

DEVELOPMENTAL SERVICES HUMAN  
RESOURCE STRATEGY FORUM

2019

# THE MINDFUL WORKPLACE

FEBRUARY  
5<sup>TH</sup> - 6<sup>TH</sup>

Holiday Inn Toronto  
International Airport



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# “ I’VE GOT THE BEST JOB! ”

DAY 1  
 AGENDA 3  
 SESSIONS OVERVIEW 6

DAY 2  
 AGENDA 14  
 SESSIONS OVERVIEW 16

#BESTJOBEVER



8:00-9:45AM

8:00-8:30AM

Breakfast

8:30-8:45AM

**Welcome and Introductions**  
 Ann Bilodeau & Christine Kuepfer

8:45-9:45AM

**Keynote Speaker:** Jennifer Moss

8:00AM-6:30PM

**Tradeshow:** Trillium C  
 Trillium Ballroom

9:45-10:45AM

**SESSION 1**

**Howard Levitt**  
 Target Audience: Senior Leaders,  
 Management, HR Professionals  
 Trillium Ballroom



**SESSION 2**

**Relationships and YOU**  
 Direct Support Professionals,  
 Training Professionals, Colleges  
 Algonquin AB

10:45-11:00AM

**BREAK**

11:00AM-12:00PM

**SESSION 1 (cont.)**

**Howard Levitt cont.**  
 Target Audience: Senior Leaders, Management,  
 HR Professionals  
 Trillium Ballroom



**SESSION 3**

**Intrapersonal Skills Development – Conscious Care and Support**  
 Target Audience: Direct Support Professionals,  
 Training Professionals Colleges  
 Algonquin CD

12:00-1:00PM

**LUNCH** *Trillium Ballroom*

1:00-1:30PM

**Greetings from the Provincial Network on Developmental Services: Wade Durling, CEO, Ongwanada**

Door Prize Draws – Must be present

*Trillium Ballroom*

1:45-3:00PM

**SESSION 4**

**How to build a more committed workforce: Lessons from the DSHR Strategy Evaluation Project**

Target Audience: Senior Leaders, Management, HR Professionals

*Algonquin AB*

**SESSION 5**

**Psychological Safety and Mental Health in the Workplace: DS Sector Solutions for Ensuring, Preventing, Identifying and Addressing our Unique Challenges**

Target Audience: Senior Leaders, Management, HR Professionals

*Trillium Ballroom*



**SESSION 6**

**DSW Apprenticeship Toolkit**

Target Audience: Colleges, Managers, HR Professionals

*MacDonald Room*

**SESSION 7**

**Caring for the Caregiver**

Target Audience: Direct Support Professionals, Managers, Training Professionals

*Cabinet Room*

3:00-3:15PM

**BREAK**

3:15-4:30PM

**SESSION 8**

**Navigating Rough Waters: A Roundup of the Latest Developments in HR Law and Strategies for Steering a Safe Course**

Target Audience: Senior Leaders, Management, HR Professionals

*Trillium Boardroom*



**SESSION 9**

**Staying in the Loop: Communications for the DS Sector**

Target Audience: Management, Communications, Direct Support Professionals

*Algonquin AB*

**SESSION 10**

**Middle Management Task Group**

Target Audience: Management, HR/Training Professionals

*Algonquin CD*

**SESSION 11**

**Open Table Discussion**

Target Audience: All

*Cabinet Room*

5:30-6:30PM

**NETWORKING RECEPTION** *Trillium C*

6:30-11:00PM

6:30-7:45PM

**Dinner** *Trillium Ballroom*

7:45-8:15PM

**Awards** *Trillium Ballroom*

Door Prize Draws – Must be present

8:15-11:00PM

**After Dinner:** Music Bingo!

8:00-8:30AM

**Breakfast**

8:30-8:45AM

**Welcome and Introductions**

Ann Bilodeau & Christine Kuepfer  
Co-Chairs, DS HR Strategy Steering Committee

8:45-9:45AM

**Keynote Address:** Jennifer Moss

8:00AM-6:30PM

**Tradeshow**



### Continuing Professional Development:

HRPA Pre-approved sessions are indicated with a seal.

