

2010 OACAO Education Forum and Tradeshow

Opening Keynote Address: The Sun Will Come Up Tomorrow – It is far better to develop the wisdom to deal with life's problems than to hope you never have any problems.

Dick O'Brien received his bachelors and masters degrees from the University of Waterloo and continues to seek life lessons and wisdom from daily experiences. Mr. O'Brien is a professional speaker and a consultant in human relations. He has been a therapist and a trainer for 32 years. Mr. O'Brien has held senior management positions in government and business. He has been in the seminary, a truck driver, an elementary teacher, director of a heroin treatment centre, an alcoholism counsellor, a university instructor, a marriage counsellor and deputy superintendent of a juvenile corrections centre.

For the past 25 years he has been conducting trainings in Wellness, Leadership and Stress Management based on the universal principles of wisdom of the past 5000 years.

Sunday October 17
2:00 to 3:30 p.m. (Please Choose One)

Planning Health Promotion Programs:

In this introductory level session we begin with an overview of key concepts, terms and THCU's step-model (10 minutes), then bring step 2, situational assessment to life through small group discussions (20 minutes), and to close, identify quality sources of more information, tools and personalized consultation services (10 minutes). For this session, extra time will be spent on step 2, situational assessment. Situational assessment is one of our most in-demand topics at this time, as funders and other stakeholders continue to demand more and more evidence that shows need, demand, effectiveness, capacity and partnerships to support chosen program directions. THCU's 6-step program planning model is based on syntheses of health promotion literature, supplemented by our consultants' many years of health promotion experience in Canada, and enriched by insights from our participants. It is the preferred planning model for many health units and government departments, and is the basis for the development of the recently launched Online Health Program Planner, developed with the support of the National Collaborating Centre for Methods and Tools. Our tools reflect our detailed understanding of what practitioners need in order to engage in high quality health promotion efforts. Our program planning tools are available online, for free, at <http://www.thcu.ca/infoandresources.cfm>

We recommend this session for anyone new to health promotion seeking definitions, tools, resources and organized approaches to practice; front line staff that need to choose, plan, implement and evaluate programs and services; and managers or team leaders who train or advise staff about theory and evidence-informed processes.

Key Learning Objectives:

1. Understanding the components of the planning process
2. Understanding the array of planning types and how to determine which best supports your needs
3. Overview of online Health Program Planner Resource

Danielle Côte, RN, APR, is a bilingual communication practitioner with 20 years of experience in the health sector. As a consultant, she provides strategic communication advice, public relations, community and media relations expertise, as well as project management services to a variety of clients. She has developed, implemented and evaluated a number of comprehensive health communication campaigns. Danielle has worked with organizations such as the Champlain cardiovascular Disease Prevention Network, the

Heart and Stroke Foundation of Canada, and the Canadian Produce Marketing Association. In early 2010, she became a guest consultant with The Health Communication Unit (THCU), specializing in building capacity among Francophone Ontarians.

Sophie Ross is a Communications Consultant with The Health Communication Unit (TCHU). She has put forward her leadership, strategic planning and project management skills to successfully carry out numerous communications campaigns and initiatives sponsored by NGOs, provincial and municipal government agencies and numerous federal government departments. Sophie also functioned as a health communications and health promotions specialist while employed at the Alder Group, the Aging institute (Canadian Institutes of Health Research) and the Windsor-Essex County Health Unit.

Tips, Tools and Techniques for Boosting your Bucks – Part One

This session will provide the participant with the fundamental tools and techniques to increase the revenue potential for their older adult centre. In an interactive and entertaining environment, several highly successful methods of increasing revenue will be introduced. Hot tips and juicy tidbits on revenue generation are just part of the benefits of taking this workshop.

Key Learning Objectives:

1. Learn how to objectively assess a fundraising event's profit margin
2. Explore various fundraising special events
3. Learn about the regulations related to fundraising (municipal bylaws, alcohol/gaming commission, etc.)
4. Discover the main sources of funds for older adult centres (other than taxes)
5. Acquire the basics of developing a funding proposal request to service clubs and businesses
6. Learn how to create a 'gift guide' for your centre

Greg Burns is the President of his own consulting firm, Mental Floss, a company specializing in innovative, customized group training/development and organizational strategic planning and fundraising. Until his retirement in June of 2009, he also worked in the leisure services field for thirty-nine years, holding a variety of positions including community developer, sports director, program manager, director of parks and recreation in both small and large municipalities, and for the past twenty years, as a professor and co-ordinator in the Recreation and Leisure Services program at Conestoga College (Kitchener, Ontario).

Greg is the author of two best selling manuals, "Financial Management System for Recreation and Leisure Services" and "Fundraising for Community Service Organizations".

The Accidental Inheritance

The 'Accidental Inheritance' is a play with a humorous look at what happens when estate planning causes unforeseen consequences to the remaining family members. Through a series of vignettes with the parents in 'heaven' the audience is given a special perspective.

