy. In this session, you will be asked what you think should be included in the Strategy CCCE is preparing. Your input will help shape the size, scope, and content of the strategy, as well as the priorities CCCE will share with the federal government. Come be part of this movement as we shape the future of care in Canada.

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## **KEYNOTE SPEAKER 25th April at 9AM**



### **Humour Resilience & Change**

#### **Paul Huschilt**

As people serving individuals with special needs, we face lots of stress - urgent demands, constant change, and a never ending stream of pressures and responsibilities. Humour Resilience & Change gives caregivers a chance to step back, regroup, and think about strategies for our own well-being. Paul Huschilt, Resilience & Wellness Expert, will make us laugh and help us with ways to create a new relationship with stress and our own resilience. He will share his techniques on how to get the most out of life with humour, keep the tides of change in perspective, and smile through just about anything. This talk is guaranteed to leave you laughing and you won't even realize you learned a thing or two

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## **BREAKOUT SESSIONS: 10.30AM**

**1A: DS Workforce Initiative 2.0: Strengthen the**

# DS Workforce Together

Join us for an engaging session that combines updates on Phase 2 of the Developmental Services (DS) Workforce Initiative with insightful discussions on the current state of the DS workforce.

Discover the strategic initiatives driving workforce enhancement in Phase 2, including Skills Development, Talent Acquisition, Communications, and Data & Research. Co-creation and collaboration are emphasized as we navigate short-term initiatives while crafting a long-term strategy for sustainable outcomes. Additionally, delve into the initial survey results and key insights from the 'Research Data and Indicators Working Group.' Explore the committee's focus areas, from workforce profiling to talent pipeline analysis and local labor market intelligence. Participate in interactive discussions led by committee members, and gain valuable insights into future workforce needs and emerging skills and competencies.

Don't miss this opportunity to stay informed, collaborate, and contribute to the evolution of a robust and dynamic developmental services workforce. Join us as we strengthen the DS workforce together.

**This session is presented by Rob Hickey, Associate Professor, Queen's University; Barb Kirouac, Director of Human Resources, Community Living Dryden-Sioux Lookout; Ann Bilodeau, CEO KW Habilitation; Karen Bell, ED, Microboards, & Bob Butella, CEO CL Haldimand Norfolk.**



Rob Hickey, Associate Professor, Queen's University



Barb Kirouac, Director of Human Resources, Community Living Dryden-Sioux Lookout;



Ann Bilodeau, CEO KW Habilitation;



Karen Bell, ED, Microboards,



Bob Butella, CEO CL Haldimand Norfolk.



# 1B: Dance Before You Date: Successful Collaborations for Achieving Success

Explore two compelling case studies highlighting innovative approaches to organizational collaboration and efficiency.

First, delve into the Ottawa Shared Services Organization (OSSO), a pioneering project uniting administrative functions across three developmental services organizations in Ottawa. Discover how OSSO leverages in-house resources and sector expertise to drive operational excellence.

Next, uncover the strategic partnership between Mainstream and Gateway, two non-profits supporting individuals with dual diagnoses. Learn how they co-designed shared leadership, financial management, and specialized knowledge to enhance service delivery and sustainability.

Join us for insights, success stories, and lessons learned from these transformative initiatives shaping the future of organizational collaboration.

**This session is presented by Gina St. Amour, Executive Director, Ottawa Rotary Home, Kim Gallant, Executive Director, Ottawa Foyers Partage, Margaret Beaupre, Executive Director, Mainstream, Janeen Haliwell & Paul Fleming, People Minded Business.**



Gina St. Amour,  
Executive Director,  
Ottawa Rotary Home



Kim Gallant, Executive  
Director, Ottawa Foyers  
Partage



Margaret Beaupre,  
Executive Director,  
Mainstream,



Janeen Haliwell, People Minded Business.



Paul Fleming, People Minded Business.

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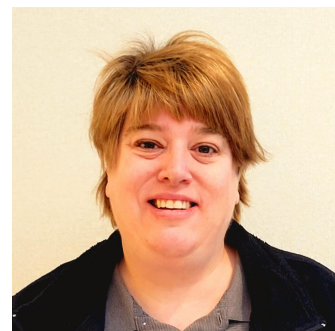
## 1C: Expanding Our Horizons on the Developmental Services Sector

Join us for a dynamic session focusing on two vital aspects of advancing equity in the developmental services sector.

