



**LEADERSHIP
SYMPOSIUM**

**MAY 13-15, 2019
VALHALLA INN
THUNDER BAY**

Transformational Leadership
Inspiration > Motivation > Mobilization

CONFERENCE PROGRAM

YOU DO NOT WANT TO MISS:

Inspiring keynotes and practical workshops on timely topics

Guided tours of Friendship Centre, Waabagonee EarlyON Centre, and Thunder Bay housing sites

Valuable and fun opportunities to connect with your colleagues

Celebrating with peers at our Awards Banquet

Exploring the beauty of Thunder Bay

HOSTED IN PARTNERSHIP WITH:



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

OMSSA is proud to be hosting our 2019 Leadership Symposium and AGM in partnership with the District of Thunder Bay Social Services Administration Board on May 13-15 in Thunder Bay.



Have a look through this program for everything you'll need to know about registering for and attending the conference, including:

- ▶ *Program-at-a-Glance*
- ▶ *Detailed Program Descriptions*
- ▶ *Accommodation and Travel Information*
- ▶ *Fees and Registration Information*
- ▶ *Things to See and Do in Thunder Bay*

We look forward to welcoming you in Thunder Bay!

Get the mobile program!

Access the mobile program at www.eventmobi.com/2019LS, **no app download necessary!** The mobile program is completely web-based, meaning it runs directly from your phone or tablet's web browser. **Simply use the code "2019LS" to gain entry.** And don't worry, there's **free wi-fi** for delegates onsite at the Valhalla Inn.

With the mobile program, you can access program details from anywhere, build your own agenda, find and connect with other delegates, share your highlights, and receive key conference updates and alerts.

Save it to your phone today!



PROGRAM-AT-A-GLANCE

MONDAY, MAY 13

9:00 AM – 4:00 PM ~~OW Directives Workshop (ADD-ON, Front-Line Series)~~
April 8, 2019 – This session is no longer available

6:00 PM – 9:00 PM **Registration**

6:00 PM – 9:00 PM **WELCOME RECEPTION**

The District of Thunder Bay Social Services Administration Board welcomes you to Thunder Bay!

Join colleagues and friends at this Fur Trade themed reception to learn more about our host city, its history in the North American fur trade and Indigenous culture. Delegates will enjoy music and a traditional Indigenous Feast, with a cash bar available.

TUESDAY, MAY 14

8:00 AM – 3:00 PM **Registration and Information**

8:00 AM - 9:00 AM **BREAKFAST**

9:00 AM – 10:30 AM **OPENING PLENARY**

Welcome from OMSSA and Thunder Bay

- Elaine Baxter-Trahair, *OMSSA President and Chief Administrative Officer, Region of Durham*
- Bill Mauro, *Mayor of Thunder Bay*
- Lucy Kloosterhuis, *Chair, Board of Directors, District of Thunder Bay Social Services Administration Board (TBDSSAB)*

KEYNOTE:

Transformational Leadership: The Model
Dr. JP Gedeon, *Transformative Directions*

10:30 AM – 11:00 AM **REFRESHMENT BREAK with Exhibitors**

10:45 AM - 12:45 PM **TOUR | Thunder Bay Indigenous Friendship Centre and Waabagonee EarlyON**

PROGRAM-AT-A-GLANCE

TUESDAY, MAY 14 *(continued)*

11:00 AM – 12:30 PM

CONCURRENT SESSIONS:

- 1.1** *Getting Unstuck: Building Capacity for Continuous Improvement*
- 1.2** *Entrust to Empower: Niagara's Change Prototype*
- 1.3** *The Power of Engagement*
- 1.4** *Becoming Trauma Informed: How Increasing Understanding Leads to Efficacy and Hope*

12:30 PM – 1:00 PM

LUNCH

1:00 PM – 2:00 PM

ANNUAL GENERAL MEETING

2:00 PM – 2:15 PM

Voting for OMSSA Board

2:15 PM – 3:45 PM

CONCURRENT SESSIONS:

- 2.1** *Good to Great: How to Implement Plan, Do, Study Cycles to Drive Positive Outcomes*
- 2.2** *Oshawa Unsheltered Residents (OUR) Taskforce*
- 2.3** *Indigenous Mental Health and Addiction*
- 2.4** *Information Exchange with Centres of Excellence for Early Years and Child Care*
- 2.5** *Effective Engagement and Communication with Clients*