Key Learning Objectives:

1. An increased awareness of some of the traps of typical estate planning
2. An understanding of the difficulties that older parents face during the estate planning process
3. An understanding of the need for parents to take a new approach in estate planning

Linda Somers was a successful management consultant for many years. After experiencing difficulties with her parents' wills a few years ago, she decided to create a unique service to prevent others from having similar or worse problems. She has partnered with Act 2 at Ryerson University, a creative drama centre for older adults, and 'The Accidental Inheritance' was written.

In the Fog of Change

Dick O'Brien cultivates ideas of personal renewal and emphasizes that more often than not we are a product of our choices rather than our circumstances. It helps people to learn to cope with the surprises of life and

work. It also encourages individuals to seek the opportunities in change when they may be disguised as problems and to commit to reinventing themselves in the face of uncertainty and risk. You must either learn to deal with change or change will deal with you. The only stable theme in life is change.

Key Learning Objectives:

1. How to cope with the surprises of life and work;
2. How to seek opportunities in change when they may be disguised as problems
3. How to recommit in the face of uncertainty and risk

Presented by **Dick O'Brien**

3:45-5:15 p.m. (Please Choose One)

Can Older Adult Centres Help Members Cope with Chronic Conditions

Is your Centre engaging the many older adults who suffer from chronic health issues such as osteoporosis, hyper-tension, diabetes and/or arthritis? These are prevalent chronic health conditions across Ontario and are a major cause of morbidity, disability and health care utilization. Almost 80% of Ontarians over the age of 45 have a chronic condition. Of those, approximately 70% suffer from two or more chronic conditions. (CCHS, 2003) The baby-boomer generation is looking for programs and services that will help them manage their health and promote wellness. Learn about the opportunities that exist to develop and implement chronic condition exercise and/or chronic disease self-management programming.

Key Learning Objectives:

1. The definition of and evidence base for Chronic Disease Self-Management Programming.
2. The elements required for successful development and implementation of these types of services.
3. About the province-wide network helping to move forward the Ontario Ministry

Sheila Schuehle has been involved in leading fitness classes and developing health promotion programs since 1989. She is a graduate (with distinction) from McMaster University, in the field of Gerontology. Currently, Sheila is contracted as the Seniors Wellness Project's Manager for VON Canada (since 2002), assisting communities across the country to develop SMART (Seniors Maintaining Active Roles Together)[®] Programs, a volunteer-led initiative with a goal of providing in-home and group functional fitness programs to seniors who are unable to access traditional fitness programs. Through that role she has also become a Master Trainer for the 'Stanford University School of Medicine's Chronic Disease Self Management Program'. Sheila has also helped develop and continues to manage an innovative peer advocate support service, The Make Yourself at Home Program, for the Guelph Wellington Seniors Association. She is called upon frequently to present on successful aging locally, provincially and nationally.

Evaluating Health Promotion Programs

In this introductory level session we begin with an overview of key concepts, terms and THCU's step-model (10 minutes), then bring the task of selecting indicators to life through small group discussions (20 minutes), and to close, identify quality sources of more information, tools and personalized consultation services (10 minutes). For this session, extra time will be spent on setting indicators. Choosing indicator to demonstrate reach and impact is one of our most in-demand topics at this time, as funders and other stakeholders continue to demand more and more evidence that programs are achieving the objectives they were designed to meet.

THCU's 10-step program evaluation model is based on syntheses of health promotion literature, supplemented by our consultants' many years of health promotion experience in Canada, and enriched by insights from our participants. Our evaluation tools are available online, for free, at <http://www.thcu.ca/infoandresources.cfm>

We recommend this sessions for anyone new to health promotion seeking definitions, tools, resources and organized approaches to practice; front line staff that need to choose, plan, implement and evaluate programs and services; and managers or team leaders who train or advise staff about theory and evidence-informed processes.

Key Learning Objectives:

1. Define and understand the 10 steps in the evaluation process
2. Understand the reason for evaluation
3. Examples of online evaluation resources

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Making A Presentation and Living to Tell About It

Do you suffer from public speaking and podium panic? Learn how to stay calm and deliver an interesting, informative and entertaining presentation. Good speakers know their stuff and their audience. They do their homework Good speakers know the difference between winging it and speaking naturally. They keep it simple and practical and repeat key themes. They constantly check the audience response. They demonstrate or explain ideas, use effective graphics, engage their audience and limit the use of notes. They limit lecture time, use handouts and an outline and begin and end on time whenever possible.

Key Learning Objectives:

1. The difference between winging it and speaking naturally
2. The key themes to keeping your presentation simple and practical
3. How to check audience response
4. Effective use of graphics to engage your audience
5. How to use personal presence as a teaching tool

Presented by **Dick O'Brien**

Tips, Tools and Techniques for Boosting your Bucks (Part Two)

Part Two builds upon information from Part One and for this reason all participants are required to sign up for both Part one and Part two together. Please see Part One for a complete description.