This session will explore evolving support paradigms. We'll discuss the importance of embracing individuals' diverse identities beyond their disabilities, fostering inclusive support frameworks.

We will then address the necessity of inclusive outreach. Drawing from real experiences, we'll examine strategies to ensure representation from all communities and utilize data-driven approaches for enhanced inclusivity. Don't miss this opportunity to gain practical insights and actionable strategies for fostering equity and inclusion in developmental services.

**This session is presented by Alison McLean, Community Living Ontario; Nicole Flynn, Council President - Community Living Ontario; Yvonne Spicer, Board member, Community Living Ontario; Kathryn Primrose & Courtney Horowitz, Extend a Family Waterloo Region; Allan Mills, Executive Director, Extend-A-Family Waterloo Region.**





Alison McLean,  
Community Living  
Ontario

Nicole Flynn, Council  
President - Community  
Living Ontario

Yvonne Spicer, Board  
member, Community  
Living Ontario



Kathryn Primrose,  
Extend a Family  
Waterloo Region



"Courtney Horowitz,  
Extend a Family  
Waterloo Region



Allan Mills, Executive  
Director, Extend-A-  
Family Waterloo Region.

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## 1D: Legal Update from Hicks Morley

In this session, Chuck Hofley and Sioban O'Brien of Hicks Morley LLP will provide a comprehensive update on key legal issues facing the developmental services sector.



Chuck Hofley, Senior Labour  
and Employment Lawyer



Siobhan O'Brien, Partner &  
Eastern Regional Lead

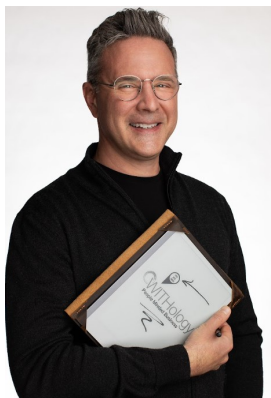
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## **BREAKOUT SESSIONS: 1.15PM**

### **2A: 50 Things in 50 Minutes to SPARC Your J2B Thinking**

Curious what Project SPARC (Sector Preparedness Assessment for Reform Capacity) is learning from the Developmental Services (DS) Sector Survey conducted in March? We will distill down some of the key 'ahas' from the work done to date, sharing the 'so what's', and get you thinking about the 'now what's'. Participants will gain valuable insights into what the data is telling us and where we can begin to roll up our sleeves and dig in. Attendees will leave with a deeper understanding of the progress that Project SPARC, working collaboratively with other DS working groups, has taken toward enhancing sector readiness to address today's challenges and tomorrow's reforms, timelines for sharing more info, and how you can participate in sector-wide consultations to help us collectively create a strategy to build capacities and capabilities. If you've been waiting to hear more about this exciting project, please join us for an illuminating discussion about the DS sector's journey towards a more person-directed, adaptable, and inclusive future for developmental services.

**This session is presented by Paul Fleming from People Minded Business, Janet Noel-Annable from Karis, and Michelle Brooks from Participation House Durham.**



Paul Fleming, People Minded Business



Janet Noel-Annable, Karis



Michelle Brooks, Participation House Durham

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## **2B: Innovative Efficiency: Using Generative AI to Enhance Direct Supports in Developmental Services**

Where innovation and disruption are essential tools for progress, this session explores how generative AI can benefit developmental services. Tailored for all conference attendees, this session will examine the transformative potential of this technology to enhance the efficiency of supportive services. We will review the components of an effective AI policy for DS agencies and explore the essentials of integrating AI into your organization, leaving you with a solid framework to guide your AI journey. By examining case studies from two DS agencies, attendees will gain insights into the practical aspects of introducing, training, and piloting generative AI in their environments. These examples will

highlight the strategies employed, the challenges encountered, and the successes achieved. A focus of our discussion will be on the pitfalls, cautions, and lessons learned from these implementations. This comprehensive overview aims to equip participants with the knowledge to navigate the complexities of AI integration in their organizations. Our session focuses on using generative AI in front line and back-office operations, steering clear of use for people who access services. Attendees will leave with a clearer understanding of how generative AI can free up resources, allowing staff to dedicate more time to direct support activities, leading to better outcomes for those in their care. Join us for a look at the future of developmental services, where generative AI is not just a tool, but a game-changer in enhancing the quality and efficiency of care.