3:30 PM – 4:00 PM

Voting for OMSSA Board

6:00 PM – 6:30 PM

Pre-Banquet Reception

6:30 PM – 12:30 AM

AWARDS BANQUET | NORTHERN HOSPITALITY

PROGRAM-AT-A-GLANCE

WEDNESDAY, MAY 15

- 8:00 AM – 3:00 PM **Registration and Information**
- 8:00 AM – 9:00 AM **BREAKFAST**
- 9:00 AM – 10:00 AM **OPENING PLENARY**
**Standing Up for What You Believe:
My Experiences as a Young Leader and Activist**
Autumn Peltier, Water Advocate, Wikwemikong First Nation
- 10:00 AM – 10:30 AM **REFRESHMENT BREAK with Exhibitors**
- 10:00 AM – 12:00 PM **TOUR | District of Thunder Bay Social Services
Administration Board (TBDSSAB) Housing Sites**
- 10:30 AM – 12:00 PM **CONCURRENT SESSIONS:**
- 3.1** *Improving our Knowledge and Understanding of
Singles on Ontario Works in Toronto*
 - 3.2** *The Situation Table: Reducing Risk and Building
Well-being Through Collaboration*
 - 3.3** *Driving Outcomes Through Collaboration and Partnership*
 - 3.4** *Succession Planning: Developing Tomorrow's
Municipal Leaders*
- 12:00 PM – 1:00 PM **LUNCH**
- 1:00 PM – 2:30 PM **CONCURRENT SESSIONS:**
- 4.1** *Community Partnerships: Supporting Early
Years Services in Rural Communities*
 - 4.2** *Reconciliation Journey: Everything is about Relationships*
 - 4.3** *Addressing Chronic Homelessness:
Two Multidisciplinary Approaches*
 - 4.4** ~~*Transitioning into Modernization*~~ *April 8, 2019 - This session is no
longer available*
- 2:40 PM – 4:00 PM **CLOSING PLENARY**
Getting Passion Out of Your Profession
Nina Spencer, Author

TUESDAY, MAY 14 *(continued)*

10:30 AM – 11:00 AM **REFRESHMENT BREAK with Exhibitors**

10:45 AM - 12:45 PM **TOUR: Thunder Bay Indigenous Friendship Centre and Waabagonee EarlyON**

Participants will visit the Thunder Bay Indigenous Friendship Centre (TBIFC) and the new EarlyON Waabagonee site. TBIFC is one of the “original six” Friendship Centres in Ontario, founded in 1964 and incorporated on February 15, 1968. The centre has concentrated on developing a wide range of community-based and culturally appropriate programs and services for Indigenous people residing in or migrating to the City of Thunder Bay. These programs and services address the distinct needs of Indigenous people in the areas of justice, health, education, employment and training, and relief of poverty. The Centre also participates in community development activities that promote cultural diversity and partnership development with other Indigenous and non-Indigenous agencies.

11:00 AM – 12:30 PM **CONCURRENT SESSIONS**

1.1 Getting Unstuck: Building Capacity for Continuous Improvement

Are your current processes getting in the way? In this session, Housing Services Corporation (HSC) will share how it built capacity to solve business problems and drive change in organizations by focusing on client value. Learn how HSC developed significant expertise in Lean methodologies and business process management, and now uses this expertise to help sector clients meet business needs without hiring external consultants. Throughout this interactive session, the speakers will draw from different project examples to highlight the key guiding principles for cultivating a continuous improvement mindset in organizations. Participants will learn how to engage staff to become drivers of change; identify improvement opportunities; and effectively communicate to manage organizational change initiatives.

Speakers:

- **Judy Lightbound**, *Managing Director, HSC Business Solutions*
- **Lisa Kotsopoulos**, *Organizational Development & Business Improvement, Housing Services Corporation*

1.2 Entrust to Empower: Niagara’s Change Prototype (Front-Line Series)

Niagara Region’s Change Prototype, Entrust to Empower (E2E), aims to support the Social Assistance Modernization Strategy by providing a philosophical framework to the way it does business. Delegates will leave this interactive session with a clear understanding of the concepts, theories and tools that support person-centered service delivery philosophies; an increased understanding of a risk-based approach to service delivery; awareness of the alignment between E2E and the objectives of Social Assistance Modernization; and a deeper understanding of the value of trust in working relationships. Takeaway tools and concepts include Fundamental Error, a locally-developed risk assessment tool, and Assuming Positive Intent, a powerful tool for building relationships.