Monday October 18

8:45 to 10:15 a.m. (Please Choose One)

Baby Boomers - Your New Volunteers: Rethinking the Voluntary Sector's Approach to Engaging Baby Boomers

This session will introduce you to baby boomers' unique aspirations in volunteer experience so that your community organizations and businesses can incorporate their needs as part of their human resources strategy. You will explore ways to recruit them through challenging and meaningful job design and ways to provide consistent support to retain such valuable volunteers.

The stakes are high and this session will be a step in the right direction to help you work with your constituent base.

Key Learning Objectives:

1. Accessing resources that are available at your fingertips,
2. Who are Canada's baby boomers?
3. Learn specific information about recruiting and retaining baby boomer volunteers

Cathy Taylor is the founding Executive Director of the Volunteer Centre of Guelph/Wellington, founded in 2001. Cathy represents other volunteer centres by sitting on the Ontario Volunteer Centre Network Steering Committee, and was a founding member of the Canada Volunteerism Initiative – Ontario Network Steering Committee. Cathy currently co-chairs the provincial advisory committee for a project called "Building Stronger Organizations" aimed at strengthening volunteer centres in Ontario and engaging new Canadians as volunteers.

Cathy's own volunteer work includes seven years as a board member of a residential youth program, Wyndham House, co-chair of the Memorial Cup Volunteer Committee and committee member of the Ontario Winter Games Volunteer Committee. Cathy recently served for four years as the Co-Chair of the Public Sector Division for the United Way Campaign. Cathy is currently on the board of directors of the YMCA/YWCA of Guelph and Volunteer Canada.

Online Health & Nutrition Info for Older Adults

This workshop will show you how to find accurate, reliable health & nutrition information online for older adults by the utilization of different internet tools and social networking sites.

You will learn:

1. Finding rather than just searching for pertinent, accurate health information
2. Utilization of many different tools and social networking sites
3. How to tell if it is a credible website

Ken Russell is the webmaster for the Guelph Wellington Seniors Association and has over twelve years computer instruction to older adults. He has gained insight into what training seniors need for basic and complex computing tasks.

Holly Reimer is a consulting dietitian at the Evergreen Seniors Community Centre in Guelph. She is also working toward a PhD in applied human nutrition at the University of Guelph. Her focus areas in practice and research are health promotion and chronic disease management for older adults in the community, and improving mealtime care for long term care residents with dementia.

Developing Health Communication Activities

In this introductory level session we begin with an overview of key concepts, terms and THCU's step-model (10 minutes), then bring the task of message development to life through small group discussions (20 minutes), and to close, identify quality sources of more information, tools and personalized consultation services (10 minutes).

For this session, extra time will be spent on message development. Designing messages is often considered the most exciting part of health communication and many of our clients want jump into the health communication process at this point. In fact, message development is step 8, very late in our 12-step process, for a reason. In this session we explain the challenges involved with creating good health

communication messages and the importance of completing all 7 steps before message development. Failing to do so, generally ends in wasted efforts as message fail to reach and persuade the intended audience.

THCUs 12-step model for developing health communication campaigns and activities has been widely used in the health promotion field in Ontario since 1993. It is based on syntheses of health promotion literature, supplemented by our consultants' many years of health promotion experience in Canada, and enriched by insights from our participants. THCU has an extensive line of popular tools and products to support this 12-step model. Health communication tools are available online, for free, at <http://www.thcu.ca/infoandresources.cfm>

We recommend this session for anyone new to health promotion seeking definitions, tools, resources and organized approaches to practice; front line staff that need to choose, plan, implement and evaluate programs and services; and managers or team leaders who train or advise staff about theory and evidence-informed processes.

Key Learning Objectives:

1. Understanding the many types of health communication
2. Understanding how to manage a health communication project
3. Review of online resources available

Danielle Côte, RN, APR, is a bilingual communication practitioner with 20 years of experience in the health sector. As a consultant, she provides strategic communication advice, public relations, community and media relations expertise, as well as project management services to a variety of clients. She has developed, implemented and evaluated a number of comprehensive health communication campaigns. Danielle has worked with organizations such as the Champlain cardiovascular Disease Prevention Network, the Heart and Stroke Foundation of Canada, and the Canadian Produce Marketing Association. In early 2010, she became a guest consultant with The Health Communication Unit (THCU), specializing in building capacity among Francophone Ontarians.

Sophie Ross is a Communications Consultant with The Health Communication Unit (TCHU). She has put forward her leadership, strategic planning and project management skills to successfully carry out numerous communications campaigns and initiatives sponsored by NGOs, provincial and municipal government agencies and numerous federal government departments. Sophie also functioned as a health communications and health promotions specialist while employed at the Alder Group, the Aging institute (Canadian Institutes of Health Research) and the Windsor-Essex County Health Unit.

