



OMSSA EXCHANGE

PRELIMINARY PROGRAM

May 11-13, 2020

**Hilton Toronto Airport Hotel
5875 Airport Road, Toronto**





NOTE FROM OMSSA'S PRESIDENT



On behalf of OMSSA's Board of Directors and staff, I'm excited to share our program and our new brand for our 2020 annual conference.

*On May 11-13 in Toronto, we'll be welcoming human services professionals from across the province to discuss fresh new ideas, take stock within a changing environment, and build energy and momentum for our sector at **OMSSA Exchange**.*

*The new name and logo reflect the fact that **it's the sharing of knowledge and exchange of ideas that helps propel our sector forward to achieve our shared goals.***

*OMSSA Exchange will feature **more opportunities for knowledge-exchange and two-way dialogue**. It will also continue to feature the things our delegates value most, like thought-provoking keynotes, in-depth breakout sessions, and a chance to recognize and celebrate our sector's success stories at the **OMSSA Awards Banquet**.*

*OMSSA's Board, staff and conference planning committee are proud of the program we've put together. With an emphasis **on future-focused topics and creative approaches**, each session was carefully selected and developed to ensure that **delegates will walk away with tangible new ideas and approaches that they can apply in their own communities**.*

***Our "think tank" sessions will offer a chance to dig into current and pressing issues for our sector** – from shifting towards life stabilization to tackling community safety and well-being plans – through facilitated and active dialogue with your human services colleagues from across the province.*

***We also took great care to ensure that this program truly offered something for everyone in our sector.** Whether you work in housing, children's services, income support or other areas – and whether you find yourself in senior leadership or on the front lines of human services – we're confident that you'll find valuable sessions that pique your interest and give you a compelling reason to attend in the pages below.*

Many thanks to our conference planning committee, who helped to ensure that we could build a program focused on today's realities and tomorrow's big questions:

- **Ellen Armstrong**, City of Peterborough
- **Lauralee Both**, Rainy River DSSAB
- **Meredith Burpee**, Region of Peel
- **Jonathan Dixon**, Region of Durham
- **Beth Earley**, Municipality of Chatham-Kent
- **Karen Gray**, City of Toronto
- **Arran Rowles**, Region of Waterloo

This conference represents a valuable opportunity to share and learn from the experience, insights, challenges and lessons learned of your human services colleagues from across the province – and I hope you'll take advantage of it. I encourage you to take a closer look at the program in the pages below, and I look forward to welcoming you on May 11-13 in Toronto.

Dan McCormick
OMSSA President





OMSSA EXCHANGE

May 11-13, 2020

OMSSA EXCHANGE

Where Human Services Professionals and Ideas Meet

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

[*Schedule-at-a-Glance*](#)

[*Session Descriptions and Speakers*](#)

[*Awards Banquet Information*](#)

[*Venue and Accommodation Information*](#)

[*Conference Fees and Registration*](#)

We look forward to welcoming you in Toronto!





SCHEDULE-AT-A-GLANCE

MONDAY, MAY 11

6:00 PM – 9:00 PM

REGISTRATION

6:00 PM – 9:00 PM

WELCOME RECEPTION

TUESDAY, MAY 12

8:00 AM – 9:00 AM

BREAKFAST & REGISTRATION

9:00 AM – 10:15 AM

OPENING PLENARY

10:15 AM – 10:45 AM

REFRESHMENT & NETWORKING BREAK

10:45 AM – 12:15 PM

A1

Preparing for Change: Life Stabilization Models

A2

Connecting the Dots Between Health and Housing Stability

A3

Demystifying Outcomes Measurement in Human Services

A4

Overcoming Unconscious Bias in Social Services

12:15 PM – 1:15 PM

LUNCH & NETWORKING

1:15 PM – 3:00 PM

B1

THINK TANK

Life Stabilization

B2

Is Resource Consultation an Inclusion Strategy for Early Education and Care?