Speaker: **Melissa Austin**, *Manager, Niagara Region Community Social Services Department*

TUESDAY, MAY 14 *(continued)*

11:00 AM – 12:30 PM **CONCURRENT SESSIONS *(continued)***

1.3 The Power of Engagement

Engaging communities in a respectful and fruitful way reinforces every aspect of organizational performance: building relationships with partners, increasing awareness and forging opportunities for collaboration. But how do you ensure your diverse stakeholders have meaningful opportunities to participate in the conversations you are creating? How do you overcome common pitfalls of focus groups and surveys? How do you ask the hard questions, and tease out the truth? Using real-life case studies about organizations in transition, experienced experts will teach participants how to understand when engagement is required and how it enhances planning; recognize and address barriers to change; and determine the best approaches and considerations for meaningful engagement. Change can be difficult -- come and learn how the power of engaging communities in strategy has lasting impacts on an organization's ability to move forward together.

Speaker: Danielle Rocheleau, Vice-President, Laridae

1.4 Becoming Trauma-Informed: How Increasing Understanding Leads to Efficacy and Hope **(Front-Line Series)**

Trauma affects numerous individuals across diverse settings. Understanding trauma's impact is key to moving forward in a positive and successful way with trauma-impacted children and adults. This workshop will explore what it means to be trauma-informed and the key role of understanding the neurodevelopmental impact of chronic trauma. Participants will learn a model of regulation based on this impact that aims to increase our sense of efficacy and hope when working with trauma-impacted individuals. While examples will be primarily focused on children, the model is applicable to all ages. Finally, we will explore how being in the presence of those impacted by trauma affects us as caregivers, and what we can do to protect ourselves from being impacted by the trauma of others.

Speaker: Dr. Kristen McLeod, Registered Clinical Developmental Psychologist, Attune Trauma and Regulation Centre

12:30 PM – 1:00 PM **LUNCH**

1:00 PM – 2:00 PM **OMSSA ANNUAL GENERAL MEETING**

OMSSA's Annual General Meeting is an opportunity to receive updates about the progress of the association and the status of the Strategic Plan, to hear from the Treasurer on the financial stability of the association, and from nominees seeking election to the OMSSA's Board of Directors. Each year at the AGM, members of the OMSSA Board of Directors are elected to a two-year term of office.

2:00 PM – 2:15 PM **Voting for OMSSA Board of Directors Candidates**

TUESDAY, MAY 14 *(continued)*

2:15 PM – 3:45 PM

CONCURRENT SESSIONS

2.1 Good to Great:

How to Implement Plan, Do, Study Cycles to Drive Positive Outcomes

Does your community want to test a change or try a new strategy, but fear failure? How do you use data to propel improvement? This presentation will provide communities with the ground work to conduct Plan, Do, Study Cycles to test new approaches with reduced risk that ultimately provide information to drive positive outcomes. The speakers will use a case study approach based on Hamilton's Shelter Diversion PDSA cycle. Key takeaways in this session will include the PDSA Method and the use of data-informed decision making; learning to fail forward; and strengthening partnerships, both between agencies as well as with municipal government.

Speaker: *Amanda DiFalco, Manager, Homelessness Policy and Programs, City of Hamilton*

2.2 Oshawa Unsheltered Residents (OUR) Taskforce

This session will explore the work of a taskforce that pools the resources of the Region of Durham, the City of Oshawa and several social services agencies to support residents living in wooded areas and parks throughout Oshawa. Named OUR for "Oshawa Unsheltered Residents", the taskforce helps residents live safely outside while securing their stable housing. Delegates will discuss building relationships with transient unsheltered residents, creating a strategy that considers the unsheltered and nearby housed residents, and effectively working with community partners to achieve a common goal.

Speakers:

- **Erin Valant**, *Homelessness Coordinator, Region of Durham*
- **Alyssa Skan**, *Program Director, Cornerstone Community Association*
- **Dianna Eastwood**, *Executive Director, John Howard Society*

2.3 Indigenous Mental Health and Addiction (Front-Line Series)

Dr. Christopher Mushquash has spent his career seeking to understand Indigenous cultural perspectives of wellness, and how to apply this knowledge to improve services. During this session, Dr. Mushquash will share what he has learned so far about meeting the needs of First Nations peoples through a more holistic approach. He will also touch on the meaning of intergenerational trauma, discuss ways that ordinary interactions can promote healing, and stress the importance of increasing cultural awareness while always continuing to relate to people as individuals.