Compassion Fatigue - What Is It and Why Should You Pay Attention

For the thousands of dedicated and passionate helping professionals working in the front lines of the social service fields, Compassion Fatigue is now commonly seen as the "cost of caring". It has become the personal price we pay as helpers in the social service fields such as child welfare, senior care, shelters, addictions, domestic violence, and with street youth. This workshop will provide education about how and why it happens, helpful information to recognize the signs and symptoms and easy self-care strategies to help participants build their resilience to remain healthy and compassionate for a long and rewarding career.

Key Learning Objectives:

1. What is Compassion Fatigue - how and why it happens
2. Identifying the symptoms
3. Easy self-care strategies

Rebecca Brown has a Master's Degree in Social work and her career has spanned 23 years including medical social work and the child welfare sector. Rebecca is a Supervisor of a front line child protection team at the Children's Aid Society of London and Middlesex and is a founding member of the Critical Incident Debriefing Team for CAS staff following traumatic work events. She is a provincial trainer for the Ontario Association of Children's Aid Societies and teaches the curriculum on Wellness and Self Care. Rebecca is a consultant with Francoise Mathieu and now offers presentations through Workshops for Helping Professionals on the topics of Vicarious Trauma and Compassion Fatigue to helping professionals in a variety of social settings to balance the impact of the "cost of caring" for those in need.

10:30 a.m. to Noon (Please Choose One)

Influencing Policy Change and Development

In this introductory level session we begin with an overview of key concepts, terms and THCU's step-model (10 minutes), then bring the task of understanding and influencing decision-makers to life through small group discussions (20 minutes), and to close, identify quality sources of more information, tools and personalized consultation services (10 minutes). For this session, extra time will be spent on understanding and influencing decision-makers. A large deciding factor in whether health promoting policies are adopted and properly implemented is whether meaningful relationships were built with decision-makers with the power to allocate resources to the effort. An intimidating process for many, this workshop will introduce some of the key concepts associated with doing this effectively.

THCU's 8-step model for health promoting policy development has been widely used in the health promotion field in Ontario since 1993. It is based on syntheses of health promotion literature, supplemented by our consultants' many years of health promotion experience in Canada, and enriched by insights from our participants.

We recommend this session for anyone new to health promotion seeking definitions, tools, resources and organized approaches to practice; front line staff that need to choose, plan, implement and evaluate programs and services; and managers or team leaders who train or advise staff about theory and evidence-informed processes.

Key Learning Objectives:

1. understand the role of policy as a health promotion strategy
2. be able to develop goals and objectives for a health promotion policy
3. understand the link between policy development & skills related to making the case, planning, evaluation, and media advocacy

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Older Adults in the Workplace - Adjusting to the Phenomena

Retiring Baby Boomers ??- maybe not...as the oldest boomers reach the age of 65 and officially become senior citizens, it is expected that this generation will redefine retirement and what it means to be a senior. We will explore some facts about generational difference, the impact of boomers on our society and the implications of their aging as it relates to the recreational field and human resources need.

Key Learning Objectives:

1. Generational differences
2. The impact of boomers on society
3. Implications of their aging in relationship to the recreational field and human resources.

Lynda Pinnington is a partner of Pinnington Training and Development which specializes in the design and delivery of skill based organizational and personal development training programs for business, industry and publicly funded organizations. Dr. Pinnington has a Masters Degree and PhD from the University of Toronto.

Statistics Canada: How to Profile Your Community

Census Data is more than just numbers and graphs. It can be used to build capacity in the hands of data users who know how to find it, interpret it and use it properly. This session will allow participants to learn how to navigate Statistics Canada website to obtain Census data at the community level. Participants will also learn about other relevant data sources available from Statistics Canada that can assist their organization.

Key Learning Objectives:

1. To navigate Statistics Canada Website to obtain data on your specific community
2. Other resources available from Stats Canada that can assist your organization
3. To interpret and use the the data properly.

Peter Pathinather is a Project Leader with the Community Outreach Program of Statistics Canada. Peter has worked for Statistics Canada for 14 years and has extensive experience in presenting workshops and trainings.

Might be Interesting if I Could Hear What They Were Saying

Can your membership be actively involved and enjoy all activities offered in your centre? Will you be ready to meet the Accessibility for Ontarians with Disabilities Act (AODA) legislative requirements? The Canadian Hearing Society can work with you and your clients to make this a reality.

Key Learning Objectives:

1. Learn how the Canadian Hearing Society can assist you to identify barriers participants with a hearing loss face when they try to engage in programs in your Centre.
2. How can you set up a successful forum for good communication?
3. Discussion and demonstration of current technology available to add to existing facilities and new builds. Will you be ready to meet the Accessibility for Ontarians with Disabilities Act (AODA) legislative requirements?