## SESSION 1

9:45am-12:00pm

**Howard Levitt**



Howard Levitt is a Senior Partner at Levitt LLP. Howard has appeared as counsel in employment law and labour law cases at all levels of court in Ontario and across Canada, including Ontario, New Brunswick and Alberta Courts of Appeal and the Supreme Court of Canada. He has been lead counsel in thousands of employment law cases, acting as counsel annually in over 50 trials, appeals, judicial reviews, and other hearings. Howard writes a weekly employment law column in the National Post hosts a weekly talk show on Newstalk 1010 CFRB, and he is the author of The Law of Dismissal for Human Resources Professionals.

In this two-hour presentation, Howard will be canvassing some of the most topical issues in employment law today. Howard will address what employers need to know about the recent changes to the Employment Standards Act enacted by the Ontario Government. He will also discuss important points for HR professionals, including the role of social media in hiring and firing decisions as well as legalized cannabis and what it means for workplace policies. Last, but certainly not least, Howard will take a closer look at how the #MeToo movement has roiled workplaces across Canada and what employers can do to respond appropriately and limit their legal exposure.

## SESSION 2

9:45am-10:45am

**Relationships & You**

**Tracey O'Regan** *Community Living Toronto*

**Deanna Djos** *Relationship Group – Sexual Health Promoter*

By means of presentations and interactive exercises, participants will be familiarized with the “Relationship Group” initiative. The “Relationship Group” is an initiative that encourages and fosters effective practices focusing on supporting people with intellectual disability to build safe, strong and sustainable relationships through safety, respect and self-esteem. Participants will also be provided with concrete strategies which may be implemented to uphold the values and intent of the Quality Assurance Measures in Ontario Regulation 299/10 made under the Service and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008. Specifically, around but not limited to the “Promotion of Social Inclusion, Individual Choice and Independence”, “Health Promotion” and “Abuse Prevention.”

10:45-11:00AM

**Break**

## SESSION 3

11:00am-12:00pm

**Intrapersonal Skills Development – Conscious Care and Support**

**Adriana McVicker** *CCS project Manager*

By means of presentations and interactive exercises, participants will be familiarized with the “Relationship Group” initiative. The “Relationship Group” is an initiative that encourages and fosters effective practices focusing on supporting people with intellectual disability to build safe, strong and sustainable relationships through safety, respect and self-esteem. Participants will also be provided with concrete strategies which may be implemented to uphold the values and intent of the Quality Assurance Measures in Ontario Regulation 299/10 made under the Service and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008. Specifically, around but not limited to the “Promotion of Social Inclusion, Individual Choice and Independence”, “Health Promotion” and “Abuse Prevention.”

12:00-1:00PM

Lunch

1:00-1:30PM

Greetings from the Provincial Network  
on Developmental Services

Wade Durling, CEO, Ongwanada

## SESSION 4

1:45pm-3:00pm

**How to build a more committed workforce:  
Lessons from the DSHR Strategy Evaluation Project**

**Robert Hickey, Ph.D.** *Undergraduate Chair, Employment  
Relations, Queen's University*

This session will take a detailed look at what we have learned over the past ten years from the DSHR Strategy. Where did the strategy have its most positive impacts and what have we learned from the challenges faced by the Strategy?

In this session you will learn about what we found to be effective HR practices and what builds organizational commitment and employee perceptions of organizational support. These findings are based on analysis of over 3,000 surveys and 100 interviews and provide the most detailed look at the current state of HR in the sector.

Ultimately, the findings from the evaluation project help to inform our efforts to continue advancing workforce development strategies and supporting effective HR practices in the sector.

## SESSION 5

1:45pm-3:00pm

**Psychological Safety and Mental Health in the Workplace:  
DS Sector Solutions for Ensuring Preventing, Identifying  
and Addressing our Unique Challenges**

**Cheryl Wiles Pooran** *Pooran Law Professional Corporation*  
**Rose Cutajar** *CHRO, Community Living Toronto*



Bullying, harassment, #MeToo, chronic mental stress, post-traumatic stress, poisoned work environment, burn-out... these issues pose particular challenges for the Developmental Services Sector where “workplaces” are also homes that ought to be safe spaces for the people we support and our staff.