B3

Innovative Partnerships to Advance Affordable Housing Solutions

B4

Anti-Human Sex Trafficking: Approaches to Fighting Exploitation





SCHEDULE-AT-A-GLANCE

TUESDAY, MAY 12 (continued)

6:00 PM – 6:30 PM

PRE-BANQUET RECEPTION

6:30 PM – 12:00 AM

AWARDS BANQUET

WEDNESDAY, MAY 13

8:00 AM – 9:00 AM

BREAKFAST & REGISTRATION

9:00 AM – 10:00 AM

OPENING PLENARY

10:00 AM – 10:30 AM

REFRESHMENT & NETWORKING BREAK

10:30 AM – 12:00 PM

C1

The Integrated System Navigator: Improving Client Services through Partnerships and Collaboration

C2

Community Capacity Building: An Exciting Collaboration Between Early Years and Ontario Works

C3

Using Data to Inform Long-Term Planning, Improve Programs and Keep Clients in Housing

C4

The Capital L Leader: Combining Mental Health and Leadership for Modern Professionals

12:00 PM – 1:30 PM

LUNCH & KEYNOTE

1:30 PM – 3:00 PM

D1

THINK TANK

Community Safety and Well-Being Plans

D2

EarlyON Program Standards: An Example in Community-Led Transformation

D3

Developing a Regional Response to Refugee Asylum Claimants

D4

The Capital L Leader: Combining Mental Health and Leadership for Modern Professionals





SESSION DESCRIPTIONS

TUESDAY, MAY 12

9:00 AM – 10:15 AM

OPENING PLENARY

KEYNOTE SPEAKER

Karly Church: “Secret Weapon” in the Battle to End Human Sex Trafficking



Karly Church, a crisis counsellor at Victim Services of Durham Region, is one of the first human sex trafficking survivors in Canada to team up with detectives in undercover operations involving victims. This partnership between Victim Services and Durham Regional Police has dramatically increased both local law enforcement’s trafficking investigations and the number of victims she assists. Through another partnership between Victim Services and the Region of Durham, Karly also works with Ontario Works clients caught up in trafficking. She uses her lived experience and deep knowledge of trauma-informed practice to build trust with victims and instill hope for the future. In this keynote presentation, Karly will share her perspective on effective ways to prevent trafficking, what victims need to escape, and the important role that social services can play in supporting survivors and fighting this complex and growing crime.

Karly is a passionate anti-trafficking advocate and speaker, known for her work on the issue of commercial sexual exploitation and domestic trafficking. She has been a leader in helping shift the perception of trafficked girls from criminals to victims and now from survivors to leaders. Karly is a recipient of the Jennifer O’Connell Women of Distinction Award for her dedication to supporting marginalized women and girls. She is a graduate of two college programs, Social Services Worker and Addictions Counsellor.

10:15 AM – 12:15 PM

BREAKOUT SESSIONS

A1 Preparing for Change: Life Stabilization Models

Making your way out of poverty not only requires determination, but also a lot of meaningful support to stabilize your life for long-term success. This interactive session will explore service models that provide more individualized and impactful service to clients in anticipation of a future employment services system where accountability shifts to more directly support life stabilization and employment-readiness. York Region’s new model includes an integrated wraparound caseworker role that focuses solely on developing trust with customers and on supporting service navigation, while a completely separate group of caseworkers now manages benefits and eligibility. The City of Peterborough’s model uses a Bridges out of Poverty lens to develop a new life stabilization coaching approach that better supports clients on their path to sustaining independence. Presenters from both York and Peterborough will discuss their experiences and share the details of their models, including their definitions of life stabilization, and how they are defining and measuring outcomes. Delegates will reflect on what an “ideal” model might look like in their communities, and discuss the opportunities and challenges they anticipate or have faced as they navigate through change themselves.

Speakers:

- **Suzie Johnson-Smith**, City of Peterborough
- **Jennifer Toole**, Supervisor Social Assistance, Social Services, Community and Health Services, Regional Municipality of York





SESSION DESCRIPTIONS

TUESDAY, MAY 12

10:15 AM – 12:15 PM

BREAKOUT SESSIONS (continued)

A2 Connecting the Dots Between Health and Housing Stability

Providing accessible supports in social housing is key to assisting those with complex physical and/or mental health challenges to successfully maintain housing. Many older adults in subsidized housing report poorer health, yet face transportation and other barriers to accessing support. This workshop explores Chatham-Kent's collaboration with Emergency Medical Services to offer a paramedic-led wellness clinic inside public housing. Delegates will learn more about the one-year pilot's objectives, partnerships and outcomes and consider this promising approach to preventing homelessness, improving health and early identification of health problems, reducing crisis and hospitalization, and aligning with provincial strategy.