**This Session is presented by Julie LaSorda, Director, Marketing and Innovation, Community Living Essex County & Aaron Watson, Information Systems Manager, Community Living Chatham Kent**



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



Aaron Watson, Information Systems Manager, Community Living Chatham Kent



## **2C: Navigating Transformation: MyServicesConnect - Unveiling the Journey of Implementing CLTO's ERP and CRM System**

Join us on a journey through the implementation of MyServicesConnect, CLTO's cutting-edge ERP and CRM system. Delve into the motivations fueling this initiative and discover the project management methodology and tools driving its success. Uncover the critical roadblocks and challenges faced during this transformative journey, and gain insights into the strategic solutions that paved the way forward. Explore the technology application at the heart of

MyServicesConnect, understanding its potential for scalability and its capacity to harness the power of AI. From the project's inception to overcoming hurdles, this presentation offers a comprehensive overview of the implementation process. Discover how this innovative system is poised to revolutionize operations and enhance efficiency. Don't miss the chance to gain valuable insights into the intricacies of MyServicesConnect, as we navigate the intersections of technology, project management, and scalable solutions. Join us as we unpack the transformative story behind MyServicesConnect, illuminating the path toward a future where technology meets scalability and drives organizational excellence.

**This session is presented by Nandita Saxena, Manager, Enterprise Projects Delivery, EPMO, Community Living Toronto and Haley Dale, Lead in Digital Services, Community Living Toronto**



Haley Dale, Community Living Toronto



Nandita Saxena, Community Living Toronto

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## **2D: TAY with an intellectual disability leaving Children's Services moving into Adult Services. "Wrap-around support" and what you need to know!**

This session is geared toward youth leaving Children's Services and moving into Adult Services Developmental Services. Participants will learn to think differently and understand more about Youth Homelessness, Past Trauma, Addiction and Mental Health, and Justice Issues Youth coming into services know the system they have tough exteriors; however, the lack of support or decline of support leads to loneliness, which, from our experience, we see youth become at risk and vulnerable to bad choices. Learn more about how Community Living Quinte West is changing its future and how we support the "CHOICE AND INCLUSION MOVEMENT and individualized funding. Welcome to "THE" Transitional

Housing Experience. Since Jan 2023, this new initiative has empowered young individuals with intellectual disability to live independently, with the support they need. At THE, we create an inclusive, prejudice-free environment for a positive independent future. "THE" is temporary housing that acts as a stopgap between homelessness and permanent housing. "THE" will support real exchange housing with the necessary support that enables young people with an intellectual disability to learn to live independently. Nontraditional supports like art therapy/animal therapy, increasing physical fitness, support to appointments, court, and the option to have chats afterward to help youth explore self-awareness. "THE" provides hands-on plain language activities tailored to their individualized needs. Having a home, place, and space to start, feeling heard, and expressing your wants and needs to people who want help is life-changing!

**This session is presented by Lisa Rashotte and Connie McLean, Community Living Quinte West**



Lisa Rashotte, Community Living Quinte West



Connie McLean, Community Living Quinte West

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**2E: Fundamentals of Good Governance;**

In this session, PooranLaw's Managing Partner, Brendon Pooran, will focus on the importance of strong governance in the developmental services sector. He will provide an overview of the fundamentals of corporate governance as they relate to the Ontario Not-for-Profit Corporations Act, the Charities Accounting Act, the Income Tax Act and the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act. Brendon will share his insights and expertise on matters related to establishing effective membership structures, mitigating conflicts of interest, promoting succession planning, complying with reporting requirements and ultimately developing comprehensive governance policies. This session is designed for Executive Directors, Finance Directors and Board Members



**This Session is presented by  
Brendon Pooran, Managing Partner,  
PooranLaw**

## **BREAKOUT SESSIONS: 3.00PM**

### **3A: Future Ready: DS sector labour-related insights, best practices, policies for a changing legal landscape**

In this session, DS Sector Labour and Employment Lawyer Cheryl Wiles Pooran will review the latest developments and best practices related to Pay Equity, compensation, bargaining trends, inflation-driven increases, and as well as new legislation and legal developments affecting contracts, policies and practices in the DS sector. Learning Objectives:

- Delegates will be prepared to manage, respond to and



negotiate key HR related challenges based on the latest legal developments and trends in the DS sector.

- Delegates will understand the latest information related to Pay Equity obligations for employers in the DS Sector.