In this session, Chief Human Resources Officer leading change at Community Living Toronto, Rose Cutajar, and DS Sector labour and employment lawyer, Cheryl Wiles Pooran will review the challenges the DS Sector faces when it comes to creating psychologically safe work environments and the HR best practices being implemented at various stages of the employment life cycle to address the key sources of stress for Support Workers.

The presenters will share proactive and preventive practices in recruitment, orientation and training, and employee engagement as well as addressing unsafe scenarios and supporting healing for support teams disrupted by psychological safety risks such as bullying, harassment, or traumatic incidents.

## SESSION 6

1:45pm-3:00pm

### DSW Apprenticeship Program Toolkit

**Sue Lynch** *Chair, DSW Apprenticeship Survey Task Group*

**Tullia Leone** *Project Manager, Trasada Research Solutions*

The main goal of the DSHR Strategy is to improve and maintain a workforce that provides quality support and services to people with a developmental disability in a transformed DS sector. In response to this goal the DSHR Strategy struck a task group to review the DSW Apprenticeship program.

This session will walk participants through a dynamic, comprehensive, user-friendly program information package/ toolkit developed for use by apprentices and employers to promote, engage and navigate the DSW Apprenticeship Program.

## SESSION 7

1:45pm-3:00pm

### Caring for the Caregiver: Why mindfulness matters in the workplace

**Yona Lunsky, Ph.D., C.Psych.**

*Director, Azrieli Centre for Adult Neurodevelopmental Disabilities and Mental Health  
H-CARDD Director and Senior Scientist, Centre for Addiction and Mental Health  
Professor and Developmental Disability Lead, Department of Psychiatry,  
University of Toronto*

#mentalhealthishealth for all of us, whether we use developmental sector services, or we provide them. In this session, I will weave together lessons I have learned from research on aggression in the developmental sector, “dual diagnosis”, mindfulness, and caregiving. What may appear as four distinct topics are actually very much related.

**3:00-3:15PM**

**Break**

## SESSION 8

3:15pm-4:30pm

### Navigating Rough Waters: A Roundup of the Latest Developments in HR Law and Strategies for Steering a Safe Course

**Cheryl Wiles Pooran** *PooranLaw Professional Corporation*

**Sue Munn** *PooranLaw Professional Corporation*



To say that the law affecting the DS Sector is in state of flux would be an understatement. Law and regulation are changing on a daily basis with little in the way of guidance from above. Yet DS Sector agencies must carry on, manage their budgets and their employees, while at the same time ensuring the highest possible quality of supports to people with disabilities.

In this session, DS Sector labour and employment lawyers, Cheryl Wiles Pooran and Sue Munn, will review the most up to the minute legal changes, including new developments related to Bill 148, Employment Standards and Labour Relations, Vulnerable Sector Checks, Pay Equity, WSIB, pressures for amalgamation, as well as collective bargaining. The speakers will discuss the specific implications of these changes for DS Sector agencies and share Best HR practices for addressing these legal changes and developments.

## SESSION 9

3:15pm-4:30pm

### Staying in the Loop – Communication Strategies for the DS Sector

**Matthew Poirier** *Manager, Policy & Stakeholder Relations, Community Living Toronto*

**Ron Laroche** *Director of Communications, Marketing and Fund Development, Community Living Ontario*

**Hugo Troccoli** *Day Services Worker/Transition Coordinator, Community Living Oakville*

Being fully engaged in “the Mindful Workplace” means being mindful of how you communicate with a broad range of stakeholders.

Firstly, this session will focus on communications internal to your organization, sharing tips and tricks on how to write strong, effective email messages as well as persuasive and technically clear documents.

We'll also explore strategies and techniques to inform and promote your organization to external stakeholders. Whether it's using social media, e-newsletters or other methods of communication to increase engagement and reach while letting more people know what your organization is all about.

Lastly, direct support staff have many communications skills that can be transferrable to the DS sector in a variety of ways. Tapping into your talents and sharing them with people we support can have a meaningful impact on your day and theirs. Learn how you can explore meaningful communication activities in alternative ways that are outside the box and inside your community.

## SESSION 10

3:15pm-4:30pm

### Middle Management Task Group

**Wade Durling** *Chair M&M Task Group, CEO, Ongwanada*

**Karen Bolger** *Executive Director, Community Living Essex*

**Nancy Wallace-Gero** *Member of the MM Task Group*

**Paul McGowan** *Executive Director, Bethesda*

Middle Managers in the Developmental Services sector across Ontario are faced with a variety of challenges and are often required on a daily basis to balance a number of competing priorities that demand a range of skills and competencies.

