



**2023 OASIS Conference**

**NIAGARA RECONNECTION!**

**APRIL 26-28**



**PROGRAM**

## OUR INVITATION

We are thrilled to be hosting the OASIS 2023 Conference from Wednesday 26th April – 28th April 2023.

The theme for this year's Conference is **Niagara Reconnection!** Reconnecting not only with each other for the first only in-person conference since 2019, but with Niagara Falls itself!

For the first time in seven years the OASIS Conference will return to the heart of Niagara Falls, overlooking the Falls themselves!

The Conference, and accommodation, will be at the **Fallsview Sheraton**, a top-rated Niagara Falls Hotel centrally located to ensure that participants will be able to enjoy not only the conference, but all that Niagara Falls and the surrounding Niagara Region has to offer!

We are expecting 500+ CEO's, Executive Directors, Senior Managers and Board Members to attend this in person and online event and exchange information on the latest innovations and challenges in the Developmental Services Sector.

Our amazing conference planning committee with representatives from Niagara and across the province have put together the programme which includes outstanding keynote presentations, a wide range of plenary sessions and workshops, and networking events designed to engage all who attend.

We look forward to seeing all of you again at this year's conference for what is sure to be an unforgettable few days!

## 2023 OASIS CONFERENCE HOSTS

**Meaghan Erb**, Bethesda Services

**MaryAnne Fast**, Bethesda Services

**Sabur Akinade**, Camphill Communities Ontario

**Darlene Dale**, Community Living Belleville

**Michael Duncan**, Community Living Thunder Bay

**Viji Hariharan**, REENA

## ABOUT THE VENUE



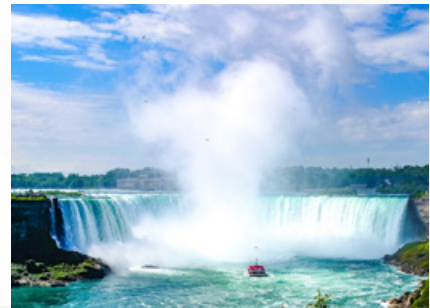
Sheraton Fallsview Hotel is a top-rated Niagara Falls Hotel, adored by visitors from around the globe. From accommodations at a precise angle to offer the best views of Niagara Falls, to world-class dining & entertainment, all in a location that is close to all top attractions.

The Sheraton Fallsview Hotel is connected to Casino Niagara and the largest indoor water-park, hotel, and entertainment resort in North America; Falls Avenue Resort. A stay at the Sheraton Fallsview Hotel also puts you just steps from top Niagara Falls attractions, including the iconic Niagara City Cruises and Journey Behind the Falls.

## ABOUT THE LOCATION

Join us in the City of Niagara Falls - a vibrant city located in the heart of the Niagara Region.

The city overlooks the Horseshoe, or Canadian Falls, which at 54m (177ft) high carries nine times more water than its United States counterpart. The City includes Queen Victoria Park, adjacent to the Canadian Falls and principal site of the annual Winter Festival of Lights; the historical museum at Lundy's Lane, site of a brutal battle between American and British forces in 1814; The Maid of the Mist, Marineland, which provides interaction with Killer and Beluga whales, an aquatic theatre and a game farm; Skylon Tower and Pavilion, containing a revolving restaurant and an observation deck overlooking the falls; the Butterfly Conservatory at the Niagara Parks Botanical Gardens; Canada One Factory Outlets which features brand name shopping; and of course, Casino Niagara. The city is also home to several golf courses and continues to position itself as a world-class golf destination.



Niagara Falls, Canada provides a vast array of year-round activities. Whatever you are looking for – Arts, culture, recreation, commerce, and peaceful quiet moments – they are all here in Niagara Falls.

## PRE-CONFERENCE OPTIONS

Several pre-Conference Activities will be offered on Wednesday 26th April at an additional price. Activities include:

### OPTION A



#### Golf

This year's Golf option will take place at the Legends on the Niagara.

The Legends on the Niagara facility is Canada's premier public golf destination. The grounds feature two championship courses, a par-3 executive course, 360° driving range on 45 acres, state-of-the-art training academy and spectacular clubhouse facilities.

With courses by renowned golf architects Douglas Carrick and Thomas McBroom, Legends on the Niagara offers something for every golfer.