**This Session is presented by Cheryl Wiles Pooran, Partner, Lead Labour and Employment Lawyer, PooranLaw**

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### **3B: Monopolizing technology to bridge the gap and foster healthy workplace culture**

In today's rapidly evolving work landscape, the integration of technology is paramount for achieving heightened health and safety & HR outcomes. However, acknowledging the diversity in technological literacy among employees is crucial. This session aims to explore practical and accessible technological solutions that organizations can adopt to enhance performance and foster a healthy workplace culture while catering to the varied needs of a diverse workforce. This session encourages organizations to leverage technology as a catalyst for improved workplace culture. By adopting accessible and user-friendly solutions, organizations can create safer and healthier working environments, enhance employee performance, and effectively manage change. The incorporation of technology is not only an investment in safety but also a strategic move towards a more connected and efficient workplace.

**This Session is presented by Stuart White, Dunk & Associates Inc.**



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### **3C: CVNQuinte Model:**

Nestled into the heart of the Quinte Region, Community Visions & Networking (CVNQuinte) quietly since 1978, has been supporting adultswith a

developmental disability who may be also Deaf, hard of hearing or have difficulty with communication. Uniquely since 1990, the agency has been providing these services that have been designed specifically for people in such a manner that is very different than traditional services in the Development service field. People get the services they want; when they want it; and with whom they want it. We will explain our model and how it has been providing the principles of citizenship and belonging for many years. It is hard to envision what Journey to belonging means without an example of how it looks or could look. We will share what it looks like for us. We hope that you will discover ways to challenge, transform, or redesign your services based on our experience and expertise. We will share our model, its strengths and challenges and the culture that sustains it. Our model promotes social inclusion, individualized services, and interdependence. People we support direct their lives and support with the assistance of our Coordinators. They assist in designing unique schedules of service. Our community workers apply to support those choices and synergy happens. We will share our systems, engagement practices, unique labour language and our recruitment and retention successes. A winning combination of service delivery. Allow us to share our recipe for success with you!

**This Session is presented by Terri Korkush, CVN Quinte**



Terri Korkush, CVN Quinte

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### **3D: Try It On for Size!**

This session will outline a comprehensive business model for Individualised Funding developed by the Inspired by Our Grassroots Resources and Capabilities Subcommittee over the past 2 years. With membership from a cross section of agencies, family leaders and those with lived experience, and using decades of experience in Ontario, this committee has developed a model that



highlights 3 pathways for accessing, using and accounting for individualised funding to promote a full life in community for people. This session will include an overview of the model and its features, as well as a unique interactive Q&A session which will allow for people to choose which “practice experts” they want to pose their questions.

**This Session is presented by Melodie Cook, Chair-Resources and Capabilities Committee, Community Living Windsor/CLO; Kory Earle, Advocate, Former President of both People First of Canada and People First of Ontario; Janet Klees, Executive Director-Durham Association for Family Resources and Support; Colleen Mitchell, Independent Facilitator/Associate Director, Windsor-Essex Brokerage for Personal Supports and Sarah Canzi, Community Living Windsor**



Melodie Cook



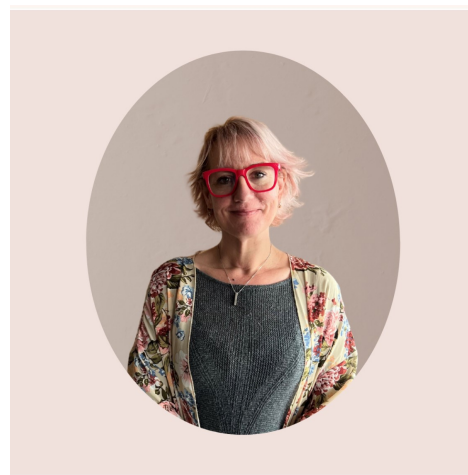
Kory Earle



Colleen Mitchell



Janet Klees



Sarah Canzi

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## **3E: Fostering Future Success: Stakeholder Engagement & Gentle Persuasive Approaches in Dementia Care (GPA)**