Speaker: *Dr. Christopher Mushquash, Canada Research Chair in Indigenous Mental Health and Addiction; Associate Professor, Lakehead University and NOSM; Clinical Psychologist, Dilico Anishinabek Family Care; Associate Vice President Research, Thunder Bay Regional Health Sciences Centre; and Chief Scientist, Thunder Bay Regional Health Research Institute*

TUESDAY, MAY 14 *(continued)*

2:15 PM – 3:45 PM

CONCURRENT SESSIONS *(continued)*

2.4 Information Exchange with the Centres of Excellence for Early Years and Child Care

Three Centres of Excellence for Early Years and Child Care have now been established under a 2017 funding agreement between the Government of Canada and Province of Ontario. The purpose of the three centres (Francophone, Indigenous and Provincial) is to support professional learning across the early years sector. During this special session, the leads of the Centres and the Secretariat for Early Years and Child Care will share information about their work, methods and goals and discuss how municipalities can tap into these important new resources. Participants will have an opportunity to share information on successful initiatives and resources, elaborate on their professional learning needs, learn about the role of the Secretariat Advisory Committee, and reflect on avenues for collaboration.

Speakers:

- **Shannon Murphy**, Provincial Manager, Ontario Indigenous Centre of Excellence
- **Rachel Heydon**, Co-director Provincial Centre of Excellence for Early Years and Child Care, and Professor, Western University
- **Veronica Pacinic-Ketchabaw**, Co-director Provincial Centre of Excellence for Early Years and Child Care & Professor, Western University
- **Randa Khattar**, Executive Director, Secretariat for Early Years and Child Care
- **Karyn Callaghan**, President, Ontario Reggio Association & Pedagogist Network Coordinator Provincial Centre of Excellence for Early Years and Child Care
- **Martine St-Onge**, Co-director, Centre d'excellence francophone
- **Francine Fox**, Co-director, Centre d'excellence francophone

2.5 Effective Engagement and Communication with Clients **(Front-Line Series)**

Front-line staff face many challenges in communicating effectively with high-needs clients and tenants. In this session, speakers will provide an overview of the role of TBDSSAB's tenant support coordinators, and share examples of how they interact with challenging tenants and community partners to overcome the obstacles they face. Next, a registered psychotherapist and former OW supervisor will analyze those interactions, offer further suggestions, and provide an overview of effective communication techniques that address barriers created by mental health issues and addictions.

Speakers:

- **Crystal Simeoni**, Manager, Property Management, Housing Services Division, District of Thunder Bay Social Services Administration Board
- **Claudia Tropea**, Tenant Support Coordinator, Housing Services Division, District of Thunder Bay Social Services Administration Board
- **Megan Phillips**, Registered Psychotherapist

3:30 PM – 4:00 PM

Voting for OMSSA Board

TUESDAY, MAY 14 *(continued)*

6:00 PM – 6:30 PM **Pre-Banquet Reception**

6:30 PM – 12:30 AM **AWARDS BANQUET | NORTHERN HOSPITALITY**

Come celebrate with your peers at our annual Awards Banquet. Throughout the evening, we will recognize OMSSA's Lifetime Achievement Award recipients and acknowledge the long-standing contribution of exceptional OMSSA members. Includes a four-course dinner, with the following entrée choices:

- **Beef:** AAA Short Ribs simmered in a red wine reduction, seared to perfection along with a root vegetable pinot noir sauce
- **Chicken:** breast of chicken stuffed with double smoked bacon, spinach, peppers and chives
- **Vegetarian:** savory crust filled with roasted root vegetables, beans, zucchini and cheddar accompanied with eggplant and asparagus cannelloni

Gluten free options are available and will be submitted to the chef by conference staff when you identify your food restrictions as part of the registration process.

WEDNESDAY, MAY 15

9:00 AM – 10:00 AM **OPENING PLENARY**



Standing Up for What You Believe: My Experiences as a Young Leader and Activist

Autumn Peltier, Water Advocate, Wikwemikong First Nation

Through her work as a passionate advocate for protecting water, fourteen-year-old Autumn Peltier is inspiring youth around the world to fight for environmental rights. Autumn has gained national and international recognition for her advocacy for clean water for Indigenous communities in Canada.