Mary E. Young, BA. Psych., University of Western Ontario, Multidisciplinary Gerontology Diploma, Conestoga College. Mary has been a Hearing Care Counsellor with The Canadian Hearing Society since 2001. She has extensive experience working with older adults in Long-term Care, Older Adult Centres and in day programming for over 27 years. Mary is an avid gardener in her spare time.

Mary Anne Melanson, B.Soc.Sc. Hons., University of Ottawa, Registered Rehabilitation Professional (R.R.P.) Canadian Association of Rehabilitation Professionals (C.A.R.P.). Mary Anne is a Hearing Care Counsellor with The Canadian Hearing Society, since 2006. Her other employment capacities have been in Therapeutic Recreation, Volunteer Management, Vocational Rehabilitation Counselling, Case Management and Older Adult Outreach Services. She is currently pursuing studies in Leadership Development at Conestoga College.

2:15 to 3:45 p.m. (Please Choose One)

Social Media: The Potential for Your Centre

Social Media has changed the face of marketing. Through tools such as Facebook, Twitter, Linked In and You Tube, Melissa will give you a better understanding of the world of social media and how to use it to your advantage when marketing your centre and its services online. From campaigns to conversations, Melissa will have you rethinking the traditional, exploring the new, and experiencing the unknown. Listen - Engage - Experience. Harness the power of Social Media and learn how to develop content that is engaging, sincere and relatable.

Key Learning Objectives:

1. You will be provided an overview of all Social Media opportunities
2. You will learn how it all works and help you decide if Social media will benefit you or your centre
3. You will learn practical ways that your centre can implement, anticipate and measure results.

Melissa Schenk is a motivated, creative, and successful entrepreneur/TV personality who speaks from experience. Originally from Stratford, Melissa's career began in broadcasting at 1240 CJCS. A graduate of Fanshawe College's Television Broadcasting Program, Melissa interned with CNN in Uganda. A love of travel, lead her abroad working

as a Port Lecturer on cruise ships. She later returned to Southwestern Ontario and began working as a weather announcer for CTV, as well as launching her own Production Company-MS2 Productions-which helps business' evolve with the next generation of video marketing and corporate storytelling online (www.ms2.ca) Wearing many hats currently as a business owner, weather anchor on /A\ News in London and part-time teacher at Conestoga College, Melissa will take you on a journey through Social Media and teach you how to make a name for yourself and will have you answering the question-How will you be remembered?

The Big 3-Grant Advice from the Experts

Securing grant money has become more important than ever before. As we all look for ways to provide innovative services and programs to our customers, obtaining grant money is critical as our more traditional budget streams tighten and require more "efficiencies". The challenge with any grant, but especially with our most common grant opportunities from Trillium, Health Promotion, and New Horizons, is understanding what the funders want in a grant application. While the templates and applications provided by each granter are necessary, finding the correct combination of partners, supporters, budgets and phrases to ensure a successful grant application can make or break an opportunity to obtain support for an excellent community program.

Key Learning Objectives:

1. Learn useful tips on project development and grant preparation
2. Discover some of the reasons that successful grant applications are successful
3. Have your specific questions answered about Trillium, New Horizons, and Health Promotion grant programs

Barbara Elias has been a Regional Advisor for the Provincial Ministries of Citizenship and Immigration, Health Promotion, and Culture, covering Dufferin County, Wellington County and the City of Guelph, for over five years. In her role, Barbara provides support to a wide range of government programs and services, including community grants. Prior to joining the Province, Barbara worked in a variety of capacities for the non-profit sector. Through her current and previous work experience, Barbara has developed a strong understanding of the funding environment in Ontario, and brings perspective as both a grant applicant, and funder to her presentations.

Ms. Auditi Seal first joined the public service a little over 12 years ago. She has worked at Statistics Canada before joining the Department of Human Resources and Skills Development Canada in 2001. She has been a Business Expertise Consultant with the New Horizons for Seniors Program for the last three years.

Mr. Omar Yassin Omar is the Program Manager, Western for Guelph, Wellington, Dufferin area.

EPC MIS: OHRS and Chart of Accounts Mapping/ Q2 Trial Balance submission for EPCs-Have you Adjusted?

If you receive EPC funding then this workshop is for you. As you are well aware, All EPCs are expected to submit an OHRS Trial Balance in October 2010 for Q2 2010/11. The CSS MIS project is currently working with all EPCs to assist them in becoming OHRS-compliant and meet the MOHLTC reporting requirements. This workshop should assist you with some of the challenges that you may be encountering with meeting the looming deadline. As we adjust to this new reporting format, this is your opportunity to get your questions answered from the expert. The project team is looking forward to working with you on the implementation of the Ontario Healthcare Reporting Standards (OHRS) in your organization!

