

2013 CCIRC
Learning from the Past; Planning for the Future
DRAFT PROGRAM

Sunday Oct 20 2013		
Time		
5:00 – 7:00	Registration	
6:00 -7:00	Opening of Conference Wine and Cheese Reception	
Monday Oct 21 2013		
Time	Topic	Speaker
7:30–8:30	Registration	
8:00-9:00	Executive Continental Breakfast	
9:00-9:15 Plenary	Welcome	InformCanada President Rosanna Thoms Conference Chair
9:15–10:45 Plenary	Ignite your evolution (excelling through change) It is no longer enough to merely survive change; it is necessary to grow and evolve. Despite the rapidity and discontinuity of rapid transitions you can take control of achieving professional excellence by practicing personal mastery: adjust attitudes and behaviors, exceed limits, choose wisely, act on opportunities, keep current on business practices and knowledge.	Lorraine Behnan, Change Management and Communications Expert. Lorraine Behnan believes that times of change should be looked at as an opportunity to excel. An expert in career evolution, Behnan gives leaders and employees the confidence and communication strategies to achieve their workplace and professional goals. She is known for her entertaining and energetic programs, which combine her skills as a long-time presentation coach for corporate executives and as a former actor with the famed Second City Comedy Revue.
10:45–11:15	Break Refreshments provided	
11:15–12:00 Plenary	Living Longer, Living Well Ontario’s Senior Care Strategy. Is there a role for 211 in the delivery of some of the recommendations?	Dr. Samir Sinha, Director of Geriatrics, Mount Sinai and the University Health Network Hospitals. Dr. Samir Sinha is a respected professional and passionate advocate for the health care needs of seniors. Dr. Sinha currently serves as the Director of Geriatrics at Mount Sinai and the University Health Network Hospitals in Toronto. He is also the Chair of the Health Professionals Advisory Committee of the Toronto Central LHIN and is a Medical Advisor to the Toronto Central CCAC. Dr. Sinha's breadth of international training and expertise in health policy and the delivery of services related to the care of the elderly have made him a highly regarded expert in the care of older adults.

12:00–1:00	Lunch – Classic Deli Bar	
1:00-2:30 Managers	Vulnerable Person’s Registry - Knowing the location and key vulnerabilities of people at greater risk in your community can save lives and time during emergencies. Developed in Sault Ste Marie the award winning and first-of-its-kind program , improves safety during power outages, home emergencies and large-scale emergencies. This session will introduce the VPR and plans for expanding it throughout Ontario.	Kimberly LeClair , VPR Outreach Coordinator, National Health Programs Canadian Red Cross Ontario Zone
1:00-2:30 I&R Specialist	Are you ready to take disaster calls? To effectively respond to calls during a disaster we need more than good I&R. Are you emotionally and physically ready to respond? Preparing yourself prior to an emergency is your first step in minimizing the impact on yourself, your family and the community you serve. This session will review personal preparedness in the home and explore what you might expect in your working environment during a disaster. We will also rediscover some self-care techniques and strategies.	Jacky Roddy , CIRS Jacky Roddy has over 25 years in the field of Information and Referral. She started on the front lines, has managed a call centre and for the past ten years has been developing curriculum and facilitating workshops in many areas I&R, including effective communication, understanding the human service system and stress tolerance. As a freelance Instructional Trainer and Facilitator, Jacky enjoys developing and delivering workshops to employees whose mandate is to serve the public. Most recently she has facilitated workshops to Interpreters on the issue of Human Trafficking and Sexual Violence, employees of the Settlement Sector (assisting newcomers to Canada), 311Toronto Customer Service Representatives, and participants at AIRS National Conference and the CCIRC. Jacky is also the Certification manager for InformCanada. Jacky has a degree in Economics and Sociology, Certificate in Adult Education and is a Certified Information and Referral Specialist.
1:00-2:30 Data Specialist	Can your database survive a disaster	Laura Smith CRS, Information Niagara 211 Central South & Business & Data Analyst, Ontario 211 Services Corporation
2:30-3:00	Break Refreshments provided	
3:00-4:30 Executive And I&R Specialist	Generationally Speaking – Understanding generational differences in the workplace will help today’s teams work more effectively together as four and even five different generations are working side-by-side. Generational differences affect everything from recruitment, team building, change, and motivation. This session will examine some of the best practices we’ve seen emerging in organizations responding to this challenge.	Laurie Flasko, CSP , has been providing innovative business solutions for her clients for more than 15 years. She brings experience in the fields of leadership development, team building, and customer service training across a diverse range of industry sectors from Call center, Government, Financial and Banking Services, Hospitality, Utilities, Manufacturing, Healthcare and Gaming. Among her credentials Laurie Flasko is a Certified Speaking Professional, Certified Trainer, Certified Coach, and also has certifications in Human Resource Management, Myers Briggs Type Indicator, Personality Dimensions, and Thiagi Group – Games and Experiential Learning.