She recently addressed the UN General Assembly on World Water Day to tell leaders to better manage and preserve world water resources; she was the only Canadian nominated for the 2017 Children's International Peace Prize; and she previously met with Prime Minister Justin Trudeau in 2016 and as a result he made a public commitment to take steps to protect the water in Canada. Autumn

will speak about where her passion comes from, her experiences so far, and her future goals.

10:00 AM – 10:30 AM **REFRESHMENT BREAK with Exhibitors**

WEDNESDAY, MAY 15 *(continued)*

10:00 AM – 12:00 PM **TOUR: District of Thunder Bay Social Services Administration Board (TBDSSAB) Housing Sites**

Join TBDSSAB's Housing Director Ken Ranta for a guided tour of unique housing sites throughout Thunder Bay. Participants will visit and learn about a wide variety of unique housing sites including supportive housing buildings for young mothers and seniors, a building with interior development opportunities, a brand new 24-unit investment in affordable housing and an interesting new building design.

10:30 AM – 12:00 PM **CONCURRENT SESSIONS**

3.1 Improving our Knowledge and Understanding of Singles on Ontario Works in Toronto

In 2017-2018, Toronto Employment and Social Services conducted a mixed-methods research study of singles on Ontario Works in Toronto to better understand their characteristics, service experiences and needs. The study also looked at how the singles caseload is changing over time and what factors might predict exits to employment for this population group. During this session, presenters will provide a brief overview of the impetus for the study, its methodology and findings and will discuss at a high level how Toronto Employment and Social Services is connecting the findings of the research to service planning practice. Participants will view a compelling short video series reflecting themes that emerged from research interviews. The facilitators will also answer questions and explore the kinds of collaborative and cross-sectoral approaches that might better serve singles facing complex challenges.

Speakers:

- **Christine Carrasco**, Policy Development Officer, Toronto Employment and Social Services
- **Yuna Kim**, Policy and Research Consultant, Toronto Employment and Social Services

3.2 The Situation Table: Reducing Risk and Building Well-being Through Collaboration (Front-Line Series)

A situation table is a collaborative risk-intervention tool where community partners work together in a privacy-protected setting to intervene, where appropriate, in situations of acutely elevated risk for individuals and families. The use of this intervention tool has allowed Lanark County and The District of Thunder Bay Social Services Administration Board to reduce overall risk factors in the vast majority of situations brought to the table. This session will discuss how the process works and provide real-life deidentified examples of success stories from Lanark County and the District of Thunder Bay.

Speakers:

- **Tammy Kealey-Donaldson**, Children's Services Manager, Lanark County Social Services; Member, Lanark County Situation Table
- **Mariah Maddock**, Coordinator, North West Community Mobilization Network
- **Diane Atkinson**, Manager, Client Services, District of Thunder Bay Social Services Administration Board

WEDNESDAY, MAY 15 *(continued)*

10:30 AM – 12:00 PM

CONCURRENT SESSIONS *(continued)*

3.3 Driving Outcomes Through Collaboration and Partnership

The Ryelle Strategy Group has extensive field experience supporting Ontario organizations in achieving transformational population outcomes. This interactive session will take you through a variety of examples of collaborations ranging from refugee settlement to client system navigation to post-secondary community partnerships. The facilitator will discuss Ryelle's experiences, sharing what worked, what didn't, and what it learned along the way. Takeaways from this session will include foundational principles of collaboration, simple philosophies and tools to drive change, "real deal" insights, collaborative frameworks and what research doesn't tell you.

Speaker:

- **Carol Kotacka**, Owner and Managing Partner, Ryelle Strategy Group
- **Ashley Pettifer**, Director, Public Affairs & Partnerships, Ryelle Strategy Group

3.4 Succession Planning: Developing Tomorrow's Municipal Leaders **(Front-Line Series)**

Municipal leaders are retiring and taking with them a very specific skill set. How can municipalities ensure these skills are effectively passed along? This session is co-facilitated by Tony Haddad, former CAO for the Town of Tecumseh and co-chair of ONWARD, a coalition with a mission to raise awareness about the retirement wave, promote succession planning, raise awareness and interest in municipal careers among youth, and partner with academia to develop programming aimed at careers in municipalities. Mr. Haddad will discuss retirement trends, working with universities and colleges, attracting/retaining students, and developing the next generation of municipal leaders. Next, Amy Smith, Director of Human Resources at Oxford County, will share her employer's succession plan which includes a Future Ready Leadership Program for current and emerging leaders, and 360-degree assessments based on a competency framework. Delegates will also learn how and why Oxford plans to refresh its approach this year.