For more information on the Legends on the Niagara Course, visit <https://www.niagaraparks.com/visit/golf-course/legends-on-the-niagara/>

Wednesday, 26th April 2023

Time: Tee Offs Beginning at 10AM

For More Details, and to Reserve your spot, [Click Here](#)

### OPTION B



#### Guided Tour of Niagara Falls

Four-hour comprehensive guided tour of Niagara Falls. You will visit and tour the Upper Rapids, Niagara Horseshoe Falls and an enchanting Cruise aboard The Niagara City Cruises Boat and scenic stops through the Niagara Parkway between Niagara Falls and Niagara on the Lake.

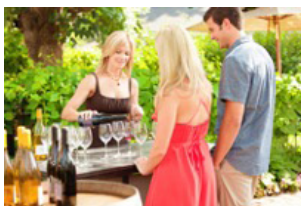
Wednesday, 26th April 2023

Time: 12:00 PM to 4:00 PM

Cost: \$95.00

For More Details, and to Register, [Click Here](#)

### OPTION C



#### Wine tour

Enjoy an award-winning Niagara wine country tour escorted by knowledgeable and courteous wine guides. The Tour explores the beautiful Niagara on the Lake Region enjoying lovely.

Wednesday, 26th April 2023

Time: 12:00 PM to 4:00 PM

Cost: \$95.00

For More Details, and to Register, [Click Here](#)

## OPTION D



**Deloitte.**

### **Workshop: Individualised Funding Models**

**Josh Hjartarson, Leader, National Human & Social Services, Deloitte**

**Martin Joyce, Partner, Human & Social Services Practice, Deloitte**

Toronto Developmental Services Alliance (TDSA), in partnership with Deloitte, welcome you to an OASIS pre-conference workshop on Individualized Funding.

The workshop will explore:

Global individualized funding models and lessons learned with Josh Hjartarson, national leader of and partner in Deloitte's Human Services practice and Martin Joyce, Deloitte's Social Care Leader in Canada, a highly experienced executive across Government, Non-Government and Commercial sectors including not for profit leadership positions. Topics will include:

- Person-centred disability support approaches
- Working with and developing support according to capacity and vulnerability
- Development of administrative systems to support management responsibilities.
- Viability of support type and amount of funding to enable the sustainability of organisations.
- Attracting and retaining workforce, including new care approaches and workforce arrangements
- Quality of care and how to ensure quality is being delivered.
- Service integration with other support services/clients and the contextual impact on organisations as they attempt to navigate, transition, and thrive in a new funding environment, where the client now has the leverage.

This will be followed by an Overview of Journey to Belonging with the Ministry of Children, Community and Social Services.

Finally, TDSA and Deloitte will have a panel discussion on the local perspective, including key considerations for strategic planning and how to prepare for the new funding model.

Lunch and other refreshments will be served as part of this Workshop.

Wednesday, 26th April 2023

Time: 10AM-3PM

\$75

*\*Please note: Space is limited to 100 participants for this event. In partnership with the TDSA, 40 tickets will be sold by OASIS through our registration and 60 will be sold by TDSA.*

For More Details, and to Reserve your spot, [Click Here](#)

## CONFERENCE SCHEDULE

### WEDNESDAY 26th APRIL

REGISTRATION DESK OPEN

**10AM**

Pre-Conference Activities (Optional) (See above for more information)

**4.30 PM-6.00 PM**

Welcoming Reception /Exhibitor Booths Open

**6.00PM-10:00 PM**

Welcome Event at [Table Rock Restaurant](#)  
Transportation is included.

Sponsored by Hicks Morley

### THURSDAY, 27TH APRIL

**7.30 AM-4 PM**

Trade Show Open

**7 AM-8.30 AM**

Breakfast

**8.30 AM**

Welcome Remarks

**9 AM**

Keynote Presentation -Michael Bach

**10.00 AM-11 AM**

Break with Vendors in Legacy Hall

**11 AM-12 PM**

Breakout Sessions 1A - 1D

**12 PM**

Lunch

**1.30 PM-2.30 PM**

Breakout session 2A- 2D

**2.30 PM-3.30 PM**

Refreshment Break

**3.30 PM-4.30 PM**

Breakout sessions 3A-3D

**4.30 PM-6.00 PM**

Free time

**6.00 PM-6:30 PM**

Cocktail Reception

**6:30 PM**

Award Dinner

**8.30 PM**

OASIS Social

#### Thursday Keynote Speaker: Michael Bach



Michael Bach is a nationally and internationally recognized thought leader and subject matter expert in the fields of inclusion, diversity, equity, and accessibility. He is the founder of the Canadian Centre for Diversity and Inclusion (CCDI), CCDI Consulting and Pride at Work Canada.