Speakers:

- **Donald MacLellan**, General Manager, Chatham-Kent EMS, Medavie EMS
- **Kristen Williams**, Tenant Relations Manager, Housing Services, Municipality of Chatham-Kent

A3 Demystifying Outcomes Measurement in Human Services

As human services providers, outcome measurement is necessary to understand user needs, evaluate impact and make key program decisions. Yet, finding the right way to measure human services outcomes can be daunting. In this interactive workshop, presenters will briefly share case studies about the development and application of outcomes in employment and social services, children's services and shelters and housing sectors, as well as tangible illustrations of how these outcomes can be used in planning and policy development. Together these case studies will illustrate practical lessons for outcomes measurement in human services such as linking municipal outcomes to provincial goals; the role of data collection; ethical considerations; embedding equity into measurement; and the need for collaboration in defining outcomes. Following the presentation, attendees will participate in facilitated exercises to begin the process of defining outcomes relevant to their own work and communities and take away tools and templates to support their outcomes work moving forward.

Speakers:

- **Clara Ganemto**, Policy Development Officer, Employment and Social Services, City of Toronto
- **Yuna Kim**, Policy Development Officer, Children's Services System Planning and Policy Development, City of Toronto
- **Trish Lenz**, Policy Development Officer, Shelter, Support and Housing Administration, City of Toronto

A4 Overcoming Unconscious Bias in Social Services

Description to come.

Speakers:

- **Mahesh Prajapat**, Chief Operating Officer, Children's Aid Society of Toronto
- **Farrell Hall**, Director of Diversity, Equity and Inclusion, Children's Aid Society of Toronto





SESSION DESCRIPTIONS

TUESDAY, MAY 12

1:15 PM – 3:00 PM

BREAKOUT SESSIONS

B1 THINK TANK Life Stabilization

This is a facilitated discussion about the components of life stabilization within social assistance, and how to work towards service delivery models that genuinely meet client needs and improve outcomes. As a group, participants will discuss best practices for addressing basic needs, life skills, health, and community support.

B2 Is Resource Consultation an Inclusion Strategy for Early Education and Care?

Many CMSMs and DSSABs are currently seeking to understand how to better support all children in a child care setting. During this special session, Kathryn Underwood, a professor at Ryerson University who studies human rights and inclusive education practice, will share what she's learned and answer questions about models for meaningful inclusion, particularly with relation to childhood disability. She will also discuss takeaways from the ongoing work of the Inclusive Early Childhood Service System Project, a partnership between the County of Wellington, the District of Timiskaming Social Services Administration Board, the City of Hamilton, the City of Toronto and Ryerson University.

Speaker: Kathryn Underwood, Professor, Ryerson University, and Project Director, Inclusive Early Childhood Service System Project

B3 Innovative Partnerships to Advance Affordable Housing Solutions

As a charitable organization, Habitat for Humanity's mission is to advance affordable home ownership solutions for Ontario's families. Habitat affiliates across the province have formed partnerships with municipalities, the for-profit and non-profit sectors, community and social service agencies, and First Nations communities to help more families in need find safe, decent, affordable, and appropriate housing solutions. This session will showcase four innovative affordable housing partnerships in which municipal/regional government leadership played a pivotal role. Speakers will discuss their processes and outcomes to help attendees imagine opportunities to replicate and/or scale similar partnerships in their home communities. Speakers will examine how partnerships can address unique housing needs in communities with a specific focus on Indigenous partnerships, creating multi-partner land trusts to maintain affordable housing stock in perpetuity, and facilitating the exchange of expertise between social services agencies and non-profit housing providers, while also removing barriers to implementing affordable housing solutions.

Speakers:

- **Rebecca Morgan-Quin**, Manager of Housing, City of Peterborough
- **Sarah Burke**, Chief Executive Officer, Habitat Peterborough & The Kawarthas
- **Shane Chagahno**, Housing Manager, Neyaashinigmiing
- **Greg Fryer**, Executive Director, Habitat Grey-Bruce
- **Josh Benard**, VP Real Estate Development, Habitat GTA





SESSION DESCRIPTIONS

TUESDAY, MAY 12

1:15 PM – 3:00 PM

BREAKOUT SESSIONS (continued)