Speakers :

- **Sarah Hamulecki**, Human Resources Coordinator, Oxford County
- **Tony Haddad**, Co-Chair, ONWARD

12:00 PM – 1:00 PM

LUNCH

WEDNESDAY, MAY 15 *(continued)*

1:00 PM – 2:30 PM

CONCURRENT SESSIONS

4.1 Community Partnerships: Supporting Early Years Services in Rural Communities

Participants will be introduced to challenges and solutions faced in the Early Years sector in rural areas. They will hear how collaborating with community partners and forming strong relationships within rural communities can help solve the unique challenges faced in Early Years and assist with the ever-changing sector. Participants will leave this fun and hands-on session with inspiration and motivation to form collaborations within their own municipalities. They will leave with a sense that, through partnerships, they can find innovative solutions to implement in individual communities.

Speakers:

- **Tammy Kealey-Donaldson**, Children's Services Manager, Lanark County Social Services
- **Chelsey Coe**, Early Years Specialist, Lanark County Children's Services
- **Casey Munro**, Children's Services Clerk, Lanark County Children's Services

4.2 Reconciliation Journey: Everything is about Relationships (Front-Line Series)

"Whenever people come together in a group it is about relationships. Everything is about relationships."

-- Elder Jim Albert

After 10 years of building trust through sustaining relationships, the City of Ottawa Council made a formal commitment to reconciliation and approved the City's first Reconciliation Action Plan. This plan contains 14 actions in the areas of culture, employment, children's services, education and awareness building, which speak specifically to the TRC Calls to Action and reflect the Principles of reconciliation. Using examples from the City of Ottawa, delegates will reflect on how to build a commitment to reconciliation, and take away three key points about creating a roadmap for reconciliation in their municipalities: reconciliation as relationship (concrete actions for building and fostering relationships); reconciliation as an ongoing journey (concrete steps for developing cultural awareness/humility); and reconciliation as all of us working together (key actions of different city departments towards reconciliation).

Speakers:

- **Elena Abel**, Program Coordinator, Indigenous Service and Outreach, City of Ottawa
- **Marc Maracle**, Executive Director, Gignul Housing; Chair, Ottawa Aboriginal Coalition; Co-Chair, City of Ottawa Aboriginal Working Committee

WEDNESDAY, MAY 15 *(continued)*

1:00 PM – 2:30 PM

CONCURRENT SESSIONS *(continued)*

4.3 Addressing Chronic Homelessness: Two Multidisciplinary Approaches

This session explores two innovative solutions to chronic homelessness. TBDSSAB's High Needs Homeless Outreach is an integrated process that brings together Housing, Ontario Works, Intake and Data Analysts to identify and rapidly house chronically homeless individuals with adequate supports in place. Chatham Kent's Homes 4 Youth program is a housing first program that has multiple agencies working in partnership to provide comprehensive housing and intensive case management services to support high needs chronically homeless youth.

Speakers:

- **Jennifer Lible**, Manager, Client Service, The District of Thunder Bay Social Services Administration Board
- **Aaron Park**, Manager, Housing and Homelessness Programs, District of Thunder Bay Social Services Administration Board
- **Chantal Perry**, Program Manager, Employment & Social Services, Municipality of Chatham Kent
- **Josh Myers**, Supervisor, Employment & Social Services, Municipality of Chatham Kent

4.4 Transitioning into Modernization ~~(Front-Line Series)~~

April 8, 2019 – This session is no longer available. We apologize for the inconvenience

2:40 PM – 4:00 PM

CLOSING PLENARY



Getting Passion Out of Your Profession

Nina Spencer, Best-Selling Author

Nina Spencer is the best-selling Author of *Getting Passion Out of Your Profession*, described by the National Post as "one of Canada's leading motivational speakers." In 2011 she summited the world's tallest freestanding mountain, Mt. Kilimanjaro, and captured lessons learned from this experience in her latest best-seller, *A Time to Creep, A Time to Soar*. Nina will speak about (re)building workplace and personal passion through challenging times.