This session will provide an update of the work of the Middle Management Task Group. This includes the work currently being conducted to add topic outlines relevant to Middle Managers to the DS HR Strategy's Workplace Learning and Development Guide.

## SESSION 11

3:15pm-4:30pm

### Open Table Discussion

**Discussion Topic:** *Strong organization have strong workforces. Given the change in political leadership, shift in funding models and a diminishing workforce we need to have a dynamic environment to build our workforce.*

An Open Table Discussion is an innovative way to host large group discussions in a conversational format! Attendees to this session will move from table to table taking part in small group discussions on the topic above. Each table will have a question that will get the conversation going. Moderators will host each table and keep the discussions flowing, encouraging information sharing and creative thinking. Join in and voice your thoughts, share experiences with others and hear what your colleagues are saying.

**5:30-6:30PM**

**Networking Reception**

**6:30-7:45PM**

**Dinner** *Trillium Ballroom*

**7:45-8:15PM**

**Awards Presentation**

**8:15-11:00PM**

**Music Bingo**

8:15-9:10AM

8:15-9:00AM

Breakfast

9:00-9:10AM

**Welcome/Door Prize Draws**  
Trillium Ballroom

9:15-10:30AM

## SESSION 12

### **And Now What? HR's Role in Driving Organizational Success**

Target Audience: Senior Leaders, Management, HR Professionals

Trillium Ballroom



## SESSION 13

### **LinkedIn**

Target Audience: Communications Professionals, Management, HR / Training Professionals

Algonquin AB

## SESSION 14

### **Aging with a Developmental Disability Workshop**

Target Audience: Direct Support Professionals, Managers

Algonquin CD

10:30-10:45AM

**BREAK**

10:45AM-12:00PM **SESSION 15**

### **The "How Might We" Mindset – A Must Have for Future Leaders**

Target Audience: Senior Management, HR/Training Professionals

Algonquin AB

## SESSION 16

### **HR Metrics Toolkit**

Target Audience: HR Professionals

Trillium Ballroom



## SESSION 17

### **Resiliency for Leaders**

Target Audience: Senior Management, Management, Direct Support Professionals, Communications

Algonquin CD

## SESSION 18

### **Creating a Management Pool**

Target Audience: HR Professionals, Management, Direct Support Professionals

Cabinet Room

12:00-1:00PM

**LUNCH** Trillium Ballroom

1:00-1:30PM

### **Greetings from the Ministry of Children, Community and Social Services**

Closing Remarks: Ann Bilodeau & Christine Kuepfer

Trillium Ballroom



8:15-9:00AM

**Breakfast**

9:00-9:10AM

**Welcome and Door Prizes**

*Ann Bilodeau and Christine Kuepfer*



**Continuing Professional Development:**

HRPA Pre-approved sessions are indicated with a seal.

## SESSION 12

9:15am-10:30am

**And Now What? HR's Role in Driving Organizational Success**

**Dr. David S. Weiss, Ph.D., ICD.D., FCHRE**

*President & CEO, WEISS INTERNATIONAL LTD.*



In today's digital age, many organizations are struggling with accurately capturing the qualities needed to succeed in the future. HR professionals are challenged to be part of that journey and deliver strategic value that achieves meaningful organizational outcomes. This highly thought provoking, engaging and practical workshop, based upon Dr. David Weiss' book *Leadership-Driven HR: Transforming HR to Deliver Value for the Business* (Jossey-Bass) and his subsequent research, analyzes the following:

- Why the radically changing work environment necessitates a transformed HR response?
- What HR can do to create strategic value through new approaches to leadership and talent?
- How HR needs to work as "Co-Creation Partners" with executives to de-risk issues even before they arise?

## SESSION 13

9:15am-10:30am

**Get the LinkedIn Advantage**

**Sue Sutcliffe** *Web & Social Media Marketing & Training Consultant*

With two new members joining LinkedIn every second of every day, there is a huge amount of potential for businesses that use LinkedIn effectively. Sue Sutcliffe will guide you through best practices for optimizing your professional and business profiles, how to find, connect and engage your ideal audience, and how to best leverage LinkedIn, the largest and most powerful community of professionals in the world with 161 million members, from 200+ countries, on all 7 continents, from 170 industries and ALL Fortune 500 Companies!