B4 Anti Human-Sex Trafficking: Approaches to Fighting Exploitation

Human Sex Trafficking cases in Ontario are growing at an alarming rate. Not unlike how communities began to respond to domestic violence in the early 1990s, municipalities are beginning to organize to fight this complex and pervasive problem. During this important session, delegates will hear from Peel Region, the first municipality to lead an anti-human sex trafficking strategy. Its three-pillar framework includes coordinated prevention; a dedicated services hub that offers trauma counselling, system navigation, education supports and more; and a safe house and longer-term transitional housing. Next, attendees will learn about initiatives in Durham Region, where Ontario Works established Human Trafficking response teams in each local OW office, a protocol to direct the services provided, a toolkit that informs and guides staff and a network of community partnerships that work together to provide wraparound services to clients who identify as victims of human trafficking. This response includes a highly successful partnership with Karly Church, a survivor and Victims Services' staff member who builds trust with high-risk clients at OW offices in Durham. Attendees will leave this session with the knowledge, understanding and resources to work on similar approaches in their own home communities.

Speakers:

- **Karly Church**, Outreach Worker, Victim Services Durham
- **Dave Davies**, Detective, Durham Regional Police
- **Carly Kalish**, Executive Director, Victim Services Durham
- **Samantha MacNeill**, Advisor, Anti-Human Sex Trafficking Strategy, Region of Peel
- **Jody Miller**, Director of Programs, Elizabeth Fry Society of Peel-Halton
- **Sonia Pace**, Director, Community Partnerships, Region of Peel
- **Jocelyn Siciliano**, Supervisor/Human Trafficking Advocate, Region of Durham Social Services





SESSION DESCRIPTIONS

WEDNESDAY, MAY 13

9:00 AM – 10:00 AM

OPENING PLENARY

Details coming soon.

10:30 AM – 12:00 PM

BREAKOUT SESSIONS

C1 The Integrated System Navigator: Improving Client Services Through Partnerships and Collaboration

The Integrated System Navigator (ISN) position was created in 2018 to deliver on Halton Region's strategic priority to provide client-centred, integrated services to some of the region's most complex individuals and families. By aligning strategic municipal efforts with provincial direction on human services integration, Social and Community Services created the ISN service. The ISN service provides adjunct support to Ontario Works, Children's Services and Housing and improves overall life stabilization of clients by connecting them to core services that increase social connectedness, employment, income, housing security and stability, personal management, and physical and mental health. Presenters in this session will showcase the ISN's successful outcomes and results, and discuss recent improvements to the service based on lessons learned. Delegates will learn more about how to increase navigation capacity with community outreach; creating a community of practice to ensure client action plans receive commitment across service areas; and identifying and addressing human service gaps through the collaboration efforts of the right leadership team.

Speakers:

- **Tanya Hall**, Supervisor, Program Integrity, Halton Region
- **Linda Lysko**, Program Integrity, Halton Region – Integrated System Navigator

C2 Community Capacity Building: An Exciting Collaboration Between Early Years and Ontario Works

In this inspiring session, presenters will share the details of a creative solution to mitigate the severe labour shortage in the Early Years sector, by recruiting employment-ready Ontario Works participants to work in Child Care and EarlyON programs. As a result of this pilot, participating licensed child care providers began operating at full capacity, and 75 percent of the Ontario Works program participants are still employed in the Early Years system and are pursuing post secondary education. Presenters will outline the steps taken to proactively identify, train, and support candidates, and discuss how community partners came together to make this a successful program. In addition to learning about the program's development and delivery, delegates will also receive the necessary tools and resources to implement this innovative approach in their home communities.

Speakers:

- **Susan Parr**, Early Years Manager, District of Sault Ste. Marie Social Services Administration Board
- **Melissa Ceglie**, Innovation Services Manager, District of Sault Ste. Marie Social Services Administration Board





SESSION DESCRIPTIONS

WEDNESDAY, MAY 13

10:30 AM – 12:00 PM

BREAKOUT SESSIONS (continued)

C3 Using Data to Inform Long-Term Planning, Improve Programs and Keep Clients in Housing

This informative workshop will explore using data to improve both long-term planning and specific programming within the complex world of community housing. The Region of Peel will showcase how it is leveraging data and rigorous statistical analysis to inform decision making in two major initiatives. First, by indexing, analyzing, and mapping areas of greatest housing need to identify sites for new housing units, shelters and community hubs. Second, by using data analytics to better understand clients and the factors that impact their housing stability, in order to keep more clients housed. Next, The City of Hamilton will explain how it used a data-driven approach to transform a failing affordable housing program into a more person-centred program that improved the value of service to low-income homeowners and began generating a net return on investment of \$251,000 a year. Delegates will gain an understanding of how to replicate both Hamilton and Peel's approaches in their own planning and programs.