ACCOMMODATION & TRAVEL

This year's conference is taking place at:

The Valhalla Inn

1 Valhalla Inn Road
Thunder Bay, Ontario
P7E 6J1

ACCOMMODATION AND PARKING

Book your accommodation on or before **April 12, 2019** to be eligible for the group rate of **\$139++/night** by calling **1-800-964-1121** or email reservations@valhallaninn.com and quote booking number **190512SITE**.

OMSSA has a limited number of rooms in the group block. The group rate cannot be guaranteed after the block is sold out.

Parking at the Valhalla Inn is complimentary.

TRAVEL BOOKINGS

Book your flights with Air Canada to access preferred rates for your travel to and from this conference. To book your flight, visit www.aircanada.com and enter promotion code **6WANRJK1**.

Porter Airlines is offering **10% off base fares** for travel to and from the Symposium. Please [click here to book online](#), or book through your travel agent with promo code **OLS19**.

A complimentary shuttle is available at the airport to the hotel. Simply call from the designated phone in the airport to request a pick up.

If you have any questions about booking your hotel or flight, please email education@omssa.com.



Get the mobile program!

Access the mobile program at eventmobi.com/2019LS, no app download necessary! The mobile program is completely web-based, meaning it runs directly from your phone or tablet's web browser. Simply use the code **"2019LS"** to gain entry. And don't worry, there's **free wi-fi** for conference delegates onsite at the Valhalla Inn.

With the mobile program, you can access program details from anywhere, build your own agenda, find and connect with other delegates, share your highlights, and receive key conference updates and alerts. **Save it to your phone today!**

FEES AND REGISTRATION

***Full registration with Banquet** entitles delegates to attend all plenary sessions, concurrent workshops, breakfast and lunch daily, and all refreshment breaks. This registration package also includes the Welcome Reception and one ticket to the Awards Banquet.

****Full registration no Banquet** entitles delegates to attend all plenary sessions, concurrent workshops, breakfast and lunch daily, and all refreshment breaks. This registration package also includes the Welcome Reception.

*****One-Day Registration, Front-Line Series** is for all front-line human services staff. Sessions will be designed to meet the professional development skills of front line staff working in the areas of social assistance, children's services, housing and homelessness programs. Registration includes the opening plenary session, breakout sessions, breakfast, lunch and refreshment breaks.

All other registration packages entitle the delegate to attend plenary and workshop sessions, breakfast, lunch and breaks on the indicated day of attendance. One-day registrants wishing to attend the Welcome Reception or Awards Banquet may purchase tickets separately (see "Add-on" options above).

MEMBER RATES

Available to any staff member of an OMSSA member organization (one of the 47 CMSMs and DSSABs in Ontario).

	Member Early Bird Rate (By April 26)	Member Rate (After April 26)
Full Registration, w/ Banquet* (May 13-15)	\$680 + HST	\$780 + HST
Full Registration, No Banquet** (May 13-15)	\$575 + HST	\$675 + HST
One-Day Registration (May 14 OR 15)	\$320 + HST	\$420 + HST
One-Day Registration, Front-Line Series*** (May 14 OR 15)	\$150 + HST	\$250 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 13)	\$50 + HST	\$70 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 14)	\$75 + HST	\$85 + HST

NON-MEMBER RATES

	Non-Member Early Bird Rate (By April 26)	Non-Member Rate (After April 26)
Full Registration, w/ Banquet* (May 13-15)	\$820 + HST	\$920 + HST
Full Registration, No Banquet** (May 13-15)	\$695 + HST	\$795 + HST
One-Day Registration (May 14 OR 15)	\$380 + HST	\$480 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 13)	\$65 + HST	\$85 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 14)	\$90 + HST	\$100 + HST

NOT-FOR-PROFIT (NFP) AND STUDENT PASSES

For students or small, community-based agencies delivering human services. Student pass requires a current, valid student ID.

	NFP / Student Early Bird Rate (By April 26)	NFP / Student Rate (After April 26)
Full NFP / Student Pass, w/ Banquet (May 13-15)	\$405 + HST	\$505 + HST
Full NFP / Student Pass, No Banquet (May 13-15)	\$295 + HST	\$395 + HST
One-Day NFP / Student Pass (May 14 OR 15)	\$175 + HST	\$275 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 13)	\$65 + HST	\$85 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 14)	\$90 + HST	\$100 + HST

CANCELLATION AND SHARING POLICY

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than 10 business days prior to the event (on or before April 29, 2019). No refunds will be issued within nine business days of the first day of the event (on or after April 30, 2019). Conference registrations cannot be shared. A substitution will be accepted up to and including the first day of the event. OMSSA reserves the right to change or cancel the program without notice and will only be responsible for refunding the registration fee. OMSSA is not in any way responsible for travel or accommodation costs or losses related to the event.