Key Learning Objectives:

1. Issues that have been encountered with the new reporting format
2. Tips on how to correct these issues
3. Q & A on specific challenges with the OHRS Trial Balance

Natasha Tehranian, PMP Project Leader for the CSS OHRS/MIS Project-Community Care Information Management

4:00 to 5:30 p.m. (Please Choose One)

Outdoor Fitness Parks for Seniors. Build it they'll come, Build it right they'll keep coming
Adult and senior outdoor fitness parks are a growing trend in Canada and around the world. The fitness parks provide equal and open access to fitness and healthy active living for all ages and physical abilities. However, it is important to design and choose the right layout and equipment in order to engage the community members to visit the park time and time again.

Installing a fitness park in a community can contribute to your community member's healthy living and building it right will contribute to the long-term success of this goal.

Come and learn from our experience installing nearly 100 outdoor fitness parks across Canada.

Key Learning Objectives:

1. What parks for seniors are,
2. How they benefit older adults
3. Explain the requirements to work with park planners for best locations.

Guy Chaham the owner and Executive Director of GreenGym has installed nearly 100 fitness parks in the last 3 years. As the first company to introduce the outdoor fitness concept to Canada in 2007 Mr. Chaham has grown its company to be the leader and de-facto name in this industry. Mr. Chaham is an ex-professional basketball player with many years of fitness training as an athlete and a coach. Mr. Chaham owned several health related businesses in the past, some of them provided post event solutions such as defibrillators and CPR training. Mr. Chaham was the founder of the Osteoporosis prevention program in Atlantic Canada, a mobile solution for Bone Density screening. However in 2007 Mr. Chaham decided to focus on GreenGym as a preventative solution for health issues.

Top 10 Challenges Facing Boards and Advisory Committees

This participatory and facilitated discussion will be of benefit to all volunteer boards and committees to develop strategies and solutions to the challenges your Board or Advisory committee may be facing. Come prepared to discuss your board and committee challenges. While we can't solve all the challenges facing all Boards and Advisory Committees, we can discuss some of the more important issues... the top 10.

Key Learning Objectives:

1. Learn about the challenges facing other boards and advisory committees
2. Contribute to solutions to challenges facing other boards and advisory committees
3. Get prepared for trends that may impact the governance of your board or advisory committee

William (Bill) Krever joined Better Living Health and Community Services in 1986 as the Director of E. P. Taylor Place. Bill was promoted to the position of President and Chief Executive Officer in 1991. With 28 years of experience and a degree in Applied Geography from Ryerson, a Certificate in Gerontology and a Certificate in Not-for-Profit Management, Bill provides strategic leadership to Better Living and is a strong contributor to the organizations high level of care and professionalism. Bill has led Better Living through many changes and new initiatives within the healthcare sector and has also held many leadership positions within provincial and national organizations including; Older Adult Centres' Association of Ontario and the Active Living Coalition for Older Adults.

Age Friendly Cities - What Can You Do In Your Community

The Age-Friendly Communities Initiative is sweeping through Canada. This project seeks to engage older Canadians and their communities in making their communities better, healthier and safer places for seniors to live and thrive. What role can your Older Adult Centre play in ensuring this project moves forward?

Key Learning Objectives:

1. Overview the Age Friendly Communities initiative being conducted by MAREP at the University of Waterloo and its partners
2. Introduce a model and tool for assisting communities in becoming age friendly (specifically www.afc.uwaterloo)

3. Dialogue together around how older adult centres can help communities contribute to age friendly community initiatives

Dr. Sherry Dupuis, BMus (Queen's University), MA (University of Waterloo), PhD (University of Guelph), is the Director of the Murray Alzheimer Research and Education Program (MAREP), and an Associate Professor in the Department of Recreation and Leisure Studies at the University of Waterloo. She holds adjunct positions in the Gerontology Program at McMaster University and in the Department of Family Relations and Applied Nutrition at the University of Guelph. Guided by an authentic partnership approach and a number of years experience working in long-term care, Sherry's research program has focused primarily on identifying ways to improve the quality of the lives of older adults, particularly those living with dementia and their families. Her work explores innovative and creative ways to actively include older adults, including persons with dementia and their partners in care, in research, education, and practice. Sherry is also committed to ensuring her research is translated into action and culture change through the use of participatory research approaches and the development of alternative representations of research that are relevant and accessible to diverse audiences.

Moving Towards an Accessible Ontario by 2025

According to the Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion each year in Canada. That's a market no business can afford to overlook. People with disabilities travel, shop and do business with their friends and families in our communities, just like everyone else. By learning how to serve people with disabilities, businesses may attract more customers, build customer loyalty and improve their services for everyone.