Speakers:

- **Indro Bhattacharyya**, Advisor, Housing System Performance, Region of Peel
- **Jordan Pelkmans**, Housing Analytics Specialist, Housing System Performance, Region of Peel
- **Archana Vyas**, Advisor, Housing Development Office, Region of Peel
- **Greg Witt**, Senior Policy and Program Specialist, City of Hamilton

C4 The Capital L Leader: Combining Mental Health and Leadership for Modern Mental Health Professionals

Modern leadership must include an innate and empathetic understanding of mental health issues, both large and small. Mental health concerns in society are growing in both scope and severity, and this trend will not be reversing anytime soon. The concept of "Capital L Leadership" is built on enhancing or developing skills and traits that today's leaders need to ensure that the mental well-being of those they lead is paramount and that the health and wellness of the team is the best barometer of the success of an organization. During this workshop, Brian Knowler, the creator of the award winning Capital L system, will lead you through core elements that leaders need to ensure both themselves and their teams can successfully navigate the many impacts that mental health issues, from routine stress to suicide, can have in today's world.

Speaker: **Brian Knowler**, CEO and Chief Trainer, Balance Leadership Training and Consulting





SESSION DESCRIPTIONS

WEDNESDAY, MAY 13

1:30 PM – 3:00 PM

BREAKOUT SESSIONS

D1 THINK TANK Community Safety and Well-Being Plans

Completed the consultation and data collection phases of your plan, but need help moving into the action stage? Join professional consultants and your colleagues from CMSMs and DSSABs across Ontario to compare notes, and brainstorm ideas for pulling everything together.

D2 EarlyON Program Standards: An Example in Community-Led Transformation

Toronto Children's Services has been working collaboratively with a wide range of community, academic and municipal partners to successfully achieve EarlyON system transformation within the City of Toronto. One recent success relates to the development of new EarlyON Program Standards, intended to improve access, inclusion and program quality within EarlyON Centres in Toronto by clearly defining the key elements of quality and encouraging a continuous quality improvement process. Please join us as we describe the community-led, participative engagement and research process we undertook to create the EarlyON Program Standards, and learn how the standards can be used in your own CMSM or DSSAB. We'll walk you through the final product, our reflective model for continuous quality improvement, and the benefits (and challenges!) of involving a wide range of stakeholders throughout the co-development process. You will also have a chance to share your own successes and challenges related to enhancing program quality in EarlyON Centres.

Speakers:

- **Ashley Burger**, Program Manager, Toronto Children's Services
- **Maureen McDonald**, Consultant, Toronto Children's Services

D3 Developing a Regional Response for Refugee/Asylum Claimants

Beginning in 2016, Toronto experienced a dramatic surge in refugee/asylum claimants seeking emergency shelter in the city. Last year, Toronto began working with Peel, Durham and Hamilton to design and implement a regional response to the family housing needs of refugee/asylum claimants. This session will outline the key components of this regional plan, and the partnerships that enabled an innovative and effective response to an acute pressure on homeless services in Toronto. Delegates will take away the following key points:

1. Coordinated interjurisdictional responses to homelessness are possible
2. A rapid response can evolve on the ground. Capacity can be built quickly, and it's not necessary to have it all figured out before initiating a response
3. Working together can improve housing outcomes for vulnerable people and lead to shared successes we can all own

Speakers:

- **Milton Barrera**, Manager, Homelessness Initiatives & Prevention Services, Shelter Support and Housing Administration, City of Toronto
- **Lucy Rodrigues**, Supervisor, Client Services, Region of Peel
- **Hermia Corbette**, Executive Director, Community Development Council Durham





SESSION DESCRIPTIONS

WEDNESDAY, MAY 13

1:30 PM – 3:00 PM

BREAKOUT SESSIONS (continued)

D4 The Capital L Leader: Combining Mental Health and Leadership for Modern Mental Health Professionals

Modern leadership must include an innate and empathetic understanding of mental health issues, both large and small. Mental health concerns in society are growing in both scope and severity, and this trend will not be reversing anytime soon. The concept of “Capital L Leadership” is built on enhancing or developing skills and traits that today’s leaders need to ensure that the mental well-being of those they lead is paramount and that the health and wellness of the team is the best barometer of the success of an organization. During this workshop, Brian Knowler, the creator of the award winning Capital L system, will lead you through core elements that leaders need to ensure both themselves and their teams can successfully navigate the many impacts that mental health issues, from routine stress to suicide, can have in today’s world.