Michael has worked professionally in the areas of inclusion, diversity, equity, and accessibility for nearly 20 years, most recently as the founding CEO of CCDI and CCDI Consulting.

## CONFERENCE SCHEDULE

### Friday 28th April

**7.30 AM-9.30 AM**

Breakfast

**9.30 AM**

Ministry of Children, Community and Social Services Presentation:  
"Journey to Belonging: Steps Towards the Development of a Person-Centred Funding Approach"  
Delivered by Christine Kuepfer, Director, Implementation and Reporting Branch

**10:00 AM**

Keynote Presentation: Samantha Nutt

**11:00 AM**

Closing Ceremonies and Closing Remarks

**11:30 AM**

Conference Ends: Safe Travels Home/ Enjoy Niagara for the Day!

### Friday Keynote Speaker: Dr. Samantha Nutt



For more than 20 years, Dr. Samantha Nutt has been on the frontlines of many of the world's major crises. A medical doctor and founder and president of the internationally renowned non-profit organizations, War Child Canada, and War Child USA, she is one of the most intrepid and recognized voices in the humanitarian arena and a leading authority on current affairs, public health, war, and foreign policy.

Named one of Canada's "25 most influential figures" by The Globe and Mail and one of "Canada's Five Leading Activists" by TIME magazine, Nutt was recognized as a Young Global Leader by World Economic Forum and has been appointed to both the Order of Ontario and the Order of Canada. Most recently, she was awarded the prestigious Loyola Medal by Concordia University.

## BREAKOUT SESSIONS (11.00AM - 12.00PM)

### 1A

#### **Sector in Transition: Corporate Governance and Human Resources Preparation for J2B, SIPDDA Updates, Post-Pandemic Shifts and the New Normal**

In 2023, Developmental Services (DS) agencies and the DS Sector as a whole face unprecedented change. In this legal update, PooranLaw partners will provide insight and guidance on upcoming legislative updates to SIPDDA impacting agencies and the people we support;

changes to Family Managed Home Care options affecting purchased services; opportunities and obstacles to program transition post-pandemic; corporate governance strategies for navigating sectoral and funding changes; human resources trends and challenges in 2023; contract and policy recommendations for responding to change; and labour relations strategy and bargaining table trends.

This session includes a helpful checklist of considerations that participants can adopt when preparing their organizations for transition.

**Presented by Brendon Pooran and Cheryl Wiles Pooran; PooranLaw.**

### 1C

#### **The Next Frontier in Public Policy: Caregiving in Ontario and Across Canada**

If all caregivers took a week off, every Canadian would experience the collapse of our care systems before noon on the first day. This session will look at why we need to make caregiving the next frontier of public policy in Canada and the urgent need to deliver a public policy response to close the gaps that jeopardize the mental, physical, and economic wellbeing of caregivers, care providers and those in need of care.

**Presented by: James Janeiro, Director of Policy and Government Relations, The Canadian Centre for Caregiving Excellence**

### 1B

#### **Reimagining Recruitment and Retention Strategies**

Canada had nearly 732,000 vacant positions. Hit especially hard, is the non-profit sector "where staff have been leaving in droves" according to the Ontario Non-profit Network 2022 survey.

In this workshop we explore the existing challenges in recruitment and retention in the Developmental Services sector and the latest strategies and tools to help you navigate these difficulties. We will cover information and a roadmap for international recruitment as well as tactics for recruiting domestic talent. Finally, we will review some of the important trends and strategies for staff retention.

**Presented by: Claudia Ferryman & Ursula Rehdner, Rainmaker Strategies Group**

### 1D

#### **Employee Relations Workshop**

Develop and sharpen your skills around approaching, having, and following up on difficult conversations. Whether you have them with a colleague, staff, volunteer or everyone in between, there are ways in which you can successfully navigate them and improve relationships, retain staff, and set yourself up as an organization that others strive to connect with.

Effectively approaching difficult conversations can lead to healthier work environments and stronger staff retention.

People are not computers. Humans cannot be pre-programmed to respond to a situation in a way that doesn't cause friction and when a problem arises,

we cannot go in with a simple bug fix.