The Government of Ontario is striving to become a leader in accessibility by 2025 and introduced the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 to achieve this goal. In 2008 the first of five standards under this Act came into force, the Accessibility Standards for Customer Service. All businesses or organizations that provide goods or services to the public or to other third parties in Ontario and have one or more employees are legally required to comply with the requirements of the standard. Organizations in the broader public sector were required to comply by January 1, 2010. Businesses and non-profit organizations must comply by January 1, 2012.

Key Learning Objectives:

1. Overview of the AODA, the requirements for compliance with the customer service regulation and where you can get more information to answer your questions and help you comply with the accessible customer service standard.
2. Update on the progress of the four accessibility standards still in development- information and communications, transportation, built environment and employment.

Linda Markowsky is the Manager of Compliance Assistance Training in the Accessibility Directorate of Ontario, Ministry of Community and Social Services. She has worked with the Accessibility Directorate for three years and was Manager of Compliance Assurance before taking on her current position last spring. Throughout her career, Linda has followed her passion to "make a difference". She began her career in the mental health field, moved to the federal government where she worked on policies related to victims of crime and managed a program reaching out to communities to create alternate approaches to community justice. These experiences motivated her to build a third career as an independent writer, researcher and speaker advocating for greater understanding and prevention of youth violence and violence against women. In this career she wrote four books and received a lifetime achievement award from the Justice Institute of B.C. In the last ten years she has worked for change "from the inside" in the Ontario government, most recently to help promote universal accessibility for people with disabilities.

Tuesday October 19

8:45 to 10:15 a.m. (Please Choose One)

Be Our Guest – Tour of the Evergreen Seniors Community Centre (off-site)

Be a guest of the Guelph Wellington Seniors Association and tour the Evergreen Seniors Community Centre. This 25 000 square foot recreation facility is owned and operated by the City of Guelph, but in its partnership with the Guelph Wellington Seniors Association, provide amazing programs and services to older adults in the community.

Key Learning Objectives:

1. A tour of the recreation facility and the programs and services of the 3000 members
2. Explore the partnership between the City and the Guelph Wellington Seniors Association

3. Overview of the marketing campaign

Dementia Tsunami and the Challenge for Centres

Are you ready? The 'dementia tsunami' will create an influx of customers who have more complex needs due to physical frailty and cognitive impairment. This session will help staff understand the challenges of living with dementia, and how best to interact with those who have memory loss.

Key Learning Objectives:

1. Understand the relationship between brain health and dementia.
2. Know what lifestyle changes can be made to maximize your brain health.
3. Learn how to combine the keys to brain health to capitalize on their value.

Robin Smart has been the Public Education Coordinator with the Alzheimer Society of Guelph-Wellington since 2005. Previous to that she worked in Long Term Care since age 16, when she started as a nursing aid. Over the years she worked in a variety of departments including dietary, recreation, activation and for many years as the admission coordinator for a Long Term Care home. Robin holds both a Bachelor and Master of Arts Degree from the University of Guelph. Her Master's Degree focused on helping people adapt to institutional living.

The Gift of Time is The Gift of Health: The Health Benefits of Volunteering

Volunteering is good for your health – fact or myth? Professor Gottlieb and an interdisciplinary team of researchers from the University of Guelph are conducting research to see if this is in fact true. Together they are following 160 volunteers, aged 60-and-older, who are engaged in active volunteer work such as meal delivery, which involves bending, lifting, carrying, walking, and associated cognitive activities such as route navigation. This study on volunteerism is unusual in that it will not rely solely on the self-reports of participants, but also on measurable data resulting from physical and cognitive assessments. Such tests will be similar to those performed during a yearly physical, including measures of lung and heart function, strength, blood pressure, and laboratory analyzes.

Key Learning Objectives:

1. Review of past research on volunteering and the health of older adults.
2. Consideration of the many possible reasons or mechanisms whereby volunteering may affect health.
3. Findings to date from Prof. Gottlieb's own study of the differences in physical and cognitive fitness between active older adult volunteers and sedentary volunteers,
4. How staff at Older Adult Centres throughout Ontario can apply this research.

Professor Benjamin H. Gottlieb is a Professor of Psychology at the University of Guelph. A Fellow of both the Canadian and American Psychological Associations, Ben has devoted his career to the study of social support. With grants from the Canadian Institutes for Health Research, Ben is now examining the benefits older adults derive from volunteering as well as the nature and effects of social usefulness among Seniors. Ben is also a Director of the Waterloo Wellington Community Care Access Centre (CCAC).

10:30 a.m. to Noon (Please Choose One)

Is Your Centre Welcoming to New Canadians?

In this workshop you will presented an outline of the model of service delivery at the Rexdale Community Health Centre that promotes and supports the program's mandate of 'A Safe and Friendly Place For Older Adults 55+ from Diverse Cultures To Meet'. Participants will investigate with a check-list of potential barriers to access that many New Canadians encounter and will offer practical suggestions based on her own experiences, challenges and successes about how barriers to access can be 'broken down' in order to suport a 'Welcoming Centre For New Canadians'.