Speaker: *Brian Knowler, CEO and Chief Trainer, Balance Leadership Training and Consulting*





AWARDS BANQUET

Our Sector is Worth Celebrating!



Tuesday, May 12, 2020

Pre-Banquet Reception:

6:00 PM to 6:30 PM

Awards Banquet:

6:30 PM to 12:00 AM

Don't miss this chance to come together and celebrate the great work happening across our sector at our annual Awards Banquet.

*Come and kick back with your peers from across Ontario as you enjoy a four-course meal, entertainment, and a chance to hear from some of the outstanding human services teams and professionals we'll be recognizing with our **2020 OMSSA Awards**.*





VENUE & ACCOMMODATION

OMSSA Exchange is taking place at:

Hilton Toronto Airport Hotel

5875 Airport Road

Toronto, Ontario

L4V 1N1



ACCOMMODATION

Book your accommodation on or before **April 17, 2020** to be eligible group rate of \$179++ for a Hilton Standard room.

Make your reservation by:

- calling toll-free at **1-800-HILTONS**
- using the button below to book online

[Book Your Room Online](#)

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

[If you have any questions about booking your accommodation or travel, please email us at education@omssa.com.](mailto:education@omssa.com)





CONFERENCE FEES

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 23)	Member Rate (After April 23)
Full Registration, w/ Banquet* (May 11-13)	\$680 + HST	\$780 + HST
Full Registration, No Banquet** (May 11-13)	\$575 + HST	\$675 + HST
One-Day Registration (May 12 OR 13)	\$320 + HST	\$420 + HST
One-Day Registration, Front-Line Staff*** (May 12 OR 13)	\$225 + HST	\$325 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 13)	\$65 + HST	\$75 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 14)	\$100 + HST	\$120 + HST

NON-MEMBER RATES

	Non-Member Early Bird Rate (By April 23)	Non-Member Rate (After April 23)
Full Registration, w/ Banquet* (May 11-13)	\$820 + HST	\$920 + HST
Full Registration, No Banquet** (May 11-13)	\$695 + HST	\$795 + HST
One-Day Registration (May 12 OR 13)	\$380 + HST	\$480 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 11)	\$65 + HST	\$75 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 12)	\$100 + HST	\$120 + HST



NON-PROFIT 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 23)	NFP / Student Rate (After April 23)
Full NFP / Student Pass, w/ Banquet (May 11-13)	\$405 + HST	\$505 + HST
Full NFP / Student Pass, No Banquet (May 11-13)	\$295 + HST	\$395 + HST
One-Day NFP / Student Pass (May 12 OR 13)	\$175 + HST	\$275 + HST
ADD-ON (for one-day registrations): Welcome Reception (Monday, May 11)	\$65 + HST	\$75 + HST
ADD-ON (for one-day registrations): Awards Banquet (Tuesday, May 12)	\$100 + HST	\$120 + HST

SPEAKER PASSES

Speakers may choose to purchase a pass to attend the full conference. Available only to those scheduled to speak at plenary or breakout sessions at the Conference.

	Speaker Flat Rate
Speaker Registration (May 11-13)	\$300 + HST

***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 Staff** is for front-line (client-facing) human services staff within one of the 47 CMSMs and DSSABs in Ontario. Registration includes plenary sessions, breakout sessions, breakfast, lunch and refreshment breaks on the selected day.

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).



REGISTRATION

Online registration is available on our website at the link below. Please review the following information before completing your registration:

- One or more attendees from the same organization may be included in a single registration and invoice.
- Payment options include Credit Card, Cheque, or Electronic Funds Transfer.
- Credit Card payments are made online at time of registration.
- If you opt to pay by Cheque or Electronic Funds Transfer, an invoice will be provided to you by email upon completing your registration.

[REGISTER ONLINE NOW](#)

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 24, 2020). No refunds will be issued within nine business days of the first day of the event (on or after April 27, 2020). 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.