**Presented by: Duncan Soo, Founder and Executive Director of the Burnout Clinic**



## BREAKOUT SESSIONS (1.30PM - 2.30PM)

### 2A

#### **Understanding and Implementing Organizational Trauma Informed Care**

People with developmental disabilities experience mental health issues because of physical, emotional and sexual abuse and neglect in greater numbers than the general public. Behaviours are often mistaken as non-compliance, manipulative, and attention-seeking when they may actually be a response to earlier experiences of trauma. Through understanding the neurobiology of trauma, participants will begin to reshape their view of behaviours and develop a toolbox of evidenced-based strategies to effectively support those in their care. Participants will be introduced to an evidenced-based framework that guides the implementation process of beginning the journey of becoming a Trauma-Informed organization. Through examples and shared learnings, participants will have an opportunity to begin forming their own implementation plan of Trauma-Informed Care.

**Presented by Leah Jeffrey and Tracey Erb.**

### 2C

#### **Tomorrow's Leaders Today**

This session will be a presentation about the Sensity Leadership Institute (SLI) - a training program designed for current as well as up and coming leaders in non-profit organizations. We will discuss the rationale behind the creation of SLI and how it addresses the issues that organizations face with management turnover as well as succession planning.

**Presented by Susan Hall and Cathy Proll, Sensity Deaf-blind and Sensory Support Network of Canada**

### 2B

#### **Microboards: Working Together with Agencies**

Microboards are a great option for families who want to receive direct or individualized funding, and offers future planning, accountability and a commitment to person-directed practices that follows a person throughout their life. Microboards are well positioned to work with, and alongside DS agencies to support the full inclusion and belonging for people with a developmental disability by providing sustainability, consistency, and mitigating the risks associated with managing individualized budgets. This session will provide an overview of Microboards – what they are and how they work, the values and principles behind them how they can collaborate and work with agencies to reduce family stress and support the next generation of primary caregiver.

**Presented by: Karen Bell, Executive Director, Microboards Ontario**

### 2D

#### **Tackling the Housing Gap for Ontarians with Developmental Disabilities**

Gary Gladstone from Reena will discuss the housing needs for those with Developmental Disabilities in Ontario and advocacy efforts underway to Commit 10% of funding under the Canada-Ontario National Housing Strategy Bilateral Agreement to support the construction and rehabilitation of developmental services and supportive housing.

**Presented by Gary Gladstone, Reena**

## BREAKOUT SESSIONS (3.30PM-4.30PM)

### 3A

#### Global Workforce Solutions – Purpose Driven Recruitment

The developmental services sector is facing a labour crisis with the recruitment and retention of frontline support staff. These good-paying jobs are left vacant, and the people we support are feeling the impact. To thrive in an increasingly competitive employment market, organizations need a variety of strategies to meet their human resource needs. Athari Global Workforce Solutions (AGWS) was created to fill the growing labour shortage of developmental service workers in Canada. We can provide your organization with skilled, caring and educated foreign workers to help meet your employment needs.

**Presented by: Brad Saunders, Community Living Toronto & Deepak Soni, Corbrook**

### 3B

#### An Organizational Structure Change for DS of the Future Panel

A DS agency with a Marketing and Innovation department?

From the implementation of the agency's new, creative, and accommodating communication strategies with all stakeholders, to the development of new online fundraising efforts, to device management and the migration of entire information systems – the Marketing and Innovation Department at Community Living Essex County does it all. We have the unique structure to respond to many needs, of people and families served, our employees, and strengthens our community presence, attracting new businesses and collaborations. Join us for a high-energy session where we'll share the history on how this department came to be, why its structure works and how it evolved in response to the everchanging pandemic restrictions and challenges.

**Presented by Derek Roy, Natalie Kristy and Amanda Mastronardi, Community Living Essex County**

### 3C

#### Renewal-Restore-Regenerate (RRR)

Participants will leave the workshop with:

- 10 RRR evidence-based self-management tools.
- knowing how to directly experience mindfully managing the (always chattering) Monkey Mind.
- learning how to be calm when 'shift' happens; and
- knowing how to experience being happier, for no reason.

**Presented by: Peter Marks, A Centre for Conscious Care**

### 3D

#### Virtual Reality and Training Job Seekers (VjobReady)

In this session you will learn about VjobReady; an adaptable Virtual Reality job training module used for job seekers to experience and perform job functions in a virtual, safe, and comfortable environment. See how VR benefits its Users by better preparing them for employment. Benefits to Employment Practitioners by giving them an innovative tool to change the way they assist job seekers and benefits to employers by giving them potential hires with increased confidence.

**Presented by: Chad Noonan, Career Services of Brockville**

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