Key Learning Objectives:

1. Toolkit of ways to create a welcoming centre for New Canadians

2. Examples of implementing best practices
3. How to transfer this knowledge and apply directly to your own Centre.

Wendy Caceres- Speakman was educated in a small rural town in England and came to Canada at the age of 18 as a qualified Early Childhood Educator. Wendy is able to connect on a personal level to many aspects of the 'New Canadian' experience as she herself began her new life in Toronto as a non-status person, working via a 'work permit' as a nanny (as classified by Canadian Immigration, a 'Domestic'). In 1978 'Domestics' did not have the right to apply for their landed immigrant status. In 1979 Wendy joined Intercede, an advocacy organization working to change the migrant status of 'Domestics'. Working alongside many other hopeful 'New Canadians', and after several years of active lobbying, success was achieved. Wendy finally became a 'New Canadian' (with landed status) in 1983. Family life for Wendy has also involved the melding of two cultures, and a necessity to learn a second language.

Wendy has resided and worked in the culturally diverse community of the former City of York for 20 years serving many age groups from pre-school to seniors. The past 14 years of her career has been dedicated to working with the seniors community. As the Program Coordinator / Manager of the Syme 55+ Centre for 12 years, she now coordinates the Ethno Cultural Seniors Program at the Rexdale Community Health Centre.

Health and Fitness Project

The health and Fitness Project was written for the Oshawa Senior Citizens' Centres for the purpose of facilitating and providing necessary tools to seniors to establish healthy lifestyle choices, enabling seniors to enjoy good physical and mental health and a high quality of life as they age. The facilitators will share the results from the research of a successful Health & Fitness initiative implemented at the Oshawa Senior Citizens Centres that promotes healthy living and disease prevention

Key Learning Objectives:

1. Key findings from research done by Older Adult Fitness Consultant, Toni Johnston, on what older adults want and need from seniors centres to establish/maintain a healthy lifestyle;
2. Successful fitness and nutrition initiatives -including tools and programs developed for seniors to maintain a healthy lifestyle, enhanced nutritional choices at our centres, and
3. The development of educational seminars to prevent/live with chronic illness.

Kim Evans is Leisure Programs Manager at the Oshawa Seniors Citizens Centre and has been a part of the implementation of the Health & Fitness initiative for the past year. Along with Programs and Services Director, Colleen Zavrel, Kim worked with and hired the Health & Fitness Initiative Consultant, Nutritional Advisor, Personal Trainer and Project Coordinator as well as established a team of Senior volunteer advisors to implement the Health & Fitness project.

Toni Johnston is a Registered Nurse, a Seniors Fitness Specialist and President of Active 4 Life Inc. She has been in the fitness industry for 13 years. Toni leads low impact seniors exercise classes for over 250 older adults in the communities of Oshawa and Markham. She has been instrumental in the design and production of Low Impact Exercise DVDs for Older Adults and has presented to several organizations on the benefits of exercise and physical activity. Most recently, she has created and written the Health and Fitness Project for the Oshawa Seniors Citizens Centres and has provided her expertise to assist with its implementation.

Be Our Guest – Tour of the Evergreen Seniors Community Centre (Continued)

Be a guest of the Guelph Wellington Seniors Association and tour the Evergreen Seniors Community Centre. Delegates must sign up for both parts of the tour. The tour will take place from 8:45 am to 12:00 pm.

Older Adult Applied Research: Are You Staying Current?

Baby boomers and the process of aging is being studied on many levels and managing to keep current and up-to-date on this research is becoming increasingly difficult due to an explosion of information and tools available. It is important to be aware of and involved in current research to ensure older adult centres are staying relevant. Pat Spadafora, Director of Research at Sheridan Elder Research Project will share with us current research projects and how we can become involved.

Key Learning Objectives:

1. Learn about current and innovative research related to aging,
2. Discuss how can Older Adult Centres apply this research in practice at their Centres,
3. Learn how Centres can become involved in research projects

Pat Spadafora has a demonstrated track record in leading innovative projects from concept to reality, taking them from “lab to life” TM. The founding Director and principal investigator of the Sheridan Elder Research Centre (SERC), she has had extensive experience in developing unique linkages between people, ideas and resources in the field of aging. Ms. Spadafora has an M.S.W. from Wilfrid Laurier University and over 30 years of experience in the social work and education fields. Ms. Spadafora’s research interests include, among others, global population aging, aging in place, accessible technology, civic engagement and retirement, the impact of the creative and performing arts on health, program evaluation, building community capacity and preparing organizations to meet the demands of a growing aging population.

Ms. Spadafora is a member of a number of organizations, including her role as a Director with the International Federation on Ageing (IFA) and as a member of the NGO Committee on Ageing in New York at the United Nations.