3:00-4:30 Data Specialist	CIOC/IMS/365	TBA
5:00-5:30	InformCanada AGM	
	Dinner on own	
Tuesday Oct 22 2013		
Time	Topic	Speaker
7:00–8:00	Continental Breakfast	
8:30–10:00 Plenary	<p>Using Collective Impact to Advance Information & Referral in Canada</p> <p>Collective impact is an emerging framework that many collaborative tables are using to move the needle on community change. A collective impact approach has five conditions that need to be fulfilled to be effective: building a common agenda, identifying shared measurements that show progress; building mutually reinforcing activities, continuous communication and the development of a backbone organization to drive the collective effort forward. Liz will outline the collective impact approach and identify how it can be used to advance Information & Referral in Canada. She will focus on the conditions of collective impact and the different roles information and referral services can play in collective impact initiatives in their communities.</p>	<p>Liz Weaver, Vice President, Tamarack – An Institute for Community Engagement</p> <p>Liz has developed and delivered curriculum on a variety of workshop topics including collective impact, collaborative governance, leadership, community innovation, influencing policy change and social media for impact and engagement. As lead coach, she helps initiatives develop their frameworks of change, supports and guides their projects and helps connect them to Vibrant Communities and other comprehensive community collaborations.</p> <p>Prior to this position, she was the Director for the Hamilton Roundtable on Poverty Reduction, has held leadership positions with YWCA Hamilton, Volunteer Hamilton and Volunteer Canada. In 2002, Liz completed a Masters of Management for National Voluntary Sector Leaders through McGill University. Liz was awarded a Queen’s Jubilee Medal in 2002 for her leadership in the voluntary sector, was an Athena Award finalist and in 2004 was awarded the Women in the Workplace award from the City of Hamilton.</p>
10:00-10:30	Break Provided	
10:30–12:00 Managers	Best practices in community Collaboration – Panel	Call for panel members sent
10:30–12:00 I&R Specialist	<p>What To Do When You Don’t Know What Do</p> <p>It is Friday night and the caller is looking for an open food bank. Another caller needs immediate subsidized housing. Someone else wants reimbursement for a wheelchair they have just bought. We have all encountered inquiries like these.</p> <p>As an I&R Specialist, there is not always going to be an ideal solution for every presenting problem. No one likes having to say no or I can’t, or it’s not available but often there is simply no other choice. This session will explore:</p>	<p>Faed Hendry</p> <p>Faed Hendry is Manager of Training and Outreach with Findhelp Information Services in Toronto and a Certified Information & Referral Specialist. He has worked in various capacities at Findhelp since 1989. Faed regularly conducts training and credentialing programs related to information, assessment and referral throughout North America. He is the immediate Past-President of AIRS and serves on the AIRS Standards and Training Committees.</p>

	<ul style="list-style-type: none"> • The difference between the “hard no” and the “service no”. • How and if to make referrals • Creative problem solving • Staying calm and grounded in demanding and stressful situations. 	
10:30–12:00 Data Specialist	Best Practices in Data Quality	Laura Smith CRS, Information Niagara 211 Central South & Business & Data Analyst, Ontario 211 Services Corporation
12:00-1:00	Lunch - Country Cookout	
1:00-2:30 Managers	<p>Developing a Culture in your Organization – Determining the culture you want and getting it</p> <p>Funding needs to go farther; skills need to continually shift and grow. We’re all asked to do more with less, change or adjust processes or reporting at the request of funders or community partners and adapt to technological changes daily. Our client base may change, bringing new challenges and issues. Sometimes we’re just not prepared for the shift. Our current work culture may not support the new expectations and ways of doing business.</p> <p>This workshop explores what impacts organizational culture, strategies to determine the culture you need to have in your workplace and steps to take to achieve the change</p>	<p>Terri Bruce</p> <p>Terri has been with “211” almost 3 years but has spent her career connecting individuals and groups to the supports that they need. Originally trained in Marketing and Business Administration, she later received the designation of Career Development Facilitator (CDF) and in 2010 received designation as a Coach Training Alliance Certified Coach (CTACC). With over 25 years’ experience in customer service and training, Terri also runs her own business as a corporate trainer and Coach.</p> <p>Terri has always had a passion for information, being informed and having answers. These traits drew her to the Information and Referral field where she currently leads a team of 10 staff in Niagara. Terri is a volunteer Board member for a local non-profit as well as an avid reader and mother</p>
1:00-2:30 I&R Specialist	Crisis Calls – responding to suicide calls	TBA
1:00-2:30 Data Specialist	Taxonomy – “Taming the Beast”	TBA
2:30-3:00	Break	
3:00-4:30 Managers	211NSP and National Committee	
3:00-4:30 I&R Specialist Data Specialist	Social Media in I&R	TBA