**Setting for Future Success through Stakeholder Engagement:** As agencies look to the future directions of Journey to Belonging, they must consider their

strategies for performance measurement of outcomes and how they are gathering feedback on their stakeholders' service experience. This session will explore different approaches from three agencies in the development, implementation, and use of results of Family Experience Measurement Programs. Attendees will gain valuable insights into the pros, cons, challenges, and successes encountered by these agencies along with ideas for consideration when embarking on use of a survey or other methods to obtain feedback on family experience. Agencies are using a variety of survey and other stakeholder engagement processes. Approaches include short ad-hoc SurveyMonkey tools to multi-year surveys with robust communication strategies, and third-party expertise. Response rates tend to be low – but the information gained is valuable. We also know that there is a desire to learn from other agencies by using questions/surveys with validated question sets (including net promoter score), with a view to being able to compare results with those of other agencies. As part of the session, we will present a vision for collaboration by sharing question sets and results, so we are well-positioned for the Ministry's introduction of a performance measurement approach. The aim would be to effectively measure outcomes for people and get feedback on their service experience. Attendees will be encouraged to consider these collaborative strategies as they embark on similar survey initiatives, fostering a community dedicated to enhancing the overall quality of services.

**Gentle Persuasive Approaches in Dementia Care (GPA):** Are you looking to find evidence-formed, competency based, practical education to support persons in human services to age in place? In this presentation you will learn about the types of GPA programs, how GPA can be facilitated in your organization and the research behind the GPA program. Learn how after completing the Gentle Persuasive Approaches (GPA) in Dementia Care curriculum, care professionals understand that a person with dementia is a unique human being, capable of interacting with the world. Learn about the training when we explain the relationship between the disease process and behavioural responses. And you will understand how, after GPA, participants learn to apply emotional, environmental and interpersonal communication strategies that are immediately useful back in the care setting.

**This session is presented by Olivia Mouriopoulos, Education Program Specialist, AGE Inc.; Lisa Wauchope, AGE Inc.; Don Seymour, AGE Inc.; Heather Dawson, Community Living Toronto, and Patty Neufield, Community Living Essex County.**



Olivia Mouriopoulos

Patty Neufield



Don Seymour



Lisa Wauchope



Heather Dawson

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**ALL DELEGATE SESSION 26th April at 8.30AM**

## **Lessons from Nova Scotia: An Overview of the Nova Scotia Experience**

Representatives from the Nova Scotia Department of Community Services and Davis Pier Consulting will share insights into "The Remedy" the reform work that is taking place over the next five years in Nova Scotia and its impact on the provinces developmental services.

This Session is presented by  
Devon Gillis – Partner, DavisPier  
Andrea Richardson – Principal, DavisPier  
Braden Root-McCaig – Director of Impact and Partnerships. DavisPier

And Maria Z. Medioli, the Executive Director of the Disability Support Program for the Nova Scotia Department of Community Services.



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## **MINISTRY PRESENTATION 26th April at 9AM**

**Update from the Ministry of Children Community and Social Services:** As a Ministry we are committed to regular engagement with the sector. This is part of our commitment to transparency and engagement. This spring we want to take the time to share progress to deliver on the commitments in Journey to Belonging: Choice and Inclusion. We are looking forward to sharing an update on activities, including progress of the Workforce initiative, efforts made towards developing awareness about human trafficking for people with a developmental disability and how to combat it, and the research and policy design work around individualized budgets. We also look forward to taking stock through live polling.



ADM, Karen Glass

**Presented by Karen Glass, Assistant Deputy Minister, Ministry of Children, Community and Social Services and Erin Sheard, Manager of the Policy Development Unit, Ministry of Children, Community and Social Services**

## **KEY NOTE PRESENTATION 26th April at 10AM**

**Peter Katz**

Peter Katz is a JUNO Award and Canadian Screen Award nominated musician whose music has been featured on television and film. His cover of Beyonce's "Halo" has over 20 million views on YouTube; and his singles have amassed over 5 million plays across streaming platforms.



Peter Katz

Peter has also emerged as one of Canada's most in-demand speakers and facilitators, being called on to give his highly customized 'Keynote Concerts' in both English and French to hundreds of companies and organisations across various industries and sectors. A four-time TedX fellow, Peter's impressive innovations in the virtual space have seen him perform to over 75,000 people virtually around the world, including being asked to address the House of Commons of Canada.

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## LIVE ENTERTAINMENT


The Conference will also feature live performances from:

**THE SOUL SHAKERS** and **BIG WIGGLE**

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To view the conference agenda, and to enjoy a full interactive experience, download the conference app or access it by visiting <https://eventmobi.com/oasis24/>. If you download the Eventmobi App, the Event Code is: **OASIS24**

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