THINGS TO SEE AND DO IN THUNDER BAY

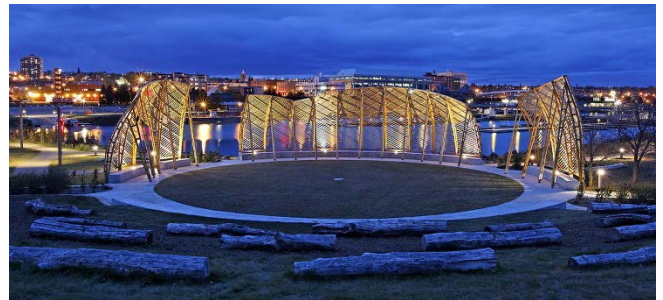
PORT ARTHUR DOWNTOWN RESTAURANTS



Vibrant. Diverse. Inclusive. Thunder Bay's Waterfront District provides a unique opportunity to experience the North Side's dramatic revival. With dozens of new businesses, the Waterfront District offers a wonderful variety of activities, dining and shopping options perfect for just about everyone. Live Outside the Box!

MARINA PARK

Marina Park is a local waterfront park and marina located on the shores of Lake Superior in Thunder Bay, Ontario. The park is located in the city's north end near the downtown north core. The City's waterfront includes Prince Arthur's Landing and Marina Park, where you can find the Baggage Building Art Centre and the Prince Arthur's Landing Splash Pad. Throughout the year, many family-fun City events are held at the Waterfront and it is as an active community gathering place.



Learn more at www.visitthunderbay.com/en/see-and-do/waterfront.aspx

THUNDER OAK CHEESE FARM



Located in the pristine countryside of Slate River Valley, Thunder Oak Cheese Farm has been producing award-winning, all-natural Gouda cheese since 1995. This creamy Dutch cheese has long been a favourite of cheese lovers around the world and the Schep Family has been making it in Thunder Bay since 1995. Their award-winning Thunder Oak Gouda is a natural product made with fresh milk from the Schep's own Holstein cows.

The Schep family warmly invites you to experience the tradition of Dutch cheese making. The farm store offers Gouda in any quantity, large or small, and in 13 different flavours plus mild, medium old and extra old aged. You can also find a wide variety of Dutch-imported products, from cookies, candy, spices and licorice to ceramics and tea towels as well as a variety of local products.

Learn more at www.cheesefarm.ca.

TERRY FOX MONUMENT



A nine-foot high bronze statue set on a 45-ton granite base with a foundation of local amethyst, this monument commands a breath-taking view of Lake Superior. The statue was erected in memory of Terry Fox, the courageous one-legged runner who embarked on a cross-country run for cancer research, the Marathon of Hope. The site is not far from the place where he ended his 5,342 km (3,339 mi) run, stricken with the disease that ended his life on June 28, 1981. The Visitor Information Centre is wheelchair accessible with washrooms, vending machines, and picnic area.

Learn more at www.ontariotravel.net/en/listing/Terry-Fox-Monument/201302

FORT WILLIAM HISTORICAL PARK

Fort William Historical Park is the leading heritage and cultural attraction that brings people from across North America to experience northern hospitality, be entertained, and conduct business, just like we did two hundred years ago. An award-winning attraction recognized for innovative approaches to heritage and tourism, the 25-acre site features 42 reconstructed buildings, making it one of the largest living history attractions in North America.



Visitors can learn about the saga of how Fort William came to dominate the North American fur trade in the early nineteenth century and the dramatic story of the Fort's modern reconstruction. Through its historical interpretive program, the Fort depicts fur trade activities, with staff portraying Scottish fur trade executives, French Canadian voyageurs, artisans and farm labourers who worked at the Fort in the early 1800s, as well as the Ojibwa and Métis peoples who trapped and traded furs with the Company. The site also features a working farm, an active artisan's area, Indigenous encampment and wharf.

Learn more at www.fwhp.ca.