## SESSION 14

9:15am-10:30am

**Provincial-Aging With A Developmental Disability Workshop**

**Abhijeet Manay** *Reena*

**Andrea Ubell** *Reena*

**Stacey Mendonca** *Alzheimer Society of York Region (AS YORK)*

This session will provide an overview of a workshop that is the product of collaboration between Reena & The Alzheimer Society of York Region (AS YORK) to help bridge the knowledge gap between frontline workers from the Developmental Service & Health Service sectors. In June of 2018, Reena & AS YORK received a Seniors Community Grant from the Ministry of Seniors Affairs to present the course in a province-wide tour of 10 cities. People with developmental disabilities are aging into their 60s, 70s and older for the first time. During the participatory 6-hour introductory workshop, we look at the challenges involved that are affecting the individuals as well as their families and caregivers. Similarities & differences are examined in relation to what we know about general aging & what key strategies can be used to support individuals and their families as aging occurs. This well received workshop has grown from an internal Reena training product to a product that has been presented several times in the Greater Toronto area and is now available provincially.

10:30-10:45AM

Break

## SESSION 15

10:45am-12:00pm

### The 'How Might We' Mindset – A Must Have for Future Leaders

**Janeen Halliwell** *People Minded Business*

**Jennifer Keilty-Friesen** *People Minded Business*

Leading in human services involves focused work for and with people, which poses challenges – BIG and small. Regardless of the size, research shows that approaching problems with a “How Might We” mindset results in solutions-focused creative cultures. In this engaging session, participants will learn about what it truly means to have an ‘open’ not closed or fixed mindset, and pick-up on tools and techniques they can take back to their workplace to spark new break-through thinking and idea making at all levels of the organization. At the end of the day, we owe it to the people we support to approach challenges with an open mind – “We can’t” doesn’t cut it. “How might we...” is the way forward.

## SESSION 16

10:45am-12:00pm

### HR Metrics

**Indu Radhakrishnan** *CHRL Manager Organizational Development, Community Living London*

**Holly Olynyk** *Human Resources Coordinator, Community Living London*



This workshop will give a conceptual framework, as well as practical ways for the audience to begin leveraging analytics in an HR context. The workshop will be built upon open and guided discussions and will focus as much as possible on practical use of analytics. The workshop will be made as easy as possible for users to adopt the tools to harness the power of HR Analytics and utilize the tool developed for the DS Sector.

## SESSION 17

10:45am-12:00pm

### Resiliency for Leaders

**Lisa Simmons** *CHRL, Christian Horizons*

One of the most important qualities of an effective leader is resilience. Today’s leaders face a high amount of stress and pressures in their lives. Organizations should aim to have leaders who are able to display emotional strength, courage and professionalism during trying times.

The skill of resilience enables us to develop coping mechanisms against adverse or overwhelming experiences. It’s our ability to adapt, bounce back and maintain balance in our lives during stressful periods.

Although resilience is a quality that most want to possess, it can sometimes be difficult to know how to access it in our day-to-day lives. This interactive session introduces key traits and skills to become more resilient. Participants will also partake in activities to gauge their current level of resilience, and the session will offer ways to continue building their resiliency.

## SESSION 18

10:45am-12:00pm

### Creating a Management Pool

**Brandon Pottie** *Director of Supports, Community Living Windsor*

**Nicole Morrassut** *Director of HR, Community Living Windsor*

**Steve Berthiaume** *Manager of Support, Community Living Windsor*

**Serene Sereduik** *Support Coordinator / Manager Pool Candidate, Community Living Windsor*

Hear about one organization’s practical response to the pressures of growth, attrition, and the need to plan for succession. Community Living Windsor has developed a “Management Pool” to foster experience, capability, and confidence in its up-and-coming leadership candidates.

12:00-1:00PM

Lunch

1:30PM

**Greetings from the Ministry of Children, Community and Social Services**

**Closing Remarks: Ann Bilodeau & Christine Kuepfer**  
*Co-Chairs, DS HR Strategy Steering Committee*

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